

Survey Implementation

Document

Quality Control and Support Team’s Manual

[COUNTRY] [YEAR]

*[Phase Two Zone of Influence Endline/]Phase Three Zone of Influence Round 1 Survey*

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# Abbreviations

CAPI computer-assisted personal interviewing

ICDM In-Country Data Manager

QCS quality control and support

# 1. Introduction

## 1.1 Feed the Future overview

Feed the Future seeks to reduce poverty, hunger, and malnutrition among women and children; strengthen agriculture and food systems; increase income, resilience, women’s empowerment, dietary diversity, and appropriate feeding practices; and improve hygienic environments. Program efforts are designed to impact populations in the Zone of Influence in Feed the Future target countries. One of the main tools to track progress in achieving Feed the Future’s high-level objectives is a set of population-based indicators computed using data collected through household surveys, such as this survey, every four years.

## 1.2 Purpose of this manual

Extensive procedures and systems have been put in place to ensure that a high-quality survey is conducted and meets all Feed the Future technical requirements outlined in the scope of work and survey protocol. A key method of quality assurance for the survey is the deployment of Quality Control and Support (QCS) teams during fieldwork. QCS teams serve a vital function in ensuring the quality of fieldwork by helping teams improve the quality of data collection activities, ensuring that teams have the material and human resources support they need, and providing moral support.

This manual provides an overview of your responsibilities as part of the QCS team and detailed instructions on how to perform the duties of a QCS team member. Adherence to the guidelines and procedures presented in this manual will help ensure a successful survey that produces reliable information and can, in turn, be used to improve the lives of people in your country.

NOTE: This manual includes information on your roles of responsibilities as a QCS team member with regards to children’s anthropometry data collection; however, if anthropometric data will not be collected in the survey, the information should be disregarded.

# 2. Overview of QCS teams and their responsibilities

QCS teams, which usually consist of two members each, serve a vital role in ensuring the quality of data collection and supporting field teams. QCS teams report directly to the Field Manager. QCS teams visit field teams regularly during survey fieldwork to provide the following:

* Quality control support to improve the quality of data collection activities, ensuring that teams strictly adhere to survey protocols, procedures, and interviewing techniques
* Material and human resources support, including replacing tablets or survey documents, or, as needed, a field team member
* Moral support, including providing positive feedback on the quality of the field team’s work, inquiring into the well-being of team members as they discuss emotionally difficult topics with respondents, or mitigating interpersonal tensions that may occur within the team

With these roles and responsibilities in mind, QCS team members must have complete and in-depth knowledge of the survey questionnaire, *Interviewer’s Manual, Field Supervisor’s Manual,* and *Anthropometry Manual* (if applicable). These documents describe the standards used to assess the performance of Interviewers and Field Supervisors, as well as Anthropometry Leads and Anthropometry Assistants, if applicable. QCS team members also are required to receive training on and comply with all ethics and confidentiality protocols.

The following sections of this manual present detailed instructions on how to fulfill the responsibilities of a QCS team member. Section 3 describes QCS team responsibilities related to ensuring that the data collected are of good quality. Section 4 describes QCS team responsibilities related to providing material and human resource support to field teams. Finally, Section 5 describes QCS team responsibilities related to providing moral support to field teams.

# 3. Quality control responsibilities

QCS teams perform critical quality control functions to ensure that the data collected in the survey are of good quality. Ensuring the quality of data collection at the beginning of fieldwork is especially important so any issues can be addressed as early as possible. Every field team should be visited by a QCS team during the first week of data collection. Furthermore, if feasible, it is preferred that a QCS team visits each field team each week for the duration of fieldwork. QCS team visits should occur no less frequently than once every two weeks for approximately one and a half to two days.

During field team visits, QCS teams discuss data collection quality and progress with each Field Supervisor based on the data quality control reports shared by the In-Country Data Manager (ICDM). QCS teams work with field teams to resolve any data collection issues identified. QCS teams also observe Interviewers and Field Supervisors and review the quality control activities undertaken by Field Supervisors, documenting and addressing any observed issues. Finally, QCS teams conduct team debriefings with each field team at the end of their visits.

## 3.1 Discuss data quality control report summaries

The ICDM will produce, review, and share data quality control report summaries with survey management and QCS teams regularly throughout fieldwork. The data quality control report summaries include key findings from the field check table reports, household structure checks, secondary editing reports, and cluster status reports.

**Field check table reports** are the main documents used for data quality checks.Field check table reports are generated and updated regularly throughout fieldwork using data collected by the Interviewers. These reports provide detailed information about the quality of the interviews and the overall survey progress at the field team level and across all field teams. Refer to the survey-specific field check tables for more information on the structure and content of the tables. If you are not sure where to find the document, ask the ICDM or Field Manager.

**Household structure checks** report the result code for each sampled household, as well as the result codes for each module. The household structure checks will, for example, show households as complete, incomplete, vacant, or destroyed. If many households are listed as vacant or destroyed, the Field Supervisor and QCS team should return to households to confirm the result code is correct.

**Secondary editing reports** identify data inconsistencies within a household. For example, a secondary editing report identifies if a woman’s age in Module 1, *Household roster and demographics*,is different from the age listed for the woman in Module 4, *Women’s nutrition.*

**Cluster status reports** show the overall progress in completing fieldwork at the cluster level. These reports track clusters as they progress through fieldwork and data processing.

In addition to sharing the data quality control report summaries, the ICDM will provide feedback and guidance for QCS teams to relay to Field Supervisors. The ICDM should include positive feedback on areas in which good performance has been observed and constructive criticism on areas for improvement. The ICDM should provide this information in hard copy if the QCS team visits the Central Office[[1]](#footnote-2) or by email if the QCS team is in the field.

**It is the responsibility of the QCS team to ensure that the Field Supervisor is aware of both positive findings and data quality concerns raised in these reports.**

If the summaries of findings indicate problems with data quality, the QCS team should discuss the findings with the Field Supervisor to ensure that the Field Supervisor—

* Understands what the problems are
* Understands how the problems may best be addressed
* Has a plan for improving performance

All data quality problems identified in the data quality control report summaries should be documented in the Data Quality Control Report Follow-up Form (see **Appendix A**). The QCS team should have an adequate number of copies of this form.

After ensuring that Field Supervisors are aware of findings, the QCS team is responsible for following up and confirming that all data quality issues are being adequately addressed in the field. On each visit to the field team, the QCS team should review the previous Data Quality Control Report Follow-up Form and identify whether revised procedures or retraining has been implemented. The QCS team should review more recent field check table reports or other data quality control reports to confirm that previously identified data quality issues are not reappearing. The QCS team should contact the Field Manager with any concerns about a failure to resolve issues. Any concerns should also be documented in the Data Quality Control Report Follow-up Form.

There will be instances in which intervention by a QCS team is necessary. The following scenario is presented to provide an example of the types of actions that QCS teams should take to improve the quality of data collection.

***Scenario:***The field check table report identifies that Field Team 2 has a large number of result codes with households that refused to participate in the survey. In this scenario, the QCS team should record the issue in the Data Quality Control Report Follow-up Form(see **Appendix A**),alert the Field Supervisor either by phone or in person, and explain *why* reducing household non-response is important (i.e., so that the survey maintains representativity of the Zone of Influence). The QCS team and Field Supervisor should discuss ways to address the problem, such as by retraining Field Team 2 in strategies to reduce household non-response. The next time the QCS team visits Field Team 2, they should review the Data Quality Control Report Follow-upFormto identify whether the Field Supervisor has addressed the problem and ensure that household non-response rates have improved.

## 3.2 Interview observations

The main job of the QCS team is to confirm that high-quality data are being collected and recorded. An important part of this responsibility is observing interviews directly. Another important part is observing the Field Supervisor as they observe and provide feedback on an interview. The latter is important because the Field Supervisor will observe and provide feedback on many more interviews than the QCS team. On each field visit to a given field team, each QCS team member must observe at least one interview observed by the Field Supervisor. As much as possible, the QCS team members should also observe each Interviewer as they conduct interviews in that cluster.

### 3.2.1 Observing Interviewers

As QCS team members observe Interviewers, they should complete an Interview Observation Form (see **Appendix B**) and provide feedback to the Interviewers after leaving the household. This is the same form used by Field Supervisors. The QCS team members should also meet with the Field Supervisors to review their feedback. For more information on the items included in the form, see Section 4.10.1 in the *Field Supervisor’s Manual*.

### 3.2.2 Observing Field Supervisors

When QCS team members observe a Field Supervisor who is overseeing an interview and providing feedback to the Interviewers, the QCS team should complete the Feedback Form for Field Supervisor Observation of an Interview (see **Appendix C**) as the Field Supervisor provides feedback to the Interviewer. In the form, the QCS team members should note any feedback, including whether the Field Supervisor interrupted the Interviewer unnecessarily as they conducted the interview and whether the Field Supervisor provided both positive feedback and constructive criticism to the Interviewer. Afterward, QCS team members should provide the Field Supervisor feedback on their performance.

### 3.2.3 Observing Anthropometry Leads and Anthropometry Assistants (as applicable)

If children’s anthropometric data are being collected, QCS team members should complete the Anthropometry Observation Form (see **Appendix D**) as the Anthropometry Lead and Anthropometry Assistant weigh and measure all children under 5 years of age in the household. Afterward, the QCS team members should provide the Anthropometry Lead and Anthropometry Assistant feedback on their performance.

## 3.3 Review of Field Supervisor activities

The QCS team will ensure that the field team is following all procedures described in the *Interviewer’s Manual* and that the Field Supervisor is completing the quality control tasks according to procedures described in the *Field Supervisor’s Manual*. To do this, the QCS team will check several documents and observe the Field Supervisor’s quality control work in the current cluster. The QCS team will do the following:

* Meet briefly with local authorities to confirm that the Field Supervisor met with them before starting data collection in the cluster
* Compare the Field Supervisor’s Assignment Sheet to the Interviewer’s Assignment Sheets to ensure orderly coordination of fieldwork and appropriate handling of hidden households and reassignments
* Review a percentage of the Informed Consent Registers to verify that informed consent was documented for all respondents in a given household
* Review a percentage of households classified as non-residential, vacant, or demolished
* Review a percentage of the roster spot-checks conducted by the Field Supervisor
* Observe the Field Supervisor finalize household records and sync their tablet data to the central server. If there is no Internet access, observe the Field Supervisor receiving data from Interviewers through Bluetooth. Ensure that the Field Supervisor then goes to an area with Internet access as soon as possible after finalizing household records to sync the data received from Interviewers.
* Observe the Field Supervisor conducting a final data review and closing the cluster after data collection in the cluster has been completed
* Observe the Field Supervisor conducting a daily team meeting
* Verify completion of documents
* Document findings from the visit with the field team

The following paragraphs describe the required content of these checks. The findings should be documented in the General Field Team Quality Control Report (see **Appendix E**).

**Meet briefly with local authorities.** The QCS team should meet briefly with the local authorities to confirm that the Field Supervisor met with them before starting data collection in the cluster and answered any questions about the survey. The QCS team should also confirm that the local authorities have no concerns about the behavior or activities of the field team and should thank the local authorities for the cooperation they have shown and their community’s cooperation with the survey.

**Compare the Field Supervisor’s and Interviewer’s Assignment Sheets.** The QCS team should compare the information on the Field Supervisor’s Assignment Sheet and the Interviewer’s Assignment Sheets to ensure that they are consistent and complete. The QCS team will verify that—

* The assignment of households to Interviewers is consistent between the Field Supervisor’s Assignment Sheet and all Interviewer’s Assignment Sheets.
* The status of all interviews is consistent between the Field Supervisor’s Assignment Sheet and all Interviewer’s Assignment Sheets.
* Any reassignments of households from one Interviewer to another Interviewer are complete and documented consistently on the three assignment sheets: (1) the Field Supervisor’s Assignment Sheet, (2) the assignment sheet of the original Interviewer, and (3) the assignment sheet of the replacement Interviewer.
* Hidden households have been correctly identified, added to the sample file, and assigned to an Interviewer.

Checking the Field Supervisor’s Assignment Sheet and Interviewer’s Assignment Sheets should reveal any discrepancies between the assignment and completion of households. Inconsistencies or inaccuracies would indicate that fieldwork is not being tightly managed and could result in incomplete work, duplication of effort, inaccurate data, or delays.

**Review Informed Consent Forms.** The QCS team should review at least one Informed Consent Form that each Interviewer completed in the current cluster. The QCS team should compare the Informed Consent Form, which lists every household member who provided informed consent, against the names of individuals who responded to each survey module on the Interviewer’s tablet. The QCS team should confirm that every individual who responded to a survey module is listed in the Informed Consent Form.

**Review sampled households classified as non-residential, vacant, or demolished.** If some households were classified as non-residential, vacant, or demolished on the Field Supervisor’s Assignment Sheet, the QCS team should visit one or two of these locations to confirm that they were coded appropriately.

**Review the roster spot-checks.** The Field Supervisor must conduct a spot-check of the household roster for at least one household for each Interviewer in each cluster. There may be additional spot‑check requirements for the specific country survey. The QCS team should review the Field Supervisor’s documentation to confirm that at least one household’s roster was spot-checked for each Interviewer in each cluster and that any additional spot-check requirements were met.

**Observe household record finalization, backup, and transmission.** The QCS team should watch the Field Supervisor finalize the household records and transmit the records to the secure server. If there is no Internet capability in the cluster, the QCS team will not be able to observe transmission. If the QCS team is visiting the field team as they are finishing work in a cluster specifically, they should observe the Field Supervisor conducting a final review of the data to ensure data quality and transmitting the data to the secure server. As described in the *Field Supervisor’s Manual,* the Field Supervisor will run the close cluster listing in the computer-assisted personal interviewing (CAPI) system to review the cluster data and address any outstanding issues before closing the cluster. After the cluster is successfully closed, the Field Supervisor will transmit the data to the secure server, confirm with the ICDM that the household records have been transmitted electronically, and verify that there is a backup of every completed household record on their tablet.

**Observe the Field Supervisor conducting a final data review and closing the cluster after data collection in the cluster has been completed.** If the field team completes data collection in a cluster during a QCS team’s visit, a QCS team member should observe the Field Supervisor closing the cluster—that is, resolving any outstanding issues flagged by the CAPI system before the field team leaves the cluster.

**Observe the Field Supervisor conducting a daily team meeting.** The QCS team should observe the Field Supervisor conducting a daily team meeting. The Field Supervisor should solicit examples of successes and challenges experienced by field team members, provide comments on the interview observations and data quality reviews, provide an update on progress in completing work in the cluster, summarize positive aspects of the team’s work, and provide detailed instructions on how to address any performance issues going forward. The QCS team should observe whether the Field Supervisor encourages questions, answers questions respectfully and accurately, emphasizes the importance of any needed changes, and ensures that team members understand any procedures that need to be improved.

**Verify completion of documents.** Following the completion of a cluster, the QCS team should verify that the Field Supervisor provided the following hard copy documents to the Central Office: Field Supervisor’s Assignment Sheet, Interviewer’s Assignment Sheets, and spot-check sheets.

**Document findings.** Before leaving the cluster, the QCS team should document all findings from the quality control visit on the forms mentioned in this section. The QCS team should carefully review the completed forms with the Field Supervisor to make sure that they understand all issues or procedures that require improvement. The QCS team will retain the forms and refer to them at the start of the next quality control visit with that field team. Issues identified in one quality control visit should not be observed on subsequent visits. If issues recur, the QCS team should discuss these with the Field Manager because they indicate repeated failure on the part of the Field Supervisor to adhere to procedures and, depending on the nature of the problem, may require retraining, closer monitoring, or replacement of staff.

## 3.4 Debriefing the field team

The QCS team must conduct a debriefing with the field team before leaving the cluster. This debriefing can be incorporated into the field team’s daily meeting. During this debriefing, the QCS team should use clear, specific, and actionable examples of the field team’s observed strengths and weaknesses. This debriefing should be constructive and provide positive reinforcement for good performance and useful, practical suggestions for improving performance, as needed. The QCS team should give all field team members ample opportunity to ask questions and ensure that each team member understands procedures.

The QCS team should use the Team Debriefing Report (see **Appendix F**) to write a summary of the debriefing content and the field team’s response. The QCS team should retain the Team Debriefing Report and review it before the next quality control visit to the field team. If issues recur, the QCS team should discuss these with the Field Manager. The QCS team will work with the Field Manager to determine the appropriate course of action.

# 4. Material and human resources support

The QCS team will provide both material and human resources support to field teams. The QCS team will replenish any supplies or materials that the field teams need. In addition, the QCS team will provide human resources support as needed should changes in staffing occur during fieldwork.

## 4.1 Material support to survey field teams

Field teams should be supplied with all applicable fieldwork documents and supplies before leaving for their field assignments.

QCS teams will coordinate with Field Supervisors to identify any shortages in fieldwork documents or supplies. QCS teams will acquire and deliver any needed documents or supplies to field teams during their rotational visits.

When replenishing documents or supplies requested by a field team, QCS teams should use the Field Team Resupply Checklist (see **Appendix G**) to document each item requested by the field team, the date the items were requested, and the date the items were delivered to the field team. One form should be used for each field team.

Lists of typical fieldwork documents and supplies that field teams receive are provided as follows for reference. However, please see the *Field Supervisor’s Manual*, *Anthropometry Manual* (if applicable), or *Interviewer’s Manual,* which have been customized for the survey, to see the final lists of fieldwork documents and supplies needed.

Fieldwork documents:

* *Field Supervisor’s Manual* (each Field Supervisor should have their own copy)
* *Interviewer’s Manual* (each Field Supervisor and Interviewer should have their own copy, and the field team should have a spare copy)
* *Anthropometry Manual,* as applicable(each Field Supervisor, Interviewer, and Anthropometry Lead should have their own copy, and the field team should have a spare copy)
* Lists of clusters assigned to the field team
* Lists of selected households in each cluster and maps or satellite images of those clusters showing the selected households
* List of all households listed in each cluster (for verification of hidden households)
* List of local authorities and their phone numbers in clusters assigned to the field team
* Letter of introduction from the government agency and, if applicable, other entities endorsing the survey
* Children’s anthropometry documents, if applicable, including the following:
  + Severe acute malnutrition referral forms
  + List of health centers for severe acute malnutrition referrals
  + Nutrition pamphlets for children under 5 years of age
* Documents to be used in the cluster [Note: All completed documents will be returned to the Central Office]
  + Field Supervisor’s Assignment Sheets (one for each assigned cluster, plus spares)
  + Interviewer’s Assignment Sheets (one for each Interviewer for each cluster, plus spares)
  + Informed consent and assent forms (one for each selected household to give to the household, plus spares)
  + Interview Observation Forms
  + Paper copies of Sub-Module 5.2, as applicable
  + Anthropometry Observation Forms, as applicable
  + Copies of the household identification cover sheet and Module I, *Household roster,* and any other country-specific forms that are required for the Field Supervisor’s spot-checks (Field Supervisors should spot-check at least one household per Interviewer per cluster)
  + Vehicle mileage and expenditure log forms
* List of field teams and the mobile phone numbers and languages spoken by each field team member
* List of emergency contact information for all field team members

Supplies:

* Identification for each field team member
* Clipboards, briefcases, backpacks
* Necessary supplies for paperwork in the cluster (e.g., paper clips, pen and pencils, staplers and staples, and tape)
* First aid kit
* Waterproof containers and envelopes to store documentation
* Laminated cardstock with images of items (e.g., major food items; containers commonly used to measure foods at the market; types of toilets; construction materials used for roofing, flooring, and external walls; agriculture tools; and medicines) that would be helpful to show to respondents to facilitate their responses (three sets—one for each Interviewer team, plus a spare)
* Tablets (set up and configured with Interviewers’ assignments) and carrying cases, with matching IDs for the field staff and the tablet (total of five: one for the Field Supervisor and one each for the Interviewers)
* Equipment for charging multiple tablets at a time, such as wall adapters, power packs, or car chargers
* Mobile phone with SIM card and phone charger
* Internet transmission devices (i.e., Wi-Fi hotspot and Internet data cards)
* Anthropometry equipment, if applicable, including the following:
  + One ShorrBoard® and carrying case
  + One seca® scale and carrying case
* Anthropometry supplies, if applicable, including the following:
  + Extra scale batteries
  + Calibration weight and rod
  + Cloth and water spray to clean equipment
  + Kneeling mat or knee pads
  + Pens or pencils

## 4.2 Human resources support to survey field teams

Personnel issues may arise during fieldwork that require additional intervention, such as a member of the field team falling ill, being injured, or requiring dismissal due to inability or refusal to comply with fieldwork procedures. The QCS team should discuss these personnel issues with the Field Supervisor and Field Manager and determine a plan of action.

Use the Provision of Human Resources Support to Field Teams Report (see **Appendix H**) to document any personnel issues. For each issue, record the date, the concern, and how it was resolved.

## 4.3 Reporting on material and human resources support

QCS teams should compile the Field Team Resupply Checklist (**Appendix G**) and Provision of Human Resources Support to Field Teams Report (**Appendix H**) and provide copies of the completed forms to the Field Manager. The QCS team should also retain a copy of these documents on file.

# 5. Moral support

Survey fieldwork is physically and emotionally challenging. Often, field teams must walk considerable distances, hike up and down mountains, or paddle across rivers to reach households. There is always the risk of bad weather, vehicle breakdowns, illnesses, or insecurity when in the field, and these risks must be managed while conducting the careful work of interviewing respondents. Furthermore, some of the topics in the questionnaire are sensitive, and some respondents will share distressing information about their well-being.

In addition, field team members are sometimes away from their families, loved ones, and the comforts of home for weeks, which can add to the stress of fieldwork.

Given the inherently stressful nature of survey fieldwork, it is beneficial for staff well-being and, in turn, for the quality of the fieldwork, for the QCS teams to help boost the morale of field team members when the QCS teams conduct their visits.

There are many ways that the QCS team members can provide moral support to the survey field teams. Small gestures of appreciation, including bringing cold fruit drinks or snacks to the team, can help boost morale. Other actions can also include thoughtful inquiries into individual team members’ well-being if, for example, one member of the team is recovering from illness experienced during fieldwork. It is up to the QCS team to determine the most appropriate means of conveying moral support and appreciation for the team’s work, based on the circumstances of each team.

# Appendix A. Data Quality Control Report Follow‑up Form

**Instructions:** If a data quality issue is identified in the data quality control reports provided by the ICDM, a QCS team member should use this Data Quality Control Report Follow-upFormto record the issue, the date, the identified plan to resolve the issue, and the resolution. Keeping accurate records of all data quality issues ensures that issues are addressed and that guidance or retraining is provided to field teams, if necessary. Before printing the form for use during fieldwork, customize the modules listed in the form to reflect those included in the survey-specific questionnaires.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DATA QUALITY CONTROL REPORT FOLLOW-UP FORM** | | | | |
| **Date** |  | | | |
| **Cluster Number** |  | | | |
| **Field Supervisor’s Name & ID#** |  | | | |
| **QCS Team Member Name** |  | | | |
| **Description of issue (include specific field team numbers, household numbers, if necessary)** | | **Date conveyed to Field Supervisor** | **Plan/steps to resolve issue** | **Follow-up/ resolution/comments** |
|  | |  |  |  |
|  | |  |  |  |
|  | |  |  |  |
|  | |  |  |  |
|  | |  |  |  |

# Appendix B. Interview Observation Form

**Instructions:** Field Supervisors should use this Interview ObservationForm to record observations about the quality of an interview conducted by an Interviewer. See Section 4.10.1 in the *Field Supervisor’s Manual* for more information on each interview quality criterion included in the form.

Before printing, ensure that all interview quality criteria in the Interview Observation Form on the next page are relevant to the survey being implemented. Specifically, remove the criterion “Interviewed caregivers of all children under 6 years of age—or arranged to return when the eligible household member is available” if children’s anthropometric data will not be collected in the survey. In addition, if the survey includes any country-specific questions or modules, determine whether any additional criteria should be added to the form to monitor data quality.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **INTERVIEW OBSERVATION FORM** | | | | | |
| **Date** |  | | | | |
| **Cluster Number** |  | | | | |
| **Interviewer’s Name & ID** |  | | | | |
| **Observer’s Name** |  | | | | |
| **Interview quality criterion** | | **Yes** | **No** | **N/A** | **Comments** |
| Interviewed the correct household | |  |  |  |  |
| Introduced the survey objectives and presented the letter of introduction | |  |  |  |  |
| Read the informed consent statement to each eligible respondent (or in the case of an unemancipated minor, read the informed consent statement to the parent or guardian of the minor and the informed assent statement to the eligible minor) and answered all questions | |  |  |  |  |
| Ensured that household roster was complete using questions and probes in questionnaire | |  |  |  |  |
| Interviewed all eligible women 15-49 years—or arranged to return when eligible person is available | |  |  |  |  |
| Interviewed caregivers of all children under 6 years of age —or arranged to return when the eligible household member is available | |  |  |  |  |
| Used correct household results and module outcome codes | |  |  |  |  |
| Administered probes appropriately throughout interview | |  |  |  |  |
| Read questionnaire content without making minor reading errors | |  |  |  |  |
| Read questionnaire content without making major reading errors | |  |  |  |  |
| Was respectful and polite at all times | |  |  |  |  |
| Comments on the Interviewer’s performance: | | | | | |

# Appendix C. Feedback Form for Field Supervisor Observation of an Interview

**Instructions:** QCS team members should complete this formwhile observing a Field Supervisor observe an interview and provide feedback to an Interviewer. See Section 3.2 for more information on observing Field Supervisors observing an interview.

|  |  |
| --- | --- |
| **FEEDBACK FORM FOR FIELD SUPERVISOR OBSERVATION OF AN INTERVIEW** | |
| **Date** |  |
| **Cluster Number** |  |
| **Field Supervisor’s Name** |  |
| **Field Supervisor’s ID** |  |
| **QCS Team Member Name** |  |
| Observations (Yes/No)  \_\_\_\_\_ Field Supervisor did not interrupt Interviewer unless necessary.  \_\_\_\_\_ Field Supervisor provided balanced feedback (both positive feedback and constructive criticism) on Interviewer’s performance.  Note any discrepancies between problems that the QCS team member observed and problems that the Field Supervisor observed:  Other comments on the Field Supervisor’s observation of an interview: | |

# Appendix D, Anthropometry Observation Form

**Instructions:** Field Supervisors andQCS team members should complete this formwhile observing an Anthropometry Lead and Anthropometry Assistant weigh and measure a child. See Section 9 of the *Anthropometry Manual* for more information on each of the items included in the form.

|  |  |
| --- | --- |
| **ANTHROPOMETRY OBSERVATION FORM** | |
| **Date** |  |
| **Cluster and household numbers** |  |
| **Child’s line number in household roster** |  |
| **Anthropometry Lead’s name and ID number** |  |
| **Anthropometry Assistant’s name and ID number** |  |
| **Field Supervisor or QCS team member name** |  |

| **Assessment criteria** | **Yes** | **No** | **Not applicable** | **Comments** |
| --- | --- | --- | --- | --- |
| **Before measurements** | | | | |
| Child’s line number, name, sex, age, and date of birth filled. CHECK PAPER QUESTIONNAIRE. |  |  |  |  |
| Confirmed that the correct child is being measured. |  |  |  |  |
| Asked to unbraid or remove child’s hair ornaments that will interfere with height measurement. Refusals to remove noted on questionnaire. |  |  |  |  |
| Asked to remove bulky clothing that will interfere with weight measurements. Refusals to remove noted on questionnaire. |  |  |  |  |
| **Weight measurements** | | | | |
| Scale positioned appropriately (i.e., so measurements were not conducted in extreme heat or inclement weather, on stable, level surface). |  |  |  |  |
| Air bubble in center of circle on scale. |  |  |  |  |
| Scale displays “0.00” before child steps on scale or is held by caregiver on scale. |  |  |  |  |
| Child or caregiver was positioned in the center of the scale, feet slightly apart. |  |  |  |  |
| Anthropometry Lead was positioned in front of the scale during measurement. |  |  |  |  |
| For measurements of children who cannot stand on the scale themselves: Anthropometry Lead pressed the “2-in1” key after numbers stabilized on scale. |  |  |  |  |
| For measurements of babies with a blanket: Caregiver was measured holding the blanket before the baby was wrapped in the blanket. |  |  |  |  |
| Anthropometry Lead read weight out loud, reading repeated by Anthropometry Assistant and confirmed by Anthropometry Lead. |  |  |  |  |
| Anthropometry Assistant correctly recorded weight to 2 decimal places. CHECK PAPER QUESTIONNAIRE. |  |  |  |  |
| **Height/length measurements** | | | | |
| Measuring board positioned appropriately (i.e., on a hard flat surface or flat against the wall, not conducted in extreme heat or inclement weather). |  |  |  |  |
| For lying measurements: Child lying flat and in the center of the measuring board. |  |  |  |  |
| For lying measurements: Child’s line of sight was perpendicular to the ground |  |  |  |  |
| For standing measurements: Child standing straight with shoulders level. |  |  |  |  |
| For standing measurements: Child’s line of sight was parallel to the ground. |  |  |  |  |
| For standing measurements: Child’s feet are flat and together. |  |  |  |  |
| Anthropometry Lead read height measurement out loud, reading repeated by Anthropometry Assistant and confirmed by Anthropometry Lead. |  |  |  |  |
| Anthropometry Assistant correctly recorded height to 1 decimal place. CHECK PAPER QUESTIONNAIRE. |  |  |  |  |
| **After initial measurements** | | | | |
| Anthropometry Lead input data from paper questionnaire into CAPI system before leaving the household. |  |  |  |  |
| Performed remeasurements according to the established protocol, if required. |  |  |  |  |
| Provided caregiver with severe acute malnutrition referral form, if required. |  |  |  |  |
| Provided caregiver with nutrition pamphlet. |  |  |  |  |
| Only the Anthropometry Lead and the Anthropometry Assistant performed the measurements. |  |  |  |  |

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| --- |
| Comments on the Anthropometry Lead’s performance:  Comments on the Anthropometry Assistant’s performance: |

# Appendix E. General Field Team Quality Control Report

**Instructions:** QCS team members should complete this report when checking fieldwork documents or observing the Field Supervisor perform certain required tasks. See Section 3.3 for a description of each check or observation captured in this form.

| **GENERAL FIELD TEAM QUALITY CONTROL REPORT** | |
| --- | --- |
| **Date** |  |
| **Cluster Number** |  |
| **Field Supervisor’s Name** |  |
| **Field Supervisor’s ID** |  |
| **QCS Team Member Name** |  |
| **Instructions:** Enter ‘Yes,’ ‘No,’ or ‘N/A’ (not applicable) in the fields on the left side of the form. If required, also enter the Interviewer ID number or household ID number. | |
| **Local Authorities Check**  \_\_\_\_\_ Field Supervisor met with local authorities before starting data collection in the cluster.  \_\_\_\_\_ Field Supervisor answered any questions local authorities had about the survey.  \_\_\_\_\_ Local authorities have no concerns about the field team’s behavior or activities. | |
| **Field Supervisor/Interviewer Assignment Sheet Check**  \_\_\_\_\_ All household assignments on the Field Supervisor’s Assignment Sheet are listed on the appropriate Interviewer’s Assignment Sheet.  \_\_\_\_\_ Each household’s status on the Interviewer’s Assignment Sheets is accurately recorded on the Field Supervisor’s Assignment Sheet.  \_\_\_\_\_ Reassignments of households (if any) are accurately documented on the Field Supervisor’s Assignment Sheet and both Interviewer’s Assignment Sheets.  \_\_\_\_\_ Hidden households (if any) have been given the correct ID number, added to the sample file, and assigned to an Interviewer. | |
| **Informed Consent Register Review**  \_\_\_\_\_ Informed Consent Register check for Interviewer ID # \_\_\_\_\_ was acceptable.  \_\_\_\_\_ Informed Consent Register check for Interviewer ID # \_\_\_\_\_ was acceptable.  \_\_\_\_\_ Informed Consent Register check for Interviewer ID # \_\_\_\_\_ was acceptable.  \_\_\_\_\_ Informed Consent Register check for Interviewer ID # \_\_\_\_\_ was acceptable. | |
| **Non-residential, Vacant, or Demolished Household Check**  \_\_\_\_\_ No households classified as non-residential, vacant, or demolished on Field Supervisor’s Assignment sheet  \_\_\_\_\_ Household ID #\_\_\_\_\_ correctly classified as non-residential, vacant, or demolished  \_\_\_\_\_ Household ID #\_\_\_\_\_ correctly classified as non-residential, vacant, or demolished | |
| **Roster Spot-Check**  ***Interviewer ID # \_\_\_\_\_:*** \_\_\_\_\_ Field Supervisor spot-checked at least one household roster.  ***Interviewer ID # \_\_\_\_\_:*** \_\_\_\_\_ Field Supervisor spot-checked at least one household roster.  ***Interviewer ID # \_\_\_\_\_:*** \_\_\_\_\_ Field Supervisor spot-checked at least one household roster.  ***Interviewer ID # \_\_\_\_\_:*** \_\_\_\_\_ Field Supervisor spot-checked at least one household roster. | |
| **Household Record Finalization, Backup, and Transmission Check**  \_\_\_\_\_ Household ID # \_\_\_\_\_ record was correctly finalized, backed up, and transmitted. | |
| **Final Review of Close Cluster Listing and Closing the Cluster Check**  \_\_\_\_\_ Field Supervisor performed this task during the QCS team’s visit.  \_\_\_\_\_ ICDM confirmed that data were successfully transmitted to the secure server. | |
| **Completion of Fieldwork Documents Check**  \_\_\_\_\_ Field Supervisor provided hard copies of the Field Supervisor Assignment Sheet, Interviewer Assignment Sheets, and spot-check forms to the Central Office for the last completed cluster. | |
| **Team Meeting Observation**  \_\_\_\_\_ Field Supervisor asked about team successes, challenges, and lessons learned.  \_\_\_\_\_ Field Supervisor commented on data quality.  \_\_\_\_\_ Field Supervisor commented on interview observations.  \_\_\_\_\_ Field Supervisor commented on progress in cluster.  \_\_\_\_\_ Field Supervisor provided any additional training requested by headquarters or QCS team.  \_\_\_\_\_ Field Supervisor encouraged team members to participate in meeting/ask questions.  \_\_\_\_\_ Field Supervisor provided positive feedback. | |

# Appendix F. Team Debriefing Report

**Instructions:** The QCS team should use this report to capture issues observed and discussed during the QCS team’s debriefing with the field team. The report should also document how the issues were resolved and whether any follow-up action was required. See Section 3.4 for more information about the field team debriefing.

|  |  |  |
| --- | --- | --- |
| **TEAM DEBRIEFING REPORT** | | |
| **Date** |  | |
| **Cluster Number** |  | |
| **Field Supervisor’s Name** |  | |
| **Field Supervisor’s ID** |  | |
| **QCS Team Member Names** |  | |
| **Description of issue** | | **Resolution/follow-up action/comments** |
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# Appendix G. Field Team Resupply Checklist

**Instructions:** The QCS team should use the Field Team Resupply Checklist to document materials requested by the field team, the date the items were requested, and the date the items were delivered to the field team. One form should be used for each field team throughout the course of fieldwork. See Section 4.1 for more information about documents and supplies that field teams typically need for fieldwork.

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| --- | --- | --- | --- | --- |
| **FIELD TEAM RESUPPLY CHECKLIST** | | | | |
| **Field Supervisor’s Name** | |  | | |
| **Field Supervisor’s ID** | |  | | |
| **Field Team Number** | |  | | |
| **Date** | **Item requested** | | **Quantity** | **Date fulfilled** |
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# Appendix H. Provision of Human Resources Support to Field Teams Report

**Instructions:** The QCS team should use the Provision of Human Resources Support to Field Teams Report to document any personnel issues observed or reported during their visit. For each issue, record the date, the concern, and whether there has been resolution or whether any follow-up action is required. See Section 4.2 for more information about the human resources support that QCS teams provide to field teams.

|  |  |  |  |
| --- | --- | --- | --- |
| **PROVISION OF HUMAN RESOURCES SUPPORT TO FIELD TEAMS REPORT** | | | |
| **Field Supervisor’s Name** | |  | |
| **Field Supervisor’s ID** | |  | |
| **Field Team Number** | |  | |
| **Date** | **Issue** | | **Resolution/follow-up action/comments** |
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1. Central Office refers to the Survey Implementing Organization’s main in-country office where staff supporting the survey are located. [↑](#footnote-ref-2)