



# CARI Interactive Data Access System

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Presented at FCSM  
Washington, DC  
January 10-12, 2012

# Outline

- What is CARI?
- Concept of CARI coding
- Overview of CARI Interactive Data Access System (CARI System)
- Current Status
- Questions
- Demonstration

## What is CARI?

- Computer Audio Recorded Interviews
- Many benefits to surveys
  - Save time and money
  - Improve questionnaires
  - Improve data quality
  - Improve interviewer performance

## Concept of CARI Coding

- Cases and their recordings are loaded into system
- Cases are assigned to coders
- Coders listen to recordings for cases, assign codes for what they hear
  - Code definitions are generally standardized for the purposes of QA, behavior coding or coaching interviewers
- Codes provide concise documentation of what happened during interview
- Codes can be analyzed to identify specific issues

## Overview of CARL System

- Designed and built by RTI for US Census Bureau, since September 2009
- Web-based application
- Contains components for behavior coding, quality assurance, and coaching
- Built-in training support
- Similar to, but distinct from, RTI's own Quality Evaluation System (QUEST)

# Comparison of CARI System and QUEST

	CARI System	QUEST
Supports CATI and CAPI	✓	✓
Live monitoring		✓
Behavior coding	✓	
Quality assurance	✓	✓
Coaching/performance assessment	✓	✓
Standard codes	✓	✓
Custom codes	✓	
Inter-rater reliability	✓	✓
Sampling	✓	✓
Scoring	✓	✓
Standard reports	✓	✓
Client portal		✓
Training support	✓	

# Components of CARI System

- Coaching
  - Practical, production-oriented
  - Recognize outstanding performers
  - Identify issues with interviewer performance
- Quality Assurance
  - Practical, production-oriented
  - Identify data quality issues
- Behavior Coding
  - Research oriented
  - Identify issues with questionnaire design
- Interface with BOC Master Control System for data load

# Roles

- Access to all system functions managed by roles
- 7 different roles provide tiered privileges and appropriate access to features and data



## Current Status

- Coaching
  - At “Systems Test” stage
  - Formal testing underway
- Enhancements
  - Enhancements made to existing components
  - Formal testing underway
- Additional feedback and suggestions being collected

## Questions?

- Before we begin demonstrating the system, are there any questions?

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