



## Africa Oral Genealogies & Family Histories Project

### *Suggested Contractor Quality Control Process Best Practices v4*

This document is organized into three sections:

1. **Section 1** contains quality checks which must be performed **by the Field Manager in the field** before interviews are transferred. Section 1 is composed of three subsections:
  - a. Quality checks on the interview collection form
  - b. Quality checks from a brief visit with the informant
  - c. Quality checks on the data in the mobile app
2. **Section 2** contains quality checks which must be performed **by the Data Entry Manager in the office**. Section 2 contains two subsections:
  - a. Quality checks on the interview accepted from the field before it is entered into Legacy by the data entry clerks
  - b. Quality checks on the interview after the data entry clerk has completed the Legacy file and before the interview is given to the Production Manager to be run through the CAT and submitted to FSI
3. **Section 3** contains quality checks which must be performed **by the Production Manager before the interview is run through the CAT and submitted to FSI**. Section 3 contains two subsections:
  - a. Quality checks on the Field Manager and Data Entry Manager checklists
  - b. Quality checks on the interview artifacts

To avoid interviews failing the ROC Audit, each contractor should take the following steps to check the quality of each interview before it is submitted to FSI:

#### *1. Field Manager Quality Checks in the Field Before Transfer*

With the cell phone, the interview collection form, and the signed authorization form on hand:

- a. **Quality Checks on the interview collection form.** Verify the quality, authenticity, and completeness of the data the field agent has collected on the interview collection form by performing the following quality checks and checking them off on the Field Manager checklist:
  - i. Has the interview been recorded on the FSI standard interview collection form? If yes, proceed with the next check. If no, the field agent should re-write the interview on the standard interview collection form.
  - ii. **Check the header on the first page of the interview collection form.** The answer to each of these questions should be yes; if any of them are not, the problem should be immediately corrected as explained below.
    1. Is each field on the header filled out and easy to read? If not, any blank, incorrect, or hard to read fields should be filled out correctly so that they are complete, accurate, and easy to read.
    2. Does the name of the informant written in the header of the interview collection form match the informant name of the interview in the mobile app? The name should be spelled exactly the same in both places. If not, correct the spelling of the informant's name in the mobile app so that it matches what was recorded on the interview collection form.
    3. Compare the age of the informant recorded on the header of the interview collection form with the informant age recorded in the mobile app. Are the ages recorded in these two locations exactly the same? If not, when you visit with the informant ask them their age and then write the correct informant age in both the mobile app and on the header of the interview collection form.
    4. Does the interview date in the header match the interview date in the mobile app? The date should be the same. If not, when you visit with the informant

ask them the date the interview took place and write the correct the date of the interview on the collection form and in the mobile app so that they both match.

5. Compare the total number of names in the header of the interview collection form with the total number of names entered in the mobile app. Are the number of names recorded in these two locations exactly the same? If there are more names in the mobile app, change the number in the mobile app so that it matches the number written in the header of the collection form. If there are more names on the collection form, this interview may contain fabrication and should not be submitted to FSI.
6. Compare the total number of names in the header of the interview collection form with the number of names written on the interview collection form (by looking at the RIN number of the last name on the last page of the interview). Are the number of names recorded in these two locations exactly the same? If the number written in the header has more names than the number of RINs in the interview, change the number written on the header to match the number of RINs in the interview. If the number written in the header has fewer names than the number of RINs in the interview, this interview may contain fabrication and should not be submitted to FSI.

**iii. Check the rest of the collection form.** The answer to each of these questions should be yes; if any of them are not, the problem should be immediately corrected as explained below.

1. Does the name of the earliest ancestor on the interview collection form match the name of the earliest ancestor in the mobile app? The name should be spelled exactly the same in both places. If not, change the spelling of the name in the mobile app so that it matches the spelling of the name on the interview collection form.
2. Does each name recorded on the interview collection form have a unique RIN number? If not, add any missing RIN numbers or correct any duplicate RIN numbers you may find.
3. Other than the earliest ancestor, does each name recorded on the interview collection form have a relationship code? Only S, C, and P with a RIN number after them are valid relationship codes. If not, add any missing relationship codes or correct any incorrect relationship codes you may find.
4. Does each name have a gender recorded? If not, add the correct gender to any names which are missing a gender. If a gender is unknown, when you meet the informant (see below) ask them to provide the correct gender of that person and write it on the interview collection form.
5. Are the names written clearly and easy to read? If not, when you meet with the informant (see below) ask them about any names which are unclear and then correct the names on the collection form so that they are clear and easy to read.
6. Does the interview collection form have the dates and places of birth for the informant, their spouse, and the informant's children? These dates and places should be provided by the informant. The field agent may help the informant estimate dates. Add "est" to the date if estimated. If not, when you visit with the informant the Field Manager should collect this information from the informant and write it on the interview collection form. NOTE: the birthdates of the informant, their spouse, and their children should never be estimated at the office. The more places and dates the informant can provide to the field agent the better.
7. The Field Manager should carefully review each page of the interview collection form. Is the interview free of unusual family structures, patterns, or other oddities? These may indicate fabrication. This step is critical to

detecting possible fabrication and should not be skipped under any circumstances. Fabricated interviews should not be submitted to FSI.

- b. Quality Checks from a Brief Visit with the Informant.** Verify the quality and authenticity of the data the field agent has collected by briefly visiting with the informant and conducting the following quality checks and checking them off on the Field Manager checklist.
- i.** If an informant photo and/or group photo was provided to the field agent, compare the photo(s) in the mobile app to the informant to ensure you are speaking with the correct person. If not, visit with the correct person. If the informant did not provide a photo to the field agent, ask the informant why they didn't want their photo taken. If the informant is willing to have their photo taken now, take a photo of them with the mobile app.
  - ii.** Ask the informant: "What is your age?" Then compare the age reported to you by the informant with the age recorded by the field agent on the interview collection form and in the mobile app. They should all be the same. If not, the field agent may have modified the informant's age in the interview collection form and/or in the mobile app. If the informant declines to give their age or doesn't know it, then estimate their age and compare your estimate to the age recorded by the field agent on the interview collection form and in the mobile app. If the age of the informant recorded by the field agent is 10 or more years older than your estimate, talk with the field agent and ask them why they recorded the age that they did. If the field agent has intentionally recorded an informant age ten or more years older than the informant's actual age or your estimated age, this interview may contain fabrication and should not be submitted to FSI.
  - iii.** Ask the informant to sign a blank piece of paper. If the informant did not sign the authorization form with a written signature, but rather with an X or another mark then skip this check. If they signed with a written signature, then compare their signature on the paper to their signature on the signed authorization form. Do **NOT** show the informant the original authorization form and ask, "is this your signature?" If the two signatures do not appear the same the informant's signature on the authorization form may have been fabricated and the interview should not be submitted to FSI.
  - iv.** Ask the informant how long it took the field agent to conduct the whole interview. Compare the amount of time the informant reports dictating the interview with the number of names collected in the interview. If the amount of time the informant reports the interview taking to complete seems too brief to collect the number of names written on the interview collection form (for example, 500 names could not have been collected in 15 minutes), then this interview may be fabricated or the field agent may have added additional names to the interview collection form that were not provided by the informant. If you suspect that this interview may have been fabricated, then this interview should not be submitted to FSI. If you suspect that additional names were added that were not provided by the informant, you may work with the informant to remove names they did not provide and then submit the interview to FSI.
  - v.** Using the interview collection form (but without showing it to the informant), select two parents from the final page of the collection form and ask the informant to tell you the names of their children. Compare the informant's reply with what the field agent recorded on the interview collection form. If the informant cannot provide the requested names, then this interview may be fabricated or had additional names added that were not provided by the informant. If the informant provides names which are different from those recorded by the field agent on the interview collection form, then this interview may be fabricated. If you suspect that this interview may have been fabricated, then this interview should not be submitted to FSI. If you suspect that additional names were added that were not provided by the informant, you may work with the informant to remove names they did not provide and then submit the interview to FSI.

- vi. Select two more parents from another family on the second to last page of the collection form and ask the informant to tell you the names of their children. Compare the informant's reply with what the field agent recorded on the interview collection form. If the informant cannot provide the requested names, then this interview may be fabricated or had additional names added that were not provided by the informant. If the informant provides names which are different from those recorded by the field agent on the interview collection form, then this interview may be fabricated. If you suspect that this interview may have been fabricated, then this interview should not be submitted to FSI. If you suspect that additional names were added that were not provided by the informant, you may work with the informant to remove names they did not provide and then submit the interview to FSI.
  - vii. Randomly select another member of a family on another middle page of the interview collection form. Ask the informant to tell you the names of their family members. Compare the informant's reply with what the field agent recorded on the interview collection form. If the informant cannot provide the requested names, then this interview may be fabricated or had additional names added that were not provided by the informant. If the informant provides names which are different from those recorded by the field agent on the interview collection form, then this interview may be fabricated. If you suspect that this interview may have been fabricated, then this interview should not be submitted to FSI. If you suspect that additional names were added that were not provided by the informant, you may work with the informant to remove names they did not provide and then submit the interview to FSI.
  - viii. Randomly select another member of a family on another beginning page of the interview collection form. Ask the informant to tell you the names of their family members. Compare the informant's reply with what the field agent recorded on the interview collection form. If the informant cannot provide the requested names, then this interview may be fabricated or had additional names added that were not provided by the informant. If the informant provides names which are different from those recorded by the field agent on the interview collection form, then this interview may be fabricated. If you suspect that this interview may have been fabricated, then this interview should not be submitted to FSI. If you suspect that additional names were added that were not provided by the informant, you may work with the informant to remove names they did not provide and then submit the interview to FSI.
  - ix. Ask the informant if the field agent paid the informant to provide them with names. If the informant was paid, the interview is more likely to contain fabrication. If the informant was not paid, the interview is more likely to be free of fabrication. If you suspect that this interview may have been fabricated or had additional names added that are not real family members of the informant, the interview should not be submitted to FSI.
  - x. If the informant can accurately provide all the names you request exactly as they are recorded on the interview collection form (without the informant viewing the interview collection form), and the informant was not paid, then the interview is likely free of fabrication.
- c. Quality Checks on the Data in the Mobile App.** While you are still with or near the informant, verify the quality and authenticity of the data the field agent has collected using the mobile app by conducting the following checks and checking them off on the Field Manager checklist. The answer to each of these questions should be yes; if any of them are not, the problem should be immediately corrected as explained below.
- i. **Check the photos in the mobile app.**
    - 1. Check the photo of the informant. If the informant declined to take a photo, skip this step. Otherwise, proceed.
      - a. Is this a photo of the informant? If no, delete the photo and take another photo of the informant in the mobile app.



- e. Is the informant's name written clearly on the top of the form and easy to read? If no, delete the photo, write the informant's name clearly next to where it was written, then take another photo of the authorization form in the mobile app that meets all the required criteria.
- f. Is the entire form visible in the photo? If no, delete the photo and take another photo of the authorization form in the mobile app.
- g. Can the authorization form be clearly viewed (the photo is not too dark, too bright, blurry, obstructed, etc.)? If no, delete the photo and take another photo of the authorization form in the mobile app.

**ii. Check the audio files in the mobile app.**

- 1. Listen to a brief segment of the family story audio file. Randomly alternate and choose a segment either near the beginning, middle, or end of the audio file. Audio files submitted to FSI should meet the following criteria:
  - a. Can you clearly and easily hear the field agent and the informant speaking? If no, delete the family story audio file and record another family story with the informant that meets the required criteria.
- 2. Listen to a brief segment of the pedigree audio file. Randomly alternate and choose a segment either near the beginning, middle, or end of the audio file. Audio files submitted to FSI should meet the following criteria:
  - a. Can you hear clearly and easily hear the field agent and the informant speaking? If no, delete the pedigree audio file and record another pedigree audio file with the informant that meets the required criteria.

Note: The Field Manager is responsible to verify the quality and authenticity of field agent's work. If by conducting these checks a Field Manager determines that a field agent has been fabricating interviews by either 1) creating a fake interview with no real family members names provided by an informant, or 2) adding names to a real interview other than those names of real family members provided by the informant, the Field Manager is responsible to hold the field agent accountable. **People who fabricate interviews should not be involved with the African Oral Genealogy Project. Fabrication is unacceptable and should not be submitted to FSI.**

After the Field Manager has conducted these checks, signed off their checklist, and personally verified the quality and authenticity of the interview, it is ready to be transferred. Transferring the interview means that the Field Manager has accepted responsibility for the interview and is now personally accountable for that interview's quality and authenticity. After completing all their checks on the checklist, the Field Manager should pass the checklist on to the Data Entry Manager along with the interview.

## *2. Data Entry Manager Quality Checks in the Office*

For each interview:

- a. **Quality Check on Data Received from the Field.** The Data Entry Manager verifies the quality, authenticity, and completeness of the work that has been received from the field by conducting the following quality checks and checking them off on the Data Entry Manager checklist:
  - i. On a log or tracking sheet, the Data Entry Manager records each interview received from the field and the total number of names written on each interview collection form. Field Managers, field agents, and data entry clerks should not have access to this log.
  - ii. After entering this information into the log, the Data Entry Manager delivers the interview collection forms and electronic files to the data entry clerk for entry into Legacy.
  - iii. The data entry clerk carefully transcribes the oral history interview names and relationships into Legacy, then returns everything to the Data Entry Manager for approval before submission.
- b. **Quality Check on Data Received from the Data Entry Clerk.** The Data Entry Manager verifies the quality, authenticity, and completeness of the data entry clerk's work by conducting the following quality checks and checking them off on the Data Entry Manager checklist:

- i. In the metadata file, compare the spelling of the first ancestor's name with its spelling in the Legacy file. The names should be spelled exactly the same. If not, correct the spelling of the first ancestor's name in the Legacy file so that it matches the metadata file.
- ii. In the metadata file, compare the spelling of the informant's name with its spelling in the Legacy file. The names should be spelled exactly the same. If not, correct the spelling of the informant's name in the Legacy file so that it matches the metadata file.
- iii. Compare the number of names in the stats report of the Legacy file with the number of names recorded in the log when the file was received from the field. If there are more names in the Legacy file than recorded in the log, then the data entry clerk has added names to the interview. **Adding names to a Legacy file that are not real family member names provided by the informant is fabrication and is unacceptable.** The only acceptable exception to this policy is when the informant provides one or more siblings of the first ancestor and it is necessary for the data entry clerk to create an unknown parent with a cultural name in the Legacy file so that the first ancestor and his or her sibling(s) can be linked together.
- iv. Check the names of the informant, their spouse, and their children in the interview collection form and in the Legacy file. Verify that the dates are recorded in both locations and that they are the same. **Modifying dates provided by the informant is fabrication and is unacceptable.**
- v. Select several other names from the interview collection form and search for them in the Legacy file (some of the names selected should have dates recorded by the field agent on the interview collection form). Then for each name, check the following:
  1. Verify that the name is spelled exactly the same in Legacy as it was recorded in the interview collection form.
  2. For the names that have dates recorded in the interview collection form, verify that the dates are exactly the same in Legacy as they are recorded in the interview collection form and have not been changed. **Modifying dates provided by the informant is fabrication and is unacceptable.**
  3. Verify that the family relationships of that person in the Legacy file are exactly the same as those recorded in the interview collection form. **Modifying family relationships provided by the informant is fabrication and is unacceptable.**
- vi. After the interview collection form has been scanned and the PDF has been added to the rest of the interview files, the Data Entry Manager should carefully review each page of the PDF file, looking for unusual family structures, patterns, or other oddities. These may indicate fabrication. This step is critical to detecting possible fabrication and should not be skipped under any circumstances. Fabricated interviews should not be submitted to FSI.

**Note:** The Data Entry Manager is responsible to verify the quality and authenticity of the data entry clerk's work. If by conducting these checks a Data Entry Manager determines that a data entry clerk has been fabricating interviews by adding names to a real interview other than those provided by the informant, the Data Entry Manager is responsible to hold the data entry clerk accountable. **People who fabricate interviews should not be involved with the African Oral Genealogy Project. Fabrication is unacceptable.**

After the Data Entry Manager has conducted these checks, signed off their checklist, and personally verified the quality and authenticity of the interview, the interview is ready to be given to the Production Manager for payment submission. Giving the Production Manager the interview means that the Data Entry Manager has accepted responsibility for the interview and is now personally accountable for that interview's quality and authenticity.

### *3. Production Manager Quality Checks Before Submission*

- a. **The Production Manager reviews the Field Manager and Data Entry Manager checklists to see if they have performed all their assigned checks.** If not, the Field

Manager and Data Entry Manager checks should be completed before the interview is reviewed by the Production Manager and submitted to FSI.

- b. Having confirmed that the Field Manager and Data Entry Manager quality checks have been completed, **the Production Manager then conducts the following quality checks to verify the authenticity and completeness of each interview prior to submitting to FSI for payment.**
  - i. Open the interview file and check that all the required contents are contained in the file. If anything is missing that is part of the mobile app output, the interview must be re-transferred from the phone. If the Legacy or PDF file are missing, add them to the interview folder. The required contents are:
    1. 3-5 .jpg (photo) files (the number of photos may vary somewhat depending on which version of the mobile app was used to create the interview)
    2. 2 .mp3 (audio) files
    3. 1 .json file
    4. 1 .ged file
    5. 1 .csv file
    6. 1 .fdb (Legacy) file
    7. 1 .pdf file (the scanned interview collection form)
  - ii. **Verify the quality and authenticity of the scanned PDF of the interview collection form** by performing the following quality checks. The answer to each of these questions should be yes; if any of them are not, the problem should be immediately corrected as explained below.
    1. Is there exactly one PDF file of the interview collection form in the interview folder? If not, remove any extra PDF files from the folder and ensure that the only PDF file in the interview folder is the full, complete, scanned interview collection form with no other blank or extra documents included in the PDF file or in the interview folder. The PDF file should only contain the interview collection form.
    2. Is the PDF file a scanned copy of FSI's standard interview collection form? If not, the interview should not be submitted to FSI. All interviews must be submitted on the standard interview collection form.
    3. Is the PDF file free of blank pages? If not, either delete the blank pages from the PDF or if you can't delete the blank pages then delete the PDF file, remove the blank pages from the interview collection form, re-scan it, and add the newly scanned corrected PDF file to the interview folder.
    4. Compare the number of names in the PDF file with the number of names in the statistics report of the Legacy file. If there are the same number of names in Legacy and the PDF file, then the interview is acceptable. If there are fewer names in Legacy than in the PDF file, then the interview is acceptable. However, if there are more names in Legacy than in the PDF file than this interview may contain fabrication and should not be submitted to FSI.
  - iii. **Verify the quality and authenticity of the interview photos** by conducting the following checks. The answer to each of these questions should be yes; if any of them are not, the problem should be immediately corrected as explained below.
    1. Check the photo of the informant. If the informant declined to take a photo, skip this step. Otherwise, proceed.
      - a. Is the view of the informant unobstructed, clear, and not blurry? If the view of the informant is obstructed, unclear, or blurry do not submit this interview to FSI. The informant should be clearly visible in interviews submitted to FSI.
    2. Check the group photo. If the informant declined to take a group photo, skip this step. Otherwise, proceed.
      - a. Is the view of the group unobstructed, clear, and not blurry? If the view of the group is obstructed, unclear, or blurry do not submit this interview to FSI. The group should be clearly visible in interviews submitted to FSI.
    3. Check the photo of the home.

- a. Is the view of the home unobstructed, clear, and not blurry? If the view of the home is obstructed, unclear, or blurry do not submit this interview to FSI. The home should be clearly visible in photos submitted to FSI.
4. Check the photo of the neighborhood (20 meters from the informant's home).
  - a. Is the view of the neighborhood unobstructed, clear, and not blurry? If the view of the neighborhood is obstructed, unclear, or blurry do not submit this interview to FSI. The neighborhood should be clearly visible in photos submitted to FSI.
5. Check the photo of the path to home.
  - a. Is the view of the path to the informant's home unobstructed, clear, and not blurry? If the view of the path to the informant's home is obstructed, unclear, or blurry do not submit this interview to FSI. The path to the home should be clearly visible in photos submitted to FSI.
6. Check the photo of the authorization form.
  - a. Is this a photo of FSI's current, official authorization form? If not, do not submit this interview to FSI. Only the current, official authorization form is acceptable for submission to FSI.
  - b. Is the entire form clearly visible in the photo? If not, do not submit this interview to FSI. Only complete and clearly visible authorization forms are acceptable for submission to FSI.
  - c. Is the authorization form clearly signed or marked by the informant? If not, do not submit this interview to FSI. Only signed authorization forms are acceptable for submission to FSI.
  - d. Is the authorization form dated? If not, do not submit this interview to FSI. Only dated authorization forms are acceptable for submission to FSI.

iv. **Verify the quality and authenticity of the audio files** by conducting the following checks.

1. Listen to a brief segment of the family story audio file. Randomly alternate and choose a segment either near the beginning, middle, or end of each audio file.
  - a. Can you clearly hear a field agent and an informant speaking? If not, do not submit the interview to FSI. Only audio files of a field agent and informant speaking should be submitted to FSI.
2. Listen to a brief segment of the pedigree audio file. Randomly alternate and choose a segment either near the beginning, middle, or end of each audio file.
  - a. Can you clearly hear a field agent and an informant speaking? If not, do not submit the interview to FSI. Only audio files of a field agent and informant speaking should be submitted to FSI.

**NOTE:** The Production Manager is responsible for all interviews which are submitted to FSI, and the field manager and data entry manager are responsible for the quality of the interviews which are given to the production manager for submission. If interviews fail, the Production Manager is responsible to investigate and determine if interview failure was a result of an employee's failure to carry out the quality checks required in their quality control process. If so, the Production Manager is responsible to hold the Field Manager and/or Data Entry Manager responsible for the failed interview, depending on the reason for the interview being failed. If the Field Manager, Data Entry Manager, and Production Manager conduct all the quality checks listed in this document, interviews should rarely fail the CAT or the ROC audit.

**Remember:** all employees are responsible for quality, but the management team will be held accountable by FSI for training and verifying quality before interview submission. The quality checks performed by the Field Manager, Data Entry Manager, and Production Manager are essential to protect the company from the consequences of submitting low quality interviews to FSI. Submitting low quality interviews to FSI could lead to contract suspension or termination.

**Remember:** after an interview has passed the CAT the Production Manager is responsible for the printing and delivery of booklets to informants and to see that the interviews are sent to the ROC. Both these tasks must be completed within 30 days after payment.