

Servicing Blaise instrument needs in a multi-mode environment: some technical examples
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As response rates have dropped and budgetary constraints limit telephone surveys, many projects today are operating in multi-mode project environments that offer more than one way for respondents to submit survey answers. This paper looks at how Blaise 4.8 capabilities and features work with multi-mode projects requiring fast setup and processing. A technical discussion of issues encountered, what worked well and lessons learned in using Blaise as the total multi-mode solution. We will also discuss the use of a single database and how to handle mode differences such as question types and text, and the management/communications between survey modes.