Tips for Successful Interviewing
NJH Quitline Survey

Be prepared. Keep the Q & A sheet, the advance letter and toll-free numbers handy.

Speaks Another Language – If there is a communication problem because your respondent speaks another language, code the case a 6. LANGUAGE PROBLEM and not a refusal-even if they hang up on you. Let a bilingual data collector make the next call.

Answering Machine Beeps – When CATI does not prompt you to leave the message, hang up your phone before the answering machine beep. We don’t want “hang-ups” to be on anyone’s AM.

NIRF’s vs. MESSAGES – NIRF stands for Non-Interview Report Form. NIRF’s are there is an open text box presented to you after coding a case 2. Refusal, 6. Language Problem or 8. Other Problem. NIRF’s are mandatory and describe a situation. A message is the note left after using code 4 to set an appointment. Messages are optional and are only typed when there is information absolutely critical for the next data collector to know in order to conduct the interview.

Asterisks - If you ever see a message or NIRF with asterisks and CATI initials like **ASFA**, it means a supervisor typed the message rather than a data collector.

Date & Initials- when leaving a message in VOXCO, always begin with the date and your initials. For Example: 3/8/2017 – ADCD – FHHM SAID R IS OUT OF THE COUNTRY INDEFINITELY.

Never Heard of Them – We want to confirm that we have called the correct number and confirm that that person does not and has never heard of the sampled respondent. If you are able to obtain new information, please code enter the new phone number in the system.

Answering Machines - A business answering machine is still coded AM – Answering Machine. Leave the message if prompted by CATI. Anytime you are not prompted to read the AM message, make sure you hang up before the “beep”.

Refusals From Others - If a person tells you that the selected person refuses to participate code this refusal and put the details in the NIRF.

Problem Cases – If you ever have to code a case 8. OTHER PROBLEM, don’t promise your respondent a call back for a specific time in the near future. Find out a generally good time (day/ eve/ wknd) to call and document it on the problem sheet and let them know we’ll try to call back within the next week or two. Problem cases may not be resolved immediately.