Converting to Blaise 4.8 for CATI and CAWI Surveys

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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