

Survey Delivery Platform

The survey delivery platform design should be adaptable and be able to accommodate a variety of survey designs and characteristics. In particular, the platform should be able to accommodate a range of cognitive item types and response modes, including the integration of scoring rules for automated coding, and also accommodate the electronic administration of background questionnaires with proper handling of complex routing rules. A key aspect of the platforms for international surveys is the need to supporting all languages used by participating countries (including right-to-left languages).

The computer based delivery system should allow for improved quality control measures over those in paper-based assessments. Data capture and export capabilities should be designed with safeguards in place to protect the integrity of the data and prevent data from being manipulated without specific knowledge of the system. With regard to the security of content, the software must have features that ensure the confidentiality of the testing materials and captured information.

Case Management System

A Case Management System (CMS, sometimes called a Survey Management System) enables the administration of the automated survey instruments and supports the operational aspects of data collection. The system must facilitate the administration of the automated instruments, produce reports that are integral to the review and management of the data collection effort, and assist regional supervisors in their day-to-day operational tasks, such as case assignment and transfer and assignment of result codes. The case management system must be able to perform the following survey operations functions, at a minimum:

- Case assignment,
- Case transfer/reassignment,
- Case reset to prior state,
- Removal of data from the computer used for administration, and
- Production of reports for quality checks and incremental feedback to national centres and contractors.