National Population Commission

2015 Nigeria Education Data Survey (NEDS 2015)

Supervisor Manual

Contract Number: AID-EHC-E-00-04-0004-00
EdData II Technical and Managerial Assistance, Task Number 25
Task Order Number: AID-620-BC-14-00001
Activity Start Date and End Date: November 8, 2013 to April 30, 2016

Federal Ministry of Education
Federal Republic of Nigeria

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2015 Nigeria Education Data Survey (NEDS)

Supervisor's Manual

March 2015

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1. Introduction

Field supervisors for the Nigeria Education Data Survey (NEDS) hold very important positions. They are the primary links between the National Population Commission (NPC) operations and the interviewers. As such, they are responsible for ensuring both the progress and the quality of fieldwork.

This manual has been prepared to provide the information needed by field supervisors to carry out their duties. Candidates for the positions of field supervisor for the NEDS should study the manual carefully during their training. They should also study the Interviewer's Manual, since it is necessary to have a solid understanding of the questionnaire and the procedures for completing it. Individuals selected to serve as field supervisors should continue to refer to these manuals throughout the fieldwork period.

1.1 Survey Objectives

The 2014 Nigeria Education Data Survey (NEDS) is a national household survey designed to provide information on education in Nigeria. Often, a great deal is known about the supply of schooling: the number of public, and sometimes non-public, schools at each level; teachers' qualifications; pupil-teacher ratio; book-pupil ratio; and so on. However, little is known about the nature of the decisions households make about how much of what kind of education to invest in for household members, apart from system-level estimates of enrollment ratios and dropout and repetition rates. NEDS investigates this decision-making process, focusing on major factors that influence the household demand for schooling: the costs of schooling (monetary and non-monetary), and the perceived benefits of schooling.

Monitoring and evaluating the factors affecting the household demand for schooling is critical to designing and improving programs to increase children's school participation. In support of this effort, NEDS is designed to:

- collect information on education;
- measure differences across the country in education participation, reasons for not attending school, the costs of schooling, pupil absenteeism, etc.;
- provide an international database which can be used by researchers investigating topics related to education.

Data from the survey will be used by policy-makers to evaluate the education status of the country's school-age population. For example, information on the distance to the closest primary school and a child's schooling status may be used to assess the relationship between the distance to school and a child's likelihood of attending school. Data on the reasons children drop out of school may be used to develop interventions designed to help children stay in school at least through primary school. The information collected in this survey will be used by researchers for many years to come.

1.2 Organization of Field Staff

The NEDS is a comprehensive survey involving several agencies and many individuals. The National Population Commission (NPC) has primary responsibility for implementing the survey. RTI International provides technical assistance.

For the purpose of conducting fieldwork, the country will be divided into 18 survey zones each comprising 2 states. The Federal Capital Territory (FCT) will be part of a zone. There will be 22 Zonal Coordinators. The Project Director will assign at least 2 states to each coordinator to oversee field activities. All data collection will be accomplished using a team concept. Fieldwork will be conducted by 37 teams of interviewers. Each team will consist of a field supervisor, and three interviewers. Two vehicles and 2 drivers will be provided for each team. The field supervisor will be the leader of each team of interviewers and be responsible for the team. There will also be 1 Quality Control interviewer per state and FCT who will not be part of the fieldwork team.

1.3 Training

It is important that field supervisors attend the interviewer training for the main survey. Supervisors should not skip any of these training sessions, even if they participated in the pretest. Active involvement of supervisors in interviewer training is necessary for an understanding of the role of the interviewer and the problems teams may encounter during fieldwork. Supervisors should participate with interviewer trainees in "role playing" interviews and supervise the practice interviewing in the field prior to the start of fieldwork. The latter activity gives supervisors and interviewers experience in working together as a team.

After completion of interviewer training, the final selection of supervisors will be made. Following interviewer training and prior to the beginning of fieldwork for the main survey, one day of additional training will be provided on the specific duties of supervisors. This is to ensure that all teams will be following a uniform set of procedures. The additional training is required of all supervisors, but is particularly important for those who did not participate in the pretest but were selected to be field supervisors at the conclusion of interviewer training.

1.4 Responsibilities of the Field Supervisor

The field supervisor is the senior member of the field team. He/she is responsible for the well-being and safety of team members, as well as the completion of the assigned workload and the maintenance of data quality. The field supervisor receives his/her assignments from and reports to the Zonal Coordinator. The specific responsibilities of the field supervisor are to make the necessary preparations for the fieldwork, to organize and direct the fieldwork, and to perform quality assurance activities.

In order to prepare for fieldwork, the supervisor must:

1. obtain sample household lists and/or maps for each area in which his/her team will be working and discuss any special problems with the field coordinator;
2. become familiar with the area where the team will be working and determine the best arrangements for travel and accommodations;
3. contact local authorities to inform them about the survey and to gain their support and cooperation;
4. obtain all monetary advances, supplies, and equipment necessary for the team to complete its assigned interviews. Careful preparation by the

supervisor is important for facilitating the work of the team in the field, for maintaining interviewer morale, and for ensuring contact with the central office throughout the fieldwork.

During the fieldwork, the supervisor will:

1. assign work to interviewers, taking into account the linguistic competence of individual interviewers, and assuring that there is an equitable distribution of the workload;
2. ensure that data from the tablets is regularly transmitted from the field to the data servers;
3. regularly send progress reports to the field coordinator and keep headquarters informed of the team's location;
4. communicate any problems to the field coordinator/Project Director;
5. take charge of the team vehicles, ensuring that they are kept in good repair and that they are used only for project work;
6. make an effort to develop a positive team spirit and a congenial work atmosphere, which, along with careful planning of field activities, contributes to the overall quality of a survey.

The supervisor is also responsible for monitoring interviewer performance. Close supervision of interviewers and is essential to ensure that accurate and complete data are collected. As the collection of high quality data is crucial to the success of the survey, it is important that supervisors execute their duties with care and precision. This is especially important during the initial phases of fieldwork when it is possible to eliminate interviewer error patterns before they become habit.

Monitoring interviewer performance requires that the supervisor:

1. observes at least one interview every day;
2. conducts regular review sessions with interviewers and advises them on any problems found from observations.

1.5 Confidentiality

All staff involved in the collection, processing, and analysis of the NEDS survey data must be continually aware of the important responsibility to safeguard the rights of survey participants. Because Field Supervisors are often in direct contact with the data from completed interviews and respondents, you must demonstrate high ethical standards in all of your actions related to this survey.

Some of the data collected during the NEDS interview may be considered personal, such as household finance related questions. Be aware of the sensitivity issue and of the need to treat any information you learn about respondents as confidential, whether directly from a response or through casual observations or conducting interviews.

Respondents can be assured that all identifying data, such as their name and address, are never made available to anyone outside the NEDS project team. All answers are used for research and analysis and cannot be used for any other purpose. Furthermore, respondents' names and addresses are never associated with their interview responses, and all respondents' answers will be combined with those of other participants.

Data collected through the NEDS are confidential. It is your responsibility as a professional field supervisor on this study to maintain the integrity and confidentiality of the data entrusted to you.

2. Preparing for Fieldwork

This chapter provides the list of materials for you to take with you to the field, activities that you should plan to undertake in preparation for fieldwork in a given area, and how to find selected households.

2.1 Collecting Materials for Fieldwork

Before leaving for the field, the supervisor is responsible for collecting adequate supplies of the materials the interviewing team will need in the field. These items are listed below:

Fieldwork documents:

- Supervisor's Manual
- Interviewer's Manuals
- Maps and household listing forms for all clusters in the assigned area
- Letters of introduction and NPC I.D.'s
- Supplies:
  - Tablet with case
  - Adapter and Charging cable
  - Backpacks
  - First aid kit

The supervisor should arrange for a system to maintain regular contact with NPC headquarters before leaving for the field. Regular contact is needed for supervision of the team by senior office staff, payment of team members, and the transmission of completed questionnaires for timely data processing.

2.2 Arranging Transportation and Accommodations

It is the supervisor's responsibility to make all necessary travel arrangements for his or her team, whenever possible, in consultation with the state NPC office. The supervisor is responsible for the maintenance and security of the team vehicles. The vehicles should be used exclusively for survey-related travel, and when not in use, they should be kept in a safe place. The driver of the vehicles shall take instructions from the supervisor.

In addition to arranging transportation, the supervisor is in charge of arranging lodging for the team. Team members are discouraged from making their own arrangements. The lodging should be reasonably comfortable, **located as close as possible to the interview area**, and should provide secure space to store survey materials. Since travel to rural clusters is often long and difficult, the supervisor may have to arrange for the team to stay in a central place.

2.3 Contacting Local Authorities

It is the supervisor's responsibility to contact the local authorities before starting work in an area. Letters of introduction will be provided, but tact and sensitivity in

explaining the purpose of the survey will help win the cooperation needed to carry out the interviews.

In areas where security may be a concern, supervisors should discuss this aspect with local authorities.

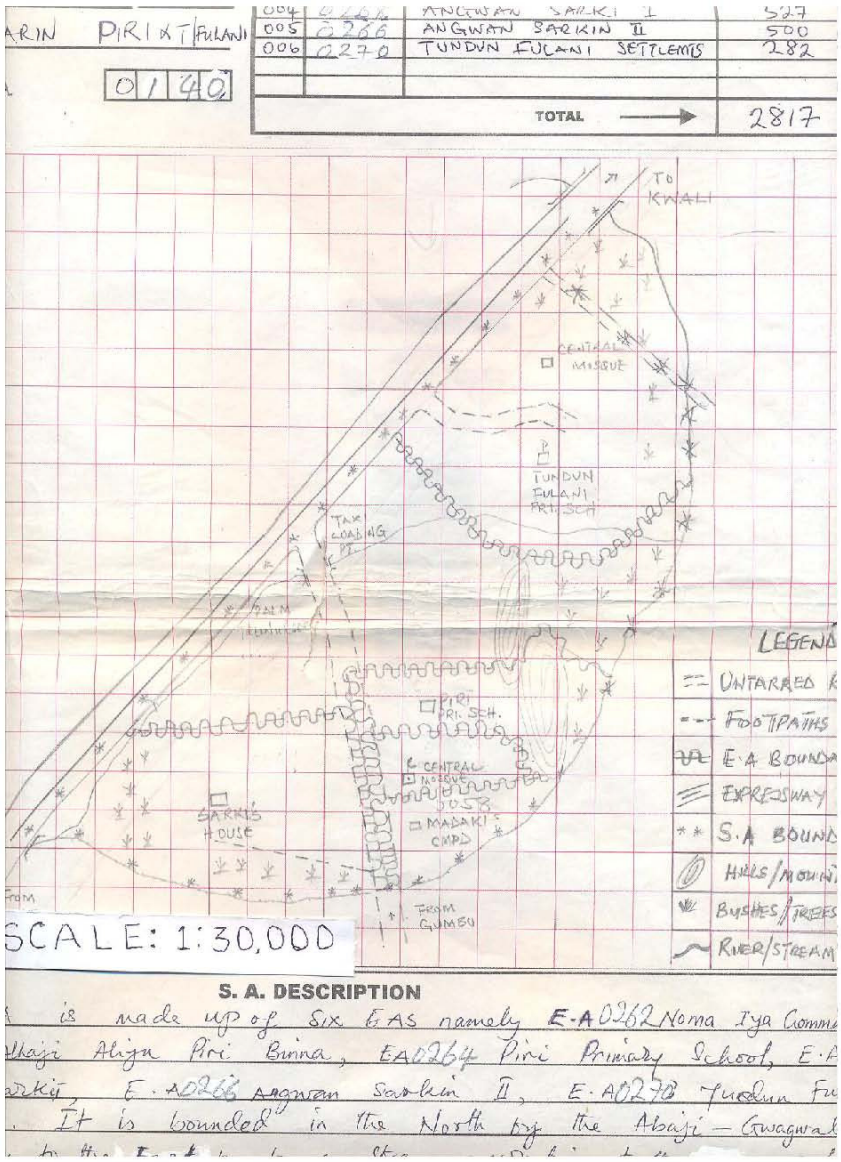
2.4 Using Maps to Locate Clusters

A major responsibility of the field supervisor is to assist interviewers in locating households in the sample. The supervisor will be provided with a copy of the household listing and maps for the assigned clusters, also called enumeration area(s) or EA(s), in which his or her team will be working. These documents enable the team to identify the cluster boundaries and to locate the households selected for the sample. The representativeness of the sample depends on finding and visiting every sampled household.

Zonal or state maps help the supervisor to determine the location of sample areas and the distance to them, while cluster maps of the sampled clusters will help identify how to reach selected households or dwellings.

Each team will be given general location maps, household listing forms, cluster maps and written descriptions of the boundaries of selected enumeration area(s) forming the clusters. An EA is the smallest working unit in any census operation that can easily be covered by a team of enumerators. It has identifiable boundaries and lies wholly within an administrative or statistical area. The location maps may show more than one EA. Similarly, a cluster, which is the smallest working unit in any survey, can be made up of 1 or more EA(s). Each cluster is identified by a special NEDS cluster number (e.g., cluster number 105). Symbols are used to indicate certain features on the map such as roads, footpaths, rivers, localities, boundaries, etc. If symbols are shown on the map, the supervisor should know how to interpret them by using the legend. Examples of the types of symbols found on cluster maps appear in Figure 2-1.

Figure 2-1: Example of a cluster map



In most clusters, the boundaries follow easily recognizable land features (such as rivers, roads, railroads, swamps, etc.). However, at times boundaries are invisible lines. The location and determination of invisible boundaries calls for some ingenuity, particularly in rural areas. The following procedure is suggested to locate the selected cluster:

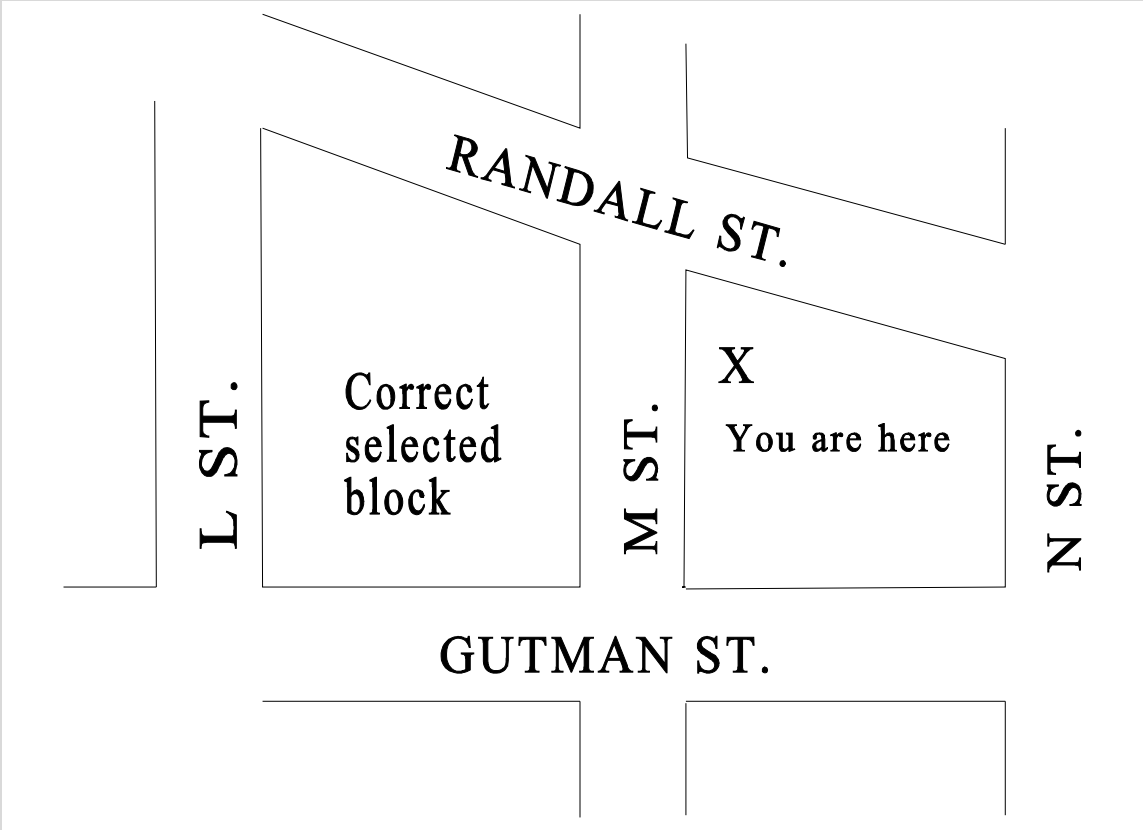
1. Identify on the map the road used to reach the cluster. Remember that a cluster can be made up of 1 or more EA(s). When you reach what appears to be the EA boundary, verify this by checking the location of actual terrain features and landmarks against their location on the map. Do not depend on one single feature; use as many as possible.

2. It is usually possible to locate unnamed roads or imaginary lines by inquiring among people living in the vicinity. In most cases, these people will know

where the villages are and, by locating the villages, you can usually determine where the boundary runs. Local authorities may be helpful, as well as residents.

3. While there are cases in which boundaries shown on the map no longer exist, or have changed location (e.g., a road has been relocated or a river has changed course), do not be hasty in jumping to conclusions. If you cannot locate a cluster, go on to the next one and discuss the matter later with the field coordinator.
4. In urban areas, street names will often help you to locate the general area of the cluster. Boundaries can be streets, alleys, streams, city limits, power cables, walls, rows of trees, etc.
5. Check the general shape of the cluster. This will help you to find out if you are in the right place.
6. Read the written description of the location.
7. You should locate all the cluster boundaries before you begin interviewing. For example, if the cluster is a rectangular block, the names of three boundary streets is not enough to unequivocally identify the cluster; check all four boundary streets (see Figure 2-2).

Figure 2-2: Importance of identifying all cluster boundaries



2.5 Finding Selected Households

In most cases, the selected households can be located by referring to the household listing form and to the detailed maps of the selected cluster. The household listing number (called the serial no. of structure on the household listing form) will be most important in establishing that you have indeed found the selected household. NOTE: Do not confuse the household listing number (serial number written on the structure) with the NEDS household number (which is not written on the structure). The serial number is especially important in rural clusters where street addresses are not available.

Because people move around, and sometimes the listing teams may have made errors, you may have difficulty locating the households that were selected. Here are examples of some problems your team may encounter and how to deal with them:

- The selected household has moved away and the dwelling is vacant. If a household has moved out of the dwelling where it was listed and no one is living in the dwelling, you should consider the dwelling vacant and record Code '205.' (HHQ Unoccupied/Vacant/Demolished).
- A household is supposed to live in a structure but when visited is found to be a shop and no one lives there. Check very carefully to see if anyone is living there. If not, enter Code ‘206' (Final Selected Address not HHQ).
- A selected structure is not found in the cluster, and residents tell you it was destroyed in a recent fire. Enter Code '205' (HHQ Unoccupied/Vacant/Demolished).
- The house is all closed up and the neighbors say the people are on the farm (or away visiting, etc.) for several months, Enter Code '208' (Final HHQ Nobody Home). Use this code when no one is expected to return to the household before the team stops working in the cluster. The house should be revisited at least two more times while in the cluster to make sure that the household members have not returned.

Remember that the usefulness of the NEDS sample in representing the entire country depends on the interviewers locating and visiting all the households they are assigned.

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3. Organizing and Supervising Fieldwork

From an operational point of view, the success of every project depends on two basic factors: (1) following established and proven survey protocols to collect quality data and (2) managing the time and resources spent to collect the data. As a field supervisor for the NEDS, it is your responsibility to manage the interviewing operations. This chapter covers various topics related to your role as a field supervisor.

3.1 Assigning Work to Interviewers

The following tips may be helpful to the supervisor in assigning work:

1. Make daily work assignments. Be sure each interviewer has enough work to do for the day, taking into account the duration of an interview and the working conditions in the area. Your Coordinator will advise you about how many interviews to assign per day.
2. Assign more interviews than an interviewer can actually do in one day. This will be necessary because some households and/or parent/guardians may not be available to interview at the time of the interviewer's visit. Sometimes there may be as many as three or four of these cases a day for a particular interviewer. Assign fewer households at the beginning of fieldwork, to allow time for discussion of problems and for close supervision.
3. Distribute work fairly among the interviewers. Work should be assigned taking into account the capabilities and strengths of each interviewer but never consistently assigning more difficult workloads to certain interviewers. Drawing numbers out of a hat is a good system to ensure that team and interviewer assignments are distributed on a random basis and that interviewers are aware of this. Bad feelings among the interviewers can be avoided by using this system. If an interviewer is unlucky and consistently draws difficult assignments, the supervisor can purposely provide him/her some easier assignments.
4. Ensure that each interviewer has all the required information and materials for completing the work assignment.
5. All assignments and work completed by each interviewer and for each work area should be carefully monitored for completeness and accuracy. You should monitor the interviewers in your team regularly. Make sure that interviewers are making the required number of visits to each household to obtain an interview.
6. It is also very important that you review the cases on interviewer tablets regularly to make sure that the correct status codes are assigned to households. Prior to the beginning of fieldwork, you must review each tablet to make sure interviewers are **NOT USING TRAINING CASES** to interview real respondents. Interviews conducted on **TRAINING CASES WILL BE DISCARDED and the interviewer will have to re-interview the household**. Case IDs for training cases begin with an “XX’ (e.g., XX10002-00).

Case IDs for real interviewers have 8 characters. The first four characters are letters while the last four characters are numbers. The seventh and eighth characters will always refer to the questionnaire type e.g. “00” for the Household Questionnaire; “01” for the Eligible Child Questionnaire; “02” for the Parent/Guardian Questionnaire and “03” for the Literacy Assessment Questionnaire. For example a real case ID may look like this: CCCC00-00.

7. It is also extremely important to make sure that interviewers use the correct case to interview each household. Remember that **each case on every interviewer tablet matches one unique household in the sample.** The information that identifies the household is located in each case. You will work with interviewers to make sure that they correctly locate each household and select the matching case ID.

8. Make sure that all selected households and parent/guardian respondents for that cluster have been interviewed before leaving an area. Review each tablet to confirm.

9. Finally, it is the responsibility of the supervisor to make sure that the interviewers fully understand the instructions given to them and that they adhere to the work schedule. The work schedule is prepared in advance by the NPC headquarters and adherence to it is crucial to avoid overruns in the total amount of time and money allocated for the fieldwork. Supervisors should also monitor the work of each interviewer to assess whether he/she is performing according to the standards set by the NPC headquarters.

3.2 Reducing Nonresponse

One of the most serious problems in a sample survey of this type is nonresponse, that is, failure to obtain information for selected households or failure to interview parent/guardian respondents. A serious bias could result if the level of nonresponse is high. One of the most important duties of the supervisor is to try to minimize this problem and to obtain the most complete information possible. In many cases, interviewers will make return visits to households in the evening or on the weekends to reduce nonresponse. It is a time-consuming task and requires strict monitoring.

Nonresponse may be classified into three basic types:

- Type 1: The interviewer is unable to locate the selected household;
- Type 2: The interviewer is unable to locate the respondent;
- Type 3: The respondent refuses to be interviewed, or tested.

Various ways of dealing with these types of nonresponse are discussed below.

3.2.1 Type 1: The interviewer is unable to locate the household

- *Occupied structure inaccessible.* There may be some occupied structures for which no interviews can be conducted because of impassable roads, etc. The interviewer should make another attempt to reach the household at a later date when the situation may have changed. Record either a pending or final code for OTHER HHQ NONRESPONSE and make sure to include a comment with the specifics of the situation. **The supervisor should report to the field coordinator assigned to the state immediately if there is any**

difficulty in gaining access to a whole cluster or a substantial number of households in the same EA.

- *Structure not found.* The supervisor should make sure the interviewer has tried several times to locate the structure using the household listing form, maps, etc. If he/she is still unsuccessful, the supervisor should attempt to locate the structure, and ask neighbors if they know anything about the structure or the head of household. Again, if this problem occurs frequently, it should be reported to NPC headquarters. Although no interview has taken place, after each visit, the interviewer should record either a pending or final code for UNABLE TO LOCATE HHQ as the result code.
- *Structure vacant, or demolished.* If the interviewer indicates that the structure in which the selected household is vacant or was demolished, the supervisor should verify that this is the case. If the interviewer is correct, there is no need for further call backs (return visits). Although no interview has taken place, record a code “205” (FINAL HHQ UNOCCUPIED/VACANT/DEMOLISHED).
- *Structure is nonresidential.* If the interviewer indicates that the structure in which the selected household is located is not a dwelling unit the supervisor should verify that this is the case. If the interviewer is correct, there is no need for further call backs (return visits). Record a code “206” (FINAL SELECTED ADDRESS NOT HHQ).

3.2.2 Type 2: The interviewer is unable to locate the respondent for a parent/guardian interview

- *No one home at time of call.* The interviewer should make every effort to contact neighbors to find out when the members of the household will be at home or where they might be contacted. At least three visits should be made to locate the household members. Sometimes it may be necessary to call at mealtime, in the early morning, evening, or on the weekend. However, the interviewer should not make "hit or miss" calls just to fill the quota of three visits. Under no circumstances is it acceptable to make all three visits on the same day. After each visit, the interviewer should record the relevant pending or final R NOT AT HOME code for the PGQ, ECQ OR LAQ.
- *Respondent temporarily absent.* The respondent may not be at home or may be unable to complete the interview at the time of the first call. The interviewer should find out from other household members or neighbors when the respondent can best be contacted, and a return visit should be made then. If the respondent is still not at home at the time of the second visit, another time should be set for a return visit. At least three attempts should be made to locate the respondent. If the interviewer is not able to complete the entire interview during the initial visit, the procedure for call backs should be followed. After each visit, the interviewer should record the relevant pending or final R NOT AT HOME code for the PGQ, ECQ OR LAQ.

3.2.3 Type 3: The respondent refuses to be interviewed

The number of refusals reported by each interviewer should be monitored closely. If an interviewer reports an unusually high number of refusals, it may indicate that he/she gives up too easily or explains the survey inadequately. If this appears to be

the case, the supervisor should observe the interviewer promptly. Suggestions for handling potential refusals:

- *Approach respondent from her/his point of view.* Refusals may stem from misconceptions about the survey, or other prejudices. The interviewer must consider the respondent's point of view, adapt to it, and reassure him/her. If there is a linguistic or ethnic barrier between the respondent and the interviewer, the supervisor should, if possible, send a different interviewer to complete the questionnaire.
- *Postpone interview to another day.* If the interviewer senses that he/she has arrived at an inconvenient or awkward time, he/she should try to leave before the respondent gives a final "no"; he/she can then return another day or time when circumstances are more likely to result in a successful interview.
- *Supervisor carries out the interview.* The supervisor's knowledge, skill, and maturity may enable him/her to complete a difficult interview when the assigned interviewer has been unable to do so.

3.3 Handling Pending Interviews

When information has not been collected from a selected household or from an eligible respondent and the return visits have not been completed, the interview is considered "pending." All materials pertaining to this interview should remain with the interviewer until he/she has completed the pending interview.

Completing call backs for pending interviews is time-consuming and should be carefully planned. If a few interviews remain pending as interviewing in a cluster nears completion, one or two interviewers should be assigned to remain in the area and complete the interviews, while the rest of the team proceeds to the next assignment area. In this way, the whole team is not kept waiting for one or two interviewers to finish. Clear instructions should be left with the interviewers as to where and when to rejoin the team and what method of transportation should be used.

3.4 Maintaining Motivation and Morale

The supervisor plays a vital role in creating and maintaining motivation and morale among the interviewers, two elements that are essential to good quality work. In order to achieve this it is necessary to make sure that interviewers:

- understand clearly what is expected of them;
- are properly guided and supervised in their work;
- receive recognition for good work;
- are stimulated to improve their work;
- work in tranquil and secure conditions.

In working with the interviewers it may be useful to adhere to the following principles:

1. Rather than giving direct orders, try to gain voluntary compliance before demanding it.
2. Without losing a sense of authority, try to involve the interviewers in decision-making, and at the same time see to it that the decision remains firm.

3. When pointing out an error, do it with tact, in a friendly manner, and in private. Listen to the interviewer's explanation, show him/her that you are trying to help, and examine the causes of the problem together.
4. When interviewers voice complaints, listen with patience and try to resolve them.
5. Try to foster team spirit and group work.
6. Under no circumstances should you show preference for one or another of the interviewers.
7. Try to develop a friendly and informal atmosphere.

Finally, remember that encouraging words, instructions, and constructive criticism are not worth anything unless the supervisor sets good examples. It is important to *demonstrate* punctuality, enthusiasm, and dedication in order to demand the same of other team members. Never give the impression that you are working less than other members of the team, or that you are enjoying special privileges; this may produce a lack of faith in the project and cause general discontent. An ill-prepared supervisor will not be able to demand quality work from interviewers, and will lose credibility and authority. Interviewer morale and motivation depend on your morale and motivation.

3.5. Monitoring the Progress of Fieldwork

Controlling the quality of the data collection is an important function of the supervisor. Throughout the fieldwork each supervisor will be responsible for observing interviews. By checking the interviewers' work regularly the supervisor can ensure that the quality of the data collection remains high throughout the survey. It may be necessary to observe the interviewers more frequently at the beginning of the survey and again toward the end. In the beginning, the interviewers may make errors due to lack of experience or lack of familiarity with the questionnaire; these can be corrected with additional training as the survey progresses. Toward the end of the survey interviewers may become bored or distracted in anticipation of the end of fieldwork; lack of attention to detail may result in carelessness with the data. To maintain the quality of data, the supervisor should check the performance of interviewers thoroughly at these times.

As will be described in *Chapter 5*, we expect that all data collected from the field will be uploaded or transferred to the data servers via an internet connection. This process is referred to as data transmission. After the data is received on the data servers, reports will be generated that indicate the status of each pending or final case that has been opened on any interviewer tablet.

It is important to point out that *only data that has been transmitted* will be shown in the reports. In situations, where your team is unable to transmit data regularly, these reports will not be up-to date. It is for this reason that you must keep a hardcopy record of the status of interviewing for your team. You should include a daily record of the status of interviewing for each household in the cluster. Your State Coordinator will make regular requests to review the hardcopy record and use it to verify the accuracy of the data reports.

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4. Monitoring Interviewer Performance

Controlling the quality of the data collection is an important function of the supervisor. Throughout the fieldwork he/she will be responsible for observing interviews. By checking the interviewers' work regularly the supervisor can ensure that the quality of the data collection remains high throughout the survey. It may be necessary to observe the interviewers more frequently at the beginning of the survey and again toward the end. In the beginning, the interviewers may make errors due to lack of experience or lack of familiarity with the questionnaire; these can be corrected with additional training as the survey progresses. Toward the end of the survey interviewers may become bored or distracted in anticipation of the end of fieldwork; lack of attention to detail may result in carelessness with the data. To maintain the quality of data, the supervisor should check the performance of interviewers thoroughly at these times.

4.1 Observing Interviews

The purpose of the field observation is to 1) evaluate and improve interviewer performance; 2) identify errors and/or misunderstandings with implementation of the study protocol and/or field procedures; and 3) identify errors in questionnaire administration including violation of general interviewing practices that cannot be detected in the data. It is common for a completed questionnaire to be technically free of errors, but for the interviewer to have asked a number of questions inaccurately. Supervisors who do not know the language in which the interview is being conducted can detect a limited set of errors from watching how the interviewer conducts himself/herself, how the interviewer treats the respondent and how he/she enters responses on the tablet. The supervisor should observe each interviewer many times throughout the course of fieldwork. The first observation should take place during interviewer training and may also be used as a screening device in the selection of interviewer candidates. Each interviewer should also be observed during the first two days of fieldwork so that any errors made consistently are caught immediately. Additional observations of each interviewer's performance should be made during the rest of the fieldwork. The supervisor should observe at least one interview per day during the course of the fieldwork, with the heaviest observation at the beginning and end.

Appendix 1 contains a copy of the NEDS Field Observation Protocol and Observation Checklist. Supervisors and other observers must follow the protocol and use a checklist for each observation.

After each observation, the supervisor and interviewer should review the completed Observation Checklist and discuss the interviewer's performance. The supervisor should mention the interviewer's strong points as well as problems and mistakes.

4.2 Evaluating Interviewer Performance

The supervisor should meet daily with the interviewers to discuss the quality of their work. In most cases mistakes can be corrected and interviewing style improved by pointing out and discussing errors at regular meetings. At team meetings, the supervisor should point out mistakes discovered during observation of interviews He/she should discuss examples of actual mistakes, but be careful not to embarrass

individual interviewers. Re-reading relevant sections from the Interviewer's Manual with the team can help to resolve problems. The supervisor can also encourage the interviewers to talk about any situations they encountered in the field which were not covered in training. The group should discuss whether the situation was handled properly, and how similar situations should be handled in the future. Team members can learn a lot from one another in these meetings and should feel free to discuss their own mistakes without fear of embarrassment.

The supervisor should expect to spend considerable time evaluating and instructing interviewers at the start of fieldwork. If the supervisor thinks that the quality of work is not adequate, the interviewing should stop until errors and problems have been fully resolved. In some cases, an interviewer may fail to improve and will have to be replaced. This applies particularly in the case of interviewers who have been dishonest in the residence status of potentially eligible children.

5. Data Exports and Transmission

One of the most important jobs of the Supervisor is to make sure that all members of his/her field team *regularly* transmit data from the tablets to the computer server using the Internet. For NEDS, we will use a few different options to send data from the tablet to the RTI servers.

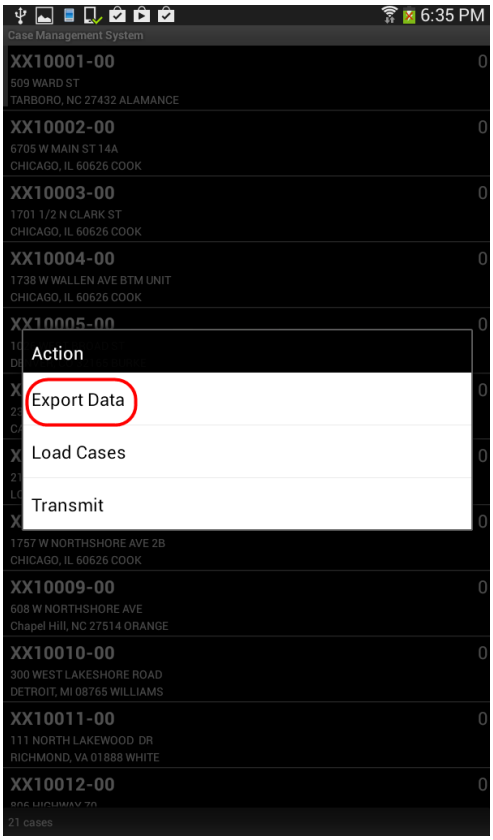
It is essential that you transmit all data to the server every day or barring a connection to the internet, make sure to transmit when an internet connection is established. This section describes how to do this.

> Question: Why is it important to transmit every day?
>
> Answer: Survey Managers will be reviewing the data every day to check the data quality and ensure that field teams are working efficiently.

5.1 Data Export

Prior to data transmission, you should do a data EXPORT on each tablet. This process will export data to the SD card in the tablet. This data export requires that a micro SD card be placed in the tablet.

In the event of a catastrophic failure of the tablet, we can recover data from the SD card. Similarly, if there is no Wi-Fi connection, the export should still be conducted daily. To access the export process, you need to start at the Case Management Screen. From here, touch the "Menu" on the bottom left-hand corner of the tablet, and then select the ACTION button in the lower left. From here, select "Export Data".



There should be a message briefly displayed at the bottom of the screen indicating that the database has been copied.

If you get a message that says “External Storage Not Found,” then there is not an SD card in the tablet. Place an SD card in the tablet.

To confirm that you have successfully exported the data, you can use the “**My Files**” application to browse to “**/storage/extSdCard/exports**/” and verify that the files have been collected. The files should be of the format “FIID_YYYY_MM_DD.db3.”

5.2 Data Transmissions

Three methods of transmitting data are described below. Depending on your location and availability of an internet location, some methods may work better than others. You should choose the method that works best for your location. The three methods are listed in order of preference.

5.2.1 Dropbox/DropSync

The simplest and preferred option is to transfer files directly from the tablet to the project DropBox account. However, this method requires that the tablet has access and can connect to the internet. With this method, any time the tablet is connected to the internet, data files will automatically sync with the DropBox method.

You should collect all the tablets, and arrange to work in a location with Wi-Fi access. If you are in an area where wireless Internet is unavailable, you can transmit at the next location where Internet access is available. In this situation, contact the Survey Manager so he or she will know you are having connection problems.

Connecting the Tablet to a Wireless Network

When connected to a wireless network, the tablet can transmit data from the tablet to the computer server. To establish a connection to a wireless network, follow these steps:

1. From the Home screen of the tablet, select “Apps.”
2. From the “Apps” menu, select “Settings.”
3. From the “Settings” menu, turn the Wifi slider button to the right .It should be green.
4. If wireless networks are available, then a list of networks appears on the right. If no networks appear, then select “Add Wi-Fi network” and enter the information about the network.
5. Click on the network you want to connect to and connect

The tablets will have the DropBox\DropSync transmission process installed. As long as you have exported your data to the SD card using the steps above, data will automatically be transmitted whenever an internet connection is established.

5.2.2 Connect to Computer

The second option for transferring data involves connecting the tablet directly to a computer. If the team has access to a computer or laptop, this can be used to transfer data. Note that the computer should have access to an internet connection. First, create a folder on the computer and name it with the supervisor's name and date. Next, connect the tablet to the computer. Then on the computer, go to the "COMPUTER" folder and look for the tablet icon. Click on the tablet icon and find the \Tablet\GSS\GATS\Database\ folder. Then drag the .DB3 files from the tablet to the folder you created. Next, make sure you are connected to the internet. Zip and email the DB3 files to the NPopC IT study manager.

How to ZIP files

On Windows 7 machines:

1. Start Windows Explorer. Usually, you will find a yellow folder icon on the toolbar on the bottom of your screen. Click on this icon. If you don't see a yellow folder icon, then click on the Start icon at the bottom left of your screen, and then type "Windows Explorer" (don't type the double quotes) into the textbox that says "Search programs and files".
2. Navigate to the folder that contains the files you want to place into your zip file.
3. Point your cursor to a position in the Windows Explorer windows so that the cursor is **not** pointing to anything
4. Right-click your mouse. Select **New...** and then "Compressed (zip) file". A new zip icon or file will appear, depending on how you are viewing your folder
5. Select a file by left-clicking your mouse, then drag it into the zip file. Repeat this process for each file that you want to include in the zip file.

On (older) Windows XP machines:

1. Start Windows Explorer (right-click the Start menu, then choose **Explore**).
2. Navigate to the folder in which you want to create a .zip file.
3. On the File menu, point to New, and then click Compressed (zipped) Folder. Type a name for the new folder, and then press ENTER.
4. Using Windows Explorer, drag any files you wish to place into the .zip file.

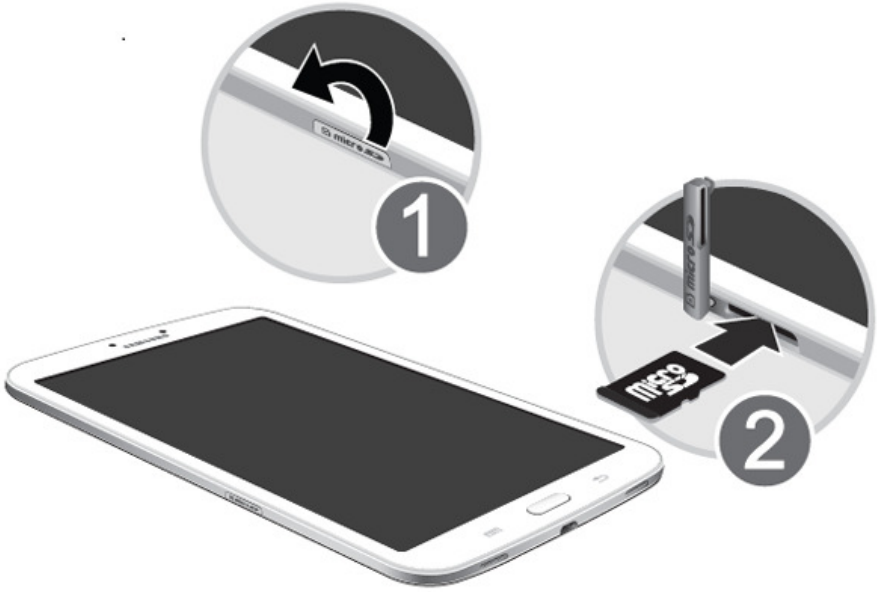
5.2.3 Using SD Cards

The third option is the least preferred method. Use this method only if the two options above are not available to you. With this method, data is transferred using a Secure Digital Card better known as an SD card from the tablet to a computer or laptop. If

each tablet has an SD card then you can transfer data from each individual tablet to the computer; or you may use one SD card to transfer data from all interviewer tablets to the computer. To remove the SD card, do the following:

- You must unmount a microSD card before removing it. From the Home screen, touch **Apps** > **Settings** > **Storage** > **Unmount SD card**. Touch **OK** to finish unmounting the card.
- Open the microSD card cover on the side of your device.
- Gently press on the microSD card to release it.
- Grasp the card and remove it from your device.
- Close the microSD card cover.

After removing the micro SD card, insert it into a micro SD card reader and connect to you laptop. Copy the DB3 files to a folder on your laptop and zip and email them to the NPoPC IT study manager.



6. Verifying Case Management Systems

One of the most important jobs of a Supervisor is to ensure that interviewers are correctly documenting household contact attempts. **Every time an interviewer contacts a household, it is critical that the interviewer add an entry in the "Record of Calls" for a household.** This process is described in detail in the Interviewer Manual.

Sometimes interviewers forget to add an entry in the "Record of Calls." This is normal, so you need to remind interviewers to always add an entry. At the end of every day, sit down with the interviewers and ask them if they entered every contact attempt. While you are in the field with the interviewers, check to make sure that they enter every contact attempt.

If interviewers do not follow these instructions, then our response rate will be incorrect.

The Survey Manager will also be monitoring the "Record of Calls" data to make sure your team is following these procedures.

Another problem can occur if interviewers do not add an entry for the correct case. For example, let's say:

- An interviewer starts a case. The case ID is "A."
- The interviewer knocks on the door, but no one answers.
- The interviewer correct records this status as "PENDING – No One Home."
- The next day, the interviewer goes back to the same household.
- But instead of opening up the same case ("A"), the interviewer opens up a NEW case –the case ID is "B".
- The interviewer then completes the interview with a respondent.

What was the interviewer's mistake? The problem is that the interviewer used TWO cases for the same household. When the interviewer went back to the household, the interviewer should have opened up case "A" again – and not started case "B".

It is very important that interviewers record every contact attempt in the "Record of Calls" <u>in the correct case ID</u>.

It is also important that interviewers do not interview the same household twice. Make sure that your interviewers are spread out across the cluster, and do not duplicate each other's work.

6.1 Re-opening Cases

Whenever a case is assigned a "FINAL" result code – e.g., Completed, Final refusal -- the case is locked. An interviewer cannot go back into the case. This is intended to protect the completed interviews so they do not get lost by mistake. Interviewers should not assign a final code without Supervisor permission. You should review the specifics of each case with the interviewer before approving the use of a final code if needed.

In very rare occasions, interviewers need to go back into cases with FINAL result codes. This may happen for example, if the interviewer mistakenly assigns a final code rather than a pending code to a case. If this happens, contact the IT manager and request a code to re-open the case and return it to a pending status. Note that the Household Questionnaire will only be unlocked or returned to a pending status, only if some of the questions were unanswered. If all the questions in the questionnaire were already answered (i.e. the HHQ is at code 200), the IT manager will not approve re-opening of the case.

6.2 How to unlock tablet when you forget password

As a security feature, you will see asterisks on the screen when you type your password. Exercise care when entering the password. You have five chances to type the correct password. If you enter the incorrect password five times, the device will lock you out, and you will have to enter an unlock code to regain access. If you are locked out, use the unlock code provided in training to unlock the tablet. Note that the unlock code is not case sensitive, and, after successfully unlocking the computer, you will be routed to the password screen where, once again, you will have five chances to enter the password to launch the Case Management System.

Appendix 1: Observation Protocol and Checklist

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NEDS Field Observation Protocol

Field observers will complete one Field Observation Checklist for each household. If more than one parent/guardian resides in the household, complete an additional field observation checklist for those interviews. Field observers should complete an observation checklist using a clipboard or hard binder while at the household observing the interview. Field observers should not allow the interviewer to see the Field Observation Checklist.

On the first page of each checklist the field observer should fill in general information about the interviewer being observed and the cluster being worked. On subsequent pages the field observer should follow along with the interviewer and check "Correct" or "Error" for each procedure listed. If the field observer observes an error that is not listed on the checklist, he/she should check "Error" beside "Other Procedure Violation not noted on this Checklist and describe the specific error observed.

Before starting an interview with a field observer present, the interviewer must introduce the field observer to the respondent and get the respondent's permission for the observer to observe the interview.

For contacts with Interview Respondents, the interviewer should do the following:

- Interviewer introduces self.
- Interviewer says: "I'd like to introduce you to [NAME OF RTI OR NPC OBSERVER]. As a part of the project's quality control procedures, he/she will be observing my work today.
- IF NECESSARY: "He/she will not be observing your specific responses to the interview questions. He/she is only interested in observing the overall interviewing process. Both of us will keep your information private."
- Interviewer asks, "Is it OK with you for him/her to observe your interview today?"

  If YES (Respondent agrees to allow the observer to observe): Interviewer reads introduction script.

  If NO (Respondent does not agree to allow the observer to observe): Interviewer will excuse the field observer and proceed with the interview administration solo. The field observer should document these occurrences on the Field Observation Checklist.

The interviewer should not try to involve the field observer in the interviewing process. The field observer should intervene only if he/she observes a serious mistake (e.g., interviewer is at the wrong household). If the field observer observes a serious mistake, he/she must note this error beside "Other Procedure Violation not noted on this Checklist" on the Field Observation Checklist.

The interviewer should not look to the field observer for answers to respondent questions; the interviewer should simply ignore the field observer and proceed with the interview. The field observer may answer questions about NPC or RTI if the answer is general knowledge and the interviewer either does not know the answer or the interviewer's reply did not satisfy the respondent's inquiry. In all other cases, the field observer should not expand upon an interviewer's answer to a question even if the field observer knows more or can clarify an answer to a question. The field observer should not make any statements that are controversial or biasing to the

respondent. If the interviewer wants to discuss something with the field observer after leaving the cluster that is fine; however, minimum exchange should occur between the interviewer and field observer respondents or household members are present.

Field observers must adhere to the same confidentiality requirements as the interviewer. He/she must never discuss the specifics of any cases outside the project team.

Field observers must not offer or discuss possible changes in study protocol with the interviewer or field supervisor. Any changes in protocol must be reviewed and approved first by the NPC Project Director. Standardized procedures must be adhered to at all times.

Field observers should not give any observation feedback to the interviewer during or immediately after the observation. If the interviewer asks for feedback, the field observer should state that:

> *"I have taken some notes that I will review first with your supervisor and then send that information to NPC headquarters. You will receive information from your supervisor at a later time."*

The field supervisor can share feedback with an interviewer only after the observation trip is complete and he/she has discussed the findings with the field observer.

Field observation checklists should be bundled per cluster and submitted to NPC headquarters.

NEDS Field Observation Checklist

Directions: Complete one Field Observation Checklist for **each household interview** you observe. If more than one parent/guardian resides in the household, complete an additional Field Observation Checklist. For each interview procedure and summary item listed below, place a "X" mark in the "Correct," or "Error," column. For each Error response, provide a brief description in the space just below that item. If you observe an error that does not fit any of the categories below, describe that error in item 15.

Interviewer's Name: **Household Number:**
Supervisor's Name: **Cluster Number:**

INTERVIEWING PROCEDURES OBSERVED	Correct	Error
1. Verified that he/she was at the correct sampled household		
2. Administered the Household Questionnaire to an adult aged 15 or older		
3. Explained purpose of study and visit thoroughly		
4. Chose the most private available location to conduct the interview		
5. Read the informed consent script to the household respondent verbatim		
7. Followed the correct questionnaire administration sequence		
8. Administered adult literacy test according to protocol		
9. Administered child literacy test according to protocol		
10. Administered child numeracy test according to protocol		
11. Asked the questions exactly as worded		
12. Repeated questions or response categories that were misunderstood by the respondent		
13. As necessary, interpreted the question for the respondent in a neutral, unbiasing manner		
14. Demonstrated appropriate use of probing techniques to clarify responses		
15. Were there any other procedural violations not noted on this checklist? If yes, explain.		

INTERVIEWING SUMMARY	Correct	Error
16. Answered respondent questions correctly and thoroughly		
17. Delivered a courteous, straightforward presentation		
18. Maintained a calm, professional, respectful demeanor		
19. Spoke in a clear voice		
20. Maintained a pace comfortable for the respondent		
21. Was courteous and respectful of the respondent and surroundings		
22. Did not divulge respondent's confidential information to others		
23. Made no biasing or inappropriate remarks		
24. Was there any respondent confusion due to something the interviewer said or did? If yes, explain.		
25. Was there any respondent confusion due to a study procedure or due to the questionnaires? If yes, explain.		
ADDITIONAL OBSERVER COMMENTS		