



# QUALITY PRESCHOOL FOR GHANA (QP4G) STUDY

## Endline School Survey

### Caregiver Phone Interviewers' Training

Jack and Jill School - Conference Room - May 15 – 17, 2017; 9 am – 5 pm Daily



Time	Session	Facilitator	Details
Monday May 15, 2017			
8:30 am	Arrival and Registration	Henry	Conference Room
9:00 - 9:20 am	Welcome and Ice Breaker	Henry	Introduction of Facilitators and Trainees
9:20 - 10:30 am	General Introduction	Henry	<ul style="list-style-type: none"><li>▪ Overview of the QP4G Study</li><li>▪ Training Guidelines<ul style="list-style-type: none"><li>○ <i>Walk-through of training agenda</i></li><li>○ <i>Training objectives</i></li><li>○ <i>Ground rules for training</i></li><li>○ <i>Assessing learning and performance</i></li></ul></li><li>▪ Administrative Issues</li></ul>
10:30 - 11:00 am	General Interviewing Techniques (GITs) I	Edward Henry	<ul style="list-style-type: none"><li>▪ Language of Interview</li><li>▪ Informed Consent and Incentive Payment</li><li>▪ Required GITs for the Phone Interview<ul style="list-style-type: none"><li>○ <i>Rapport building</i></li></ul></li></ul>
11:00 - 11:15 am	Snack		
11:15 am - 12:30 pm	General Interviewing Techniques II	Edward Henry	<ul style="list-style-type: none"><li>▪ Required GITs for the Phone Interview cont'd<ul style="list-style-type: none"><li>○ <i>Obtain consent</i></li><li>○ <i>Confidentiality</i></li><li>○ <i>Standardised question-asking</i></li><li>○ <i>Following questionnaire format and convention</i></li><li>○ <i>Seeking clarification</i></li><li>○ <i>Probing</i></li><li>○ <i>Feedback</i></li><li>○ <i>Recording answers</i></li></ul></li><li>▪ Dealing with Refusals – Refusal Conversions</li></ul>

Time	Session	Facilitator	Details
			<ul style="list-style-type: none"><li>▪ Converting Refusals into Completions</li></ul>
12:30 - 1:00 pm	Caregiver Survey Main Walk-Through I		<ul style="list-style-type: none"><li>▪ Questionnaire Review<ul style="list-style-type: none"><li>○ Section A: Identification</li><li>○ Section C: Background Characteristics<ul style="list-style-type: none"><li>🚦 <i>Exercise: Interview circle</i></li></ul></li><li>○ Section E: Food Insufficiency<ul style="list-style-type: none"><li>🚦 <i>Exercise: Interview circle</i></li></ul></li></ul></li></ul>
1:00 - 2:00 pm	Lunch		
2:00 - 4:30 pm	Caregiver Survey Main Walk-Through II	Edward Henry	<ul style="list-style-type: none"><li>▪ Questionnaire Review - cont'd<ul style="list-style-type: none"><li>○ Section F: Parent's Involvement with Child's Education<ul style="list-style-type: none"><li>🚦 <i>Exercise: Interview circle</i></li></ul></li><li>○ Section G: Perceptions of Early Childhood Development<ul style="list-style-type: none"><li>🚦 <i>Exercise: Interview circle</i></li></ul></li><li>○ Section I: Child Discipline<ul style="list-style-type: none"><li>🚦 <i>Exercise: Interview circle</i></li></ul></li><li>○ Section D: Poverty Status<ul style="list-style-type: none"><li>🚦 <i>Exercise: Interview circle</i></li></ul></li><li>○ Survey Outcomes</li></ul></li><li>▪ Caregiver Survey Sub</li></ul>
4:30 - 5:00 pm	Mock Caregiver Phone Interview I	Trainees	<i>Exercise: Paired interviews with feedback</i>
5:00 Pm	Close of Day 1		
Tuesday May 16, 2017			
8:30 - 9:00 am	Arrival and Trainee Sign-In	Henry	Conference Room
9:00 - 9:30 am	Recap of day 1	Henry	Highlight Key Points from Previous Day
9:30 - 10:00 am	Quiz 1	Henry	
10:00 - 11:00 am	Contacting the Caregiver I	Edward Henry	<ul style="list-style-type: none"><li>▪ Interviewer Assignments</li><li>▪ Contact Procedures</li></ul>

Time	Session	Facilitator	Details
			<ul style="list-style-type: none"><li>○ <i>The Call Record</i></li><li>○ <i>The Caregiver Screener</i></li></ul>
11:00 - 11:15 am	Snack		
11:15 am - 12:30 pm	Contacting the Caregiver II	Edward Henry	<ul style="list-style-type: none"><li>○ <i>The Call Result</i></li><li>▪ Tracing Contacts<ul style="list-style-type: none"><li>○ <i>Interviewer tracing</i></li><li>○ <i>In-depth tracing</i></li></ul></li><li>▪ Proxy Interviews</li></ul>
12:30 pm - 1:00 pm	Local Language Translations	Edward Henry	<ul style="list-style-type: none"><li>▪ Language Groups<ul style="list-style-type: none"><li>○ Ewe</li><li>○ Twi</li><li>○ Ga</li><li>○ Hausa</li></ul></li></ul>
1:00 - 2:00 pm	Lunch		
2:00 - 4:00 pm	Conducting the Phone Interview	Henry Edward	<ul style="list-style-type: none"><li>▪ Team Size, Composition and Responsibilities</li><li>▪ Expectations from Survey Field Team Members</li><li>▪ Call Records Management</li><li>▪ Logistics for Phone Survey</li><li>▪ Data Security and Quality Issues<ul style="list-style-type: none"><li>○ <i>Using the Data Quality Form</i></li></ul></li></ul>
4:00 - 5:00 pm	Using Samsung Tablets for the Phone Interview	Henry/Edward	<ul style="list-style-type: none"><li>▪ Discussion - Practice with tablet</li></ul>
5:00 pm	Close of Day Two		
Wednesday May 17, 2017			
8:30 - 9:00 am	Arrival and Trainee Sign-In	Henry	Conference Room
9:00 - 9:30 am	Recap of day 2	Henry	Highlight Key Points from Previous Day
9:30 - 10:30 am	Mock Caregiver Phone Interview II	Henry	<i>Exercise: Paired interviews with feedback</i>
10:30 - 10:45 am	Snack		
10:45 - 1:00 am	Practice: Caregiver Phone Interview	Trainees	2 complete phone survey per trainee

Time	Session	Facilitator	Details
1:00 -2:00 pm	Lunch		
2:00 - 3:00 pm	Practice: Caregiver Phone Interview	Trainees	1 complete phone survey per trainee
3:00 - 5:00 pm	Preparing for the Phone Survey	Henry	<ul style="list-style-type: none"> <li>▪ Survey logistics</li> <li>▪ Survey schedule and venue</li> <li>▪ Selection of interviewers and auditors</li> <li>▪ Payment of training allowances and T&amp;T</li> <li>▪ Other matters</li> </ul>
5:00 Pm	Close		