

NatCen

Social Research that works for society

WebCATI at NatCen

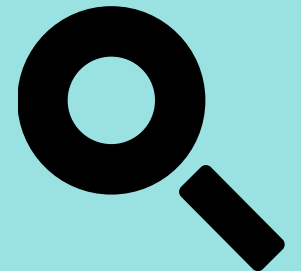
Peyman Demstani, Maya Agur
NatCen Social Research

IBUC 2012



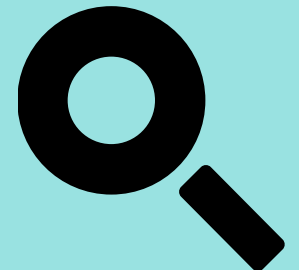
Overview

- WebCATI – Researcher's point of view
- How does it work
- A look to the future



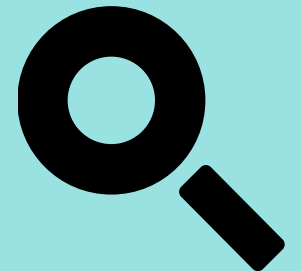
Case Study – The Evaluation of Children’s Centres in England

- Survey of centre leaders
- Same tool for web and CATI
- Flexible approach for filling in the questionnaire online
- CATI follow up to confirm contact



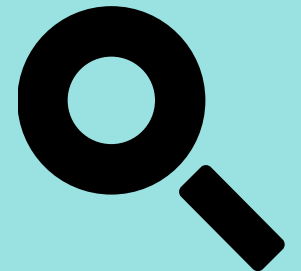
Why use WebCATI in surveys?

- Maximise cost-effectiveness
- Maintain high response rates
- Ensure population coverage
- Offer flexibility to respondents in engaging with the survey



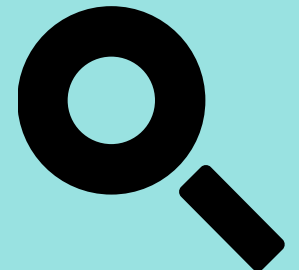
One instrument - Challenges

- Longer development time
- Question wording
- Interviewer training



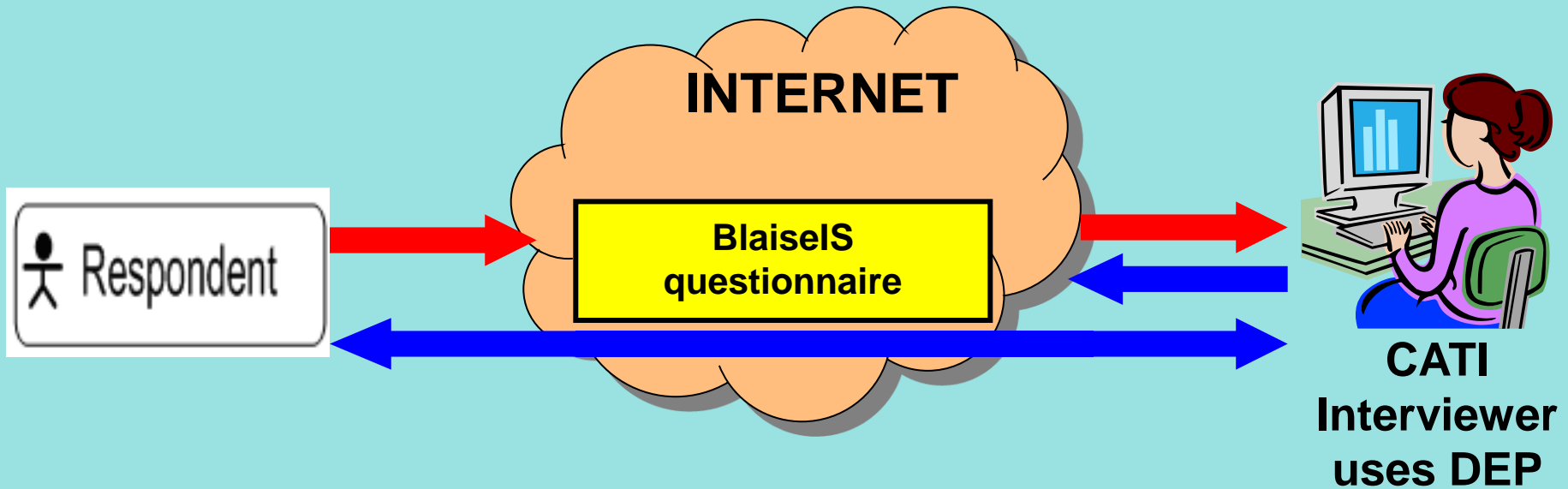
Working with a Web instrument

- Program updates during fieldwork
- Dealing with missing data
- Monitoring fieldwork progress



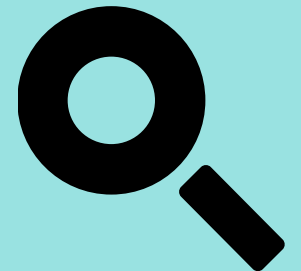
What is WebCATI at NatCen Social Research

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Resources

- A call centre with 40 work stations
- A dedicated server running Blaise 4.8.2 services
- A third party remote web server
- A secure FTP server
- A small team of programmers



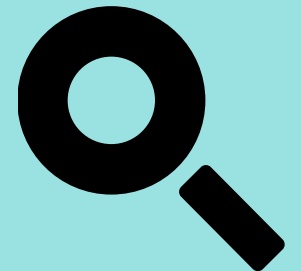
Passing parameters from DEP to BlaiseIS

Command Line String

Password

+

Mode Flag



Blaise Syntax for passing parameters

```
PROCEDURE RunWeb
PARAMETERS
  IMPORT pStart : STRING
  ALIEN('WebProcs.msu', 'doAll')
ENDPROCEDURE
```

FIELDS

```
StartWeb "Do you want to start " : STRING[100]
ShowWeb "INTERVIEWER: DO YOU WANT TO DO THE WEB SURVEY": (Yes, No, Done")
```

RULES

```
StartWeb.Show
ShowWeb
IF (ShowWeb = Yes) THEN
  StartWeb := 'http://www.myserver.co.uk:80/project/survey.asp?KeyValue=' + {passw} + '&CATIX=1'
  Runweb(StartWeb)
  Showweb := Done
ENDIF
```

How does it work?

- DEP calls Internet explorer and passes control to BlaiseIS running on the third party web server


WebCATI Summer of 16 - Version P1a

Forms Answer Navigate Options Help

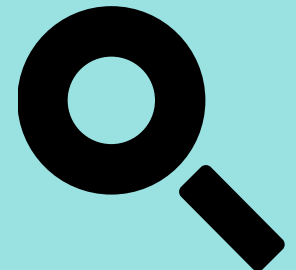
Do you want to do the web survey now
<http://www.natcen-surveys.co.uk:80/TUTestSummerof16/p3087.asp?KeyValue=AA11AA&CATIX=1>

INTERVIEWER: CODE 'Yes' IF YOU WANT TO ACCESS THE WEB QUESTIONNAIRE

1. Yes
 2. No

AAADDPC
CONADD
Intro2 1 Cont
StartWeb <http://www.natcen-surveys.co.uk>
ShowWeb  Done

4/8 | P3087 | 999900001 | QStart.ShowWeb | 09/03/2012 | 14:58:52



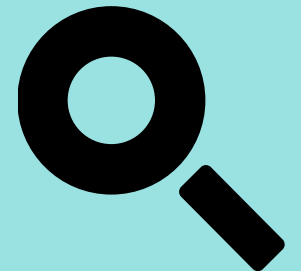
Passing parameters from DEP to BlaiseIS

Command Line String

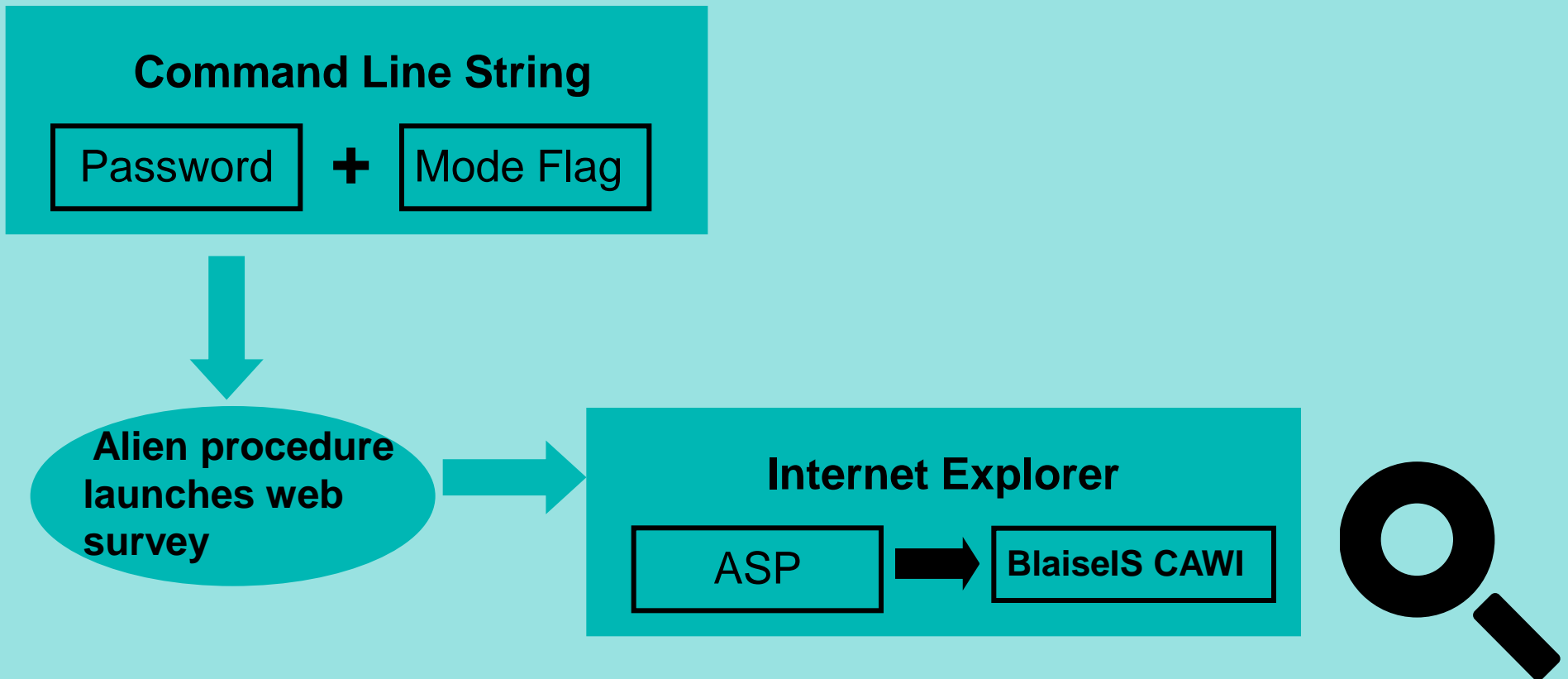
Password

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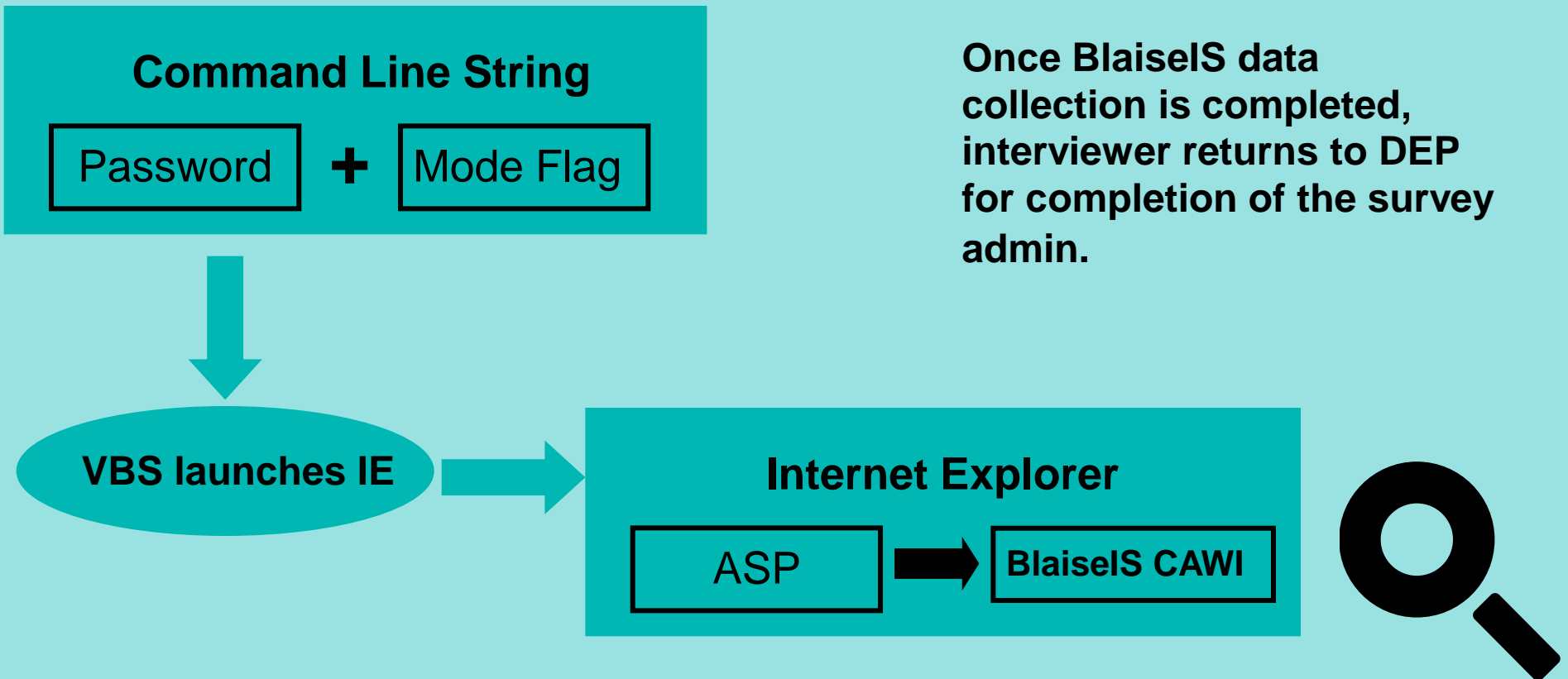
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Passing parameters from DEP to BlaiseIS

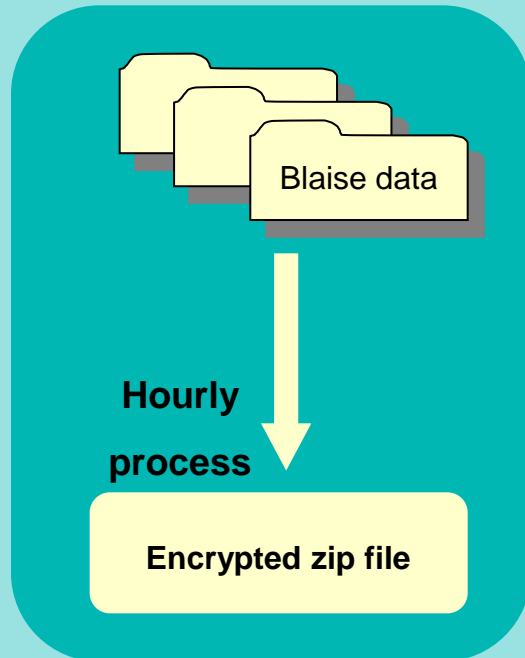


Passing parameters from DEP to BlaiseIS

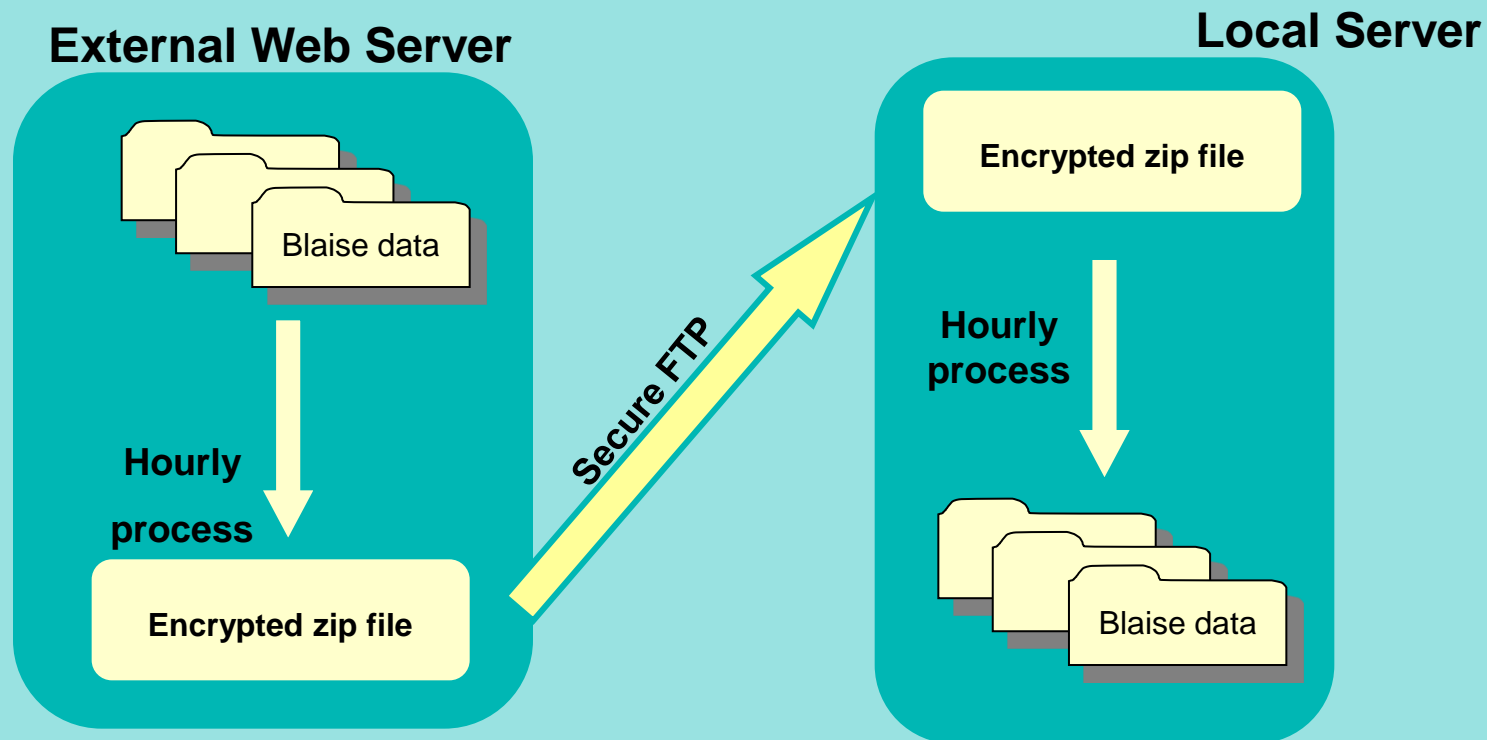


File transfer between remote server and LAN

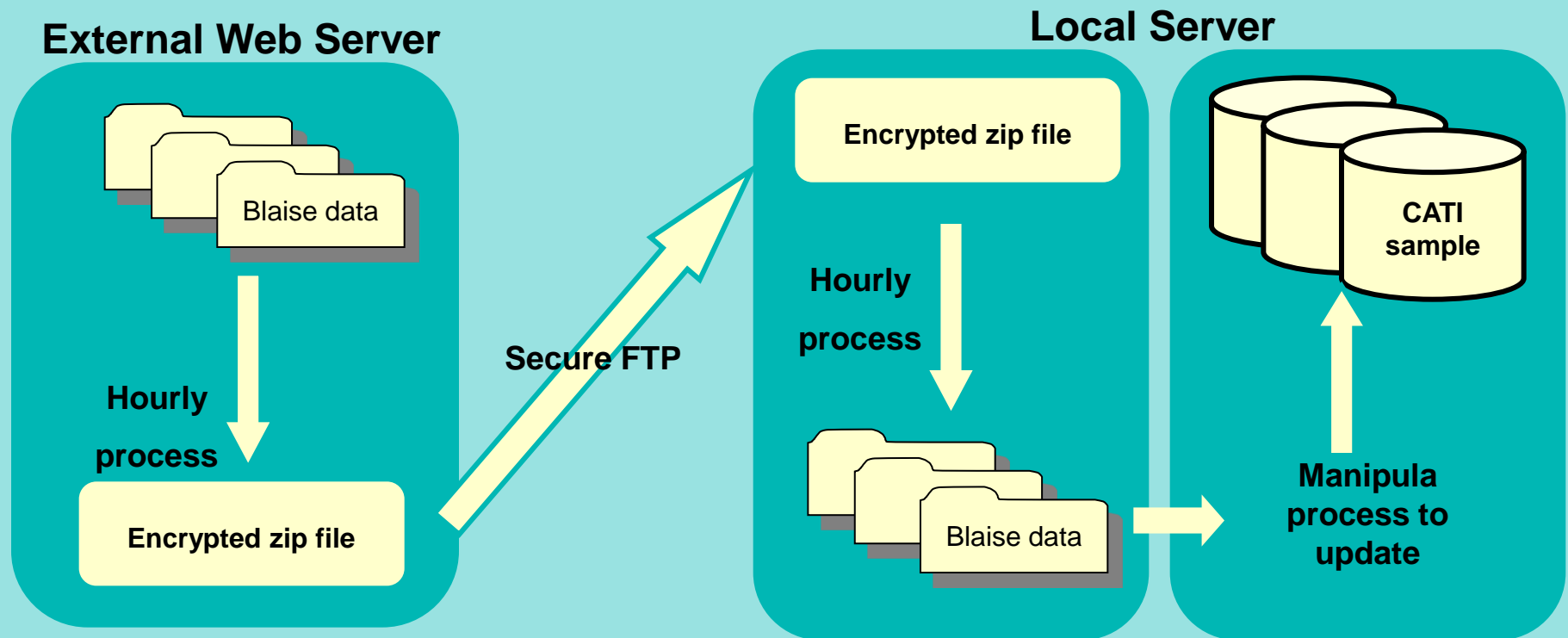
External Web Server



File transfer between remote server and LAN

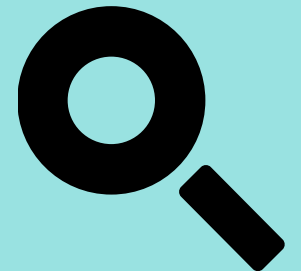


File transfer between remote server and LAN



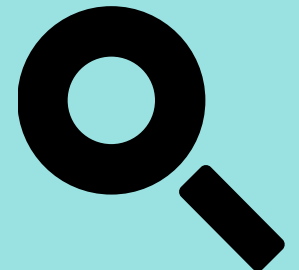
Issues and concerns

- CATI Service and lock files



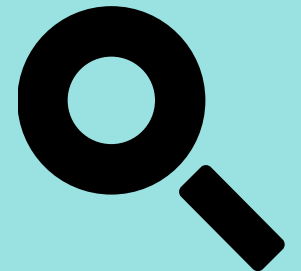
Issues and concerns

- CATI Service and lock files
- Out of Office Hours Support



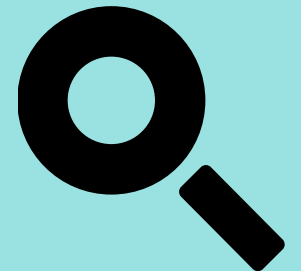
Issues and concerns

- CATI Service and lock files
- Out of Office Hours Support
- Information Security



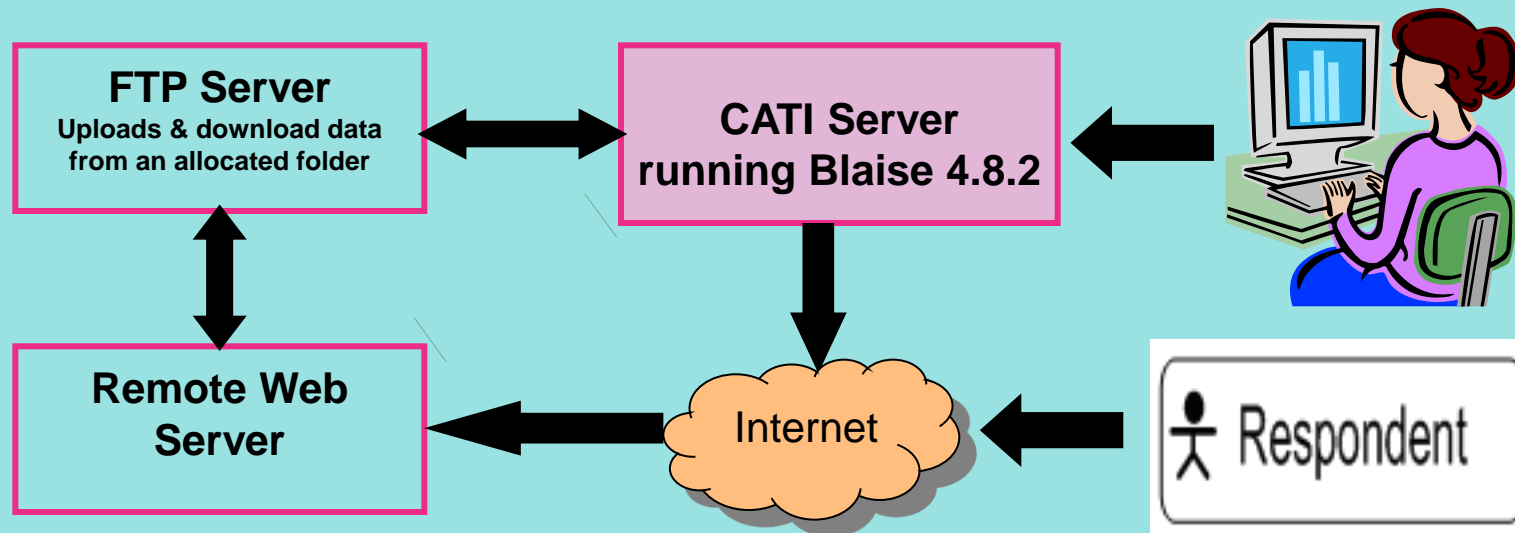
Issues and concerns

- CATI Service and lock files
- Out of Office Hours Support
- Information Security
- Para-data information



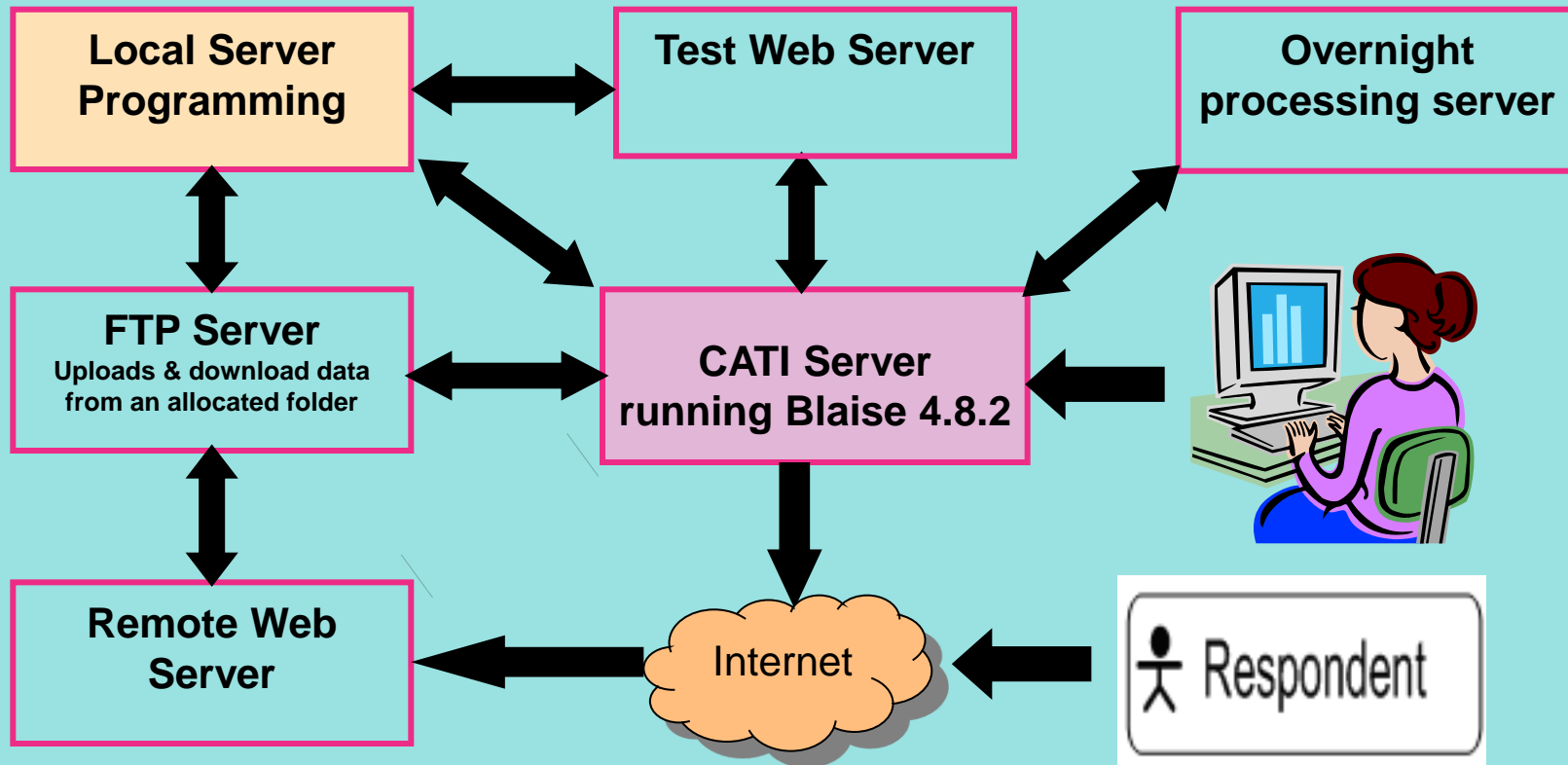
Summary and Current Status

NatCen's Servers and Data Flow Diagram



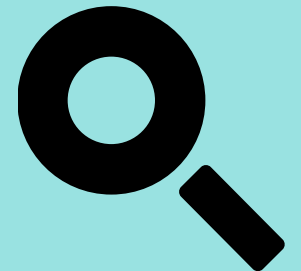
Current Status

NatCen's Servers and Data Flow Diagram



Future

- NatCen Hosted Web Server
- Upgrade to 4.8.4
- Multimode Case Management System
- Online Reports



Thank you

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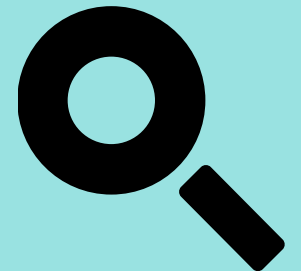
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