European Social Survey Fieldwork Management System (FMS)

Mobile CASE CTRL for Contact Data Collection

User manual

V1.0: June 2018

Note to countries:

This user manual should be translated for interviewers in each country and (once translation of the tool has been completed in the TMT) the screenshots should be replaced with screenshots in the relevant language.

Some parts of the user manual need to be updated with country-specific information (e.g. how interviewers will be given their log in credentials) or sample specific information (e.g. details of how to perform respondent selection can be cut for interviewers working with an individual named sample.) Relevant text is highlighted in yellow.

There are a small number of translation notes which should be deleted before the manual is released to interviewers. These are highlighted in green.

This manual is intended for use with the version of CASE CTRL released in June 2018 ahead of Round 9 mainstage pre-testing
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Introduction

‘CASE CTRL’ is a mobile app used by interviewers in the field to record details of contact attempts and interviewer observations. It has been developed for the European Social Survey by CentERdata, based at the University of Tilburg. CASE CTRL 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 [Name of fieldwork organisation] throughout fieldwork and used to monitor fieldwork progress and manage interviewer assignments. CASE CTRL 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 CASE CTRL 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 [Name of fieldwork organisation];
- simplify respondent selection procedure for the interviewers;
- simplify contact data collection for the interviewers;
- simplify case management and administration for the interviewers;
- improve data quality of recorded contact attempts.

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

CASE CTRL will be installed on [YOUR MOBILE DEVICE] [IN ADVANCE OF/AT THE] ESS Round 9 briefing.

CASE CTRL 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.

2. Log in

2.1. ESS Round 9 test log in
For the purpose of familiarising yourself with CASE CTRL during the briefing and before the start of fieldwork, log in to a “Test login” and use the test cases which have been pre-entered.

Tap “Test login”

In the test login, you will find a list of cases containing ‘dummy’ data which you can use to test the features of CASE CTRL.

Please continue reading this user guide for information on how to test CASE CTRL using the test cases.
2.2. ESS Round 9 fieldwork log in
To log into CASE CTRL during fieldwork, enter the FMS username and password with which you have been provided.

You will need to log in with the correct log in details each time you use CASE CTRL.

For security reasons you will automatically be logged out of CASE CTRL if it is inactive for 10 minutes.

3. Case List overview

After successfully logging in, you will see the cases that have been assigned to you. 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 you may be re-issued cases with previous contact attempts by other interviewer(s). CASE CTRL will flag these reissued cases as ‘new’ 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.).
You can navigate to the case list from any screen in CASE CTRL by tapping the ‘Case list’ icon in the upper left corner and selecting ‘Case list’ from the menu.

Tap the ‘List’ sign in the left corner of the CASE CTRL screen to open a menu on the left side where you can select ‘Case list’ to go back to the case list overview screen.

You can use the “Zoom” function to make the text of the app bigger or smaller as required.

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

Cases you have not yet worked on will be displayed as ‘Not contacted yet’.
4. Selecting a case to work on

There are three 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.

- **Direct Selection**: You can directly select the case from the list by tapping it.
- **Search Function**: The search function is in the upper left corner of the task menu. You can search in the case list, for example, by typing a case number or address.
- **Filter Function**: The filter function is at the top of the page next to the search bar. You can use it to filter the cases by outcome code to make it easier to find the required case in the list.
5. Case overview

** If using an individual named sample the “Perform respondent selection” box and reminder will not be present. The translated screenshot should reflect this and the instructions amended accordingly **

** In SE/NO there will be an additional box present on this screen (where perform respondent selection is shown in the screenshot below) indicating where to click to start the survey interview. Please amend the instructions accordingly **

After selecting a case, CASE CTRL will take you to the case overview.

From this screen you can:

- View a summary of relevant information for the case on one screen
- Log a contact attempt and record outcome
- Complete neighbourhood observations
- View the contact history for the case
- Edit address
- Perform respondent selection
- Make notes about the case

If you need to request to be unassigned from a case, tap the ‘Extra’ tab where this option will be displayed
6. Respondent selection

**Section 6 can be cut from the user guide in countries using an individual named sample**

ESS in [CNTRY] is conducted using a household sample. This means that you will be required to select a target respondent on the doorstep the first time contact is made at an address.

You will need to determine the number of eligible respondents living in the sampled household to select one person from among these to be the target respondent.

If a target respondent has not yet been selected, a warning prompt ‘Respondent selection is required’ will appear on the screen.

The ‘Respondent’ field will be empty.

To start respondent selection, first tap ‘Perform respondent selection’ in the case overview screen.
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. You should therefore record the number of people aged 15 and over living in the selected household.

You will then be asked to add the initials and/or first names for all eligible persons in the household.

Count all eligible persons at the address and select the corresponding number from the dropdown list.

Tap the dropdown bar ‘select’ and scroll down for more numbers.
CASE CTRL will randomly select the target respondent from amongst those listed and display this to you.

You will then be asked to fill in the selected respondent’s first name and last name.

The information (name, initials etc.) you entered to carry out the selection will be carried forward. Please check that you have a name recorded and then tap ‘Next’.

You can type in respondent’s last name if this is required by the fieldwork organisation and provided by the respondent. Otherwise, you can skip this step. Tap ‘Next’ to either save the selection or skip the step.
Once respondent selection is completed, you will see an ‘End of the questionnaire’ message, where you can then navigate back to the case list.

The selected household and the name of the 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.

Until you have completed the neighbourhood observations, the case overview screen will display a reminder to complete them.
** Translated screenshot of case overview should show only those functions relevant to sample type being used **

** Tap the ‘About neighbourhood’ button in the case overview to start recording neighbourhood observations **

** CASE CTRL will take you to the questions **

Select an answer from the 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.

Once you have completed all of the neighbourhood questions, you will see an ‘End of the questionnaire’ message and the information will be saved. You can then tap ‘Back to case’ to navigate back to the case overview.
Neighbourhood observations are only completed once for each address, however, you can go back to edit your entry if you have made a mistake.

Once the neighbourhood questions are completed, the ‘About neighbourhood’ will now say ‘Show neighbourhood’ which you can tap if you need to edit the entry or review the information.

8. Log a contact and record contact attempt outcome

** Translated screenshot of case overview screen should show only those functions relevant to sample type being used **

ESS interviewers are asked to record the date, time and outcome of every contact attempt made. Ideally this should be done at the doorstep.

CASE CTRL 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 in time, you can **edit the date and the time manually** to reflect the real time of the contact attempt.

Tap in each box if you need to edit the date or time manually.
You will then need to record the type of contact by selecting the relevant option from the list.

Record the outcome of each contact attempt by selecting the relevant option from the list.

You can use the ‘back’ and ‘next’ buttons to navigate backwards and forwards throughout the questions.

Select the most appropriate response category from the list and tap it.
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 squared check-boxes in front of the answer options.

Once you reach the end of the “Log a contact” questionnaire you will be presented with a summary screen which recaps the information entered. You should check this information carefully and, if necessary, use the “Back” button to go back and change any of the information. Once you click “Next” you will no longer be able to edit the information.

** Briefings should cover what interviewers should do in the event that they records the outcome of a contact attempt incorrectly and are unable to go back and edit it. **

Once you reach the end of the follow-up questions for that contact attempt, the information will be saved and you will see an ‘End of questionnaire’ message.

Tap ‘Back to case’ to go back to the case overview screen where you can see the time and the outcome record of the last contact attempt.
To save your entries at any time whilst logging a contact attempt use the “Back to case” button to return to the case overview screen. The next time you enter “Log a contact” the app will return you to the point at which you left off.

The same logic applies when completing the “About Neighbourhood” and “Perform respondent selection” questionnaires.

If the respondent is unavailable for a certain period of time, CASE CTRL allows you to record the date the respondent is unavailable until, so you are able to avoid contacting them again until they are available.

Select ‘Respondent unavailable/not at home’ at the ‘Result of the contact’ question

Enter the date the respondent is unavailable until. You will then receive an ‘End of questionnaire’ message and the information will be recorded.
You can also record details of appointments arranged with respondents.

The date the respondent is unavailable until will be recorded in several places:
- In the case page under 'contact outcome'
- In the case history page
- In the case list

Select ‘Appointment’ at the ‘Result of the contact’ question.
If you contact a respondent, and they do not speak [LANGUAGE in which ESS is to be conducted], you should record the outcome of the contact attempt at "language barrier" and then record (if possible) the language they do speak. To do this, follow these steps:

- Enter the date and time of the appointment when prompted.
- The appointment date will be recorded in the case overview AND in the case history.
9. Make notes about the case

**Translated screenshot of case overview screen should show only those functions relevant to sample type being used**

CASE CTRL provides you with the facility to add notes for each case they are working on (e.g. to provide a reminder of an address location or to leave notes for another interviewer who may take on the case afterwards). Notes are visible to [Fieldwork organisation] so this function can also be used to communicate with them about a case.
You can write several notes for the same case at different points in time

Add notes by typing your text in the note box

Tap ‘Save note’ to save it

Notes will appear in chronological order, showing the date and time it was recorded, starting with the most recent one

10. View the contact history of the case

** Translated screenshot of case overview screen should show only those functions relevant to sample type being used **

It is not unusual to have to make several contact attempts at an address before the case is completed (e.g. in the event of an initial non-contact or refusal). Each contact attempt needs to be
recorded. CASE CTRL allows you to track the contact attempts for each case in the ‘History’ overview.

11. Editing an address
CASE CTRL allows you to edit address details recorded for the target respondent. This is most likely to be relevant for interviewers working with samples of named individuals in the event that the named individual has moved to another address.
You need to ‘overwrite’ the existing information in the corresponding fields

Then answer the questions underneath to record further details

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

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

If you are unsure if the new address is in your area, select “no” and the case will be reviewed by the fieldwork organisation.

12. Request for the case to be unassigned

** Translated screenshot of case overview screen should show only those functions relevant to sample type being used **

Sometimes, for different reasons, it may be appropriate for a case to be reassigned to another interviewer (e.g. for refusal conversion). [Fieldwork organisation] will be monitoring progress and can (re)allocate cases during fieldwork as appropriate. CASE CTRL also allows you to request directly for the case to be unassigned from your list of cases.
Note that the case will not be removed from your case list until the request to be unassigned has been approved and actioned by [Fieldwork organisation].
13. Syncing

CASE CTRL ‘syncs’ with a central database maintained by [Fieldwork organisation]. Syncing CASE CTRL enables you to retrieve information from the central database (e.g. to pick up the cases assigned to you) and to transmit information entered in the field back to [Fieldwork organisation] (e.g. so that they can monitor how fieldwork is progressing in (near) real time).

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

Any data entered into CASE CTRL whilst not connected to the internet will be stored within CASE CTRL and transmitted back to [Fieldwork organisation] the next time you log in or tap the ‘Sync’ button whilst connected to the internet.

![Syncing demonstration](image_url)

**During fieldwork you should aim to connect to the internet and sync CASE CTRL at least once a day.**
14. Log out

You should always log out when you have finished using CASE CTRL. For security purposes, please also exit CASE CTRL after you have logged out. It is good practice to sync CASE CTRL before logging out (if an internet connection is available). However, information stored in CASE CTRL will be retained on log out regardless of whether CASE CTRL has been synced with the central database.

Tap the ‘List’ icon in the upper left corner of the CASE CTRL screen. This will open a menu that contains the ‘Log out’ function. Tap ‘Log out’ to leave CASE CTRL.