

A young boy in a classroom, looking up with his hand raised, wearing a dark blue and grey shirt. Another child is visible in the background, also with their hand raised.

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Two Models for Supervising Field Data Collectors

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Introduction

- For a five-year observational study, we were tasked with recruiting families throughout the United States and collecting interview and anthropometric data from children and their primary caregiver.
- Families were recruited through schools
- Local Field Data Collectors (FDCs) were hired in each community
- Field supervisors oversaw the FDCs remotely
- Families were scheduled through our telephone center with the local FDC

National Study

- 40 states
- 130 communities
- ~5,000 Household Interviews
- 200 Field Data Collectors – (Temporary staff)
- 10 Field Supervisors (5 Battelle Full-Time staff and 5 Temporary Part-Time former FDCs)
- Evening/weekend helpline

Field Data Collector Training Components

- On-line Pre-training (15 hours)
- In-Person training (4 days)
- Certification
- Weekly refresher trainings

Field Data Collection Components

- Confirmation Calls
- Neighborhood Observations
- Participant Consent
- Medical Record Releases
- Anthropometric Measurements
 - Child, Primary Adult, Secondary Adult
 - Height & Weight (*all*), Waist Circumference (*Child Only*)

Field Data Collection Components (Continued)

- Computer Assisted Interview (CAI)
- ASA24 24-hour dietary recall
- Accelerometer
 - Distribute & provide instructions
 - Download data
- Incentives

Supervisor Responsibilities

- On-line Pre-Training Support
 - Communicate on-line training information and expectations
 - Assist with on-line training questions/issues
 - Ensure timely completion of 17 training modules
 - Additional assistance for trainees scoring less than 80%

Supervisor Responsibilities

(Continued)

- Supervising Field Data Collectors (FDCs)
 - Schedule updates
 - Re-scheduling of interview appointments
 - Communicate study protocol or procedural changes/reminders to FDCs
 - Coordinate troubleshooting for procedural and technical issues for FDCs when in the field (on and off hours)
 - Conduct FDC refresher trainings
 - Communicate with quality control staff conducting quality control checks in the field

Supervisor Responsibilities

(Continued)

- Administrative
 - Timesheets & Expense Reports
 - Review, Approve
 - Study Supplies – monitor and order replacements
 - Participant Incentives, Hard Copy Forms, Equipment
 - Monitor Case Reports
 - Completes, Pending, Re-schedules, Tablet Synchronization
 - Monitor FDC's Interview Status
 - Completes, Partial, Re-schedules

Two Models for Supervising

- Single Supervisor Option
- Paired Supervisor Option

Single Supervisor Option

- When the study originally began we assigned each FDC one Field Supervisor (FS1) with whom they would communicate regarding questions, issues, protocol updates, and refresher trainings.
- 5 – 30 FDCs per FS1
- The FS1 was responsible for overseeing all FDC activities.

Paired Supervisor Option

- As additional communities were activated and FS1 workloads increased we changed the model of supervision to a paired approach, matching a team of two Field Supervisors with each FDC.
- The second Field Supervisor (FS2) in each team was a FDC that was promoted to FS2, and had more evening/weekend availability.
- The FS2 also maintained their part-time status.

Paired vs. Single Supervisor Option

- Benefits of the Paired Approach
 - FS2 responsible for all non time-sensitive tasks lightens FS1 workload
 - Expanded FS availability
 - Evenings, Weekends and Holidays
 - Quicker FS response time to FDC
 - Reduced FDC calls to Help Center
 - Reduced supervisory payroll cost
 - FS2 has greater familiarity with fieldwork for this study protocol
 - FS2 has tips to share with FDC (especially new FDCs)

Paired vs. Single Supervisor Option (Continued)

- Challenges
 - FS2 limited access to files and servers so not all tasks can be shared
 - Extensive FS1 and FS2 communication required
 - FS Duplication of tasks occurs
 - Confusing for FDC to know how best and which FS to communicate with
 - FS1 time required to monitor FS2
 - Difficult to evaluate FDC's total performance

Two Models for Supervising Field Data Collectors

Questions?

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