Questions for NAIH on STAR II D3.3

1. – What statistical reporting will be included in “**Report on the hotline”?** I don’t want to duplicate across the two deliverables.

According to the description of work we need to do

* Statistical analysis of the most frequently asked questions (can use spreadsheet for this)
* Number of issues (can use spreadsheet for this)
* Nature of issues (can use spreadsheet for this)
* Frequency of contacts
* Response time
* Effects of awareness campaigns and public appearances.

**2. Public appearances.**

If we want to make an estimate about the impact of the awareness campaigns on the use of the hotline, we need to have comparable dates for both. We can plot dates of publicity activities and hotline contacts and see if there is any relation. Would you be able to provide me with

1) dates when the radio campaign was active.

2) dates for other promotional activities – e.g. was the hotline mentioned in a press release, or was it mentioned by NAIH staff at promotional events, etc.

3. Do you have access to **data about your other communication channels**? It would be interesting to know if the hotline contacts are simply people who would have already called or emailed your office through other existing contacts. It would be interesting to know:

* Has your volume of email/phone/web form/etc contacts from the public changed during the period the email hotline has been working? How big?
* If there is a change, Is this change different to other similar period? E.g. Was it like this in previous years.
* Are there any other factors you can think of that would have affected the volume of calls/emails/web contacts

4. **Response time -** From the data, I can take the date of receipt and date of reply and work out a time-for-response, but not how many person-hours it took to complete the response. Do you have any information on that?

5. **Level of difficulty** – how is level of difficulty (1-3) of the issue defined?

6. **Follow-up with hotline contacts** – have you done any follow up with hotline contacts about how satisfied they were with the response they received from you?

If not, and you were able to do this, it would be valuable, but would presumably need to be done fairly rapidly to get responses by the non-extended deadline.