
PART E, CHAPTER 3

BACK OF THE CPS CATI INSTRUMENT

Upon concluding the interview you will come to a series of screens to confirm critical information so that you can finish the interview. The screens take you through:

1. Confirming whether or not the case is completed
2. Checking the status of the case
3. Assigning a case outcome, or setting an appointment
4. Entering notes to document the status of the case or alert others of any problems

The following section details the last screens of the CPS instrument which you will use to exit the interview and the WebCATI screens used to close a case.

EXITING THE INTERVIEW

THANKYOU

The THANKYOU screen is presented after you complete the entire interview.

Enter <1> to continue onto the Control Code screens and go back into WebCATI.

SHOW_CTRL:

SHOW_ROS1:

SHOW_ADDR:

Figures 24 – 26. Control Codes – screens

Current Population Survey - Ver 1.26

Forms Answer Navigate Options Help

CPS ADDR FAQ ROS F9 Exit/F10

Control codes to pass to WebCATI
Wc_case_status.Outcome: 001
Wc_case_status.Outcome_SubType: 21
Wc_case_status.Mark: 02
Wc_case_status.Supplement: 02

C 1. Enter 1 to Continue

Show Caseid.Ctrl contents

Show Caseid.Address contents

00000090 SHOW_CTRL 2:38:03 PM 2-17-2006 2 Tim Butler 522/522

Current Population Survey - Ver 2.56

Forms Answer Navigate Options Help

CPS ADDR FAQ ROS SSN_OPTOUT Exit/F10

Address components to pass to WebCATI

Wc_address.Address_type: 06
Wc_address.House_number: 901
Wc_address.House_number_suffix:
Wc_address.Address_1: RAZORBACKS WAY
Wc_address.Unit_designation:
Wc_address.Locality_place: ANYTOWN
Wc_address.Zip4code: 99997
Wc_address.State: KS

Wc_address.Address_type: 13
Wc_address.House_number:
Wc_address.House_number_suffix:
Wc_address.Address_1:
Wc_address.Unit_designation:
Wc_address.Locality_place: ANYTOWN
Wc_address.Zip4code: 99997
Wc_address.State: KS

C 1. Enter 1 to Continue

Show Caseid.Address contents

Show Caseid.hhr contents

00000055 SHOW_ADDR 9:12:55 AM 4-16-2007 4 11/11

Current Population Survey - Ver 1.26

Forms Answer Navigate Options Help

CPS ADDR FAQ ROS F9 Exit/F10

Roster Components passed to WebCATI:

Entities = 5
Wc_roster.Line_Number: 1
Wc_roster1.Last_Name: Butler
Wc_roster1.First_Name: Tim
Wc_roster1.Age: 60
Wc_roster1.Birth_date: 1/13/1946
Wc_roster1.Gender: Male
Wc_roster1.Respondent: 1
Wc_roster1.Reference_person: 1
Wc_roster1.Relationship: Refper
Wc_roster1.Roster_status: 0

Wc_roster.Line_Number: 2
Wc_roster2.Last_Name: Andrews
Wc_roster2.First_Name: John
Wc_roster2.Age: 73
Wc_roster2.Birth_date: 4/14/1932
Wc_roster2.Gender: Male
Wc_roster2.Respondent: 0
Wc_roster2.Reference_person: 0
Wc_roster2.Relationship: THIRTYFOUR
Wc_roster2.Roster_status: 0

C 1. Enter 1 to Continue

Show Caseid.hhr contents

Show Caseid.hhr contents

00000090 SHOW_ROS1 2:40:00 PM 2-17-2006 2 Tim Butler 522/522

Control Codes

Enter 1 and press <Enter> to proceed through the Control Code screens. These are screens that show what outcome codes and control data is being passed to the WebCATI system from the instrument.

Figure E27. Interviewing - screen

Interviewing		Case ID: 00000055	Status: Insufficient partial - callback	Respondent: 8:12 AM CDT
TRAINING: cps_cat1		Cntrl #: 01990064999 A63 55	Closeout: 12/31/2007	Page Timer: 22 m 10 s

CPS00001 Logged in for 1 m 16 s Show WebCATI Messages	Notes	Case History	Previous History	Boost/Block	Other Info
	Roster	Appointments	FEFU Error Tally	Case Grouping	Mailing Address
	Contact				

RESPONDENT (555) 222-2222 Unknown respondent name 901 RAZORBACKS WAY ANYTOWN KS 99997-997	If the instrument does not appear automatically, use the "Activate Instrument" link.
LANGUAGE Language - English	
SPECIAL SKILLS Skill - No Special Skills	
CASE DETAILS Case History Records Case Notes Case Phone Numbers Case Roster Edit Notes	

HELP Phone Number Lookup
--

NAVIGATION	
1. Problem With Call	3. Done with Interview
2. Set Appointment	4. Set Boost/Blocks

INSTRUMENT HELP

Interviewing

Each time you finish data collection in the CPS instrument, you will be directed to the WebCATI “Interviewing” screen to exit the interview.

At this screen you can:

- record a “problem” outcome with the case.
- set an appointment for the case.
- indicate you are done with the interview.
- set boosts or blocks.

Done with Interview

If you have completed the CPS interview, click this link to proceed to the “Case Notes” screen to wrap up the case.

Set Appointment

Click this link to schedule a callback to the household to complete the CPS interview. A separate “Appointment” screen will then appear for you to set the appointment details.

Figure E28. Appointment - screen 1

CAT: Appointment - Microsoft Internet Explorer

CLOSE PRINT

Appointment Case ID: 00000055
cps_cat1 Page Timer:

APPOINTMENT DATE AND TIME

Who to call: Cindy Martinez Date: 4/16/2007
Phone Number: (555) 222-2222 ☒ Fixed ☐ Range
Priority: Normal Start Time: 8 AM : 45 CDT

NAVIGATION

[Change Appointment Contact Info](#) [Set Appointment >](#)

© 2002-2006 United States Census Bureau
WebCATI v.1.5.7.109
Build for Staging at 3/20/2007 1:41 PM
Logging on dsun-web01

WebCATI Modal Window Trusted sites

Appointment

If the respondent would like to be called at a different number not listed, click the “[Add New Phone Number](#)” icon to enter an alternate phone number for the callback.

Click <[Submit](#)> to proceed to the 2nd “*Appointment*” screen to set the time and date for the appointment.

To specify the date for the appointment you may: leave the date in the date field as is, click in the date field and enter a new date, **OR** click on the calendar icon and click on a date.

Appointments may be scheduled as **fixed** or **range** appointments. Fixed appointments are for a specific *time* while range appointments are for a specific *time frame*. When you click the radio button for “Range”, an additional time field will appear to enter the time range for the appointment. Click on the arrows on the drop boxes to select the start and end times for the appointment.

Once you’ve finished setting the time and date for the appointment, click <Set Appointment> to proceed to the “*Appointments*” screen.

To add an additional phone number to be called for the appointment, click <Change Appointment Contact Info> to return to the 1st “*Appointment*” screen.

Figure E29. Appointment - screen 2

Appointment cps_cat1		Case ID: 00000055 Page Timer: 10 s	
--------------------------------	--	---------------------------------------	--

APPOINTMENT CONTACT DETAILS				
Who is appointment with: Cindy Martinez (Roster Entries)				
Select	Phone Number	Person at This Phone	Type	Time Zone
Add New Phone Number				
☒	(555) 222-2222		Home	CDT
☐	(555) 258-3625	CINDY MARTINEZ	Cellular or digital	CDT

NAVIGATION	
1. Cancel	2. Submit »

Figure E30. Appointments - screen 3

Appointments		Case ID: 00000055	Status: Insufficient partial - callback	Respondent: 8:38 AM CDT
TRAINING: cps_cat1		Cntrl #: 01990064999 A63 55	Closeout: 12/31/2007	Page Timer:

CPS00001 Logged in for 27 m 13 s	Notes	Case History	Previous History	Boost/Block	Other Info
Show WebCATI Messages	Roster	Appointments	FEFU Error Tally	Case Grouping	Mailing Address
Back To...	Contact				

FULL SCREEN | PRINT

RESPONDENT (555) 222-2222 Unknown respondent name 901 RAZORBACKS WAY ANYTOWN KS 99997-997	<table border="1"><tr><th colspan="2">APPOINTMENTS</th></tr><tr><td>Status: Active</td><td>Time: Today 8:45 AM CDT</td></tr><tr><td> </td><td>With: Cindy Martinez</td></tr><tr><td></td><td>Phone: (555) 222-2222</td></tr><tr><td></td><td>Set By: CPS Interviewer on 4/16 8:38 AM CDT</td></tr><tr><td></td><td>Last Attempted:</td></tr></table>	APPOINTMENTS		Status: Active	Time: Today 8:45 AM CDT		With: Cindy Martinez		Phone: (555) 222-2222		Set By: CPS Interviewer on 4/16 8:38 AM CDT		Last Attempted:
APPOINTMENTS													
Status: Active	Time: Today 8:45 AM CDT												
	With: Cindy Martinez												
	Phone: (555) 222-2222												
	Set By: CPS Interviewer on 4/16 8:38 AM CDT												
	Last Attempted:												

NAVIGATION	
1. Problem With Call	3. Done with Interview
2. Set Appointment	4. Set Boost/Blocks

CASE DETAILS

- [Case History Records](#)
- [Case Notes](#)
- [Case Phone Numbers](#)
- [Case Roster](#)
- [Edit Notes](#)

HELP

Appointments

This screen summarizes the appointment settings you've made on the case.

You have the option of editing the appointment by clicking either the [Set Appointment](#) link or the Edit icon.

You may also cancel the appointment by clicking on the Cancel icon.

To proceed to the "Case Notes" screen click [Done with Interview](#).

NOTE: You will need to cancel pre-existing appointments if respondents change the time of the appointment.

Figure E31. Boost / Block - screen 1

Boost / Block cps_cas2	Case ID: 00000095 Page Timer: 1 m 20 s
----------------------------------	---

BOOST / BLOCK TIME ASSIGNMENTS

BOOST (+) : left-click an hour slot.
 BLOCK (-) : right-click an hour slot.

	SUN	MON	TUE	WED	THU	FRI	SAT
9:00 am							
10:00 am							
11:00 am							
12:00 pm						(+)	
1:00 pm						(+)	
2:00 pm						(-)	
3:00 pm						(-)	
4:00 pm							
5:00 pm							
6:00 pm							
7:00 pm							
8:00 pm							

Boost/Block Day of Week:

-Select-

-Select-

Time:

-Select-

[Set](#)

FRIDAY 12:00PM Boost
 FRIDAY 1:00PM Boost
 FRIDAY 2:00PM Block
 FRIDAY 3:00PM Block

Boost / Block

To increase the chances of a case being called in queue at a certain time, an alternate to setting an appointment is to give a case a Boost. Conversely, you may also prevent a case from being called by giving certain time slots a Block.

To set a boost on a time slot (for example, 12pm - 1pm, Friday), left-click in the grid for 12pm Friday (see above).

To block a time slot (for example, 2pm - 3pm, Friday), right-click in the grid for 2pm Friday (see above).

Click <Submit> to proceed to the 2nd “Boost/Block” screen.

Figure E32. Boost / Block - screen 2

Boost/Block		Case ID: 00000055	Status: Insufficient partial - callback	Respondent: 8:39 AM CDT
TRAINING: cps_cat1		Cntrl #: 01990064999 A63 55	Closeout: 12/31/2007	Page Timer:

CPS00001 Logged in for 28 m 29 s	Notes	Case History	Previous History	Boost/Block	Other Info
• Show WebCATI Messages	Roster	Appointments	FEFU Error Tally	Case Grouping	Mailing Address
Back To...	Contact				

RESPONDENT (555) 222-2222 Unknown respondent name 901 RAZORBACKS WAY ANYTOWN KS 99997-997							
LANGUAGE • Language - English							
SPECIAL SKILLS • Skill - No Special Skills							
CASE DETAILS • Case History Records • Case Notes • Case Phone Numbers • Case Roster • Edit Notes							
HELP							

	SUN	MON	TUE	WED	THU	FRI	SAT
9:00 am							
10:00 am							
11:00 am							
12:00 pm						(+)	
1:00 pm						(+)	
2:00 pm						(-)	
3:00 pm						(-)	
4:00 pm							
5:00 pm							

NAVIGATION	
1. Problem With Call	3. Done with Interview
2. Set Appointment	4. Set Boost/Blocks

Boost / Block

This screen summarizes the boosts / blocks settings you've made on the case.

Here, you can click <[Set Boosts/Blocks](#)> to edit the Boosts / Blocks on the case.

Click <[Done with Interview](#)> to keep the setting as is, and proceed to the "Case Notes" screen.

Figure E33. Case Notes – screen

Case Notes		Case ID: 00000055	Status: Insufficient partial - callback	Respondent: 8:40 AM CDT
TRAINING: cps_cat1		Cntrl #: 01990064999 A63 55	Closeout: 12/31/2007	Page Timer: 20 s

CPS00001 Logged in for 29 m 37 s Show WebCATI Messages Back To... RESPONDENT (555) 222-2222 Unknown respondent name 901 RAZORBACKS WAY ANYTOWN KS 99997-997 LANGUAGE Language - English SPECIAL SKILLS Skill - No Special Skills CASE DETAILS Case History Records Case Notes Case Phone Numbers Case Roster Edit Notes HELP	PLEASE ENTER NOTES BEFORE PUTTING DOWN THE CASE: *****CATI Notes 09:40:36 04-16-2007 FR CODE: IQ cps00001 case completed MIS CODE: 04 *****CATI NOTES 19:25:10 01-18-2006 FR CODE: ALBE0002 -HESITANT RESPONDENT VERY RELUCTANT AT FIRST *****CATI Notes 16:09:57 04-12-2007 FR CODE: IQ cps00001 ssss NAVIGATION CASE NOTES ARE REQUIRED BEFORE YOU CAN EXIT THIS CASE. 1. Back To Boost/Block 2. Set Appointment 3. Exit Case » 4. Set Boost/Blocks
---	--

Case Notes

This is the last screen before exiting the CPS case.

Enter notes for the case in the field provided. There is no maximum amount of characters you can enter. Once done, click on [Exit Case](#) to wrap up the case and return to the “Conduct Interview - Case Search” screen.