

Field Operations Directorate Observation Protocol

This observation protocol will be used by the Research and Evaluation Division staff BEFORE the focus group to observe the data collection process from when customers are asked to participate in the study until they put the completed survey in the box.

During observation:

Check Y or N if it occurs. Provide additional comments if needed.

RECRUITMENT	Y	N	Comments
Facial expression			<i>Describe:</i>
Ask questions before survey completion			
Appears to have questions			
Has difficulty with some questions			
Puts completed survey in box (doesn't ask about it)			
Time it took to complete survey (estimate)			
<i>Additional comments:</i>			