

Appendix VV
Interviewer Monitoring Form

MONITORING FORM**Rating scale:****1=far exceeds expectations****2=exceeds expectations****3=meets expectations, no misses****4=mostly meets, a few misses****5=only rarely meets expectations****() Interviewing, () Refusal Conversion**

Monitored by

Date

Time

Case(s)

Interviewer name		Project name		Project number	
		SSBF		6128 Main	
CALL 1		CALL 2		CALL 3	
CALL 4					
Monitored by					
Date					
Time					
Case(s)					
SCR MAIN		SCR MAIN		SCR MAIN	
Interviewer Signature:					

PERFORMANCE ATTRIBUTE

A Phone Voice		Rating	Comment	Dials Monitored Total:
1	Sounds professional - confident tone and attitude			
2	Pronounces key/technical words correctly			
3	Speaks clearly and distinctly			
4	Speaks enthusiastically, not monotone			
Further comments:				
B Screening For Respondents		Rating	Comment	
1	Understands screening protocol			
2	Maintains Confidentiality with Gatekeeper/Informant			
3	Handles difficult questions as directed			
4	Identifies R/Screens properly.			
Further comments:				
C Gaining Cooperation/Refusal Aversion/Conversion		Rating	Comment	
1	Calls at appropriate times/intervals			
2	Listens carefully/Responds appropriately			
3	Identifies/Responds to Special Needs situations			
4	Handles refusals and appointments correctly			
Further comments:				

Monitors on this form:

Screeners 1 2 3 4

Main 1 2

D Reading Questionnaire/Instrument		Rating	Comment		
1	Reads verbatim				
2	Reads entire scale as directed				
3	Uses appropriate pacing				
4	Redirects/repeats questions without bias/leading				
Further comments:					
E Probing		Rating	Comment		
1	Clarifies incomplete responses				
2	Clarifies confused responses				
3	Clarifies "Don't Know" responses				
4	Probes aided/unaided questions as directed				
Further comments:					
F Recording - Responses and Callnotes		Rating	Comment		
1	Records open-end responses verbatim				
2	Spells understandably				
3	Uses code sheets effectively	NA			
4	Records relevant info in callnotes				
5	Verifies preload information correctly				
Further comments:					
G CATI Skills(Paper Study N/A)		Rating	Comment		
1	Uses correct disposition codes				
2	Demonstrates mechanical proficiency				
3	Maneuvers well in systems.				
4	Enters data correctly				
Further comments:					
H Locating/Tracing		Rating	Comment	Comment	Comment
I Paper Studies(CATI Studies N/A)		Rating	Comment	Comment	Comment
Overall comments					

1=far exceeds expectations

2=exceeds expectations

3=meets expectations

4=mostly meets, a few misses

5=only rarely meets expectations