
QUALITY ASSURANCE PROCEDURES

Knowledge Networks

The steps in the Quality Control (QC) process are: survey scripting and QC process, Word document review, test cases and pre-tests, online PI reviews, and final revisions and edits. The stages that the QC manager supervise includes the following:

- ▶ Review questionnaire Word document
- ▶ Review logic flow
- ▶ Review behavior of sample variables (used in skip logic)
- ▶ Estimate number of test cases to be performed
- ▶ Complete QC checklist/perform test cases on computer
- ▶ Perform data verification
- ▶ Re-test for corrections
- ▶ Configure sample variables
- ▶ Assign survey to WebTV accounts
- ▶ Test on WebTV
- ▶ Assign survey panel members for one or more pretests
- ▶ Assess pretest results
- ▶ Make any corrections as needed
- ▶ Assign survey to main survey sample according to the sample plan.

Abt SRBI

To ensure that production goals are met, field representatives will transmit screening data and case status information to Abt SRBI daily. This data will allow Field Managers to measure field progress and implement strategies to meet the production goals. Field Managers will conduct telephone verification on the first two completed households per interviewer. Thereafter we will randomly select 10% of the sample for telephone validation

Close attention will be paid to the monitoring of panel attrition and ensuring that it is kept at a minimum. The number of active respondents participating in each survey will be monitored on a daily basis and proactive intervention will be implemented in consultation with the Stanford investigators should the attrition rate increase beyond a set acceptable threshold.