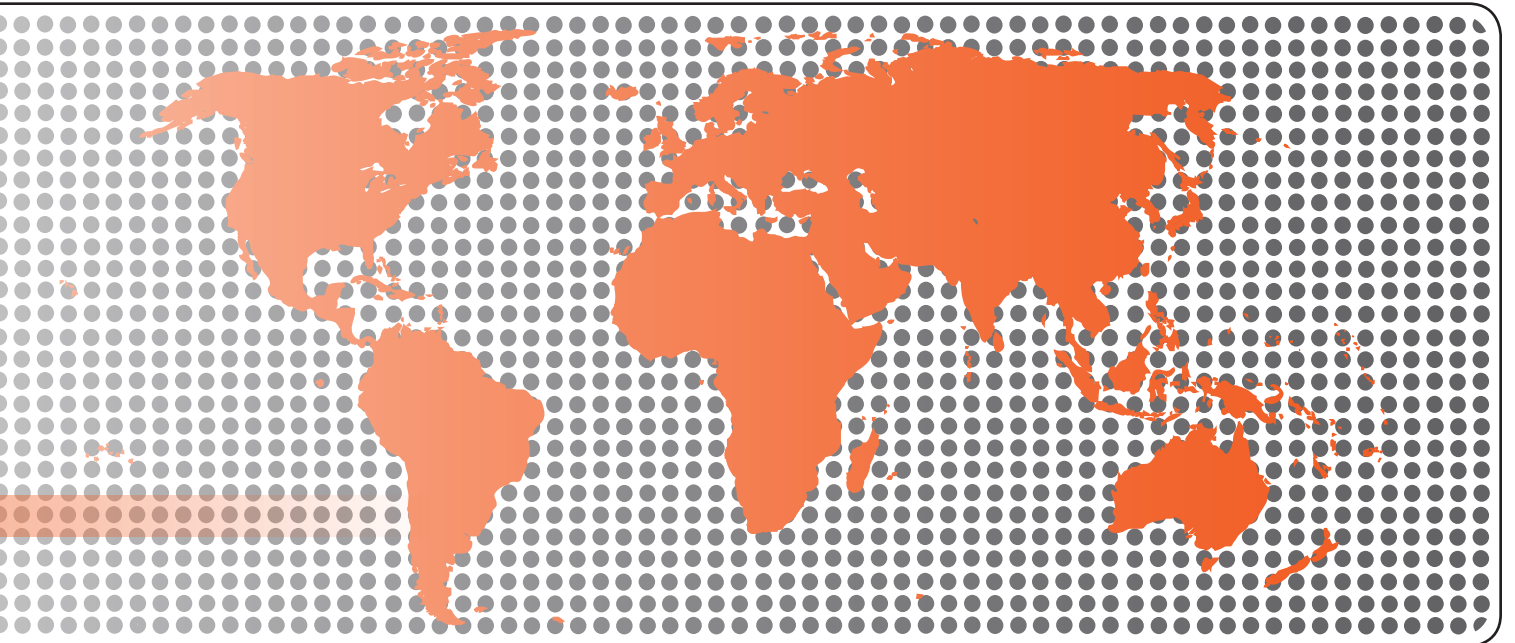


GTSS Global Adult Tobacco Survey (GATS)



Data Management Training Guide



Global Adult Tobacco Survey (GATS) Data Management Training Guide

Version 1.0
November 2010

Global Adult Tobacco Survey (GATS) Comprehensive Standard Protocol

GATS Questionnaire

Core Questionnaire with Optional Questions
Question by Question Specifications

GATS Sample Design

Sample Design Manual
Sample Weights Manual

GATS Fieldwork Implementation

Field Interviewer Manual
Field Supervisor Manual
Mapping and Listing Manual

GATS Data Management

Programmer's Guide to General Survey System
Core Questionnaire Programming Specifications
Data Management Implementation Plan
Data Management Training Guide

GATS Quality Assurance: Guidelines and Documentation

GATS Analysis and Reporting Package

Fact Sheet Template
Country Report: Tabulation Plan and Guidelines
Indicator Definitions

GATS Data Release and Dissemination

Data Release Policy
Data Dissemination: Guidance for the Initial Release of the Data

Tobacco Questions for Surveys: A Subset of Key Questions from the Global Adult Tobacco Survey (GATS)

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Disclaimer: The views expressed in this manual are not necessarily those of the GATS collaborating organizations.

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Overview: GATS Data Management Training Guide

Objective

The objective of this Global Adult Tobacco Survey (GATS) Data Management Training Guide is to provide a standardized protocol for the data management training to ensure that all components in training sessions are covered consistently.

How the Guide is Organized

The training guide consists of four modules:

- Module 1: Introduction to Data Management Planning, Tools, and Questionnaire Programming
- Module 2: Data Management Preparation for Field Work
- Module 3: Field Interviewer Training
- Module 4: Field Supervisor Training

Each module contains multiple sessions and each session covers a specific topic and is designed to be completed in one-half day.

How to Use This Guide

- Read the entire guide thoroughly before facilitating any GATS data management training.
- Use a blank copy of the specific module for each training session as reference notes.
- Read the *FT* **Notes for Trainer** for each session before the training and before the start of each topic area and use the notes during the training.
- Ensure that all points are covered during the training by checking the box for each bullet during the training or at the end of each topic. At the beginning of subsequent sessions, discuss any bullets that were missed.
- Record notes from each session in the last box to facilitate briefing and synopsis for the next training.
- If possible, send a copy of the completed training guide with comments to the information technology (IT) trainers group for lessons learned after each training.

Module 1: Introduction to Data Management Planning, Tools, and Questionnaire Programming

Purpose and Process

This first GATS module provides guidance for training data managers and IT specialists to understand the GATS data management process, hardware, software, and methods used for GATS implementation. This module also provides comprehensive training on questionnaire programming so IT specialists can adapt the questionnaire in the native language/s.

When to use: This module is covered in three sessions (1.5 days) and is recommended to be conducted during GATS protocol adaptation/orientation meeting in person or through a video workshop as early as possible.

Who should use: Trainers of data management/IT training for country data management staff.

Objectives

- To ensure that data managers and IT specialists understand the GATS data management structure.
- To involve the country GATS coordinator, country data manager, and country IT specialist with World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC) technical experts to select and adapt the data management model for the country-specific needs.
- To enable data managers and IT specialists to program the questionnaire in English and in to all the applicable local languages questionnaire. The goal is to have a well-tested final questionnaire ready prior to the workshop.

Outline

Session 1: Introduction to GATS Data Management Process (3–4 hours)

- A. GATS Data Management Plan and Models
- B. Introduction to the Software Technology (GSS IDE)
- C. Introduction to the Hardware Technology (Handheld)

Session 2: Questionnaire Programming Using GSS IDE (3–4 hours)

- A. Installation and Setup
- B. Adapting the English Questionnaire to Local Languages
- C. Using Answer Sets
- D. Programming Skips and Other Validations

Session 3: Introduction to Case File, Data Aggregation and Reports Menu (3–4 hours)

- A. Case File Overview
- B. Customizing the CMS Case Grid
- C. Setting Up Handheld for Testing Questionnaire
- D. Data transmission, Aggregation, and Transpose Overview

Reference material:

- ***GATS Questions by Questions Specifications***
- ***GATS Programmer's Guide to General Survey System***
- ***GATS Data Management Implementation Plan***

1.1 Introduction to GATS Data Management Process

Contents of Module/Session

Topic: Introduction to GATS Data Management Process

- A. GATS Data Management Plan and Models
- B. Introduction to the Software Technology (GSS IDE)
- C. Introduction to the Hardware Technology (Handheld)

Purpose

The purpose of the session is to ensure that data managers and IT specialists understand the GATS data management structure.

Method

Presentation and discussion

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]

- Presentation with model diagram and explanations with examples <<File Name.ppt>>.
- Laptop/desktop with GSS IDE and programmed core questionnaire installed.
- Handheld with sample questionnaire loaded (one per person).
- CD with all presentations, GATS GSS IDE, GATS generic SD card build to hand out.
- Printed set of IT/Data Management manuals(GATS Questions by Questions Specifications, GATS Programmer's Guide to General Survey System, GATS Data Management Implementation Plan) for each trainee.

A. GATS Data Management Plan and Models

📖 Notes for Trainer

- 👉 Check the list below as you go through the training to ensure each topic is covered.*
- 👉 Take time to discuss and understand the background of the country IT specialist.*
- 👉 Understand the country's technological capacity and adapt the training accordingly.*
- 👉 This is an overview session. Keep the discussion simple and basic—avoid technical jargon.*

Cover the following information:

- Explain models of data management using diagram.
- Share examples of countries and various models used.
- Build confidence in the technology and the software by stating the amount of work that has been accomplished in the first phase countries.
- Evaluate historical systems in the country (if any) to try to brainstorm a draft plan for the country.
- Draft a data management model that can be used for the country.
- Revisit draft model at the end of the day.
- Answer any questions.

B. Introduction to Software Technology (GSS IDE)

📖 Notes for Trainer

- 👉 Do not demo the programming at this stage; Session 2 covers this topic in detail.*

Cover the following information:

- Explain the installation process (do not demo the installation process at this stage).
- Describe how to start the GSS IDE.
- Explain the purpose and various screen components of the GSS IDE (menu and version).
- Explain purpose and contents of each menu item.
- Start with Household (HH) questionnaire design screen (provide just an overview of each component of the designer with existing data).
- Go over other menu components such as case file, data aggregation etc., briefly explaining the purpose without a demo of the process. These advanced features will be covered in Session 3.
- Explain the help menu, pinpointing each manual and report and encouraging participants to read all manuals thoroughly.
- Answer any questions.

C. Introduction to Hardware Technology (Handheld)

📝 Notes for Trainer

- 👉 Ensure simplicity in approach. Do not explain the details of the program structure, GSS, or CMS at this stage to avoid information overload.
- 👉 Keep detail-oriented questions in a separate list for answering later and continue the basic overviews in this session.
- 👉 During the handheld hands-on overview session, guide IT specialists through the process, ensuring they have a positive first experience using the handheld. Do not leave them alone with the handhelds to explore in this session.

Cover the following information:

- Provide overview of handheld and accessories:
 - Stylus
 - Screen
 - SD card slot and SD card
 - Charger and mini USB slot
 - Battery life and charging practices
- Discuss basic handheld operations (power on/off, brightness, battery).
- Compare paper vs. handheld:
 - Validations at data entry
 - Skip programming
 - Saves time and money and provides better quality
 - Better data security and less loss of losing data
 - Handheld does all calculation and thinking to avoid bias and human errors
- Give overview of CMS using PowerPoint screenshots.
- Give practical details about handheld to the IT specialists (use standard set of slides).
- Discuss handheld care:
 - Use same precautions for handheld as for your mobile phone.
 - Use only stylus for screen protection.
- Answer any questions.

Summarize topic

Introduction to GATS Data Management Process

- A. GATS Data Management Plan and Models
- B. Introduction to the Software Technology (GSS IDE)
- C. Introduction to the Hardware Technology (Handheld)

Notes from Trainer/Unanswered Questions (if any)

1.2 Questionnaire Programming Using GSS IDE

Contents of Module/Session

Topic: Questionnaire Programming Using GSS IDE

- A. Installation and Setup
- B. Adapting the English Questionnaire to Local Languages
- C. Using Answer Sets
- D. Programming Skips and Other Validations

Purpose

The purpose of the session is to train IT data specialists to use the GSS IDE questionnaire designer so they can adapt the English questionnaire to the local language/s, and have a well-tested final questionnaire ready prior to the workshop.

Method




SHOW ONCE, DO ONCE

Tools/Pre-requirements *[Check the list to ensure preparedness prior to training]*

- Laptop/desktop with GSS IDE and programmed English core questionnaire installed with a sample second language.
- Laptop without GSS IDE installed for the IT specialist.
- Country-specific language pack identified and tested.
- Printed copy of questionnaire specifications document for each person.

A. Installation and Setup

Notes for Trainer




-  Check the list below as you go through the training to ensure each topic is covered.
-  Copy the installation on a flash drive before the training, and test the installation to avoid any surprises.
-  Use the SHOW ONCE, DO ONCE method: first demo the process on the main screen and then work together to repeat the demo with the participants.

Cover the following information:

- SHOW ONCE: demo the installation of the software.
- DO ONCE: repeat the installation on the trainee's laptop.
- Explain different components that are installed in the process (mainly discuss contents of GATS and GATS_Folders).
- Answer any questions about the installation.

B. Adapting the English Questionnaire to Local Languages

Notes for Trainer




-  Check the list below as you go through the training to ensure each topic is covered.
-  Use the SHOW ONCE, DO ONCE method: first demo the process on the main screen and then work together to repeat the demo with the participants.
-  Considering the purpose of the session, provide as much information as possible about the questionnaire to help the trainee feel comfortable with the software.

Cover the following information:

- Start the HH questionnaire.
- Explain various components of the designer screen in detail:
 - Question properties
 - Question types (Info, List, Num, Text, All that Apply)
 - Sequence #, Question type, Qid, Next Question
 - Question text
 - Fills in question text
 - How to save questions
 - One language at a time
 - Version control
- Answer any questions about the questionnaire designer screen.
- Work on the HH Questionnaire to include some sample country language text.
- Emphasize importance of version control and backups.

C. Using Answer Sets

Notes for Trainer




-  Check the list below as you go through the training to ensure each topic is covered.
-  Use the SHOW ONCE, DO ONCE method: first demo the process on the main screen and then work together to repeat the demo with the participants.
-  Mention that answer sets would rarely be changed.

Cover the following information:

- Discuss answer text and its purpose.
- Discuss using same answer sets for multiple questions.
- Explain answer sequence.
- Explain answer code.
- Describe answer set and how to activate.
- Explain how to create new answer sets.
- Describe how to change an answer set.
- Stress importance of maintaining unique answer sets.
- Answer any questions.

D. Programming Skips and Other Validations

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Go slowly during this phase because the material is technical and complex.
-  Mention that skips and other conditions would rarely be changed.

Cover the following information:

- Discuss skip patterns.
- Explain how to use question fill text.
- Explain examples from the HH Questionnaire to understand the skips and programming constructs (looping and instance, range checks, special instructions).
- Discuss the syntax:
 - Concept of a “sentence” ending with a “;”
 - If then
 - Goto
 - Set
 - Use of variables {xxx}
- Answer any questions.
- Walk through the Individual Questionnaire (IQ) to revisit the above process (this will facilitate familiarization as well as revision of the tool).

Summarize topic

Questionnaire Programming Using GSS IDE

- A. Installation and Setup
- B. Adapting the English Questionnaire to Local Languages
- C. Using Answer Sets
- D. Programming Skips and Other Validations

Notes from Trainer/Unanswered Questions (if any)

1.3 Introduction to Case File, Data Aggregation and Reports Menu

Contents of Module/Session

Topic: Introduction to Case File, Data Aggregation and Reports Menu

- A. Case File Overview
- B. Setting Up Handheld for Testing Questionnaire
- C. Data Transmission, Aggregation, and Transpose Overview

Purpose

The purpose of the session is to explain the case file concept, provide training on setting up a handheld to test the questionnaire, and give an overview on other advanced topics such as data transfer, data aggregation, transpose, data monitoring, and master dataset creation. (The next module will cover these topics in detail.)

Method



SHOW ONCE, DO ONCE

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]

- Laptop/desktop with GSS IDE and programmed English core questionnaire installed with a sample second language.
- Handheld (one per person present).
- Laptop/desktop with GSS IDE installed for IT specialists.
- Laptop with screen display software to show handheld screen; use MyMobiler.
- Country-specific language pack identified and tested.
- Printed copies of the Questionnaire Specifications document for each person.

A. Case File Overview

Notes for Trainer




-  Check the list below as you go through the training to ensure each topic is covered.
-  Use the SHOW ONCE, DO ONCE method: first demo the process on the main screen and then work together to repeat the demo with the participants.

Cover the following information:

- Explain concept of case file (what a case file is and why it is required).
- Describe each field in the case file.
- Decide what fields must go into the CMS case grid and in what order.
- Explain/determine what variable will hold the GATS Primary Sampling Unit.
- Describe how data will be collected for the case file.
- Explain that there is one case record for each household (includes HH and IQ).
- Explain requirement for case file for the pretest and full survey.
- Create sample case file with few records.
- Answer any questions about the case file.
- Develop a model for assigning cases to field interviewers.

B. Set Up Handheld for Testing Questionnaire

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Use the DO WITH ALL method broken into smaller steps.
-  Ensure participants thoroughly understand how to set up the handheld for testing the questionnaire. This is an advanced-level topic.



Cover the following information:

- Explain how to prepare the SD card build for the handheld.
- Discuss handheld soft reset.
- Discuss handheld hard reset (caution: do not share this information with interviewers/supervisors).
- Explain how to install the GSS IDE on the handheld.
- Explain how to set up the field interviewer ID (FIID).
- Explain how to set up the date and time.
- Explain the importance of unique FIID and date and time.
- Explain how to load training cases.

- Discuss exiting CMS once a day to get a backup to SD card.
- Discuss how to test questionnaire.
- Explain file structure on the handheld.
- Explain how to use CMS.
- Explain result codes and color coding (green, black, red).
- Discuss version testing.
- Discuss method of testing the questionnaire using the specifications.
- Explain how to update questionnaire on handheld during testing phase without hard resetting the handheld.
- Repeat the process at least two times to ensure that participants thoroughly understand the setup procedures.
- Answer any questions.

C. Data Transmission, Aggregation, and Transpose Overview

📖 Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  This is an advanced-level session. During this session, ensure that participants thoroughly understand the scope of the topics. In Module 2, these topics will be covered in detail prior to the pretest.

Cover the following information:

- Explain data transfer from handheld to the National Data Center.
- Using GSS IDE and sample data, demo data aggregation menu items:
 - View data (purpose and how to use)
 - Aggregate data (purpose and how to do)
 - Export data to CSV and bring it into Excel
 - Transpose data
 - Reports for daily monitoring: overview of the three reports and how they can be used
 - Master dataset creation
 - Program options menu item
- Show the help menu again and explain its contents.
- Answer any questions about the case file.
- Share contact information.
- Discuss setup of communication schedule (regular calls) in preparation for pretest.

Summarize topic

Overview of Advanced Processes

- A. Case File Overview
- B. Setting Up Handheld for Testing Questionnaire
- C. Data Transmission, Aggregation, and Transpose Overview

Notes from Trainer/Unanswered Questions (if any)

Check to Determine if Module Objectives Were Achieved:

- Data managers and IT specialists understand the GATS data management structure.
- Involvement of the country GATS coordinator, country data manager, and country IT specialist to select and adapt the data management model for the country-specific needs.
- Data managers and IT specialists programmed the questionnaire in English and in to all the applicable local languages questionnaire and final questionnaire ready prior to the workshop.

Module 2: Data Management Preparation for Field Work

Purpose and Process

This module provides guidance on training of data managers and IT specialists, covering the entire lifecycle of the data from collection to final dataset creation including questionnaire programming, quality control testing, data aggregation, reports etc.

This module facilitates data managers with the data management process, hardware, and software expertise needed to conduct the entire GATS data management process.

The recommendation is that data managers and IT specialists have attended and successfully completed the entire Module 1 training and have worked on the finalization of the questionnaire remotely between the Module 1 and 2 trainings.

When to use : This training will be delivered before the training for field interviewers and supervisors, during the pretest and full survey preparations. It is presented in five sessions (2.5 days); each session will require approximately 4 hours.

[This module should be used for pretest and full survey training workshop with extra time for setting up handhelds and quality control (QC) based on the number of handhelds as required.]

Who should use: Trainers for data management training and workshop

Objectives

- To ensure that IT specialists have all skills required to conduct the GATS.
- To set up all handhelds for training and fieldwork.
- To prepare an action plan with the data manager, IT specialist, country coordinator, country focal person, and others as necessary for data management activities for full survey.

Outline

Session 1: Final review of questionnaire (4–6 hours)

- A. Review Final Questionnaire on Handheld and Screen
- B. Build Case File

Session 2: Set up all handhelds (3–4 hours)

- A. Build Master SD Card
- B. Set Up Manufacturing Process
- C. Hard Reset All Handhelds & Create SD Card Copies
- D. Set Up All Handhelds for Training and Fieldwork

Session 3: Understand the QC process and conduct QC on all handhelds (2–3 hours)

- A. Discuss Overview and Purpose of QC
- B. Explain Method of Conducting QC1 and QC2 and Finalize All Handhelds for Training
- C. Load Case File After Training

Session 4: Data monitoring and creating the master dataset (2–3 hours)

- A. Data Aggregation and Transpose
- B. Data Monitoring—Reports
 - Response Rates
 - Frequencies
 - Pending Final Result Code
 - Discuss Training Field Supervisors and Field Interviewers on Event Coding and Finalize All Cases
- C. Master Dataset Creation
- D. Data View for Looking at Data in Detail

Session 5: Training preparation using Modules 3 and 4 and role play

- A. Review Training Process Using Modules 3 and 4
- B. Conduct Full Circle Role Play
- C. Review Summary and Action Plan for Full Survey

Reference material:

- ***GATS Questions by Questions Specifications***
- ***GATS Programmer’s Guide to General Survey System***
- ***GATS Data Management Implementation Plan***
- ***GATS Field Interviewer Manual***
- ***GATS Field Supervisor Manual***
- ***GATS Quality Assurance: Guidelines and Documentation***

2.1 Final Review of Questionnaire

Contents of Module/Session

Topic: Final Review of Questionnaire

- A. Review Final Questionnaire on Handheld and Screen
- B. Build Case File

Purpose

The purpose of this session is to finalize the questionnaire and case file MDB for training and fieldwork.

Method




Group work (with IT specialist, country focal point/questionnaire specialist)

Tools/Pre-requirements *[Check the list to ensure preparedness prior to training]*

- Printed copies of the English adapted questionnaire, English specifications, language questionnaire, and language specifications (one copy for each person, if available).
- Laptop/desktop with GSS IDE and programmed adapted questionnaire and MyMobiler display software installed.
- Handheld with final questionnaire loaded (one per person present).
- Marker pens.
- Overhead projector.

A. Review Final Questionnaire on Handheld and Screen

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Ensure that the most updated versions of the specifications and questionnaire are printed and available for the session.
-  Explain the process to participants at the beginning of the session.



Cover the following information:

- Use a clean copy of the specifications and questionnaire to check the questions for each person involved in the discussion.
- Along with the country data manager and coordinator, go through every question from the specifications document; then go back and forth through the questionnaire to review and finalize each question text, answer text, and loops.
- Check that correct translation from the approved translated document is used in the right place.
- Ensure the translated answer sets match the English answer sets, translated messages, menu items, and events.
- Do not allow translation changes at this stage, as the translation is cleared only by the technical committee. Create an update list for installation at a later time.
- Mark each question on the specifications document clearly with a bold marker pen to ensure that the question has been approved.
- Mark any required changes in bold on the question, and add them to the update list.
- After checking a section or the entire questionnaire, make the required changes carefully and vigilantly in the questionnaire file using the GSS IDE software. Mark the changes clearly with a different code on the specifications.
- Check each record of call entry by entering each code at least once and saving it into a household record and individual record.
- Update the version number of the questionnaire and note it.
- After all changes are complete, load the new SDF files to the handheld, then check the new version number of the questionnaire loaded.
- Repeat the checking process for each question that was changed.
- Ensure that all questions have been approved by checking off each question on the specifications document.
- Update the version number every time the questionnaire is updated.
- Repeat the same procedure for the HH and IQ separately.
- Load the final version SDF files into a fresh handheld and have each person individually test the entire questionnaire one more time.
- Repeat the above process for any changes required.

- After all changes are incorporated and approved, record the final version number of both the HH and IQ files for QC process covered in Session 3 of this module.
- Enforce use of similar method for the final survey questionnaire as well.

B. Build Case File

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  It is still important to conduct the exercise of building a case file during the pretest in order to have a complete case file for the full survey fieldwork.

Cover the following information:

- Explain what a case file is.
- Explain the purpose of the case file.
- Discuss how to plan the case-ID distribution.
- Discuss recording/importing of case information using the GSS IDE.
- Work with the edit case file and CMS grid designer in the GSS IDE to create a case file.
- Create a case file to load on the handhelds.
- Load the case file on several handhelds and test the assignment of cases.
- Describe the process of loading cases after the training so that the interviewers do not play with actual cases.
- Ensure that data managers know that in order to make changes after cases are loaded, they must reset the handheld or reload the GATSCMSDB.sdf with the new cases.
- As part of troubleshooting, explain how to recover data file(s) if a handheld crashes during fieldwork. Also explain how to create a new handheld with the unworked cases from the broken handheld.
- Answer any questions.

Summarize topic

Final Review of Questionnaire

- A. Review Final Questionnaire on Handheld and Screen
- B. Build Case File

Notes from Trainer/Unanswered Questions (if any)

2.2 Set Up All Handhelds

Contents of Module/Session

Topic: Set Up All Handhelds

- A. Build Master SD Card
- B. Set Up Manufacturing Process
- C. Hard Reset All Handhelds & Create SD Card Copies
- D. Set Up All Handhelds For Training And Fieldwork

Purpose

The purpose of this session is to set up all handhelds for the field interviewer and field supervisor training (covered in the next module).

Method




Group work (with IT specialist, country focal point/questionnaire specialist)

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]

- All required handhelds unpacked and fully charged.
- All required blank SD cards.
- Two or three laptops (tested for no virus presence) with SD card readers.
- Final questionnaire SDF files.
- Most updated build for handheld.
- Empty cartons/boxes to keep all handhelds organized.
- Marker pens/soft tip pens.
- Printed stickers (two sets) placed side by side for pasting on handhelds (based on the template in the QC manual).

A. Build Master SD Card

Notes for Trainer



-  Check the list below as you go through the training to ensure each topic is covered.
-  Explain the process to participants at the beginning of the session.
-  Ensure version control.

Cover the following information:

- After the questionnaire files have been finalized (following the steps outlined in the previous session), copy the files to a clean machine with no virus and create a clean SD card build.
- Install the build on two or three handhelds.
- Test the software and the questionnaire by walking through the complete questionnaire.
- Test break-off and record of calls.
- If any issues are identified, revisit Session 1 processes.
- If the build works correctly on all the test handhelds, create copies of the master SD card (one for each handheld required).
- Do not support the practice of using the same SD card to master all the iPAQS; each iPAQ should have its own master SD card.
- Use two separately marked boxes, one with blank SD cards and the other with built SD cards.
- Ensure the SD cards are properly separated and stored.
- Answer any questions.

B. Set Up Manufacturing Process

Notes for Trainer



-  Check the list below as you go through the training to ensure each topic is covered.
-  Explain the process to participants at the beginning of the session.

Cover the following information:

- Place all handhelds in boxes properly marked as “1.BLANK (Hard reset completed)” on boxes.
- Mark separate boxes titled: “2.FOR QC1,” “3.FOR QC2,” and “4.COMPLETE.”
- Each handheld should go from box 1 to box 4 during the manufacturing process.
- Place any handhelds with any problems back into box 1; go through all the boxes again.
- Answer any questions.

C. Hard Reset All Handhelds and Create SD Card Copies

Notes for Trainer



-  Check the list below as you go through the training to ensure each topic is covered.
-  Explain the process to participants at the beginning of the session.

Cover the following information:

- Fresh handhelds out of the box do not need to be hard reset.
- Any used handhelds that need to be set up again must always be hard reset.
- Practice method of hard resetting. (Trainees should not share this information with any field interviewers/supervisors because hard resetting will cause all data to be erased from the handheld.)
- Set up a parallel process for hard resetting all the handhelds.
- Reset one handheld at a time using the SHOW ONCE, DO ONCE method.
- Ensure all trainees are comfortable with this process. Then, one trained person can set up four to six handhelds at a time.
- Place a sticker on each handheld after the hard reset process is complete.
- As a parallel process, start creating copies of the master SD card.
- Ensure SD cards are clean, freshly formatted, and free of viruses. If they have just been opened/unpackaged, they are OK; if not, they should be formatted on a trusted PC.
- Ensure this process is followed to avoid any errors or virus transfer. Copy files by opening two windows on the computer side by side, then drag and drop the master folder and its contents into the destination SD card folder.
- Ensure SD cards are placed in two separate boxes—one for blank SD cards and another for loaded SD cards—placed on each side of the computer.
- After all handhelds are hard reset as required and all SD cards copied, move to the next section. (Remember: do not include the case file on the SD card.)
- Answer any questions.

D. Set Up All Handhelds for Training and Fieldwork

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered,
-  Explain the process to participants at the beginning of the session.

Cover the following information:

- Set up a demo of the handheld setup process with one handheld per person.
- Walk through each step, explaining the process to all participants.
- Highlight FIID setting and the importance of setting the date and time.

- Highlight the automatic backup that occurs when exiting the CMS; emphasize that field interviewers should be trained to exit CMS at least once every day.
- Repeat the process with one handheld again if required.
- Move completed handhelds from box "1.BLANK" to box "2.FOR QC1."
- Answer any questions.
- Ensure all trainees are comfortable with this process. Then, one trained person can set up four to six handhelds at a time.
- After the first batch of handhelds is completed, complete a QC1 process (detailed in next section) to detect early problems on the handhelds.
- Ensure that the person who does the setup signs the INI field on the sticker.
- Answer any questions.

Summarize topic

Set Up All Handhelds

- A. Build Master SD Card
- B. Set Up Manufacturing Process
- C. Hard Reset All Handhelds & Create SD Card Copies
- D. Set Up All Handhelds For Training And Fieldwork

Notes from Trainer/Unanswered Questions (if any)

2.3 Understand the QC Process and Conduct QC on All Handhelds

Contents of Module/Session

Topic: Understand the QC Process and Conduct QC on All Handhelds

- A. Discuss Overview And Purpose of QC
- B. Explain Method of Conducting QC1 And QC2 and Finalize All Handhelds for Training
- C. Load Case File After Training

Purpose

The purpose of this session is to train and explain the QC process for setting up the handhelds and conducting QC on all handhelds for the workshop and fieldwork.

Method

Group work (with IT specialist, country focal point/questionnaire specialist)

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]

- All required handhelds that were set up in previous session.
- Soft tip pens.
- Labels for iPAQS.
- Extra stylus (one per person).

A. Discuss overview and Purpose of QC

📖 Notes for Trainer

- 👉 Check the list below as you go through the training to ensure each topic is covered.
- 👉 Explain the process to participants at the beginning.

Cover the following information:

- Ensure the participants understand the purpose of the QC process (quote examples, emphasize no shortcuts).
- Emphasize the importance of conducting the QC during each iteration of setting up the handhelds and quoting examples.
- Answer any questions.

B. Explain Method of Conducting QC1 and QC2 and Finalizing All Handhelds for Training

📖 Notes for Trainer

- 👉 Check the list below as you go through the training to ensure each topic is covered.



Cover the following information:

- Plan the distribution of handhelds such that the people doing INI, QC1, and QC2 should all be different.
- Mark the final questionnaire MDB version numbers on a big whiteboard so that all can see it.
- Set up a demo of the QC1 process with one handheld per person.
- Walk through each step explaining the process to all the participants.
- Highlight each check on the sticker.
- Repeat the process with one handheld again, if required.
- Once the testers are comfortable with the process, each participant can conduct QC on four to six handhelds.
- Complete all handhelds for QC1 and move handhelds from box "2.FOR QC1" to box "3.FOR QC2" after the handheld undergoes the QC1 process.
- After completion of the QC1 process, any handhelds with a problem should be fixed and placed back in box "2.FOR QC1."
- After completion of QC1 on all handhelds, same procedure should be followed for QC2 process using the QC2 field on the sticker.
- At the end of QC2, ensure that all handhelds have clean copy of training cases installed.
- After completion of QC2 process the handhelds should be moved to the "4.COMPLETE" box.

- The handhelds in the “4.COMplete” box should not be used for any further testing as these are ready for the workshop.
- Answer any questions.

C. Loading Case File After Training

fb Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Explain the process to participants at the beginning of the session.

Cover the following information:

- Case file for the fieldwork should always be loaded after the field interviewers training, both for the pretest and the full survey fieldwork.
- Repeat demo of the process showing how to create a case file for handheld.
- Check from frequencies and assignment of cases in the case file, with the actual case assignment.
- Load the final exported case file on a fresh SD card.
- Delete the training cases on the handheld.
- Load the live cases on a test handheld with a real FIID (duplicate from an existing handheld).
- Test a live case on the handheld through complete iteration.
- Load the live cases on five handhelds.
- Check the assignments on each handheld comparing them to the FIID assignments in the actual plan.
- Note the number of cases loaded on the QC sticker.
- Sort out any problems identified.
- Create copies of the SD card with case file and start loading cases one at a time on each handheld; ensure the cases loaded are recorded on each sticker.
- After all cases are loaded, check each FIID and assigned number of cases; check the battery and stylus, and seal box until fieldwork begins (ensure original SD card is inserted and case file SD card is removed).
- Answer any questions.

Summarize topic

Understand the QC Process and Conduct QC on All Handhelds

- A. Discuss Overview And Purpose of QC
- B. Explain Method of Conducting QC1 And QC2 and Finalize All Handhelds for Training
- C. Load Case File After Training

Notes from Trainer/Unanswered Questions (if any)

2.4 Data Monitoring and Creating the Master Dataset

Contents of Module/Session

Topic: Data Monitoring and Creating the Master Dataset

- A. Data Aggregation and Transpose
- B. Data Monitoring—Reports
- C. Master Dataset Creation
- D. Data View for Looking at Data in Detail

Purpose

The purpose of this session is to ensure that the data manager and country coordinator are trained to use the data for monitoring the field work and to create the final master dataset for analysis.

Method





Group work (with IT specialist, country focal point/questionnaire specialist)

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]

- Laptop/desktop with GSS IDE and programmed adapted questionnaire installed.
- Four to five test handhelds with final build loaded.

A. Data Aggregation and Transpose

Notes for Trainer






-  Check the list below as you go through the training to ensure each topic is covered.
-  This session is about the complete lifecycle of the data collected, starting when the data are transmitted from the field through creation of the master dataset.
-  Ensure this process is well understood and conduct multiple trials until all the processes are well understood.
-  Encourage participants to take notes and use help and documentation.

Cover the following information:

- Explain the data structure (different data tables and how they are organized).
- Explain the recommended backup process for field staff.
- Plan a data storing method (maintaining a proper archive of weekly incoming files).
- Explain the data aggregation process (data tables required).
- Explain node ID.
- Explain the use of mastersdf.zero and master.sdf.
- Explain how to aggregate data from various SDF files.
- Using the test handhelds, set up a real-life situation with five different IDs on the five test handhelds.
- Ask each person to enter three to four records into the handhelds.
- Use the data from the test handhelds to demo the data aggregation process.
- Use SHOW ONCE, DO ONCE to ensure that the data manager and IT specialists are well versed in this process.
- Explain the different tables in the aggregated dataset.
- Explain the summary report and the aggregation report in detail.
- Explain the contents of each column of the report.
- Explain and demo the data view tools to look at individual events and questionnaires.
- After practicing data aggregation, move to data transpose of the response table and explain how the operation works.
- Practice transpose data.
- Show master file creation process.
- Answer any questions.

B. Data Monitoring—Reports

Notes for Trainer




-  Check the list below as you go through the training to ensure each topic is covered.
-  This process is for data monitoring during fieldwork to track early issues or problems.
-  Ensure this process is well understood and conduct multiple trials until all the processes are well understood—since this has been a weak process in other countries where training has already occurred.
-  Encourage participants to take notes and use help and documentation.
-  Involve the country coordinator in this session as the coordinator will use the reports to track progress.

Cover the following information:

- Explain each report contents and the purpose of each report.
- Explain how to use each report for regular monitoring.
- Explain how to generate the report and the prerequisites for the reports.
- Practice report generation.
- Answer any questions.

C. Master Dataset Creation

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Ensure this process is well understood and conduct multiple trials until all the processes are well understood since this is a new process and used only at the end of complete data collection.
-  Encourage participants to take notes and use help and documentation.

Cover the following information:

- Explain the purpose of this program.
- Explain the different databases that are required to generate the master dataset.
- Use SHOW ONCE, DO ONCE to explain the process of generating the master dataset.
- Explain the files created in the process (SPSS, SAS input files).
- Practice generating the master dataset.
- Answer any questions.

D. Data View for Looking at Data in Detail

📖 Notes for Trainer

👉 Check the list below as you go through the training to ensure each topic is covered.

Cover the following information:

- Explain the purpose and use of the view data option in the data aggregation menu.
- Explain the purpose and use of the export data to csv option in the data aggregation menu.

Summarize topic

Data Monitoring and Creating the Master Dataset

- A. Data Aggregation and Transpose
- B. Data Monitoring—Reports
- C. Master Dataset Creation
- D. Data View for Looking at Data in Detail

Notes from Trainer/Unanswered Questions (if any)

2.5 Training Preparation Using Modules 3 and 4, and Role Play

Contents of Module/Session

Topic: Training Preparation Using Modules 3 and 4, and Role Play

- A. Review Training Process Using Modules 3 and 4
- B. Conduct Full Circle Role Play
- C. Review Summary and Action Plan for Full Survey

Purpose

The purpose of this session is to prepare data managers for the field interviewers and field supervisors training and to set up a plan for the full survey preparations.

Method




Group work (with IT specialist, country focal point/questionnaire specialist)

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]

- Laptop/desktop with GSS IDE and programmed adapted questionnaire and MyMobiler installed for demo purpose.
- Handheld with final questionnaire loaded (one per person present).
- Plain copies of the training guide (Module 3—Field Interviewers Training and Module 4—Field Supervisors Training).
- Overhead projector.
- Presentations for the training.

A. Review Training Process Using Modules 3 and 4

Notes for Trainer


-  Check the list below as you go through the training to ensure each topic is covered.
-  Explain the process to participants at the beginning.
-  Encourage note taking.

Cover the following information:

- Explain the purpose of this session as preparation for the field interviewers' training.
- Go through the entire Module 3—Field Interviewers Training session by session.
- Demonstrate the method of training using the module.
- Highlight the importance of following the Notes for trainer.
- Emphasize the most important part—to keep everyone on the same screen and together during the training by using methods such as:
 - Place handhelds on table in the pouch when SHOW ONCE is happening.
 - Use SHOW OF HANDS when DO ONCE is happening to ensure everyone is together and does not miss any important information.
- Keep session interactive and encourage questions.

B. Conduct Full Circle Role Play

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.

Cover the following information:

- After a full demonstration, conduct a full circle role play with each trainer.
- Monitor and provide constructive feedback on the following:
 - Missing elements (if any) highlighting the importance to use the training guide
 - Level of details of information given during the training (should not get technical)
 - Timing and speed of each session
 - Use of SHOW ONCE, DO ONCE
 - Keeping everyone together during the training
 - Overall implementation of instructions
- Repeat the entire process for the field supervisors training as above.
- Answer any questions.

C. Review Summary and Action Plan for Full Survey

📝 Notes for Trainer

- 👉 Check the list below as you go through the training to ensure each topic is covered.
- 👉 This session should be used to set up a plan for the full survey data management process.
- 👉 Identify any shortcomings identified during the pretest and set up a communication and follow-up plan on a weekly or biweekly basis to track progress for the full survey preparations.
- 👉 Set up a timeline and identify responsible officer.
- 👉 Communicate this plan to the concerned members and partners.

Summarize topic

Role play, training preparation using Modules 3 and 4, and summary

- A. Review Training Process Using Modules 3 and 4
- B. Conduct Full Circle Role Play
- C. Review Summary and Action Plan for Full Survey

Notes from Trainer/Unanswered Questions (if any)

Check to Determine if Module Objectives Were Achieved:

- IT specialists have all skills required to conduct the GATS.
- Set up all handhelds for training and fieldwork.
- Prepare an action plan with the data manager, IT specialist, country coordinator, country focal person, and others as necessary for data management activities for full survey.

Module 3: Field Interviewer Training

Purpose and Process

This module provides guidance for training field interviewers to use handheld devices.

Trainers will deliver this training to field interviewers prior to the pretest and full survey fieldwork. The module is divided into four sessions (the timing of the sessions may be adjusted to accommodate the number of participants).

When to use : This training is to be delivered after completing paper version of the questionnaire training

[This module should be used for the pretest and full survey training workshop.]

Who should use: Trainers for field interviewers training (pretest and full survey).

Objectives

- To ensure that each field interviewer thoroughly understands how to use the handheld for data collection.

Outline

Session 1. Basics of Handheld and Overview of Household Questionnaire (2–3 hours)

- A. Basics of Handheld
 - Parts of Handheld
 - Using Handheld
 - Charging Handheld and Battery Life
 - Caring for Handheld
- B. Starting Cms
 - The Date and Time Screen
 - Password
 - Cases Screen
- C. Using The Household Questionnaire

Session 2. Using the Individual Questionnaire (4-5 hours)

Session 3. Break Off, Record of Calls, and Final Result Codes (2–3 hours)

Session 4. Role Play and Practice Session (depending on number and need)

Reference material:

GATS Field Interviewer Manual

3.1 Basics of Handheld and Overview of Household Questionnaire

Contents of the Module/Session

Topic: Basics of Handheld and Overview of Household Questionnaire

- A. Basics of Handheld
 - Parts of Handheld
 - Using Handheld
 - Charging Handheld and Battery Life
 - Caring for Handheld
- B. Starting CMS
 - The Date and Time Screen
 - Password
 - Cases Screen
- C. Using the Household Questionnaire

Purpose

The purpose of this session is to review the basic parts of the handheld, and provide an overview of the HH questionnaire.

Method










Training and group work

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]





- Handheld with final questionnaire loaded and training cases loaded (one per person present).
- Handheld chargers (one per person present).
- Handheld covers, if being used.
- Laptop/Desktop with GSS IDE and programmed adapted questionnaire installed.
- Remote display installed on the laptop for display of handheld screen.
- Overhead projector.
- HH response sets for different scenarios.



A. Basics of Handheld

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Use SHOW ONCE, DO ONCE throughout the training.
-  Use SHOW OF HANDS to ensure that everyone is together throughout the training.
-  To ensure that everyone is listening, use methods such as asking everyone to place handhelds on table in the pouch when SHOW ONCE is happening.
-  Use the RULES concept to ensure that each participant learns the 10 key messages.
-  Go very slowly during the first session and provide simple information—avoid any technical jargon.
-  This session should make field interviewers comfortable in using the handhelds and eliminate any fears of using them.
-  It is very important to keep trainees focused on the topic content; discourage any questions that are beyond the scope of the topic to avoid confusion.
-  Keep the session interactive and ask questions (primarily about the RULES).







Cover the following information:

- What is a handheld?
- Parts of handheld
 - Stylus
 - Screen
 - Charger (do not discuss any other parts at this stage; hold on any questions that may arise)
- Basic handheld operations (power on/off, brightness, battery).
 -  Use SHOW ONCE, DO ONCE two to three times for each of the above instructions until each participant is comfortable and feels it is easy to use.
 -  Using brightness controller, train the interviewers in using stylus. Tell them that they have now learned how to use the handheld.
- Ensure enough practice is completed so that each interviewer is well versed with the process.
- Explain the benefits of using the handheld in short as well interactively.
- Charge handheld.
 -  Use SHOW ONCE, DO ONCE two to three times for each of the above instructions until each participant is comfortable and feels it is easy to use.
 -  Use the click as an indicator for correct connection and charging symbol.
- Introduce RULE 1: Charge your handheld every night for the full night.



-  Repeat rule as many times as possible during the course of the training.
- Share general guidance of how to take care of the handheld.
 -  Compare handheld care to cell phone care (simplified instructions).
- Ensure that each person is very comfortable in all the areas covered to this point before moving ahead.
- Take questions at this stage (but do not answer questions about other topics—ask the person to hold the question for later discussion).

B. Starting CMS

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Use SHOW ONCE, DO ONCE throughout the training.
-  Use SHOW OF HANDS to ensure that everyone is together throughout the training.
-  To ensure that everyone is listening, use methods such as asking everyone to place handhelds on table in the pouch when SHOW ONCE is happening.
-  Use the RULES concept to ensure that each participant learns the 10 key messages.
-  Go slowly during this session because the participants will be learning how to use the CMS for the first time (typically going at the pace of the weakest participant).






Cover the following information:

- Explain how to start CMS.
- Discuss date and time screen (what to check).
- Introduce RULE 2: Every time you start CMS, check date and time.
- Ask about RULE 1.
- Check date and time; correct box if correct.
- Show how to correct date and time.
- Explain password and procedures. (Users have five chances to enter correct password or the handheld will be locked.)
- Explain how to enter the password (using keyboard).
 -  Ensure that everyone remembers the password and repeat SHOW ONCE, DO ONCE until every participant is very comfortable in each step covered so far.
- After the password screen explanation, explain the screen that shows the list of cases.
 -  Do not explain the menu items at this stage.
- Explain each field.
- Discuss case ID ending with 00 and 01.

- Cover address information (full address info for highlighted row appears on top part of screen).
- Explain use of scroll bars.
- Explain result codes.
- Explain color codes.
- Take questions about material covered up to this point.

C. Using the Household Questionnaire

📖 Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Use SHOW ONCE, DO ONCE throughout the training.
-  Use SHOW OF HANDS to ensure that everyone is together throughout the training.
-  To ensure that everyone is listening, use methods such as asking everyone to place handhelds on table in the pouch when SHOW ONCE is happening.
-  Use the RULES concept to ensure that each participant learns the 10 key messages.

Cover the following information:

- After each participant is comfortable in all the above topics, start a demo of a complete HH record.
- Ensure that participants are not using their handhelds by asking them to put their handhelds on the table; they should see only the demonstration at this point.
- At the INTRO screen, introduce RULE 3: Everything in [] square brackets or UPPERCASE is a question or instruction for you and should not be read aloud to the respondents.
- Ask about RULE 1 and RULE 2.
- SHOW ONCE: use an example of a household with two people when doing the demo (or use HH response set 1 from the Annex).
- Explain the result code 200 and color for completed household in the HOME screen.
- Explain that some HH result codes trigger coding of the associated IQ case.
- DO ONCE: work in a round robin (one question per person); start the round robin and move to the interviewer—the interviewer should read the question text from the handheld and you should provide the response. Use an example with three people in the household this time (or use HH response set 2 from the Annex). Everyone should record the same response.
- DO ONCE again: repeat this process of round robin one more time with two participants.
- Do not discuss break-off or record of calls at this stage.

- Take any questions at this stage on questions to this point.
- Explain the importance of using the stylus and no other object for data input.
- Introduce RULE 4: Use stylus only.
- Ask about RULES 1, 2, and 3.

Summarize topic

- A. RULE 1: Charge your handheld every night for the full night
- B. RULE 2: Every time you start CMS, check date and time
- C. RULE 3: Everything in [] square brackets or UPPERCASE is a question or instruction for you and should not be read aloud
- D. RULE 4: Use stylus only

Notes from Trainer/Unanswered Questions (if any)

3.2 Using the Individual Questionnaire

Contents of Module/Session

Topic: Using the Individual Questionnaire (IQ)

Purpose

The purpose of this session is to obtain hands-on practice administering the IQ.

Method








Group work using SHOW ONCE, DO ONCE

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]

- Handheld with final questionnaire loaded and training cases loaded (one per person present).
- Laptop/desktop with GSS IDE and programmed adapted questionnaire installed.
- Remote display installed on the laptop for display of handheld screen.
- Overhead projector.
- IQ response sets for different scenarios.
- Printed copies of the Interviewer test.

Using the Individual Questionnaire

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Use SHOW ONCE, DO ONCE throughout the training.
-  Use SHOW OF HANDS to ensure that everyone is together throughout the training.
-  To ensure that everyone is listening, use methods such as asking everyone to place handhelds on table in the pouch when SHOW ONCE is happening.
-  Keep revisiting the rules.
-  By this point, the interviewers should feel comfortable using the handheld to record survey responses.
-  You may increase the speed of instruction and concentrate on the method of interviewing using the handheld at this stage.

Cover the following information:

- For the IQ, work in the round robin manner from the start, using the same case—start with a smoker scenario (use IQ response set 1 from the Annex).
- Explain how to see identified individual details (case details).
- At question A05, introduce RULE 5: Everything between * * asterisk/star should be emphasized.
- Ask about RULES 1 to 4.
- At question A06b, introduce RULE 6: Everything in () round brackets is optional text and should only be read to respondents if necessary.
- Ask about RULES 1 to 5.
- After the completion of one IQ, use a role-play model where a trainer becomes the respondent and an interview expert becomes the interviewer. Use an ex-smoker scenario in this case (use IQ response set 3 from the Annex).
- The response handheld should be set up for display on the screen and the interviewers should observe and mark questions on their handhelds as they observe the interview.
- After the two rounds of round robin, pair up the interviewers for paired mock and assign at least two scenarios to each group (using different scenarios such as nonsmoker, smokeless user, smoker, ex-smoker) and ask participants to practice at least one interview per person (at one time, one person should interview and the other should respond).
- Ask participants to record questions.
- Ask about the six rules.
- Take all questions after the group has finished.

Summarize topic

- A. RULE 1: Charge your handheld every night for the full night
- B. RULE 2: Every time you start CMS, check date and time
- C. RULE 3: Everything in [] square brackets or UPPERCASE is a question or instruction for you and should not be read aloud
- D. RULE 4: Use stylus only
- E. RULE 5: Everything between * * asterisk/star should be emphasized
- F. RULE 6: Everything in () round brackets is optional text and should only be read if necessary

Notes from Trainer/Unanswered Questions (if any)

3.3 Break-off, Record of Calls, and Final Result Codes

Contents of Module/Session

Topic: Break-off, Record of Calls, and Final Result Codes

Purpose

The purpose of this session is to obtain hands-on practice breaking off from an interview, and recording notes and result codes into the CMS.

Method







Group work using SHOW ONCE, DO ONCE

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]

- Handheld with final questionnaire loaded and training cases loaded (one per person present).
- Laptop/desktop with GSS IDE and programmed adapted questionnaire installed.
- Remote display installed on the laptop for display of handheld screen.
- Overhead projector.
- Break-off response sets for different scenarios.
- Sample sets of sequences of events for demo to trainees.
- Scripts to train field interviewers to event different situations.

Break-off, Record of Calls, and Final Result Codes

Notes for Trainer

-  Check the list below as you go through the training to ensure each topic is covered.
-  Use SHOW ONCE, DO ONCE throughout the training.
-  Use SHOW OF HANDS to ensure that everyone is together throughout the training.
-  To ensure that everyone is listening, use methods such as asking everyone to place handhelds on table in the pouch when SHOW ONCE is happening.
-  Keep revisiting the rules.
-  This is a very critical session so be aware of your pacing and check in with the trainees to ensure everyone is following along.

Cover the following information:

- Explain when to break off and when to record calls.
- SHOW ONCE: demo the common scenario of not at home; demo the entire process of adding a record of call (use break-off response set 1).
- Demo how to delete and edit an event record.
- Make sure the project staff all agree on rules for eventing: if editing is allowed, if delete is allowed, can dates be changed, etc.
- DO ONCE: call on different interviewers to provide answers to the questions.
- Ensure everyone follows the process.
- Introduce RULE 7: Check result code after completion of case.
- Use the break-off response sets 3 to 7 repeating similar process.
- Discuss how to resume after break off.
- Introduce RULE 8: Add a new record of call for each distinct visit; do not update old ones.
- Introduce RULE 9: Enter final result code after four visits (talk to supervisor); each case should have a final code when it is decided to cease working it.
- Add more examples if necessary.
- Set up paired mock-up practice for about 25 minutes and assign 10 scenarios (use break-off scenarios from Annex).
- Revise and discuss the answers (use break-off scenario response from Annex).
- Take questions on any topic and inform trainees that they will be tested.
- Introduce RULE 10: Follow all the rules.
- Conduct field interviewer test/iPAQ Certification exam.

Summarize topic

- A. RULE 1: Charge your handheld every night for the full night
- B. RULE 2: Every time you start CMS, check date and time
- C. RULE 3: Everything in [] square brackets or UPPERCASE is a question or instruction for you and should not be read aloud
- D. RULE 4: Use stylus only
- E. RULE 5: Everything between * * asterisk/star should be emphasized
- F. RULE 6: Everything in () round brackets is optional text and should only be read if necessary
- G. RULE 7: Check final result code after completion of case
- H. RULE 8: Add a new record of call for each visit
- I. RULE 9: Enter final result code after four visits (talk to supervisor)
- J. RULE 10: Follow all the rules

Notes from Trainer/Unanswered Questions (if any)

3.4 Role Play and Practice Session

Contents of Module/Session

Topic: Role Play and Practice Session

Purpose

The purpose of this session is to clarify overall weak areas based on the test results and provide extra practice for participants who did not perform well on the test.

Method

Group work using interaction and one-on-one interaction

Tools/Pre-requirements *[Check the list to ensure preparedness prior to training]*

- Handheld with final questionnaire loaded (one per person present).
- Laptop/desktop with GSS IDE and programmed adapted questionnaire installed.
- Remote display installed on the handheld for display of handheld screen.
- Overhead projector.

Role Play and Practice Session

✍ Notes for Trainer

- ☞ Identify weak areas and clarify the topic again.
- ☞ Identify participants who did not perform well on the test and use one-on-one training to ensure that all concepts are revisited and clearly explained.
- ☞ Conduct a final evaluation and assess if the interviewer has captured all information correctly and if the interviewer can conduct the fieldwork efficiently.

Cover the following information:

- Use this session for extra practice and role play as required.

Notes from Trainer/Unanswered Questions (if any)

Check to Determine if Module Objectives Were Achieved:

- Field interviewer thoroughly understands how to use the handheld for data collection.

Annex 1: Sample Response Sets

Household Response Set 1 (two-person household)

Question Number	Response	Notes
HH1, HH2, HH3, HH4	2	2 persons in household
HH4B1	19	Age is 19 years
HH4B2	16	Age 16 years goes to HH4c which did not appear for first person because this is between 15–17 and the first person was 19
HH4C	12	
HH4CYear	1994	

Household Response Set 2 (three-person household)

Question Number	Response	Notes
HH1, HH2, HH3, HH4	5, 4, 3, 3	2 persons in household
HH4B1, HH4B2, HH4B3	23, 20, 55	Sorts automatically at the end (highlight the roster selection is random)

Household Response Set 3 (change number of household members)

Question Number	Response	Note
HH1, HH2, HH3, HH4	5, 4, 3, 3	2 persons in household
HH4B1, HH4B2, HH4B3	23, 20, 55	Sorts automatically at the end (highlight the roster selection is random)

Individual Response Set 1 (respondent: current daily smoker and current daily smokeless user)

Question Number	Response	Note
B01	Daily	Use this for the first round robin example
C01	Daily	

Individual Response Set 2 (respondent: nonsmoker)

Question Number	Response	Note
B01	Not at all	
B03	Not at all	

Individual Response Set 3 (respondent: former less-than-daily smoker and current less-than-daily smokeless user)

Question Number	Response	Note
B01	Not at all	
B03	Less than daily	
B13A	Years	
B13YEARS	5	
C01	Less than daily	
C02	Yes	

Individual Response Set 4 (respondent: current less-than-daily and former daily smoker and current less-than-daily smokeless user and former less-than-daily smokeless user)

Question Number	Response	Note
B01	Less than daily	
B02	Yes	
C01	Less than daily	
C02	No	

Break-off Response Set 1

Visit Number	Scenario	Code to be Entered	Note
1	Nobody home	109	

Break-off Response Set 2

Visit Number	Scenario	Code to be Entered	Note
1	Nobody home	109	
2	Nobody home	109	
3	Unoccupied/vacant	105	
4	Final unoccupied/vacant	205	(To be entered after discussion with the supervisor)

Break-off Response Set 3

Visit Number	Scenario	Code to be Entered	Note
1	Nobody home	109	
2	Refusal	104	
3	HH screening respondent not available	103	
4	Final HH screening respondent not available	205	(To be entered after discussion with the supervisor)

Break-off Response Set 4

Visit Number	Scenario	Code to be Entered	Note
1	Selected address is not a household	106	
2	Final selected address is not a household	206	(To be entered after discussion with the supervisor)

Break-off Response Set 5

Visit Number	Scenario	Code to be Entered	Note
1	IQ respondent not at home	309	Respondent not at home
2	Break-off: IQ not complete	302	Respondent has to leave in the middle of the interview
3	IQ respondent not at home	309	Respondent not at home
4	IQ respondent refusal	304	Respondent refused due to personal reasons
5	Final IQ respondent refusal	404	(To be entered after discussion with the supervisor)

Break-off Response Set 6

Visit Number	Scenario	Code to be Entered	Note
1	IQ respondent not at home	309	Respondent not at home
2	IQ respondent ineligible	303	Respondent reports age 13.5
3	Final IQ respondent ineligible	403	(To be entered after discussion with the supervisor)

Break-off Response Set 7

Visit Number	Scenario	Code to be Entered	Note
1	IQ respondent incapacitated	307	Respondent incapacitated
2	Final IQ respondent incapacitated	407	(To be entered after discussion with the supervisor)

Break-off Scenario: Use response set as scenarios for testing

Module 4: Field Supervisor Training

Purpose and Process

This module provides guidance for training field supervisors on data quality control and data collection and transmission to the National Data Center.

Trainers will deliver this training to field supervisors prior to the pretest and full survey fieldwork. The module has one session (the timing of the sessions may be adjusted to accommodate the number of participants).

When to use : This training is to be delivered separately to the field supervisors on the last day after they have attended the training with the interviewers.

[This module should be used for the pretest and the full survey training workshop.]

Who should use: Trainers for those people who will provide the field supervisor training (pretest and full survey).

Objectives

- To ensure that each field supervisor thoroughly understands how to use the handheld for data collection, how to troubleshoot any minor problems, and how to collect data from all handhelds and transmit to the National Data Center.

Outline

Session 1: Data transfer and quality control for field supervisors (3–4 hours)

- A. Data Transfer and Quality Control
- B. Troubleshooting

Reference material:

- ***GATS Field Supervisor Manual***
- ***GATS Quality Assurance: Guidelines and Documentation***

4.1 Data Transfer and Quality Control

Contents of Module/Session

Topic

- A. Data Transfer and Quality Control
- B. Troubleshooting

Purpose

The purpose of this session is to ensure that all field supervisors thoroughly understand how to capture data from all handhelds, how to transmit data to the National Data Center on a weekly or biweekly basis, and how to conduct basic troubleshooting on the handhelds.

Method


Training, role play, and group work

Tools/Pre-requirements [Check the list to ensure preparedness prior to training]

- Two to three handhelds with final questionnaire loaded.
- Laptop/desktop with GSS IDE and programmed adapted questionnaire installed.
- Remote display installed on the handheld for display of handheld screen.
- Overhead projector.
- Blank SD card for each supervisor marked with supervisor number.

A. Data Transfer and Quality Control

Notes for Trainer

 Check the list below as you go through the training to ensure each topic is covered.

Cover the following information:

- Explain role of supervisor.
- Quality checks:
 - Check date and time and battery on the handheld.
 - Inquire about using rules.
 - Check result codes, break-off, and record of calls for each interview.
- Capture data from each interviewer's handheld (use role-play method to teach this process):
 - Backup data on interviewer SD card
 - Insert supervisor SD card
 - Process to copy data onto supervisor SD card
 - Check data file, date, and name of the file
 - Take out supervisor SD card and re insert interviewer SD card
- Transmit data files to National Data Center.
- Transfer cases (if country uses transfer model).

B. Troubleshooting:

- Soft reset
- Stylus not working correctly (screen alignment)
- How to change battery
- Overview of other menu items
- SDF repair utility
- Share troubleshooting contact person from the country IT team and explain process
- Conduct at least three iterations of this process in a role-play manner and then allow practice time.
- Take questions during the session as required.

Summarize topic

- A. Data Transfer and Quality Control
- B. Troubleshooting

Notes from Trainer/Unanswered Questions (if any)

Check to Determine if Module Objectives Were Achieved:

- Each field supervisor thoroughly understands how to use the handheld for data collection, how to troubleshoot any minor problems, and how to collect data from all handhelds and transmit to the National Data Center.



GLOBAL TOBACCO SURVEILLANCE SYSTEM (GTSS)

