



CARI Interactive Data Access System

Carl Fisher, Sandhya Bikmal

Presented at FCSM
Washington, DC
January 10-12, 2012

Outline

- What is CARI?
- Concept of CARI coding
- Overview of CARI Interactive Data Access System (CARI System)
- Current Status
- Questions
- Demonstration

What is CARI?

- Computer Audio Recorded Interviews
- Many benefits to surveys
 - Save time and money
 - Improve questionnaires
 - Improve data quality
 - Improve interviewer performance

Concept of CARI Coding

- Cases and their recordings are loaded into system
- Cases are assigned to coders
- Coders listen to recordings for cases, assign codes for what they hear
 - Code definitions are generally standardized for the purposes of QA, behavior coding or coaching interviewers
- Codes provide concise documentation of what happened during interview
- Codes can be analyzed to identify specific issues

Overview of CARI System

- Designed and built by RTI for US Census Bureau, since September 2009
- Web-based application
- Contains components for behavior coding, quality assurance, and coaching
- Built-in training support
- Similar to, but distinct from, RTI's own Quality Evaluation System (QUEST)

Comparison of CARI System and QUEST

| | CARI System | QUEST |
|---------------------------------|-------------|-------|
| Supports CATI and CAPI | ✓ | ✓ |
| Live monitoring | | ✓ |
| Behavior coding | ✓ | |
| Quality assurance | ✓ | ✓ |
| Coaching/performance assessment | ✓ | ✓ |
| Standard codes | ✓ | ✓ |
| Custom codes | ✓ | |
| Inter-rater reliability | ✓ | ✓ |
| Sampling | ✓ | ✓ |
| Scoring | ✓ | ✓ |
| Standard reports | ✓ | ✓ |
| Client portal | | ✓ |
| Training support | ✓ | |

Components of CARI System

- **Coaching**
 - Practical, production-oriented
 - Recognize outstanding performers
 - Identify issues with interviewer performance
- **Quality Assurance**
 - Practical, production-oriented
 - Identify data quality issues
- **Behavior Coding**
 - Research oriented
 - Identify issues with questionnaire design
- **Interface with BOC Master Control System for data load**

Roles

- Access to all system functions managed by roles
- 7 different roles provide tiered privileges and appropriate access to features and data

Current Status

- Coaching
 - At “Systems Test” stage
 - Formal testing underway
- Enhancements
 - Enhancements made to existing components
 - Formal testing underway
- Additional feedback and suggestions being collected

Questions?

- Before we begin demonstrating the system, are there any questions?

Contact Information

Carl Fisher

Assistant Project Director

919.541.6108

carlf@rti.org

Sandhya Bikmal

Quality Team Lead

919.485.5537

sbikmal@rti.org