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Work Package: 4 – Interactive tools for cross-national surveys

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SERISS (Synergies for Europe’s Research Infrastructures in the Social Sciences) aims to exploit synergies, foster collaboration and develop shared standards between Europe’s social science infrastructures in order to better equip these infrastructures to play a major role in addressing Europe’s grand societal challenges and ensure that European policymaking is built on a solid base of the highest-quality socio-economic evidence.

The four year project (2015-19) is a collaboration between the three leading European Research Infrastructures in the social sciences – the European Social Survey (ESS ERIC), the Survey for Health Aging and Retirement in Europe (SHARE ERIC) and the Consortium of European Social Science Data Archives (CESSDA AS) – and organisations representing the Generations and Gender Programme (GGP), European Values Study (EVS) and the WageIndicator Survey.

Work focuses on three key areas: Addressing key challenges for cross-national data collection, breaking down barriers between social science infrastructures and embracing the future of the social sciences.

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Summary

This report details the approach to, and results from, interviewer testing of the Fieldwork Management and Monitoring System (FMMS) being developed for the European Social Survey (ESS) as part of the Synergies for Europe’s Research Infrastructures in the Social Sciences (SERISS) project. The FMMS aims to provide survey stakeholders with consistent, timely and accurate information on fieldwork progress and consists of two components: a mobile "app" used by interviewers in the field to complete contact records on the doorstep and a centralised case management system (CCMS) which manages the exchange of data between the survey agency and interviewers and maintains a central database which can be used for fieldwork progress monitoring. Classroom based testing of the FMMS app and data exchange with the CCMS took place with UK-based interviewers in October 2016. Its purpose was to gather end-user feedback on whether the app’s workflow and user interface met interviewer needs. Feedback will be combined with the results of researcher testing and a cross-national implementation study to refine the tool prior to possible roll out on the ESS.
1 Introduction

As part of the Synergies for Europe’s Research Infrastructures in the Social Sciences (SERISS) project, researchers from ESS ERIC HQ and CentERdata have been working on developing an electronic fieldwork management and monitoring system (FMMS) for use on the European Social Survey.¹ By providing interviewers, survey agencies and the central survey team with access to accurate, up to date information throughout the fieldwork period, the FMMS is designed to allow stakeholders to monitor and manage fieldwork more effectively. The FMMS has three main aims:

- To improve the amount and timeliness of fieldwork monitoring information available to all ESS stakeholders by facilitating the transfer of data to and from the field in near real time throughout the fieldwork period;
- To generate standardised contact records and fieldwork progress reports across countries to allow for more efficient and better informed monitoring of fieldwork cross-nationally;
- To facilitate easier and more accurate collection of contact records by allowing one-stop data collection on the doorstep through an easy to use app.

The FMMS consists of two components: a mobile “app” used by interviewers in the field to manage their caseloads and complete contact records on the doorstep and a centralised case management system (CCMS) which manages the exchange of data between the survey agency and interviewers and maintains a central database which can be used for fieldwork progress monitoring.

This report details the approach to and results from interviewer testing of the FMMS app which took place in October 2016. Prior to the interview testing, researcher-led testing of the prototype FMMS (app and CCMS) was carried out to verify that the required features were in place and that the tool met the functional specification agreed at the start of development. (Butt et al, 2016a). An implementation exercise, involving consultation with ESS National Coordinators and survey agencies in participating countries, was carried out to evaluate the feasibility of implementing a common electronic fieldwork management and monitoring tool cross-nationally (Butt et al, 2016b). The classroom-based interviewer testing was designed to build on the researcher-led testing of basic functionality and gather feedback on whether the FMMS app met the needs of its intended end users (survey interviewers), particularly as regards having a logical workflow consistent with how interviewers work in the field and an easy to use user interface.

The rest of this report proceeds as follows: Section 2 provides details of the approach taken to interviewer testing of the FMMS app, the features tested and the environment in which testing took place. Section 3 reports interviewers’ feedback following the testing, providing a general overview of their response to the app as well as suggestions for how particular features could be improved. Section 4 provides a summary of the key outcomes from the testing as well as an overview of planned next steps in the FMMS’ development.

¹ Work builds on the early scoping and development work for an electronic fieldwork management and monitoring system carried out under the DASISH project 2012-2014. See DASISH Deliverable D3.8 Fieldwork monitoring application for decentralised surveys EC FP7 Grant number 283646 (www.dasish.eu)
### 1.1 Definitions, Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
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<tr>
<td>FMMS</td>
<td>Fieldwork Management and Monitoring System</td>
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<tr>
<td>app</td>
<td>Mobile Application</td>
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<tr>
<td>CCMS</td>
<td>Centralised Case Management System i.e. the FMMS central workstation (consisting out of an online portal and connected database)</td>
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<tr>
<td>ESS</td>
<td>European Social Survey</td>
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<tr>
<td>NatCen</td>
<td>NatCen Social Research - National Coordinator and survey agency for the European Social Survey Rounds 7 and 8 in the UK</td>
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<tr>
<td>NC</td>
<td>National Coordinator - an individual/team responsible for overseeing the implementation of the ESS in each participating country</td>
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<tr>
<td>IWER</td>
<td>Interviewer</td>
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2 Test approach

2.1 Overview

Interviewer testing of the FMMS primarily focused on testing the mobile app. It also provided an opportunity to test the transfer of data (syncing) between the app and the central database (CCMS) maintained by the survey agency. The FMMS app is designed to be used on mobile devices (tablets, smartphones) and aims to:

- replace paper contact forms and enable digital data collection of contact attempts
- enable data collection directly at the doorstep
- enable timely transfer of records to the fieldwork organisation
- simplify respondent selection procedure for the interviewers
- simplify contact data collection for the interviewers
- simplify case management and administration for the interviewers
- improve data quality of recorded contact attempts

The app was tested on mobile devices (tablets) in a one day classroom-based testing session with a small group of interviewers from NatCen Social Research, the ESS National Coordinator and the survey agency responsible for conducting ESS Rounds 7 and 8 in the UK. The goal of the testing day was to gather end user feedback on the workflow within the app and its user interface. Testing was based around test case scenarios developed by the researchers to simulate - as far as possible within a classroom environment – how the tool would be used in practice on the doorstep and to test multiple features within the app. During the testing session multiple testers were collecting and transmitting data in the tool simultaneously, thereby also providing an opportunity to test that syncing or data exchange between the app and the CCMS was quick and reliable. Finally, the testing session provided an opportunity to observe how quickly interviewers picked up how to use the app, and to obtain feedback on the training materials provided to interviewers (for example, the user manual) in preparation for any future roll out of the tool.

The agenda for the testing session and the materials issued to interviewers during the day can be found in the appendix.

2.2 Participants and testing responsibilities

The FMMS app was tested by five NatCen interviewers from London and South East England. Two interviewers were female and three male. Three interviewers were aged between 46-64 years old and two were aged over 65, reflecting the older age profile of NatCen’s (and many survey agencies’) field force. All five interviewers were working on ESS Round 8 in the UK and were familiar with the contact forms and other fieldwork procedures currently used for the ESS. All interviewers reported that they were at least somewhat

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2 Six interviewers were scheduled to attend the session but one interviewer was ill and so unable to attend.
3 Interviewers working on the ESS in the UK are currently issued with a paper contact form for each sampled address. Interviewers use the paper form to record the date, time and outcome of any contact attempts as well as interviewer observations about the address and the immediate surrounding area. Information from the paper form is subsequently entered into the admin block of the CAPI interview programme and transmitted back to the survey agency.
comfortable learning how to use new technology and had some previous experience of using tablets to collect survey interview and contact form data.

The main part of the testing session involved interviewers working in pairs to complete test case scenarios devised by the research team. The interviewers were not asked to do any preparation in advance of the testing session. At the start of the testing session, interviewers were given a brief introduction to the FMMS and a demonstration of the app and were then provided with a user manual to help them navigate the app during testing. Whilst completing the test cases interviewers were encouraged to ‘role play’ the scenarios so as to mimic as closely as possible the doorstep interaction with respondents in the field. During the testing interviewers were prompted to ‘think aloud’ about their experiences of using the app and, following a series of structured probes, comment on: whether they were able to complete the task, how easy or difficult they found it to complete, and any suggestions for improving either the functionality (workflow) or usability (user interface) of the app. After completion of each test case interviewers were asked to sync the app with the CCMS and then log out to test the syncing and saving functions.

ESS researchers from ESS ERIC HQ were present during the testing. One researcher was assigned to each pair of interviewers to act as a scribe for their comments and to prompt interviewers to reflect further on their experience of using the app where necessary.

Also present at the testing day were: two programmers from CentERdata who oversaw the CCMS and the allocation and (re) allocation of cases to interviewers, the UK ESS NC and a representative from NatCen’s programming department who were there to observe the FMMS, and members of NatCen’s IT department who were present at the start of the day to ensure that interviewers’ mobile devices were set up correctly.

2.3 Features tested

Testing focused on the FMMS app and the exchange of data i.e. syncing between the app and CCMS. The following features were tested via the role play scenarios:

- Navigation within the app
  - Log in
  - Finding and selecting cases in the case list
  - Finding functions in the app
  - Navigating between different functions, cases and screens

- Logging a contact attempt and recording contact outcomes

- Respondent selection - i.e. randomly selecting one adult aged 15 and over to interview at each sampled address

- Completion of neighbourhood observations

- Writing a note

- Request for a case to be unassigned/reassigned to a different interviewer

- Editing information within the app e.g. address, time of contact
• Reviewing progress of allocated cases in the case overview
  o Reviewing progress status of allocated cases
  o Identifying new cases

• Syncing between the app and CCMS
  o Receipt of assigned cases by the interviewer
  o Transfer of completed contact records to the CCMS

For an illustration of how each of these functions is completed within the app, see the user manual provided to interviewers at the start of the testing session (Appendix).

2.4 Technical set up

A web-based version of the app was tested. If rolled out for use on the ESS the FMMS will be made available as an app downloadable from Google Play, Apple and Windows app stores, compatible with Windows, android and Apple devices and usable both on and offline for data collection (though an internet connection is required for syncing). However, for testing purposes interviewers accessed the app via a web link. Wi-Fi was available throughout the day.

Interviewers used tablets assigned to them by NatCen (and used on other projects) to test the app. The tablets used were Lenovo Yoga tablets with a keyboard attached and a 12 inch screen. The tablets used were relatively large; the app’s usability should be tested further on smaller devices. Interviewers were asked not to use the keyboard whilst testing the app which is designed primarily for use on mobile devices with touch screens and without keyboards.

The CCMS was accessed on a standard laptop computer running Windows 10 and using Chrome as the browser. The CCMS used a Hyper Text Transfer Protocol Secure (HTTPS) connection.

2.5 Test data

The app was tested using dummy data. A sample file containing address records for thirty five cases was supplied by the NC and imported into the CCMS by CentERdata. Each interviewer was issued with login credentials (username and password) and assigned five cases to work on during the testing.
3 Testing feedback

This section reports on the feedback on the FMMS app provided by interviewers during the testing session. It starts with some general feedback on interviewers’ reactions to the app and goes on to provide further detail of the specific feedback given on particular features of the app. Finally, a list of priority fixes to be implemented in the app before it is made available at the end of the SERISS project is given.

3.1 Overall impressions

The app was generally well received by the interviewers. They reported that the app was easy to use and navigate. Features that they particularly liked included the case overview screen and having the history of contact attempts for each address readily available to them. They also liked that certain features, for example log a visit and respondent selection, were kept separate so that interviewers could adapt their workflow and the sequence in which information was recorded depending on the doorstep interaction. They were pleased that respondent selection was carried out automatically via the app rather than requiring the interviewer manually to determine the last birthday or use a kish grid. They also liked the fact that the date and time of contact attempts was recorded automatically by the app but with the option for the interviewer to overwrite if necessary (if, for example, they forgot to enter data on the doorstep and were recording a visit several hours after it in fact took place).

Interviewers were generally happy for the current paper contact forms to be replaced by an electronic app. They were also comfortable with the idea of completing the contact form on a mobile device on the doorstep. However, one interviewer said that she would find it difficult to go completely paperless and not have at least a list of the cases in her assignment being available to her on paper; she liked to be able to see their whole assignment to plan her work for each day. Interviewers also felt that the app might be easier to use on the doorstep with a smartphone rather than a large tablet. They noted that the app’s layout seemed better suited to being used in portrait rather than landscape. They also requested that careful attention be paid to the colours used in the app and the on-screen contrast to ensure that the screen would be easy to see in different weather conditions (e.g. bright sunlight) and different times of day e.g. after dark. Some of the current grey-on-grey layout was particularly problematic.

Interviewers found the app easy to use, even without any prior preparation, following only a brief demonstration and with the help of the user manual. The only additional guidance/training interviewers requested was the addition of a glossary to the user manual summarising what the different icons used within the app mean. Adding pop-up help screens within the app, as for example are already available to provide interviewer instructions on how to complete the neighbourhood observations, could also be considered.

Interviewers were able to complete all of the required test cases. The app functioned according to the specification with two minor exceptions. First, when only one household or respondent was recorded as being present at an address, their details were not saved by the app once the interviewer logged out. Second, postcodes for addresses, despite being included in the sample file imported to the CCMS, did not show up in the app. These

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4 For data security reasons this would only be possible if the smartphone was issued by the survey agency rather than being the interviewer’s own.
problems will be fixed in the next version of the app. Syncing between the app and the central database (CCMS) worked as intended throughout the testing session.

The main areas for possible improvement mentioned by the interviewers included: adding the option to go back and correct mistakes made when entering data, for example when completing the respondent selection; adding a reminder to save when necessary; and being able to sort/filter cases by additional fields e.g. outcome status to make it easier for interviewers to organise their assignments and plan their work for the day. The NC mentioned that one potential benefit of the app was that it could improve the quality of contact data and reduce interviewer mistakes (e.g. when entering the date and time of contact attempts). Further opportunities for quality checks e.g. reminders to complete the neighbourhood observations could be considered. In terms of additional features they would like to see added to the app, a calendar to record appointments was generally considered to be useful. There was also some interest in incorporating a map/route planning feature showing the location of sample points allocated to the interviewer.

3.2 Feedback on specific features

This section provides further details of the feedback given on specific features tested within the app.

Navigation

In order to be able to organise their cases, plan a call schedule and make the appropriate approach on the doorstep, interviewers need to be able to navigate within the app to retrieve information about the cases they are working. There are a number of features within the app to help interviewers organise and keep track of cases including: the case list (which lists all of the cases in their assignment); case history (which lists details of all past contact attempts made on a case), and search, sort and filtering functions. Interviewers had the following comments about these features.

- Case list

  Having an indicator that cases are “new” is useful. However, currently “new” only appears next to cases with no contact attempts, not to cases reassigned from another interviewer. The “new” icon should also apply to reassigned cases when they are new to that interviewer. A pop up message indicating that new cases have been assigned to the interviewer would also be useful.

  The icons used to indicate the current status of cases (for example ineligible, noncontact, completed interview) are not always intuitive and could be improved.

  The distinction between the case list and the case overview screen was not always clear. Interviewers expected the home icon to take them back to the full case list rather than the overview screen for the current case.

- Filter, sort and search feature

  This is a very important feature of the app enabling interviewers to locate specific cases and organise their cases. However, the categories currently available to sort/filter by (PSU, batch, zipcode) are not adequate, and the drop down box used to select the category to sort by is too small. The sort/filter feature should be extended to include current status (outcome code) as an option. Other useful
options might include date of last visit, appointment date or number of contact attempts made.

The search feature does not currently work when the user enters numbers to search by, for example the case id number or house number. The search feature should support searching on all fields and searching by number as well as text.

- Contact history

Interviewers appreciated being able to see the history of contact attempts made for each address. They requested that the time of the visit (as well as day/date) be added to the history. One interviewer also suggested that, when cases had been reassigned, it would be useful to have an indication within the contact history of which, if any, of the contact attempts had been made by the previous interviewer(s).

**Logging a contact attempt**

The app contains a series of routed questions for interviewers to record the outcome of any contact attempts. No specific improvements related to this feature were suggested by the interviewers.

**Making appointments**

Interviewers frequently make appointments to return to an address at a time/date when it will be convenient for the respondent. Currently, the only way for interviewers to record the date and time of any appointment made within the app is to enter a note for the case. Interviewers reported that it would be better if, once the outcome “appointment” was recorded, the app routed to a follow up screen where the date and time of the appointment could be recorded. This information should then be visible in the case history so that it could be referred to. Linking to an appointments calendar would also be a good additional feature.

**Respondent selection**

Interviewers working on address-based samples have to carry out respondent selection on the doorstep. This involves making a random selection from among the available households if there is more than one at the address (for example if an address is divided into Flat A and Flat B) and then making a random selection from among all adults aged 15 and over resident at the address. On the ESS, selection may be made using a kish grid or the last/next birthday method.

Interviewers liked the fact that, once they had entered the necessary information, the app performed the random selection for them. However, some of the interviewers struggled to locate this feature within the app and felt that it could be made more prominent on the case overview screen (for example, by adding a box next to “log a visit”). Other suggestions for how this feature could be improved included:

- The app could display details of the contact attempt (date, time) at which the selection was made so that the interviewer can refer to this if questions arise about selection at a subsequent visit.

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There is a version of the app, designed for use with individual samples, in which this feature does not appear.

www.seriss.eu
It should be possible to move backwards and forwards between screens within the "respondent selection" feature (until the selection is completed) so that the interviewer can correct data entry mistakes.

The interviewer first records the number of people present at the address and then lists their names. There could be a check within the app to ensure that the number of names entered corresponds to the number of people at the address. A second check could make sure that entries are not duplicated (if there are two people with the same name at an address, names must be recorded in such a way that it is possible to identify which one has been selected by the app).

Some interviewers found the heading “respondent selection” on the first screen confusing. They knew they needed to do household selection as a first step and so were looking for this as the heading. The feature could be relabelled household/respondent selection.

Interviewers mentioned that it was sometimes useful to be able to show respondents the kish grid, available on the front of the paper contact form, in order to demonstrate how the selection took place. Thought should be given to how respondent selection within the app might be explained or demonstrated to respondents.

**Neighbourhood observations**

The ESS requires all interviewers to complete a short series of questions about each sampled address and the immediate neighbourhood. Interviewers generally found this easy to do within the app. Currently the neighbourhood observations feature within the app is no longer accessible once observations have been completed for a given address (as they only need to be completed once on the first visit). Interviewers mentioned that it was sometimes useful to be able to refer back to these observations, especially if they received a case reassigned to them from a different interviewer. The facility to view the neighbourhood observations once completed should therefore be available. It would also be helpful to have a reminder to complete the neighbourhood observations on the first visit to an address as interviewers sometimes forget to do this.

**Notes**

Interviewers were pleased that the facility to make notes had been incorporated into the app as this is something they do frequently whilst out in the field. They had a couple of suggestions for how this feature could be improved. First, the requirement to add a title for each note should be removed. Second, the notes tab on the bottom of the case overview screen should show that there are notes available for that particular case.

**Request to reassign**

The app allows for interviewers to send a message to the survey agency to request that the case be unassigned from them, for example if they feel they have made their best effort at refusal conversion and another interviewer might stand more of a chance. Upon receiving the request the survey agency can decide whether or not to accept it and whether to reassign the case to another interviewer.

Interviewers felt that the reassign feature was not particularly useful as assignment and reassignment of cases was usually managed by the survey agency rather than being

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6 The fact that in the app, the “about neighbourhood” button appears in a prominent place in the middle of the case overview screen (rather than being at the end of the paper contact form as is currently the case) should already help with this.
managed by the interviewer. Interviewers suggested renaming the tab currently labelled “extra” to make it clear that this is where to find the reassign function. Given that interviewers will be asked to complete a note to explain the reason for their request, a note facility should pop up, or the app should route to the note screen, once reassignment was requested.

**Editing information**

Interviewers may need to edit the address, particularly if the issued sample is of named individuals (rather than addresses as in the UK) and the named individual has moved to a new address. Interviewers found it easy to edit the address. However, the layout of some of the follow-up questions which required them to select yes/no (for example “is the new address within your area?”) were reported not to be very user friendly. The location of the tick boxes meant that interviewers frequently selected no when they were aiming to select yes. The layout of this screen should therefore be reconsidered.

Interviewers liked that they could edit the date/time of a contact attempt in case they forgot to log the attempt at the exact time it occurred. However, they found it quite difficult to edit the time of contact attempts using the scrolling arrows and suggested that the layout of this feature be improved. They asked that the way times were displayed be amended so that seconds/milliseconds not be displayed as this level of detail was unnecessary and could be confusing. It was also suggested that a check to ensure that dates/times in the future were not entered would be useful.

**3.3 Changes to be implemented**

ESS researchers and CentERdata programmers reviewed the feedback from the interviewers and discussed which, if any, of the suggested improvements should be implemented as part of the SERISS project. Priority fixes were agreed bearing in mind the resources available, the need to consider the fact that seemingly simple fixes might have a knock-on effect on other features within the app, and the need to prioritise features which interviewers felt were particularly important vs. nice to haves. The following priority fixes were agreed:

- Fix the respondent selection so that details of single household/respondent selections are saved
- Ensure that postcode is displayed in the address field within the app
- Extend the sort/filter function to allow sorting by outcome code
- Add time of visit to contact history
- Add a “new” notification to reassigned cases
- Make neighbourhood observations available to view once they have been completed
4 Conclusions and next steps

This report summarises the approach to and results from, interviewer testing of the electronic Fieldwork Management and Monitoring System (FMMS) being developed for the ESS as part of the SERISS project. The mobile app and data exchange (syncing) between the app and central database (CCMS) were tested in a classroom setting with interviewers from NatCen Social Research, the survey agency responsible for fieldwork in ESS Rounds 7 and 8, in order to gather end user feedback on how well the app’s workflow and user interface met interviewers’ requirements.

Feedback from the testing session was largely positive. The app worked as intended (with two minor exceptions as detailed in Section 3.1), all test cases could be completed and the app synced successfully with the CCMS. Interviewers found the app easy to use and were receptive to the idea of the electronic app replacing the paper contact form. They particularly liked the opportunities the app set up provided them for organising their cases and managing the doorstep interaction, the fact that it simplified some tasks (for example respondent selection), and offered potential for useful reminders/data quality checks.

Interviewers had suggestions for how features in the app could be improved. Improvements were suggested to ensure that the app more accurately reflected the workflow of how contact form information was recorded on the doorstep and to make the user interface easier to use. Some of these suggestions have been identified as priority fixes (see Section 3.3) and will be incorporated into the prototype FMMS to be made available at the end of the SERISS project. This includes expanding the sort/filter function to allow sorting by outcome code, making sure that neighbourhood observations are visible throughout fieldwork, and making sure the time of contact attempts is displayed.

There were some important limitations to the interviewer testing of the FMMS app. First, testing took place over one day in a classroom setting using pre-prepared role play scenarios. Further testing would need to be carried out to discover how well the app meets the needs of interviewers when they are out in the field managing a full assignment (typically 24-48 cases on ESS) and interacting with actual respondents on the doorstep. Second, testing took place with a small group of UK-based interviewers, all of whom reported that they were comfortable with technology. Their reactions to the app, whilst informative, are not necessarily representative of ESS interviewers working across all countries or agencies. Nevertheless, whilst mindful of these limitations, it is reassuring that the interviewer testing did not uncover major concerns regarding the FMMS app.

The next steps in the FMMS’ development will be to incorporate feedback from interviewer testing (priority fixes) and outstanding issues from the earlier researcher-led testing (Butt et al, 2016a) into a final prototype tool and user guide to be made available as part of the SERISS project. Opportunities for testing the FMMS with interviewers in the field as part of preparations for ESS Round 9 (2018/19) are also being considered.
5 References


DASISH Deliverable D3.8 Fieldwork monitoring application for decentralised surveys EC FP7 Grant number 283646 (www.dasish.eu)
Appendix  Testing session documents

The following documents were prepared for the interviewer testing session:

- Agenda for testing day
- Instructions for testers
- Testing scenarios
- Test case feedback sheet
- Questions for group discussion
- FMMS user manual
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<th>Time</th>
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<tr>
<td>09:30 – 10:00</td>
<td>COFFEE</td>
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<tr>
<td>10:00 – 10:15</td>
<td>Welcome and introduction</td>
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<tr>
<td></td>
<td>a) Introductions</td>
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<td>b) Goals of FMMS and testing day</td>
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<td>10:15 – 10:40</td>
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<tr>
<td>10:40 – 11:00</td>
<td>Testing arrangements/preparation</td>
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<td>11:00 – 12:30</td>
<td>Interviewer testing</td>
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<td>12:30 – 13:15</td>
<td>LUNCH</td>
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<td>13:15 – 14:15</td>
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<td>14:15 – 14:30</td>
<td>TEA</td>
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<tr>
<td>14:30 – 15:15</td>
<td>Group feedback session</td>
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<tr>
<td>15:15 – 15:30</td>
<td>Round up and next steps</td>
</tr>
</tbody>
</table>
INTERVIEWER TESTING INSTRUCTIONS

Interviewer number (for testing): 2001

App login (Username / Password): UKIW1/UKIW1

Wi-fi login: City-guest, Password = ********

Assigned cases: 1, 2, 3, 4, 5

We will test a web version of the app using Chrome as a browser. Go to: https://portal.centerdata.nl/fmms_seriss_test_app/

Before you start testing, make sure that your device is connected to the internet (City guest wi-fi).

Log in to the app and check that the cases assigned to you are visible.

After you complete each testing scenario, sync the app to transmit the logged contact attempt back to the survey agency and then log out of the app.

1 This link is no longer active.

www.SERISS.eu
TESTING SCENARIOS A (Interviewer: 2001)

Remember to sync the app after completing each scenario

**Note:**
Most scenarios require household selection. Within the FMMS, “household” = Dwelling Unit
Separate selection of households in the sense of a group of people who share cooking facilities
and share one of a living room, sitting room or dining area is not required

<table>
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<tr>
<td><strong>Scenario</strong></td>
<td>Make your first visit to an address (Case Number: 1). Complete the neighbourhood observations for the address. When you try to establish contact with someone at the address, there is no one home. Log the contact attempt and record the appropriate outcome code.</td>
</tr>
</tbody>
</table>
| **Things to test** | • Were you able to complete the neighbourhood observations?  
• How easy or difficult did you find them to complete? Why?  
• How could the “About neighbourhood” function within the app be improved?  
• Were you able to log a non-contact?  
• How easy or difficult did you find this to do? Why? |
<table>
<thead>
<tr>
<th>Scenario number</th>
<th>2A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scenario</strong></td>
<td>Make your first visit to another address (Case Number: 2). When you arrive you see that the address has been split into 2 flats (A (ground floor) and B (top floor)). Select one “household” from flats A and B. You knock on the door and speak to someone. Ask them for the necessary information to complete the respondent selection (the person who answered the door – Tom – lives there alone). Tom is happy to do the interview but now is not a convenient time. You make an appointment to come back the day after tomorrow (Use the notes function to record the appointment). Don’t forget to complete the neighbourhood observations.</td>
</tr>
</tbody>
</table>
| **Things to test** | • Were you able to complete the household selection?  
• How easy or difficult did you find this to do? Why?  
• Were you able to complete the respondent selection?  
• How easy or difficult did you find this to do? Why?  
• How could the “household/respondent selection” function within the app be improved?  
• Were you able to log the contact attempt and make an appointment to come back another day?  
• How easy or difficult did you find this to do? Why? |
<table>
<thead>
<tr>
<th><strong>Scenario number</strong></th>
<th>3A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scenario</strong></td>
<td>Make a return visit to the previous address (Case Number: 2). Knock on the door and ask to speak to the selected respondent. The selected respondent is in and agrees to be interviewed. Complete the interview with them. Log the contact attempt and record the correct outcome code.</td>
</tr>
<tr>
<td><strong>Things to test</strong></td>
<td>• Were you able to complete this task? • How easy or difficult did you find this to do? Why? <strong>Check:</strong> You should not have to repeat the household/respondent selection. Information recorded at the last visit should be remembered by the app.</td>
</tr>
</tbody>
</table>
Note:

You and your testing partner should both complete scenario 4A – using the case numbers specified for each of you – before continuing to the next scenario.

<table>
<thead>
<tr>
<th>Scenario number</th>
<th>4A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scenario</strong></td>
<td>Make a first visit to another address (Case Number: 3). The address is a terraced house with one front door. Knock on the door and ask the woman who opens the door for the information necessary to complete respondent selection (there are 4 people aged 15+ living at the address: Lucy, Karen, Laura and Jane). Complete the respondent selection. The person who answered the door is the selected respondent. Ask her to take part in the survey. She refuses saying she is not interested in taking part and does not have the time. Log the contact attempt and the outcome of the visit. Write a note for the survey agency about the case and request that the case be reallocated to another interviewer. Make sure you have complete the neighbourhood observations before leaving the case.</td>
</tr>
</tbody>
</table>
| **Things to test** | - Were you able to log the contact attempt?  
- Were you able to complete the respondent selection?  
- Were you able to record a refusal and complete all the necessary follow up questions?  
- How easy or difficult did you find this to do? Why?  
- How could the “log a contact” function within the app be improved?  
- Were you able to request that the case be reallocated to another interviewer?  
- How easy or difficult did you find this process? Why? |
## CHECK ON COMMUNICATION BETWEEN APP AND CENTRAL DATABASE

After completing scenario 4A, check that the “survey agency” has received and actioned your request to reissue the case to another interviewer.

Log out of the app and log back in again.

You should find that case 3 no longer appears in your case overview and that, instead, it has been replaced with case 8 which has been reissued to you from another interviewer. View the case history for case 8. You should see one previous contact attempt, ending in refusal, already logged.

- Was your case allocation updated successfully?
- Do you have any comments on this process?

<table>
<thead>
<tr>
<th>Scenario number</th>
<th>5A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario</td>
<td>Make a visit to the reissued address (Case Number: 8). Knock on the door and ask to speak to the selected respondent. The selected respondent comes to the door but still refuses to take part in the survey saying that she is not interested. Log the contact attempt and the outcome of the visit.</td>
</tr>
<tr>
<td>Things to test</td>
<td>• Were you able to log the contact attempt? • Were you able to record a refusal and complete all the necessary follow up questions? • How easy or difficult did you find this to do? Why?</td>
</tr>
<tr>
<td>Scenario number</td>
<td>6A</td>
</tr>
<tr>
<td>----------------</td>
<td>----</td>
</tr>
<tr>
<td><strong>Scenario</strong></td>
<td>Review progress on your allocated cases so far. Use the information shown in the app (case overview, case history etc.) and the search and sort functions in “case overview”.</td>
</tr>
</tbody>
</table>
| **Things to test** | • How useful did you find the case overview (including search and filter functions) and case history features of the app?  
• How could these features be improved?  
• What if you had a full assignment of 20+ cases? How easy or difficult would it be to manage your cases and workload using the app? |

<table>
<thead>
<tr>
<th>Scenario number</th>
<th>7A</th>
</tr>
</thead>
</table>
| **Scenario** | Make a first visit to another address (Case Number: 4). As you approach you realise that there is a typo in the address recorded in the app (the last character of the postcode is wrong). Edit the address to amend the typo.  
(Note: the edit address function is relatively unimportant for UK ESS PAF sample. However, important in other countries where the sample is of named individuals which are followed if they have moved). |
| **Things to test** | • Were you able to edit the address?  
• How easy or difficult did you find this task? Why? |
<table>
<thead>
<tr>
<th>Scenario number</th>
<th>8A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scenario</strong></td>
<td>Make a first visit to another address (Case Number 5). It is a detached house with one front door.</td>
</tr>
<tr>
<td></td>
<td>At 9:15 am you knock on the door and it is answered by a teenage boy (aged 14). He says he lives there with his parents but that they do not speak much English (they are Portuguese) and would not be able to complete an interview.</td>
</tr>
<tr>
<td></td>
<td>You forget to log the contact attempt at the time and need to enter it into the app later that day once you get home. Log the contact attempt and record the outcome of the visit.</td>
</tr>
</tbody>
</table>
| **Things to test** | • Were you able to complete the task, including manually changing the time of the contact attempt?  
• How easy or difficult did you find this to do? Why? |

Once you have completed these test scenarios, please continue testing the app using your own scenarios.
## FEEDBACK ON TESTING SCENARIOS

<table>
<thead>
<tr>
<th>Interviewer number</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario number</td>
<td></td>
</tr>
<tr>
<td>Could the required tasks be completed Y/N?</td>
<td></td>
</tr>
<tr>
<td>Easy/difficult to complete?</td>
<td></td>
</tr>
<tr>
<td>Comments on functionality</td>
<td></td>
</tr>
<tr>
<td>- Does the workflow in the app makes sense</td>
<td></td>
</tr>
<tr>
<td>- Information/options available complete</td>
<td></td>
</tr>
<tr>
<td>- Need for reminders/checks</td>
<td></td>
</tr>
<tr>
<td>Comments on usability</td>
<td></td>
</tr>
<tr>
<td>- Layout</td>
<td></td>
</tr>
<tr>
<td>- Readability</td>
<td></td>
</tr>
<tr>
<td>- Comprehension</td>
<td></td>
</tr>
<tr>
<td>- Design/likeability</td>
<td></td>
</tr>
<tr>
<td>- Navigation</td>
<td></td>
</tr>
<tr>
<td>- Response times</td>
<td></td>
</tr>
<tr>
<td>Other comments</td>
<td></td>
</tr>
</tbody>
</table>
Questions for Group discussion

- What were your first impressions of the app?

- How easy or difficult did you find using the app to:
  - Complete neighbourhood questions?
  - Log a contact attempt?
  - Perform respondent selection?
  - Manage your cases?

- In what ways did you find the app better or worse for recording the doorstep interaction than the usual system of paper ARFs and CAPI admin block?

- What features of the app did you particularly like?

- What about the app did you not like/do you think could be improved?

- Are there any additional features you would like to see added to the app?

- Do you have any concerns about using the app in the field during ESS fieldwork?

- Was the user manual for the app helpful? How could it be improved?

- Any other comments?
Fieldwork Management and Monitoring System (FMMS)

App for Contact Data Collection

Interviewer manual
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Introduction

The Fieldwork Management and Monitoring System (FMMS) used on the European Social Survey is based around an ‘app’ which is used by interviewers in the field to record details of contact attempts and interviewer observations. The app is designed to be used primarily on handheld mobile devices such as tablets and smartphones. Information collected by interviewers is transmitted (‘synced’) to a central database monitored by the fieldwork organisation throughout fieldwork and used to monitor fieldwork progress and manage interviewer assignments.

The main purposes of the app are to:

- replace paper contact forms and enable digital data collection of contact attempts
- enable data collection directly at the doorstep
- enable timely transfer of records to the fieldwork organisation
- simplify respondent selection procedure for the interviewers
- simplify contact data collection for the interviewers
- simplify case management and administration for the interviewers
- improve data quality of recorded contact attempts

This manual provides instructions on how to use the app to manage your cases, record details of contact attempts, perform respondent selection and complete interviewer observations whilst in the field. Screenshots and examples are used to explain how the app works. Instruction boxes include explanations on how to use particular functions available in the app.

1. Opening the app

To open the app type go to the following link in the Chrome browser:

https://portal.centerdata.nl/fmms_seriss_test_app/
2. Log in
You will be provided with a username and a case-sensitive password by the fieldwork organisation. You need to log in with the correct log in details each time you use the app.

Type the provided log in details in the corresponding fields and tap ‘Log In’.

If you get a message saying that you entered wrong log in details, try reentering your username and password. If you have forgotten your log in, contact the fieldwork organisation for a reminder.

3. Case List overview
After successful log in you will see the cases assigned to you by the fieldwork organisation. The Case List overview contains a summary of relevant information about each case (e.g. case number, address, status). Scroll down to see the whole list of all cases.

Most cases assigned to you will be new cases with no previous contact attempts. Once you start working on a particular case information about the last contact attempt (e.g. date, time, outcome) will be updated in the Case List.

Some of the cases assigned to you may be re-issued cases with previous contact attempts by other interviewer(s). They will contain all the relevant information about the case from the previous contact attempts (e.g. outcomes and times of contact attempts, selected target respondent etc.).

New cases assigned to you or cases you have not visited yet are marked as ‘New’.

You can find the address for each case in the grey box under the case description.

You can also see the status of the cases you have worked on (for example green sign for complete interviews) as well as the outcome, date and time of the last contact attempt.
You can **navigate to the Case List** from any screen in the app by tapping the ‘List’ sign in the upper left corner and selecting ‘Case List’ from the menu.

### 4. Selecting a case to work on

There are 3 ways to select a case from the Case List. You can either 1) select the case **directly from the list** by tapping it (scroll down to see the full list of all cases); 2) use the **search function**; or 3) use the **filter function**.

- **Tap the ‘List’ sign** in the left corner of the app screen to open a **menu** on the left side where you can select ‘Case List’ to go back to the Case List overview screen.

- **Search function** is in the upper left corner of the task menu. You can search in the case list, for example, by typing case number or address.

- **Filter function** is in the upper right corner of the task menu. You can use it to **order the cases** (ascending or descending), for example, according to the case numbers or zip code to make it easier to find the case in the list.

- You can directly select the case from the list by tapping it.

- **Search function** is in the upper left corner of the task menu. You can search in the case list, for example, by typing case number or address.
5. Case overview
After selecting a case the app will take you to the case overview. From this screen you can:

- Perform respondent selection
- Edit address
- Log a visit and record contact attempt outcome
- View the contact history for the case

Tap 'Case' in the menu task at the bottom to navigate to the ‘Case overview’ screen from other screens.

6. Respondent selection
The first time you make contact at an address you will need to select a target respondent.

If this is a case you have not worked on before or you have not selected the target respondent for this case yet, a warning box ‘Respondent selection is required’ will appear on the screen and the field ‘Respondent’ will be empty (-).

You first need to determine the number of households at the address and, if there is more than one, make a selection.

You then need to determine the number of adults aged 15+ living in the selected household and select one adult from among these to be the target respondent.
Note: For the ESS, Household = Dwelling Unit i.e. a residence with its own lockable front door. Separate selection of households in the sense of a group of people who share cooking facilities and share one of a living room, sitting room or dining area is not required.

To start respondent selection, first tap ‘Perform respondent selection’ in the case overview screen. Then tap ‘Start household selection’.

You will first be asked to record the number of households at the address.

Count the households at the address and select the corresponding number from the dropdown list. Tap “Please choose” and scroll down for more numbers.
You will be asked to add a short description of each household at the address so that you know which one is the target household when the selection is done. If there is only one household at the address, you can skip this step and go directly to ‘Calculate’.

Add a short description of each household (e.g. Flat A, Flat B) in the corresponding fields and tap ‘Calculate’.

The app will randomly select the target household from your list and record this information in the case overview.

After selecting the household you can start respondent selection.

The selected household will show the description entered by you at the end of the address line in the brackets. It will be also shown in the case overview.

For respondent selection tap ‘Start respondent selection’ after household selection or tap ‘Perform respondent selection’ in the case overview.
You will first be asked to record the number of people aged 15 or older in the household. **Count eligible persons** at the address and **select the corresponding number** from the dropdown list. Tap “Please choose” and scroll down for more numbers.

You will then be asked to add names or initials for all eligible persons in the selected household. **Add names** or initials in the corresponding fields and tap ‘Calculate’.
The app will randomly select the target household from your list.

The app will show the **name of the target respondent**.

You can type in respondent’s last name if this is required by the fieldwork organisation and provided by the respondent.

Tap ‘Save’ to save the selection.

The name of selected respondent will be recorded in the case overview.

The outcomes of the household and respondent selection will be shown on the ‘Case selection’ screen.

By tapping ‘Go back’ you will be taken to the ‘Case overview’ screen.

Details of the selected household and respondent also appear in the Case overview.
7. Complete Neighbourhood observations

For each eligible address you are required to record neighbourhood observations at your first visit to the address.

Tap ‘About neighbourhood’ box in the case overview to start recording neighbourhood observations.

The app will take you to the questions. Select an answer from listed options.

You can use ‘Back’ and ‘Next’ buttons in the navigation menu to edit your records.

By tapping ‘Info’ sign next to the questions, you will get more detailed instructions.

Tap ‘Close’ box to go back to the question after reading the instructions.

When you get to the end of the neighbourhood questions, the ‘Save’ box in the navigation menu will be activated and shown as dark blue. Tap ‘Save’ to save the observations.
Neighbourhood observations are only completed once for each address. Be careful when completing the neighbourhood observations as you won’t be able to edit this section after it has been saved.

**8. Log a visit and record contact attempt outcome**

You need to record the date, time and outcome of every contact attempt. Ideally this should be done at the doorstep.

To log a contact attempt tap ‘Log a visit’.

The app will take you to a screen where you need to select the type of contact and answer several follow-up questions.

Saving the neighbourhood records deactivates the ‘About neighbourhood’ box in the Case overview which will now be shown in light blue instead of dark blue.
Record the outcome of each contact attempt by selecting the relevant option from the list.

Select the most appropriate response category from the list and tap it.

You can use ‘Back’ and ‘Next’ functions in the navigation menu to edit your records.

Depending on the outcome of the contact attempt there will be a series of follow up questions.

Some questions, e.g. ‘Reasons for refusal’, allow you to select multiple answer categories (all that apply). They are indicated by circles in front the answer options.
Once you reach the end of the follow-up questions for that contact attempt, you need to **save the information entered**.

When all required information has been entered, the ‘Save’ box in the navigation menu will be activated and shown as dark blue. Tap ‘Save’ to save your records.

The app will take you back to the Case overview screen where you can see the **time and the outcome record of the last contact attempt**.

When you ‘Log a visit’, the app will automatically record the date and the time. If, however, you were not able to log a visit at the doorstep and you are recording the contact attempt at a later point, you can **edit the date and the time manually** to reflect the real time of the contact attempt.

Edit the date and the time of the visit manually by typing this information in the corresponding fields and proceed to record the outcome of the contact attempt.
9. Make notes about the case

You can add notes for each case you are working on (e.g. to write the date and time of an agreed appointment for an interview, to remind yourself of the address’ location or to leave notes for another interviewer who may take on the case after you). Notes are visible to the fieldwork organisation so you can also use this function to communicate with them.

Tap ‘Notes’ in the task menu at the bottom of the Case overview screen to write a note.

It will take you to the ‘Notes’ screen where you can start entering the note by tapping ‘Add Note’.

Add notes by typing your text in the correspond box and tap ‘Save note’ to save your note for this case.
You can write several notes for the same case at different time/contact attempts.

**Notes** will appear in **chronological order** starting with the most recent one.

Notes are assigned to cases. To see your notes tap the ‘Notes’ box in the task menu on the bottom of the Case overview screen.

### 11. View the contact history of the case

It is not unusual to have to make several contact attempts at an address before the case is completed (e.g. with an interview or a refusal). Each contact attempt needs to be recorded. The app allows to track the contact attempts for each case in the ‘History’ overview.

**Tap ‘History’ box in the task menu at the bottom of Case overview screen to get a chronological overview (starting with the most recent) of all contact attempts.**

You will see the **date and type of contact as well as the contact’s outcome** for each recorded contact attempt.
12. Editing address

The app allows you to edit the address (e.g. if there was a typo in the original address).

Tap ‘Pencil’ sign next to the ‘Address’ section in the Case overview to edit the address.

You need to ‘overwrite’ the existing information in the corresponding fields and answer several follow-up questions.

Scroll down to see all the follow-up questions and tap ‘Save address’ to save the edited address.
You don’t need to edit the address manually after making a household selection. The app will record details of the selected household for you in ( ) at the end of the original address (see Section 7).

13. Request for the case to be unassigned

Sometimes, for different reasons, it may be appropriate for a case to be reassigned to another interviewer (e.g. for refusal conversion) or otherwise removed from your caseload (e.g. once the required number of contact attempts have been made). The fieldwork organization will be monitoring progress and can (re)allocate cases during fieldwork as appropriate. The app also allows you to request directly for the case to be unassigned from your caseload. Before sending the request it is helpful to add a note to the case explaining the reason for the request.

Tap ‘Extra’ at the bottom task menu.
Then tap ‘Request to be unassigned’ on the next screen.
If the request is approved, the next time you log in the case will not appear in your case list.
14. Syncing

The app ‘syncs’ with a centralised database maintained by the fieldwork organisation, giving them an overview of how fieldwork on the survey is progressing. Syncing requires that the mobile device on which you are using the app is connected to the internet. If you log in of the app whilst connected to the internet, the app will sync with the database automatically. You can also sync the app at any time (whilst connected to the internet) using the ‘Sync’ button available in the app.

Any data you enter into the app whilst not connected to the internet will be stored within the app and transmitted back to the survey organisation the next time you log in or tap the ‘Sync’ button whilst connected to the internet.

15. Log out

You need to log out every time you finish using the app.

Tap the ‘List’ sign in the left upper corner of the app screen. This will open a menu that contains the ‘Sync’ function.

Tap ‘Sync’ to transmit your records to the fieldwork agency.

Tap the ‘List’ sign in the left upper corner of the app screen. This will open a menu that contains the ‘Log out’ function.

Tap ‘Log out’ to leave the app.