

# MOWIP Methodology Explainer 2

## How to use iSurvey: Lead Researcher and Enumerator Instructions

26 OCTOBER 2021 VERSION

*In this Explainer, we explain how to use the online survey platform iSurvey to implement the survey data collection tool of the MOWIP methodology. Please refer to section 3.1.3 of the MOWIP methodology<sup>1</sup> for more information regarding the survey.*

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<sup>1</sup> <https://www.dcaf.ch/mowip-methodology>

## Why use iSurvey

There are different online survey platforms that comply with the requirements of the MOWIP methodology. We recommend the use of iSurvey<sup>2</sup>, tested in the pilot countries of the DCAF MOWIP assessment, for the following reasons:

- iSurvey/droidSurvey allows us to collect survey responses easily and quickly;
- It can be used with both Apple and Android devices;
- It can be used regardless of whether you have WiFi or phone signal;
- It allows us to use GPS tracking to locate where the surveys are being conducted by the enumerators in case anything goes wrong during data collection;
- It can be used in multiple languages, including but not limited to Arabic, Chinese, French, Russian and Spanish.

## Technical instructions for lead researchers: Programming the Survey

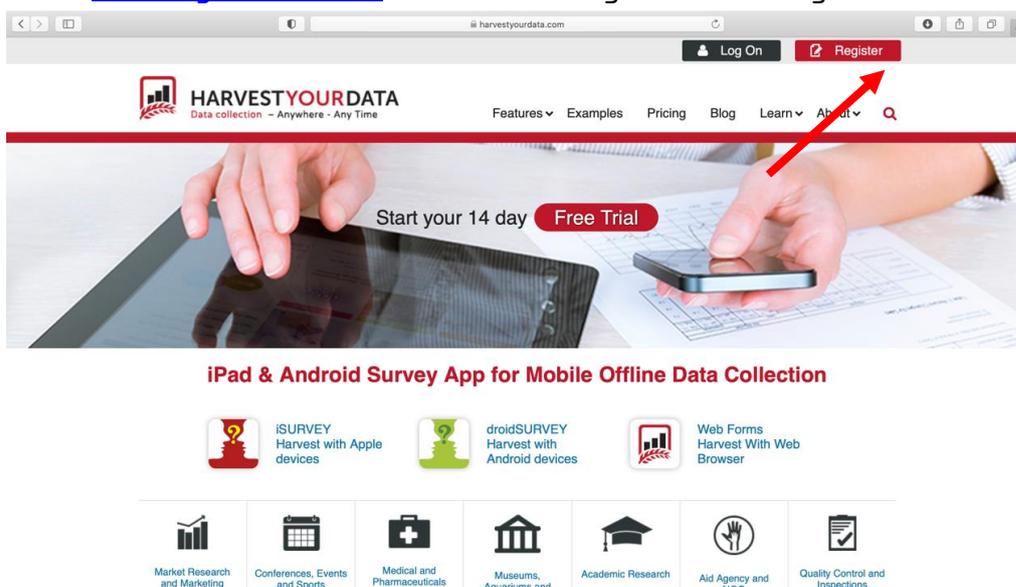
Please note that the iSurvey language setting configures the language displayed in the survey on the devices used for the survey, however, **the text on the iSurvey website is only available in English.**

The use of iSurvey will require the creation of an iSurvey account. If you are working with the Gender and Security Sector Lab team from Cornell University, then you will not need to complete the followings step. The Cornell team will provide you with the instructions to access the survey (and in most cases will use Qualtrics instead of iSurvey which will require a different process).

If you are not working with the Cornell GSS Lab, please note that the person creating the account should be the same person who will pay for the survey.

### 1) Creating an account:

- A. Go to [harvestyourdata.com](https://www.harvestyourdata.com) and click on “Register” on the right-hand side of the screen.

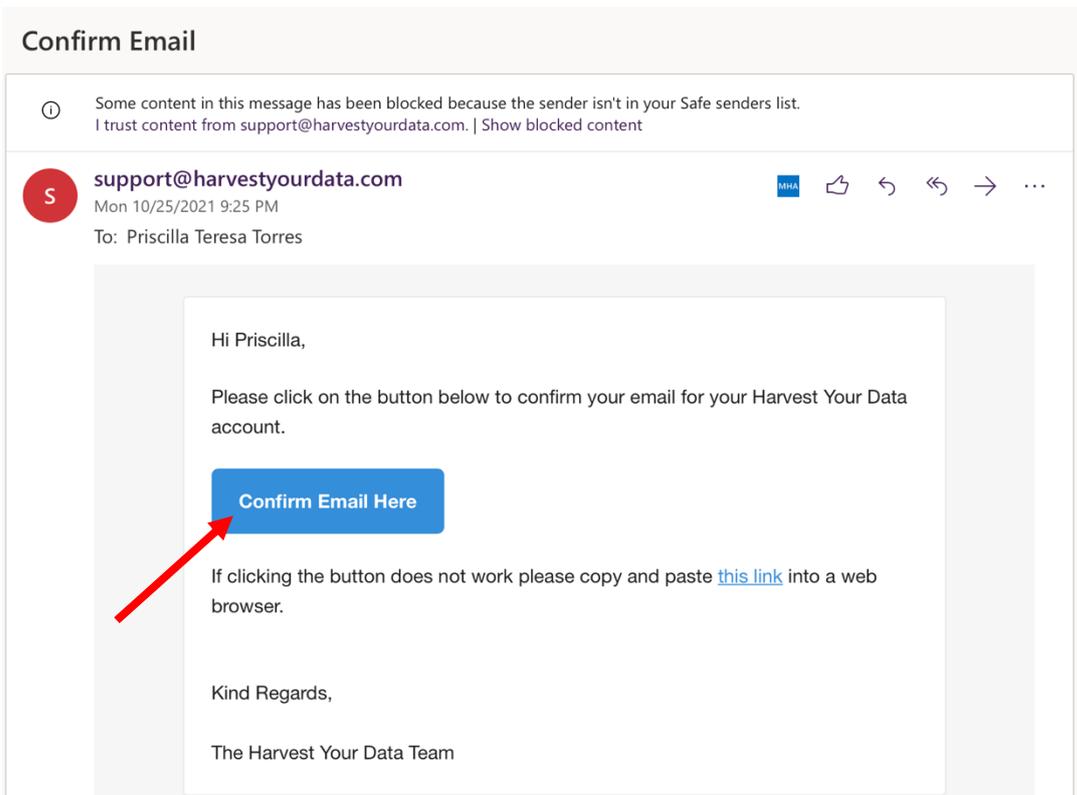


<sup>2</sup> <https://www.harvestyourdata.com/> , accessed on 15 January 2021.

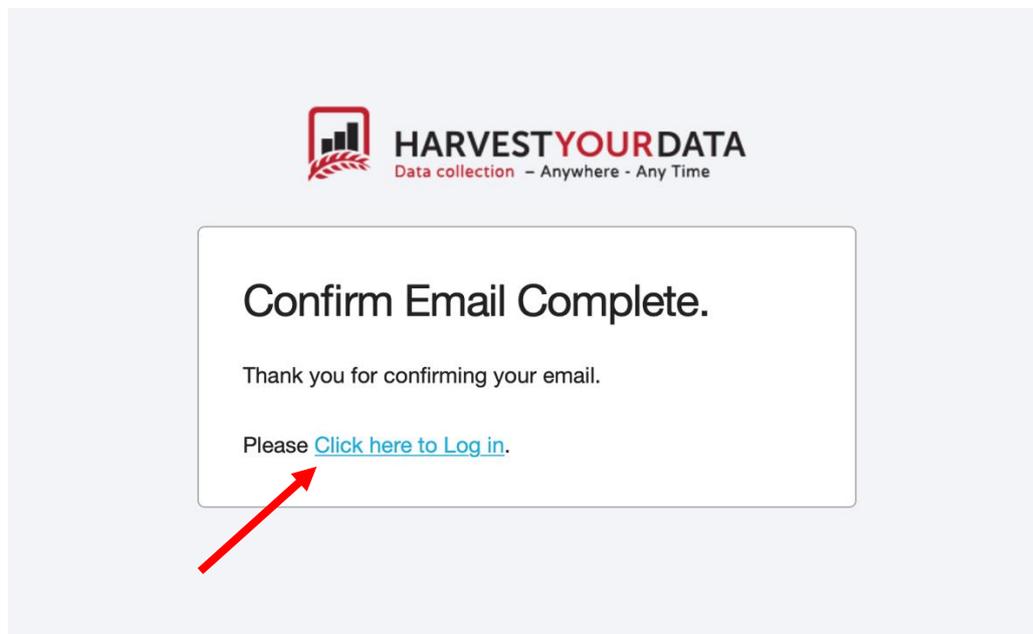
- B. Create a Harvest Your Data account by filling in the necessary information. After reading the terms of service, if you agree to them, check the box next to “I agree to the Terms of Service”. Then click “Register” to proceed.

The screenshot shows the registration page for Harvest Your Data. At the top, there is a logo with a bar chart and the text 'HARVESTYOURDATA Data collection - Anywhere - Any Time'. Below the logo, the title 'Register' is displayed. The form consists of several input fields: 'First Name \*', 'Last Name \*', 'Email \*', 'Organisation', 'Password \*', and 'Confirm password \*'. Each field has a corresponding text box. Below the input fields, there is a checkbox labeled 'I agree to the Terms of Service \*'. A blue button labeled 'Register' is positioned to the right of the checkbox. Two red arrows are overlaid on the image: one points to the checkbox, and the other points to the 'Register' button. At the bottom of the form, there are two links: 'Already have an account?' and 'Forgot your password?'.

- C. You should receive a confirmation email from Harvest Your Data. Log in to the email address that you used to register for a Harvest Your Data account. Open the email from [support@harvestyourdata.com](mailto:support@harvestyourdata.com) and click on “Confirm Email Here”.



D. The link should take you back to harvestyourdata.com and you should receive a screen like the one below. Click on “Click here to login”.



E. Login using the email address and the password that you created the account with. Click “Login”.

Log in.

Email \*

Password \*

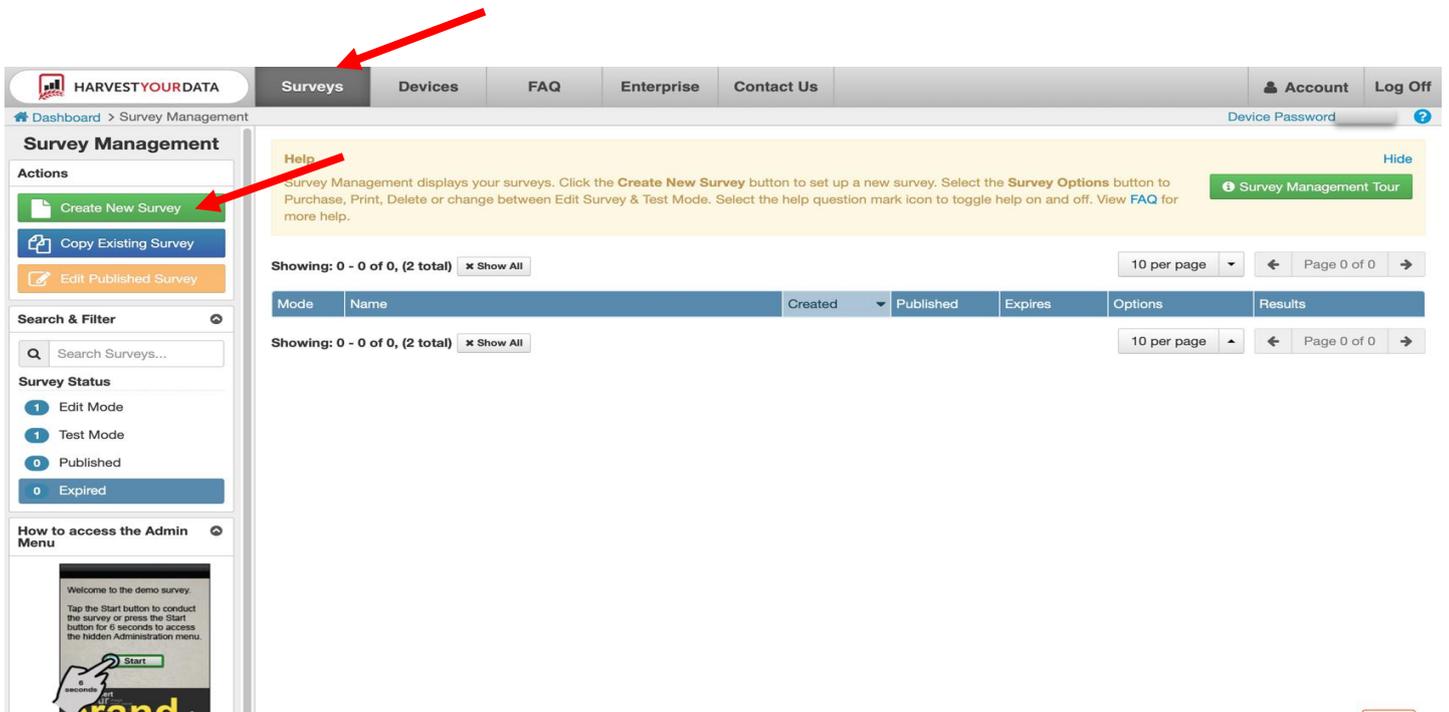
Remember me?

[Register as a new user?](#)

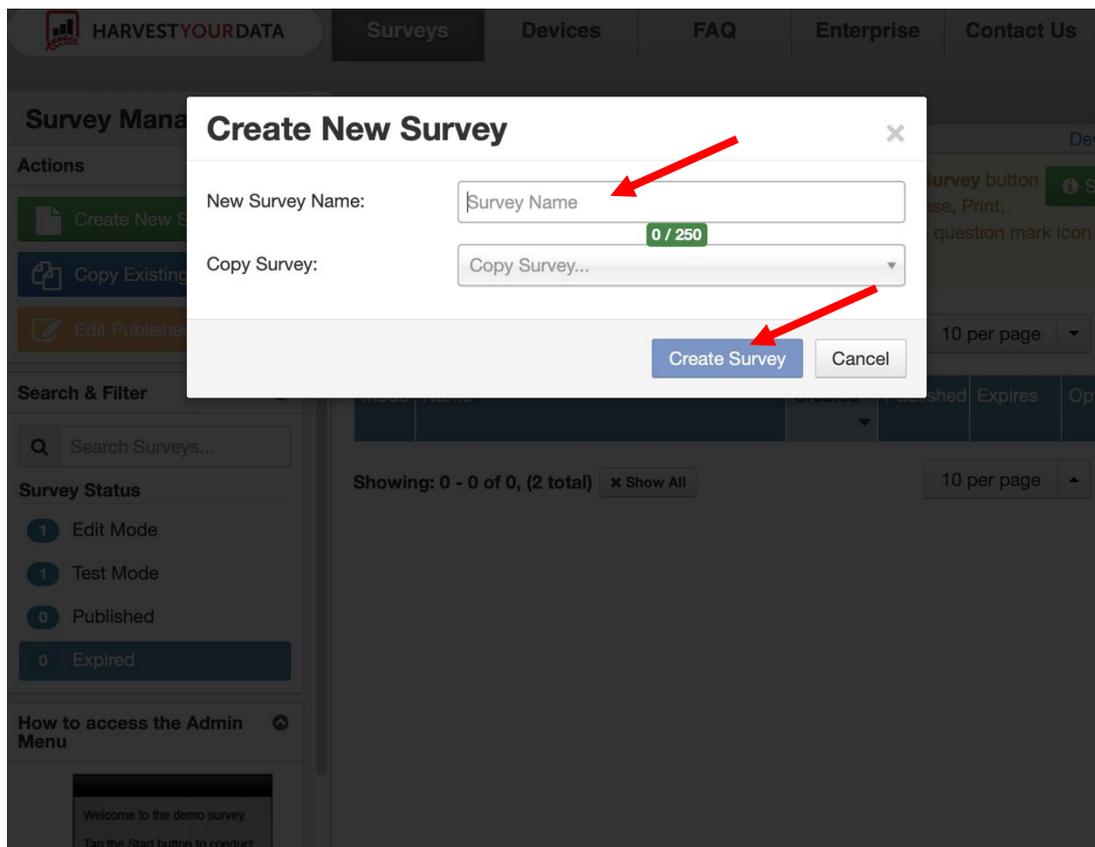
[Forgot your password?](#)

## 2) Creating a new survey:

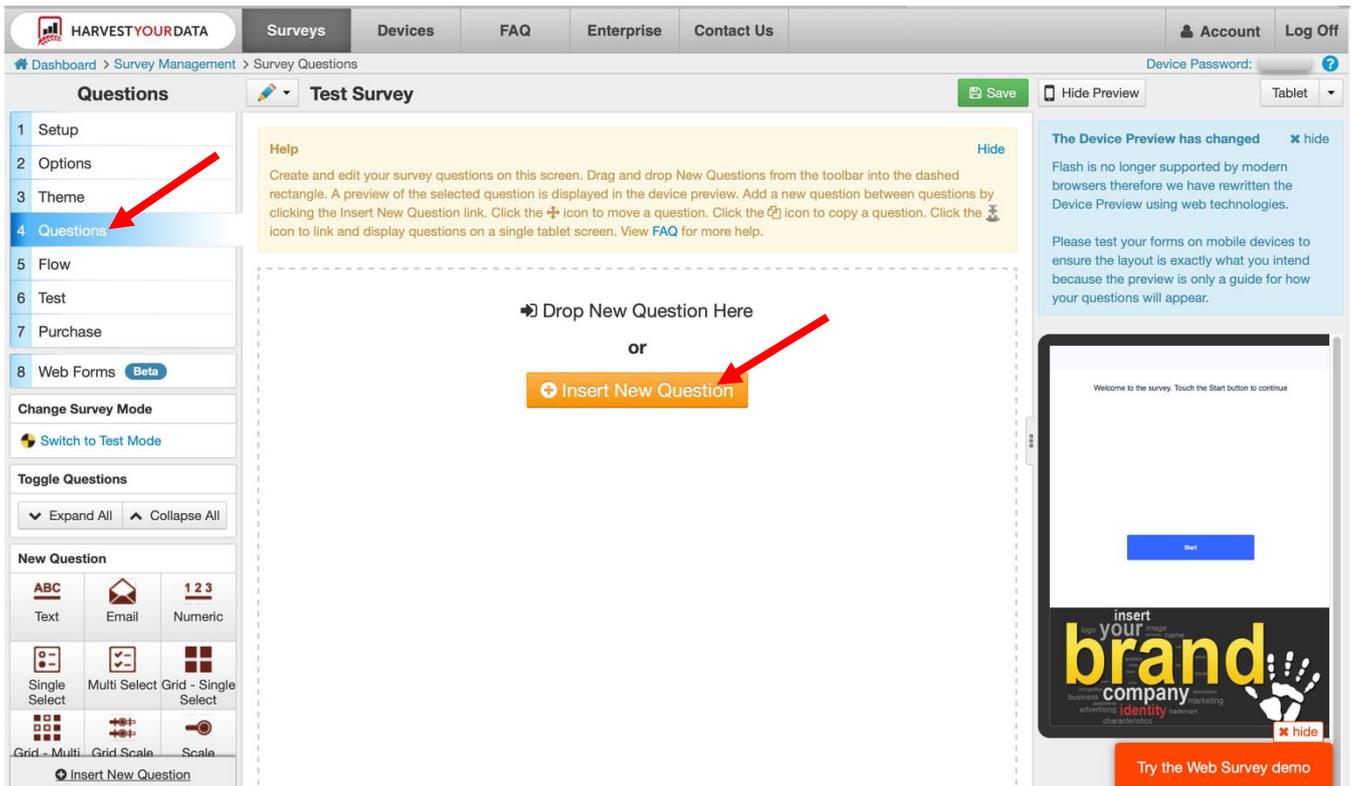
- Login to your account on [www.harvestyourdata.com](http://www.harvestyourdata.com).
- Click on the “Surveys” tab at the top of the screen.
- Click on “Create New Survey” on the left-hand side of the screen.
  - Note: The creation and programming of the survey should be the responsibility of the lead researcher. Programming, monitoring and data download can only be accessed via one account. This is not a task that should be delegated to an assistant or admin support person unless they are allowed to monitor the survey and download the data on their own.



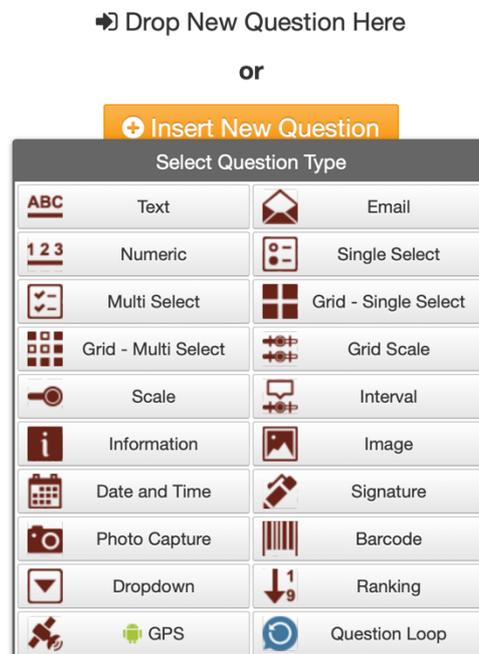
- Create a name for the survey and type it into “New Survey Name”. Then click “Create Survey”.



- You will be navigated to the survey screen. You should see the name of the survey at the top of the screen. On the left-hand side of the screen, you will see several different navigation options: Setup, Options, Theme, Questions, Flow, Test, Purchase, and Webforms.
- To begin programming the survey questions, click the “Questions” on the left-side menu.



- Click on “Insert New Question”. When you do, there will be a menu that will drop down asking which question-type you would like to program. Using the paper survey (the word document version of the survey), follow along and program each question in order accordingly.



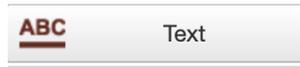
- There are several different question types throughout the survey:
  - Text
  - Numeric
  - Single-Select

- Multi-Select
- Scale
- Information
- Dropdown
- GPS

**Please follow the instructions below for how to program the different question types using the examples below:**

A. Text

- Text questions are open-ended questions. They ask a question and require an open-ended response rather than a drop-down menu or a list of options to select for a response. An open-ended response requires either the enumerator or the respondent to write in the answer to the question.
- Example question: What equipment did you need but did not get for deployment?
  - Click on “Insert New Question Here”
  - You will be instructed to select a question type that you want to insert. Select “text”. The icon for “text” questions looks like this:



- A screen will appear like the one below:

- In the section labelled question, write the text for the question or the enumerator instruction into the designated field.

B. Numeric

- Numeric questions are those where the respondent is asked to state a number as a response. In these types of questions, the instructions will be that the enumerator needs to enter the answer, rather than choosing from pre-populated answers that are numbers.
- Example question: How long have you been in the armed forces? [Enumerator, enter the answer in months. For example, 1 year is 12 months. 2.5 years is 20 months]
  - Click on “Insert New Question Here”

- You will be instructed to select a question type that you want to insert. Select “numeric”. The icon for “numeric” questions looks like this:

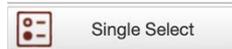


- A screen will appear like the one below:

- In the section labelled question, write the text for the question and the enumerator instructions into the designated field. Depending on the question, consider how many decimal places to allow. We recommend allowing one decimal place for questions about the number of years.

### C. Single-Select

- Single-select questions are those that only allow for one answer to be chosen as an answer to the question.
- Example question: What year is it?
  - Click on “Insert Question Here”
  - You will be instructed to select a question type that you want to insert. Select “Single-Select”. The icon for “Single-Select” questions looks like this:



- A screen will appear like one below:

- In the section labelled “Question”, write the question.
- Next, type in the individual answers below in the area titled “Answers”.
- To add an additional answer, click “Add Answer” toward the bottom of the screen and type the answer into the appropriate box.

#### D. Multi-Select

- Multi-select questions are those where multiple answers per respondent can be selected. These types of questions often have the instruction “select all that apply”.
- Example question: Please describe the type of professional organizations in your institution that you have heard of, even if you are not personally a member [Select all that apply]
  - A. Women’s association
  - B. Men’s association
  - C. Association for ethnic minorities
  - D. Veteran’s association
  - E. Association for specific skills/roles
  - F. Former UN peacekeeper association
  - G. Unit or Batch association
  - H. Other
  - I. I don’t know
  - J. I refuse to answer
- Click on “Insert New Question Here”
- You will be instructed to select a question type that you want to insert. Select “multi-select”. The icon for “multi-select” questions looks like this:



- A screen will appear like the one below:

- In the section labelled “Question”, write the text for the question and the enumerator instructions into the designated field. Please write enumerator instructions in brackets at the end of the question as they appear on the Word Document version of the survey, as there are not enough space in the “Instructions Text” box for many of the instructions.
- In the section labelled “Answers”, type in each individual answer as they appear on the Word Document version of the survey. To add an additional response, click “Add Answer” at the bottom of the screen. Do this for each individual answer choice.

#### E. Information

- Information questions are those that do not ask a question but rather provide information or instructions to the enumerator or the respondent.
- Example question: Enumerator, offer to give the respondent a short 5-10-minute break.
  - Click on “Insert New Question Here”
  - You will be instructed to select a question type that you want to insert. Select “information”. The icon for “information” questions looks like this:



- A screen will appear like the one below:

- In the section labelled “Information”, write the text for the information type question.

#### F. GPS

- GPS questions refer to questions that record the coordinates of the location where the survey is being taken.
- Example question: Record GPS coordinates.
  - Click on “Insert New Question Here”
  - You will be instructed to select a question type that you want to insert. Select “GPS”. The icon for “GPS” questions looks like this:



- A screen will appear like the one below:

- In the section labelled “Question”, write the instructions.

- **IMPORTANT:** In programming the survey, the lead researcher has the ability to turn off GPS coordinate collection. Collecting GPS coordinates is optional and **DOES NOT** have to be done as part of the survey.<sup>3</sup>

### 3) Additional Survey Programming Instructions

- Be sure to save your work frequently. To save your work, click the “Save” button at the top right portion of the screen.
- If you have not saved your work, the save button will appear in red at the top of the screen. If you have saved your work, the save button will appear in green at the top of the screen.

This is an example of a survey where changes to the questions have not been saved:

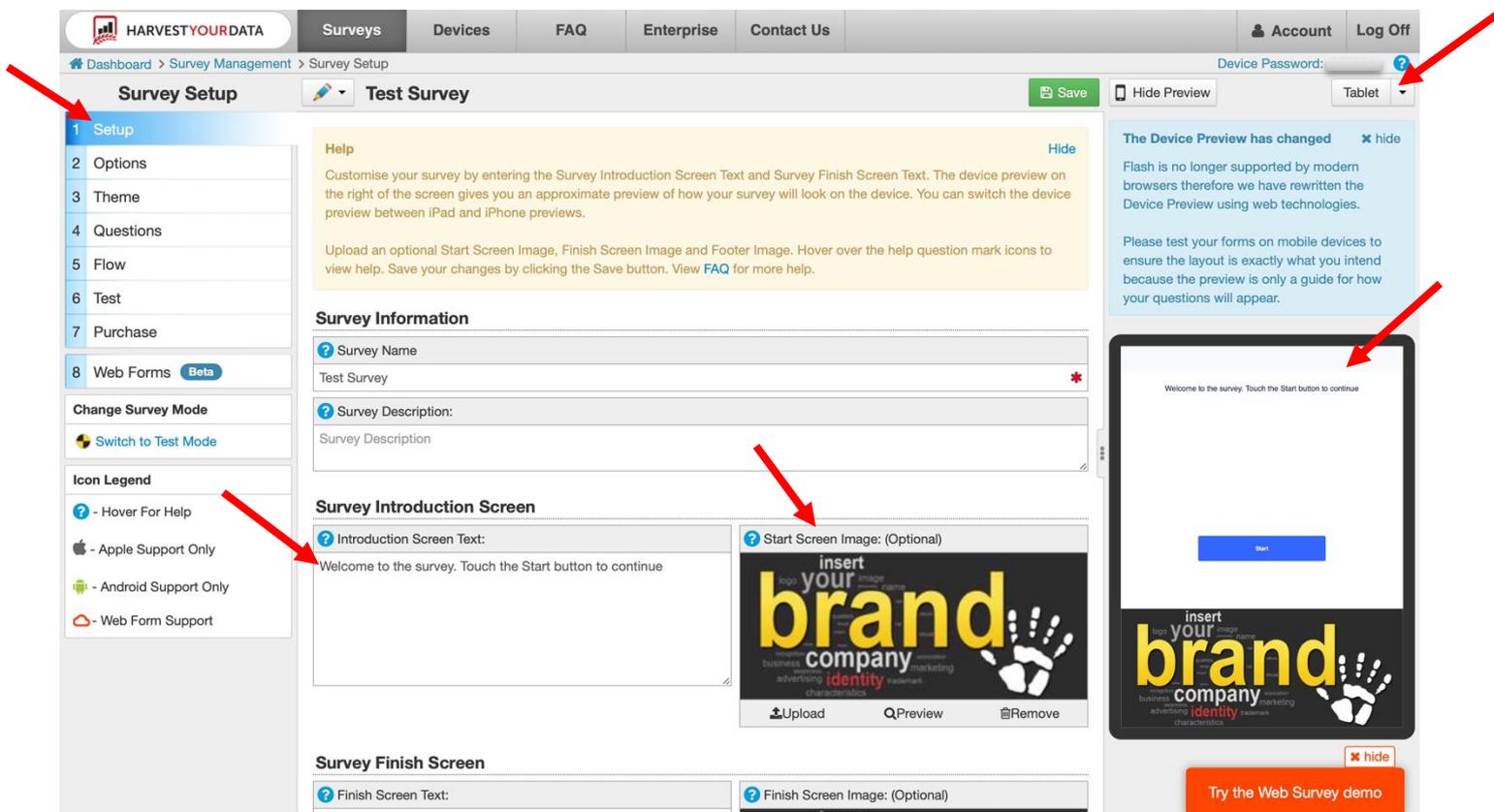
The screenshot shows a web-based survey editor. At the top, there are navigation tabs: Surveys, Devices, FAQ, Enterprise, and Contact Us. On the right, there are links for Account and Log Off. Below the navigation, the page title is 'Test Survey'. A red 'Save' button is visible in the top right corner, with a red arrow pointing to it. The main content area shows a question titled 'Q 10 Single Select' with the text 'What year is it?'. The options section includes fields for 'Instruction Text' (containing 'Pick 1'), 'Short Name' (containing 'Short Name...'), and a 'Type' dropdown set to 'Single'. There are also checkboxes for 'Answer Required', 'Randomize', 'Include Scoring', and 'Display Images'. An 'Information' section at the bottom contains the text '10m accuracy is possible only if you are outside and away from tall buildings.'

This is an example of a survey where changes to the questions have been saved:

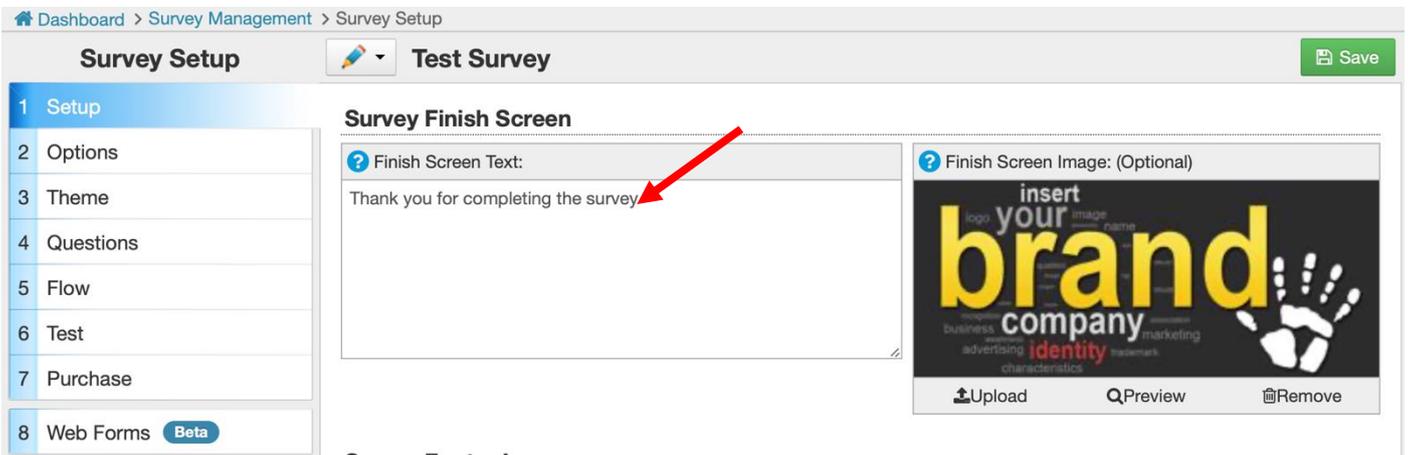
The screenshot shows the same survey editor interface. The 'Save' button is now green, indicating that changes have been saved. The question is now titled 'Q 9 GPS Android Only' with the text 'Record GSP coordinates'. The options section includes fields for 'Instruction Text' (containing 'Record GPS'), 'Short Name' (containing 'Short Name...'), and an 'Accuracy (in metres)' dropdown set to '40'. There is also an 'Answer Required' checkbox. The 'Information' section at the bottom contains the text '10m accuracy is possible only if you are outside and away from tall buildings.'

<sup>3</sup> GPS coordinate collection can be useful in automatically recording where a survey was taken (e.g. which military base or police station) and for ensuring that the survey was undertaken correctly by the enumerators. However, it may not be acceptable to the security institution to collect this information.

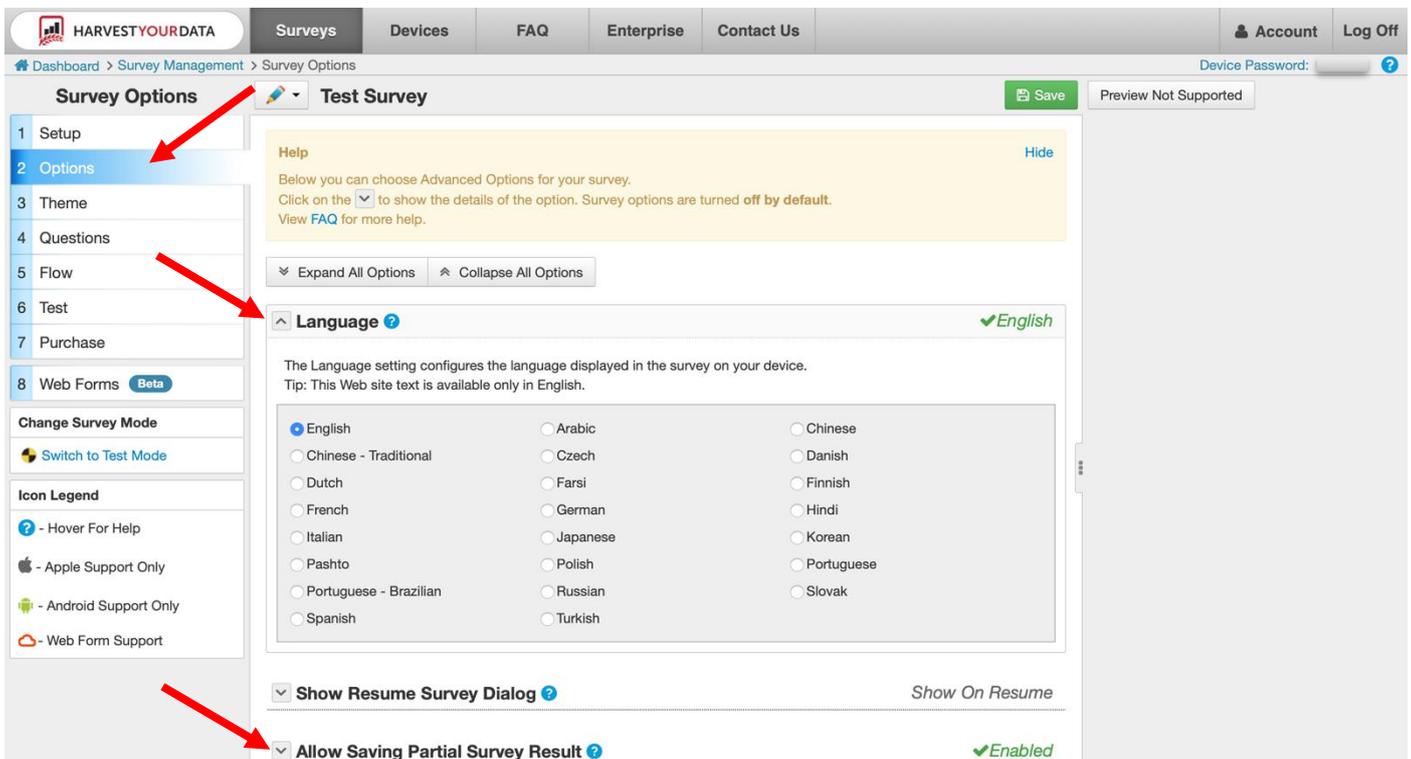
- The introduction to the survey can be edited by clicking on “Setup” on the left-hand side of the screen.
  - There will be a section that says, “Survey Introduction Screen”. In order to edit the text, or add an introduction text, click on the appropriate area and type in the introduction.
- The screen image can also be edited from this page. The screen image is the image that the respondent or the enumerator will see at the bottom of the enumeration device. Usually, the logo of the survey implementation company or organization is the image that is used here. Please note that this is optional.
- On the right-hand side of the screen, a preview of what the survey will look like on the enumeration device (a tablet or a phone) can be seen.
  - To change the view from tablet to phone, or vice versa, click on the dropdown menu on the top right corner.



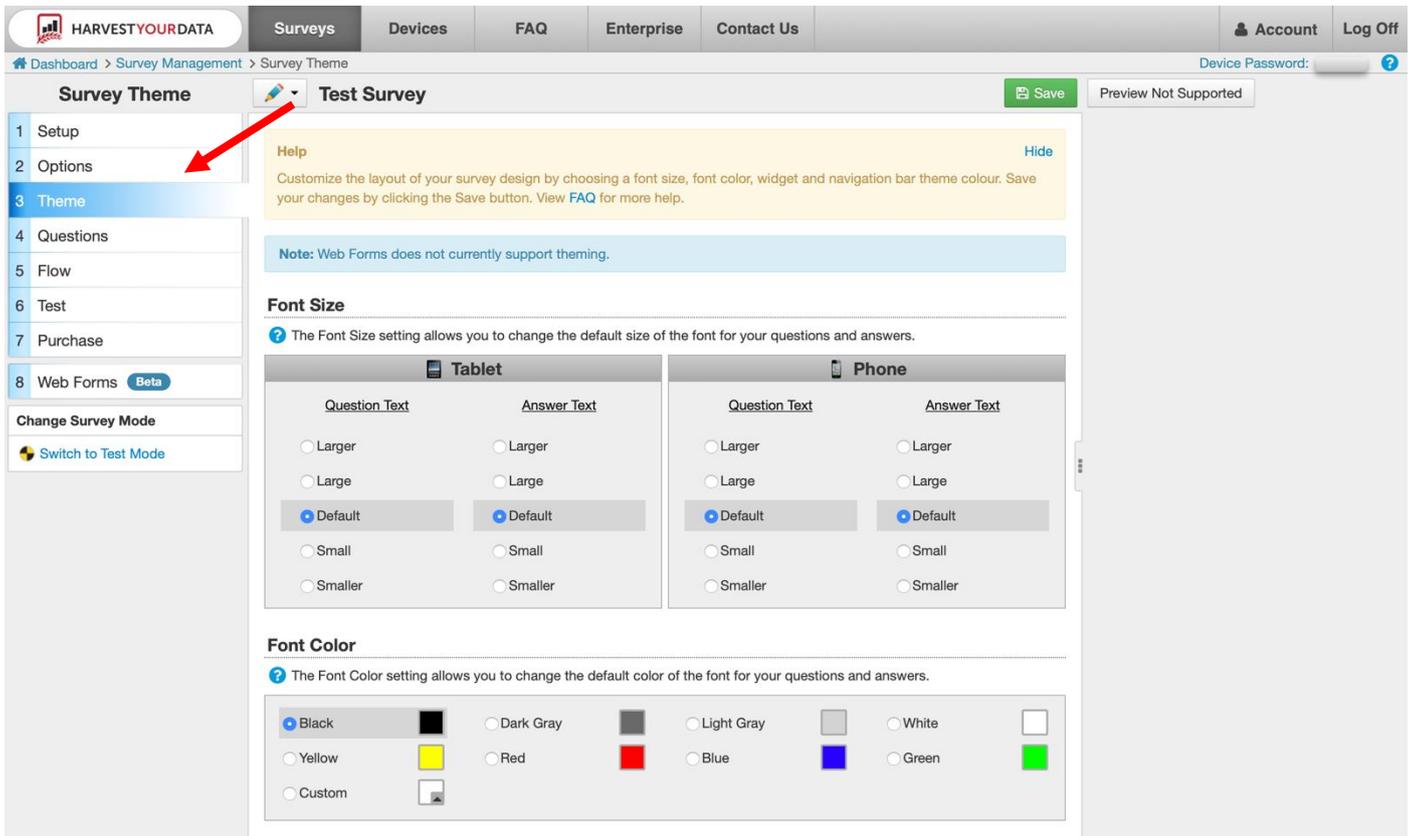
- The survey finish screen, what is seen at the end of the survey, can be edited as well. On the same screen, scroll to the bottom.
  - A section titled “Survey Finish Screen” should appear.
  - In the box below “Survey Finish Screen”, type in the end message of the survey.



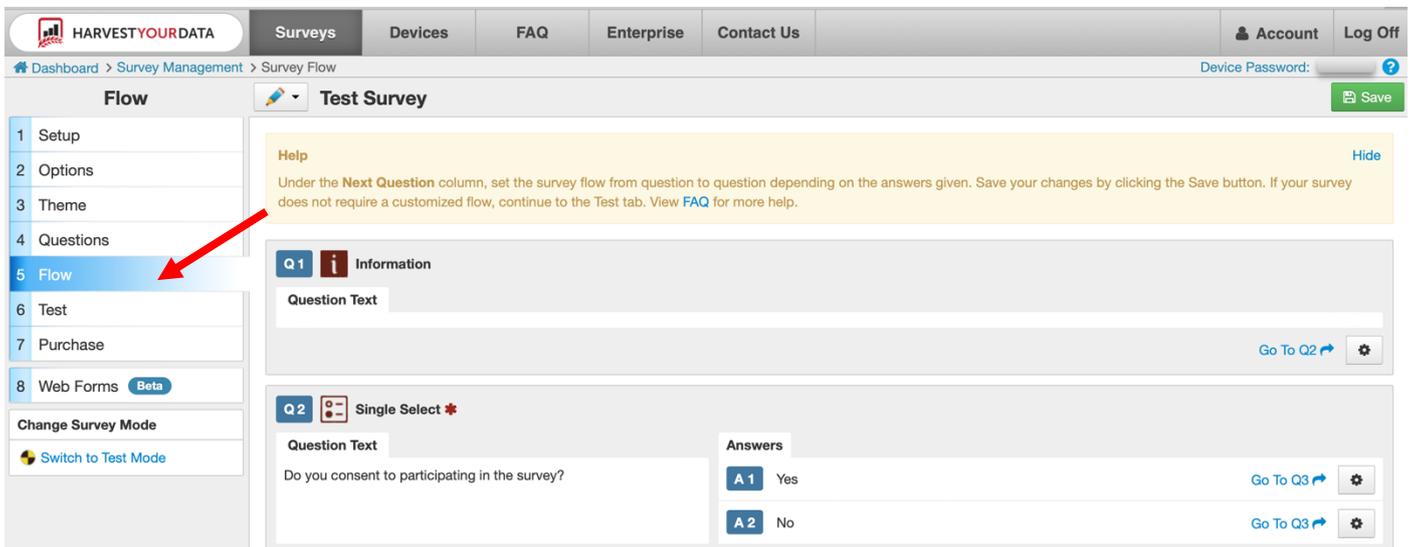
- In the “Options” tab, the language of the survey can be changed, as well as many other options such as whether GPS coordinates should be collected and whether partial saving of a survey is allowed.
  - To change these options, click on the arrow to the left of the option and select the option of interest.



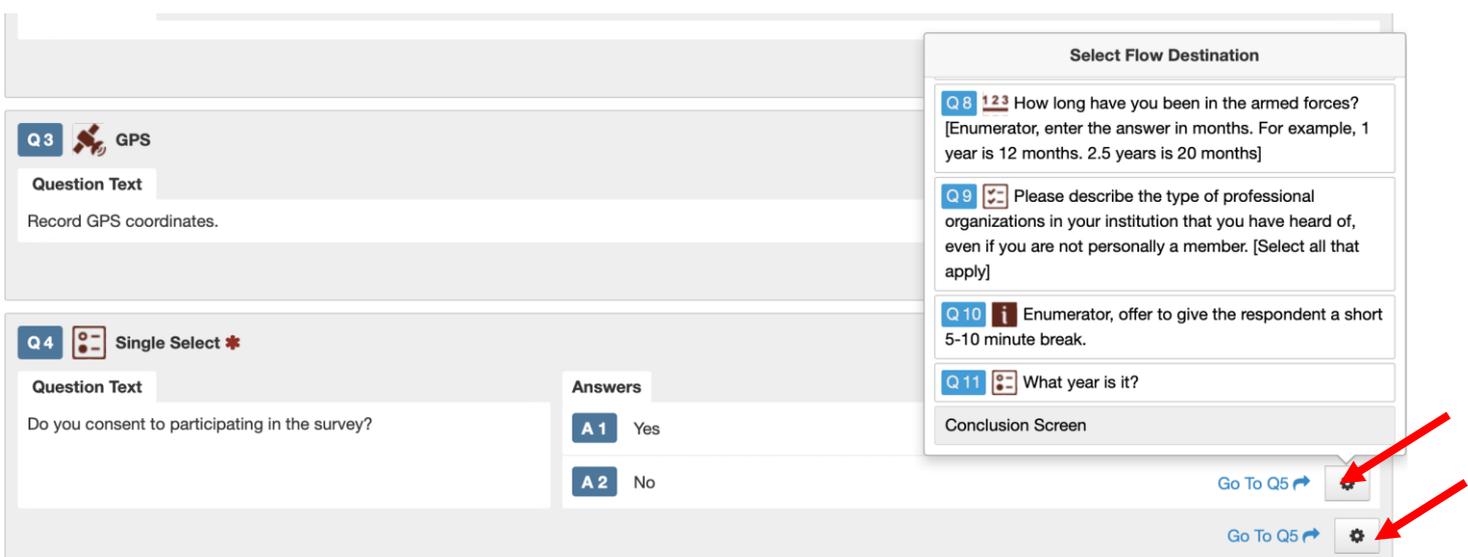
- On the “Theme” page, the aesthetics of the survey can be customized.
  - The font size, font colour, widget theme and navigation theme can all be customized by scrolling over the customization aspect of interest and clicking on the desired edit.
  - It is recommended that you use the default settings with black font. Black font is relatively easy to see compared to other colour options.



- The “Flow” tab indicates the flow of the survey, that is which questions respondents will be allowed to answer based on their previous answer to a question. For example, if a respondent is asked in question 4 whether they have children and they say yes, then they should be directed to question 5 which asks how many children they have. If they answered no to question 4, then they should be directed to question 6, a question that is not conditional on whether the respondent has children.
  - The flow of the survey allows those who program to survey to ensure that the respondents are receiving the correct questions based on their previous responses.
  - The flow tab allows the programmer to view the flow question by question and edit it if necessary.



- To check the flow of an individual question, look at the answer choices. To the right of the answer choices, there should be blue text that says “Go To QX” with an arrow and a gear icon to the right of it.
- The number to the right of Q indicates which question a respondent will be taken to if they choose that answer. For example, if the respondent answers “yes” for question 2, “Do you consent to participating in this survey”, they will be taken to question 3 as the next question.
- To change the flow of an answer/question set, click on the gear icon for the answer of interest.
- A screen will appear that will show all of the questions in the survey. Click on the correct question number that the respondent is supposed to be taken to.
  - For the example below, if the respondent answers “no” to question 2, “Do you consent to participating in this survey”, after editing the flow, they would now be directed to the Conclusion Screen because they did not consent to participating in the survey.



- After all editing is complete, that is **after the pilot has been completed and necessary changes to the survey have been made**, the final step is to purchase the survey.
  - To purchase the survey, click on the “Purchase” tab and click the “Purchase” button at the bottom of the screen.
  - To make sure that it is the correct survey, at the top of the screen make sure that the survey title is correct. You can change the survey by clicking on the pencil icon and selecting the correct survey.
  - It is recommended that the survey is purchased for 12 months (1 year).

Dashboard > Survey Management > Purchase Survey

Device Password:

**Purchase** Test Survey

1 Setup  
2 Options  
3 Theme  
4 Questions  
5 Flow  
6 Test  
**7 Purchase**  
8 Web Forms Beta

**Help** Hide  
To purchase this survey, select and highlight the row matching the number of months you will need to use your survey. Click the Purchase button and then the Continue button. View [FAQ](#) for more help.

**Purchase Survey**  
Select How Many Months You Will Need to Use Your Survey

Select Months	Results(3,000 per month)	Discount	Amount (USD)
1 month	3,000 results	0%	\$99
2 months	6,000 results	0%	\$198
3 months	9,000 results	0%	\$297
6 months	18,000 results	25%	\$450
9 months	27,000 results	38%	\$555
12 months	36,000 results	45%	\$660

PayPal  
VISA  
MasterCard  
AMERICAN EXPRESS  
100% MONEY BACK GUARANTEE

If you have a voucher code, enter it here for Purchasing Surveys / Free Publish.  
Voucher Code:

The Total Price includes access for an unlimited number of devices and users, and up to 3000 responses per month.

- For any additional help programming the survey, you can visit the Harvest Your Data Frequently Asked Questions page: <https://www.isurveysoft.com/Support/FAQ#overview>
- Or you can click on the “Contact Us” tab at the top of the page and send Harvest Your Data questions.

HARVEST YOUR DATA

Surveys Devices FAQ Enterprise **Contact Us**

Dashboard > Contact Us

**Contact Us**

Please send us information about any software problems you are experiencing and any ideas you have on improving the product.

Where possible we strive to incorporate your feedback into future versions of Harvest Your Data.

**Help** Hide  
To send feedback please ensure that you enter Your Name, Your Email Address and Your Message text. All fields are mandatory. Click the Submit button to send your message.

**Contact Form**

Your Name:

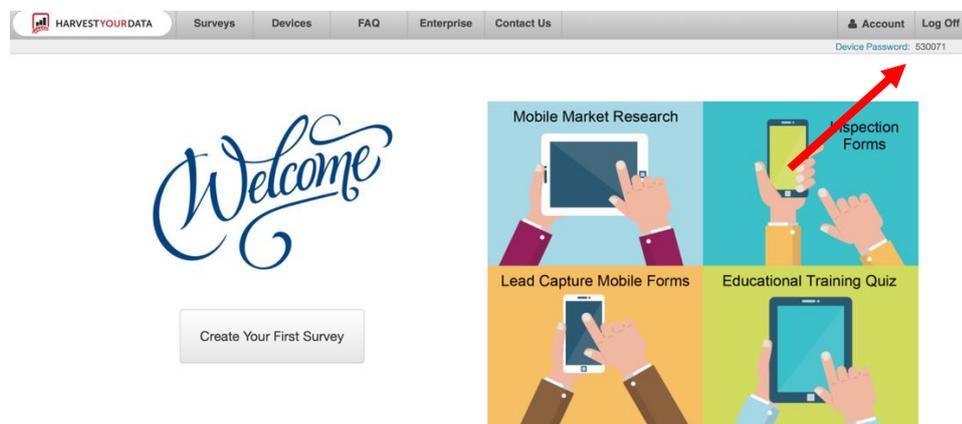
Your Email Address:

Your Message:

# Technical instructions for enumerators: How to use iSurvey / droidSurvey app

## 1) Finding the Device Password:

- In order to download a survey onto the iSurvey/droidSurvey app, enumerators will be required to input a password and user name on their device. The password comes from Device password that is linked to the administrative account (the account for Harvest Your Data that the survey was programmed on).
- The administrator will need to give the enumerators the Device Password in order for them to be able to log into their tablets/mobile devices that the survey will be conducted on.
- To find the device password:
  - The administrator needs to log into the account at [harvestyourdata.com](http://harvestyourdata.com).
  - At the top right-hand corner is your device password. This password is specific to any surveys that you create with your account. This is the password that will be used in order to download a survey that has been created from this account. You will need to use this password to sign into iSurvey to access the survey to download.
  - Distribute this password to the enumerators, or whoever is in charge of downloading the survey onto the tablets/mobile devices that will be used for data collection. This will be the Device Password that they will use to authenticate their device (as seen in the instructions below).



## 2) Using iSurvey:

1. Download the iSurvey app to your device (either a phone or a tablet). The app is called iSurvey on Apple devices (iPhones and iPads) and droidSurvey on Android devices. The app icons should look like the icons below (left image: Apple devices and right image: Android devices).

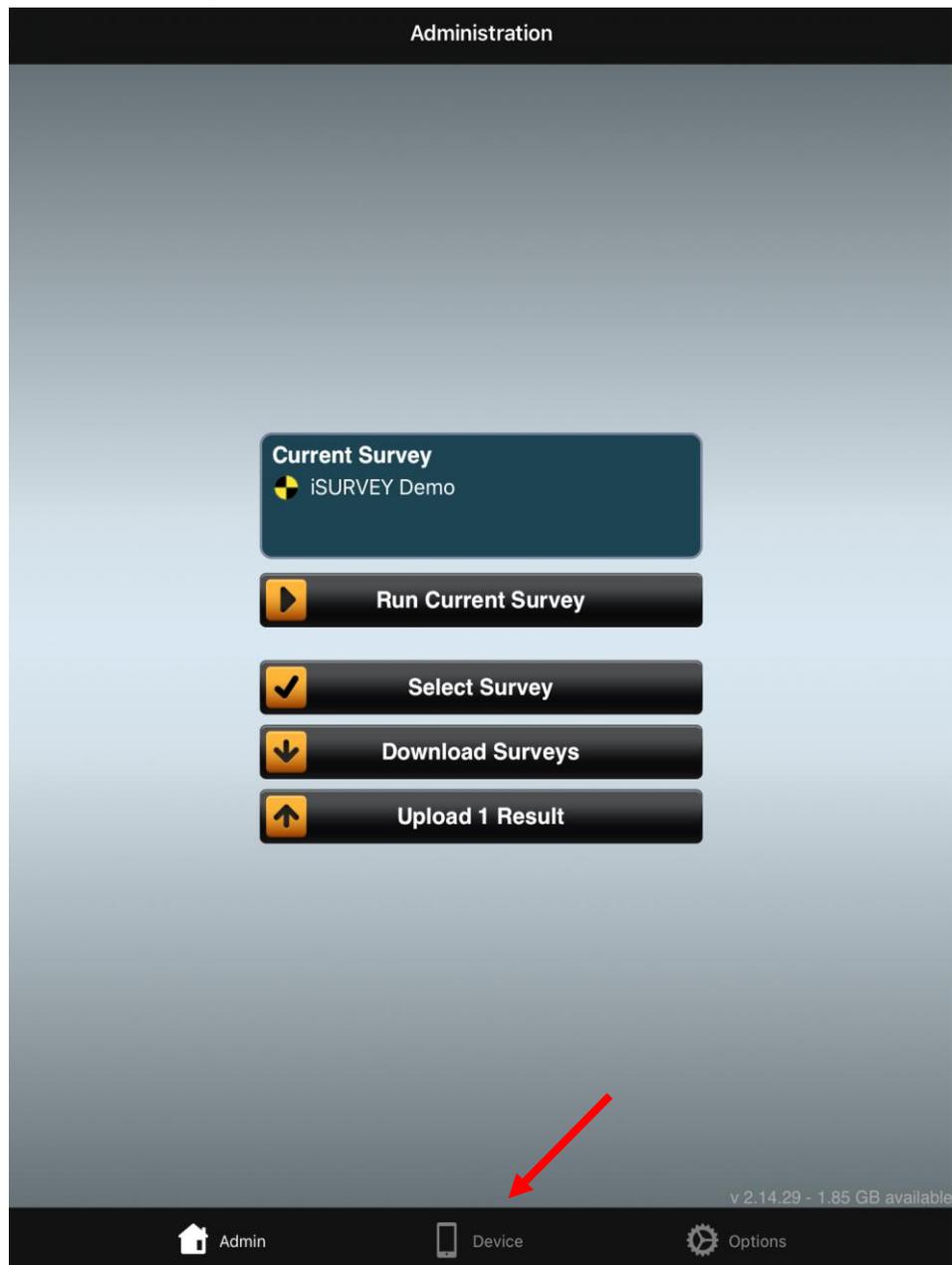


iSURVEY  
Harvest with Apple  
devices



droidSURVEY  
Harvest with  
Android devices

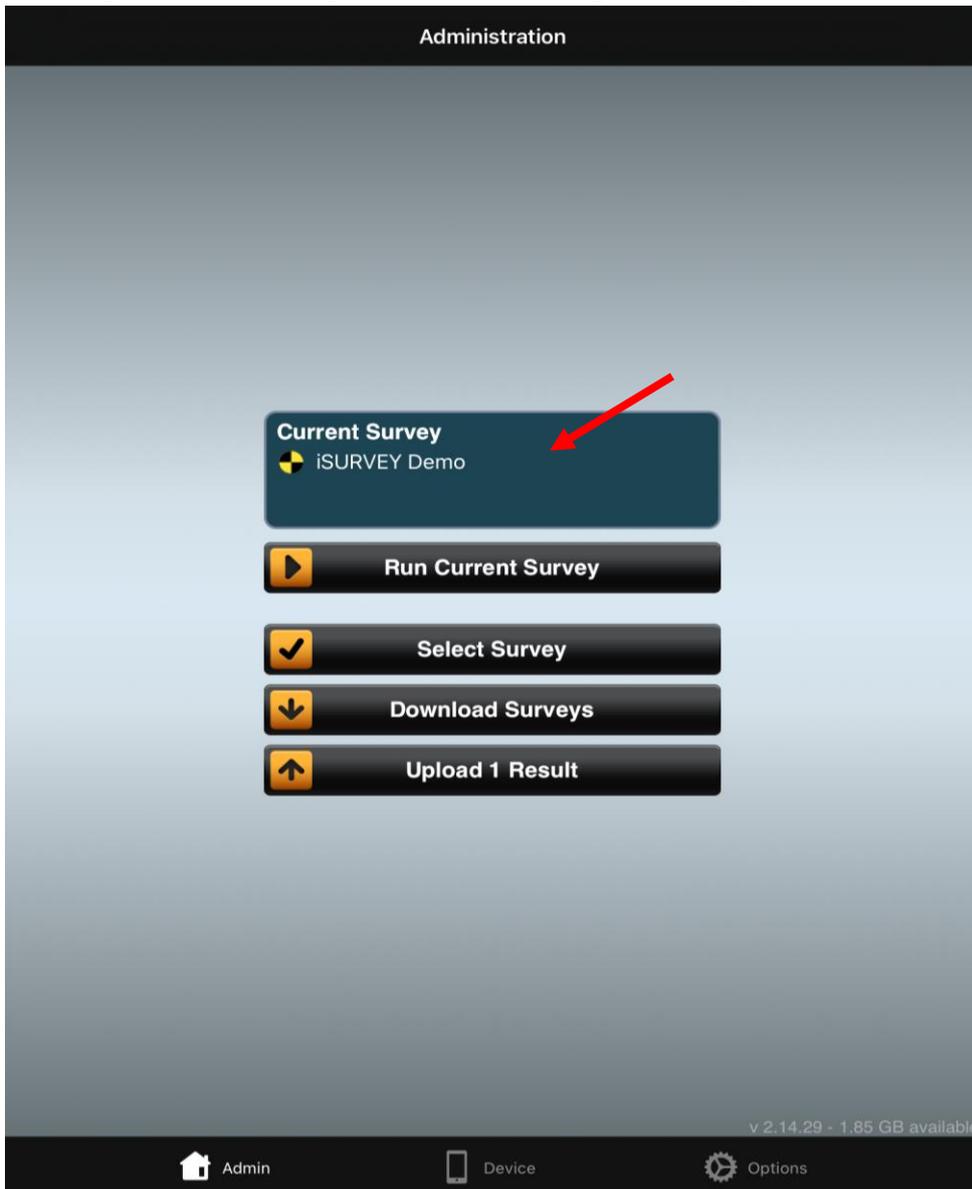
2. Open the app.
3. On the bottom of the screen, select "Device."



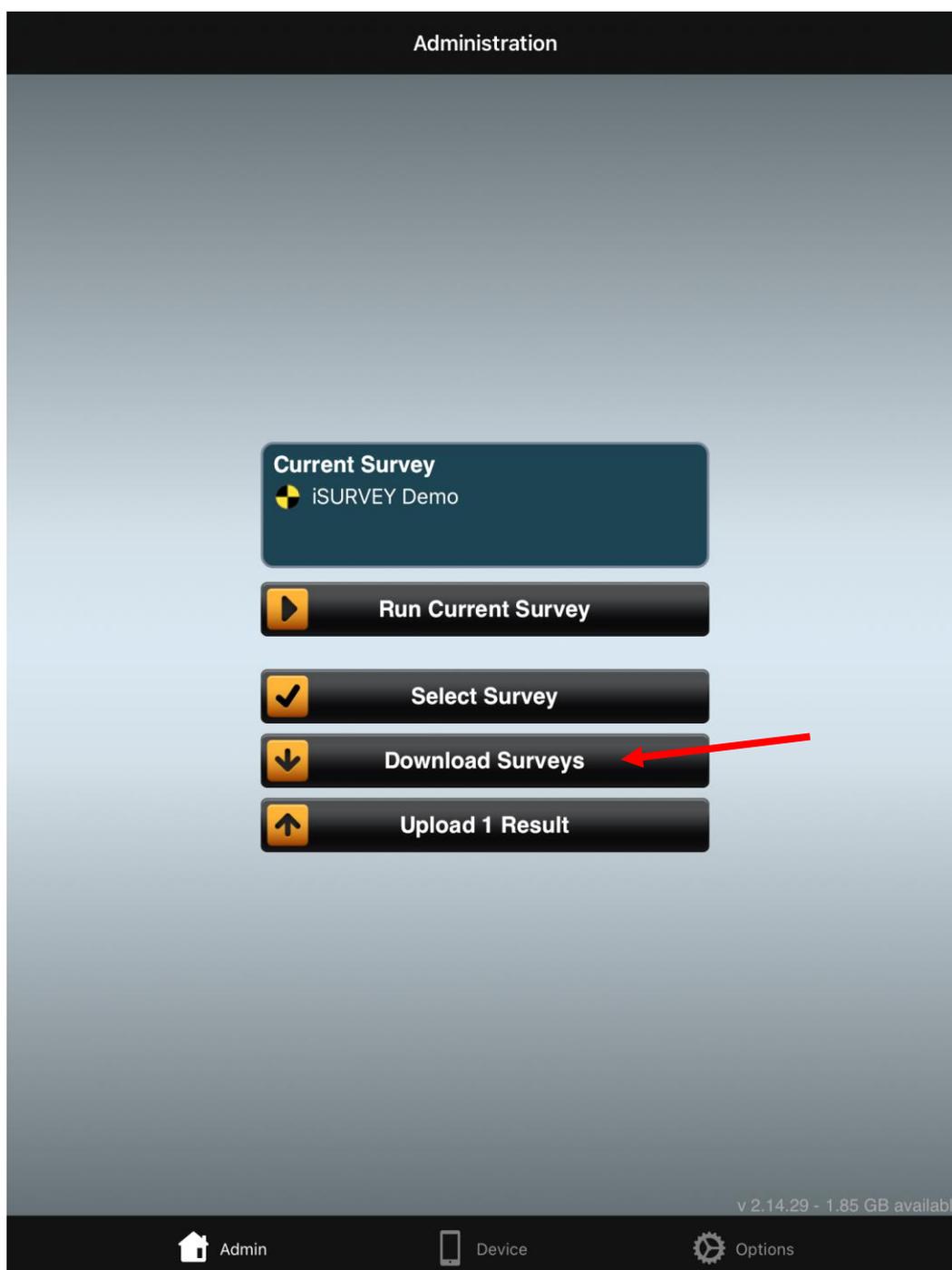
4. Enter a Device Name and the device password available at the top right-hand corner of the dedicated iSurvey account. Click “Authenticate” at the bottom of the screen.



5. A member of the research team at the Cornell GSS Lab will then assign a survey to your device.
  - a. If you are not using the Cornell GSS Lab, then the lead researcher will be responsible for this step (the instructions for this step are down below in the section titled: Next steps with iSurvey: conducting the pilot and launching the survey) .
6. Close out of the app. When you have been assigned to a survey, open the app again. Your app will give you a message that it needs to update. Do not close out of the app while the update is happening. It should take around 30 seconds to update.
7. The top of your home screen (if you cannot find it, click “Admin” at the bottom of the app) should now say “Current Survey” and the name of your survey.



8. From the list of four options, click “Download Surveys” from the main menu options (It’s the third option on the list).
  - a. **Important: After you have downloaded the survey you need to COMPLETELY EXIT out of the app and re-open it on your mobile device.**



9. Once the survey is downloaded (it should take approximately 30 seconds), the top of the screen will say "Current survey". Click "Run Current Survey". At this point, once the enumerator is able to click "Current Survey" with the up to date survey, the enumerator no longer needs access to WiFi.

**Current Survey**  
iSURVEY Demo

 **Run Current Survey**

 **Select Survey**

 **Download Surveys**

 **Upload 1 Result**



v 2.14.29 - 1.85 GB available



10. The survey should now be loaded on your screen. Click "Start".



## DEMO SURVEY

Welcome to the iSURVEY demo. iSURVEY is a data collection app provided by Harvest Your Data.

This survey demonstrates iSURVEY's features and shows you what can be customized in your own survey.

You can create surveys and manage your devices on the Harvest Your Data website.



11. Answer each question.
12. Once you have answered all of the questions, click "Finish" at the bottom of the screen.

◀ Back

Thank you for taking the time to view our demo.

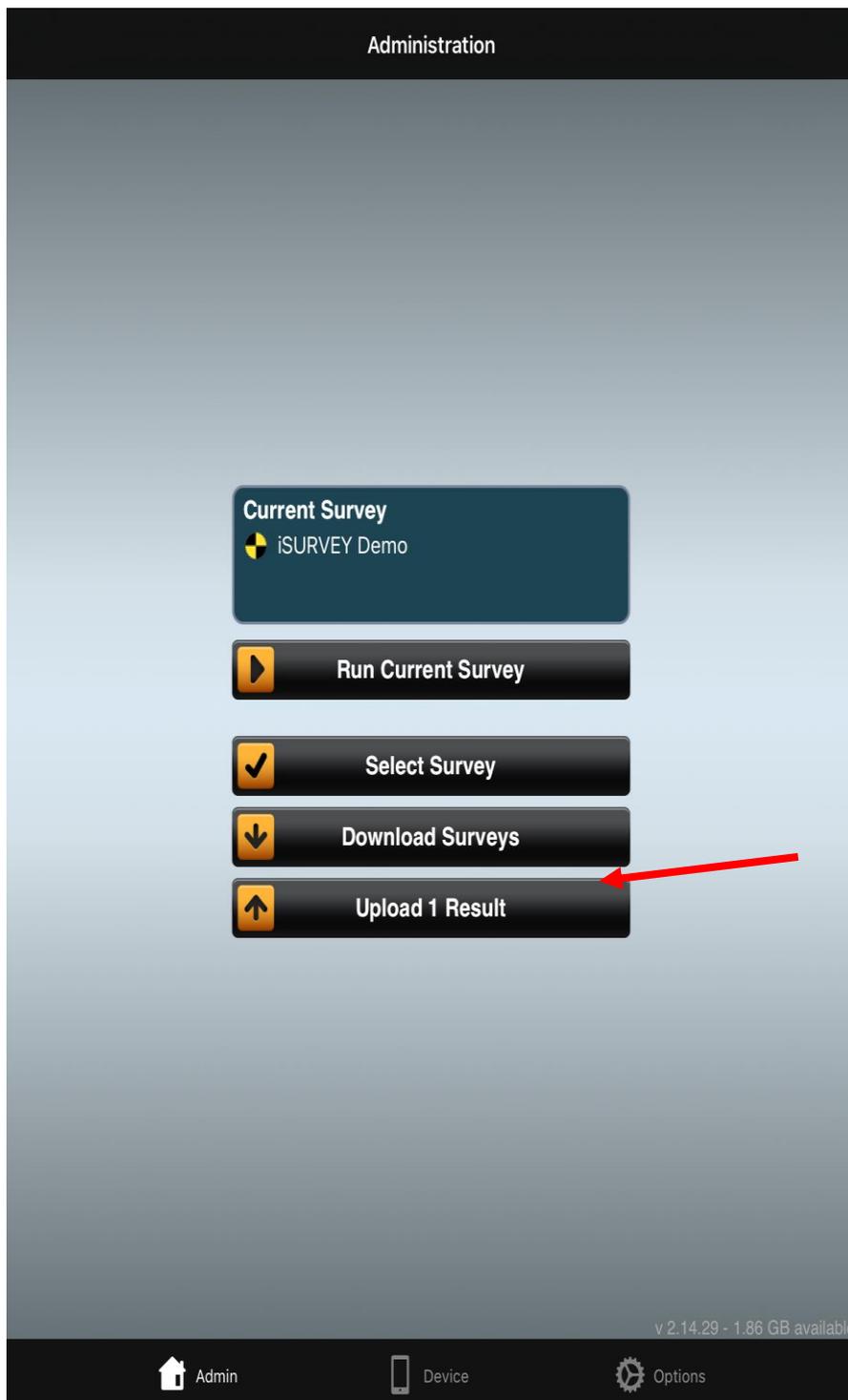
Remember iSURVEY is a data collection app from Harvest Your Data. Visit the Harvest Your Data website to create surveys and manage your devices.

The Harvest Your Data Team.



13. You will be directed back to the Home/Admin page. BE SURE TO CLICK "Upload Results" when you finish each survey. This step should only be done when you have access to WiFi or cellular data. Cellular data may be sufficient, however, because the survey data may take some time to completely upload, it is best if the survey result is uploaded once the device is connected to WiFi.

14. You may complete multiple surveys without having uploaded the results. The app will continue to store the results. Once you are connected to WiFi click “Upload Results”. The button should state the number of survey results that will be uploaded.



## Next steps with iSurvey: conducting the pilot and launching the survey

Please refer to section 3.1.3.ii Localization, training and piloting of the MOWIP methodology for more information on piloting the survey.

- Make sure all of the enumerator devices are authenticated before conducting the pilot.
- In order to pilot the survey, the survey DOES NOT need to be purchased (the pilot has a limit of 10 surveys). The purpose of the pilot is to understand if there are any issues with the survey programming, any issues with question wording, any issues with how respondents understand the questions, etc. The lead researcher is still able to edit the survey after the pilot has been completed, which allows for adjustments to be made as necessary. Once the survey is purchased it is very difficult (and can be an additional cost) to edit the survey again. The research team is able to test the survey (or “pilot” the survey) without purchasing the survey by following the steps below.
  - Three days before conducting the pilot, each enumerator will be granted access to the pilot survey.
    - Lead Researcher (if not partnering with Cornell GSS lab): To grant access to each enumerator’s device to download the survey:
      - Make sure that the device has been authenticated by typing the Device Password into the app.
      - Click on “Devices” at the top of the screen.
      - Click on the checkbox next to the device and click on “Assign Surveys”.
      - Click on the checkbox next to the survey that you want to assign to the device.
      - Click on “Assign Survey”.
      - Open the app on the device that will be used for enumeration.
      - Click on the “Select Survey” button. Choose your survey.
      - Select “Run Current Survey Below” to run the survey.

The screenshot shows the HARVESTYOURDATA interface. The navigation bar includes 'Surveys', 'Devices', 'FAQ', 'Enterprise', and 'Contact Us'. The 'Devices' tab is selected. Below the navigation bar, there is a 'Device Management' section. On the left, there is a sidebar with 'Actions' (Deselect All) and 'Device Selected' (Assign Surveys, Remove Devices). Below that is 'Groups' (Edit Groups, Add Group, Not Assigned, DCAF/CORNELL). The main content area has a 'Help' box and a table of devices. The table has columns: Device Type, App Version, Name, Groups, Last Seen, and Surveys. Two devices are listed: Jane Doe (Phone, App Version 2.8.19) and Bob Smith (iPhone, App Version 2.14.8). The 'Assign Surveys' button in the sidebar and the 'Assign Surveys' button in the table are highlighted with red arrows.

Device Type	App Version	Name	Groups	Last Seen	Surveys
Phone	2.8.19	Jane Doe	Uruguay	7 Nov 2019 - 3:15 pm	Uruguay Armed Forces Survey 2 Uruguay Police Survey Edited
iPhone	2.14.8	Bob Smith	DCAF/CORNELL	No Results Uploaded	

- Two days before the survey, all enumerators should download the device to their survey and alert the lead researcher if there are any problems (see above on instructions for downloading surveys to device).
- PLEASE NOTE: The pilot survey can only be used 10 times on the app. Each enumerator should use the app at least once during the pilot. Make sure you click “Upload Results” as soon as possible after conducting your surveys. After having used the pilot survey 10 times, additional surveys can be conducted on a word document in the context of the pilot. This is only true for the pilot. For the official survey, all responses will be recorded on the iSurvey app, and the number of recorded surveys will not be limited.
- For the survey launch: Three days before each enumerator will be granted access (please see instructions above). Two days before the survey, all enumerators should download the device to their survey and alert the lead researcher if there are any problems.
  - Note: If the Cornell GSS lab is not used, then the lead researcher will be responsible for granting access to the pilot survey.
- If you receive a new phone or tablet during the survey, you will need to have your new device authorized by the lead researcher. Allow at least 12 hours for this authorization.

## Methodological instructions for enumerators: how to implement the survey using iSurvey

The following detailed instructions can be used by enumerators implementing the survey data collection tool of the MOWIP methodology with members of the police force/gendarmerie/armed forces.

### 1) Beginning the Survey

At the start of each survey, confirm that you have located the correct individual. Inform the individual that the survey will take **approximately one to two hours**. Confirm that the respondent has enough time to participate. Please note that surveys with people who have been deployed to peace operations will likely take longer than surveys with people who have not been deployed. If they do not have enough time to participate now, suggest meeting at a different time. If they have less than one hour available, then reschedule the survey. Ask the participant to turn off their cell phone or to turn on “Do Not Disturb” during the survey, if possible. Tell them that there will be a break approximately halfway through the survey at which time they can check their cell phone if they wish.

The survey begins with **informed consent**. It is imperative to read this paragraph clearly and ensure that the participant understands the purpose of the research. Additionally, be sure to emphasize that their responses will remain confidential and that there is no way that their responses can be linked back to them. Their individual responses will not be shared with their superiors. The de-identified data will be

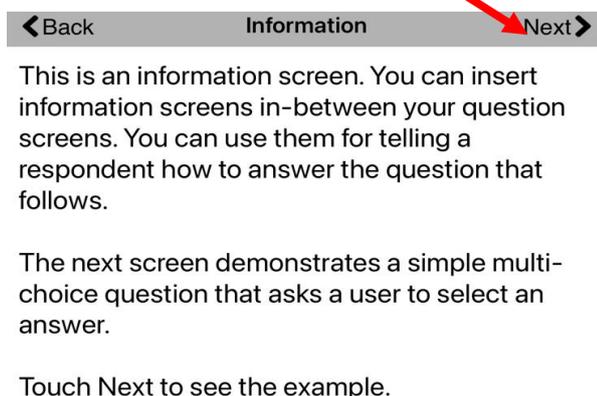
used solely for research purposes to help improve their country's UN peace operations contributions. Assure the participant that they can refuse to answer any question or choose to end the survey at any time if they wish. Try to provide this information in a clear, but concise way. If you receive consent, you can continue with the survey. If you do not receive consent, immediately end the survey and tell the lead researcher so you can identify a new survey respondent. You cannot survey the individual's friends, family, or colleagues, even if they offer it to you.

## 2) Using the iSurvey app to implement the survey

### *Question types and enumerator instructions on iSurvey*

Several times during the survey, you will be provided with enumerator instructions. These instructions are noted by being in brackets [ ]. Do not read these instructions out loud.

- You will sometimes receive prompts that will ask you to **hand your device over to the participant to allow them to respond**. This increases the likelihood that the participant is honest with their answers, especially on sensitive topics. Provide the respondent with instructions on how to use the device. Read the question out loud to them, hand them the phone/tablet, instruct them to choose their answer and then click "Next" in the upper right-hand corner. For some questions, they should then hand the device back to you immediately. However, in some sections they will proceed to the next question on their own. You will be instructed on the app whether they should immediately hand the phone back to you or if they should continue by themselves. To respect their privacy, do not watch the while they choose an answer - look down or in another direction from them until they hand the device back to you. They can choose to answer any question directly on the app even if it is not instructed on the app. If you suspect that a respondent is uncomfortable answering a question out loud, offer to allow them to answer directly on the tablet.



**insert your brand image** 

- Some questions ask you to **enter numbers or text**. If the respondent refuses to answer or does not know, enter 999 (for number questions) or NA (for text questions).
- **A few questions require answers and cannot be skipped**. If the respondent refuses to answer, probe them to provide an answer or offer to hand them the phone/tablet. If they continue to refuse, choose a random option, report this issue in the last question of the survey, and immediately inform the lead researcher. In this case, you can still continue with the survey, however, please be sure to report this issue in the last question of the survey.
- There is a prompt to **offer the respondent a 5-10-minute break** about halfway through the survey. If the respondent asks for a short break before this point, you may take one, but try to ask them to limit the number and length of breaks by reminding them that they will prolong the overall time it takes to finish the survey. If the respondent chooses not to take the break when offered, continue with the survey.

There are two versions of the survey - one for individuals who have been deployed to peace operations and one version for those who have not been deployed. As the enumerator, you will only see one "survey" but be sure to accurately select whether the individual has or has not been deployed to a peacekeeping mission.

- Please note that the peacekeeping version of the survey is longer and you will want to ensure that the respondent has at least an hour and a half to two hours of time available to participate.
- Some questions ask what the respondent thinks about peacekeeping. These questions must be answered both by those who have deployed and those who have not deployed. There will be instructions on the app to ask these questions of both types of respondents. If those who have not deployed to a peace operation feel that they cannot answer the questions about peacekeeping policies/procedures/experiences, ask them to take their best guess based on what they have heard about peacekeeping from their colleagues. If they still refuse to answer, then select the option "I do not know".

***Pausing the survey*** - if you take a break or the survey is interrupted, simply minimize the app on your phone. When you open it again, you will see a screen that says "Resume Survey An incomplete survey was found. Would you like to resume it?" Always select "YES" - if you select "No" or "Save and restart," it will take you back to the beginning of the survey and you will lose the answers previously given by the respondent.

***Can you pause the survey and conduct another survey in the meantime?*** No, only one survey can be active at a time. If you are conducting a survey with a respondent and they need to pause the survey for a long time and you need to conduct another survey during that time, you will have to choose "Save and restart" when prompted with the message above. You will still upload that survey. However, you **MUST** reschedule another survey in order to reach the survey quota, because incomplete surveys do not count towards the total number of surveys. You can either reschedule the survey with the same respondent who was not able to complete it the first time, but you will have to go over all of the questions again with them. Or you can select a new respondent. If you conduct the survey twice (once incomplete and once

completed) with the same respondent, you must note this in the last question of the survey that asks if you encountered any problems.

However, if the enumerators have two devices (a tablet and a phone for example), they can authenticate both devices. While a survey is paused on one device, the enumerator can start another survey on a different device while they wait to finish the survey on the first device. Please note that both devices must be authenticated.

### 3) Finishing the Survey

When you get to the end of the respondent's questions, you will see a screen prompting you to thank the respondent and provide them with information on how they can access psycho-social counselling if they experience any emotional or psychological distress as a direct result of their participation in the survey. You will be provided with a list of counselling resources and their contact information by the lead researcher. Hand out this information to every participant after each survey, regardless of whether the participant tells you that they intend to use it or not, to preserve anonymity. Be sure to tell them that if they use these services it will be free and confidential.

After you dismiss the respondent, be sure to answer the final "enumerator" questions about the survey that just took place. Once those are finished, **you MUST click "Finish" at the bottom of the screen.** Otherwise the survey results will not be saved.



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Thank you for taking the time to view our demo.

Remember iSURVEY is a data collection app from Harvest Your Data. Visit the Harvest Your Data website to create surveys and manage your devices.

The Harvest Your Data Team.



Finish

**As soon as possible, upload the survey results.** This may be immediately after you click "Finish" at the end of the survey or as soon as you have WiFi access, depending on your access to WiFi. You must upload all survey results **at least once a day.**

***Can you access the results of previous submitted or finished surveys?*** *No.* Once you finish a survey or "save and restart" a survey, you cannot access those results. This is to ensure the confidentiality of the results.

## 4) Tips, Tricks, and Other Comments

This is a long and complex survey. Here are a few tips to help complete the survey faster.

- Unless otherwise instructed, when you are asking a question that has a lot of possible responses, ask the questions in an open-ended way. Do not read all the possible responses.
- When asking a yes or no question, you can specify that we do not need an explanation or justification of their yes/no response.
- When a question asks for a description, tell the respondent to limit their responses to a few sentences. If they talk for a long time, try to gently and politely redirect the conversation.
- For some questions, you will see two options for wording (for example, police/gendarmerie) – you only need to use the word that is appropriate for the respondent. For example, if you respondent is a commissioned officer, you only need to say “commissioned”.
- Although there is often an option of “I don’t know” or “I refuse to answer” try to avoid these responses. If someone says, “I don’t know,” try asking them if they have a best guess or what they think other people might say.
- For a few questions, we may be asking about things that you as the enumerator or the respondent know has one true answer. For example, we will ask about whether having sexual relations with a local civilian during a peace operation is against policy. While we know that the UN prohibits sexual relations such as this, we want to see if all of the respondents know this. This helps us identify gaps between policies and the perception of those policies.
- Some questions may be viewed as sensitive or private (please refer to Explainer 3 of the MOWIP Toolbox on Asking Sensitive Questions). At the beginning of the survey, tell the respondent that if they ever are uncomfortable, you can hand them the device and allow them to choose the answer on their own, rather than express it verbally. If the respondent appears uncomfortable even with that option, skip the question. While we want to probe for answers at times, we do not want to force the respondents to answer or make them uncomfortable.
  - o Additionally, remind the respondent that the responses of their survey cannot be traced back to them, will not be shared with their supervisors, and will remain anonymous.
- If a respondent replies that they will “follow standard operating procedure” or a similar answer, ask them to then describe that the procedure is.