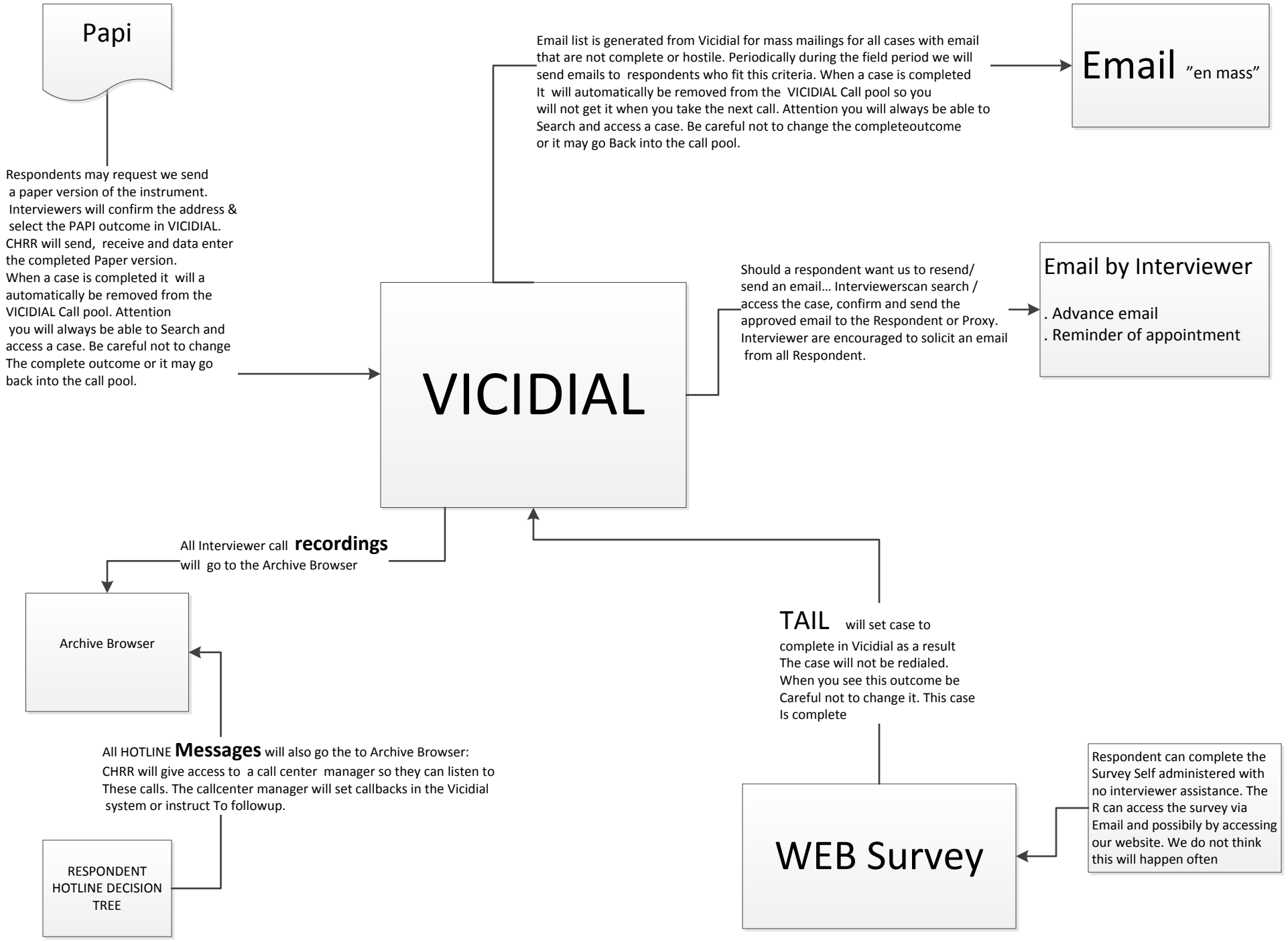
Papi
Respondents may request we send a paper version of the instrument. Interviewers will confirm the address & select the PAPI outcome in VICIDIAL. CHRR will send, receive and data enter the completed Paper version. When a case is completed it will a automatically be removed from the VICIDIAL Call pool. Attention you will always be able to Search and access a case. Be careful not to change The complete outcome or it may go back into the call pool.
Email list is generated from Vicidial for mass mailings for all cases with email that are not complete or hostile. Periodically during the field period we will send emails to respondents who fit this criteria. When a case is completed It will automatically be removed from the VICIDIAL Call pool so you will not get it when you take the next call. Attention you will always be able to Search and access a case. Be careful not to change the completeoutcome or it may go Back into the call pool.
Email "en mass"
VICIDIAL
Should a respondent want us to resend/ send an email… Interviewerscan search / access the case, confirm and send the approved email to the Respondent or Proxy. Interviewer are encouraged to solicit an email from all Respondent.
Email by Interviewer
. Advance email
. Reminder of appointment
All Interviewer call recordings will go to the Archive Browser
Archive Browser
TAIL will set case to complete in Vicidial as a result The case will not be redialed. When you see this outcome be Careful not to change it. This case Is complete
All HOTLINE Messages will also go the to Archive Browser: CHRR will give access to a call center manager so they can listen to These calls. The callcenter manager will set callbacks in the Vicidial system or instruct To followup.
RESPONDENT HOTLINE DECISION TREE
WEB Survey
Respondent can complete the Survey Self administered with no interviewer assistance. The R can access the survey via Email and possibily by accessing our website. We do not think this will happen often