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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 of Health, Ageing 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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Introduction

A key challenge facing all social surveys, especially those operating cross-nationally, is to monitor and manage fieldwork effectively so as to achieve the required effective sample size and balanced response rates. Cross-national surveys without centrally managed fieldwork (such as the European Social Survey (ESS)) face a particular challenge as they try to monitor fieldwork conducted by survey agencies in different countries using different methods and systems to manage and monitor data collection. 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 collaborating on a new electronic Fieldwork Management and Monitoring System (FMMS).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 consists of two linked components: a mobile application or “app” and an online centralised case management system (CCMS) (see Figure 1). The mobile app will be used by interviewers to access and manage their assigned cases in the field, record the time, date, mode and outcome of contact attempts on the doorstep and transmit completed contact records back to the survey agency on an (almost) real time basis. The centralised case management system (CCMS) will manage the transfer of information between the interviewers in the field and the survey agency. A central database will be accessible online to survey agencies, ESS National Coordinators (NCs) and the fieldwork team within the ESS Core Scientific Team (CST) to enable them to access up to date and standardised information on fieldwork across countries and generate progress reports throughout the fieldwork period.

A working prototype of the FMMS tool has successfully been developed in line with the original specification of requirements agreed between researchers and developers.² The prototype is available to view online via: https://seriss.centerdata.nl. This Deliverable provides two user manuals to help those interested in finding out more about the FMMS to navigate the prototype tool: one manual covers the ‘Mobile app for contact data collection’ (Annex 1) and the other is targeted at survey agencies, NCs and the CST and covers the CCMS (Annex 2).

The original aim for this task was that the FMMS tool developed under SERISS could be ready for roll-out on a forthcoming round of the ESS and that this deliverable would provide training materials to support that roll-out. However, a consultation exercise conducted with ESS stakeholders in 2016 highlighted a number of barriers to implementation, including data protection concerns around the tool’s reliance on a CCMS database stored on a single central server and resistance from survey agencies, which suggest that it would not be feasible to roll out the tool in its current form.³ Some additional work is required, especially as regards the configuration and deployment of the CCMS, before the tool can be field

¹ See DASISH Deliverable D3.8 Fieldwork monitoring application for decentralised surveys EC FP7 Grant number 283646 (www.dasish.eu)
tested in ESS countries. This additional work falls outside of the SERISS project and will need to be funded from other sources. It was not deemed appropriate, therefore, to produce bespoke training materials aimed specifically at ESS stakeholders at this stage in the project. Instead this deliverable provides user manuals aimed at a more general audience of survey specialists who might be interested in learning more about the FMMS and exploring the prototype currently available.

Figure 1 Overview of ESS Fieldwork Management and Monitoring System

1. Each survey agency (SA) uploads their sample file to centralised case management system via secure file transfer

   SA can also view completed records once returned from interviewer

2. Case level data for each country (in a given round) available in centralised case management system (CCMS)

   CCMS hosted by Centrodata, in “the cloud”

3. Sample records transferred from CCMS onto interviewer mobile devices

   Interviewers collect contact data using app and transmit back completed records to CCMS

4. NCs and CST can view (anonymised) case-level data for their own (NC) and all (CST) ESS countries

   Aggregated fieldwork progress reports can be downloaded from CCMS

5. Anonymised contact form data transferred to NSD at end of an ESS Round
Annex 1 Mobile app for contact data collection: User manual
European Social Survey Fieldwork Management and Monitoring System (FMMS)

Mobile App for Contact Data Collection

User manual

v1.0: February 2017
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Introduction

The Fieldwork Management and Monitoring System (FMMS), developed for the European Social Survey by CentERdata as part of the SERISS project, 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 app can be used offline to enter and record data, making it suitable for use in the field; an internet connection is required only to 'sync' data with the central database.

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.

There are two versions of the app, one for countries which conduct the ESS using a sample of named individuals and one for countries which conduct the ESS using an address or household-based sample. The latter includes provision for interviewers to perform household/respondent selection on the doorstep; functionality not required if there is a named-individual sample.

This user manual provides a guide to using the app to manage caseloads, log contact attempts, perform respondent selection (if required) and record interviewer observations, as well as to transmit information to and from the app to the fieldwork agency. Screenshots and examples are used to demonstrate how the app works. Instruction boxes include explanations on how to use specific functions available in the app.

The manual is for use with the web-based version of the FMMS app (prototype v1.0) available via [https://seriss.centerdata.nl](https://seriss.centerdata.nl). Test login details are provided below. Dummy data have been pre-loaded into the tool.

When the app is rolled-out for ESS fieldwork, fieldwork agencies will be able to download an IoS, Windows or Android version of the app onto interviewers’ devices, free of charge, from the Apple Store and/or Google Play. The agency will provide each interviewer with a unique user name and password to log in to the app from their device and to access their allocated cases. All data will be transmitted to and from the app using secure https protocols.
1. Opening the app

The final app is designed to be usable offline making it suitable for use in the field; an internet connection is required only to ‘sync’ data with the central database. However, the prototype version is web-based. It can be accessed on any web-enabled device using Google Chrome or Safari.

To open the prototype app go to the following website:
https://seriss.centerdata.nl

And click on “open the online version of the app”.

If the app is accessed via a desktop, you can use the F12 key to make the app appear as it would on a mobile device.

2. Log in

To log into the prototype version of the app use the following login details:

To log in as an interviewer working an address sample (respondent selection required):

Username: UKIW1
Password: UKIW1

To log in as an interviewer working a named-individual sample (respondent selection not required):

Username: EEIW1
Password: EEIW1

You will need to log in with the correct log in details each time you use the app. If you want to switch users (e.g. to test the app for an individual and then an address sample) click on the ‘log in with a different account’ button and enter new credentials. Note that switching users will cause any data entered into the app, which has not been synced, to be lost.
3. Case List overview

After successfully log in, the interviewer will see the cases assigned to them 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 will be new cases with no previous contact attempts. Once work starts 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 the interviewer may be re-issued cases with previous contact attempts by other interviewer(s). The app will flag these reissued cases as ‘new’ (to the replacement interviewer) whilst displaying 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 ‘Cases List’ from the menu.

**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.

4. **Selecting a case to work on**

There are 3 ways to select a case from the Case List: 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.

**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 required 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 the interviewer to the case overview. This screen will look slightly different depending on whether the interviewer is working on a) a household/address-based sample b) a sample of named individuals.

a) Household/address-based sample

From this screen the interviewer 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.

b) Sample of named-individuals

The case overview screen offers the same options as are available to interviewers working a household or address-based sample (see previous screenshot) with the following differences:

- The option to ‘Perform respondent selection’ is not available
- Information about the respondent, including their name, is pre-filled from the sample file
6. Respondent selection

This feature is available for household/address samples only. It is not required if the ESS is conducted using a sample of named individuals.

If the sample issued provides only details of an address and/or household, with no individual respondent pre-selected, the interviewer will be required to select a target respondent on the doorstep the first time contact is made at an address.

The first step is to determine the number of households present at the sampled address and, if there is more than one, make a selection. Note: For countries using a sample of households (rather than addresses), the ‘household selection’ step should still be completed and the number of households present at the address recorded as ‘1’.

The second step is to determine the number of eligible respondents living in the selected household to select one person from among these to be the target respondent.

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

Then tap ‘Start household selection’.

If a target respondent has not yet been selected, a warning box ‘Respondent selection is required’ will appear on the screen and the field ‘Respondent’ will be empty (-).
You will first be asked to record the number of households at the address. For sampling purposes the ESS defines a household as ‘one person living alone or a group of people living in the same dwelling unit with its own lockable front door’.¹

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 amongst those listed and will record this information in the case overview automatically.

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 parentheses. 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.

The target population of the ESS is: All persons aged 15 and over (no upper age limit) resident within private households in each country, regardless of their nationality, citizenship or language.\(^2\) You should therefore record the number of people aged 15 and over living in the selected 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.

\(^2\) Ibid

www.SERISS.eu
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 respondent from amongst those listed.

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.
7. Complete Neighbourhood observations

ESS interviewers are required to record neighbourhood observations for each eligible address in the sample.

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.

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 responses.
All questions in the ‘About neighbourhood’ section should be completed.

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.

Saving the neighbourhood observations deactivates the ‘About Neighbourhood’ box in the Case overview which will now be shown in light blue instead of dark blue.

The information entered can be viewed (but not edited) by tapping on the ‘Show Neighbourhood’ box.
8. Log a visit and record contact attempt outcome

ESS interviewers are asked to record the date, time and outcome of every contact attempt made. 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.

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 of 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.

9. Make notes about the case

The FMMS provides interviewers with the facility to add notes for each case they are working on (e.g. to write the date and time of an agreed appointment for an interview, to provide a reminder of the address’ location or to leave notes for another interviewer who may take on the case afterwards). Notes are visible to the fieldwork organisation so this function can also be used to communicate with them about a case.
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.
10. 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 interviewers 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.

11. Editing the address

The FMMS app allows interviewers to edit address details recorded for the target respondent. This may be necessary in two circumstances:

- If there is a typo in the address as originally recorded in the sample file.
- When using individual-named sample, if the target respondent has moved, they remain eligible for interview, and should be followed up, even if they have moved to a different address (This is provided the new address is a) a private residence rather than an institution and b) still in the country).

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.

If the target respondent has moved to an institution they are no longer eligible for ESS.

If the new address is outside of the interviewer’s own area it may be reallocated to an interviewer in a different area.

The saved edited (new) address will appear in the Case Overview and in the Case List.
12. 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). The fieldwork organisation will be monitoring progress and can (re)allocate cases during fieldwork as appropriate. The app also allows the interviewer to request directly for the case to be unassigned from them.

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.

13. Syncing

The app ‘syncs’ with a central database maintained by the fieldwork organisation. Syncing the app enables the interviewer to retrieve information from the central database (e.g. to pick up the cases assigned to them) and to transmit information entered in the field back to the fieldwork organisation (e.g. to monitor how fieldwork is progressing in (near) real time).

Syncing requires that the mobile device on which the app is being used is connected to the internet. If log in occurs whilst connected to the internet, the app will sync with the database automatically. The app can also be synced manually at any time (whilst connected to the internet) using the ‘Sync’ button available in the app.

Any data entered into the app whilst not connected to the internet will be stored within the app and transmitted back to the fieldwork organisation the next time the interviewer logs in or taps the ‘Sync’ button whilst connected to the internet.
14. Log out

The interviewer should always log out when they have finished using the app. For security purposes, the app should log out automatically if left inactive for a certain period of time. This feature is not built into the current prototype but could be considered for a later version. It is good practice to sync the app before log out (if an internet connection is available). However, information stored in the app will be retained on log out regardless of whether the app has been synced with the central database.

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.
Annex 2 FMMS Centralised Case Management System: User manual
European Social Survey Fieldwork Management and Monitoring System (FMMS)

User manual for ESS survey agencies, National Coordinators and the ESS Core Scientific Team

v1.0: February 2017

This manual is intended for use with FMMS prototype v1.0 available via: https://seriss.centerdata.nl
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Introduction

A key challenge facing social surveys, especially those operating cross-nationally, is to monitor and manage fieldwork effectively. Researchers on the European Social Survey (ESS) have been working with developers from CentERdata to develop a new electronic fieldwork management and monitoring system (FMMS) for use on the ESS. The FMMS aims to provide all ESS stakeholders with access to standardised, timely and accurate information with which to monitor fieldwork progress consistently across countries throughout the fieldwork period. It consists of two components: a mobile app to be used by interviewers in the field to manage their caseloads and complete contact records on the doorstep and a centralised case management system (CCMS) to manage the exchange of data between the survey agency and interviewers and maintain a central database which can be used for fieldwork progress monitoring. This user guide focuses on the CCMS component.

Primary responsibility for managing ESS fieldwork lies with the survey agency selected to conduct fieldwork in each country. The web-based CCMS provides the means for survey agencies to manage ESS fieldwork, allocate cases to interviewers and receive back detailed and timely monitoring information about the progress of all interviewers and cases in the field based on the contact information that interviewers record about each case using the FMMS app (see app user guide). This information can be used during fieldwork to manage interviewer assignments and to follow up on any cases or interviewers where it appears there may be a problem.

A key feature of the CMMS is that monitoring data received from the field and stored within the central database is accessible to and shared by ESS stakeholders: This includes not only the survey agency carrying out ESS fieldwork but also the National Coordinator responsible for overseeing the implementation of the ESS in a country, and the ESS Core Scientific Team (CST) who oversee the implementation of the survey overall. The current ESS Specification states that survey agencies must monitor fieldwork closely, providing weekly updates to the NC so that the NC can provide an update to the CST. However, the timing, format and content of these fieldwork updates can vary significantly between survey agencies, making it hard to monitor fieldwork in a consistent and timely manner across countries. The CCMS will provide all stakeholders with access to regular, standardised reports on progress throughout the fieldwork period. This should allow for more efficient communication between stakeholders, more effective fieldwork monitoring and more timely interventions, and a reduced burden for all those involved in monitoring ESS fieldwork.

User roles and access rights within the CCMS vary across the three stakeholder groups: survey agencies (SAs), National Coordinators (NCs) and members of the ESS Core Scientific Team. For example, all three groups are able to use the CCMS to generate summary progress reports during fieldwork. However, only the SA can use the CCMS to manage fieldwork directly, with access to detailed information about individual cases or interviewers and the ability to allocate cases to interviewers.

This user manual outlines how the CCMS can be used by each of the three stakeholder groups to manage and monitor ESS fieldwork. Screenshots and examples are used to demonstrate how the CCMS works. Instruction boxes include explanations on how to use specific functions available.

The manual is for use with the prototype version of the CCMS (prototype v1.0) available via https://seriss.centerdata.nl. Test login details are provided below. Dummy data have been pre-loaded into the tool.
It should be noted that the current CCMS prototype is designed to be used as a stand-alone tool (together with the FMMS app) for monitoring ESS fieldwork. Future developments could see the tool adapted to be compatible with and automate data exchange with survey agencies’ in-house fieldwork monitoring systems and/or the CAPI interview programme. However such adaptations are beyond the scope of the current project and would probably need to be pursued on a case by case basis.
1. Survey agency (SA) users

Survey agencies will use the CCMS to manage ESS fieldwork, allocate cases to interviewers and receive back contact information from interviewers using the FMMS app in the field. The CCMS should also be used to monitor fieldwork progress. The shared information available within the CCMS can be used as the basis for discussions about fieldwork progress with the National Coordinator and (if necessary) the ESS Core Scientific Team.

<table>
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<tr>
<th>User role</th>
<th>Access rights</th>
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| Manage fieldwork       | • All case/interviewer-level information, including personal identifiers  
                        | • Own country only  |
|                        | • Import data                                         |
|                        | • Allocate cases to interviewers                      |
|                        | • View detailed case/interviewer records               |
|                        | • Edit data                                           |
| Monitor fieldwork      | • Have an overview of case status                     |
|                        | • View summary progress reports                       |
|                        | • Export contact records                              |

1.1. Getting started

The CCMS is a web-based tool located on a secure cloud-based server hosted and maintained by CentERdata in the Netherlands. To access the tool all users require is a reliable internet connection and an up to date browser using HTML5 protocols. Login credentials will be issued to the survey agency by CentERdata.

The prototype CCMS is available here:

[https://seriss.centerdata.nl](https://seriss.centerdata.nl)

Click on Explore the FMMS CCMS to start.

The first screen will prompt you for a user name and password.

Two survey agency accounts have been set up for use with the prototype tool.

**Agency 1:**
Country = Estonia Gross sample = 800 Sample type = Individual named

  • Username: agency1  
  • Password: welcome

**Agency 2:**
Country = UK Gross sample = 1500 Sample type = Address

  • Username: agency2  
  • Password: welcome
1.2 Navigating within the CCMS
A lot of information is accessible to the survey agency from within the CCMS.

The left hand navigation menu includes links to:

- **Cases**: Summary information about each case (ESS sample unit) uploaded into the CCMS
- **Interviewers**: Details of all the interviewers assigned to work on ESS
- **Summary report**: An aggregate level summary of the current state of fieldwork including number of completed interviews, refusals etc.
1.2.1 Main screen
The main landing page, reached on log in and accessible at all times by selecting “Cases” from the left hand menu, provides an overview of the status of all ESS cases.

Coloured boxes at the top of the screen provide details of:

- Number of issued cases (i.e. cases for which a sample record has been uploaded to CCMS)
- Number of complete interviews
- Number of refusals
- Number of issued cases with no contact attempts yet
- The gross sample size

A table at the bottom of the screen lists all cases and provides information on:

- The interviewer working the case
- The region in which the case is located
- The last outcome recorded for the case
- Number of visits made to the case
- Date of last visit to the case

Cases are colour-coded depending on the current status (Green=completed interview, case invalid = red, refusal = yellow)

1) It is possible to search for a particular case e.g. by case ID. By clicking “Reset search” it is possible to go back to the full list of cases.
2) It is possible to filter the list of cases based on interviewer or current status (outcome code)
3) It is possible to order the list of cases based on any column e.g. by wave or region.
1.2.2 Case screen
Agency users can access further details about each issued case by clicking on ‘Case ID’ in the list of cases displayed on the main screen. This detailed case information is not visible to other CCMS users.

The layout of the case screen will vary slightly depending on whether a named individual sample or a sample of addresses/households is being used. Information available for each case includes:

- Information about the selected respondent.
  - For household/address samples this will be information entered by the interviewer when performing the selection in the field (see below). For individual named samples it will be information from the sample file.
- Details of all contact attempts made on the case to date.

- Notes made by the interviewer about the case. SA personnel can also add notes (see section 1.3.2).

- A list of any interviewers previously assigned to the case.

Return to the main overview screen at any time by selecting “Cases” from the left hand menu.

1.2.3 Interviewer screen
Agency users can also monitor the fieldwork progress of individual interviewers. This information is not visible to other CCMS users.
To access records for individual interviewers:

Select **Interviewers** from the left hand menu.

The list of ESS interviewers whose records were imported into the CCMS will be visible.

Click on interviewer name to see **interviewer level records**

Use the **Search** function to locate a specific interviewer.

You can also click on the “**interviewer id**” in the case listing on the main “Cases” page to access interviewer level records.
The interviewer record contains three key pieces of monitoring information.

Date and time the interviewer last synced data collected in the field to the CCMS.

An indication of how up to date the information contained within the CCMS is and a potential indicator of whether the interviewer is currently active on their ESS assignment.

1.3 Managing fieldwork using the CMMS
Survey agency users can perform a number of tasks within the CCMS to assist them in managing fieldwork. These tasks include importing and editing data, allocating and reallocating cases to interviewers and syncing data with the FMMS app.

1.3.1 Importing data into the CCMS
The first task the survey agency has to perform at the start of a round of fieldwork is to import sample data into the CCMS. Two data files must be imported:

- A list of interviewers allocated to work on ESS
- The list of cases (individuals/households/addresses) sampled for ESS
File templates will be provided to the survey agency to ensure that the sample data is provided in the right format. There are two different versions of the case import template, one to be used with samples of named individuals and one to be used with household/address-based samples.

**Note:** Dummy data (5 interviewer records and 25 cases per country) has been pre-loaded into the prototype CCMS. View the imported data files via the FMMS webpage.

Interviewer records should be imported first.

Select **Interviewers** from the left hand menu.

Click on **Actions** and select **Import interviewers** from the dropdown menu.
The CCMS will notify you that the file has imported successfully. If data is not imported using the correct template, an error message will appear and the file will fail to upload.

Next, import the case records in exactly the same way, starting from the main screen.

From the main “Cases” page, click on Actions and select Import/update cases from the dropdown menu.

Then browse for the required file and upload as per the interviewer file.

Data can be uploaded in batches. Useful, for example, if fieldwork is staggered. To upload additional interviewer or case records simply repeat the steps for data import and upload a new file containing the additional records only. These records will be added to those already present within the CCMS.
1.3.2 Editing data in the CCMS
Survey agency users (but not other CCMS users) have editing rights within the CCMS. This allows an agency user to perform certain tasks.

Editing tasks are performed from within the “case screen”.

- **Edit contact details** for a case, for example to add a contact ‘phone number
- **Add a note** about a case (also visible to the interviewer within the FMMS app)
- **Add a contact outcome**, for example in the event of an office refusal
1.3.3 (Re)allocating cases to interviewers

The Survey Agency will use the CCMS to allocate cases to interviewers. This can be done in two different ways. Through the case import file or manually from within the CCMS.

The easiest way to allocate cases to interviewers is to complete the “interviewer ID” column in the case import file before uploading it. The CCMS then automatically allocates the case to the listed interviewer at the start of fieldwork.

**Agency 2 cases import file**

It is also possible to allocate a case to an interviewer manually within the CMMS. This approach can be used to reallocate cases to a different interviewer during fieldwork, for example during the reissue phase.

Enter the case screen for the case you wish to (re)allocate (see section 1.2.2)

Click on Actions - > Assign interviewer
The message “The interviewer has been assigned” will appear on the case screen. Interviewers can request that a case be reassigned to another interviewer via the app.

Select an interviewer from the drop down list. Click “Save”.

An alert for the **reassign request** appears at the top of the CCMS screen. There is a similar alert next to the case record.
1.3.4 Syncing with the FMMS app
The CCMS transmits data to and from the FMMS app used by ESS interviewers in the field. This data transfer (syncing) occurs via secure https protocols.

The CCMS syncs with the FMMS app automatically; no additional action is required on the part of the survey agency. Any new data entered in the CCMS will be picked up by the interviewer the next time they log in to the app whilst connected to the internet.

Similarly, whenever the interviewer syncs the app (whilst connected to the internet), any new data entered into the app since the last sync will automatically show up within the CCMS.

1.4 Monitoring fieldwork using the CCMS
The CCMS provides three main ways to monitor progress during fieldwork. The CCMS provides three main ways to monitor progress during fieldwork: through the CCMS main screen which gives an ‘at a glance’ overview of the current status of fieldwork; through automated summary reports giving the latest response rate and breakdown of response codes; and a data export function to facilitate more in-depth analyses.

1.4.1 CCMS main screen
As described in Section 1.2.1 of this guide (p7), the main landing page of the CCMS, accessible on login and by selecting “Cases” from the left hand menu, provides information on the current status of all ESS sample units (cases) in the field.

This main screen can be used to:

- See at a glance how many cases are active in the field, the number of completed interviews, the number of refusals and the number of cases with no contact attempts made yet;
- Check on the status of a particular case, including the number of contact attempts it has received and the date and time of the last contact attempt;
- Use the filter function to look at a) all cases allocated to a specific interviewer b) all cases with a particular outcome code, for example refusals.

1.4.2 Summary progress reports
The CCMS automatically generates summary progress reports which show the ESS response rate and the breakdown of cases by outcome code at the time the report is generated.

These reports, available to all CCMS users, provide a way to ensure that fieldwork is being monitored in a standardised way by different ESS stakeholders and across countries.
Two summary tables are provided. All figures refer to the last contact attempt recorded in the app and synced with the CCMS:

**Select Summary report from left hand menu**

### a) ESS response rate calculation:

\[
\text{Completed interviews} \times 100 \\
\text{(Gross sample - ineligibles)}
\]

### b) Detailed breakdown of outcome codes

(not all codes shown in screenshot)
Summaries can be downloaded and saved allowing you to track progress over the fieldwork period.

To view the exported summary report in tabular form rather than as a tab separated file:

- Click on “Export this overview to csv”
- Save the downloaded file as a .txt file
- Open Excel and select “Data” - > (Get external data) “From text” from the menu bar
- A text import wizard will open:

  Select “Delimited” as the file type

---

Daily/weekly reports will be stored within the CCMS and can be retrieved at a later date.

Summary reports can be exported and saved outside of the CMMS.

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1 The “History” feature is not fully operational in the current prototype - only summary reports exported during the current day will be saved.
Select “tab” and semi colon as the delimiters and click “Finish”

You can now save the resulting output in the current excel sheet or in a separate file.

1.4.3 Data export
At any point during fieldwork a case-level data file can be downloaded from the CCMS and saved externally as a csv file.

The file will contain detailed contact records (mode, date and outcome of each contact attempt logged, interviewer observations, outcome of respondent selection etc.) for each case based on information a) from the original sample file b) entered by interviewers in the field using the FMMS app.

Once downloaded this case-level file can be used to conduct further analysis of ESS call records, for example to check that all cases have received the required number of contact attempts, spread over different days of the week and times of the day.
To export a data file:

From the main “Cases” page, click on **Actions** and select **Export cases** from the dropdown menu.

Export as a comma separated file

You can choose to export all fields (the default) or only certain blocks of variables

Click **Submit** to produce the export file
For full details of the fields available to export see the [FMMS codebook](http://www.FMMS.eu) available on the FMMS webpage.

**Note:** The CCMS aims to provide all ESS stakeholders with access to standardised, accurate and timely data about the progress of ESS fieldwork. It is intended to facilitate more effective and efficient communication between the survey agency and the NC team. It is not a substitute for the local knowledge and expertise of experienced survey managers or fieldwork supervisors. For effective fieldwork monitoring, the data in the CCMS should be supplemented by regular communication within the survey agency and between the SA and NC.

**Note:** Currently the CCMS exports the same fields for all users: SA, NC and CST. Before the CCMS is launched in the field some further work is required to tailor the export function to the different user groups and ensure that no personal identifiers (for example name or address details) are visible to users outside of the SA.

---

2 The current layout of the export file is not very user friendly. Some further work is required to tidy variable names and labels.
2. National Coordinators (NCs)

National Coordinators will use the CCMS to monitor fieldwork in their country. The shared information and progress reports available within the CCMS can be used as the basis for discussions about fieldwork progress with the survey agency on the one hand and the ESS Core Scientific Team on the other.

<table>
<thead>
<tr>
<th>User role</th>
<th>Access rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor fieldwork</td>
<td>• Deidentified case records</td>
</tr>
<tr>
<td></td>
<td>• Own country only</td>
</tr>
<tr>
<td></td>
<td>• Have an overview of case status</td>
</tr>
<tr>
<td></td>
<td>• View summary progress reports</td>
</tr>
<tr>
<td></td>
<td>• Export contact records</td>
</tr>
</tbody>
</table>

2.1. Getting started

The CCMS is a web-based tool located on a secure cloud-based server hosted and maintained by CentERdata in the Netherlands. To access the tool all users require is a reliable internet connection and an up to date browser using HTML5 protocols. Login credentials will be issued to NCs by CentERdata.

The prototype CCMS is available here:

https://seriss.centerdata.nl

Click on Explore the FMMS_CCMS to start.

The first screen will prompt you for a user name and password.
Two NC accounts have been set up for use with the prototype tool.

NC 1:
Country = Estonia Gross sample = 800 Sample type = Individual named
Fieldwork conducted by Agency 1

Username: nc1 Password: welcome

NC 2:
Country = UK Gross sample = 1500 Sample type = Address
Fieldwork conducted by Agency 2

Username: nc2 Password: welcome

2.2 Monitoring fieldwork using the CCMS
The CCMS provides three main ways to monitor progress during fieldwork. The CCMS provides three main ways to monitor progress during fieldwork: through the CCMS main screen which gives an ‘at a glance’ overview of the current status of fieldwork; through automated summary reports giving the latest response rate and breakdown of response codes; and a data export function to facilitate more in-depth analyses.
2.2.1 CCMS main screen
The main landing page of the CCMS, accessible on login and by selecting “cases” from the left hand menu, provides information on the current status of all ESS sample units (cases) in the field.

Coloured boxes at the top of the screen provide details of:

- Number of issued cases (i.e. cases for which a sample record has been uploaded to CCMS)
- Number of complete interviews
- Number of refusals
- Number of issued cases with no contact attempts yet
- The gross sample size

A table at the bottom of the screen lists all cases and provides information on:

- The interviewer working the case
- The region in which the case is located
- The last outcome recorded for the case
- Number of visits made to the case
- Date of last visit to the case

Cases are colour-coded depending on the current status (Green=completed interview, case invalid = red, refusal = yellow)

1) It is possible to search for a particular case e.g. by case ID. By clicking “Reset search” it is possible to go back to the full list of cases.
2) It is possible to filter the list of cases based on interviewer or current status (outcome code)
3) It is possible to order the list of cases based on any column e.g. by wave or region.
2.2.2 Summary progress reports

The CCMS automatically generates summary progress reports which show the ESS response rate and the breakdown of cases by outcome code at the time the report is generated.

These reports, available to all CCMS users, provide a way to ensure that fieldwork is being monitored in a standardised way by different ESS stakeholders and across countries.

Two summary tables are provided: All figures refer to the last contact attempt recorded in the app and synced with the CCMS:

<table>
<thead>
<tr>
<th>Outcome</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response rate</td>
<td>3</td>
<td>0.2%</td>
</tr>
<tr>
<td>Eligible</td>
<td>1499</td>
<td>100%</td>
</tr>
<tr>
<td>Gross sample</td>
<td>1500</td>
<td>100%</td>
</tr>
</tbody>
</table>

a) ESS response rate calculation:

$$\frac{\text{Completed interviews}}{\text{Gross sample - ineligibles}} \times 100$$
Summaries can be downloaded and saved allowing you to track progress over the fieldwork period.

To view the exported summary report in tabular form rather than as a tab separated file see instructions on p19.

3 The “History” feature is not fully operational in the current prototype - only summary reports exported during the current day will be saved.
2.2.3 Data export
At any point during fieldwork a case-level data file can be downloaded from the CCMS and saved externally as a .csv file.

The file will contain detailed contact records (mode, date and outcome of each contact attempt logged, interviewer observations, outcome of respondent selection etc.) for each case based on information a) from the original sample file b) entered by interviewers in the field using the FMMS app.

Once downloaded this case-level file can be used to conduct further analysis of ESS call records, for example to check that all cases have received the required number of contact attempts, spread over different days of the week and times of the day.

To export a data file:

From the main “Cases” page, click on Actions and select Export cases from the dropdown menu
For full details of the fields available to export see the [FMMS Codebook](#) available on the FMMS webpage.⁴

**Note:** The CCMS aims to provide all ESS stakeholders with access to standardised, accurate and timely data about the progress of ESS fieldwork. It is intended to facilitate more effective and efficient communication between the survey agency and the NC team. It is not a substitute for the local knowledge and expertise of experienced survey managers or fieldwork supervisors. For effective fieldwork monitoring, the data in the CCMS should be supplemented by regular communication between the SA and NC.

**Note:** Currently the CCMS exports the same fields for all users: SA, NC and CST. Before the CCMS is launched in the field some further work is required to tailor the export function to the different user groups and ensure that no personal identifiers (for example name or address details) are visible to users outside of the SA.

⁴ The current layout of the export file is not very user friendly. Some further work is required to tidy variable names and labels.
3. ESS Core Scientific Team (CST)

Members of the ESS Core Scientific Team will use the CCMS to gain an overview of ESS fieldwork and to monitor progress across countries in a standardised way. The shared information and progress reports available within the CCMS can be used as the basis for discussions with the National Coordinator in each country.

<table>
<thead>
<tr>
<th>User role</th>
<th>Access rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor fieldwork</td>
<td>• Deidentified case records</td>
</tr>
<tr>
<td></td>
<td>• All ESS countries</td>
</tr>
<tr>
<td></td>
<td>• Have an overview of case status</td>
</tr>
<tr>
<td></td>
<td>• View summary progress reports</td>
</tr>
<tr>
<td></td>
<td>• Export contact records</td>
</tr>
</tbody>
</table>

3.1. Getting started

The CCMS is a web-based tool located on a secure cloud-based server hosted and maintained by CentERdata in the Netherlands. To access the tool all users require is a reliable internet connection and an up to date browser using HTML5 protocols. Login credentials will be issued to the CST by CentERdata.

The prototype CCMS is available here:

https://seriss.centerdata.nl

Click on Explore the FMMS_CCMS to start.

The first screen will prompt you for a user name and password.

Once CST account have been set up for use with the prototype tool.

Username: ess1    Password: welcome
3.2. Navigating within the CCMS

Members of the CST have access to (deidentified) data for all countries participating in the ESS. The CCMS gives CST users the option to:

1) Pick a country for which to run fieldwork reports
2) Retrieve further information about the participating countries

3.2.1 Selecting a country to monitor

Fieldwork monitoring within the CCMS is done on a per country basis. CST users have access to monitoring information about all ESS countries. A country must be selected before summary progress reports are produced. The country selection remains in place until an alternative country is selected or the selection is “reset”.

Pick a country from the drop down list at the top of any screen.
3.2.2 Country-level administrative information.
Additional country-level administrative information stored within the CCMS is available to CST users, providing an overview of ESS participation in the current fieldwork round.

Information is available under Fieldwork setup in the left hand menu

Organizations provides the names and (if available) contact details of survey agencies and NC teams involved in the current fieldwork round (and with access to the CCMS)
3.3 Monitoring fieldwork using the CCMS

The CCMS provides three main ways to monitor progress during fieldwork: through the CCMS main screen which gives an ‘at a glance’ overview of the current status of fieldwork; through automated summary reports giving the latest response rate and breakdown of response codes; and a data export function to facilitate more in-depth analyses.

**Samples** provides details of the sample size and type for each participating country.
3.3.1 CCMS main screen

The main landing page of the CCMS, accessible on login and by selecting “cases” from the left hand menu, provides information on the current status of all ESS sample units (cases) for the selected country. If no country is selected, all cases are displayed. This is unlikely to be very informative and it is recommended that a country is selected to monitor (See Section 3.2.1 p31).

Coloured boxes at the top of the screen provide details of:

- Number of issued cases (i.e. cases for which a sample record has been uploaded to CCMS)
- Number of complete interviews
- Number of refusals
- Number of issued cases with no contact attempts yet
- The gross sample size

A table at the bottom of the screen lists all cases and provides information on

- The interviewer working the case
- The region in which the case is located
- The last outcome recorded for the case
- Number of visits made to the case
- Date of last visit to the case

Cases are colour-coded depending on the current status (Green=completed interview, case invalid = red, refusal = yellow)

4) It is possible to search for a particular case e.g. by case ID. By clicking “Reset search” it is possible to go back to the full list of cases.
5) It is possible to filter the list of cases based on interviewer or current status (outcome code)
6) It is possible to order the list of cases based on any column e.g. by wave or region.
3.3.2 Summary progress reports

The CCMS automatically generates summary progress reports which show the ESS response rate and the breakdown of cases by outcome code at the time the report is generated. These reports, available to all CCMS users, provide a way to ensure that fieldwork is being monitored in a standardised way by different ESS stakeholders and across countries.

Summary reports can only be run for one country at a time. You must select a country (see section 3.2.1) before running a report. If you forget, a warning message reminding you to select a country will appear.

Two summary tables are provided: All figures refer to the last contact attempt recorded in the app and synced with the CCMS:

<table>
<thead>
<tr>
<th>Outcome</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response rate</td>
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a) ESS response rate calculation:

\[
\text{Completed interviews} \times 100 \\
\text{(Gross sample - ineligibles)}
\]
Summaries can be downloaded and saved allowing you to track progress over the fieldwork period.

To view the exported summary report in tabular form rather than as a tab separated file see instructions on p19.

---

Summary reports can be exported and saved outside of the CMMS.

Daily/weekly reports will be stored within the CCMS and can be retrieved at a later date.

b) Detailed breakdown of outcome codes (not all codes shown in screenshot)

---

5 The “History” feature is not operational in the current prototype
### 3.3.3 Data export

At any point during fieldwork a case-level data file can be downloaded from the CCMS and saved externally as a csv file.

The file will contain detailed contact records (mode, date and outcome of each contact attempt logged, interviewer observations, outcome of respondent selection etc.) for each case based on information a) from the original sample file b) entered by interviewers in the field using the FMMS app.

Once downloaded this case-level file can be used to conduct further analysis of ESS call records, for example to check that all cases have received the required number of contact attempts, spread over different days of the week and times of the day.

To export a data file for the country being monitored:

From the main “Cases” page, click on **Actions** and select **Export cases** from the dropdown menu.
A data file containing records for all countries together will be exported if no country is pre-selected to monitor (see section 3.2.1).

For full details of the fields available to export see the FMMS Codebook available on the FMMS webpage.\(^6\)

**Note:** The CCMS aims to provide all ESS stakeholders with access to standardised, accurate and timely data about the progress of ESS fieldwork. It is intended to facilitate more effective and efficient communication between the countries and the CST. It is not a substitute for the local knowledge and expertise of experienced survey managers or fieldwork supervisors. For effective fieldwork monitoring, the data in the CCMS should be supplemented by regular communication between the NC and the CST.

**Note:** Currently the CCMS exports the same fields for all users: SA, NC and CST. Before the CCMS is launched in the field some further work is required to tailor the export function to the different user groups and ensure that no personal identifiers (for example name or address details) are visible to users outside of the SA.

\(^6\) The current layout of the export file is not very user friendly. Some further work is required to tidy variable names and labels.