Developing an Effective Notes Review Process for CAPI Studies

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Overview

- What is Notes Review?

- History of CAPI Notes Review

- Evolution of Notes Review system

- Current system & effectiveness

- Lessons learned & next steps

Example open ended response notes

AA1. **[RA1CAA1]**
Think back to 2008 when the recession first began. Was there a specific event that made **you** aware that the recession of 2008 had begun?

1. YES
2. NO
7. DON'T KNOW/NOT SURE
8. REFUSED

If yes: What was it? (Open-ended response)

"Gas prices went up"

"They talked about it on the news"

Example open ended response notes

AA1. **[RA1CAA1]**
Think back to 2008 when the recession first began. Was there a specific event that made **you** aware that the recession of 2008 had begun?

    1.   YES
    2.   NO
    7.   DON'T KNOW/NOT SURE
    8.   REFUSED

If yes: What was it? (Open-ended response)

"There wasn't a specific event that made me aware"
"Resp has confirmed DOB as XX-XX-XXXX"

What is Notes Review?

- Open-ended responses
- Interviewer comments within interview
- Interviewer comments during contact attempts
- UW Survey Center committed to 100% Notes Review

What is Notes Review?

- Why review notes?
  - Improve data quality
  - Improve interview quality through feedback

  - Who reviews notes?
    - When?
    - How?

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History of UWSC CAPI Notes Review

- Fewer, smaller scale CAPI projects
- Supervision & case management conducted by Project Directors

Pre-2009	2009 - 2012	2012 - 2013	2013-2016	2016 - Today

History of CAPI Notes Review

- Wisconsin Longitudinal Study begins
  - Over 12,000 respondents, 50+ CAPI interviewers
  - Respondents scattered across the country
- Transition of CAPI supervision & case management to field

| Pre-2009 | 2009 - 2012 | 2012 - 2013 | 2013-2016 | 2016 - Today |

History of CAPI Notes Review

- Notes Review handled by **Programming staff**

- | Cost effective staff? | **Yes** |

- | Timely feedback to interviewers? | **No** |

- | Project-specific knowledge? | **No** |

| Pre-2009 | 2009 - 2012 | 2012 - 2013 | 2013-2016 | 2016 - Today |

History of CAPI Notes Review

- Notes Review handled by **Project Directors**

- | Cost effective staff? | **No** |

- | Timely feedback to interviewers? | **Sorta** |

- | Project-specific knowledge? | **Yes** |

| Pre-2009 | 2009 - 2012 | 2012 - 2013 | 2013-2016 | 2016 - Today |

History of CAPI Notes Review

- Notes Review handled by **CAPI Field Team**

- | Cost effective staff? | **Yes** |

- | Timely feedback to interviewers? | **Better** |

- | Project-specific knowledge? | **Yes** |

| Pre-2009 | 2009 - 2012 | 2012 - 2013 | 2013-2016 | 2016 - Today |

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Evolution of Notes Review system

What do we need to do to make our Notes Review system the most beneficial?

- Make Notes Review efficient

- Make Notes Review timely

- Make Notes Review scalable

Making Notes Review efficient

- Need a place to accumulate notes

- Find ways to automate certain types of note review

- Allow the ability to review note outcomes
  - Per project
  - Per item
  - Per interviewer

Making Notes Review timely

- Want to prevent systematic, recurring errors

- Want to give interviewers relevant notes feedback they can incorporate immediately

Making Notes Review scalable

- UWSC has over 40 CAPI interviewers working simultaneously across 8 field projects

- Each project has its own timeline

- Need a system that easily could add new projects

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Current system & effectiveness

- Field, Project Directors, & Programming collaborated to request a tool to address Notes Review needs
- UWSC programmer Kate Krueger developed the Notes Review Database

📇 Navigation Form

📇 NOTES REVIEW NAVIGATION FORM

Project Overview	Interviewer Overview	Review Notes	Feedback Review	Recoding

PROJECT NAME	COMPLETED CASES	REVIEWED NOTES	NEEDS REVIEW	LAST REVIEW DATE	FEEDBACK NEEDED	FEEDBACK GIVEN	LAST FEEDBACK DATE	NEEDS RECODING	RECODED	LAST RECODE DATE
p1224	228	2877	447	5/9/2017	109	0		13	0	
p1192_t1	55	382	514	5/9/2017	13	0		10	0	
p1087_y1capic2	73	880	437	5/9/2017	28	0		8	0	
p9989	56	1286	335	5/9/2017	86	0		3	26	4/3/2017
p1087_y2capic1	32	207	308	5/9/2017	11	0		4	0	
p1170	380	14985	108	3/24/2017	1346	0		2	362	3/2/2017
p1087_Y1CAPI	190	3783	1	3/23/2017	146	0		1	262	2/16/2017
p1147	738	12159	0	3/23/2017	588	0		0	143	10/6/2016

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Current system & effectiveness

Making Notes Review efficient

- Provides a space to review all notes
- Automatically codes common note strings
- Can view overall status, and allows for sorting by interviewer, item # and case ID

Project Overview	Interviewer Overview	Review Notes	Feedback Review	Recoding

SELECT INTERVIEWER: [▼]

P1087_Y1CAPI	IV ID	ALL CASES	WORKED CASES	COMPLETED CASES	TOTAL NOTES	REVIEWED	T EF
	2459	26	17	9	272	272	
	2707	6	2	4	565	113	
	3199	89	9	80	3258	1629	
	3200	101	17	84	3222	1609	
	3201	13	0	13	152	152	
p1087_y1capic2	IV ID	ALL CASES	WORKED CASES	COMPLETED CASES	TOTAL NOTES	REVIEWED	T EF
	2707	2	1	1	60	12	
	3199	52	19	33	1212	414	

Making Notes Review timely
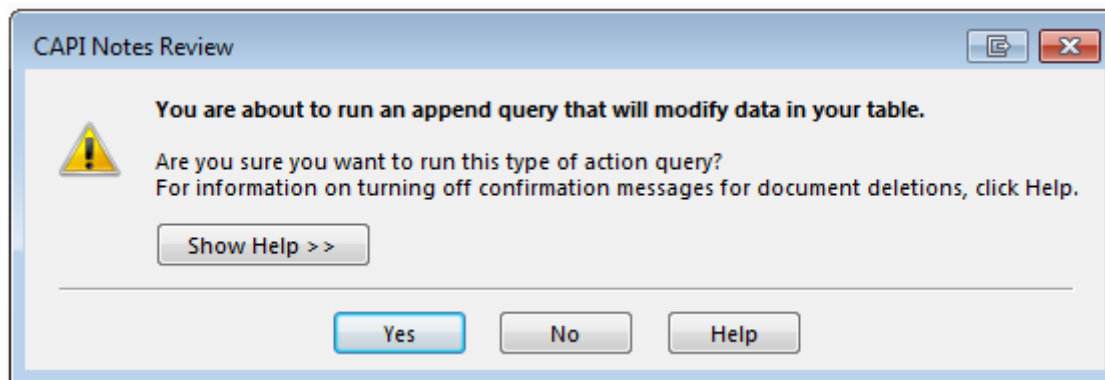
- Notes Review Database updates notes when you connect – up to date note review
- Notes have date stamps to allow CAPI Supervisors to track interviewer improvements

Making Notes Review scalable

SELECT PROJECT: p1224

SELECT INTERVIEWER: 3188

SELECT DATE RANGE: 4/12/2017   TO   4/21/2017

- Notes Review Database can easily add new projects
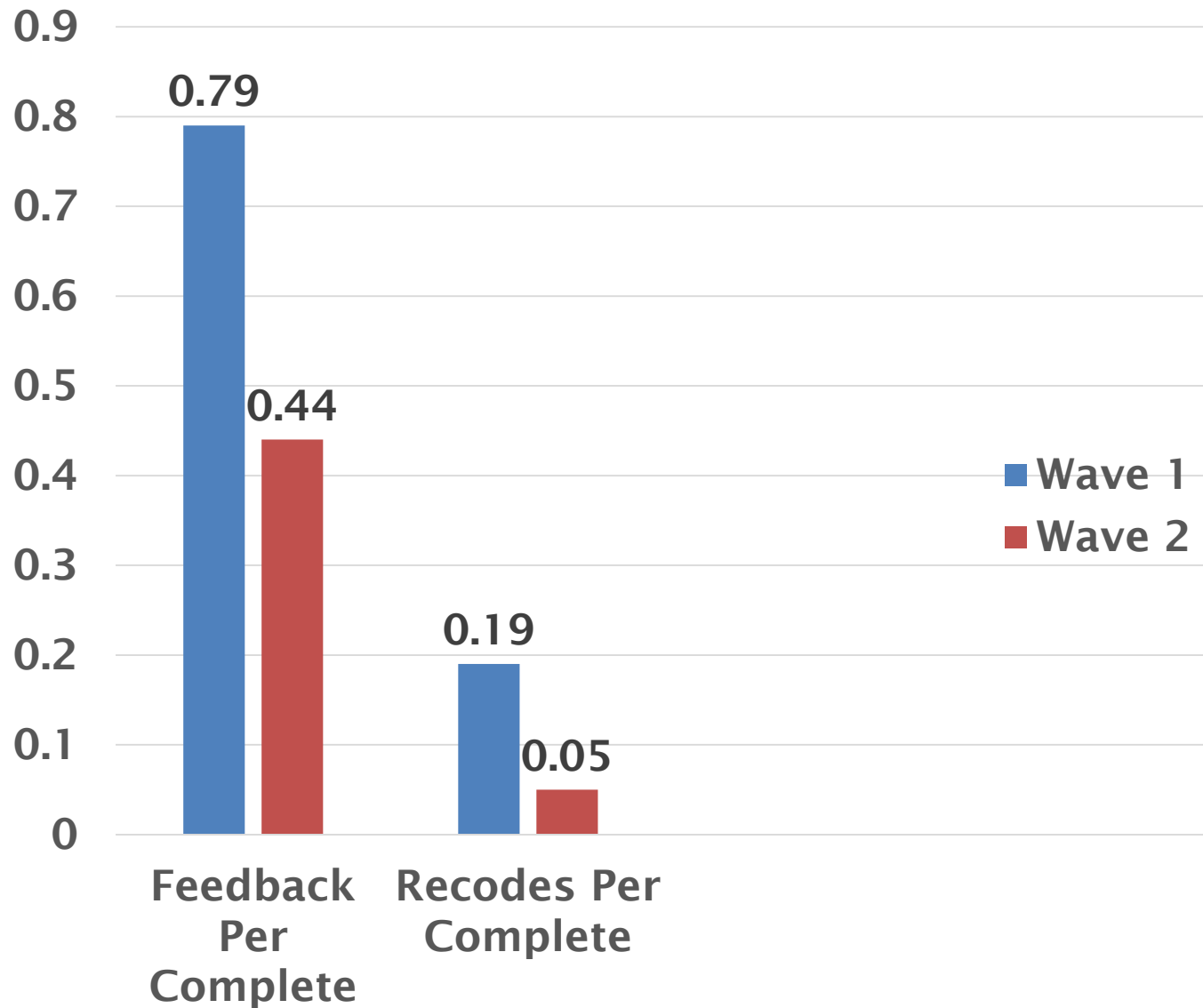- Allows for customization on date range review & interviewer review

Current system & effectiveness

- Is it effective?

- Wisconsin Families Study wave comparison
- Wave 1 (2016) review performed periodically
- Wave 2 (2017) review started immediately

Current system & effectiveness

Current system & effectiveness

- Is it effective?

- Lots of outside factors (veteran interviewers, past feedback, ongoing project)

- Notes Review trending in the right direction

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# Lessons Learned

- Notes Review conducted by Field has the most advantages
    - Timely and efficient interviewer feedback
    - Cost-effective

- Proactive
    - Catches interviewer errors early on to prevent repetition of these same errors throughout the field period

- Ultimately provides better quality data to client

Lessons Learned

- Development of the Notes Review Database allowed for more efficient & effective Notes Review
  - Reduction in systematic errors
  - Quicker response time for feedback
  - Flexibility to expand to accommodate new projects

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Next Steps

- Further integration of the Notes Review Database with existing UWSC QC tools and technologies
- Review the reviewers
- Improve automated Notes Review functionality
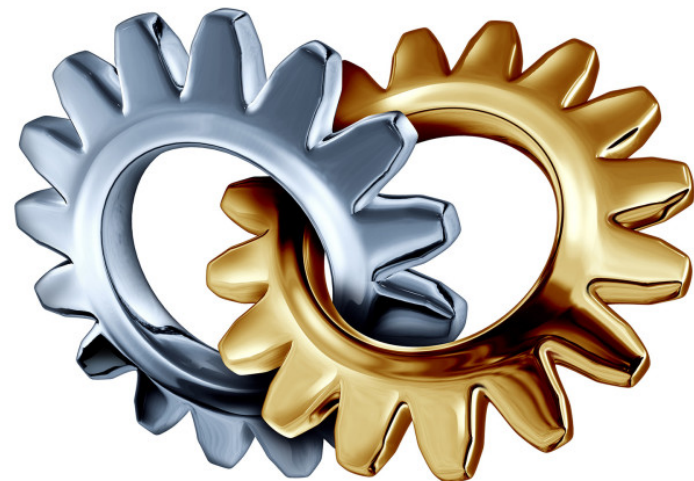
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Thank You!

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