

Frequently Asked Questions during Assessment

1. What do I do if the child switches between languages for Item 3 in the ELOM 6&7 Literacy items?

On the ELOM 6&7 Literacy form, select 'Other response' and type in exactly what the child says.

2. Can I translate or reword the form using my own words?

NO. You may not use your own words to translate or reword the form to the child. You are kindly encouraged to read and study the form at home to ensure that you are able to read the correct language to the child during assessment. No ad hoc translation is permitted.

3. What happens to my forms when there is no internet connection?

The SurveyCTO app allows you to complete the form and submit it while you are offline. Make sure you complete the whole form, then press "Save Form and Exit" even if there is no internet connection. The form will reach the server as soon as you are connected to the internet.

4. How do I add a new child to the form?

At the beginning of your form, after you have selected the facility name, you will be given a list of children who are in that facility. Select the "Not in list" option which will be visible at the end of the list. You will be asked to search for the name using the first few letters of the new child's name. Press the "Not in list" option again. The next page asks you to enter the first name, last name, sex and date of birth of the child. Confirm the child's birthdate using a birth certificate or facility records; do not ask the child for their date of birth. After entering those details, the new child's name will be added to the list.

5. How do I select a child from a list in the form?

At the beginning of your form, after you have selected the facility name you will be given a list of children who are in that facility. Select the name of the child from the list. After selecting the name, the next page will ask you to enter the child's sex and date of birth (you will notice that the first name and last name have been entered for you already after you selected the child's name). If any of the child's details that you enter are different from the details of the child already in the app, you will be asked to verify the details.

6. Why is my location not recording?

Make sure your tablet's location is on and try recording location again. Note that even if you are offline your device is able to record location.

7. Why is my location taking very long to record?

Your tablet may take a while to record the location because it is searching for the most accurate location reading. Select the "RECORD LOCATION" option to instantly record your location if it takes too long.

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8. Why did I receive the message which looks something like: Error Occurred: External data for preload_dd2030_projects has not been imported. Perhaps you forgot to include the preload_dd2030_projects.csvfile with your form

This is a common error that occurs when the device's network is interrupted during an update of the forms. When you see this error, perform the "Run Quick Setup" procedure (your device should be online).

To Run Quick Setup follow the steps below:

1. On the main menu select the 3 dots on the top right corner
2. Select "General Settings"
3. Select "Quick setup"
4. Select "Run quick setup"

Your device will connect to the server and refresh all your forms.

9. Can I save incomplete forms?

You are strongly encouraged to COMPLETE AND SEND your form once you start it, without exiting the form during the assessment. It is not a good idea to save an incomplete form as experience has shown that most assessors forget saved forms and lose data as a result.

10. What do I do if the facility is not in the given list?

At the beginning of the form, after you have selected the province, you will be given a list of all the facilities for your project within that province. Check the list carefully. If the facility name that you are looking for is not in the given list select the "Not in list" option. On the next page you can enter the name of the facility that is not in the list.