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II. Overview

This document’s aim is to suggest standard operational procedures to UNHCR implementing partners that are not well-versed in mobile data collection.

For the Standardised WASH KAP it is suggested that each team be composed of one enumerator only, with a general survey coordinator who has the overall responsibility of the survey.

💡 Depending on the size of the survey and whether the enumerators are used to mobile data collection, one or more survey manager can be necessary. One survey manager can follow 6 or 7 teams: if you have more enumerators than that, you should consider providing the survey manager an assistant.

💡 If the operational context requires it, each enumerator should be backed up by a translator who is fluent in both the language of the respondent and the language of the enumerator.
III. Daily activities for coordinator

The activities below can be merged with those of the supervisor if the size of the survey does not make both profiles necessary.

The standard day for a coordinator is the following:

- **7h00** - Phones distributed
- **7h30 – 12h30** - Mobile data collection
- **12h30 – 13h00** - Lunch
- **13h00 – 16h00** - Mobile data collection
- **16h00 – 17h00** - Phones collected
- **17h30 – 18h30** - Analyse and data backup
- **Evening/night** - Phones charged

**Distribute the phones to supervisors**
Give relevant feedback to supervisors and teams based on previous day data analysis

**Assistance to supervisors**

**Double check the finalized forms.**
Turn on the Wi-Fi
Send the finalized forms to the server
Turn off the Wi-Fi

**Download the results from the server and make extra checks**

**Charge the phones**
Set aside those that are charged in a dedicated place

The four usual steps that the coordinator has to follow every day to download results are:

1. Download the results on your computer (will include the day’s results as well as all the previous days’ results in the same table).
2. Put it in the right folder.
3. Rename it accordingly to make sure you keep track of the different days.
4. Open the results and check that the data is consistent.

Below is a suggestion on how to organize and name the folders and files on your computer:
I. Daily activities for supervisors

The standard day for a supervisor is the following (only if you need assistance for the survey manager):

- **7h00**
  - Phones distributed

- **7h30 – 12h30**
  - Mobile data collection

- **12h30 – 13h00**
  - Lunch

- **13h00 – 16h00**
  - Mobile data collection

- **16h00 – 17h00**
  - Phones collected

- **17h30 – 18h30 –**
  - Analyse and data backup

- **Evening/night**
  - Phones charged

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**Distribute the phones to the teams (and make sure they are signed off accordingly)**

**Assistance to teams**

Regularly check the various teams for:

- Correct interviewing techniques
- Correct phone settings
- Correct entries on phone forms

**Verify that all phones are handed in**

Verify the saved forms on the phones and finalize those that are correct.
II. **Daily activities for enumerators**

The enumerator’s responsibility is to ensure that the data he is collecting is of good quality. Here is a standard day for the enumerator:

### Daily activities for enumerators

- **7h00**
  - Phones received

- **7h30 – 12h30**
  - Mobile data collection

- **12h30 – 13h00**
  - Lunch

- **13h00 – 16h00**
  - Mobile data collection

- **16h00 – 17h00**
  - Phones returned

#### Receive and sign off the phone
- Follow the ten steps below and double check the following on the phone:
  - Time and date
  - Flight mode
  - KAP form present

#### Data collection

- **7h00**
  - Phones received

- **7h30 – 12h30**
  - Mobile data collection

- **12h30 – 13h00**
  - Lunch

- **13h00 – 16h00**
  - Mobile data collection

- **16h00 – 17h00**
  - Phones returned

The ten usual steps that the enumerator has to follow with the phone in the morning are:

1. Turn on phone by pressing top left button until it vibrates.
2. Select adequate language if required. Push “Done”.
3. Message “No SIM card” appears. Push “OK”.
4. Set date and time. Select “Settings”. Select “Date & time”. If needed select “Set date” and set the correct date and “Set time” and set the correct time.
5. Go back using the arrow button on bottom left.
6. Select “Display” and “Brightness”. Slide brightness to low.
7. Go back using the arrow button on bottom left.
8. Select “Wireless & networks” and tick “Airplane mode”.
9. Go to main screen using home button on bottom middle.
10. Select “ODK Collect” and start collecting
III. Life cycle of a form

Based on the daily activities of the different actors, the usual life cycle of a WASH KAP form is the following:

- **Ongoing (not yet finished, absent HH...)**
- **Considered finished by enumerator**
- **Considered finished by supervisor**

IV. Absence & refusals to participate

According to the decisions you have made on this topic, ensure that the enumerators all apply the same rules regarding refusals or absence of a selected household.

Refer to the WASH KAP manual for details.