HEADQUARTER (HQ) MANUAL

INTRODUCTION

This manual contains a detailed guide on how to operate the HQ. It aims at guiding the survey manager/statistician/data manager at the HDSS sites during the survey implementation and data collection.

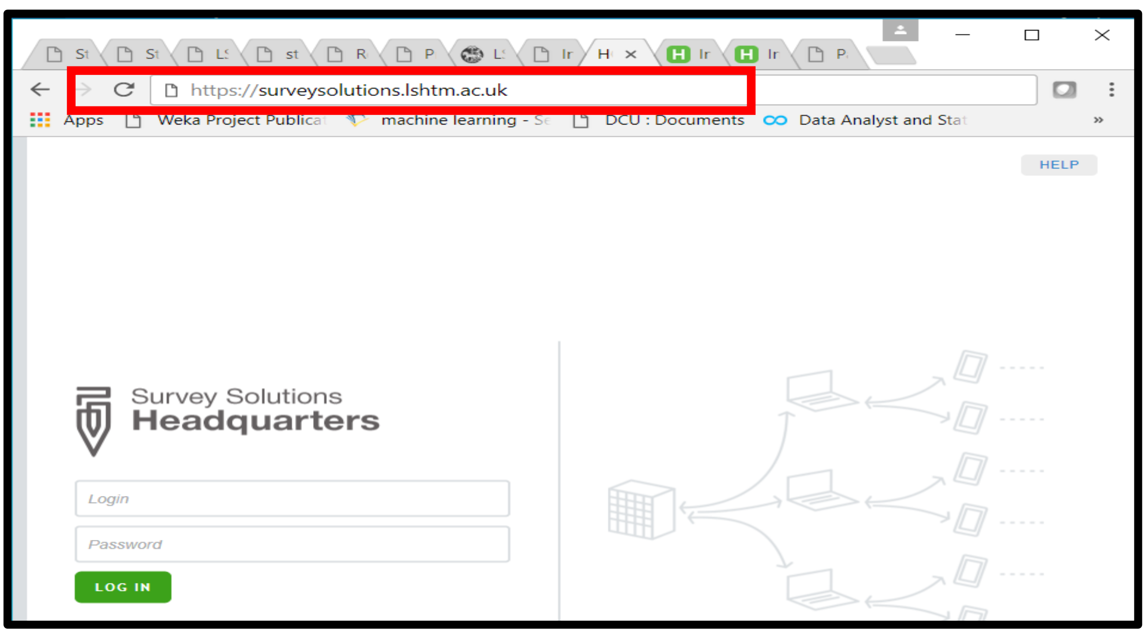
The HQ contains a number of connected tools for the administrator and headquarter users, which helps to track the overall progress of the survey (**Reports tab**), to review completed interviews (**Interviews tab**), to manage the human resources (**Teams and Roles tab**), to specify survey instruments, create survey assignments with those instruments (**Survey Setup**), to export the data collected from these assignments

This manual will start by showing you how to create an HQ account, then we will explain the functionality of each tab under the HQ account in the following order: **Teams and Roles**, **Survey Setup, Interviews, Data Export, Reports, Troubleshooting and Help.**

CREATING THE HQ ACCOUNT FOR YOUR TEAMS

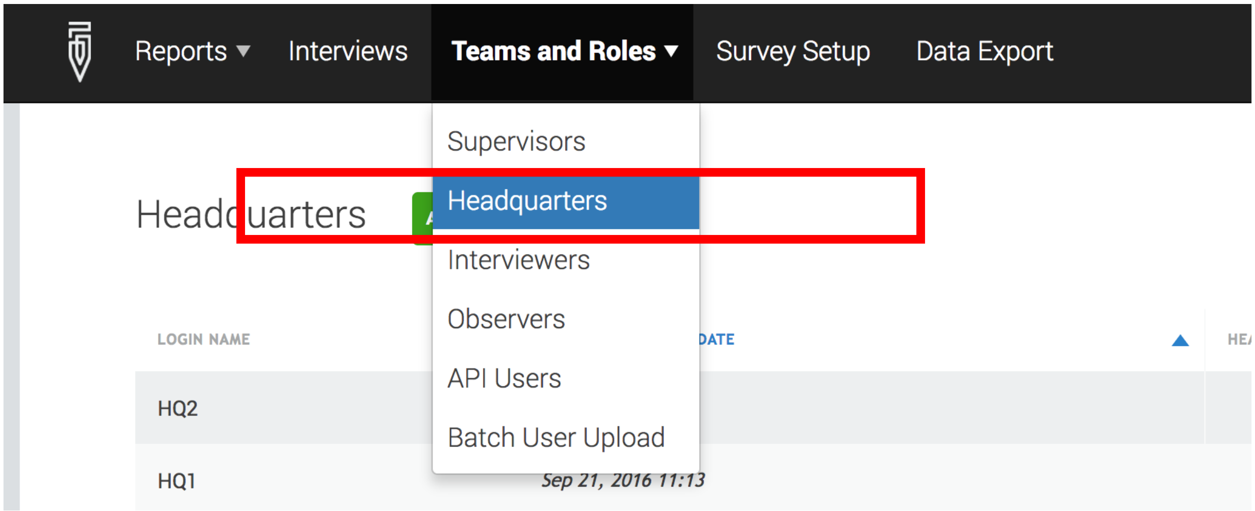
Option 1 – If you are using the LSHTM server

If you are using one of the dedicated virtual LSHTM servers, the country HQ will be set up for you. To log in into your HQ account, you will need to type the address of your dedicated virtual server into the address bar (see example below) and use the HQ username and password that will be provided to you (contact: [redacted]

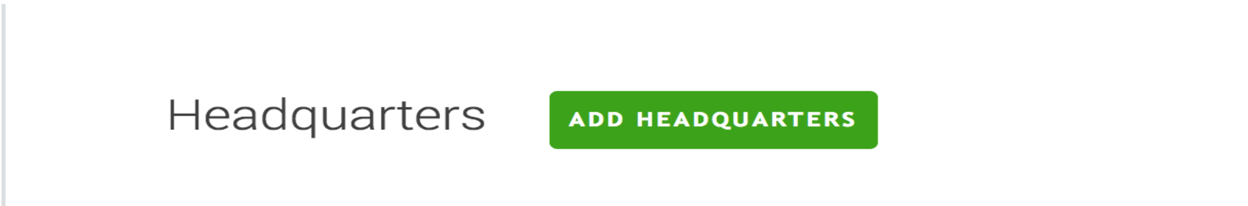


Option 2 – If you use your own server

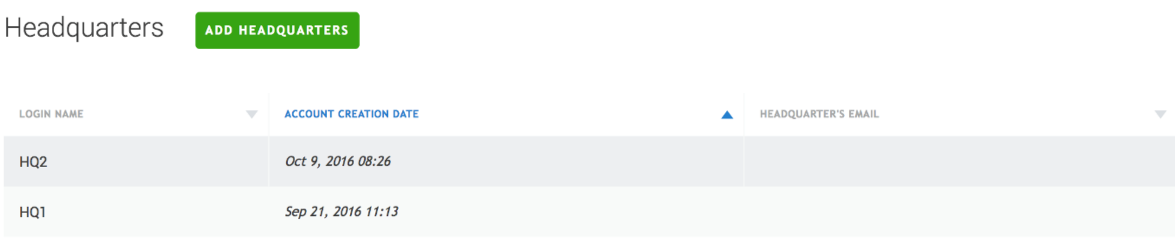
If you are using your own local server, your admin will need to create one or more HQ users. To manage HQ, the admin needs to log in into HQ, using the username and password created at the end of the installation of the Survey Solutions. Once admin logs in, to manage the HQ, click on ***Headquarters*** in the drop down menu under the ***Teams and Roles*** menu.



To add a headquarters user, click on the green ***Add headquarters*** button at the top of the page, and enter all the requisite information.

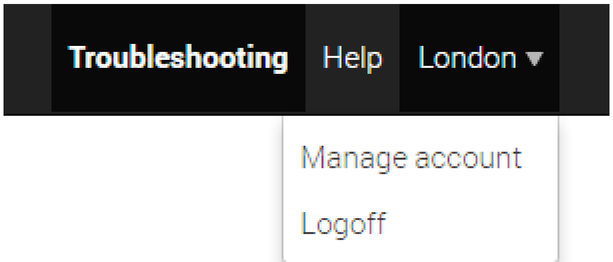


To modify a headquarters' account—change the password or lock the account—click on the headquarters username.



Now, the HQ user (or admin) can proceed with adding supervisors and interviewers. It is highly recommended to set up all accounts prior to active survey implementation and related fieldwork.

If you have successfully logged into your Survey Solutions HQ, the user name of your HQ will appear in the right top corner of the main menu. Using the drop down menu, you are able to manage your HQ, switch users and log off.



When you click on manage account you will be able to update the HQ information including: Full name, Email address, Phone numbers and also change the HQ passwords.

Note: Please remember, an admin and a headquarter user accounts have different purposes and privileges. Unlike HQ user, the admin can create headquarters/observer user accounts, archive user accounts, and delete questionnaire templates from the headquarters server. While you will have several HQ users, it is not recommended to have more than one admin per HQ and country.

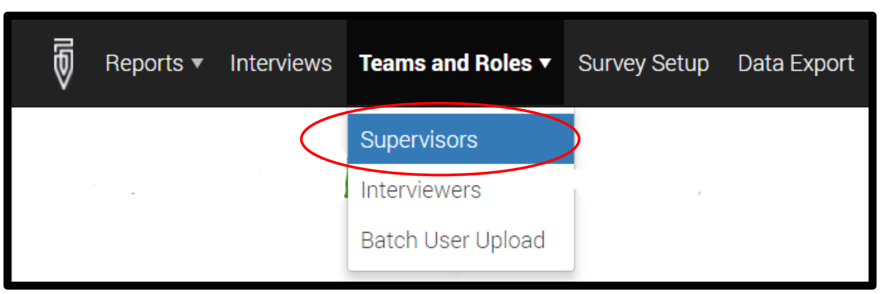
Once you have successfully logged into your HQ account by using either options outlined above, you can now setup accounts for other users, including the supervisors and interviewers using **Teams and Roles** tab.

TAB #1: TEAMS AND ROLES

Under the Teams and Roles tab, the survey data manager or statistician or survey manager is able to create the supervisors and interviewers accounts for the individuals who will participate in the survey implementation.

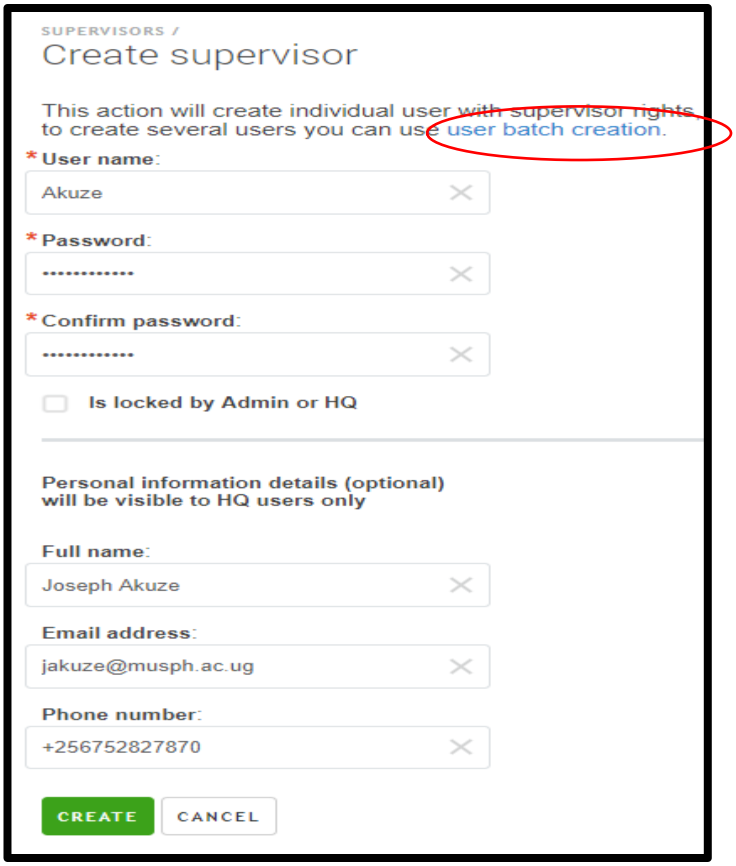
Creating accounts for supervisors

Ensure that you add supervisors for your HDSS. The supervisors responsible for assigning tasks to the interviewers and reviewing the data collectors completed questionnaires. To add a supervisor, click on the *Teams and Roles*

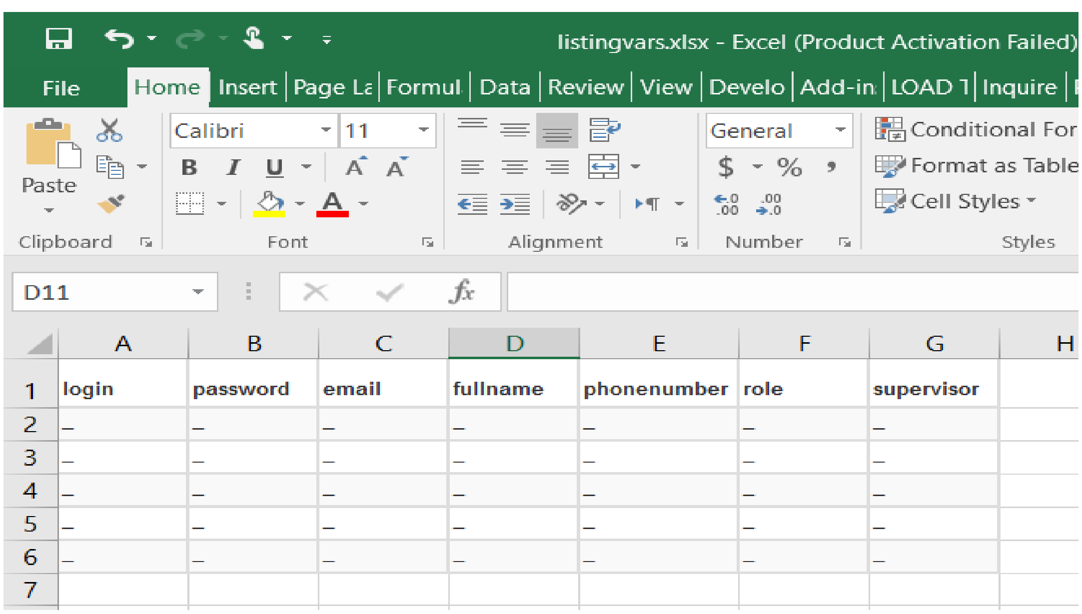


Then, complete the form displayed and click on ***CREATE*** to add the supervisor in the system.

Note: This option only allows you to create one supervisor account at a time. It is possible to create several supervisors using the ***USER BATCH CREATION***



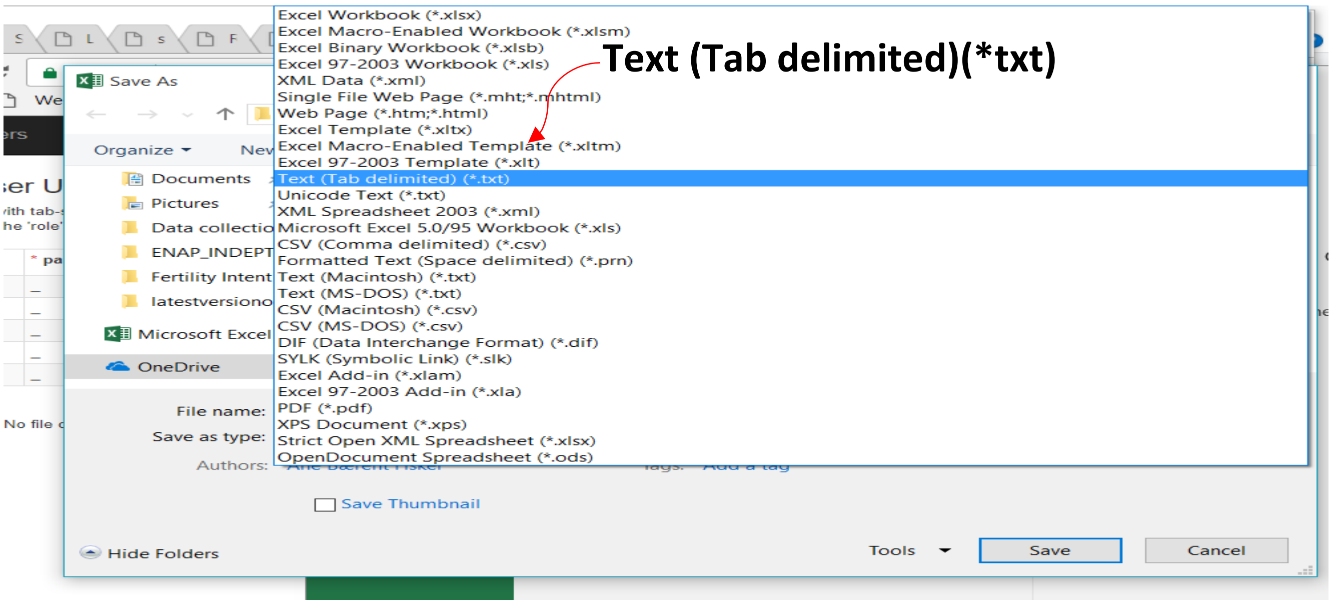
In order to upload more than one supervisor using the user batch upload. You will need to open a new MS excel workbook, add the following fields; (***login, password, email, fullname, phonenumber, role, supervisor***) as is illustrated below.



Once you have added the fields with the same exact wording, you should now save the workbook on your computer save a "tab-delimited" file. Or ".txt"

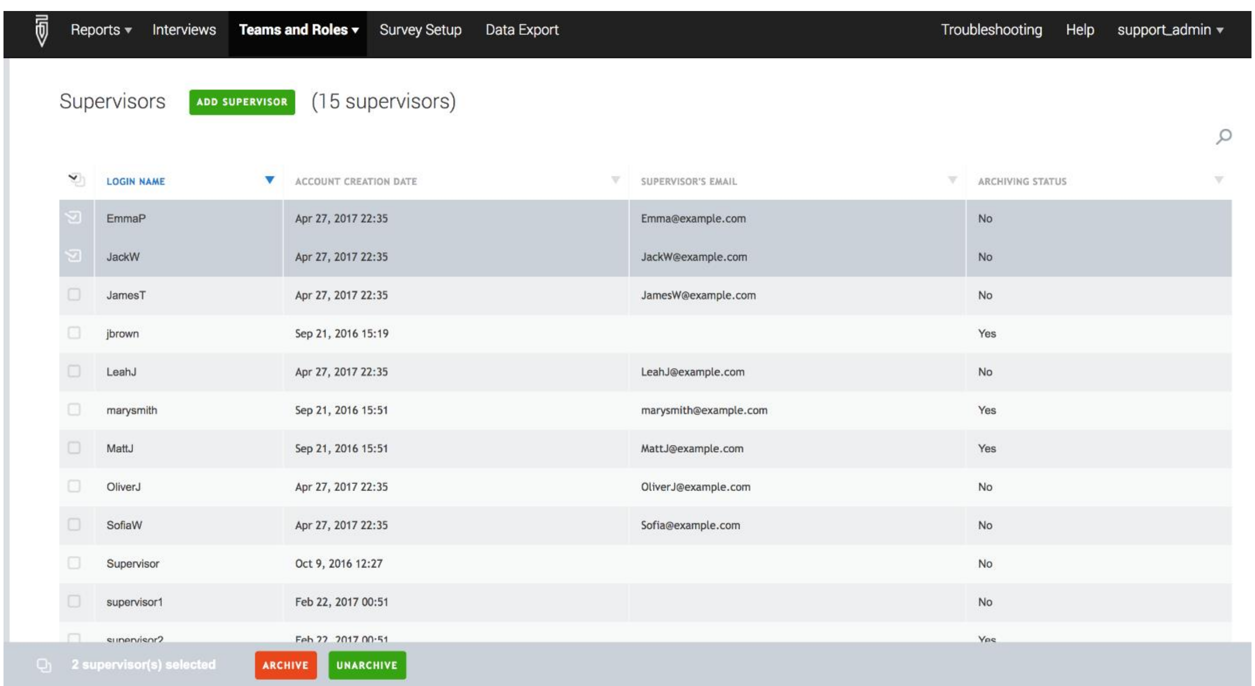
Ensure that you save it in a location that you can find easily on your computer.

Note: Only ‘Supervisor’ OR ‘Interviewer’ are allowed in the ‘role’ column.



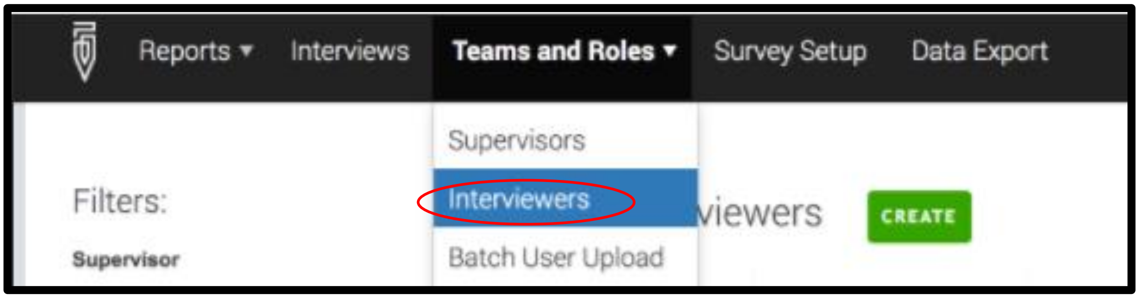
Archiving supervisor accounts

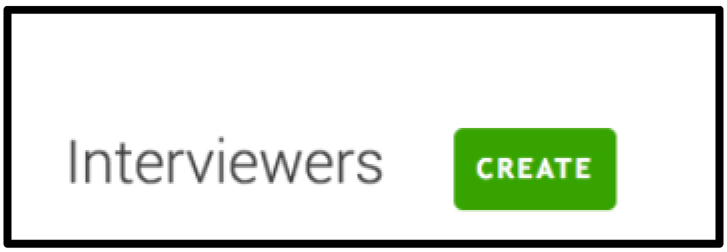
Administrators can archive supervisor accounts. By archiving a supervisor, you are also archiving all the interviewers on that supervisors’ team. Supervisors and their data collection team will no longer be able to sync with headquarters. To archive a supervisor, select the check boxes for the supervisor(s) you wish to archive and click on the red archive button. Archived interviewer accounts can be restored. On the supervisors page, find the archived users using the Archive Status filter on the right most column. Then, select the check



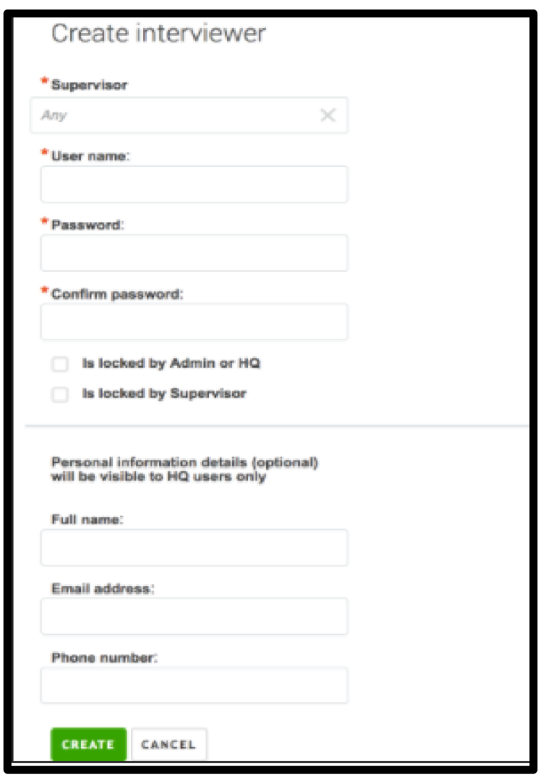
Adding interviewers

This process is similar to adding supervisors. You need to go to the **Teams and Roles** tab and then select Interviewers, then create Interviewers, then complete the form displayed.

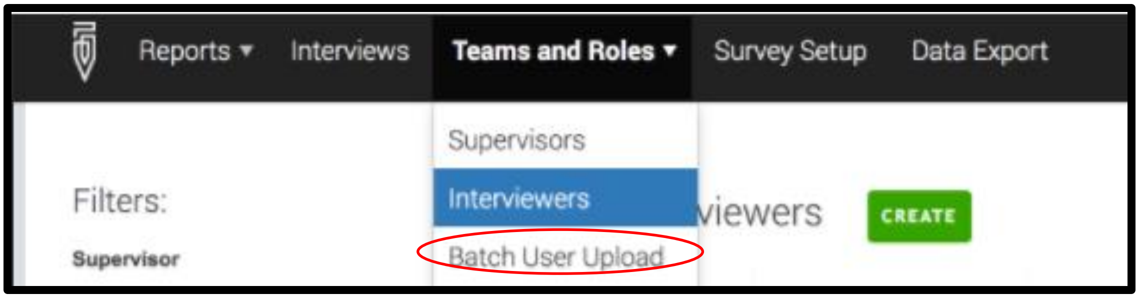


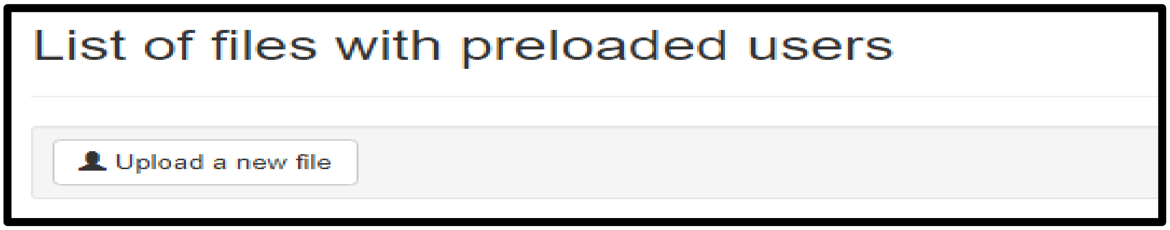


This approach allows you to upload only one Interviewer at a time.



To upload many Interviewers, you need to use the "Batch User Upload" option under the Teams and Roles tab. When you click on the Batch User Upload option under the Teams and Roles tab, you will be required to upload a text-delimited files.





The batch upload uses the same fields used when creating the supervisors' batch upload. Therefore, this means that you are able to great both the supervisors and the interviewers accounts in one click. This option saves you a lot of time.

NOTES:

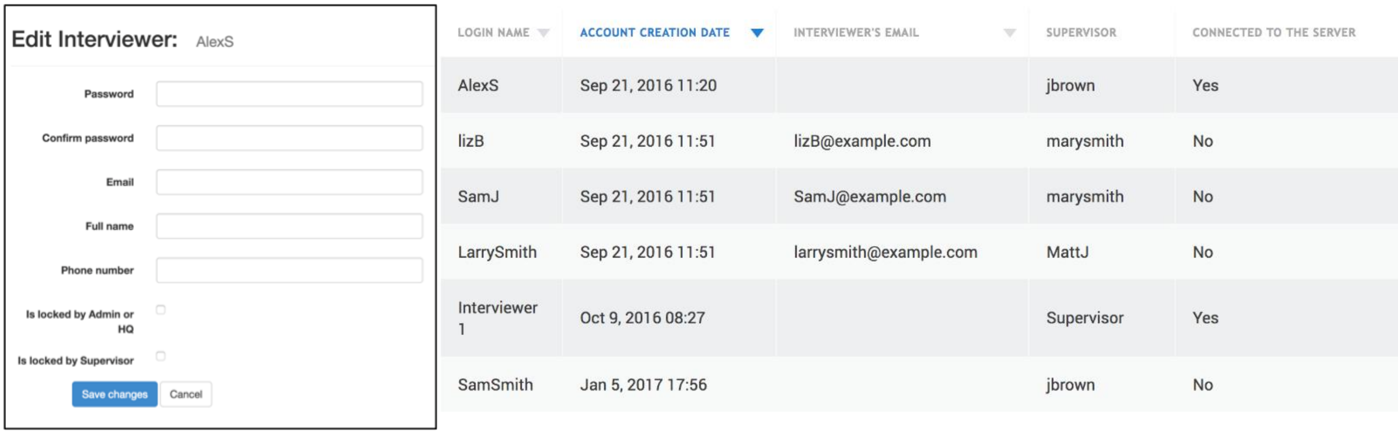
The steps of creating the text-delimited file that have been described under the supervisor batch upload option above are the same steps you need. Up to 10,000 user accounts can be created from a single tab-delimited file, which must include the login, password, and role of the user, and may include additional attributes, like email or phone.

Batch creation of user accounts comes handy when: the same accounts need to be replicated on a different server; migrating from a different CAPI system with established accounts; the survey is so huge that manual creation of accounts via a web interface would take a significant amount of time.

Creating user accounts in batch mode is available to both the administrator and the HQ users. For new supervisor accounts the role must be specified as Supervisor (case-sensitive). For interviewer accounts the role must be specified as Interviewer (case-sensitive), and in addition the login of the supervisor must be specified, which determines the team where the interviewer account will be added. Interviewers may be added to existing supervisors, or to new supervisors mentioned anywhere in the users list. When creating new users with a batch upload feature, select the Batch user upload menu item of the Teams and Roles menu.

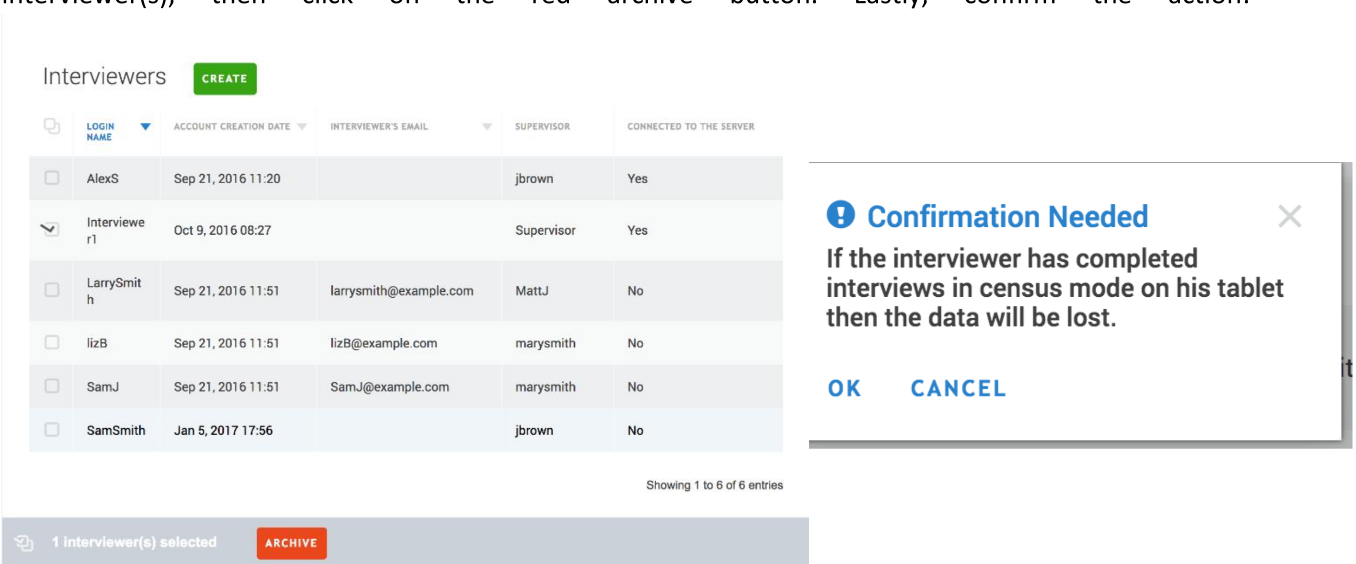
Modifying data related to interviewers and monitoring interviewers

To modify an interviewer's account—change the password or lock the account—click on the interviewer's name. To monitor an interviewer, check the activation status in the Connected to device column and the synchronization log. The Connected to device column displays the status of the tablet's activation or in other words it will show if an interviewer has successfully activated a tablet using their login credential



Archiving interviewer accounts

Administrators can also archive individual interviewer accounts. An interviewer will no longer be able to sync with headquarters. To archive an interviewer, select the check box associated with the interviewer(s), then click on the red archive button. Lastly, confirm the action.



Archived interviewer accounts can be restored. On the interviewers page, find the archived users by selecting *Archived users* on the menu on the left hand side. Then, select the check box associated with the interviewer(s), and click on the unarchive button at the bottom of the page. Lastly, confirm the action.

TAB #2: SURVEY SETUP: import, copy, and delete questionnaire(s)

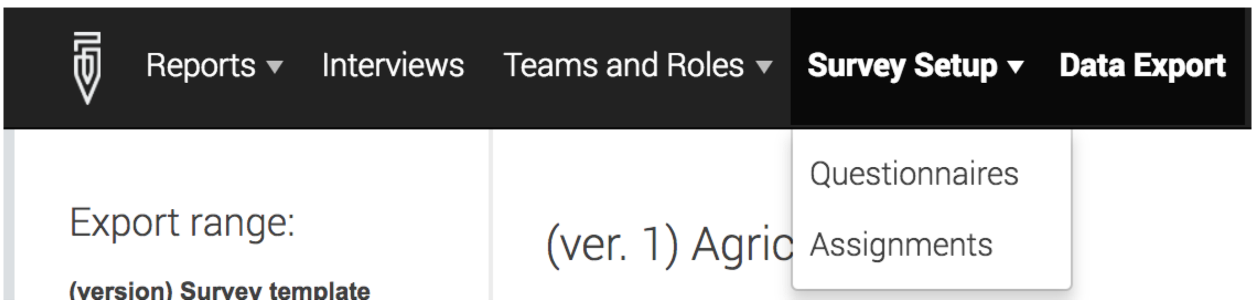
Under **Survey Setup** tab, the survey manager will be able to run the survey through creating different assignments for the different team members created in Tab #1. The survey setup tab lets you do several things:

Questionnaires:

- Import template. Import questionnaires from the Designer site to the headquarters software.
- Create assignments: Headquarters provides two ways of creating assignments for a given questionnaire: one at a time, or in a many at a time (batch).
- Clone questionnaire template: Copy the questionnaire templates previously imported to the server. This feature is only available to the administrator.
- Delete questionnaire. This feature is only available to the administrator.

Assignments:

- Monitor assignments. Displays a tabular view of all assignment and enables you to edit the quantity of interviews for any assignment.



Uploading questionnaire template

Before the questionnaire template is imported, it is important to test the questionnaire using the TESTER app prior, as well as during the training of interviewers. All translations and country specific modifications should be incorporated prior to the importing of the template and the beginning of the data collection.

The final survey questionnaire will be uploaded to the HQ by the overall survey administrator [redacted] upon request made by your country admin.

The major cumulative updates to the questionnaire would be applied once in 4-6 weeks following the feedback from all countries, unless errors are very critical. Please note that any corrections, whether minor or big, would require re-importing of the questionnaire into HQ which will also create a new separate database, hence, frequent re-uploading is not recommended if it can be avoided.

Creating assignments

Once the questionnaire template has been uploaded into the survey headquarters questionnaire setup system. It is now possible to start distributing assignments to the different interviewers.

There are two options available for creating assignments. One at a time and many assignments at a time.

OPTION ONE: Creating one assignment at a time

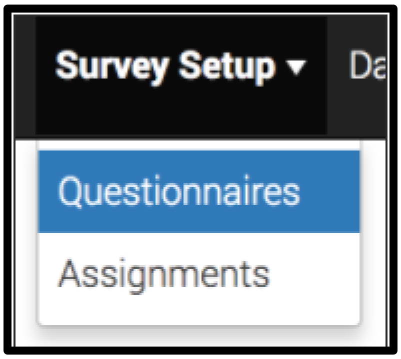
With this option, you can only upload only one assignment at a time. This is not the best option for issuing assignments as you will have to add assignments one at a time.

STEP 1

The HDSS data manager should log into the server using the headquarters username and password as already shown earlier.

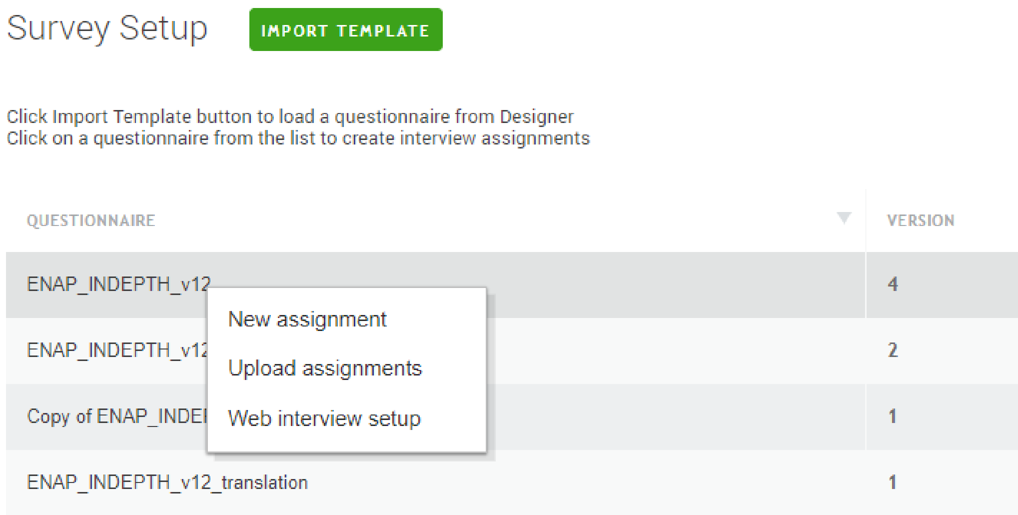
STEP 2

You should select the ***Survey Setup*** tab on the main menu, and click on **Questionnaires.**



In order to create a new assignment, we need to click on the questionnaire template that you want to create an assignment for and then click on the *New Assignment* from the pop-up menu that you want to send out.

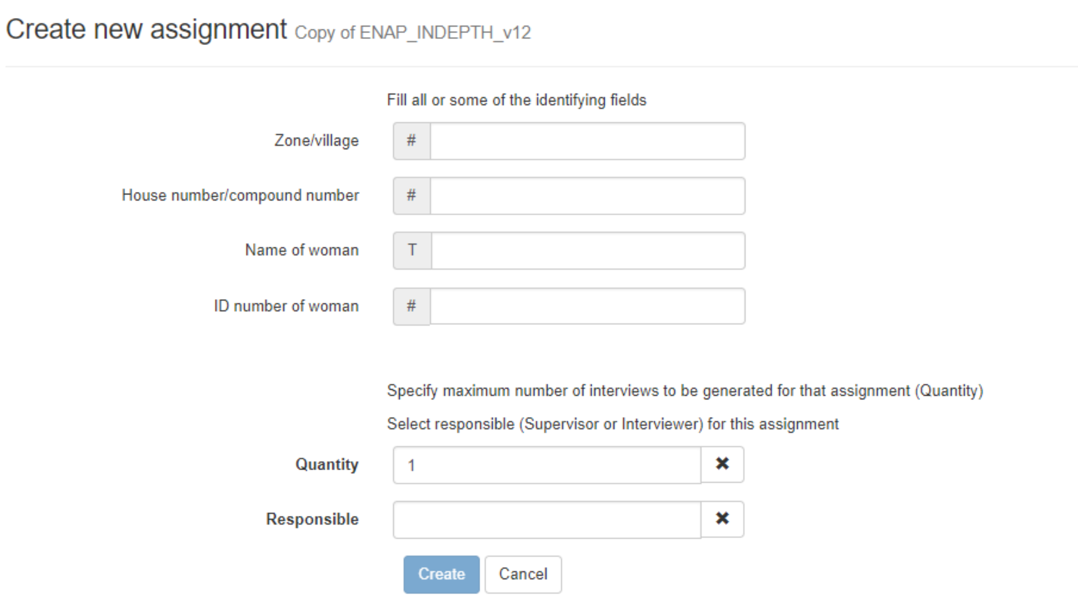
NOTE: *In the diagram below, the option for importing a questionnaire template is highlighted in green. However, as already mentioned under the uploading questionnaire template above, only the survey administrator should do this task as he has the sole access to the final questionnaire template from the designer account. In case any changes are made to the template, the INDEPTH-ENAP technical secretariat will communicate to the HDSS teams and will also guide them on how to update or upload the new questionnaire.*



STEP 3

After clicking on the new assignment option, a new window will open up. This is where you should fill in the identifier variables for the interviewer to be able to identify the respondent correctly.

After specifying the identifier information, the quantity and the Interviewer responsible, you can now complete the assignment creation by clicking on the create button.



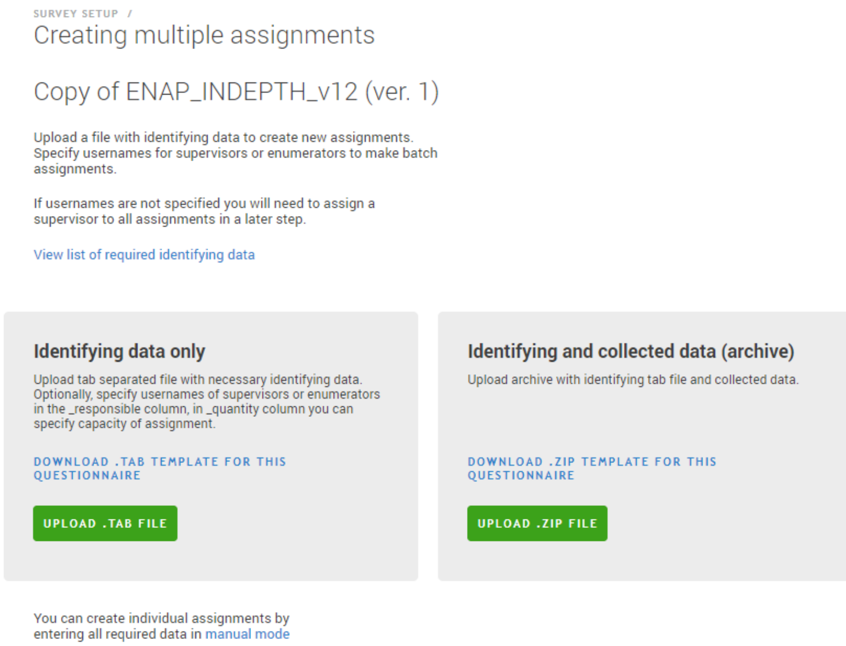
The only downside of this option is that you to repeat this process over and over again in case you have many new assignments to the interviewers.

OPTION TWO: creating several assignments at a time

Before choosing this option you need to first create a tab-delimited text file with the unique identifiers for the woman who has had a pregnancy in the last five years within the HDSS setting. Examples of these identifiers may include, study ID, woman's ID, name, age, residence etc. These set of variables need to be compiled by the HDSS statistician or data manager.

Repeat STEP 1 and 2 for option one

When using this option, of creating assignments, you will need to repeat the same procedures for steps one and two above for creating one assignment at time. But this time you should select upload multiple assignments.

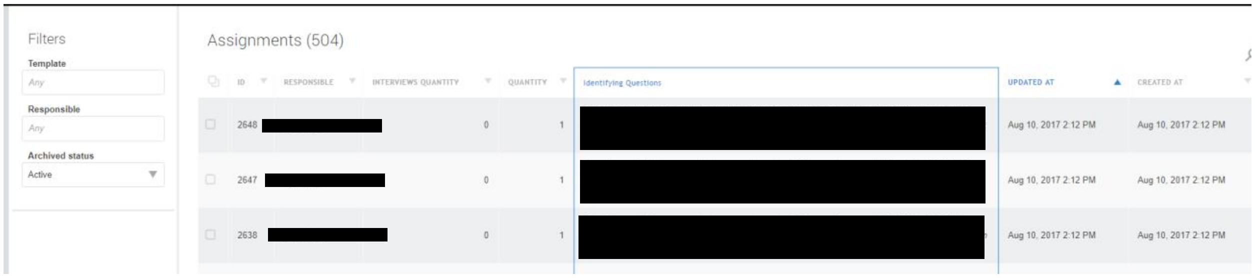


STEP 4

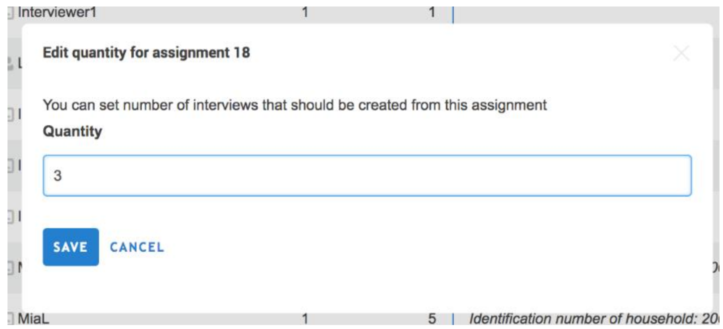
Upload the prepared listing or identifier data in text-delimited version. Select identifying data only if you have the prepared file on your PC. This is the only option where you can specify your interviewers and supervisors a priori. If your upload is successful, the system will tell you that it is successful.

At this point, you will be able to see the details of the assignments including the date created, modified, ID number and the person responsible for that assignment under the Assignments tab (HQ>>Survey Setup>>Assignments).

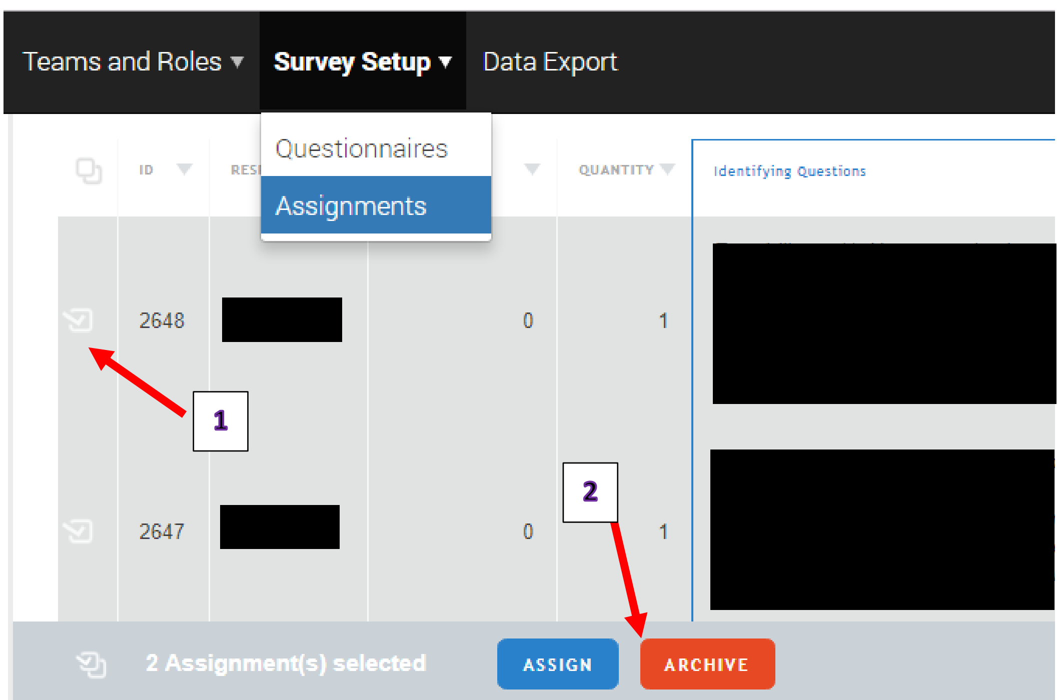
Under the Assignments, you will see the ID of the assignment, the person responsible (Supervisor/Interviewer), Quantity of interviews conducted under that assignment ID, the dates when the assignment was created and when it was updated E.g. by the interviewer. You can also see on the left hand side panel you are able to filter the assignments by template, person responsible and Archived status.



The quantity of interviews for each assignment can be changed on this page. This is especially useful for cases where Survey Solutions is being used for a listing exercise and you wish to set or later change a maximum number interviews for each assignments. To change the quantity, click on the number in the quantity column and edit the field before clicking on *Save*.



Under the Assignments, you can Assign and Archive the different assignments. This is possible by clicking on the check box in the column to the left of the ID column. See options 1 and 2 below.

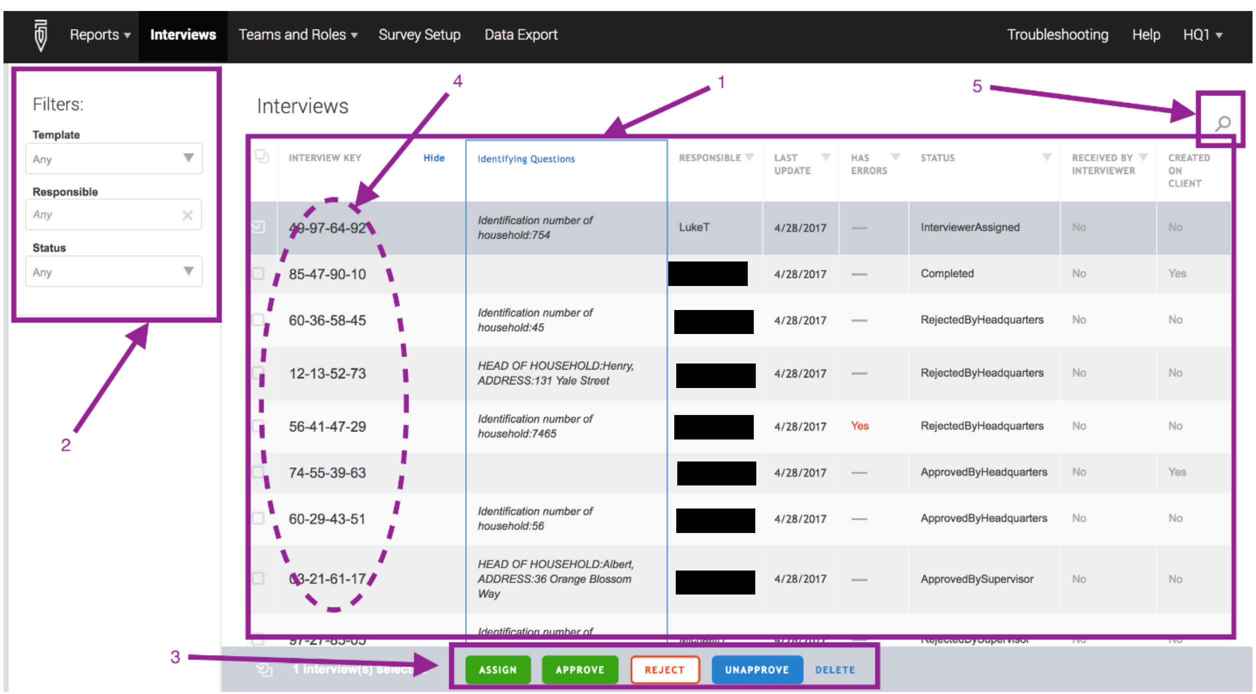


TAB #3: INTERVIEWS

The Interview tab is designed for taking action. Under the Interview tab, headquarters may search for survey cases, reallocate them to different teams, review them for quality assurance, and delete them to fix problems.

The interview tab consists of the following tools:

1. **Database of survey cases.** The rows are survey case entries. The columns capture details about survey cases, such as the respondent's address, interview status, and an indicator that the interviewer has or has not received the survey case.
2. **Filters for querying the database.** The database can be filtered to show only the survey cases of interest—for example, those with a particular status or those done by a particular supervisor.
3. **Toolbar with a Delete, Approve, and Reject button**. Survey cases can be deleted, approved, or rejected individually or as a group by selecting the check box next to each case. The toolbar will appear if one or more cases have been selected. If you would like to select all the survey cases displayed on that page, click on the first check box at the top of the list.
4. **Interview Key.** This is a system generated random number for each survey assignment. Completed survey cases can be reviewed in detail by clicking on the interview key for that case. This will open another interface that will be discussed below.
5. **Search bar** to navigate through the survey cases quickly.



Searching for survey cases

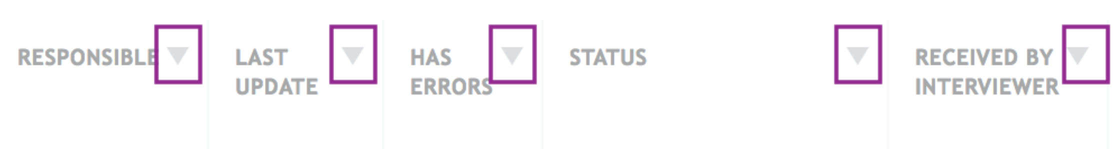
The Interview tab contains a detailed list of survey assignments—those that headquarters has assigned to a supervisor, those that a supervisor has assigned to enumerators, and those that supervisors have approved and sent for headquarters' review. The details can be used to search for particular survey cases. The interview panel in the lower right-hand quadrant of the screen presents a list of interviews and information about them—where the respondent is located (Identifying Questions), which supervisor is responsible (Responsible), when the assignment was last updated (Last Updated), whether the interview contains errors (Has Errors), what status the interview has (Status), whether the interviewer has received the assignment (Received by Interviewer), and in the case of census mode surveys whether the case has been created on the device by the interviewer (Created on Client).

Interviews

INTERVIEW KEY Hide	Identifying Questions	RESPONSIBLE	LAST UPDATE	HAS ERRORS	STATUS	RECEIVED BY INTERVIEWER	CREATED ON CLIENT
49-97-64-92	*Identification number of household:754*	[redacted]	4/28/2017	—	InterviewerAssigned	No	No
85-47-90-10		[redacted]	4/28/2017	—	Completed	No	Yes
60-36-58-45	*Identification number of household:45*	[redacted]	4/28/2017	—	RejectedByHeadquarters	No	No
12-13-52-73	[redacted]	[redacted]	4/28/2017	—	RejectedByHeadquarters	No	No
56-41-47-29	*Identification number of household:7465*	[redacted]	4/28/2017	Yes	RejectedByHeadquarters	No	No
74-55-39-63		[redacted]	4/28/2017	—	ApprovedByHeadquarters	No	Yes
60-29-43-51	*Identification number of household:56*	[redacted]	4/28/2017	—	ApprovedByHeadquarters	No	No

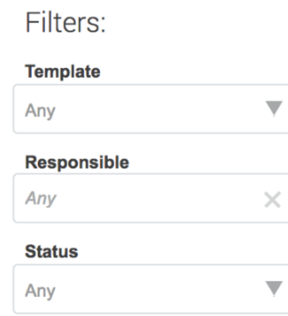
There are three mechanisms for finding a survey:

The **first** is by clicking on the arrow associated with any column of the information in the lower right-hand quadrant. This will sort the list of surveys in ascending (^) or descending (v) order by that chosen column.



The **second** mechanism is through the search field located in the toolbar. Use keywords to narrow down the list of survey cases.

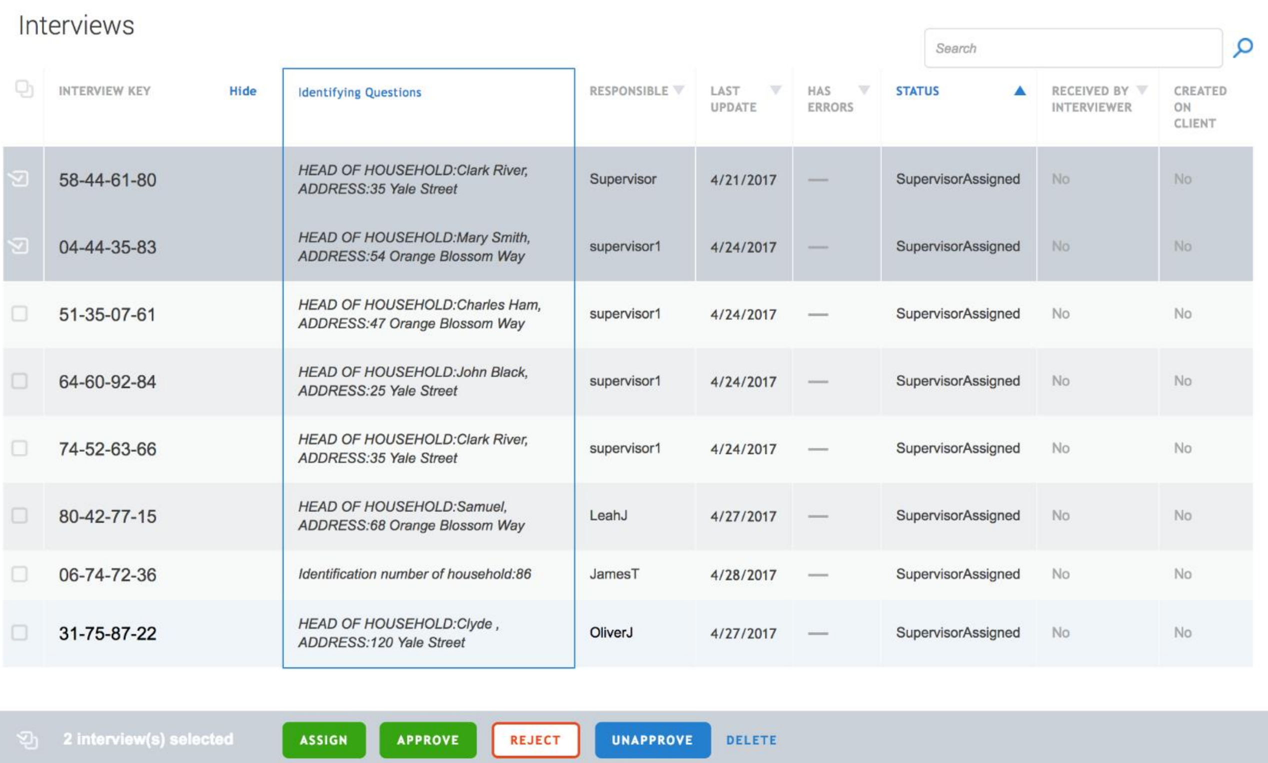
The **third** mechanism is through the filters located on the left-hand side of the screen. To narrow down the list of survey cases, headquarters may filter by the questionnaire (Template), team member responsible (Responsible), and/or the status of the interview (Status).



Reallocate survey cases between teams

Survey cases will need to be reallocated when a new team is created and needs to take over some of the work from existing teams. Cases can be reassigned by a Headquarter user from one team to another.

Reassignment is possible when the interview is in any status except the following two: *"ApprovedByHeadquarter"* and *"ApprovedBySupervisor"*. To reassign cases, select the check boxes for the cases you wish to reassign, and click on the green *assign* button.



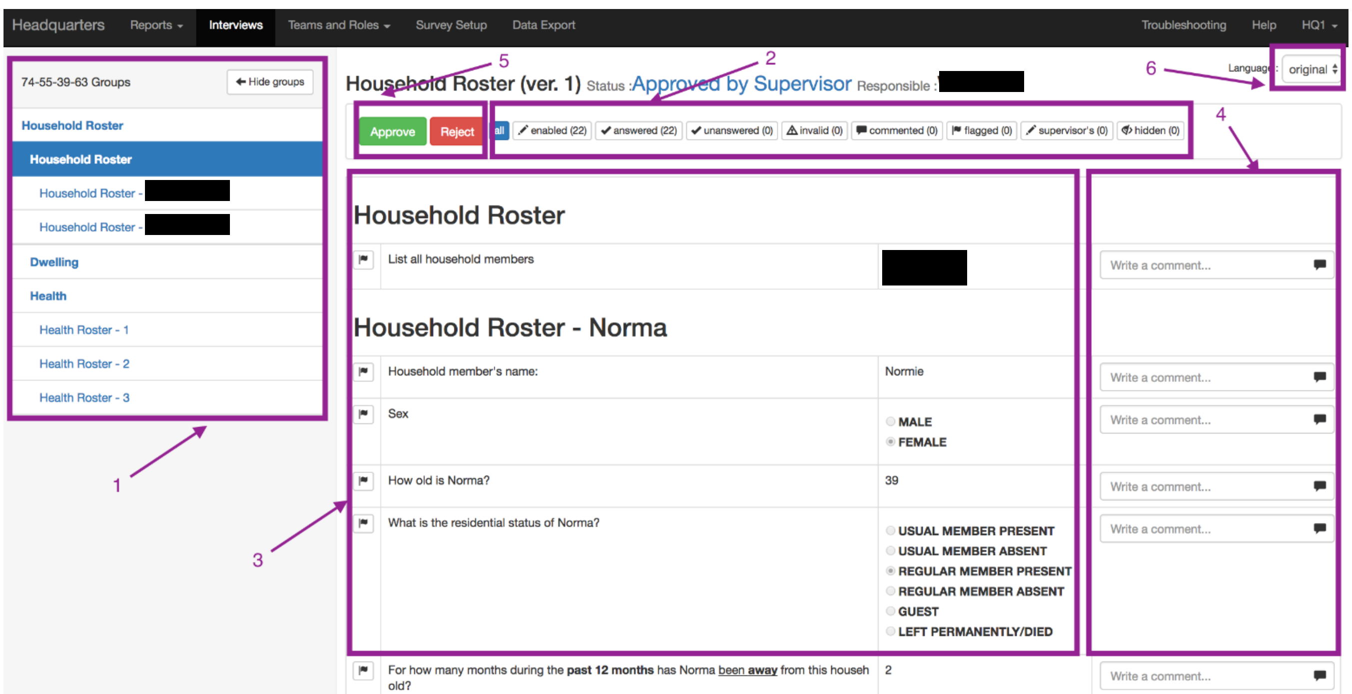
Interviews

INTERVIEW KEY	Identifying Questions	RESPONSIBLE	LAST UPDATE	HAS ERRORS	STATUS	RECEIVED BY INTERVIEWER	CREATED ON CLIENT
58-44-61-80	*HEAD OF HOUSEHOLD:Clark River, ADDRESS:35 Yale Street*	Supervisor	4/21/2017	—	SupervisorAssigned	No	No
04-44-35-83	*HEAD OF HOUSEHOLD:Mary Smith, ADDRESS:54 Orange Blossom Way*	supervisor1	4/24/2017	—	SupervisorAssigned	No	No
51-35-07-61	*HEAD OF HOUSEHOLD:Charles Ham, ADDRESS:47 Orange Blossom Way*	supervisor1	4/24/2017	—	SupervisorAssigned	No	No
64-60-92-84	*HEAD OF HOUSEHOLD:John Black, ADDRESS:25 Yale Street*	supervisor1	4/24/2017	—	SupervisorAssigned	No	No
74-52-63-66	*HEAD OF HOUSEHOLD:Clark River, ADDRESS:35 Yale Street*	supervisor1	4/24/2017	—	SupervisorAssigned	No	No
80-42-77-15	*HEAD OF HOUSEHOLD:Samuel, ADDRESS:68 Orange Blossom Way*	LeahJ	4/27/2017	—	SupervisorAssigned	No	No
06-74-72-36	*Identification number of household:86*	JamesT	4/28/2017	—	SupervisorAssigned	No	No
31-75-87-22	*HEAD OF HOUSEHOLD:Clyde , ADDRESS:120 Yale Street*	OliverJ	4/27/2017	—	SupervisorAssigned	No	No

Review survey cases

The questionnaire review interface consists of five components:

1. **Navigation pane.** Displays a table of contents for the questionnaire, where you can use each entry in this pane to see a particular part of the questionnaire. Clicking on the top entry, the name of the questionnaire, brings the full questionnaire back into focus.
2. **Filters.** These buttons can be used to see questions that have certain attributes—for example, comments or flags.
3. **Questionnaire review pane.** The main part of the screen displays the questions asked in the questionnaire, in the first column, and the answers given, in the second column.
4. **Comment pane.** This pane appears when a question is clicked. This shows the conversation associated with the selected item.
5. **Approve/reject buttons.** These buttons determine whether a questionnaire returns to the supervisor or is integrated into the final data set.
6. **Language dropdown menu.** If the questionnaire is a multilingual questionnaire, the user can toggle between languages using this menu.



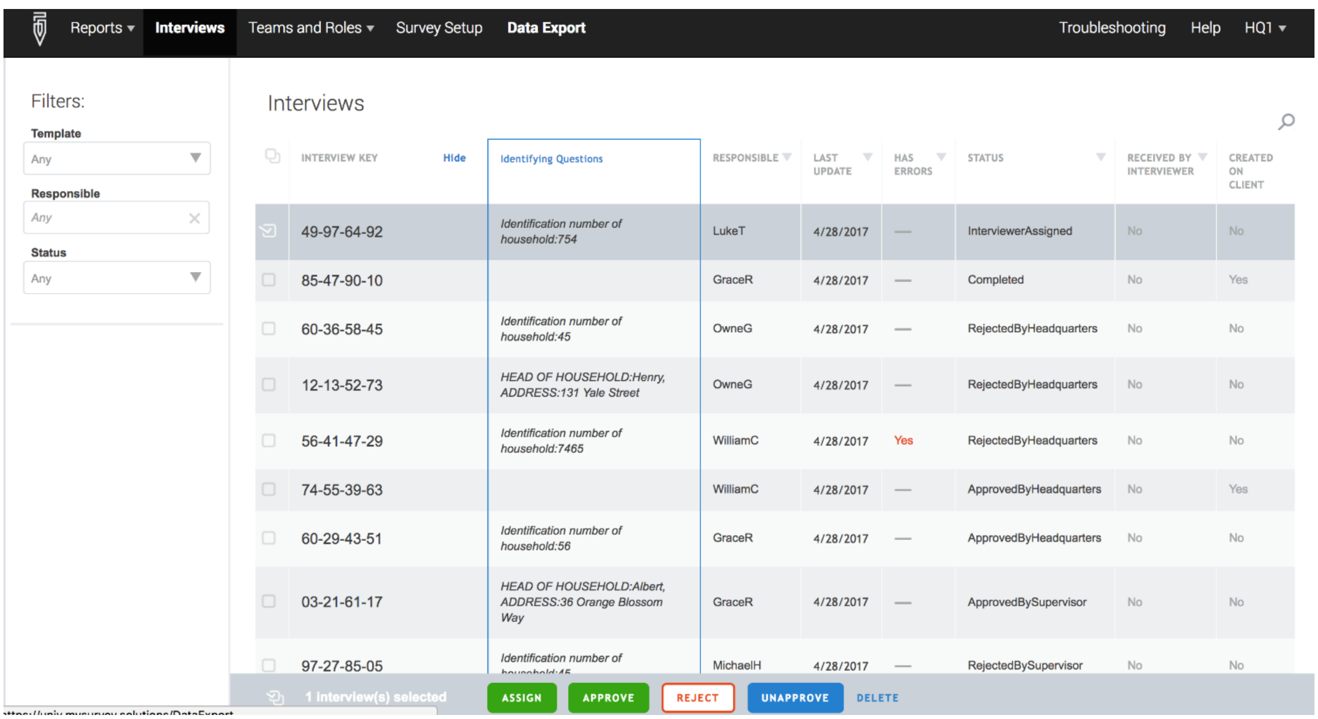
To review the questionnaire for completeness, consistency, and plausibility of answers one should be using the questionnaire review interface. The questionnaire pane, located in the middle of the screen, contains the questions and their answers.

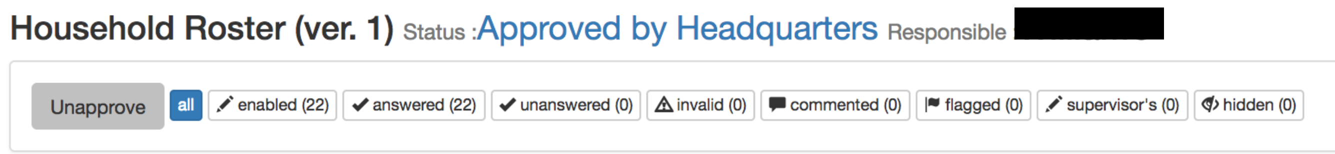
Groups, on the left-hand part of the screen, allow headquarters to see different parts of the questionnaire when any element of the pane is clicked. The top heading corresponds to the complete questionnaire. Bolded headings lead to modules (chapters) within the questionnaire. Indented headings are linked to either groups of questions or rows of rosters.

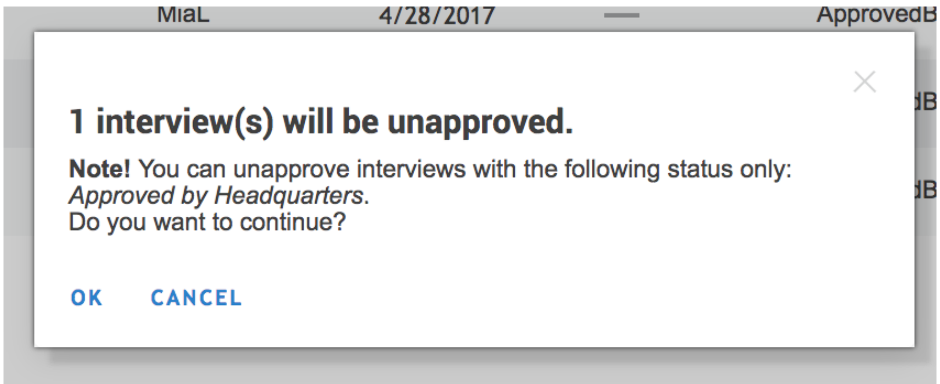
Filters, arrayed atop the questionnaire pane, facilitate the display of questions that have particular attributes. The “All” filter presents all questions. The “commented” and “flag” filters display questions with comments or flags, respectively. The “answered” questions, as the name suggests, are all those that have an answer. The “invalid” filter displays questions that failed a validation check (e.g., range, consistency with other responses, etc.). The “supervisor’s” filter yields special questions that only the supervisor sees and can answer. The “enabled” filter returns questions that are available to be answered based on the skip logic of the questionnaire and answers provided to key questions.

Next, headquarters either approves or rejects the questionnaire by clicking the appropriate button. The headquarters’ choice determines whether the assignment is included in the survey database (Approve) or returned to the supervisor for correction (Reject).

To unapprove any interview in the *Approved by Headquarters* status select this interview(s) by checking the checkbox next to it and click the *Unapprove* button. Alternatively, open the interview case and click on the *Unapprove* button on the toolbar. The interview will be reverted to the *Approved by Supervisor* status, and the headquarters user will have a possibility to reject it back to the supervisor if necessary. You can apply this operation to multiple interviews if necessary.







Additionally, the headquarter user, has the authority to approve completed interviews directly, without waiting for the supervisor's decision. This results in faster turnaround of the data circulating in the system in case the supervisor is swamped with work, in which case the headquarters can reduce the workload by pulling the good-quality interviews from the supervisor's stack. There is no change in the user interface, but the button will now permit headquarters approvals of the interviews in status "Completed". Note that you cannot reject an interview to an interviewer directly.

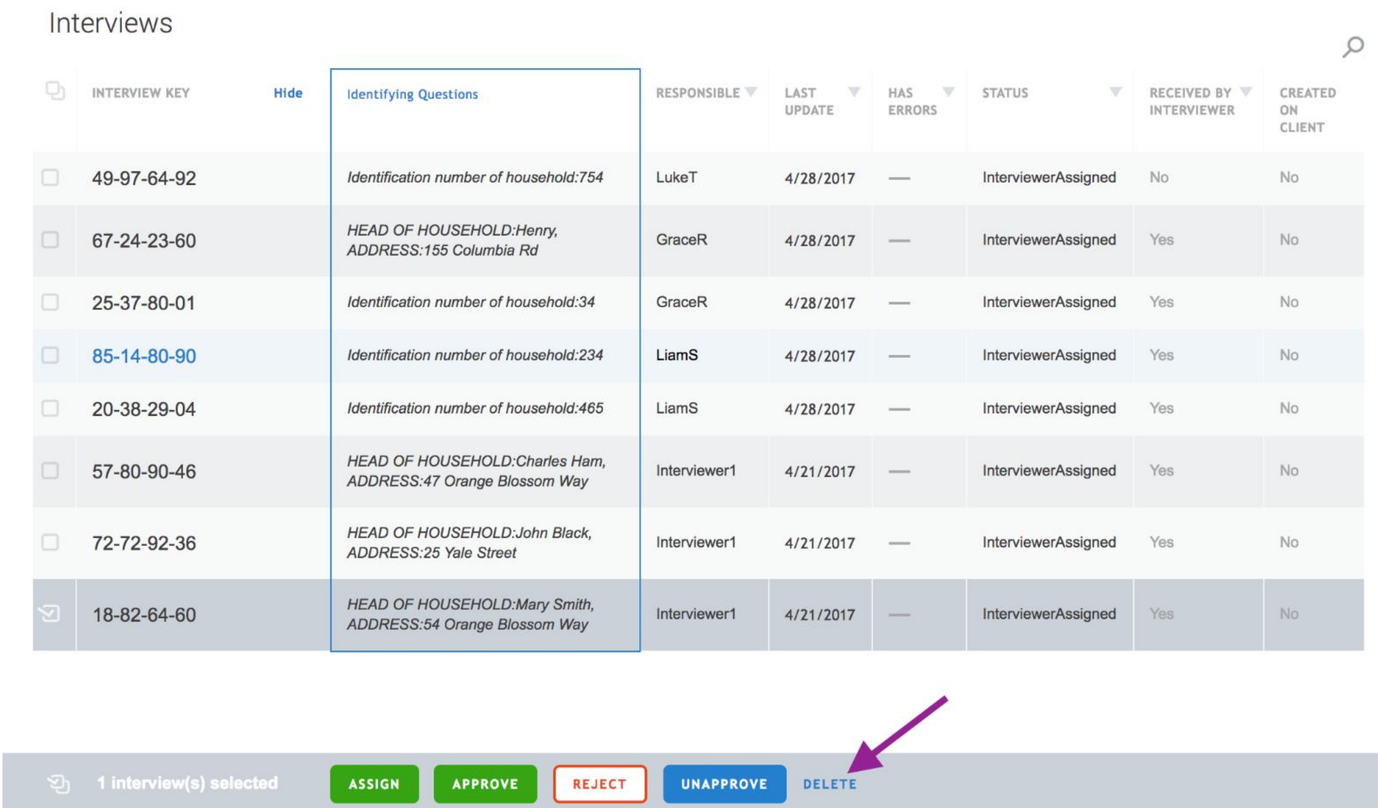
Delete survey cases

Deletion is a dangerous tool reserved for rare occasions—for example, when errors arise in survey sampling or in creating survey cases.

Because deletion is dangerous, only the **administrator/headquarters users** have the authority to delete selected interviews. It is only allowed for interviews with the status Supervisor Assigned or Interviewer Assigned. Those with the former status have been assigned to a supervisor, but not yet assigned by the supervisor to an interviewer. Those with the latter status have been assigned to an interviewer, but have not been completed. In both cases, headquarters should exercise extreme caution. Once deleted, an interview cannot be restored. Hence, administrator should only delete interviews that have been carefully confirmed as errors to be deleted.

To delete an interview, first find an eligible case. The most efficient strategy for doing so may be to filter the questionnaires based on status so that only those with status Supervisor Assigned or Interviewer Assigned appear. (See the section **Searching for survey cases** above for more details.)

Next, select the case(s) to delete by clicking in the check box to the left of the case. Make sure the correct cases have been selected before proceeding. Then, click on the Delete interview button located immediately above the interview panel. This will permanently delete the selected survey cases.


Interviews
INTERVIEW KEY
Hide
Identifying Questions
RESPONSIBLE
LAST UPDATE
HAS ERRORS
STATUS
RECEIVED BY INTERVIEWER
CREATED ON CLIENT
49-97-64-92 | Identification number of household:754 | LukeT | 4/28/2017 | — | InterviewerAssigned | No | No
67-24-23-60 | HEAD OF HOUSEHOLD:Henry, ADDRESS:155 Columbia Rd | GraceR | 4/28/2017 | — | InterviewerAssigned | Yes | No
25-37-80-01 | Identification number of household:34 | GraceR | 4/28/2017 | — | InterviewerAssigned | Yes | No
85-14-80-90 | Identification number of household:234 | LiamS | 4/28/2017 | — | InterviewerAssigned | Yes | No
20-38-29-04 | Identification number of household:465 | LiamS | 4/28/2017 | — | InterviewerAssigned | Yes | No
57-80-90-46 | HEAD OF HOUSEHOLD:Charles Ham, ADDRESS:47 Orange Blossom Way | Interviewer1 | 4/21/2017 | — | InterviewerAssigned | Yes | No
72-72-92-36 | HEAD OF HOUSEHOLD:John Black, ADDRESS:25 Yale Street | Interviewer1 | 4/21/2017 | — | InterviewerAssigned | Yes | No
18-82-64-60 | HEAD OF HOUSEHOLD:Mary Smith, ADDRESS:54 Orange Blossom Way | Interviewer1 | 4/21/2017 | — | InterviewerAssigned | Yes | No
1 interview(s) selected
ASSIGN
APPROVE
REJECT
UNAPPROVE
DELETE

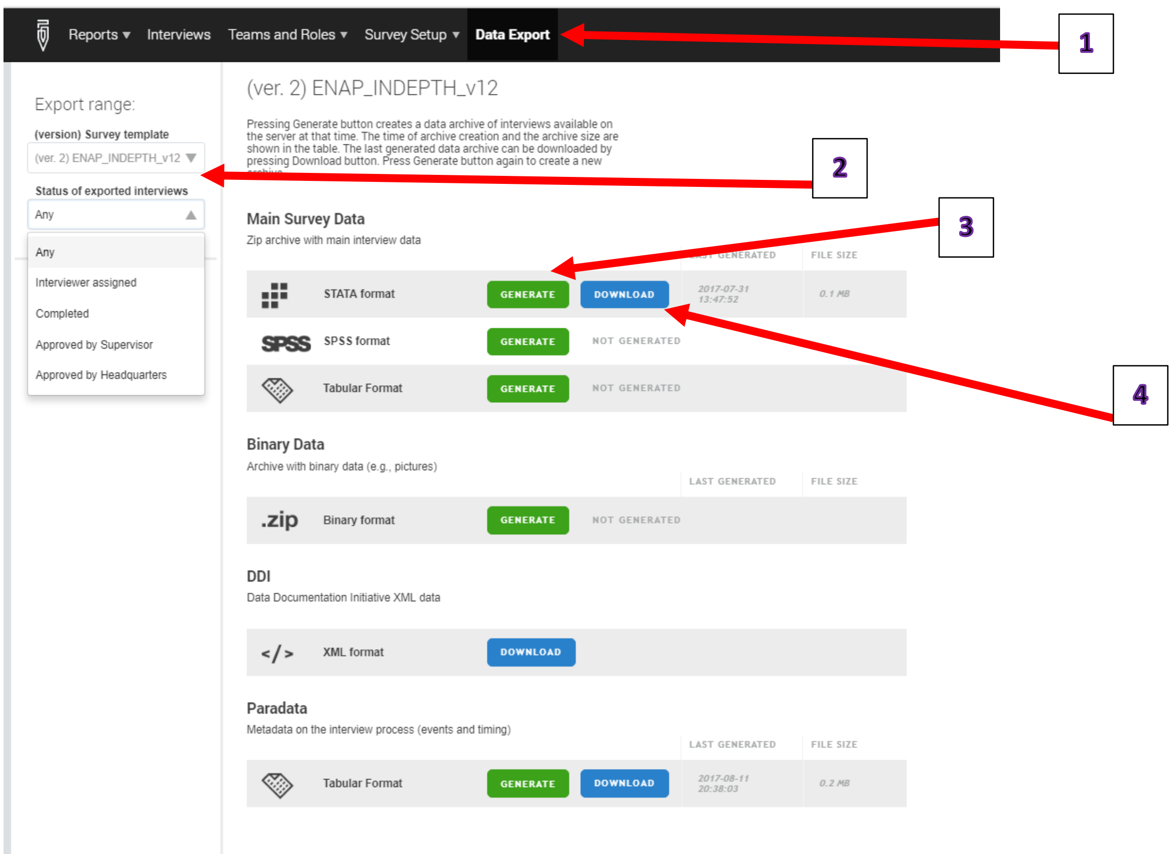
TAB #4: DATA EXPORT

Under the Data Export Tab, you will be able to export the survey datasets (Main survey data, Binary Data, Data Documentation Initiative (DDI) XML data and Paradata).

Before you export the data, you are required to select the version (survey template). You can also select the status of the interviews but this is optional. The different statuses include; Any, Interviewer assigned, Completed, Approved by Supervisor and Approved by Headquarters. These filters are found on the left hand panel.

After specifying the data range using the filter options, you need to generate the dataset to export by clicking on the green “GENERATE” tab for Main survey data, Binary data and Paradata.

After generating the datasets, you should now click on the blue “DOWNLOAD” tab to download



Datasets

Main Survey Data: Survey Solutions allows you to download the main survey data in three formats including; STATA version 14+, SPSS, and Tabular format

Binary data: This dataset contains the archives of the binary data including pictures, sounds, maps etc

DDI: This is the XML data format

Paradata: This is the metadata on the interview process and includes the events and timing data.

Data Export Files

The exported data will be in a .zip file containing one or more files. The number of such files is a function of the structure of the questionnaire, meaning that exporting produces one file per level of observation in the questionnaire, or in other words in addition to one file at the questionnaire level, each roster in the questionnaire will generate another export file. For example, one file for household-level variables, one file for household member-level variables, and one file for asset-level or consumption item-level variables. Additionally, the .zip file will contain interview comments and interview actions files.

Note that the exported data differentiates between missing values caused by the logic of the questionnaire (skipped questions) and missing values due to absence of an answer. Only the values of the logically skipped questions will be have missing values (blanks in tab-delimited files), whereas -999999999 or ##N/A## (for string variables) will be exported whenever an answer to a question was expected, but not recorded for string variables).

The actual files exported will differ slightly based on the file format you have chosen to use: Tab, Stata, SPSS and DDI.

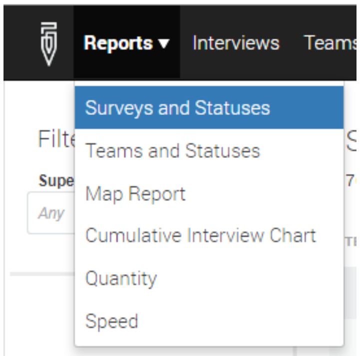
TAB exports tab-delimited data in .tab files. Each file is accompanied by a Stata .do file that reads the .tab file into memory, and applies variable and value labels. **STATA** exports DTA files directly. If .do file for applying variable and value labels desired, they can be found accompanying the tab-delimited data. Version 14, which supports Unicode standard for string data. **SPSS** exports SAV file directly. **DDI**: exports the list of data files, variables, their types, labels, question texts, interviewer instructions, etc.

Questionnaire and Data Export Structure

Data collected using the questionnaire with a roster (same set of questions asked about different events) is exported in the following number of files: one file at the questionnaire/household level of observation, another file at the household members/parent level, and two system generated service files on interview actions and comments. The detailed anatomy of the export file for questionnaire data can be found at: http://support.mysurvey.solutions/customer/portal/articles/2579806-questionnaire-data-export-file-anatomy. For system generated export file anatomy please refer to: http://support.mysurvey.solutions/customer/portal/articles/2579821-system-generated-export-file-anatomy.

TAB #5 REPORTS

This Tab appears on the left of the main menu, it is where all reports and summaries about the survey implementation and status are created. The reports include: Surveys and Statuses, Teams and Statuses, Map report, Cumulative Interview Chart, Quantity and Speed.



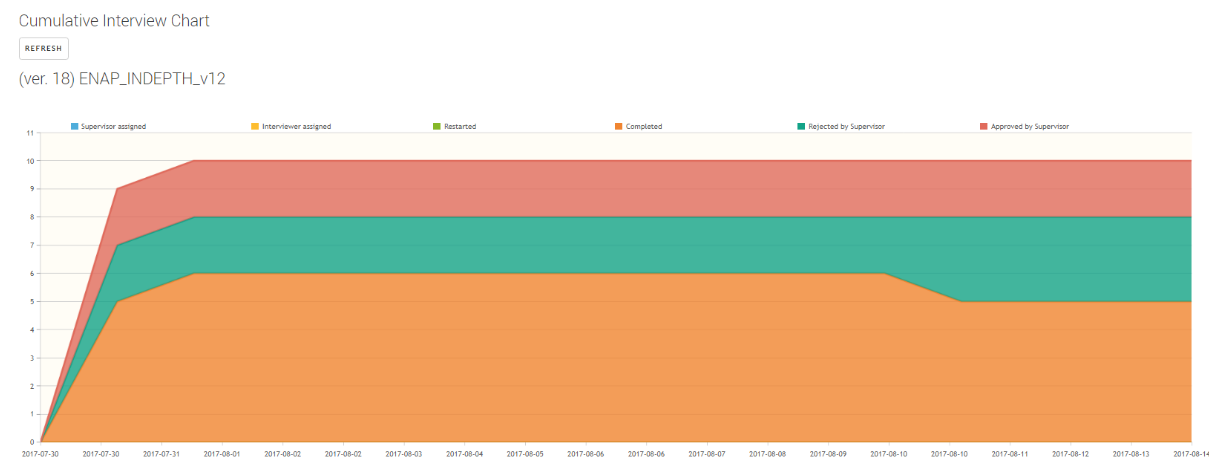
See below a brief description about the different reports (detailed description can be found at: http://support.mysurvey.solutions/customer/portal/articles/2481544-reports?b_id=12728).

Surveys and Statuses: This shows the overall questionnaire template summary. It includes the version number of the template, the questionnaire template name, the number of supervisors assigned, number of interviewers assigned, number of completed interviews per template, number of rejected interviews, number of approved and interviews.

Teams and Statuses: This reports details the summary of interviews completed, rejected, approved and total interviews by supervisors in the survey.

Map Report: This report shows the map reports for the different questionnaire templates using the Google maps and GPS overlay.

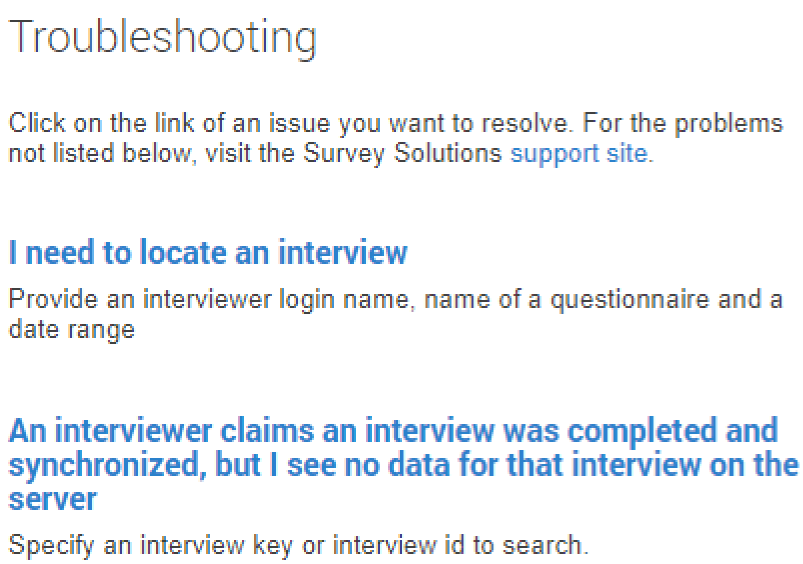
Cumulative Interview Chart: This report shows the cumulative interview status (Supervisor assigned, Interview assigned, Restarted, Completed, rejected by supervisor and Approved by Supervisor) by dates.



Quantity: This details the number of completed interviews, interview transactions by HQ, approved by HQ and interview transactions by supervisor

TAB #6: TROUBLESHOOTING

This tab is used for troubleshooting for problems or issues that the survey manager may want to resolve. Some preempted issues are shown under the troubleshooting tab namely; locate the interview and lost interviews that are claimed to have been submitted. For problems that are not anticipated, the survey manager is required to visit the Survey Solutions support site.



TAB #7: HELP

When this tab is click on, it will open the survey solutions help files in another tab on your internet browser.