

Advanced Case Management Template

Colombia: Manual

Authors: Isabel Ávila (iavila@poverty-action.org), Carlos Bohm (cbohm@poverty-action.org) and Pablo Ramos (pramos@poverty-action.org).

1. Overview

Have you ever spent days adjusting your form so that SurveyCTO's case management works as planned? Have you been in the middle of a data collection when an enumerator tells you about an error you didn't know could even happen? This template is designed to make case management easy and mistake free. After reading the special features you can go step by step to adjust the form for your project.

2. Special features

This template has the following features:

- It is designed to make, in only one submission, up to seven calls to different numbers for the person you are searching for, and call up to 6 third-party contacts that can help you locate the participant, each contact containing up to 3 different phone numbers. This means that in total an enumerator can try to call up to 25 different phone numbers. However, the template can also work if you only have one phone number for the participant and have no contacts.
- Once you are speaking with the person you are looking for, it exits the repeat group to stop calling other numbers and goes to the consent.
- Each sent submission is an attempt to speak with the participant of your study, using all possible ways to communicate with them. That attempt could mean a completed survey, a refusal, or a reschedule if you call all numbers and were not successful in locating the person. This means less submissions sent to SurveyCTO server.
- During the calls, when searching for the participant, the survey accepts new phone numbers to try to reach the participant, or new datetimes to call them. This information will be available after the survey is submitted and the cases are updated.
- After each submission, the phone numbers that were wrong or out of service are discarded.
- The attempt's status is calculated automatically to determine whether the case should remain open or closed.

Template sections:

- a. Introduction: Survey instructions for surveyors and surveyor identity confirmation.
- b. Repeat groups for calling participants, and then call the contacts if needed.
- c. Consent section

- d. Confirmation to ensure you are talking with the right person.
- e. Survey questions with exits per section
- f. Reschedule section
- g. Closure, comments from the surveyor, attempt status calculation.

3. Step by step

a. Download and rename your form

You can get the template form from [this link](#). Also, the template will live in this [GitHub repository](#).

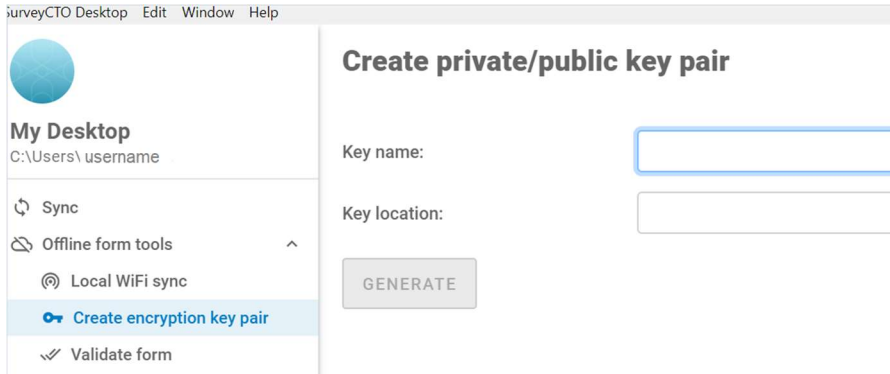
Don't forget to rename your form in the "form_title" and "form_id" cells in the sheet "settings"

form_title	form_id
advanced_cm_template	advanced_cm_template

-In here, you could also change the "instance_name" column to have more variables important for your collection. More info on renaming your instances [here](#).

b. Encrypt your form

To encrypt your form, go to SurveyCTO desktop, then offline tools, then create encryption pair. Remember the location where you save these keys must be encrypted in **Boxcryptor**.



Once you create the pair, two files will be created. The public one is a text file. Copy the whole key and paste it into the "public_key" column in the "settings" tab of the form.

```

Key ' name public - Notepad
File Edit Format View Help
-----BEGIN PUBLIC KEY-----
MIIBIjANBgkqhkiG9w0BAQEFAAOCAQ8AMIIBCgKCAQEAKQtIEviff3wIGMS5LXYH
zqgz2CXzW9yhecJGPXLJfbUevVNmJZ0irmVHOAyIS0odY7dJn+lpZxx1JR+y/dW1
l8giE8dz9NE7TgbVsCzXdHv2+rG6PDiJOWSF2+TLEiGDUUpVaDBiNM00Xjlawl6bU
e+tylc6uEqg/Ft9rzNbTBVcubohPAQKXh7LjKSm480UzeFm6DZXjzymq/eEP10/B
wQIDAQAB
-----END PUBLIC KEY-----

```

c. Adjust survey status variable (if needed)

The current template automatically calculates and updates the status of the survey to determine whether the case should remain open or should be closed (and therefore not appear again in the Collect app). It has 9 possible survey status after submitting the form:

1. Completed: Participant completed the survey. **Case is closed.**
2. Incompleted-rejection: Participant ended the survey without finalizing it and was not willing to complete it later. **Case is closed.**
 - **Note:** If the participant has to stop answering the survey in the middle but is willing to complete it later, enumerators are requested to save the survey in their phones (and not submit it to the server) until the participant can be contacted again.
3. Rejection: Participant rejected the informed consent or did not want to answer the survey at the time or later. **Case is closed.**
4. No phones left: All available phones were filtered (damaged, out of service or respondent did not know participant) after calling to them so there are not good phones left. **Case is closed.**
5. Attempts exceeded: Enumerator reached the maximum number of attempts allowed to contact the participant. **Case is closed.**
 - **Note:** By default this number is 5 attempts. A 6th attempt is allowed only if the enumerator rescheduled the call directly with the participant in the 5th attempt. Check the next step if you want to modify the maximum number of attempts.
6. Reschedule: Enumerator rescheduled the call to a new datetime given by the participant or a contact. **Case is open.**
7. Minor: Participant was contacted but he/she reports being minor of age. **Case is closed.**
8. Passed away: A respondent in one of the calls informed that the participant passed away. **Case is closed.**
9. Not answered: Enumerator tried to call all available phones and nobody answered but there are still good phones to try again later. **Case is open.**

To get a better insight of the survey paths that lead to each status, please review *4. Survey flow*. If you want to create a new status different than the existing ones, you should add a new calculate for that status after rows 519-527, where the calculates starting with status_* are the existing status definitions. These calculates assign a number between 1-9 for the corresponding status of the survey, that will be used in calculates case_status_num, pub_case_status_desc, now_closed, now_complete and case_status to update the status of the survey. These are the variables you have to adjust with the same format if a new survey status is added.

d. Adjust number of attempts

This template has by default a maximum number of 5 attempts (form submissions per case) to contact the participant to protect his/her privacy. This rule is managed by the calculate pub_update_stop_at, which is updated to the cases dataset in every submission. Currently it will always stop at the 5th attempt, except if the enumerator rescheduled the call directly with the participant in the 5th attempt and enables a 6th attempt. This is the only variable you have to adjust if you want to reduce or increase the maximum number of attempts.

e. Make sure your cases dataset includes all variables needed for the form to work

Some variables are key in the form and must exist even if they are zero, to ensure everything works as planned. These variables are:

- attempts
- contacts_filter_exclude_who
- document_number
- enumerator
- formids
- id
- label
- last_call_status
- last_callback
- name
- ph_filter_contact_all
- phone_1
- phone_2
- phone_3
- phone_4
- phone_5
- phone_6
- phone_7
- phones_filter
- phones_filter_contact_1
- phones_filter_contact_2
- phones_filter_contact_3
- phones_filter_contact_4
- phones_filter_contact_5
- phones_filter_contact_6
- roles
- stop_at
- time_last_call
- total_contact_1_phones
- total_contact_1_phones_original
- total_contact_2_phones
- total_contact_2_phones_original
- total_contact_3_phones
- total_contact_3_phones_original
- total_contact_4_phones
- total_contact_4_phones_original
- total_contact_5_phones
- total_contact_5_phones_original

- total_contact_6_phones
- total_contact_6_phones_original
- total_contacts
- total_contacts_original
- total_phones
- total_phones_all_original
- total_phones_original
- users

More information on the variables that are in the cases dataset and that are published into it can be found [here](#).

f. **Rename cases variables to local language and adapt field mapping**

There are some variables of the cases dataset that we suggest to rename to the local language of the survey. These variables are the ones that may be used by enumerators in the Collect App table that displays information about each case. The current ones are name, attempt and last_callback but you can add and rename any other cases variables you consider relevant to display to enumerators.

To perform correctly this change, make sure to rename these variables inside the form in all the times that they are referred. You can check this by typing the name of the variables using the Excel/Sheets Find option (Ctrl+B / Ctrl + F) in both the “survey” and “choices” sheets. In addition, you will also have to rename these variables in all the times that they are referred in the case_definition.xml file. This file defines the variables inside the cases dataset and the field mapping of the variables updated to the server. You can also do this manually from the SurveyCTO dashboard.

g. **Insert your survey**

Edit the labels of the variables where it is important to include specific information of your survey, such as the welcome note and informed consent. These probably are: note_intro, respondent_right, respondent_right_2, respondent_right_oth, respondent_knows_oth, respondent_right_2_oth, consent_msn, msn_resend or consent_2.

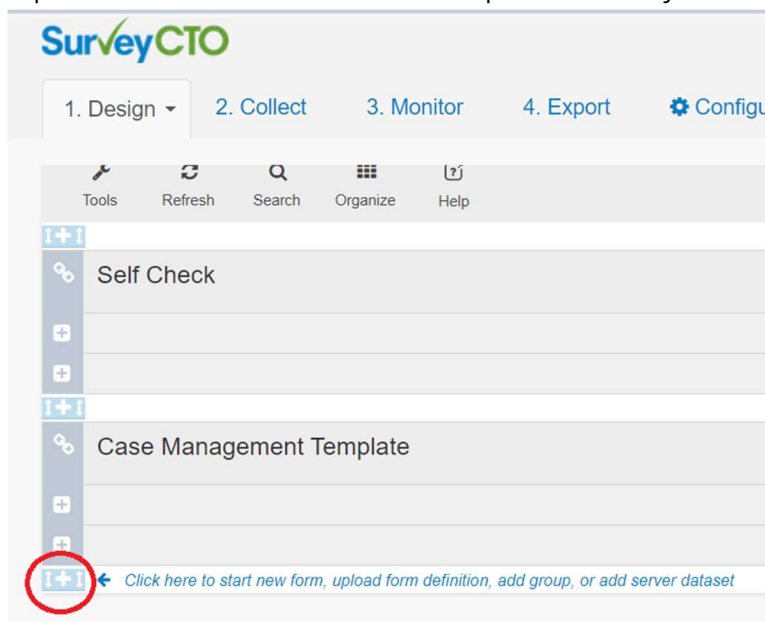
Now you should paste your survey or program it inside the template form. If you are pasting it, make sure the amount and order of columns in both survey and choices tabs are equal, otherwise problems might arise.

The survey should be inside the “survey questions” group inside the form. Inside this group, there are groups for every section of the survey. The template has 6 sections ready to use. You could add or delete more sections easily. If you want to add sections, just follow the same format used in the other sections. Paste each sections’ questions between the calculate named start_[section number] and the calculate named end_[section number]. These calculates help computing the duration of the section. Also, at the end of each section, there is one question to ask the enumerator if the participant is still there (in case someone abandoned the survey the enumerator doesn’t have to fill ALL the survey using the -888 code (no answer)). In case the

enumerator selects that the person left the survey, there is a confirmation question, and a text question asking the enumerator the question in which the person left. Of course you can delete these survey exits if your projects needs it. If you do not want to use exits, make sure to delete the relevances of the groups named "exit#_group".

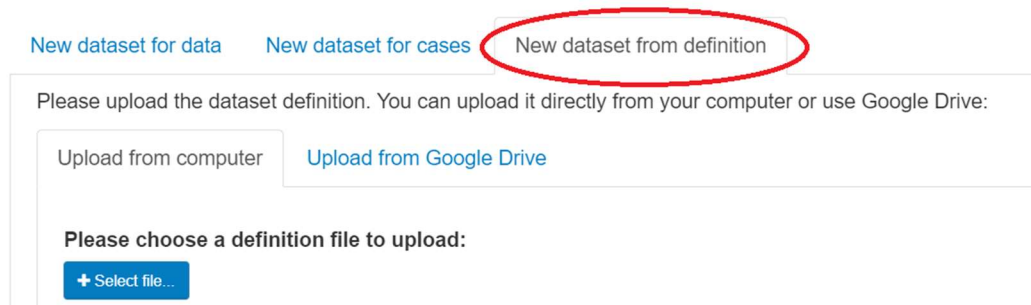
h. Upload the form into Surveycto

Log into your server. In the Design tab, click to add a form (see image). Then, select "upload a form definition". You can upload it from your computer or from g-drive.



i. Upload the cases definition and cases dataset

Click on the same button of the previous step, but select "add server dataset", then select "new dataset from definition"(see image below). Select the xml file (this will upload all the field mapping and connections to the form.) When the dataset definition has been successfully uploaded, click its Upload button. Under "File with new dataset contents (.csv file)", click "Select file". Select and open the CSV dataset data file. Select "append", and click "Upload". At the popup that says "Dataset modified successfully", click OK. Your form is ready to work.



j. Drop all operational variables when cleaning data

To clean the data after your collection is over, you may want to drop the operational variables. Here is a list of these variables(separated by space):

Deviceid subscriberid simid username versionform instance_time audio_audid
speed_violation_list sstat_pct_conversation sstat_pct_quiet sstrm_pct_conversation
enumerator_code supervisor enumerator name_enumerator tot_contacts
tot_contacts_orig msn last_callback last_call_status intentos call_num stop_at users
pub_to_users exclude_value_1 number contact_info_count reschedule_noans no_serv
consent_sent consent_sent_by update_contacts case_status_desc now_closed
now_complete case_status new_sortby agree_status refuse_reason agree_status_no
instancename formdef_version isvalidated updated_name contacted_right_resp
status_completed status_incomplete status_refusal status_reschedule
status_no_more_nums status_no_attempts status_passed_away status_no_anws
savings_best_week_again phone_call_log phone_call_duration collect_is_phone_app
device_info

4. Survey flow

