

Managing Respondent Data

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A. Overview. From the Login Action Button on the Main Menu, the user is presented with the screen at Figure 1 (Screen 2a - Login). It is critical to the accuracy of all data collection results that respondent input can be sorted by one or more demographic items. These "sorts" are made possible by accurately reflected demographic information contained in each respondent's record.

The second screen (Figure 2) within this group allows the user to edit each respondent's individual record using the first screen to initiate access to each record. Note that Personal Information about the Respondent is now available on this screen and that integration with MS Outlook can be easily accomplished.

New features documented in this update include:

Name Change. Enables the user to change the name of any respondent. This feature also enables respondents to use a pseudo name for their initial response but change to their real name subsequently. Although the anonymous completion of feedback and surveys is appropriate initially, it is best when respondents are willing to claim their input. The Name Change mechanism permits initial anonymity while preserving the later option (at the respondents discretion) to identify themselves.

Address and E-mail Records with MS Outlook Connectivity. To eliminate potential redundancy users can capture personal address and e-mail information in the *CapacityWare*TM Respondent Record and post that information to MS Outlook for expanded use (such as printing mailing labels or managing e-mails) at any time.

Matching Task and Talent Connectivity. RGB Technology is available that enables the user to "type" both the individual preferences profile as usual, and also "type" the likely profile that would emerge from the tasks an individual is responsible for performing (or actually performs). The Respondent Record makes the connection with assigned or actual tasks in a "position description" style list and generates an automatic compatibility profile.

Connectivity to Best Practices, Assigned Tasks, and Event DataBases. By providing connectivity between the Respondent Record and three other *CapacityWare*TM data bases (Best Practices, Assigned or Actual Tasks, and Events), users can now make better selections in all directions for individuals or groups:

- Best Respondent(s) for a Best Practice or Best Practice for a Respondent(s).
- Best Respondent(s) for a Task or Best Task(s) for a Respondent.
- Best Respondent(s) for an Event or Best Event for a Respondent(s).

Photograph Connection. This connection provides excellent personal identification for respondents that serve safety, security, and socialization outcomes.

Notes Connectivity with Event Records. A specific Note attached to an Event Record can be further linked to a Respondent as an aid to information flow (See paragraph D.6. Notes, Tab 7 - Managing Activity Records).

An explanation of features is listed in the most likely order of occurrence.

B. Locating and Working with a Respondent Record.

1. Selecting a Respondent. The most common use of this screen affords the user the opportunity to select a Respondent Record for further editing. Use the "slider" on the right side of the "Select Respondent" window to move the alphabetical list so that the name of the individual Respondent Record to be selected shows in the window. By placing the cursor over any respondent "Name" and "double clicking," the screen will shift to the Main Menu and the selected respondent will show in the bottom Panel on the Main Menu. This enables the user to take an Instrument for that individual. When a "single click" is used over the Respondent's "Name" a thin dotted border surrounds the "Name" allowing access to the Respondents Record using the Respondents pull down menu in the upper left of the screen then "clicking" the Edit Action Button.

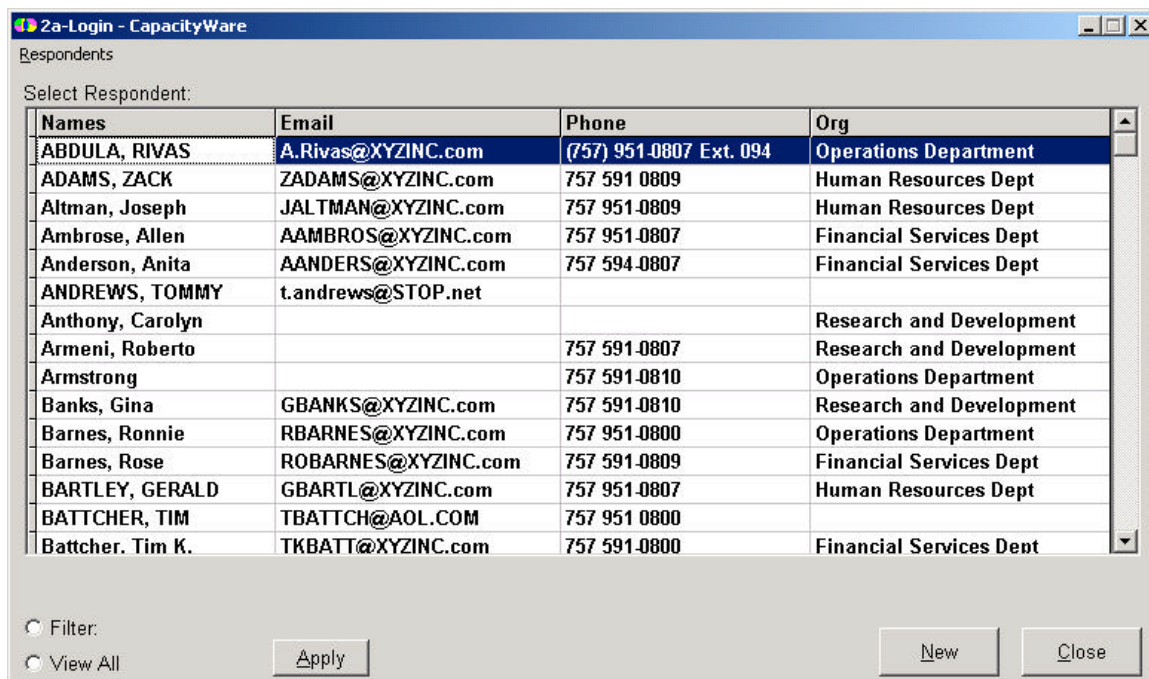


Figure 1.

2. Adding a New Respondent Record. If a Respondent Record cannot be located, it will have to be added. The New Action Button located at the lower right of the screen can be "clicked" to accomplish this task. Enter the Last name followed by a comma and space and then First name. Do not use this function to add totally anonymous records. When a fictitious name is to be entered, precede the Name with "ANON-" as a prefix. The New function can also be accessed using the Respondent pull down menu in the upper left of the screen. All things considered, there are several ways to identify the individual by "Name":

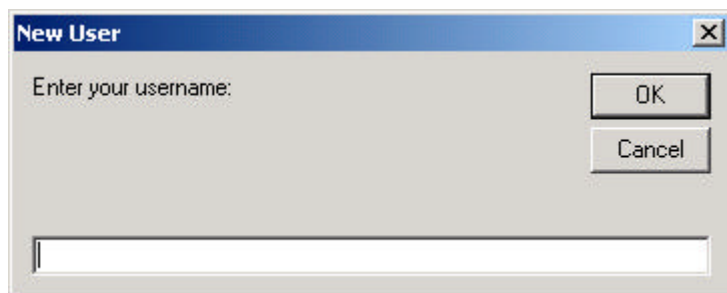


Figure 1a

a. Real Name. When the real name is used, it must be entered Last, First MI and/or Suffix. For example, "Lacroix, Joseph J. Jr." would be correct. It does not matter whether capital or lower case letters are used, except for the aesthetic value of commonality.

b. Pseudo Name (Fake Name or Personal and Private Identifier). Individuals who respond to an Instrument (especially potentially sensitive surveys) are often given the option to use a Pseudo Name in lieu of their real name. This will allow them to provide more honest input on their survey AND potentially be given the opportunity to see their results in "private coaching sessions or alternatives." When inputting use the minimum prefix "ANON" before entering the Pseudo Name so that locating the individual can still be accomplished without slowing down the routine processes of "selecting respondents" (see the previous section).

c. "Anonymous" Name. When no data is provided so that the individual can be identified, the computer will generate a random identifier that begins with "Anon" and is normally followed by a set of letters that identify the computer used to enter data (for quality control purposes), followed by an incremented number set.

d. "ANONYMOUS-PROJECT-NAME-####." When *CapacityWare*TM is being used to track project performance in any one of several ways, it may be advantageous for an individual or project team to respond with a name provided by the project design team. In this case, the "Name" will be predetermined and used repeatedly throughout the project for all data entry.

3. Deleting a Respondent Record. Use the "slider" on the right side of the "Select Respondent" window to move the alphabetical list up or down so that the name of the individual respondent to be selected/deleted shows in the window. By placing the cursor over any

respondent "Name" and "single clicking," the user can then access the Respondents pull down window and select Delete to remove the record.

4. Filtering Respondent Records. The ability to "filter" records so that only the desired information is shown is available at the bottom of the screen. At the lower left of the screen are two potential "filters" that, when applied using the Apply button, can alter what the user sees in the "Select Respondent" window.

5. View All. Use of the View All option will show all Respondents listed. The default option Hides the Anonymous records from view in this window. To hide a Record for any reason, change the name so that is preceded with the letters "ANON."

6. Password Protection. The *CapacityWare*TM Installer can install password protection for the Respondent Record screen that will prevent unauthorized viewing of those records if that is desired.

C. Completing Demographics and Other Fields in a Respondent Record. There are a number of "fields" that hold data within the Respondent Record. Most of the Demographic fields are under the complete control of the client organization while others contain specific data and therefore, cannot be compromised. Each of these fields is described below:

The screenshot shows a software window titled "2b-Edit Respondent - CapacityWare". The window contains a form with several sections:

- Name:** ABDULA RIVAS
- Other:** [checkbox] **DR:** [checkbox] **DG:** [checkbox] **DB:** [checkbox]
- Org:** Operations Department (dropdown)
- Group:** - (dropdown)
- Team:** - (dropdown)
- D1:** - (dropdown) **D2:** - (dropdown) **D3:** - (dropdown) **D4:** - (dropdown) **D5:** - (dropdown) **D6:** - (dropdown) **D7:** - (dropdown) **D8:** - (dropdown) **D9:** - (dropdown) **D10:** - (dropdown)
- Task:** [button] **Picture:** [button] **Add Demographic:** [button]
- Notes:** Completed Facilitators Course May 2004
Completed Residency June 2006
- Change Name:** [button]
- Save User:** [button] **Cancel:** [button]
- Personal Information:**
 - Phone Number:** (757) 951-0807 Ext. 094
 - Organization:** XYZ, Inc.
 - Street Address Line 1:** 493 Chemical Drive
 - Street Address Line 2:** Building 4
 - City:** Fosterville
 - Zip Code:** 995 **State:** AL
 - Email:** A.Rivas@XYZINC.com
 - Save To Outlook Contact List:** [button]

Figure 2

1. Name. The "Name" field is used to identify the individual who has responded to an event, such as a data collection effort by completing an Instrument designed for that purpose. The same individual, it is presumed, will respond to numerous Instruments over time, and it is highly likely that demographic data may change from time to time as well.

2. Name Change. The selection of the Change Name button permits the user to change the name applied to the Respondent Record. Changing the name permits an individual record:

- to be corrected (in the case of an error, or a name change associated with marriage, etc.),
- to become unidentifiable as the real individual represented by the record, (when anonymity is in the best interests of the individual or the organization), or
- to become identifiable with the real individual when it was not previously identifiable.

3. Other. This field is a placeholder for inventory results from other compatible technologies in use such as MBTI. The information is displayed below an RGB Inventory Graph to demonstrate compatibility.

4. DR, DG and DB. As a result of an RGB Matching Tasks with Talent Workshop, these fields become placeholders for the two digit RGB Duty Scores - DR is Duty Red, DG is Duty Green, and DB is Duty Blue. These results are compared to RGB Inventory scores to determine compatibility and a measure of potential capacity. Eventually, these fields may be auto-filled when the Task Analysis is automated.

5. Organization. This field allows the user to select ONE demographic from among several that might be available that define the major organization (normally a division or department - FINANCE, for example) to which the individual respondent is assigned.

6. Group. The Group field allows the user to select from among all defined work groups. Work Groups are normally branches with the largest organization options available above. Within FINANCE, for example, there might be several branches: accounts receivable, accounts payable, planning/budget, and internal audit.

7. Team. Branches in large complex organizations are likely to have several teams within their structure. The ACCOUNTS RECEIVABLE branch might have an invoice team, for example, as one of two or three teams that can be selected from the Teams pull down menu.

8. D1 through D10. Ten fields are reserved for potential demographic use. Although the fields are not "reserved" for specific use, the following chart provides some guidelines. It is recommended that at least one field remain uncommitted so that temporary demographics can be used as special needs occur (and they always do).

Recommended D1 through D10 Use

Field ID	Recommended Description	Actual Description
1	Location – Facility	
2	Leadership - Management	
3	Shift	
4	Tenure - Years of Service	
5	Supervisory - Non-supervisory	
6	Pay Grade - Pay Rate	
7	Education Level	
8	Gender or Age or Race	
9		
10		

Table 1

9. Notes. Each Respondent Record includes a "Notes" field for open text. This Field can be used for any legitimate purpose. It is recommended that users keep track of open personnel information, like dates and details of "transfers," for example. Respondents can also be selected by keywords registered in the Notes field so this option represents an infinite number of alternatives.

10. Photograph. By linking a digital photograph to the Respondent Record, the system may contribute to the accomplishment of up to three outcomes: safety, security, and socialization. Being able to link the contents of an individual Respondent Record with an accurate digit image of the individual for identification purposes, may be imperative when identification is essential for safety and security reasons. When it becomes desirable to know who someone is by personal recognition (newly assigned personnel, seating charts, etc.) this feature will prove invaluable. There is an Edit Button that permits browsing to the current digital photograph (the system remembers the path until it is changed), and a "Click" to the current RGB Profile.



Figure 3

11. Tasks. The Tasks connectivity permits the user to Assign, and Remove, Tasks from a Respondent Task Assignment List and present a Compatibility Score between the individual RGB Profile and the Task RGB Profile of the Respondent.

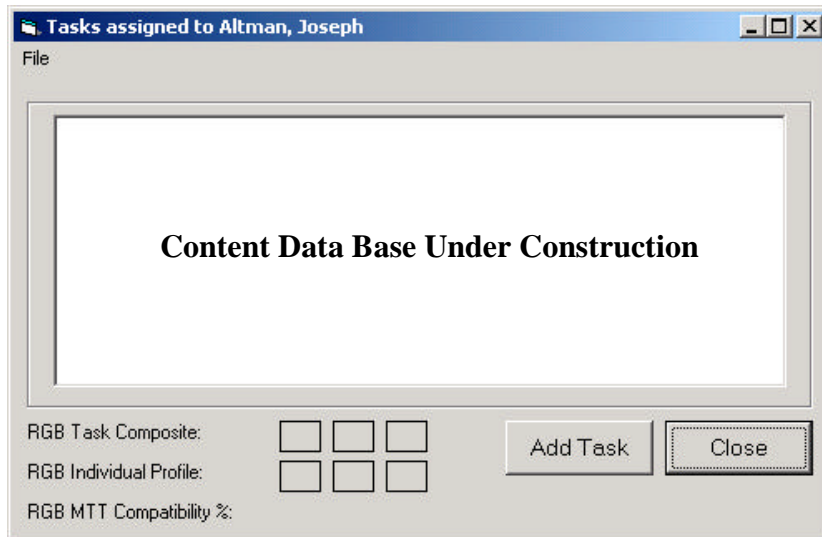


Figure 4

12. Personal Information Connectivity with MS Outlook. Once the Personal Information fields have been completed, the user may elect to click Save to Outlook Contact List. Exercising this Option will post the information to the Contact List in MS Outlook. All the features of Outlook are now available to the user.

- a. **Address Information.** The current mailing (physical) address is entered here.
- b. **Telephone Information.** The current telephone number(s) is entered here.
- c. **E-mail Information.** *CapacityWare*TM enables the user to correspond with participants using an e-mail generator. The most common use will be the ability to invite participants to scheduled Events, and follow-through after the Event to those who attended and those who failed to attend. A second use is simply for members of the Event team to keep each other informed.

13. Add Demographics. It may be necessary to add demographic options from time to time. These additions can be accomplished using the Add Demographics Action Button. It is recommended that the "Demographics" Report be run prior to using this option so that new demographics fit the overall demographic scheme.

14. Save User. To save the information, "click" on Save User.

15. Cancel. To exit without saving changes, "click" Cancel.

D. Confidentiality. The information contained in the Respondent Record is "open" for all users to view. It is critical that any confidential information NOT be stored in this record.

*CapacityWare*TM takes care that survey respondents who desire to remain anonymous have their survey information input using processes that insure anonymity by having no links of any kind to the "real name" Respondent Record. When an organization's Quality of WorkLife Index approaches "Ideal" and the number of respondents in Bands "D" and "E" is minimal, it may be time for survey respondents to use their "real name" when responding to surveys. Only in this open atmosphere can real organization change most effectively develop.

E. Uses for Respondent Data. Respondent Data is used primarily to accurately portray the status of various demographic "slices" of the organization so that informed decisions can be made that impact the capacity of the organization. Secondary uses allow a variety of users to communicate more effectively with participants in Events designed to help improve the organization's capacity.

F. Summary. Accurately maintained Respondent Records provide users with confidence that reports are as accurate as possible. Keep the following points in mind as you manage these records:

1. Personnel Actions. Update the Respondent Records to accurately reflect personnel actions, such as hires, releases, and transfers that impact demographic activity.

2. Use of "Real Name." As the organization approaches the "Ideal" culture, encourage people to use their real name on surveys. This is especially true of supervisors and managers.

3. Verification of Data. Distribute reports that enable employees to verify the information in their record on a regular basis. The Participation Report is used for this purpose. It will also enable participants to verify that they have attended Events that were designed to improve organization capacity.