



FEED THE FUTURE

The U.S. Government's Global Hunger and Food Security Initiative

Feed the Future Zone of Influence Survey

Quality Control and Support
Team Training



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CONTENTS

- Introduction
- Quality control support
- Material and human resources support
- Moral support
- Forms





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INTRODUCTION

Purpose of the survey

- Feed the Future is the U.S. Government's global food security initiative that seeks to:
 - ↓ poverty, hunger, and undernutrition among women and children
 - ↑ resilience, income, women's empowerment, dietary diversity, and appropriate feeding practices
- Zone of Influence (ZOI) Surveys track progress in achieving initiative objectives in ZOI areas where program efforts are concentrated. They are:
 - Representative EA sample household surveys
 - Designed to provide information on Feed the Future indicators with an acceptable level of statistical accuracy





INTRODUCTION

Roles and responsibilities of the quality control and support (QCS) teams

- Serve as a key quality control mechanism during data collection.
- Visit each field team once every week.
- Spend 1½–2 days with a field team during each visit.
- Must have complete and in-depth knowledge of:
 - ZOI Survey questionnaire
 - *Interviewer's Manual*, including the anthropometry and the agricultural interviewer manual
 - *Field Supervisor's Manual*
 - *Organization Manual*
 - ZOI Survey ethics and confidentiality protocols





INTRODUCTION

Roles and responsibilities of the QCS teams (cont.)

- Provide an essential range of support to field teams:
 - Quality control support
 - Material and human resources support
 - Moral support

When field teams receive the positive support they need to work effectively and efficiently, team morale and data quality both improve.





CONTENTS

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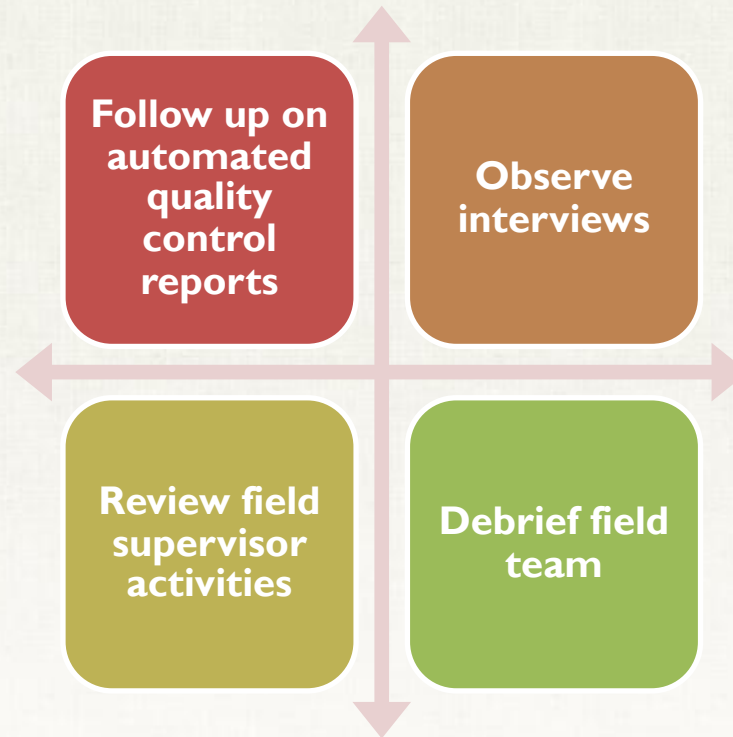
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QUALITY CONTROL SUPPORT

QCS team responsibilities

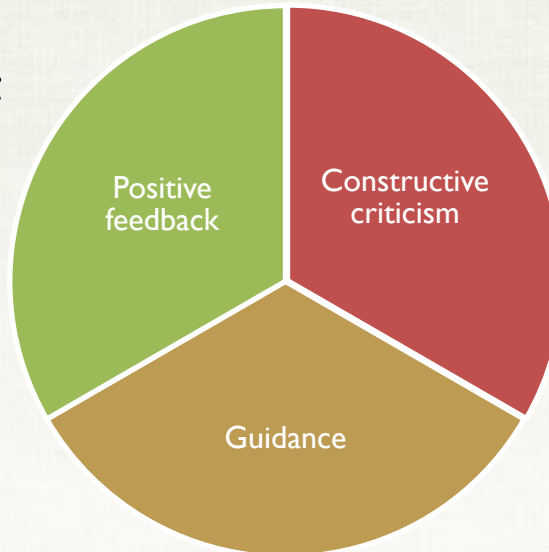




QUALITY CONTROL SUPPORT

I. Follow up on automated quality control reports

- The in-country data manager will provide the QCS team with summary findings after reviewing data collected and submitted by field teams.
- The findings will include:





QUALITY CONTROL SUPPORT

I. Follow up on automated quality control reports

- Ensure that the field supervisor is aware of both positive findings and data quality concerns.
- If a concern is identified, ensure that the field supervisor:
 - Understands the problem
 - Understands how to best address the problem
 - Has a plan to improve performance
 - Gives feedback on how the problem has been resolved
- Follow up to confirm that data quality issues are being adequately addressed.
- Ensure that previous data quality problems are not reappearing.





QUALITY CONTROL SUPPORT

I. Follow up on automated quality control reports

- Contact the field manager immediately with concerns about any failure to resolve identified data issues.
- Document all data quality problems in the *Data Quality Control Report Follow-Up* form.

(QCS Team Manual Annex A)



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QUALITY CONTROL SUPPORT

II. Observe interviews: Field supervisors

- During each visit, observe one interview that the field supervisor is observing to ensure that he or she is appropriately observing the interviewer.
- Take notes during the interview on the *Social Science Interview Observation* form.

(QCS Team Manual Annex B)

- Observe the field supervisor providing feedback to the interviewer after the interview and provide any additional feedback to the interviewer.
- Meet with the field supervisor to provide feedback on his or her performance.
- Complete the *Feedback on the Field Supervisor Observation* form.

(QCS Team Manual Annex C)





QUALITY CONTROL SUPPORT

II. Observe interviews: Interviewers

- Observe each interviewer conducting an interview.
- Take notes on the *Social Science Interview Observation* form during the interview. Provide feedback to the interviewer after leaving the household.

(QCS Team Manual Annex B)

- Meet with the field supervisor to review observations made during the interviews.





QUALITY CONTROL SUPPORT

II. Observe interviews: What to look and listen for...

- Selected and recorded correct household.
- Entered all household members in roster.
- Interviewed all eligible women and children.
- Entered interview and module outcome codes correctly.
- Followed proper anthropometric procedures.
- Asked questions objectively.
- Conducted interview professionally.





QUALITY CONTROL SUPPORT

III. Review field supervisor activities

- Meet with local authorities.
- Compare supervisor's assignment sheets to interviewer's assignment sheets.
- Review households classified as non-residential, vacant, or demolished.
- Review roster spot-checks.
- Observe the field supervisor finalizing and transmitting a completed household form.
- Observe the field supervisor conducting a daily team meeting.
- Document findings.





QUALITY CONTROL SUPPORT

III. Review field supervisor activities

(a) Meet with local authorities

- Confirm that the field supervisor met with them before starting interviews in the EA.
- Confirm that the field supervisor answered any questions they had.
- Confirm that they have no concerns about the survey.
- Thank them for their cooperation and that of their community.





QUALITY CONTROL SUPPORT

III. Review field supervisor activities

(b) Compare supervisor and interviewer assignment sheets

- Confirm that assignment of households to interviewers is consistent.
- Confirm that status of all interviews is consistent.
- Confirm that reassignments of households are documented consistently and completely on:
 - Supervisor's assignment sheet
 - Assignment sheet of the original interviewer A
 - Assignment sheet of the replacement interviewer A
- Confirm that hidden households are handled correctly.





QUALITY CONTROL SUPPORT

III. Review field supervisor activities

(c) Review household classifications

- Verify households classified as non-residential, vacant, or demolished on the *Supervisor's Assignment Sheet*.
- Visit one or two of these locations to confirm that they were coded appropriately.





QUALITY CONTROL SUPPORT

III. Review field supervisor activities

(d) Review roster spot-checks

- Confirm that at least one household's roster was spot-checked for each interviewer in each EA.
- Compare the field supervisor's roster to the roster data on the interviewer's tablet to make sure they are consistent.





QUALITY CONTROL SUPPORT

III. Review field supervisor activities

(e) Observe household form finalization and transmission

- Observe the field supervisor as he or she:
 - Finalizes a household form
 - Archives it on the interviewer's tablet
 - Backs it up on the field supervisor's tablet
 - Transmits the form to METSS II Project Central Office
- If there is no Internet capability in the EA, you will not be able to observe the transmission.





QUALITY CONTROL SUPPORT

III. Review field supervisor activities

(f) Observe field team meeting

Does the field supervisor:

- Solicit examples of successes and challenges?
- Encourage questions?
- Answer questions respectfully and accurately?
- Emphasize the importance of any needed changes?
- Ensure understanding of procedures that need improvement?
- Provide encouragement?
- Provide detailed instructions on how to address any performance issues?
- Summarize positive aspects of the field team's work?
- Comment on interview observations and data quality reviews?
- Provide an update on progress?





QUALITY CONTROL SUPPORT

III. Review field supervisor activities

(g) Document findings

- Document findings on *General Field Team QC Report* form.

(QCS Team Manual Annex D)

- Review the forms with the field supervisor to ensure an understanding of all issues and procedures that require improvement.
- Keep the forms and refer to them at the start of the next visit.
- Discuss any recurring problems with the field manager.





QUALITY CONTROL SUPPORT

IV. Debrief field team

- Debrief the field team at end of the visit.
- Use clear, specific, and actionable examples of observed weaknesses and strengths.
- Be constructive and provide:
 - Positive reinforcement for good performance
 - Useful, practical suggestions or improving performance
- Provide ample opportunity for questions.
- Ensure that all field team members understand any issues and how to improve their work.





QUALITY CONTROL SUPPORT

IV. Debrief field team

- Complete the *Team Debriefing Report* form.

(QCS Team Manual Annex E)

- Keep a copy of the report to review before the next QCS team visit.
- Discuss any recurring issues with the field manager to determine an action plan.





CONTENTS

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- Moral support
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MATERIAL AND HUMAN RESOURCES SUPPORT

Material support

- Coordinate with field supervisors to identify shortages in team supplies.
- Acquire and deliver any needed supplies to teams during field team visits.
- Use the *Field Team Resupply Checklist* (QCS Team Manual Annex F) to document:
 - All supplies requested
 - Date the supplies were requested
 - Date the supplies were delivered
- Submit a copy of the checklist to your field manager and keep a copy.





MATERIAL AND HUMAN RESOURCES SUPPORT

Human resources support

- Personnel issues may arise during fieldwork, such as a field team member:
 - Falling ill
 - Being injured
 - Requiring dismissal (inability or refusal to comply with fieldwork procedures)
- Discuss issues with the field supervisor and determine an action plan.
- Document personnel issues in the *Provision of Human Resources Support to Field Teams* form. (QCS Team Manual Annex G)
- Submit a copy of the form to your field manager and keep a copy.





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MORAL SUPPORT

Why is it needed?

- Survey fieldwork is physically challenging.
 - Walk long distances and deal with difficult terrain
 - May experience vehicle breakdowns, bad weather, illness
- Survey fieldwork is emotionally challenging.
 - Away from families and loved ones
 - Away from the comforts of home for weeks
- Conducting interviews can be stressful.
- Boosting morale benefits staff well-being and fieldwork quality.





MORAL SUPPORT

QCS team responsibilities

- Always be supportive—even when addressing problems.
- Convey appreciation.
- Ensure that team members understand that they are valued and are key to the success and quality of the survey.



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MORAL SUPPORT

Providing moral support

- Consider doing the following:
 - Make a small gesture (e.g., bring cold drinks or snacks to the team).
 - Make a thoughtful inquiry into team members' well-being.
- Tailor support to each team's circumstances.
- Record moral support that the team needs and the support provided on the *General Field Team QC Report* during each visit.

(QCS Team Manual Annex D)





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ANNEX A. DATA QUALITY CONTROL REPORT FOLLOW-UP

Date		
Cluster Number		
Field Supervisor's Name & ID#		
QCS Team Member Name (Social Science/Agriculture)		
<p>Check every report reviewed with the Field Supervisor for Cluster Report on the following modules:</p> <p>___ Roster data (Module 1) ___ Women's Nutrition (Module 4)</p> <p>___ Children's Nutrition (Module 5) ___ WEAI (Module 6)</p> <p>___ Agriculture Technologies (Module 7)</p> <p>___ Household revisit ___ Response rate ___ Partial complete</p>		
DESCRIPTION OF ISSUE	DATE CONVEYED TO SUPERVISOR	FOLLOW-UP/ RESOLUTION/ COMMENTS





ANNEX BI. SOCIAL SCIENCE INTERVIEW OBSERVATION

Date			
Cluster Number			
Interviewer's Name			
Interviewer's ID			
QCS Team Name			
INTERVIEW QUALITY CRITERIA	Y	N	COMMENTS
Correct household was interviewed.			
Correct household ID # was selected on the tablet.			
Interviewer probed appropriately to complete the household roster.			
All eligible women and children were interviewed or interviewer arranged to return when missing eligible women or children are available.			





ANNEX BI. SOCIAL SCIENCE INTERVIEW OBSERVATION

Interviewer used correct outcome codes.			
Correct anthropometry procedures were followed.			
Interviewer was objective in the way she or he asked questions.			
Interviewer was respectful and polite at all times.			
Comments on the interviewer's performance:			





ANNEX C. FEEDBACK ON FIELD SUPERVISOR OBSERVATION OF AN INTERVIEW

Date	
Cluster Number	
Field Supervisor's Name	
Field Supervisor's ID	
QCS Team Supervisor Name (Social Science/Agriculture)	
<p>Observations (Yes/No)</p> <p>_____ Field supervisor did not interrupt Interviewer unless necessary.</p> <p>_____ Field supervisor provided balanced feedback (both positive feedback and constructive criticism) on Interviewer's performance.</p> <p>Note any discrepancies between problems that the QCS team member observed and problems that the field supervisor observed:</p> <p>Other comments on the field supervisor's observation of an interview:</p>	





ANNEX D. GENERAL FIELD TEAM QC REPORT

Date	
Cluster Number	
Supervisor's Name	
Supervisor's ID	
Social Science QCS Team Supervisor Name	
Supervisor/Interviewer Assignment Sheet Check	
<p>_____ All household assignments on the Supervisor's Assignment Sheet are listed on the appropriate Interviewer's Assignment Sheet.</p> <p>_____ Each household's status on the Interviewer's Assignment Sheets is accurately recorded on the Supervisor's Assignment Sheet.</p> <p>_____ Re-assignments of households (if any) are accurately documented on the Supervisor's Assignment Sheet and both Interviewer's Assignment Sheets.</p> <p>_____ Hidden households (if any) have been given the correct ID number and assigned to an Interviewer.</p>	





ANNEX D. GENERAL FIELD TEAM QC REPORT

Informed Consent Register Review

_____ Informed Consent Register check for Interviewer ID # _____ was acceptable.

_____ Informed Consent Register check for Interviewer ID # _____ was acceptable.

_____ Informed Consent Register check for Interviewer ID # _____ was acceptable.

Roster Spot Check

Interviewer ID # _____:

_____ Field Supervisor has spot checked at least one roster for this Interviewer.

_____ Roster data on the tablet are accurate.

Interviewer ID # _____:

_____ Field Supervisor has spot checked at least one roster for this Interviewer.

_____ Roster data on the tablet are accurate.

Interviewer ID # _____:





ANNEX D. GENERAL FIELD TEAM QC REPORT

Household Form Finalization, Archive, Backup, and Transmission

_____ Yes/No Household ID # _____ form was correctly finalized, archived, backed up, and transmitted.

Team Meeting Observation

_____ Field Supervisor asked about team successes, challenges, and lessons learned.

_____ Field Supervisor commented on data quality.

_____ Field Supervisor commented on interview observations.

_____ Field Supervisor commented on progress in cluster.

_____ Field Supervisor provided any additional training requested by headquarters or QCS team.

_____ Field Supervisor encouraged team members to participate in meeting/ask questions.

_____ Field Supervisor provided positive feedback.





ANNEX E. TEAM DEBRIEFING REPORT

Date		
Cluster Number		
Supervisor's Name		
Supervisor's ID		
QCS Team Supervisor Names		
DESCRIPTION OF ISSUE	RESOLUTION/ FOLLOW UP ACTION/ COMMENTS	





ANNEX F. FIELD TEAM RESUPPLY CHECKLIST

Supervisor's Name			
Supervisor's ID			
Field Team Number			
Date	Materials Requested	Quantity	Date Fulfilled





ANNEX G. PROVISION OF HUMAN RESOURCES SUPPORT TO FIELD TEAMS

Field Supervisor's Name		
Field Supervisor's ID		
Field Team Number		
Date	Issue	How Resolved



THANK YOU



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