

# Creating a Respondent Self-Scheduling Interface Using Blaise 5

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With refusals increasing and contact rates decreasing, researchers are having to expend more effort to reach people than ever before. When an interviewer makes contact some portion of that time is spent finding a time when the person actually has the time required for the survey request. One possible way to minimize that effort is to have the person self-schedule a time that is convenient for them. Self-scheduling is common in daily life, for things like salon appointments, restaurant, and automobile service appointments, so why not allow, at least those who want to, an opportunity to set an appointment without involving an interviewer.

The University of Michigan has created a scheduling system that allows a person to schedule an appointment time that is convenient for them. The respondent facing site is a Blaise 5 datamodel. That datamodel interacts with a datastore to get any appointment information the case may already have, and gets the available appointment slots. Once the person has scheduled, rescheduled, or canceled their appointment, that information is written to the management system which then triggers either a confirmation or cancellation email and/or text message. The updated information from the management system is then exported to the datastore. An interface for managers is also available to specify the parameters for the datastore to calculate the available appointment slots. This paper discusses the Blaise 5 datamodel the person uses to self-schedule and how Blaise interacts with all of the other components of the scheduling system.

Key Words: respondent self-scheduling