



Sitakhela Likusasa Impact Evaluation

Evaluating the Effectiveness of Incentives to improve HIV Prevention Outcomes for Young Females in Eswatini

Standard Operating Procedure - # 19

**Administering the Out of School intensified Intervention (OOSY-ii) and Verifying 2018 School Enrolment of All Impact Evaluation Participants
Procedures for the Sitakhela Likusasa Impact Evaluation**

Document 19 in a series of 20 Standard Operating Procedures

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Administering the Out of School intensified Intervention (OOSY-ii) and
Verifying 2018 School Enrolment of All Impact Evaluation Participants
Procedures for the Sitakhela Likusasa Impact Evaluation

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1. Introduction to the Impact evaluation and this SOP

The introduction and critical background information relating to the Sitakhela Likusasa Impact evaluation is provided in SOP#0 (Introduction to the Sitakhela Likusasa Impact Evaluation).

In 2018, a new incentive has been introduced to the impact evaluation participants in the treatment arm who in 2017, during midline data collection, indicated they were out of school. If these 2017 out-of-school/STU¹ participants wish to or has returned to school/STU in 2018, a fee subsidy up to an amount of E2 900 will be made available to them, to contribute towards the payment of their school/STU fees. This new incentive is referred to as OOSY-ii.

This SOP serves 2 purposes: (a) To detail the procedures relating to the OOSY-ii fee subsidy and (b) to detail the 2018 school enrolment verification of all other impact evaluation participants.

Given the purpose of the SOP, **other SOPs are relevant.** Readers should familiarise themselves with these SOPs too:

- SOP 0 (Introduction to all SOPs) that clearly describes the different impact evaluation arms and sub arms and the incentives that impact evaluation participants qualify for
- SOP 3 (Payment of Education Incentives) which describes the procedure regarding the payment of Education Incentives
- SOP 6 that outlines the procedures to verify Enrolment, Attendance and Examination attendance data
- SOP 18 (Post Midline Mop up) that explains processes to be followed during MIMOP

In reading this SOP, distinguishing between 2 categories of participants is essential:

¹ STU – refers to Short Courses, Tertiary studies, and Upgrading Classes, including vocational and technical training, and any short courses that the participant attend from a primary provider.

- **OOSY-ii-eligible impact evaluation participants:** these are impact evaluation participants who (1) gave consent to be enrolled in Sitakhela Likusasa for one more year up to the end of 2018 (so are active impact evaluation participants), and (2) were assigned to the “treatment/education incentive” impact evaluation arm, and (3) reported during midline data collection in 2017 that they were out of school and not enrolled in tertiary education, upgrading classes, college or other short courses and (4) who are enrolled in 2018 or are keen to enroll in school/STU.
- **All other impact evaluation participants:** these are impact evaluation participants who (1) gave consent to be enrolled in Sitakhela Likusasa for one more year up to the end of 2018 (so are active impact evaluation participants), and (2) are NOT OOSY-ii eligible.

2. Overview of OOSY-ii Payments (the new incentive for 2018 for OOSY-ii eligible participants)

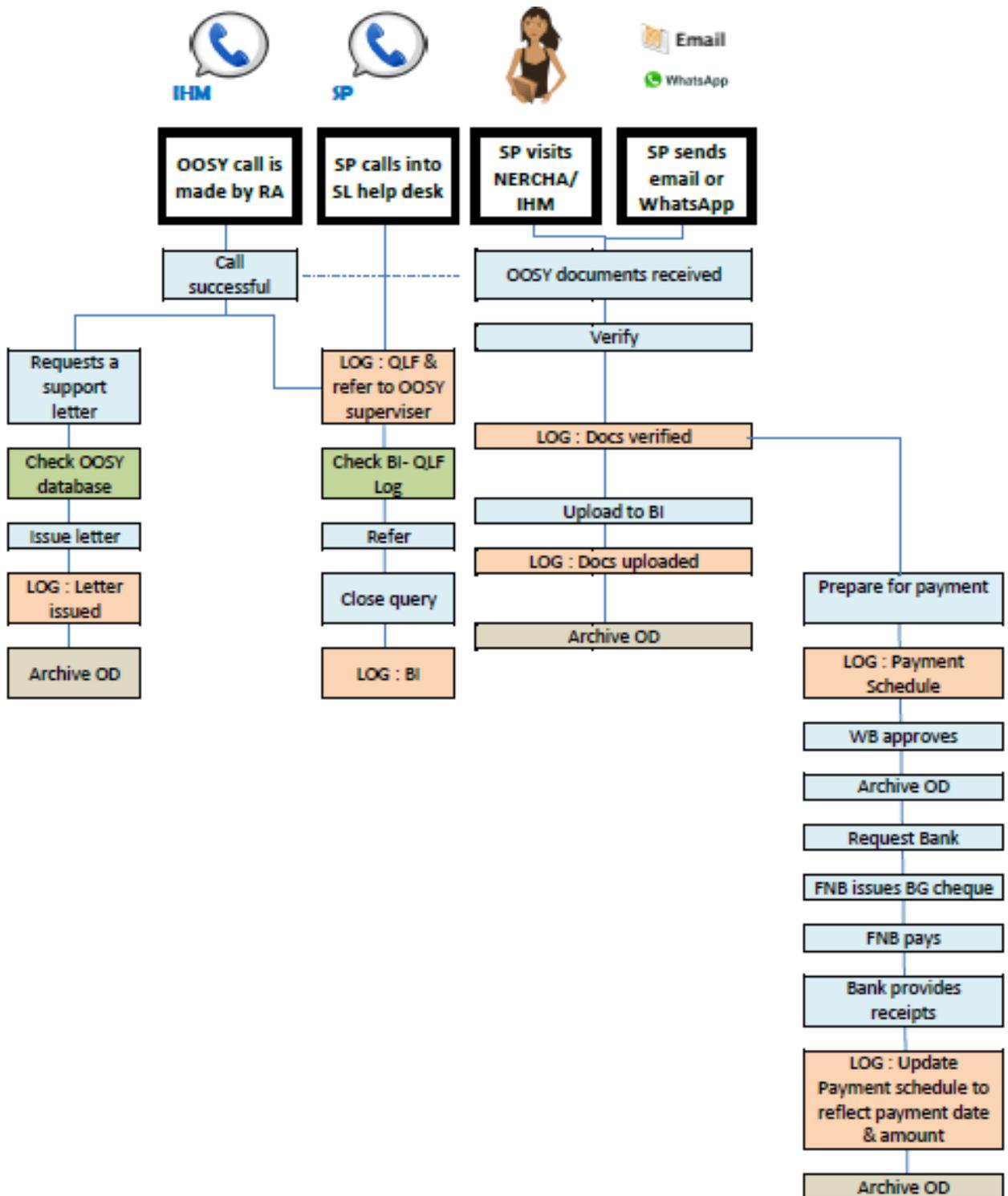
In 2018 the impact evaluation will introduce a new incentive: impact evaluation participants in the Treatment arm who were out of school/STU at midline, will qualify for a school/STU fee subsidy. This new incentive, OOSY-ii, will only be available for calendar year 2018. The value of the incentive is up to an amount of E2 900 and will be paid directly to the school/institution that the impact evaluation participant enrolls with. The incentive is to be paid in two parts, the first part to the value of up to E1 800, when the registration or enrolment of the participant is confirmed and the second installment, of E1 100, in August/September 2018 after continued enrolment is confirmed.

To be eligible for the 2018 OOSY-ii incentive (school fee subsidy), impact evaluation participants can enroll in any public or private school or college, tertiary education institution, university, for upgrading classes or in any other short course within Swaziland.

Three important provisions about the OOSY-ii fee subsidy:

- **Maximum value of E2900:** The fee subsidy offered under OOSY-ii is a maximum of E2900 for calendar year 2018. The fee subsidy paid for schooling or attending STU cannot exceed this amount.
- **Who the fee subsidy is paid to:** Payments will also only be made to schools or institutions and not to any individual of any kind under any circumstances. No exceptions are allowed.
- **OOSY-ii eligible participants remain eligible for all other education and/or raffle incentives:** OOSY-ii eligible participants remain eligible for all other incentives – education or raffle. OOSY-ii fee subsidy is an additional incentive, not a replacement incentive.

Provided below is a flowchart of procedures relating to the OOSY-ii.



3. For All Other Impact evaluation Participants: Implementation and administration of school/STU enrolment verification for 2018

STEP 1: Separate all active impact evaluation participants into OOSY-ii eligible and other impact evaluation participants

1. IHM will develop the Do file to determine this separation, and the World Bank statistician will review it before completion.
2. These 2 lists are to include all necessary identifier information for the Research Assistant to use during the subsequent calling process.
3. Once the list is verified, the Research Assistants should be split into two teams – one team working with each kind of impact evaluation participant.

STEP 2: Appoint Research Assistants and train them.

1. IHM will appoint a team of research assistants to make telephonic calls to all other impact evaluation participants to confirm their 2018 education status and determine the schools/STU institutions where they are enrolled in 2018.
2. Research assistants will be divided into 2 groups – OOSY-ii group and Other impact evaluation participant group.
3. Once the RAs have been recruited, they will be trained in the processes to follow and the telephonic scripts to use. The World Bank will review the training agenda before it is used for training.

STEP 3: Call all other impact evaluation participants, and field trace who are not reachable by phone

1. RAs will follow the phone script on the tablet (see attached copy of phone script in appendix) to execute the following tasks
 - a. Answer a few questions relating to the impact evaluation using the OOSY and Non-OOSY Survey Solution forms.
 - b. Update impact evaluation participant contact and location info (CLF form)
 - c. Enquire what impact evaluation participant education plans are for 2018. Depending on the impact evaluation participant’s answer and the impact evaluation arm in which she is enrolled, the following information should be captured:

| | |
|--|--|
| <p>If in school/STU and in impact evaluation treatment arm:</p> | <ul style="list-style-type: none"> ○ Record impact evaluation participant school/STU details using the CLF form. ○ Remind the participant of the education incentives that she is eligible for: <ul style="list-style-type: none"> ● School – register at school and attend 80% of the school days each term and receive E200 for enrolment and E400 for attendance per term ● Upgrading – register classes and register for the SGSCE examination and receive E700 for enrolment and E700 for exam completion ● Tertiary – register for the course and sit for the final examination and receive E700 for enrolment and E700 for exam completion |
|--|--|

| | |
|--|---|
| | <ul style="list-style-type: none"> • Short Course – register and complete the course and receive E700 for enrolment and E700 for exam completion |
| If out of school/STU and in the treatment arm | <ul style="list-style-type: none"> ○ Remind the participant of all the incentives that she is eligible for, if she were to enroll in any kind of education, including short courses (i.e. it does not need to be formal education in a school): <ul style="list-style-type: none"> • School – register at school and attend 80% of the school days each term and receive E200 for enrolment and E400 for attendance per term • Upgrading – register classes and register for the SGSCE examination and receive E700 for enrolment and E700 for exam completion • Tertiary – register for the course and sit for the final examination and receive E700 for enrolment and E700 for exam completion • Short Course – register and complete the course and receive E700 for enrolment and E700 for exam completion |
| If in school/STU and in impact evaluation control arm | <ul style="list-style-type: none"> ○ Record impact evaluation participant school/STU details on the CLF form. |
| If out of school/STU and in the control arm | <ul style="list-style-type: none"> ○ Record out of school status on the CLF form. |

- d. At the end of the call, participants will be given an opportunity to raise questions and then the help desk numbers will be shared
- e. If a participant could not be verified during the call, or could not be found, then refer for future calling or field tracing, as defined in SOP3.

4. For OOSY-ii eligible Participants: Implementation and administration of school/STU enrolment verification for 2018 and OOSY-ii administration

STEP 1: OOSY-ii Eligible Participants to register for school or STU in 2018 and obtain information relevant to enable OOSY-ii payment to be made:

1. To access the OOSY-ii fee subsidy, OOSY-ii eligible impact evaluation participants are required to register at a school/STU institution in Swaziland. This registration /enrolment needs to be confirmed before the OOSY-ii payment can be made to the school or STU institution.
2. Where needed, the impact evaluation participants are to do the necessary negotiations to ensure that they have the required support and approval to return to school/STU (remembering that the OOSY-ii subsidy is pegged at E2 900, the impact evaluation participants may need help to top up the payment of fees)
3. The Impact evaluation participants are to approach the required school/STUs to ensure that they make apply to register. When making these enquires the impact evaluation participants are **NOT** to disclose to the school or STU institution that they are enrolled into the Sitakhela Likusasa impact evaluation. The impact evaluation participant may choose to disclose they have an offer of a fee subsidy (bursary) – but should not link this to NERCHA, IHM or Sitakhela Likusasa.
4. The Impact evaluation participants are required to secure a letter from STU institution or school, confirming they have registered /enrolled in 2018. If it is a school, a deposit slip should also be provided, over and above the letter. The letter is to also provide the banking details of the school/STU and confirm the school/impact evaluation and other fees they are to charge for the full year of impact

evaluation. Non formal training sites are to provide a copy of their current annual trade registration certificate or a letter from the Tinkhundla confirming the details and existence of the training provider. The full cost of impact evaluation for the calendar year 2018 is to be provided. In the case of an STU, the letter is also to indicate the year of impact evaluation the impact evaluation participant has applied for as well as their student number, and in the case of a short course – the completion date of the short course; and for the upgrading class – the expected date of registration for the SGSCE.

STEP 2: IHM Research Assistants to make phone calls to OOSY-ii participants

1. RAs will follow the phone script on the tablet (see attached copy of phone script in appendix) to execute the following tasks
 - a. Answer a few questions relating to the impact evaluation using the OOSY Survey solution form.
 - b. Update the impact evaluation participant contact and location info (CLF form)
 - c. Enquire what the impact evaluation participant education plans are for 2018. Depending on the impact evaluation participant’s answer, the following information should be captured:

| | |
|-----------------------------|---|
| If in school/STU | <ul style="list-style-type: none"> ○ Record impact evaluation participant school/STU details on the CLF form.(○ Explain to the impact evaluation participant how to access the OOSY-ii fee subsidy and the information that they need to obtain from the school / STU institution to enable payment to be made (see Step 1 for details) ● Record is she is willing to take up the subsidy, and if not the reason ○ Remind the participant that they are still eligible for these incentives, over and above the : <ul style="list-style-type: none"> ● School – register at school and attend 80% of the school days each term and receive E200 for enrolment and E400 for attendance per term ● Upgrading – register classes and register for the SGSCE examination and receive E700 for enrolment and E700 for exam completion ● Tertiary – register for the course and sit for the final examination and receive E700 for enrolment and E700 for exam completion Short Course – register and complete the course and receive E700 for enrolment and E700 for exam completion |
| If out of school/STU | <ul style="list-style-type: none"> ○ Remind the participant that they are eligible for OOSY-ii fee subsidy and that they can still enroll in school/STU to access the fee subsidy. ○ Should the participant then indicate she is interested in returning to school/STU, with the help of the OOSY-ii, the participant is encouraged to secure a place and register at a school/STU and obtain the letter/deposit slip from the school/STU as in Step 1 ● Record is she is willing to take up the subsidy, and if not the reason ○ Remind the participant that if they enroll in school / STU, they are still eligible for all other education incentives too, over and above the OOSY-ii fee subsidy: <ul style="list-style-type: none"> ● School – register at school and attend 80% of the school days each term and |

| | |
|--|---|
| | <p>receive E200 for enrolment and E400 for attendance per term</p> <ul style="list-style-type: none"> • Upgrading – register classes and register for the SGSCCE examination and receive E700 for enrolment and E700 for exam completion • Tertiary – register for the course and sit for the final examination and receive E700 for enrolment and E700 for exam completion • Short Course – register and complete the course and receive E700 for enrolment and E700 for exam completion <p>○ The RA is to mark the database record of the impact evaluation participant to indicate she will follow up with another call in 2 weeks, or the impact evaluation participant should call into the help desk once she has the letter of registration or the school fee bank deposit slip.</p> |
|--|---|

- d. Inform the participant that they can be provided with a letter that confirms that for 2018 they qualify for the fee subsidy to a maximum of E2900 for the year, and that it will be paid directly to the institution/school in two instalments. Inform them that they can share this letter with the institution/school to facilitate their course registration. RA to ask if the SP would like a copy of the letter and if yes, how do they want to access the letter (whatsapp, email or collect from impact evaluation office).Participants are to be provided the opportunity to ask any questions (if the RA is able to deal with these then a QLF is to be logged) and the called will be ended l by sharing the help desk numbers
- e. If a participant could not be verified during the call, or could not be found, then refer for future calling or field tracing, as defined in SOP3.

STEP 3: Impact evaluation Participant to provide necessary information to enable OOSY-ii payment to be made

1. When the impact evaluation participant has letter of registration (if STU institution) and letter of enrolment and bank deposit slip (if school) (see Step 1) she is required to submit this to the SL office – either by hand delivering it to the IHM office, by WhatsApp, or by email.
 - If participant has registered at an informal center (training or skill centre), she has to obtain
 - a letter confirming her registration from the training center (with a stamp if possible) , also confirming the course details and the level of fees charged; as well as
 - a letter from local authority, in English, with a stamp confirming that the particular venue is recognized by the authority as an informal training center or a copy of the current trading license may be submitted.

To be accepted, the name of the center used in both letters must match, and this in turn must match the banking details provided or confirmed.
2. RA to check that the impact evaluation participant appears on the list to qualify for the OOSY-ii. If not, it needs to be explained to the impact evaluation participant why she does not qualify
3. If the impact evaluation participant qualifies, check that the letter/bank deposit slip has all the required information and details:
 - The letter is dated
 - Name of school/STU institution
 - Stamp of School/STU institution
 - Name and Surname of impact evaluation participant
 - Total cost of education for the year
 - Banking details of school/STU
 - If STU, also ensure that the following is on the letter

- Name of course
 - the year of impact evaluation that participant has applied form and Student/exam number of impact evaluation participant
 - Short course completion date
 - Date of registration for SGSCE (if upgrading classes)
 -
 - If non formal training or skills center, also ensure the following is provided
 - A dated letter (in English) from local authority, with a stamp confirming that the particular informal center/skills centre is recognized by the authority as an informal training center.
 - To also check that the training license is valid (has not expired) and the training license matches the name of the training provider
4. RA explains to the impact evaluation participant that the payment will be made directly to the school/STU (after verification – May/June 2018) and should she need a proof of payment, she will have to contact the Helpdesk to request this (in June).
 5. The RA is to provide the impact evaluation participant with a copy of the MoET or NERCHA letter, confirming the OOSY-ii payment of fees. The letter can be obtained from IHM office when participant has come to deliver letter of registration (if STU institution) and letter of enrolment and bank deposit slip (if school), or can be sent via whatsapp, or email. The RA is to keep a copy of the letter on the file as well as scan and upload as an image to the BIrecord.
 6. RA to share the help desk contact numbers
 7. RA to capture the information on SL spreadsheet. OOSY-ii (document receipt listing)
 8. RA is to keep a copy of the letter in the file and also upload the document submitted onto the BI (image upload form)

Contents of OOSY receipt form: These are the minimum details that need to be linked to the impact evaluation participant personal profile and captured in OOSY-ii (receipt form) that will be used to generate the payment verification list (in addition to the updated CLF):

- PID
- Impact evaluation Sub-arm
- Education status at midline
- Date registration letter/deposit slip received
- Source of document (email, fax, post, WhatsApp, etc.)
- Type of document – registration letter or deposit slip or other (specify)
- Date of letter
- Name of School/Institution
- Contact details of School/Institution (name, phone, address)
- School/Institution Banking Details required for payment of fees :
 - Name of the bank
 - Account number
 - Branch number
 - Account holder/School or institution Name
- Whether for School or STU
- For School
 - Grade/form
 - Stream
 - Level of fees
 - Registration date
 - Comments if needed
- For STU
 - Student number
 - Type of STU
 - Course registered
 - Year of study
 - Level of fees
 - Examination date/completion date
 - Comments if needed
- Indicate if MOET or NERCHA letter was provided & means used to share the letter
- Confirm document has all required details
 - Comments if required

- Confirm that image was uploaded (provide BI reference)
 - Value of total payment to be made
 - IHM confirmation of verification of impact evaluation participant details, schools details and that she qualifies for payment.
9. Upon receipt of the letter of registration or the school fee bank deposit slip, (and if a non-formal skills centre, the additional two letters required as support documentation) the SL help desk officers will capture the required details in Image Upload Form (IUF), within 3 days of receipt. This form will be used to generate a list (report) to be shared with the World Bank. The list is to be shared with the World Bank on a fortnightly basis.
 10. RAs at the help desk are required to make follow up calls, every two weeks, until the impact evaluation participants letter of registration/ or the school fee bank deposit slip with all required details is received and logged.
 - a. RAs are to try calling every two weeks until mid June.
 - b. Call attempts must be made on different days, including weekend, and at different times of the day, including after-hours calls.
 - c. RAs are to use the different contact numbers kept on record.
 - d. RAs are to record every call attempt made and the outcome of the call.
 - e. Field tracing as a last step ,as per SOP3
 11. On a fortnightly basis IHM is to provide a list of participants who have been issued with a MOET/NERCHA letter to the World Bank and NERCHA (to be shared with the MoET RGOs).

STEP 4: Pay the first installment of the OOSY-ii payment

1. Before payment can be initiated, the administration assistant compile all complete documents submitted by participants and checked by the helpdesk that they meet the required criteria. All documents to be uploaded on one drive secure location for World Bank review and approval for payment. World Bank is to comment or approve in writing within 3 days of receipt.
2. Upon approval of the approved documents by the World Bank for payment the IHM DB Manager is to generate a payment list of OOSY-ii registrations together with the proof of verified registration/bank deposit information of impact evaluation participants who qualify for the OOSY-ii funding and have shown evidence of registering at a school/STU for studies in 2018. This payment list is to include the following information:
 - a) PID Number
 - b) OOSY status
 - c) IHM confirmation that required documents have been received, uploaded on the BI and verified for payment of OOSY
 - d) Reference of BI for support documents that have been uploaded
 - e) Bank name (of School/Institution)
 - f) School/Institution name
 - g) School/Institution bank account & branch details
 - h) Impact evaluation participant reference required for school
 - i) Amount to be transferred (Max of E1 800 for first installment & E1 100 for 2nd installment)
 - j) IHM confirmations that SP qualifies for the OOSY payment.
3. IHM is to update the OOSY tracking tool with the approved list of participants to be paid .
4. The IHM Finance Department will make the required arrangements (via FNB bank guaranteed cheque) to transfer the funds to the learning institutions/Schools within 14 working days of receiving approval. The schedule of payment will be shared with the FNB.

- a. IHM to request FNB to issue a bank guaranteed check for the total value of the payments included on the schedule of payment.
 - b. IHM to provide FNB with a dated schedule of payment, grouped by bank, showing the school/STU name, school/STU bank details (account number and branch), reference to be used (impact evaluation participant name and grade/course), amount to be paid per beneficiary & the total payment (to match the value of the cheque)
 - c. FNB will then transfer the funds to each school, for each individual beneficiary and provide a proof of payment for each beneficiary.
 - d. The bank's proof of payment is to be uploaded onto the BI as an image.
5. The schedule of payment is to make NO reference to Sitakhela Likusasa, NERCHA, IHM or the World Bank.
 6. The bank is to provide a proof of payment (that has no indication of IHM or their bank details) for each individual deposit made.
 7. The proof of payment will be made available to the impact evaluation participant upon request. A copy of the proof of payment to be archived on one drive
 8. IHM is to report to the World Bank on the OOSY payment procedure as part of the weekly CAL calls, and a written report over email every fortnight.

STEP 5: Payment of the 2nd installment of OOSY-ii subsidy (August to October 2018)

1. **For school participants:** As part of the general education incentive verification process (which the OOSY-ii participants qualify for), the school registration/class list or term 1 or 2 attendance register (or report card) submitted for general EI verification will be used to confirm that the OOSY participant is still in school. No conditionality will be attached; the documents will purely be used to confirm that the AGYW is still in school.
2. **For STU participants:** As part of the general EI verification process (which the OOSY participants qualify for) the documents used by IHM to verify impact evaluation participants for their EI payment will be used to confirm the OOSY-ii participant is still registered for impact evaluation participant course. No conditionality will be attached; the documents will purely be used to confirm that the AGYW is still registered.
3. The IHM DB Managers is to generate an updated list of OOSY-ii participants who qualify for the 2nd installment of the subsidy.
4. The same process as described above will be followed to ensure the payment of the 2nd installment.
5. A final reconciliation the OOSY-ii payments will be included in the intervention report to be submitted by December 2018.

5. IHM Reporting Requirements to World Bank

- The Impact evaluation data are to be maintained at individual impact evaluation participant level – and could be disaggregated by impact evaluation arm or sub arm as well as geographical location of participant and the participant's school, and participant's age. The World Bank provided an OOSY Tracking Tool to facilitate this.

- Weekly reports, prepared according to the agreed format (World Bank to provide format), should be provided that quantify the number of impact evaluation participants who have shown interest in the OOSY-ii; applied for the funds; were confirmed for payment and then finally for whom payment was made.
- Any protocol breaches or deviations from this protocol should be reported within 12 hours of the event occurring.

Action to be Taken with Different 'Call Unsuccessful' outcomes

| Call Outcome | Action |
|--|---|
| <p>1. Contact number unavailable [“the MTN number you have dialled cannot be reached at the moment. It is either switched off or out of coverage area ”]</p> | <p>a) If an alternative number(s) is/are available, call the alternative number(s) right away. Repeat calling back every hour up to 3 times a day (i.e. a total of 4 calls a day). Try to call back at different times of the day, as participants might be in school (also call over weekends as many participants may be reached in this way). Repeat this process for up to 3 days while alternating the time for the first call each day. One of the days must be a weekend day. After 3 days of unsuccessful call attempts, please send the following text via SMS or WhatsApp to the participant using your allocated tablet: <i>Sitakhela Likusasa impact evaluation has started midline data collection. Please call or send "Please call me" SMS or WhatsApp to 76283414, 76807473, 76807394 or 76283196 for appointment and your inconvenience fee. Thank you.</i> Then refer the case to the field team for infield tracing.</p> <p>b) If there is no alternative number, call back after 1 hour. Repeat calling back every hour up to 3 times a day (i.e. a total of 4 calls a day). Repeat this process for up to 3 days while alternating the time for the first call each day. One of the days must be a weekend. After 3 days of unsuccessful call attempts, please send the following text via SMS or WhatsApp to the participant using your allocated tablet: <i>Sitakhela Likusasa impact evaluation has started midline data collection. Please call or send "Please call me" SMS or WhatsApp to 76283414, 76807473, 76807394 or 76283196 for appointment and your inconvenience fee. Thank you.</i> Then refer the case to the field team for infield tracing.</p> |
| <p>2. Participant or Parent/Guardian did not answer phone</p> | <p>a) For participants, Repeat calling back every hour up to 3 times a day (i.e. a total of 4 calls a day). Repeat this process for up to 3 days while alternating the time for the first call each day. One of the days must be a weekend After 3 days of unsuccessful call attempts, please send the following text via SMS or WhatsApp to the participant using your allocated tablet: <i>Sitakhela Likusasa impact evaluation has started midline data collection. Please call or send "Please call me" SMS or WhatsApp to 76283414, 76807473, 76807394 or 76283196 for appointment and your inconvenience fee. Thank you.</i> Then refer the case to the field team for infield tracing.</p> <p>c) Parent/Guardian, repeat calling back every hour up to 3 times a day (i.e. a total of 4 calls a day). Repeat this process for up to 3 days while alternating the time for the first call each day. One of the days must be a weekend. After 3 days of unsuccessful call attempts, please send the following text via SMS or WhatsApp to the participant using your allocated tablet: <i>Sitakhela Likusasa impact evaluation is trying to reach you because you are a parent or guardian of the impact evaluation participant. Please send "Please call me" SMS or WhatsApp to 76283414, 76807473, 76807394 or 76283196 and we will call you back immediately. Thank you.</i> Then refer the case to the field team for infield tracing.</p> |
| <p>3. Participant or Parent/Guardian not available</p> | <p>a) Set appointment for the next follow up call if person who answered call knows when participant or parent/guardian will be available.</p> <p>b) If the participant is in South Africa and you are given the South African phone number, add the contact on the tablet and check if there is a WhatsApp account for the number, if so, please send the following message “<i>Sitakhela Likusasa impact evaluation is trying to reach {FULL NAME}, is this you?</i>”. If the participants respond to confirm the name (i) send “<i>Sitakhela Likusasa impact evaluation has started midline data collection. Please call or send a WhatsApp message to +26876283414, +26876807473, +26876807394 or +26876283196 for appointment and your inconvenience fee. Thank you.</i>” (ii) call the number using</p> |

| Call Outcome | Action |
|--|---|
| | <p>WhatsApp.</p> <p>c) If the person does not have any details, repeat calling back every hour up to 3 times a day (i.e. a total of 4 calls a day). Repeat this process for up to 3 days while alternating the time for the first call each day. One of the days must be a weekend. After 3 days of unsuccessful call attempts, please send the following text via SMS or WhatsApp to the participant using your allocated tablet: <i>Sitakhela Likusasa impact evaluation has started midline data collection. Please call or send "Please call me" SMS or WhatsApp to 76283414, 76807473, 76807394 or 76283196 for appointment and your inconvenience fee. Thank you.</i> Then refer the case to the field team for infield tracing.</p> |
| <p>4. Wrong contact details [“the number you have entered is not correct”]</p> | <p>If an alternative number(s) is/are available, call the alternative number(s) right away. If unsuccessful, Refer to the field team on the same day.</p> |
| <p>5. Call back later</p> | <p>Call back later at the date and time agreed upon. This should supersede the calling schedule for the agreed call back time and day.</p> |