

Establishing **Evidence** Elevating **Standards** Enriching **Policy**



Converting to Blaise 4.8 for CATI and CAWI Surveys

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Blaise Users Conference
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How MPR Converted from Blaise 4.7 to 4.8

How many programmers does it take to
change a light bulb?

None—it's a hardware problem!



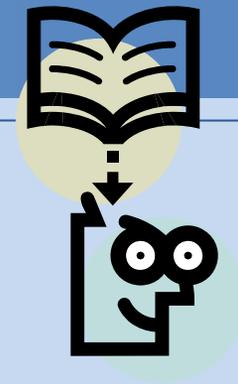
Background

- **Real-time one instrument multimode—one database for data collection**
 - Computer assisted telephone interviewing (CATI) / computer assisted web interviewing (CAWI)
- **Time to upgrade software and hardware**
 - Servers
 - Current Blaise web application was C2B
 - Security
- **Position MPR for the possible use of Blaise datalink**



Preliminary Goals

- **Meeting MPR's interviewing needs**
 - **Blaise 4.8 passed the test**
 - CATI
 - CAWI
 - CATI and CAWI sharing same database real time
- **Finding the right projects**
- **Converting to Microsoft network operating system**



Laying the Foundation

- **Planning**
 - Seeking input from outside the group
 - Make sure you have buy-in
 - Communicate

- **Reviewing systems and applications for CATI, computer assisted personal interviewing (CAPI), and CAWI**
 - What needs to change?
 - What could stay the same?

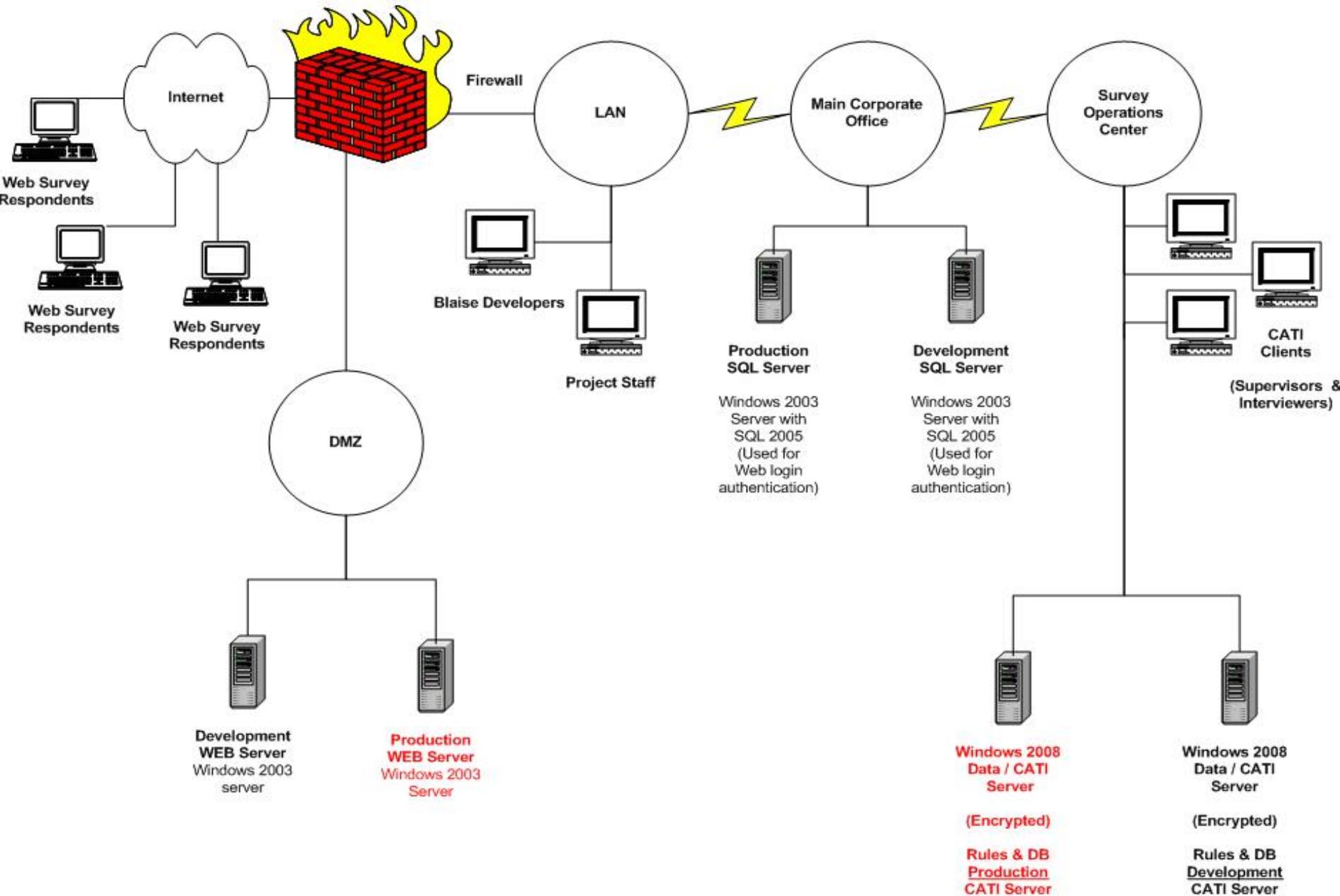


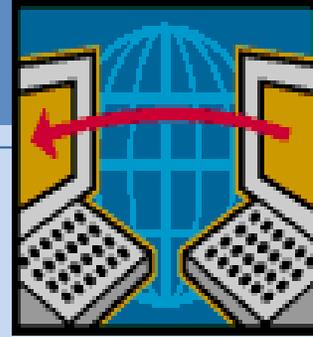
Hardware and Infrastructure Changes

- **Hardware and infrastructure**
 - Servers—how many and how will they be used?

- **Network operating systems**
 - Novell to Microsoft
 - Encryption at rest
 - Tools

- **Security**





Testing CAWI and CATI

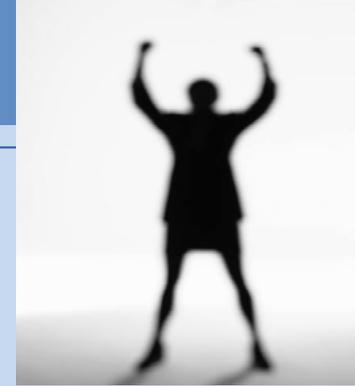
- **Likely the most important and time-consuming step**
 - **Stress (load-testing) and testing functionality**
 - CAWI only and CATI only
 - CAWI and CATI combined using the same database
 - Security

- **Testing tool**
 - **Web Performance Suite**
 - Goal of 250 concurrent web users while conducting CATI
 - End-user response time was important

The Importance of Communication



- **Meetings, conference calls, e-mails**
 - **Within the Information Services (IS) Department**
 - **Between IS and Computer and Network Services (C&NS)**
 - **Between MPR and Blaise at Statistics Netherlands**
 - GoToMeeting



Successes

- **Six surveys using Blaise 4.8.1**
 - **18,000 potential respondents; CATI, CAWI, and computer assisted data entry (CADE)**
 - About two-thirds completed on the web
 - **3,300 potential respondents; CATI and CAWI**
 - About 82 percent completed on the web
 - **CATI only with 13,000 potential respondents**
 - More than 7,500 completed



Issues

- **Steep learning curve**
- **Problems with the CATI scheduler**
- **Inadequate Blaise documentation**



Conclusion

- About 30 surveys completed, almost completed, or ready to go live using Blaise 4.8.1
- Still finding a few bugs
- Testing
- Communications
 - Meetings and conference calls
- Corporate goal of becoming a Microsoft shop

Questions?

- Please contact Leonard Hart at LHart@mathematica-mpr.com

For your corporation to be on the forefront, you need to be on the bleeding edge. Take the leap... who knows what successes you'll find on the other side

