

**TEMPLATE PROTOCOL**

**FOR PHONE SURVEYS**

**MAY 2020**

# **PHONE SURVEY PROTOCOL**

This section is meant to help enumerators understand the project’s protocol and guidelines on phone surveys and working at home.

**Before starting every call, each enumerator should make sure that:**

1. Clockify your attendance
2. Attended the daily debrief zoom call (with video on)
3. You have a fully charged tablet with the pre-installed correct version of the survey. If you are unsure about which version of the survey you should be using, please ask your team leader to clarify this.
4. You have a fully charged phone, loaded with enough airtime, and subscribed minutes to be able to reach all the participants you have to in one day.
5. Your headphones are working.
6. A call sheet with all your respondents will be provided on surveyCTO. This list should have the Respondents name, the respondent’s phone numbers, nationality and the gender.
7. You have the survey manual and protocol somewhere close to you, in case you need to refer to it for questions.
8. You have a notebook and pen.
9. You have a charging facility near you, i.e. an extension cable and charger.
10. Your tablet has the correct date and time set
11. You are in a quiet environment.
12. You have drinking water near you.

**Important 1**: Everyone will be assigned a tablet, charger and phone. You will be responsible for these supplies throughout the entire duration of the project.

***Either your personal or work line should always be on.***

**Consent for the Phone Survey**

Every time a call begins the enumerator should first introduce himself/herself. They should then provide a brief overview of who Georgetown and gui2de is and briefly introduce the project.

“My name is ……………. I am a researcher working with Georgetown University. We are reaching out because you were enrolled in a study on the IRC BILLY program recently. This is a follow up survey for this study. If you agree to talk to us today, we will ask you a few questions now. It will take less than 20 minutes. Your participation is entirely voluntary and you have the ability to refuse to answer any question or not to discontinue this survey whenever you want. Your participation will not affect your eligibility or enrollment for IRC services. Your answers will be confidential and not shared with IRC program teams.”

Before moving forward with the consent, the enumerator should confirm they are speaking to the right respondent. The name of the correct respondent will be displayed on the tablet. The FO **SHOULD NEVER** record that they are speaking with the respondent who is listed if there are any discrepancies. If they are not sure what to do, the FO should ask team leader or the Project Manager (whoever is available at that time) for assistance. Only when this is confirmed, should they then proceed to read out the full consent. All aspects of the consent should be explained clearly to the respondent, in turn giving them time to ask questions if any.

If the respondent gives consent, proceed with the survey. If they refuse, ask the reason for refusing and try to address it. If the respondent still refuses, thank them for their time, record the refusal and refusal reason, and end the survey.

Please note that before beginning the survey the respondent; -

* Understands the purpose of your call and the content of the questions and why we are asking these questions. This will help reduce cases where the respondents cut the interview short due to the questions you're asking them, the relevance/importance of the questions and what they will gain from conducting the survey.
* Is aware of the duration of the survey. This will reduce incidences where the respondent has to cut the interview short due to busy schedules or phone batteries running low.
* Is in a conducive environment to conduct the survey to avoid disruptions mid survey.
* Knows he/she can always ask for clarifications for questions which are not clear to them.
* That we allow the participant the choice to reschedule if they don't have enough time to complete the entire survey.
* Patient with the respondent is key when conducting phone survey
* Creating good rapport and trust with respondents is vital when conducting a phone survey this should be ensured by proper consenting by the enumerator.

**Phone Interview Procedure (Guideline)**

The list of phone numbers for the respondents to be contacted for the survey will be provided via surveyCTO call sheets to field officers.

1. Enumerators will dial the numbers on their call sheets.

Enumerator will introduce themselves when the phone is picked.

i)The enumerator will first confirm if the person at the end of the line is the same as indicated on the tablet/ call sheet.

ii) If the number by any chance is for a different person, then the enumerator needs to inquire the owner of the phone number. Enumerators should enquire for another phone number where they can reach the respondent on the tracking sheet. If the person who responded does not know the respondent, then politely hang up the call, complete and submit your survey. The case will automatically be referred to your Team leader/ supervisor.

1. Only after the confirmation above, the enumerator should proceed to introduce her/himself, to read the consent and conduct the survey.

* 1. In a rare case where the participant refuses to consent to be surveyed, the enumerator will thank the respondent for their time and then hang up. The enumerator must record the refusal and refusal reason on the survey in their tablet, clearly and briefly indicating the reason for the refusal, finalize the survey and submit the form.

1. At the end of each day, there must be 2-3 attempted surveys filled for incomplete surveys unless it’s a refusal, rescheduled survey or a wrong number. Every Respondent ID that you have attempted is to be sent even if there are cases of refusal, not reached, or out of service.

The criteria to be used are:

* If the respondent can’t be reached due to a number of reasons, e.g. the phone number is off, out of service, temporarily out of service, record that as the first attempt.
* Subsequent attempts should be made after every 3- hour interval. Phone not reached should have at most 3 attempts in a day.
* You must make in total at least 9 attempts when you cannot reach a phone number across several days. These attempts should be done after every other day. However, you must only submit attempts at the end of the day. So, if you make 3 attempts to call somebody on Day 1, 3 attempts on Day 2, and 3 attempts on Day 3, then you have completed 9 attempts and should have 9 submissions.

It is very important that your attempts are recorded accordingly with the correct status. This is crucial as it will allow us to track every single respondent’s status. It will also eliminate the chances of us completing a survey twice.

* It's mandatory for appointments to be honored after scheduling. If the respondent reschedules the interview to a later time or date, clearly indicate that and follow up when the time is right.
* For every appointment an FO makes with a respondent, the FO should record the time and date the respondent will be available on the survey itself to enable yourself or someone else in the team to conduct the survey.
* The TL/ FM will keep track of these appointments making sure they’re all followed up on including appointments made before or after offices working hours and over the weekend.
* For any partially complete survey, there must be a valid reason why the survey could not be completed after it was started. You must follow up to complete the survey.
* The enumerator should also update the TL immediately if a respondent could not complete a survey after it was started and explain what happened. If the respondent’s phone went off during the interview, the FO should make attempts to reach the respondent throughout the day to check if they’re back online and if they are, go ahead and complete the survey. All incomplete surveys should always be named according to the Respondent’s name/ ID to avoid mix-ups in case the FO has more than one survey in edit. If the survey cannot be complete in the course of the day, the Team leader should take note of this.

**Possible Phone survey scenarios & what to do for each**

**1.What do you do when you call a respondent and the phone is turned off, the respondent is not picking, or the telephone has no network?**

**Protocol of attempts: You MUST attempt every phone number 9 times over the course of the week.**

* If you do not reach a respondent on the first attempt, make 2 more attempts throughout the day spaced apart at an interval of 3 hours (for example, call at 9am, 12pm, and 4pm).
* If you receive the automated text message from a number that you tried to reach within the day, call immediately and conduct the interview or schedule an appointment. Only schedule an appointment instead of conducting an interview at that time if conducting the interview is logistically impossible.
* You can send the respondent a text message informing him/her who you are, why you are calling, and asking them to either call you back or send you a text message with a time/date when they will be available.
* If after calling the respondent 3 separate times in the same day they still do not pick up, update the tracking sheet accordingly.
* If by the end of the day the number is still not reachable, repeat the same exercise on the next two days (i.e. after a day call 3 times spaced 3 hours apart, skip another day and call 3 more times spaced 3 hours apart).

**2. The respondent says they are too busy to participate in the survey:**

* Ask the respondent for a time and day they will be less busy and make an appointment to conduct the survey at the time when they will be available. This appointment should always be honored by calling the respondent at the agreed date and time.

**3. There is poor network connection during a call:**

* Kindly request the respondent to provide an alternative number on a different network or ask very nicely for the respondent to move to a place with better network connection.

**4. Respondent is only available after 5pm and /or before 8 am or over the weekends and public holidays:**

* Make an appointment with the respondent and note this on the tracking sheet accordingly. Your supervisor will then plan with who's willing to make these calls after working hours.

**5. Language Barrier**

* Inform your supervisor and ask him/her whether there is someone in the team who speaks the language of the respondent. If the enumerator who speaks the same language as the respondent is available, they should conduct the survey at that time. If they are not available, then please make an appointment and the appropriate enumerator will call the respondent back at that time to conduct the interview.

**6. Refusal-Unwilling respondent or respondent who doesn't trust Georgetown**

* If the respondent declines to give consent because they are worried about confidentiality, the enumerator should first assure the respondent about our confidentiality policy, explain the purpose of the study again and the huge importance of their participation. They can reassure the respondent of the research work gui2de does and give examples of projects gui2de has undertaken and the important roles they’ve played in poverty alleviation.
* The enumerator can further discuss the relevant approvals the projects has to conduct the survey, and if the respondent still insist she/he is still not comfortable the enumerator can ask the respondent if he/she would like to talk to the supervisor
* If this doesn't help and the respondent still refuses to participate, thank the respondent for their time and record the reason for their refusal on the survey form. Tell the team leader in-charge of your team and they’ll make the appropriate follow-ups.

**7. Not the right respondents-**

* The survey should always be conducted with the respondent listed on the call sheets

**Protocol if the enumerator reaches someone on the phone number in the tracking sheet**  
1. Is the receiver the client listed on the tracking sheet?

If **YES**: read consent and proceed to the interview. If unable to proceed at the time of the interview, ask to reschedule.

If **NO**: Ask the receiver to connect you to the client. If the receiver is unable to connect the enumerator to the client for one of the following reasons, then the corresponding protocol will be followed.

|  |  |  |
| --- | --- | --- |
|  | **Reason** | **Protocol** |
| 1. 555.5. | Client died/ ill/ unsound mind/ ill | A survey status has been provided to capture this. Make sure to fill out the survey and submit. |
| 1. 6 | Client not available on this phone number | Ask for an alternate phone number and start another survey. |
| 3.. | Client is busy | Reschedule |
| 4.. | Whoever picks doesn’t recognize the client. | Try alternate number available on tracking sheet |

**8. Communication strategy when working at home**

* In the morning you should Clockify your attendance
* Mandatory attendance of morning debriefs through zoom calls
* Update, when one completes surveys via WhatsApp
* Regularly update your supervisor throughout the day on any upcoming issues
* Notify your supervisor in case of power shortage

**9. Identification of impostor respondents**

Care should be taken to ensure you are speaking to the right respondents in case of any doubt kindly and politely book an appointment with respondents and report this to your supervisor for further action.

**10. Respondents phone having mechanical problem/low battery**

* Before the start of the survey ensure you mention the survey duration and ask the respondents phone charge can last for that duration. If yes proceed
* If No. Reschedule the survey at appropriate time
* If respondents can provide an alternative phone number which you can use to conduct the survey this will be appropriate in case of respondents having mechanical problems with his/her phone.

**11.** **How best to avoid duplicate surveys**

* Every enumerator should stick to their call sheets provided on surveyCTO.
* At no point should we ask for respondents Ids from our fellow FOs stick to whatever you have. The survey will not even allow you.
* In Case of a language barrier report to your supervisor so your call sheets can be updated.
* Keep your data on and submit every survey after completion. Before making any second round of calls, refresh your call sheet to get the latest update on each survey.

## **At the end of every day:**

* Ensure all your completed surveys are uploaded.
* Ensure to provide a summary to your supervisor of any issues that you faced that day. If you have any incomplete surveys, you should also provide an explanation of why this is.
* Ensure you have passed on the necessary information to your supervisor for any appointment that you made after working hours, so she can take appropriate action.
* Charge your tablet /Your phone for the next day.
* Report the Minutes balance to your supervisor daily by dialing \*544# then check balance.