

Addendum to the rapid Assistive Technology Assessment (rATA) tool for national representative survey enumeration: a manual – Tele-rATA

Version 2021.02.05

1. Introduction

This addendum is structured in the same way as The rapid Assistive Technology Assessment (rATA) tool for national representative survey enumeration: a manual (rATA Enumeration Manual).

- **What is Tele-rATA?**

Tele-rATA is a version of rATA adapted to telephone interviewing, i.e., computer-assisted telephone interviewing (CATI).

- **Why was Tele-rATA developed?**

Tele-rATA was developed to enable remote interviewing where physical interviews are not feasible because of, for example, resource constraints, transportation difficulties or communicable diseases.

- **How was Tele-rATA developed?**

Tele-rATA was developed by a sub-team of those who were involved in developing rATA. They identified and excluded questions that cannot be responded to over telephone, and developed instructions appropriate for telephone interviewing. Advice on accessibility to telephone interviews by people with difficulties in hearing communication was provided by an expert.

- **Who is the Tele-rATA for?**

Tele-rATA is intended for the same stakeholders as rATA.

2. Using the Tele-rATA

- **Preparing for deployment**

The rATA Enumeration Manual can be followed when it comes to translation, cognitive testing and stakeholder engagement. It is advisable to conduct some of the cognitive testing over telephone to ensure that the questions are understood correctly when using this means of communication.

- **Design and sampling**

Tele-rATA is intended to be used in nationally representative telephone surveys. For design and sampling, see *Measuring Access to Assistive Technology using the Rapid Assistive Technology Assessment (rATA) Global Deployment Plan* (rATA Global Deployment Plan).

- **Structuring data collection teams**

Most of the considerations in the rATA Enumeration Manual are applicable when using Tele-rATA, sometimes with minor adaptations (for example, 'field survey teams' may be replaced by 'telephone survey team', and 'Be responsible for sampling procedures at the respective EAs' may be omitted).

- **Data collection: interviewer's guidelines**

In addition to applicable parts of the section on *Data collection: interviewer's guidelines* in the rATA Enumeration Manual, the issues below are specific to Tele-rATA.

Unanswered telephone calls

It is advised that applicable national or local guidance or practices are followed when telephone calls are not answered.

If no guidance or practices on unanswered telephone calls exist, the survey should adopt and consistently follow such guidance. The guidance should cover how many attempts should be made to call each sampled telephone number, and the time between attempts or the time for the attempts. It is recommended that an unanswered telephone call is repeated at least once and that there are 5-10 hours between attempts, or that an unanswered call in the morning is repeated in the evening and vice versa.

Unavailable respondents

It is advised that applicable national or local guidance or practices are followed when a respondent would like to participate in the survey but is not available for the full duration of an interview at the time of the call. If no guidance or practices on unavailable respondents exist, the survey should develop, adopt and consistently follow such guidance. It is recommended that an unavailable respondent that would like to participate in the survey is offered to be called back once at an agreed time within the working hours of the enumerators.

Consent

Regulations or practices regarding consent vary between countries. It is therefore important to comply with them. If no applicable regulations or practices exist, the potential respondent should be informed about the purpose and content of the interview and how his or her responses will be used. Information should also be provided about potential risks related to data protection when using telecommunication platforms. Consent must be registered by the enumerator before any telephone interview continues.¹

Respondents with difficulties in hearing or communication

For each sampled telephone number, the experiences of the respondent(s) are valuable for the survey. Therefore, it is important that people with difficulties in hearing or communication are enabled to participate in the interviews as much as possible. Strategies and means to do so may

¹ Note, the Tele-rATA digital survey tool has a consent box that needs to be checked before further questions are loaded.

vary between countries and organizations, which is addressed in the rATA Global Deployment Plan.

For telephone enumerators it is important to keep in mind the following advice:

- People with difficulties in hearing or speaking are diverse, ranging from people with mild difficulties to persons with severe difficulties, and people who are deaf or deafblind. They may therefore need different means of communication.
- Ensure that your room is quiet without background noise or other voices.
- Speak slowly and clearly.
- Be patient and give time for the respondent to express possible questions and answers. If you do not understand the responses from a person, wait for her or him to finish talking and ask her or him to elaborate, or you can paraphrase the information provided in the form of a question to verify the responses provided. Give adequate time for responding to questions with time break. Interviews can be divided into shifts to cover all questions.
- Speak loud if necessary, but often the sound volume can be adjusted at the receiver's end.
- If possible, identify the mode of telecommunication a respondent can use in advance or early in the interview, as well as any required accessibility measures or interpretation. Having the option of changing from voice-communication via telephone to video-based communication via mobile phone or a computer is recommended.
- If a personal assistant or a sign language or tactile sign language interpreter is involved, talk to him or her to know how he or she would like to have questions and response options read. If sign languages vary in a country, it may be important to engage interpreters that complement each other's skills. Always address the respondent and not the interpreter or personal assistant.
- If possible, direct communication may be mixed with written interview questions shared via text messages or chat functions.
- If available, live captioning can be used when interviewing people for whom it is beneficial.
- In video-based interviews, ensure enough lighting so the face is clear and a plain background to enable respondents to read lips and to concentrate.
- If possible, send background information about the interview and interview questions as well as consent information in advance.
- If it takes time to arrange with necessary accessibility measures, the interview can be undertaken at a later agreed time.

- **Detailed guide to the rATA questionnaire**

In Table 1, the Tele-rATA questions are mapped against the rATA questions. Besides the instructions for each question given in the rATA manual, Table 1 includes adapted instructions for some of the questions.

- **Survey management**

Most of the considerations in the rATA Enumeration Manual are applicable when using Tele-rATA, sometimes with minor adaptations (for example, 'field survey teams' may be replaced by 'telephone survey team', and 'Be responsible for sampling procedures at the respective EAs' may be ignored).

Table 1. Tele-rATA questions and adapted instructions.

rATA question	Tele-rATA question	Instructions if others than in the rATA manual
a.1	a.10 (new)	Enter telephone number unless entered automatically.
a.2-a.7	a.2-a.7	
a.8	-	-
a.9	a.9	
b.1-b.6	b.1-b.6	
c.1-c.6	c.1-c.6	
d.1	d.1	
d.2	d.2	Based on the names or description used by the respondent, mark all products in use that are in the d.2 product list as responses to d.2. For products mentioned by the respondent that cannot be found in the d.2 product list, enter the number of other products in response to d.3 and d.3n.1.
d.3	d.3	
d.3n.1	d.3n.1	
d.3p.1	-	-
d.5-d.9	d.5-d.9	
d.10	d.10	Based on the names or description used by the respondent, mark all products in the d.10 product list as responses to d.10.
d.11-d.11o	d.11-d.11o	
e.1-e.6	e.1-g.3	