



QUEST: Supporting the Standardized Evaluation of Interview Quality and Interviewer Performance

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Overview of Presentation

- Overview of RTI's quality evaluation system (QUEST)
 - Key features of system
 - Case sampling and monitoring protocols
 - Software design details
- Demonstration of QUEST
- Next steps for QUEST

Introduction

- Interviewer performance monitoring is important QC process for all RTI studies
- CARI is practical way to record, monitor interview quality
 - Pioneered by RTI in 1999 (Biemer et al, 2000)
 - Offers significantly improved data for quality assessment
 - Reduced/eliminated costs for more traditional QC methods
- QUEST supports quality monitoring for phone/field surveys
 - Interview authentication & quality
 - interviewer performance evaluation
- RTI working with Census Bureau to design their CARI Interactive Data Access System

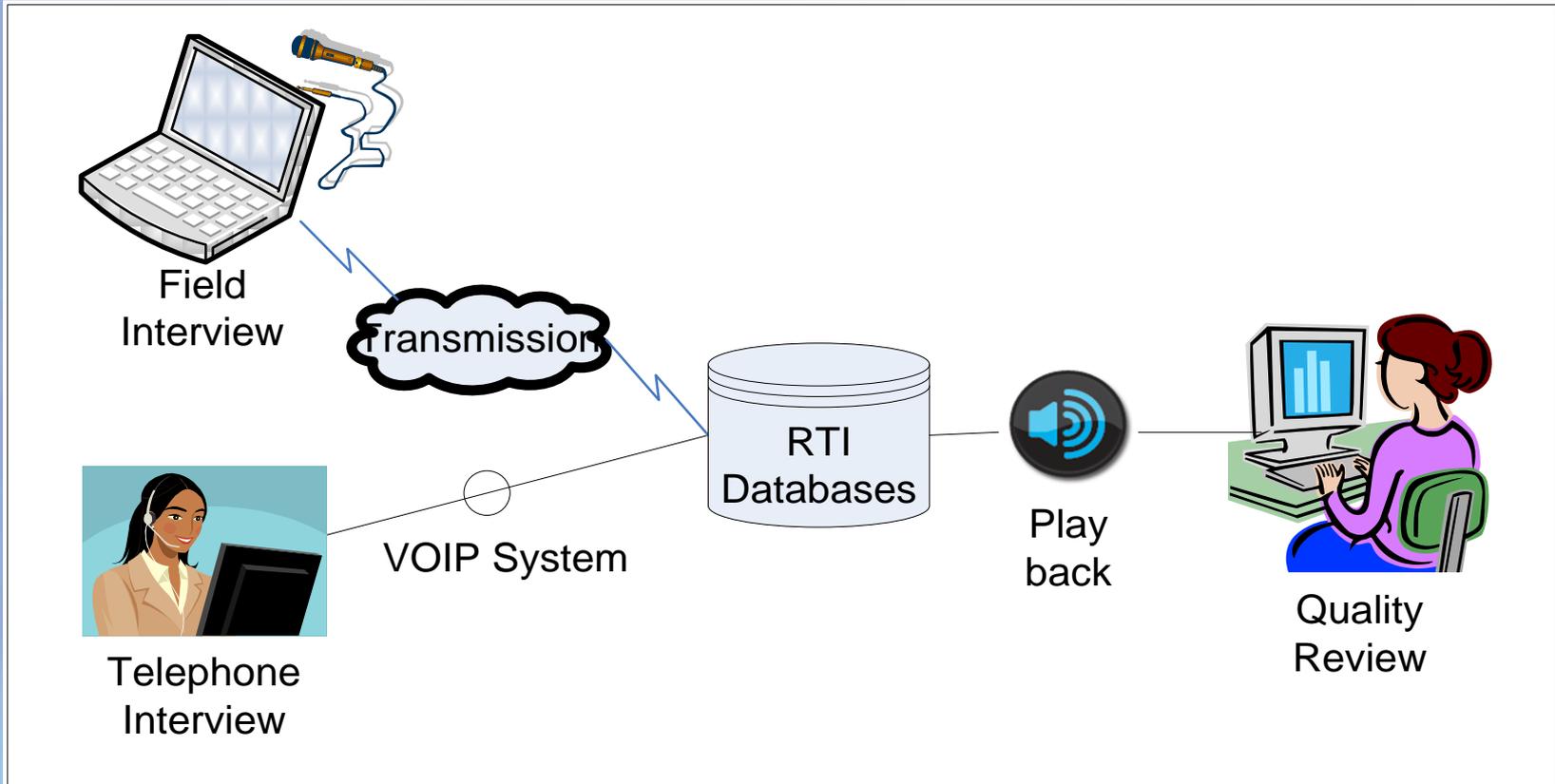
Comparison of Census CARI System and QUEST

	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	✓	

Key Features of QUEST

- Targets comprehensive set of interviewer behaviors and skills critical to success of phone and field studies
- Flexible, modular design that supports monitoring of...
 - Live and recorded interviews
 - Less traditional data collection tasks (e.g., Help Desk, missing data retrieval)
 - Conversational and conventional (verbatim) interviews
- Provides secure monitoring portal for internal and external clients

Conceptual View of QUEST Monitoring



QUEST supports quality monitoring independent of data collection mode. Audio recordings from both telephone and field interviews are stored and evaluated similarly through a common user interface. QUEST also supports live monitoring in the Call Center.

QUEST Sampling & Monitoring Parameters

- 10% random sample of completed interviews monitored via recordings
 - First 2 completed interviews selected for each interviewer
 - Minimum 12 minutes of recorded interview evaluated
- Live monitors evaluate 6 minutes of non-interview calls, or a minimum of 12 minutes of live interviews
- Random sections of the interview monitored to ensure all aspects of instrument are evaluated
- Priority given to interviewers with low scores or those not recently monitored
 - Individual sampling/monitoring rates can be adjusted as needed

Software Design Details

- Field/telephone audio recordings stored, evaluated through common user interface
- Relational database supports QUEST website
 - Interconnectivity software writes location of audio recordings, populates tables with paradata and response data
- System runs as Visual Studio.Net Web application hosted on RTI's internal network
 - Uses SQL Server database
- Web interface supports multiple users simultaneously without specialized software on desktop computers

Demonstration of QUEST

Future Directions

- Deploy additional inter-rater reliability assessment methods and reports
- Launch data capture component to provide monitors with improved access to question wording and keyed responses
- Deploy module(s) for survey item-level assessment

More Information

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