

READI

Data Collection User Guide



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Revision #	Revision Date	Revised Chapters	Reasons for Revision
V1.0	4.24.26		Original Version
V2.0	7.15.26	1,2, 9	Chpt 1 – Added a clarification in Sect D, Step 5 for login.gov duplicate account. Chpt 2 - Added Call Completion = Made Contact, emailing the EDR link, time zones for appts., enhanced record search features, Chpt 9 - Added chapter for Supervisors.

Overview

READI is a web-based tool developed at NASS and used by NASDA to collect survey data. It utilizes Zoom to place calls to respondents from a laptop.

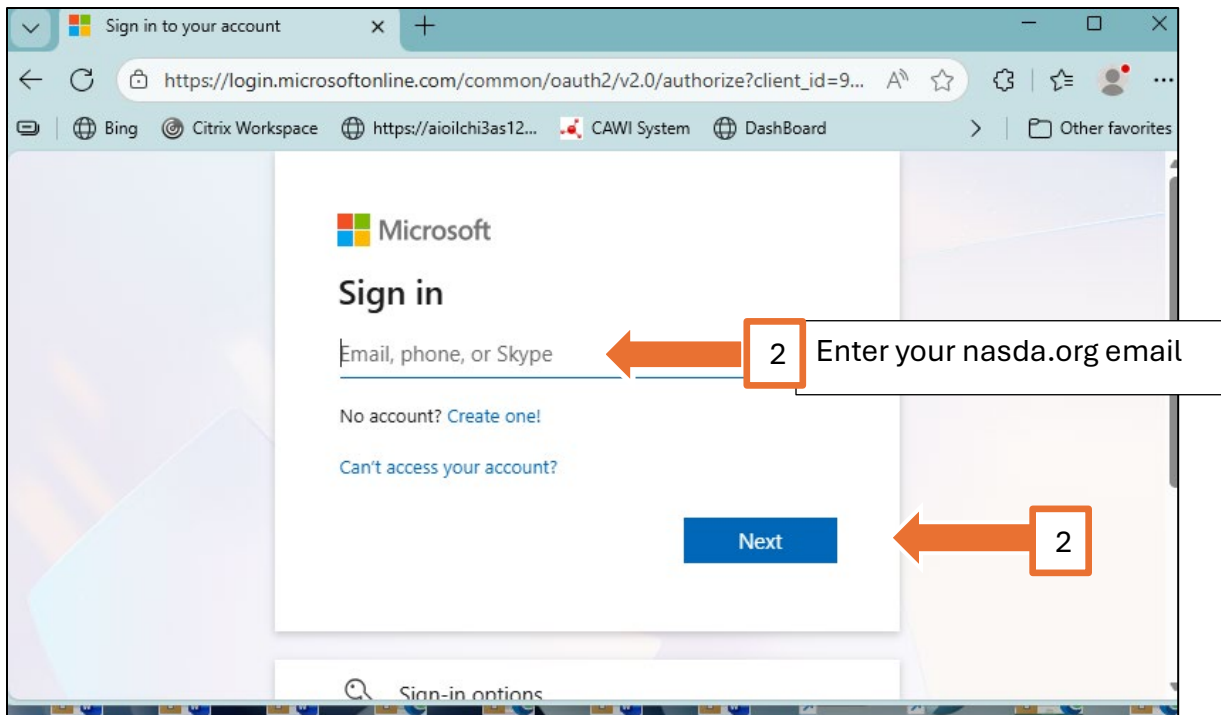
Enumerators will use Login.gov to authenticate into the system. READI allows call monitoring and recording, collects metrics on call attempts and completions, and provides various information to management to assist with quality control. While READI has many features specifically for management of personnel, Version 1.0 of this manual will focus only on those available to enumerators.

Chapter 1: Initial Setup

There are four steps an employee will need to complete one time as part of the system set up. Management will provide needed information and alert employees when they may start this process. The steps are outlined below in detail in Sections A, B, C, and D.

A. Creating an Outlook Work Email Account

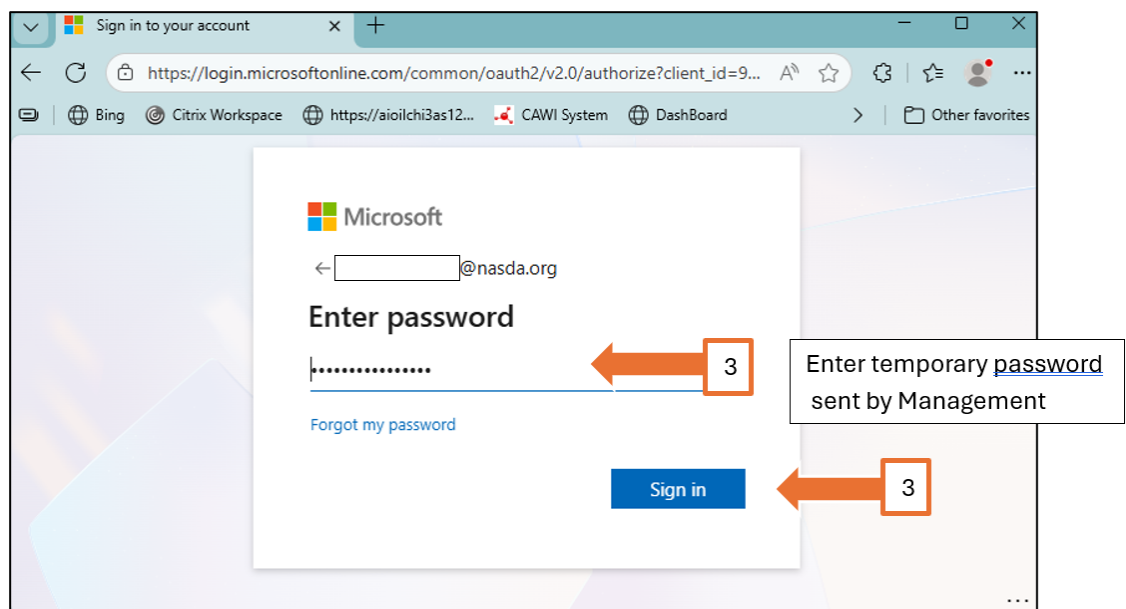
1. Open either the Edge  or Chrome  browsers on your laptop and type **outlook.office.com** or **Microsoft365.com** in the URL.
2. The Microsoft sign-in page will display. Enter your nasda.org email and click 'Next'.



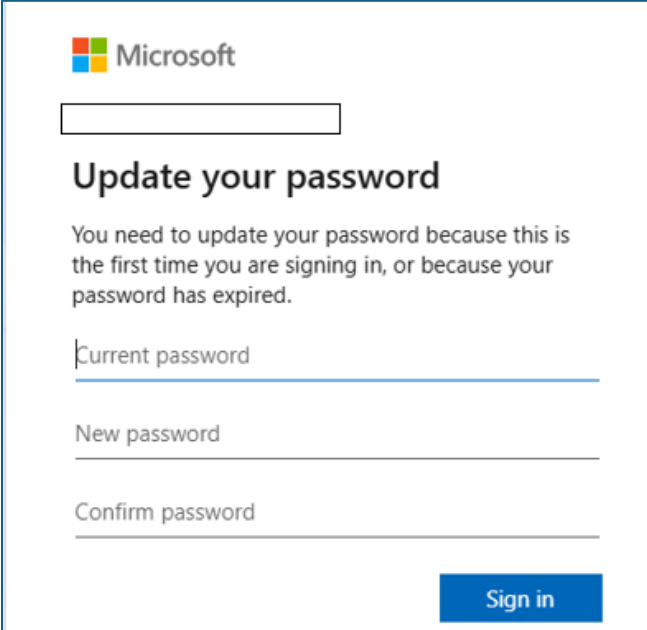
3. Enter the temporary password provided by management and click 'Sign-in'.

Helpful hint: It would be best to copy the temporary password from the email and paste it into the screen below.

Helpful hint: To the right of the password field, there is an "eye" icon. Click to view what you have entered and verify you added the correct password.



4. Once you click “Sign in” the system will prompt you to update the temporary password.
 - Enter your current (temporary) password.
 - Create a new password containing at least ten characters, one upper case, one lower case, and one special character. Retype the new password.
 - Click sign in.
 - **SAVE this password. You will need this password again.**

A screenshot of a Microsoft password update interface. At the top left is the Microsoft logo. Below it is a small rectangular input field. The main heading is "Update your password". Below the heading is a paragraph of text: "You need to update your password because this is the first time you are signing in, or because your password has expired." Below this text are three stacked input fields labeled "Current password", "New password", and "Confirm password". At the bottom right is a blue button with the text "Sign in".

Microsoft

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

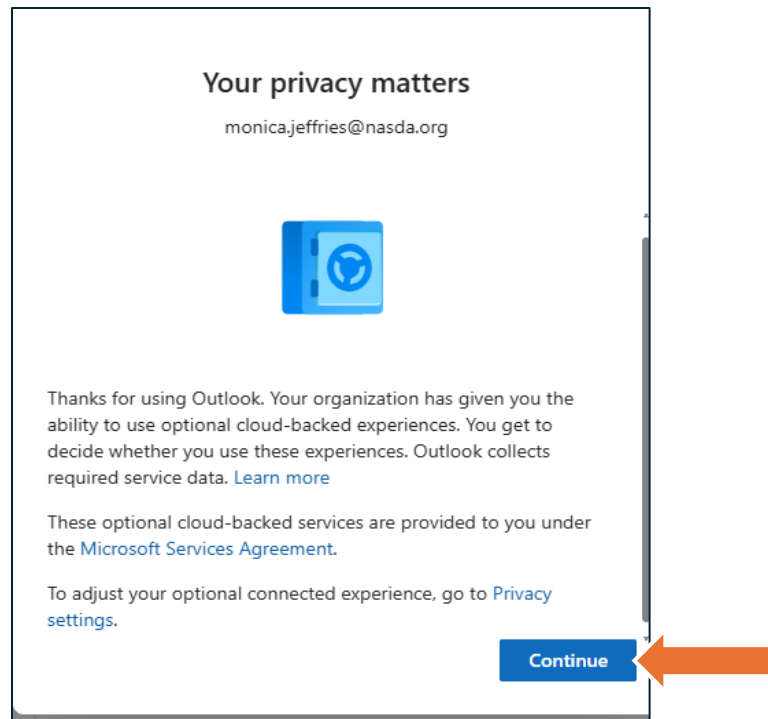
Current password

New password

Confirm password

Sign in

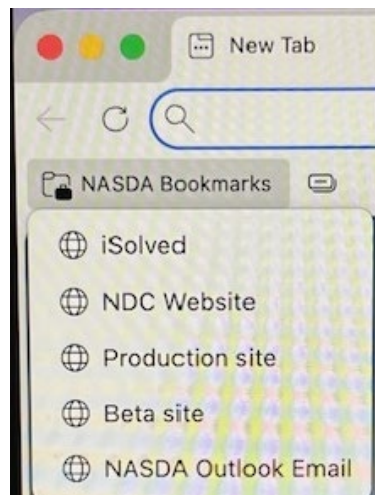
5. Click on ‘Continue’



6. Your Outlook Email Account has now been created.

Each time you want to access your email you will go to your browser and navigate to outlook.office.com and enter your email and password.

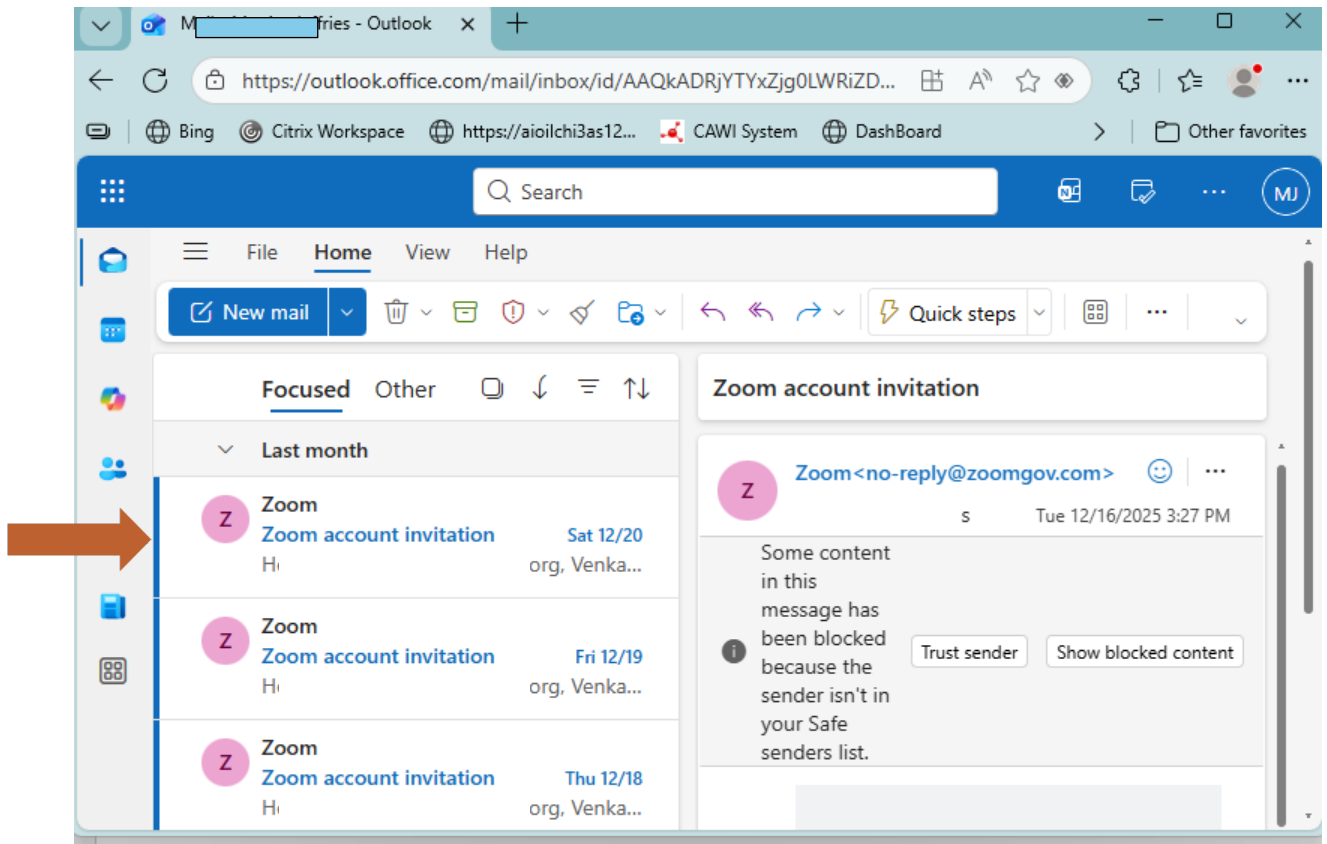
Note: Bookmarks have been added to your Mac Book. They are under 'NASDA Bookmarks – NASDA Outlook email'.



B. Activating a Zoom Account

This Zoom account is used for calling respondents through the READI system. (It is different than the Zoom application used for video meetings)

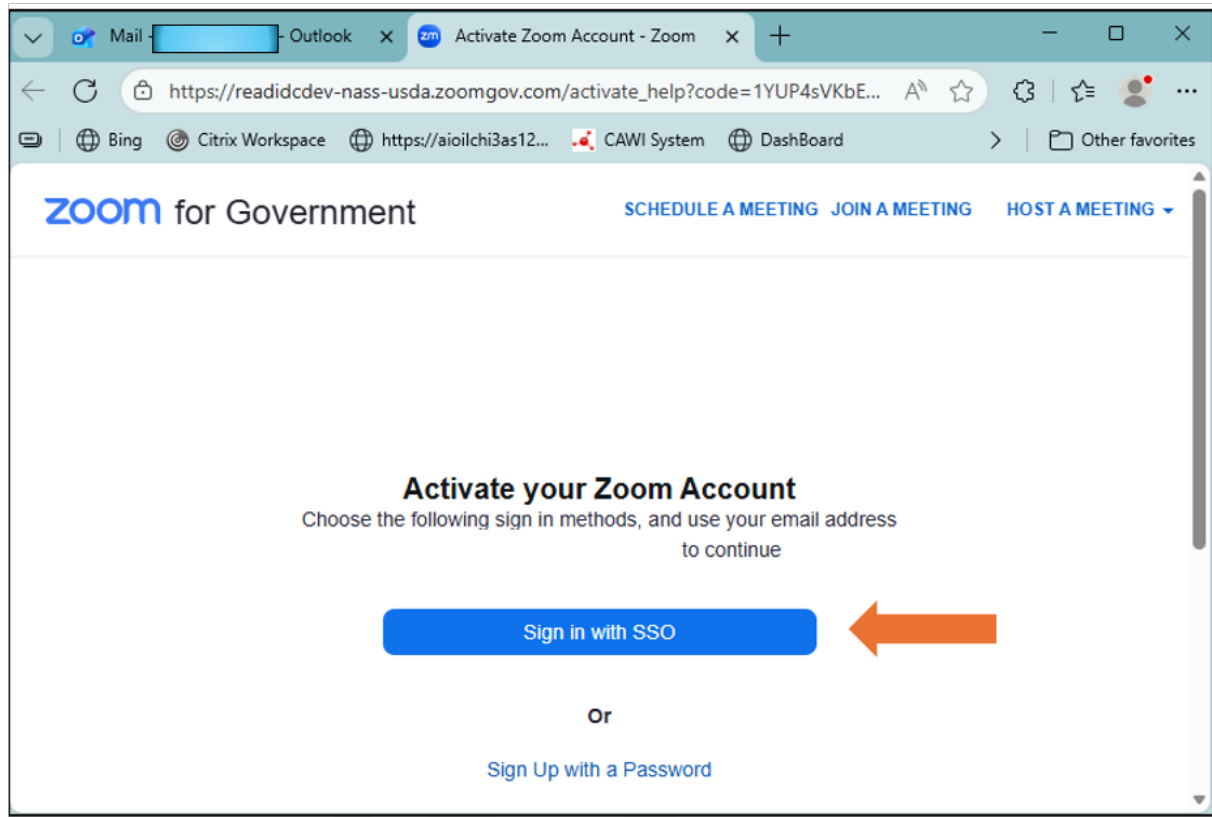
1. Open your nasda.org email. You will see multiple emails with the Subject = Zoom.
2. Find the most recent 'Zoom' email you received.



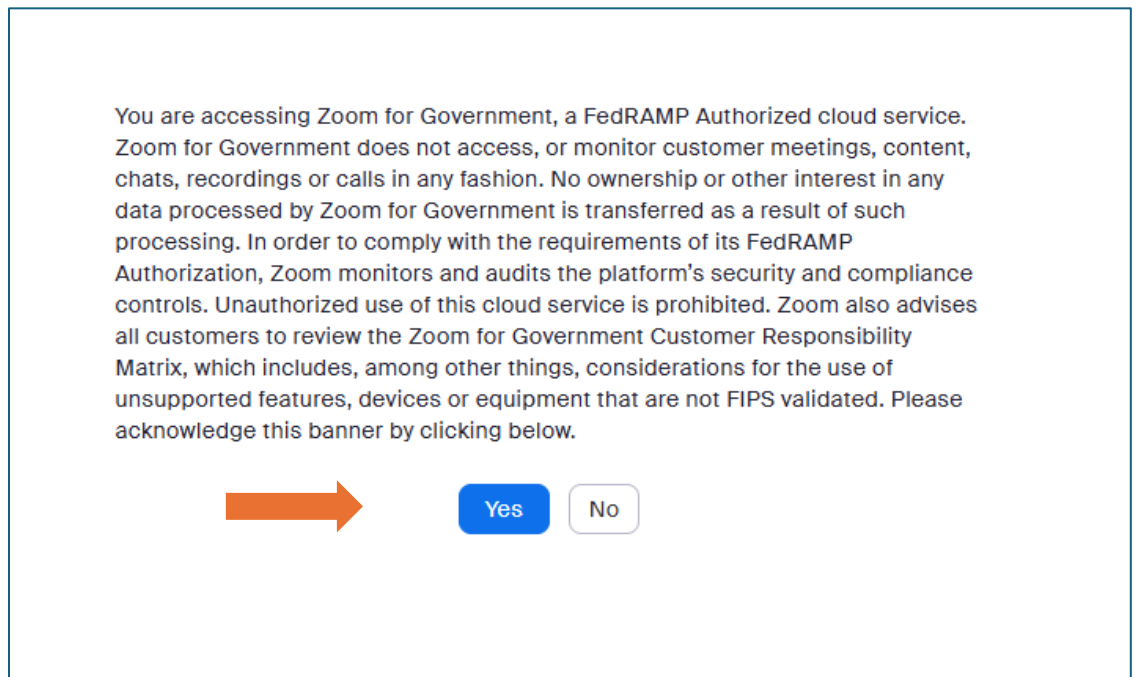
3. Open the Zoom e-mail. Click on 'Activate Your Zoom Account'.

Activate Your Zoom Account

4. Click on 'Sign in with SSO'.



5. Click on 'YES'

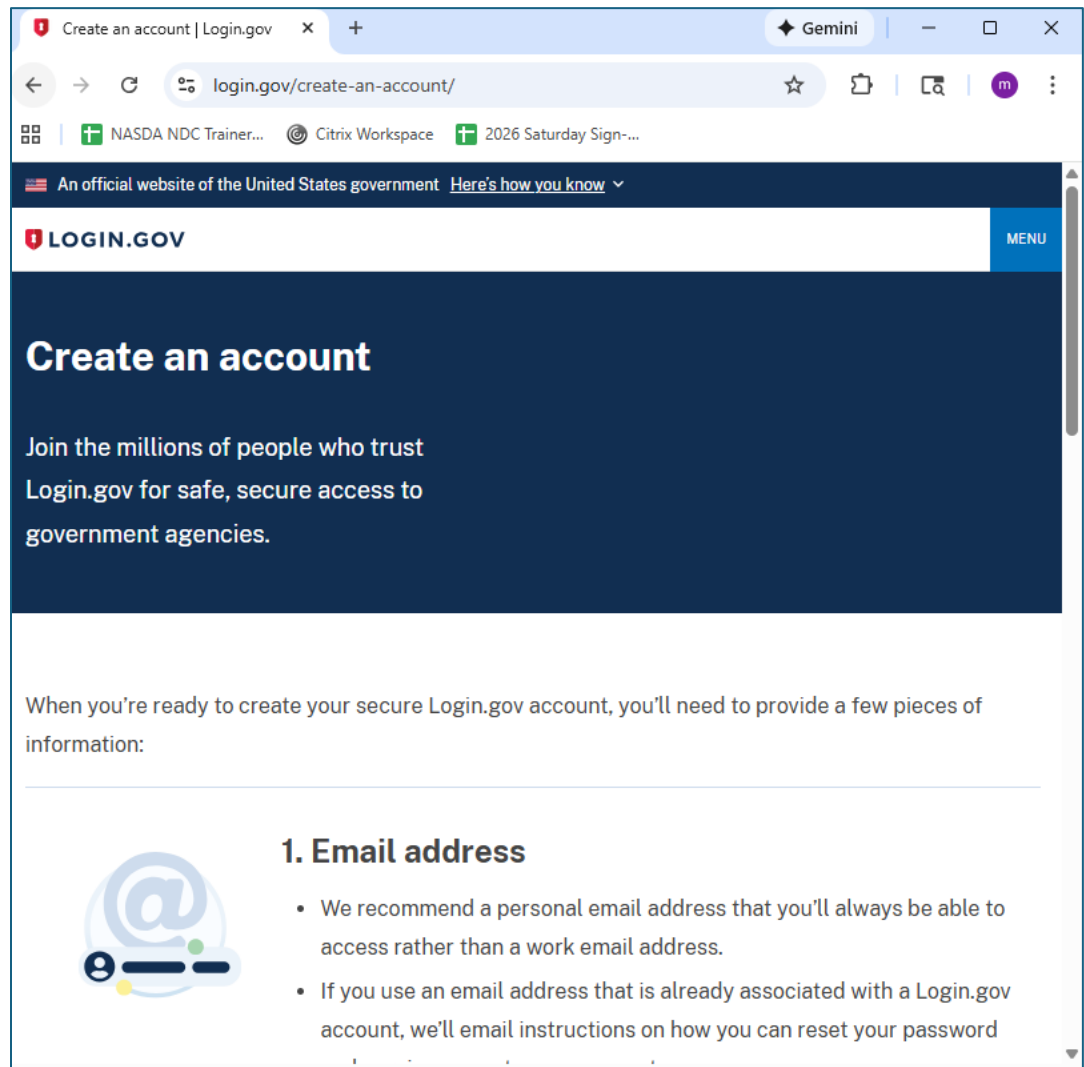


6. Close all screens. **Your Zoom account has been set up.**

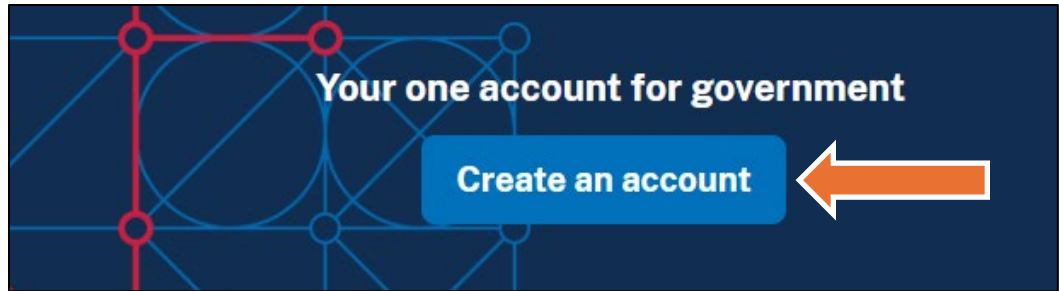
C. Creating a Login.gov Account

Login.gov is used to “authenticate” enumerators using multi-factor authentication (MFA). Each time an enumerator attempts to access READI, they are sent a code on their cell phone to enter on their laptop. Follow these steps to set up the login.gov account.

1. Using your laptop, open the Edge or Chrome browser and enter the URL: <http://login.gov/create-an-account/>.



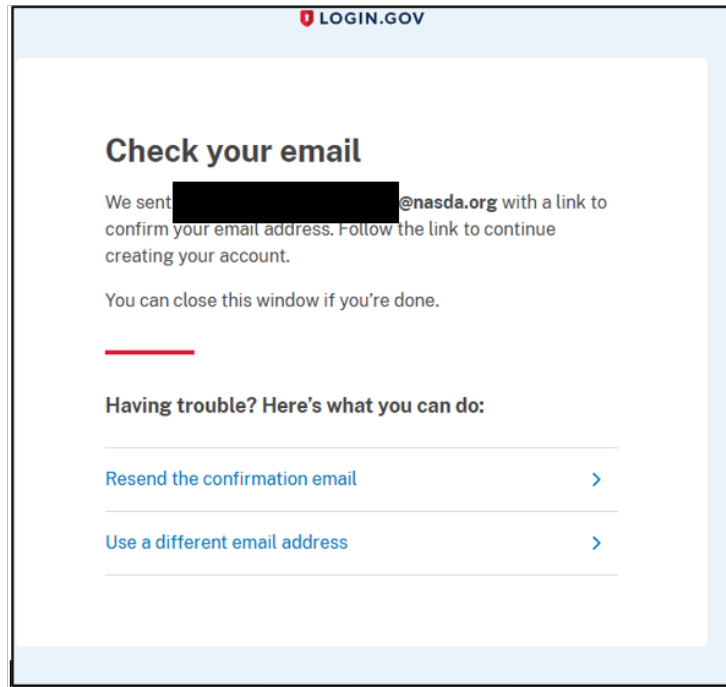
2. Scroll down. Click 'Create an account'.



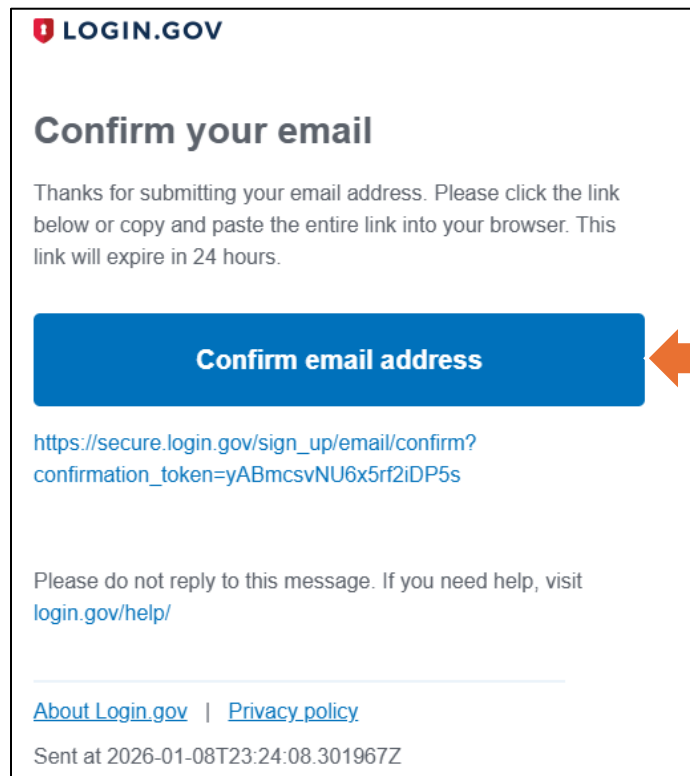
3. Enter your nasda.org email, Select Language Preference, check the box to accept the terms of use, and click on 'Submit'.

A screenshot of a web form titled "Create an account for new users". The form has a light blue header and a white body. It contains several sections: "Enter your email address" with a text input field; "Select your email language preference" with a subtext "You will receive emails from Login.gov in the language you choose." and four radio button options: "English (default)", "Español", "Français", and "中文 (简体)"; a checkbox labeled "I read and accept the Login.gov Rules of Use" with a link to the rules; and a large blue "Submit" button. Four orange arrows point to specific elements: one to the email input field, one to the "English (default)" radio button, one to the checkbox, and one to the "Submit" button. A white box with the text "Enter your nasda.org email address" is positioned to the right of the email input field, with an arrow pointing to it.

4. The screen will display the following message:



5. Go to Outlook. Open your nasda.org email. The inbox will contain an email from Login.gov. Click on 'Confirm email address'.



6. You will need to create a password. It is **CRITICAL** that you remember your password. **WRITE** it down. **SAVE** it and keep it in a safe place.

Hint: you can click 'show password' to verify your entry.

Click 'Continue'

LOGIN.GOV

✔ You have confirmed your email address

Create a strong password

Your password must be **12 characters** or longer. Don't use common phrases or repeated characters, like abc or 111.

Password

Confirm password

☐ Show password

Continue

[Password safety tips](#)

[Cancel account creation](#)

Enter and confirm your password. It must be 12 characters or longer.

7. Authentication Method Set-up: Select the 'Text or voice message' box and then click on 'Continue'.

Authentication method setup

Add an additional layer of protection to your Login.gov account by selecting a multi-factor authentication method.

We recommend you select at least two different options in case you lose one of your methods.



Face or touch unlock

Use your face or fingerprint to access your account without a one-time code.



Authentication application

Download or use an authentication app of your choice to generate secure codes.



Text or voice message

Receive a secure code by (SMS) text or phone call.



Security key

Connect your physical security key to your device. You won't need to enter a code.



Government employee ID

PIV/CAC cards for government and military employees. Desktop only.



Backup codes

A list of ten codes you can print or save to your device. Because backup codes are easy to lose, choose this option only as a last resort.

Continue



8. Add your telephone number (including area code), choose 'text message (sms)', and click on 'Send Code'.

Add a phone number

We'll send you a one-time code each time you sign in.

Message and data rates may apply. Do not use web-based (VOIP) phone services or premium rate (toll) phone numbers.

Phone number

 ▼

How you'll get your code

☒ Text message (SMS)

☐ Phone call

You can change this anytime. If you use a landline number, select "Phone call."

Send code

This site is protected by reCAPTCHA and the Google [Privacy](#)

Enter phone number including area code

Select 'Text message (SMS)'

9. The phone number just entered will receive a one-time code. The code will expire in 10 minutes. Enter that code on the computer. If you wait longer than 10 minutes, please see at the bottom of the screen 'Send another code'.
10. Select 'Remember this Browser' to skip authentication on supported sites. **DO NOT** select "Remember this browser" if you are on a public or shared device.
11. Click 'Submit'

LOGIN.GOV USDA

10 minutes left until you have to request a new code

Enter your one-time code

We sent a text (SMS) with a one-time code to (***) ***.

Do not share this code. If someone calls, texts, or emails asking for this code, it may be a scam. [Learn how to identify fraud and report it.](#)

One-time code
Example: 123456

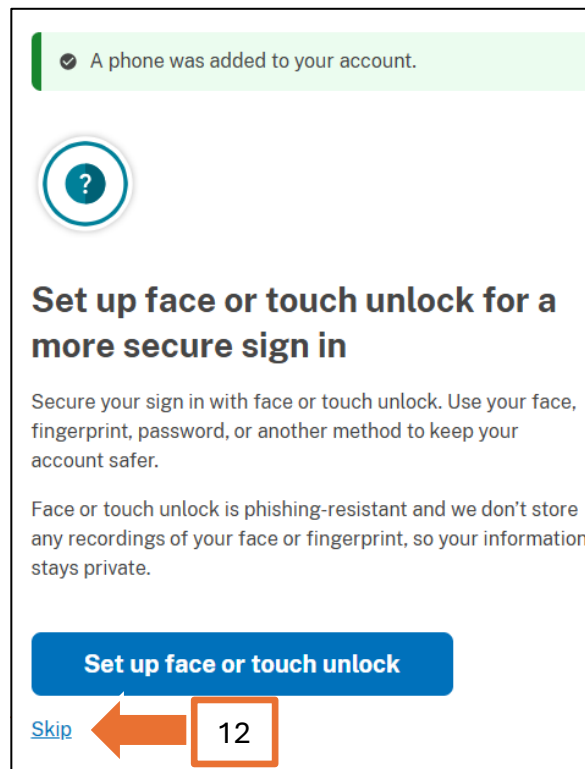
☐ Remember this browser

Select this to skip authentication on supported sites. **DO NOT** select "Remember this browser" if you are on a public or shared device.

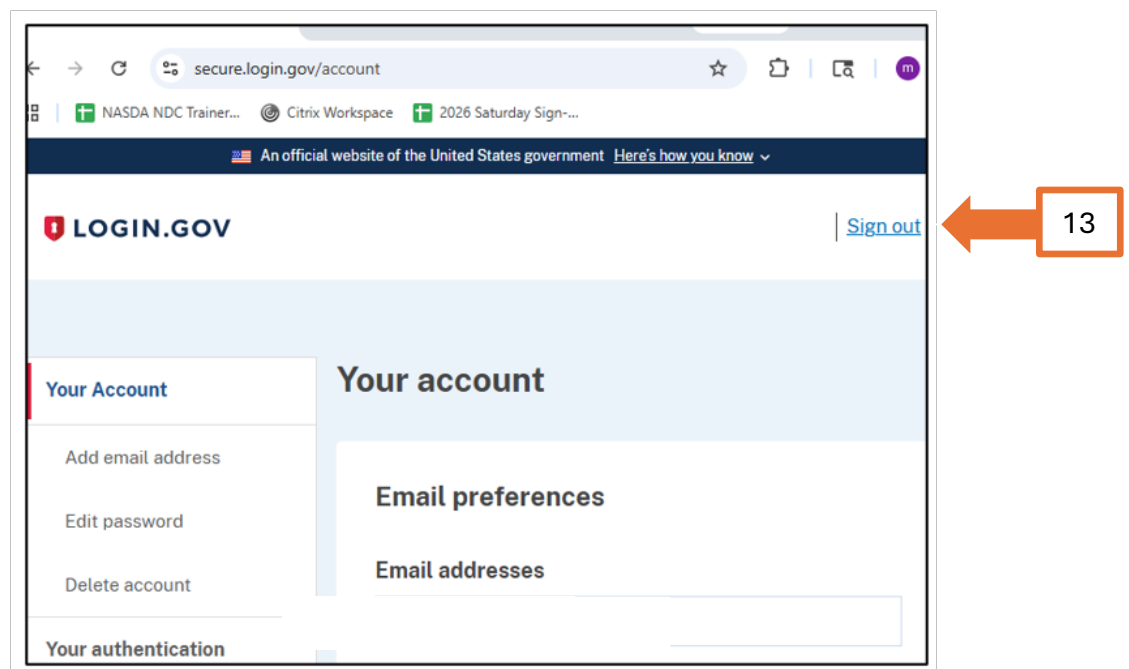
Submit

[Send another code](#)

12. Click on 'Skip'.



13. **You have now created a Login.gov account.**
Exit properly by clicking 'Sign-out'.

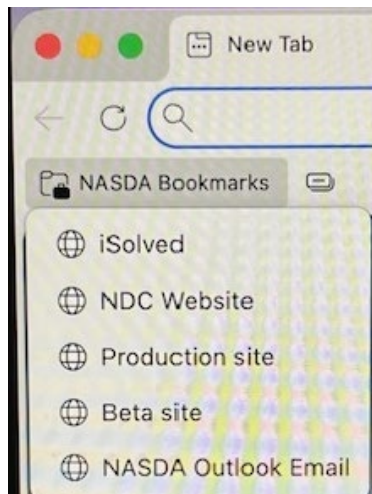


D. Linking Login.gov to a READI Account

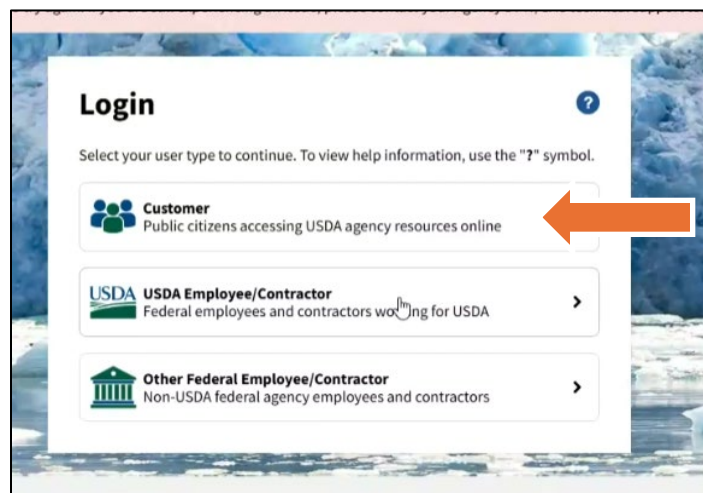
The last step is to link your login.gov account to the READI system. Have your Driver's License available as you will need it during the sign-up process.

Open your Internet Browser. (Google Chrome is recommended.) Type in READI.NASS.USDA.GOV and hit 'Enter'. The Agriculture Counts logo will appear and the screen will spin momentarily.

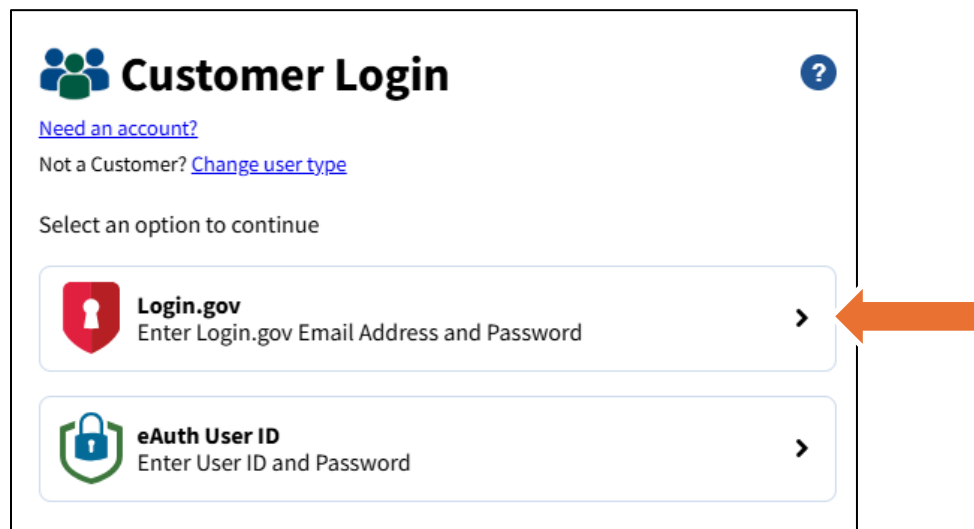
Note: Bookmarks have been added to your Mac Book. They are under 'NASDA Bookmarks – Beta Site or Production Site' depending on which you are wants to access.



1. When the login page loads, click on 'Customer'.



2. Click on 'Login.gov'.



Customer Login ?

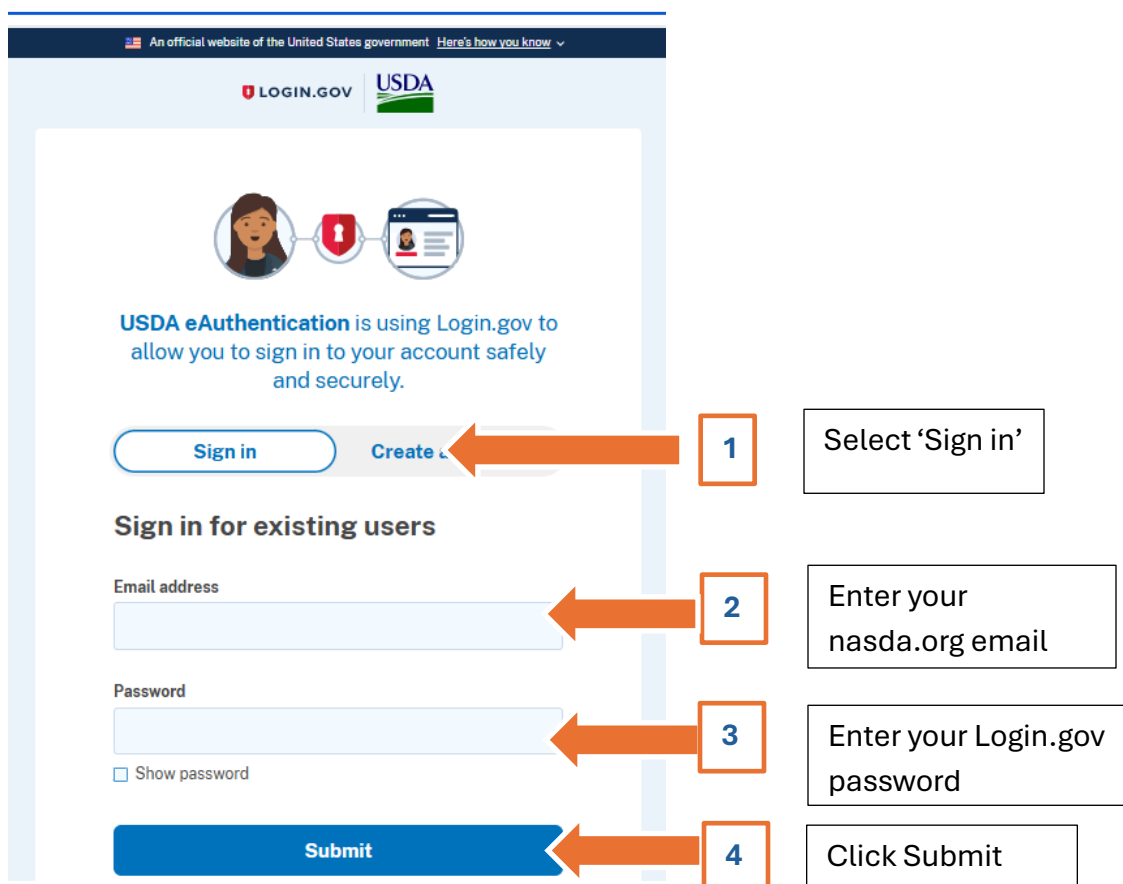
[Need an account?](#)
Not a Customer? [Change user type](#)

Select an option to continue

-  **Login.gov**
Enter Login.gov Email Address and Password >
-  **eAuth User ID**
Enter User ID and Password >

An orange arrow points to the 'Login.gov' option.

3. Click on 'Sign in'. Follow steps 1-4 as indicated on this graphic.



An official website of the United States government [Here's how you know](#)

LOGIN.GOV **USDA**



USDA eAuthentication is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#) [Create](#)

Sign in for existing users

Email address

Password

☐ Show password

[Submit](#)

1 Select 'Sign in'

2 Enter your nasda.org email

3 Enter your Login.gov password

4 Click Submit

Orange arrows indicate the sequence of steps: 1. Click 'Sign in', 2. Enter email, 3. Enter password, 4. Click Submit.

4. The system will send a code to your cell phone as that is what you selected when you set up your Login.gov account. Look at your cell phone and enter the six-digit code. The code will expire in 10 minutes. If you wait longer than 10 minutes, please click 'Send another code' at the bottom of the screen.

 **10 minutes** left until you have to request a new code

Enter your one-time code

We sent a text (SMS) with a one-time code to

Do not share this code. Login.gov will never call, text, or email you asking for it. [Learn how to identify fraud and report it.](#)

One-time code
Example: 123456

 **1**

☐ Remember this browser

 **2**

Select this to skip authentication on supported sites. **DO NOT** select "Remember this browser" if you are on a public or shared device.

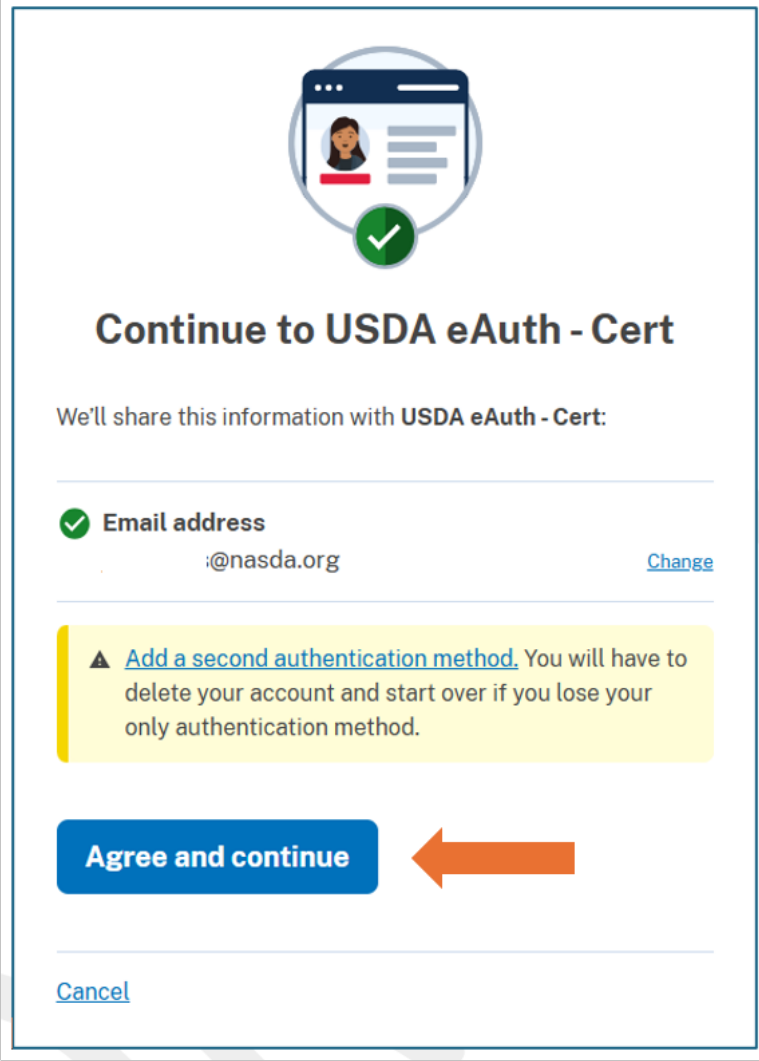
Submit

 **3**

 **Send another code**

Enter the six-digit code from your cell phone.

5. Click on 'Agree and Continue'.



The image shows a web interface for continuing to USDA eAuth - Cert. At the top, there is a circular icon containing a user profile and a green checkmark. Below this, the title "Continue to USDA eAuth - Cert" is displayed. A message states, "We'll share this information with USDA eAuth - Cert:". Underneath, a green checkmark icon precedes the text "Email address", followed by the email address "@nasda.org" and a "Change" link. A yellow warning box contains a triangle icon and the text: "Add a second authentication method. You will have to delete your account and start over if you lose your only authentication method." At the bottom, there is a blue button labeled "Agree and continue" with a large orange arrow pointing to it from the right, and a "Cancel" link below it.

Continue to USDA eAuth - Cert

We'll share this information with **USDA eAuth - Cert**:

✓ **Email address**
@nasda.org [Change](#)

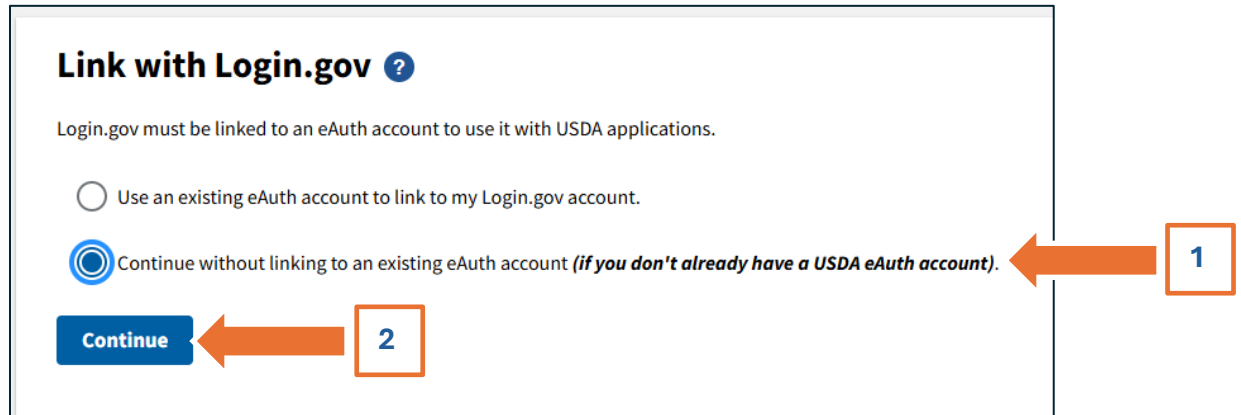
⚠ [Add a second authentication method.](#) You will have to delete your account and start over if you lose your only authentication method.

Agree and continue ←

[Cancel](#)

Note: If you receive a message indicating you have a duplicate Login.gov account, you will not be able to proceed until the older duplicate account is deleted. (To delete, you must log into that account. If you do not know the password to login, you must use the forgot password option and follow the instructions on how to regain access to that account. Once logged in, go to the menu on the left side of the screen, select 'Delete your account/Delete account', and confirm the deletion by entering your password or following the final prompt.)

6. Select 'Continue WITHOUT linking to an existing eAuth account'.
Click 'Continue'.



Link with Login.gov ?

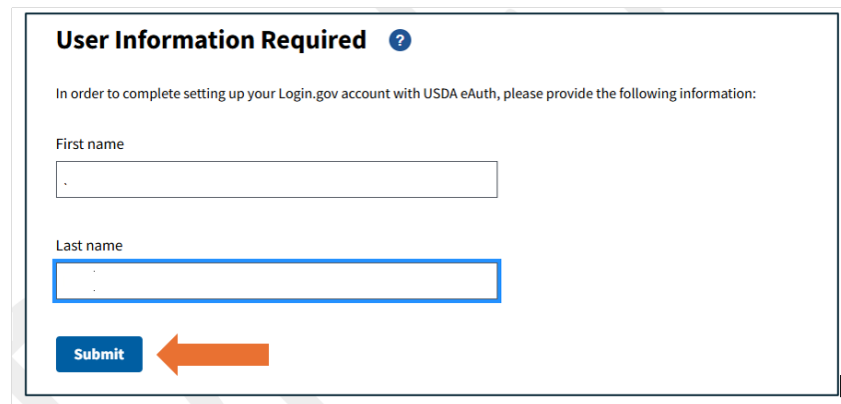
Login.gov must be linked to an eAuth account to use it with USDA applications.

☐ Use an existing eAuth account to link to my Login.gov account.

☒ Continue without linking to an existing eAuth account *(if you don't already have a USDA eAuth account)*.

Continue

7. Enter your first name and last name. Click submit.



User Information Required ?

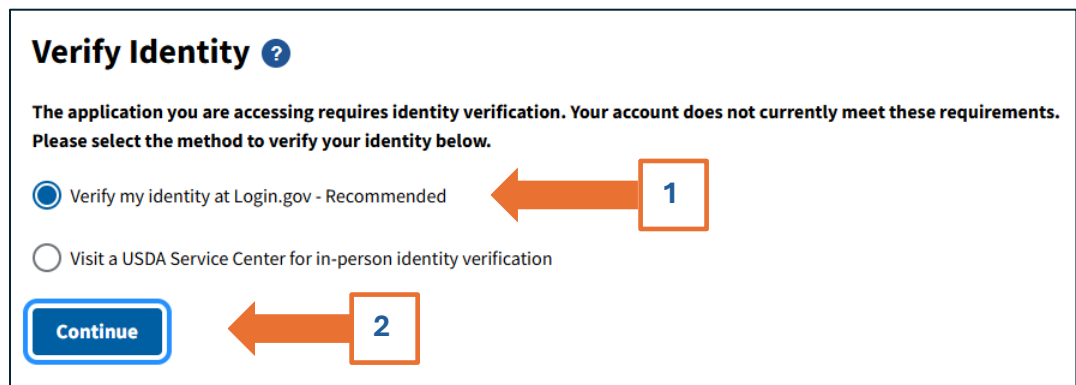
In order to complete setting up your Login.gov account with USDA eAuth, please provide the following information:

First name

Last name

Submit

8. Select 'Verify my identify at Login.gov – Recommended'.
Click 'Continue'



Verify Identity ?

The application you are accessing requires identity verification. Your account does not currently meet these requirements. Please select the method to verify your identity below.

☒ Verify my identity at Login.gov - Recommended

☐ Visit a USDA Service Center for in-person identity verification

Continue

9. Click on 'Continue to Login.gov'.

Verify Identity at Login.gov ?

The application you are accessing requires identity verification. Your account does not meet these requirements.

USDA eAuthentication is now using Login.gov for identity verification and authentication. Please click the "Continue to Login.gov" button.

- If you already have a Login.gov account, use it to link with eAuth and follow the prompts on the Login.gov page.
- If you do not have a Login.gov account, you can create one and follow the prompts to link.
- You will be returned to USDA eAuth to link the two accounts together.

Continue to Login.gov

10. Click on 'Continue'.

LOGIN.GOV

USDA

Let's verify your identity for USDA eAuth - Cert

USDA eAuth - Cert needs to make sure you are you — not someone pretending to be you. [Learn more about verifying your identity](#)

You'll need to:

- 1 Have a U.S. passport book, U.S. driver's license or state ID**

Other forms of ID are not accepted. We'll check that you are the person on your ID.
- 2 Enter your Social Security number**

You will not need your physical SSN card.
- 3 Match to your phone number**

We match your phone number with your personal information and send a one-time code to your phone.
- 4 Re-enter your Login.gov password**

Your password saves and encrypts your personal information.

Continue

11. Check the box allowing Login.gov to verify your identity. Click 'Continue'.

LOGIN.GOV **USDA**

Getting started Verify your ID Verify your information Verify your phone number Re-enter your password

How verifying your identity works

Identity verification happens in two parts:

Verify your identity

We'll ask for your ID, phone number, and other personal information to verify your identity against public records.

Secure your account

We'll encrypt your account when you re-enter your password. Encryption means your data is protected and only you will be able to change your information.

☒ By checking this box, you are letting Login.gov ask for, use, keep, and share your personal information. We will use it to verify your identity.

[Learn more about our privacy and security measures](#)

Continue

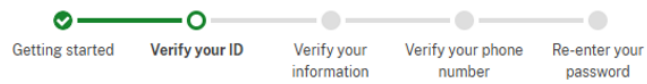
12. These next steps will verify your identity. Your phone number will be prefilled. Click on 'Send link.'

The screenshot shows a multi-step verification process. At the top, a progress bar has five steps: 'Getting started' (completed with a green checkmark), 'Verify your ID' (current step, highlighted with a green circle), 'Verify your information', 'Verify your phone number', and 'Re-enter your password'. Below the progress bar, the heading 'Choose how to verify your ID' is followed by an icon of a smartphone and the text 'Use your phone'. Below this, it says 'Take photos of your ID, then switch back to this computer.' and provides a link 'Learn more about verifying online'. A 'Phone number' input field is shown, with an orange arrow pointing to it from a box labeled '1' and the text 'Prefilled with area code'. Below the input field is a blue 'Send link' button, with an orange arrow pointing to it from a box labeled '2'.

13. **ON YOUR CELL PHONE:** A link will be sent to you via text message to your cell phone. Click on the secure link. Choose to verify identify using your U.S. Driver's license or State ID. During this step you will be asked to take a picture of your driver's license. Take a picture of the front, then the back. Click on 'Submit'.

It is recommended you use your driver's license. The sheen on the passport causes a glare making it hard to align and take a picture acceptable by the system.

14. It will take a few minutes for your picture to process. Your computer screen will appear as below. Once done your computer screen will automatically change and ask for your SSN.



⚠ Do not close this window. The next step will load automatically after you verify your ID on your phone.



We sent a message to your phone

You entered: +1 [REDACTED]

Please check your phone and follow instructions to take a photo of your ID.

[Back](#)

15. Enter your SSN.
Click 'Continue'.

The screenshot shows a five-step progress bar at the top: 'Getting started' (checked), 'Verify your ID' (checked), 'Verify your information' (current step, highlighted with a circle), 'Verify your phone number', and 'Re-enter your password'. The main heading is 'Enter your Social Security number'. Below it, a paragraph explains the need for the SSN and includes a link: 'Learn more about how we protect your sensitive information'. A section titled 'Don't have a Social Security number?' provides instructions and a link: 'Exit Login.gov and return to USDA eAuthentication'. The 'Social Security number' field is highlighted with a light blue background and an example '123-45-6789'. An orange arrow labeled '1' points to this field. Below the field is a checkbox labeled 'Show Social Security number' which is checked. At the bottom, a large blue 'Continue' button is highlighted with an orange arrow labeled '2'.

Getting started Verify your ID **Verify your information** Verify your phone number Re-enter your password

Enter your Social Security number

We need your Social Security number to verify your name, date of birth and address. [Learn more about how we protect your sensitive information](#)

Don't have a Social Security number?

You must have a Social Security number to finish verifying your identity. [Exit Login.gov and return to USDA eAuthentication](#)

Social Security number
Example: 123-45-6789

☒ Show Social Security number

Continue

16. Verify the information below is correct. Click 'Update' if something is incorrect. Click 'Submit'.

Getting started Verify your ID **Verify your information** Verify your phone number Re-enter your password

Verify your information

We will check records to verify that your address and Social Security number match the information on your ID.

Name: FAKEY MCFAKERSON
Date of birth: October 6, 1938
Phone number: 11111111111

Address line 1: FAKE RD [Update](#)
Address line 2: GREAT FALLS MT 59010-1234

Social Security number: 9**-**-**** [Update](#)

☐ Show Social Security number

Submit

17. A six-digit code will be sent to your cell phone. Enter the code from the cell phone. Click on Submit.

The screenshot shows the 'Enter your one-time code' step in the Login.gov verification process. At the top, a progress bar indicates the following steps: 'Getting started' (checked), 'Verify your ID' (checked), 'Verify your information' (checked), 'Verify your phone number' (current step, highlighted), and 'Re-enter your password' (not started). The main heading is 'Enter your one-time code'. Below it, a message states: 'We sent a text (SMS) with a one-time code to +1 [redacted]'. A note follows: '[redacted] This code will expire in 10 minutes.' A warning says: 'Do not share this code. Login.gov will never call, text, or email you asking for it. [Learn how to identify fraud and report it.](#)' Below this, the 'One-time code' section shows an example '123ABC' and a text input field. Two orange arrows, labeled '1' and '2', point to the input field. To the right of the arrows, a text box states: 'Six-digit code (case sensitive) from your cell phone.' Below the input field is a blue 'Submit' button, followed by a 'Send another code' button with a refresh icon. At the bottom are links for 'Use another phone number' and 'Cancel'.

Getting started Verify your ID Verify your information **Verify your phone number** Re-enter your password

Enter your one-time code

We sent a text (SMS) with a one-time code to +1 [redacted]
[redacted] This code will expire in 10 minutes.

Do not share this code. Login.gov will never call, text, or email you asking for it. [Learn how to identify fraud and report it.](#)

One-time code
Example: 123ABC

Submit

[Send another code](#)

[Use another phone number](#)

[Cancel](#)

1

2

Six-digit code (case sensitive) from your cell phone.

18. On the next screen re-enter your Login.gov password. Click on 'Continue'.

The screenshot shows the 'Re-enter your Login.gov password' step. The progress bar at the top shows: 'Getting started' (checked), 'Verify your ID' (checked), 'Verify your information' (checked), 'Verify your phone number' (checked), and 'Re-enter your password' (current step, highlighted). A green confirmation banner at the top says: 'We verified your phone number'. The main heading is 'Re-enter your Login.gov password'. Below it, a message states: 'Login.gov will encrypt your information with your password. This means that your information is secure and only you will be able to access or change it.' Below this is the 'Password' section with a text input field. Below the input field are a checkbox for 'Show password' and a link for 'Forgot password?'. At the bottom is a blue 'Continue' button.

Getting started Verify your ID Verify your information Verify your phone number **Re-enter your password**

✓ We verified your phone number

Re-enter your Login.gov password

Login.gov will encrypt your information with your password.
This means that your information is secure and only you will be able to access or change it.

Password

☐ Show password [Forgot password?](#)

Continue

19. The system will give you a personal key. Please **WRITE** down this key and the date generated. Keep it with your passwords. It is suggested to also take a picture. **SAVE** in a safe place. Check the box you have saved the personal key and then on 'Continue'.

Learn more about the personal key'. A red shield icon is behind a box containing a masked personal key: '■■■■ - ■■■■ - ■■■■ - ■■■■'. Below this, it says 'Your personal key was generated on January 12, 2026'. At the bottom are links for 'Copy', 'Download (text file)', and 'Print'."/>

Getting started Verify your ID Verify your information Verify your phone number Re-enter your password

✓ We secured your verified information

Save your personal key

Your personal key is the only way to access your verified account if you reset your password.

Treat it like a second password. Keep it safe and don't share it with anyone. [Learn more about the personal key](#)

■■■■ - ■■■■ - ■■■■ - ■■■■

Your personal key was generated on January 12, 2026

[Copy](#) [Download \(text file\)](#) [Print](#)



This personal key is the only way to reset your password.

NASS/NASDA can NOT help you if you do not SAVE this key!!!!!!

20. Verify all information below is correct. Click on Agree and Continue.



Connect your verified information to USDA eAuthentication

We'll share this information with **USDA eAuthentication**:

✓ Email address

[Change](#)

✓ Full name

✓ Address

✓ Phone number

✓ Date of birth

✓ Social Security number

✓ Updated on

 [Add a second authentication method](#). You will have to delete your account and start over if you lose your only authentication method.

Agree and continue

21. After you click on 'Agree and Continue' the screen will spin as it authenticates you for the READI system. This takes 1-2 minutes. In some cases, it spins for about 10 minutes and then connects. In rare circumstances, if an update is running, it might continue to spin indefinitely. Please let your manager know if this occurs.

22. Please wait for training on READI before clicking or accessing any options in the system.

23. Log out of the system by closing the window.

Chapter 2: READI Overview

A. General Information

Equipment:

- All NASDA users will access the system using a Mac Book or iPad.

Browser Information:

- Users can access READI on either Chrome or Edge, but Chrome is the recommended browser.
- two URLs below in their browser for quick access. Bookmarks have been created in the Edge and Chrome browsers for the two URL's below and named 'Beta site' and 'Production site' .
- It's recommended to clear cache periodically or if you've encountered issues in READI. (Do not do this with a survey open or you could potentially lose data). Do this by clicking (Cntrl-shift-del) or clicking on the three dots at the top right and selecting 'Delete Browsing Data'.
- Users should never have multiple tabs of READI open simultaneously.

URLs:

- READIDCBETA.NASS.USDA.GOV is the beta site and is used for training and practice. It has a reddish banner at the top and masks certain respondents' PII (personal identifying information).
- READI.NASS.USDA.GOV is the production site and is a LIVE SITE. It has a green banner at the top and full visibility of respondents' PII and survey data.

Roles:

- The READI system currently has two levels of access: Standard Rights for Enumerators and Elevated Rights for managers, coaches, and trainers. Depending on one's designation, they may see more (or fewer) items on their screen than are shown in the screenshots in this manual.

Skills:

In addition to different roles, different options are available to enumerators depending on the skills they possess in iSolved. Examples of this include the ability to take Incoming Telephone Calls (ITC) or to conduct multi-lingual interviews.

There are currently seven different skills stored in iSolved that interact with the READI system. Depending on which skills an enumerator possesses, different screens and options are available. **See Chapter 5 for details on skill.**

Skill  
Addressing list frame required questions
Conducting complex surveys
Disconnect Lookup
Handling multiple operations
ITC
Managing coordinated records
Refusal conversion techniques

B. Logging Into READI

The steps to login to READI are identical for READI Beta and READI Production. Be aware of which site you are in. Always conduct practice and training in Beta.

Click on the Beta Site bookmark or enter READIDCBETA.NASS.USDA.GOV in your browser. The following screen will appear. (The system will not require this first screen once a user has logged in at least once. It will however show again if the user clears their cache.)

Click 'Customer'

Login

?

Select your user type to continue. To view help information, use the "?" symbol.

**Customer**
Public citizens accessing USDA agency resources online

>

**USDA Employee/Contractor**
Federal employees and contractors working for USDA

>

**Other Federal Employee/Contractor**
Non-USDA federal agency employees and contractors

>

Select Login.gov



Customer Login

?

[Need an account?](#)
Not a Customer? [Change user type](#)

Select an option to continue

**Login.gov**
Enter Login.gov Email Address and Password

>

**eAuth User ID**
Enter User ID and Password

>

Enter your NASDA email and password established in Chapter 1 – Getting started and click ‘Submit’.

An official website of the United States government [Here's how you know](#)

LOGIN.GOV USDA



USDA eAuthentication is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#) [Create an account](#)

Sign in for existing users

Email address

Password

☐ Show password

[Submit](#)

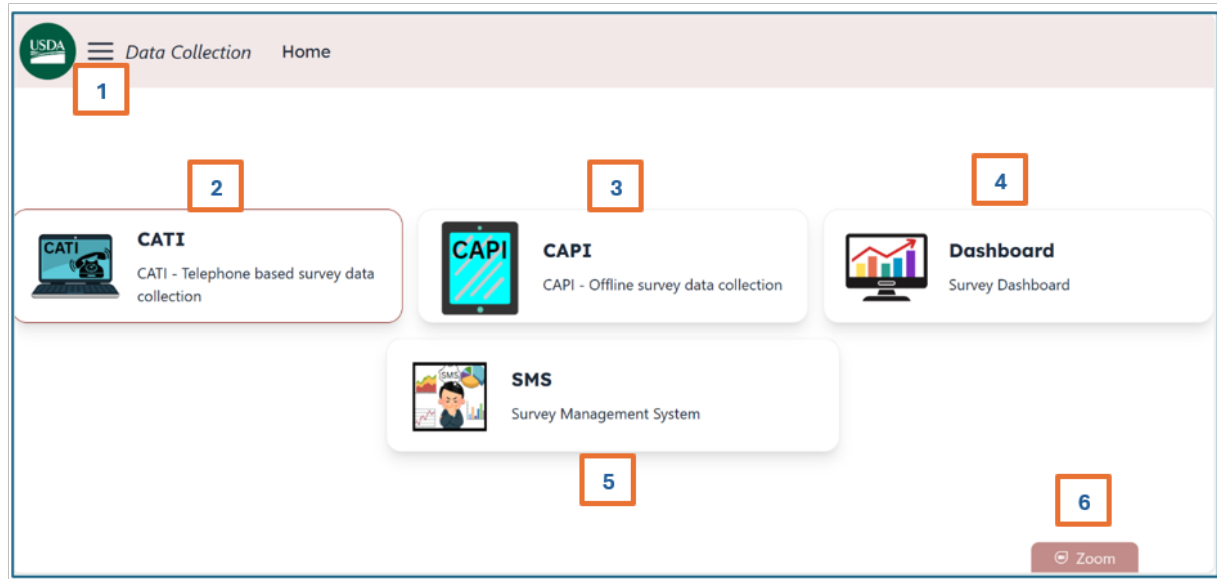
Enter the 6- digit code sent to your phone:

The screenshot shows the USDA LOGIN.GOV interface for entering a one-time code. At the top, there are logos for LOGIN.GOV and USDA. A light blue banner at the top left states: "10 minutes left until you have to request a new code". The main heading is "Enter your one-time code". Below this, it says "We sent a text (SMS) with a one-time code to (***) ***". A warning section follows: "Do not share this code. If someone calls, texts, or emails asking for this code, it may be a scam. [Learn how to identify fraud and report it.](#)". Below the warning, it says "One-time code" and "Example: 123456". There is a text input field for the code. Below the input field is a checkbox labeled "Remember this browser". Underneath the checkbox, a note reads: "Select this to skip authentication on supported sites. **DO NOT** select 'Remember this browser' if you are on a public or shared device." At the bottom, there is a blue "Submit" button and a "Send another code" button with a refresh icon.

The system has security measures in place where after 25 minutes of inactivity, the system will display a message alerting the enumerator of their inactivity and the record will be pulled back. If no activity occurs and the system logs the user out, close the browser tab and repeat the steps above to log back in.

C. READI Home Page

The first screen that appears after login is the READI Home Page. Icons and menu choices are explained below.



- 1) Side bar menu (click to show/hide)
- 2) CATI – use for phone enumeration
- 3) CAPI- use for field enumeration
- 4) Dashboard - this only displays for NASDA Management staff
- 5) SMS is currently available to Associate Directors only. In the future a SMS lite will be available for Managers, Coaches, and Trainers.
- 6) Zoom button (click to expand/collapse)

D. Survey Selection Page

After clicking 'CATI' on the READI home page, the Survey Selection page displays all surveys open for data collection along with sample details for each survey. Scroll down to see additional surveys. Click on the radio button to the far left of the desired survey and select 'Continue' to open a survey. (Managers will instruct enumerators on which survey(s) and in what priority they should call.)

Survey Selection

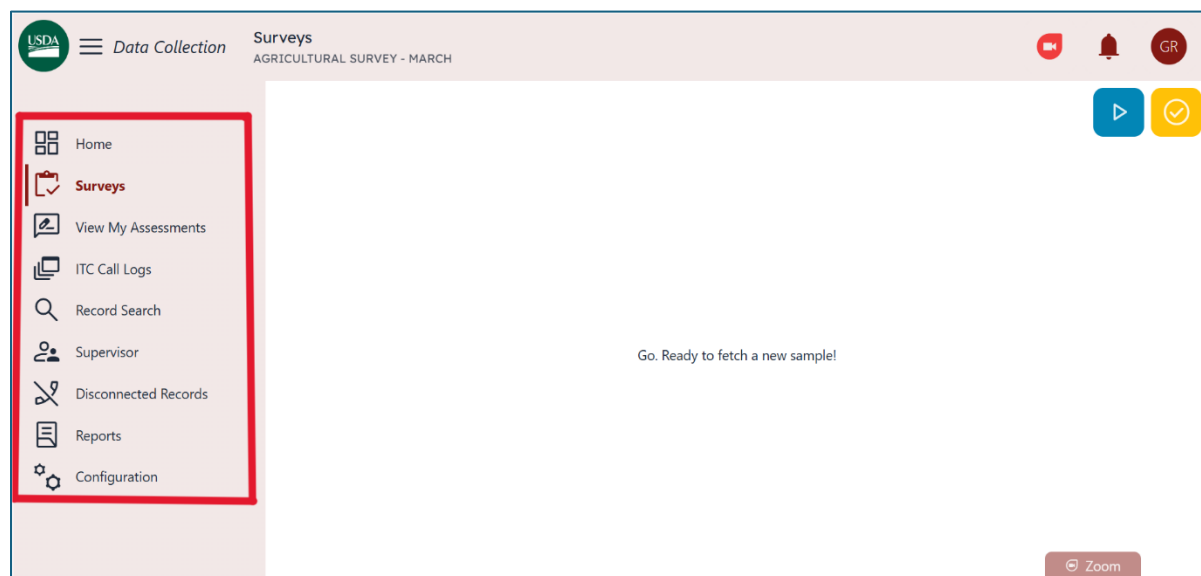
Select a survey from the list to pull from. You can return to this page to change this selection any time between surveys.

	Proj. Code	Survey Id	Title	Total	Remaining	Avail.
☐	939	400	MONTHLY TURKEY HATCHERY REPORT	1,559	1,559	
☐	122	1980	AGRICULTURAL SURVEY - MARCH	35,661	35,522	
☐	161	1209	HOG REPORT	539	528	
			POTATO			

✓ Continue

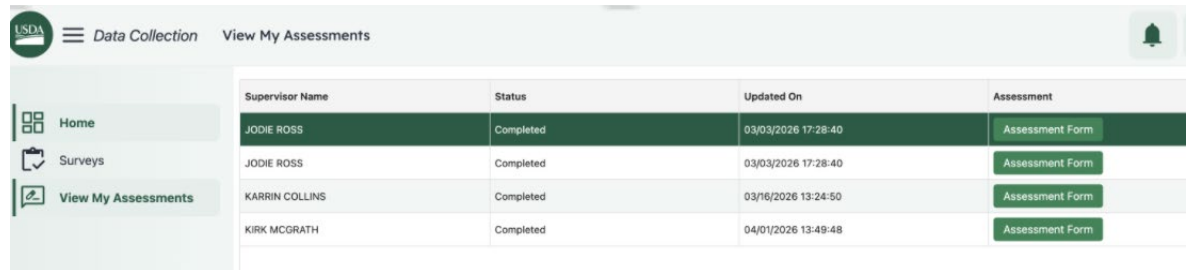
E. Side Bar Menu

The side bar menu is available on most screens. Users can show it when needed or hide it to allow for a larger viewing area. The items viewable in the menu depend on the access level granted by the system. Most enumerators will see Home, Surveys, and View My Assessments. The features of the side bar menu are shown and described below:



- 1) Home – clicking Home in the side menu brings up two options:
 - a. Go to My Surveys- returns users to the previously selected survey.

- b. Knowledgebase Links- connects to the NASDA website's reference materials.
- 2) Surveys- returns the user to the last selected survey.
- 3) View My Assessments- allows enumerators to see their personal assessments done by their manager, coach or trainer (they can listen to a recording of the interview being assessed). Click on 'Assessment Form' to view details of the assessment and feedback.



Supervisor Name	Status	Updated On	Assessment
JODIE ROSS	Completed	03/03/2026 17:26:40	Assessment Form
JODIE ROSS	Completed	03/03/2026 17:26:40	Assessment Form
KARRIN COLLINS	Completed	03/16/2026 13:24:50	Assessment Form
KIRK MCGRATH	Completed	04/01/2026 13:49:48	Assessment Form

- 4) ITC Call Logs- available to those with Incoming Telephone Calls (ITC) skills completed in their iSolved account. This allows enumerators to take incoming telephone calls and respond to messages left by respondents. See Chapter 5 for more information on ITC calling.
- 5) Record Search- allows managers, coaches, and trainers to search for a specific record by name, address, phone, survey code or state-poid. See Chapter 9 for more information on record search.
- 6) Supervisor- area for managers to view enumerator's status etc.
- 7) Disconnected Records- available to enumerators that have this skill marked in their iSolved account. It allows users to see information for disconnected records and their associated research forms. See Chapter 5 for more information on disconnected records.
- 8) Reports- provides a list of reports regarding survey metrics. This area is still under development and available only to managers, trainers, and coaches.
- 9) Configuration – there are three sections in Configuration; Testing Configurations, Survey Coordination, and Survey Coordination Period. Enumerators will use Testing Configuration to enter their phone number for practice interviews. The Zoom dialer will call that number in place of the masked '999-999-9999' number shown on the screen. This will need to be done each time a user logs into READI Beta after they have cleared cache.

Configuration

Data Collection Configuration Options

Testing Configuration

Test Phone Number

Enter your phone number

Mask PII

Survey Coordination

Toggle global survey configuration for each survey type, or navigate to individual survey coordination settings.

CATI Global Coordination

CAPI Global Coordination

Employee Skills

Individual Survey Coordination

Open

Survey Coordination Period

Set a schedule for survey coordination.

Toggle Schedule

Zoom

F. Survey Home Page

Once the desired survey is selected, the following screen displays:

1

2

3

4

5

6

USDA

Data Collection

Surveys

AGRICULTURAL SURVEY - MARCH

7

8

9

Go. Ready to fetch a new sample!

Zoom

- 1) USDA Logo- will return you to the READI home page.
- 2) Menu icon- shows/hides the side bar menu.
- 3) Selected survey title displays.
- 4) Toggle Zoom Status button determines an enumerator's ability to accept incoming telephone calls (ITC).
- 5) Notifications will indicate the enumerator has an assessment posted to view or something new has been posted on the bulletin board.
- 6) My Account - used to logout of READI.
- 7) Pull Next Sample – delivers the next available record to call.
 - a. The ability to manually retrieve a specific record is currently restricted to managers, coaches, and trainers.
 - b. Records are delivered no more than three times a day and at least four hours in between attempts.
- 8) Select Survey button brings up the Survey Selection screen and allows users to change surveys.
- 9) Zoom button (click to expand/collapse)

G. The Dial Screen

The dial screen is the first screen that displays when an enumerator clicks 'Pull Next Sample'. It contains information on the Operator, Operation, and Partners (if any). Scrolling down will also show survey information and notes.

Operator Information

Operator Information
DOE FARMS INC
 DOE LANE
 DOE CITY HQ 99999

Operator
JOHN DOE
 Operator Local Time
 10:11 AM - CDT

Operation Phone
 (999) 999 9999

Other Phone
 (999) 999 9999

Personal Email

Person Phone
 (999) 999 9999

Manual Dial
 Dial a Number

Operation Email

Survey Information

State POID
 20 - 300090690

Survey Code
 XXXX-XXXX-XXXX

Survey
AGRICULTURAL SURVEY - MARCH
 2/20/2026 - 3/13/2026

Op Dom Status
 0

Notes

Survey Notes

This is test elmo comments

This is test enum notes

Survey History

Called On	Phone Number	Enumerator	Outcome	Call Type	Notes
3/13/2026 11:08:05 AM	9999999999	36996	No Answer	Outbound	let ring 10 times

Top Right Icons: Phone, Home, Calendar, Checkmark, and a user profile icon.

- 1) Red check marks appear next to phone numbers that were attempted.
- 2) A phone icon next to the phone number indicates it is a cell phone.
- 3) As call attempts are made, the outcomes are logged in the Survey History area (green shaded area). All contact history for other surveys can also be viewed by clicking on 'All Contact History'.
- 4) There are several icons at the top right that will change depending on whether a call and interview are active:



Make next call – Calls the next available phone number for the record. This icon shows before dialing or once a sample is completed. When a call is active, the icon does not display. When using this icon to call a record, the system will first try the Person phone, followed by the Other phone, and then the Operation phone. It will then move on to the same sequence for any partner numbers that exist.



Open Survey – opens the actual survey instrument to begin collecting data. This icon shows once a call is active.



Complete Sample -use to close a survey after dial attempt or survey completion.



Schedule Appt – brings up the appointment scheduling screen.



Select Survey - The Survey Selection list showing available surveys will automatically pop up when you first go into CATI. Once in a survey, this yellow icon is used to select a different survey.



Weather - shows the weather specific to the operator's location.



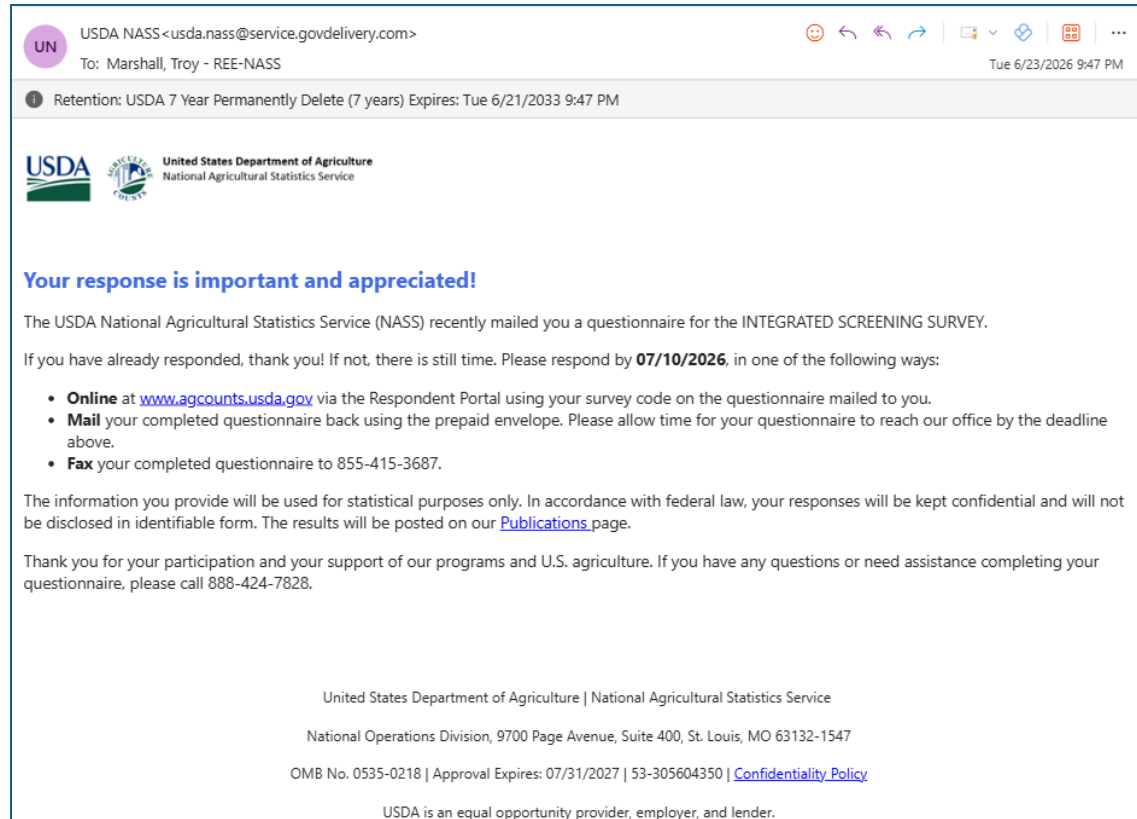
Send Email - For respondents that want to complete the survey via EDR, a direct link can be sent to their email to complete the survey. Click the envelope icon to display a secondary menu. Choose the desired email address, verify its correct (or enter one manually), and click the email button.

Send Email [X]

Select an email address to send the survey link.

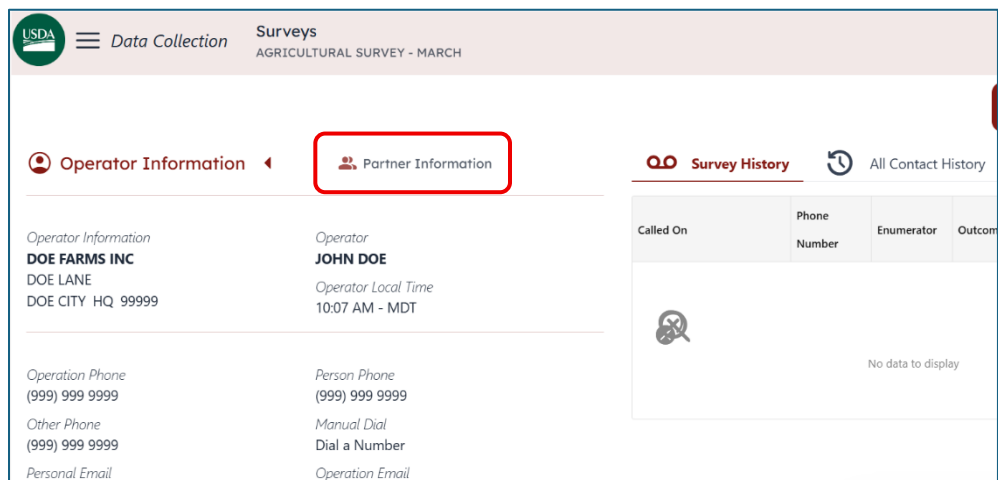
Personal Email johndoe@farms.com	☐ Is Correct	 Email
Operator Email op_johndoe@farms.com	☐ Is Correct	 Email
Manual Email Enter email address		 Email

The respondent will receive the following email with a link to the Agcounts Respondent Portal site to self-report.



H. Partners

If an operator has existing partners, the partner icon will show to the right of Operator Information on the dial screen.



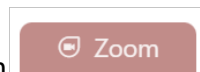
Clicking on 'Partner Information' will display the partners' information and phone numbers.

Operator Information	Partner Information
Partner Information JOHN DOE DOE City XXXXX Partner Local Time 12:08 PM	
Phone (999) 999 9999 Other Phone (999) 999 9999	
Notes	

I. Zoom Contact Center

The Zoom Contact Center defaults to minimized. Users can click on the

Zoom button



to show the Zoom contact center. Click the

small box at the top right

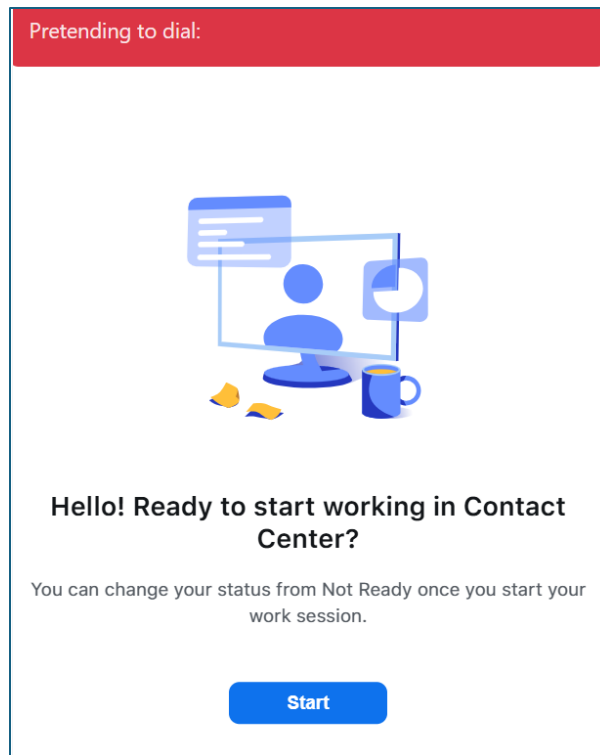


to minimize.

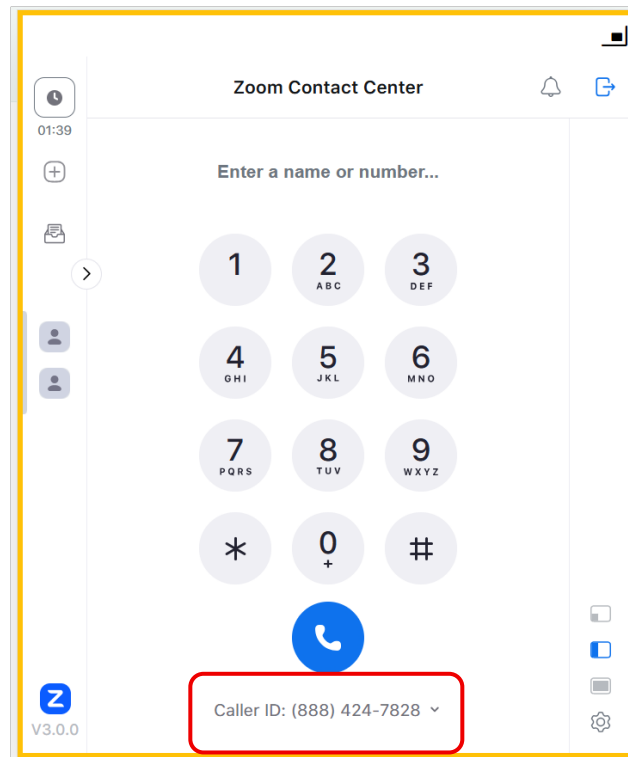
If a user's cache has been cleared recently, they may encounter one of the login screens below when they first try to make a call. Simply click 'Login' and 'Yes' to proceed.

Zoom Contact Center Login	zoom for Government SCHEDULE A MEETING JOIN A MEETING You are accessing Zoom for Government, a FedRAMP Authorized cloud service. Zoom for Government does not access, or monitor customer meetings, content, chats, recordings or calls in any fashion. No ownership or other interest in any data processed by Zoom for Government is transferred as a result of such processing. In order to comply with the requirements of its FedRAMP Authorization, Zoom monitors and audits the platform's security and compliance controls. Unauthorized use of this cloud service is prohibited. Zoom also advises all customers to review the Zoom for Government Customer Responsibility Matrix, which includes, among other things, considerations for the use of unsupported features, devices or equipment that are not FIPS validated. Please acknowledge this banner by clicking below. Yes No
---	--

OR, if this second image appears, click 'Start'.



- Once a sample is pulled and the user is logged in, the Zoom contact center will display as shown below. **Enumerators do not need to use any of the icons shown in the Zoom Contact Center.**



- Caller id at the bottom will show an area code (434) Virginia number in beta and the ITC (888) number in production.
- The border of the Zoom contact center will change color from yellow to green when a call is connected.

J. Call Completion Screen and Definitions

When a Zoom call ends, regardless of whether the survey was completed or not, the user is prompted to enter the call completion result and add any notes that would help with future contacts. Below are detailed explanations of the call result choices, how to use each, and how the system treats the record.

The screenshot shows the USDA Data Collection interface. A modal form titled 'Call Completion' is open, featuring a dropdown menu and a 'Notes' text area. An orange arrow points to the dropdown menu. The background interface displays survey details for 'POTATO PROCESSING INQUIRY', including contact information and a 'Complete Call' button.

Call Completion	When to use	Enumerator Action	System Action
No Answer	If no one picks up	Do NOT submit a questionnaire. Code the call completion box	System waits at least 4 hours to deliver again (no more than 3 times a day).
Voicemail	If you receive a voicemail	Do NOT submit a questionnaire. Leave the standard message (see Chapter 8) and code the call completion box	System waits at least 4 hours to deliver again (no more than 3 times a day).
Hung Up	If respondent hangs up	Do NOT submit a questionnaire. Code the call completion box	System waits at least 4 hours to deliver again (no more than 3 times a day).
Made Contact	If the respondent answers, but doesn't have time right now to complete the survey and doesn't want to make an appt.	Do NOT submit a questionnaire. Code the call completion box	System waits at least 4 hours to deliver again (no more than 3 times a day).
Call Rejected	This is a verbal message received due to an issue with the phone carrier.	Do NOT submit a questionnaire. Code the call completion box	System waits at least 4 hours to deliver again (no more than 3 times a day).

Busy	If call rings busy	Do NOT submit a questionnaire. Code the call completion box	System waits at least 4 hours to deliver again (no more than 3 times a day).
Will EDR	If respondent wants to finish it on the web	Do NOT submit a questionnaire. Code the call completion box	System puts the record on hold until near end of survey and only if not yet checked in.
Will Mail	If respondent wants to mail it in (or has already mailed it in)	Do NOT submit a questionnaire. Code the call completion box	System puts the record on hold until near end of survey and only if not yet checked in.
Wrong Number	If the number dialed is not the respondents	Do NOT submit a questionnaire. Code the call completion box	If all numbers are wrong or disconnected, the record is removed from the calling pool and sent for disconnect research. If a new number is found it is returned to the calling pool.
Disconnected	Number dialed is disconnected	Do NOT submit a questionnaire. Code the call completion box	If all numbers are wrong or disconnected, the record is removed from the calling pool and sent for disconnect research. If a new number is found it is returned to the calling pool.
Language Barrier	The person answering speaks a different language	Do NOT submit a questionnaire. Code the call completion box	The number is removed from the calling pool and redirected based on language skills
Refusal	Respondent refuses to complete the questionnaire.	Open the survey, click the comment icon and select 'Refusal', code the respondent and submit the survey.	The record is complete and removed from the calling pool.
Inaccessible	The respondent is unavailable during the ENTIRE survey period	DO NOT complete the inaccessible	The record is removed from the calling pool.

	(traveling, sick etc.) There should be a limited number of these cases.	choice within the questionnaire itself and DO NOT submit the questionnaire. Only mark the call completion box.	
Appointment	Respondent is willing to complete the survey at another time.	DO NOT submit the questionnaire. Use the appointment icon on the READI screen to schedule.	The record is removed from the calling pool and delivered again 10 min. prior to and 5 min. after the appointment time to the original enumerator if available, otherwise to another enumerator
Collected	Respondent completed the survey with the enumerator	Complete and submit the survey.	The record is removed from the calling pool.

K. Making an Appointment

Appointments can be made at any time using the Appointment icon.
The appointment screen displays.



Appointment - POTATO STOCKS INQUIRY DOE FARMS INC JOHN DOE

Appointment Date and Time
 3/17/2026 12:51 PM 

Preferred Callback Number
 (999)999-9999

Notes

Choose a date and time 

Date Date Time Time

« < March 2026 > »

Sun	Mon	Tue	Wed	Thu	Fri	Sat
10	1	2	3	4	5	6
11	8	9	10	11	12	13
12	15	16	17	18	19	20
13	22	23	24	25	26	27
14	29	30	31	1	2	3
15	5	6	7	8	9	10

Today

1. Enter a date and time. **Users must click the check mark  after selecting the date and time to save.** (Dates outside the survey data collection window are greyed out.)
2. Appointments will reflect the time zone of the operator (based on their zip code).
3. The preferred call back number defaults to the number currently connected with but can be overridden if needed.
4. Add any notes that would be helpful for this survey. Notes made here will show in the call history log.
5. Click schedule.
6. The call completion box will auto fill the selection to 'Appointment'. If an enumerator clicks 'Appointment' in the Call Completion screen and clicks 'Complete Call' without having first set an appointment, the system will bring up the appointment calendar at that point to allow scheduling.

The system will attempt first to deliver the record back to the enumerator that scheduled the appointment ten minutes prior to the appointment time and up to five minutes after. If that enumerator is on another call or not working, the system will deliver the record to another enumerator.

Note: When the system delivers a scheduled appointment to an enumerator, it's important to note what survey the appointment is referencing as it might be a different survey than currently selected. See the example below where the enumerator has the Cash Rents survey selected but the system delivers a Local Foods appointment for them to call:



Data Collection

Surveys

CASH RENTS AND LEASES

Operator Information

Operator Information (Unknown)

LEWISTON CA 96052

Operator

Operator Local Time

10:31 AM - PDT

Operation Phone (Unknown)

Other Phone

Personal Email

Person Phone

Manual Dial

Operation Email

Survey Information

State POID

06

Survey

LOCAL FOOD MARKETING PRACTICES SURVEY

4/2/2026 - 4/30/2026

Survey Code

Up Date Status

Survey History

All Contact History

Called On	Phone Number	Enumerator	Outcome	Call Type	Notes
4/23/2026 11:06:21 AM		57899	Appointment	Outbound	APPOINTMENT TO FINISH THE SURVEY CALL HIM IN 2 HOURS CM
4/23/2026 11:06:01 AM		57899	Voicemail	Outbound	VM
4/21/2026 11:33:15 AM		62748	Voicemail	Outbound	
4/21/2026 11:32:29 AM		62748	Voicemail	Outbound	
4/15/2026 10:42:51 PM		62161	Voicemail	Outbound	left message
4/15/2026 10:41:16 PM		62161	Voicemail	Outbound	left message

Chapter 3: The Survey Instrument

When a respondent is willing to complete the survey, click the 'Open



Survey' icon to begin the survey. Alert the respondent that the call is monitored and recorded:

Acknowledge that this call may be monitored and recorded for quality assurance purposes.

A. Address Verification Pages

The first screen that appears is the address verification page.

1. If all information is correct, click 'Address Verified – Next'.
2. If any information is NOT correct, click 'Make Corrections'.

Address verification	
Operation Information	Current Information
Operation Name:	DOE FARMS INC
Mailing Address:	YELLOWSTONE HIGHWAY
Other Address:	
City:	RIGBY
State:	ID
Zip:	83442
Operator Information	Current Information
Operator's Name:	JOHN DOE
Mailing Address:	PO BOX
Other Address:	
City:	RIGBY
State:	ID
Zip:	83442
Contact Information	Current Information
Person Phone:	
Other Phone:	
Operation Phone:	
Person E-Mail Address:	
Make Corrections ADDRESS VERIFIED - NEXT	

3. The following screen will appear to allow corrections. Enter updates in the far-right column.

The trash can icon  is used to delete information from a cell.

4. Click 'Address Verified and Saved – Next' once complete.

Address verification

Operation Information	Current Information	Update if necessary
Operation Name:	DOE FARMS INC	DOE FARMS INC 
Mailing Address:	YELLOWSTONE HIGHWAY	YELLOWSTONE HIG 
Other Address:		
City:	RIGBY	RIGBY 
State:	ID	ID 
Zip:	83442	83442 

Operator Information	Current Information	Update if necessary
Operator's Name:	JOHN DOE	JOHN DOE 
Mailing Address:	PO BOX	PO BOX 
Other Address:		
City:	RIGBY	RIGBY 
State:	ID	ID 
Zip:	83442	83442 

Contact Information	Current Information	Update if necessary
Person Phone:		 ☐ Mobile
Other Phone:		 ☐ Mobile
Operation Phone:		 ☐ Mobile
Person E-Mail Address:		

ADDRESS VERIFIED AND SAVED - NEXT

B. Menus and Survey Navigation

Once inside a survey, the Top Menu displays:

The screenshot shows the top navigation bar of a survey. On the left, there is a hamburger icon (three horizontal lines) and the USDA logo. To the right of the logo is the text "United States Department of Agriculture" and "National Agricultural Statistics Service". On the far right, there is a red bar containing several icons: a "Help" icon with a question mark, a comment icon, an address icon, and a back-to-READI icon. Red arrows point from callout boxes to these icons.

Use this 'hamburger' icon to show/hide the Sections Navigator menu

The Help icon is not active

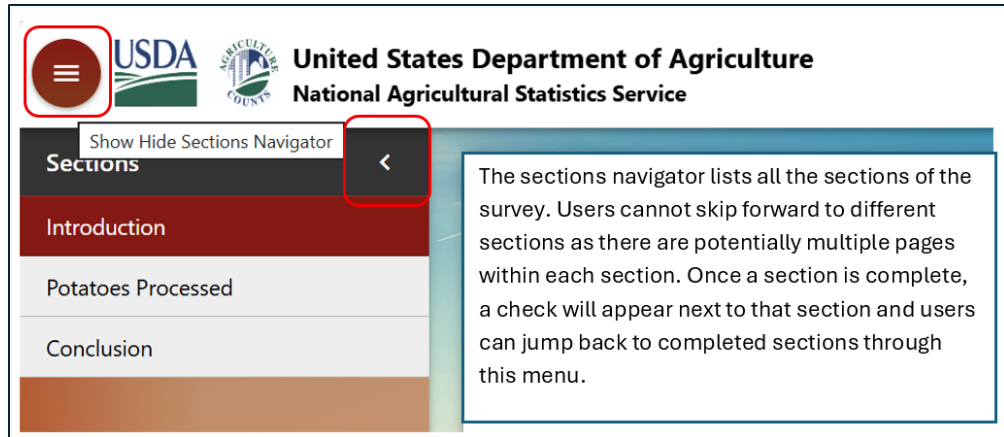
Use this address icon to go back to the address verification page

Back to READI - to save a partially completed survey and return to the READI dial screen

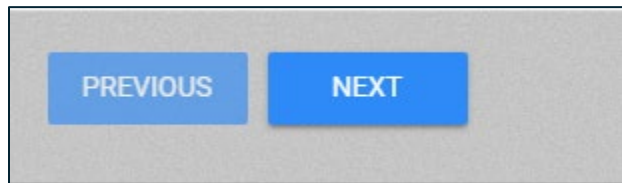
The Comment icon is used to add survey comments or code the questionnaire as a refusal or Out of Business. Do not use this to code inaccessible or mailed in.

The Comments dialog box is shown, featuring a large text area for input and a "Save" button. Below the text area are four buttons: "REFUSAL", "INACCESSIBLE", "MAILED", and "OUT OF BUSINESS". The "INACCESSIBLE" and "MAILED" buttons are crossed out with red X's.

The Sections Navigator side bar menu allows users to see the different sections of a survey. It can be shown using the hamburger icon and hidden using either the hamburger icon or the arrow to the right of Sections.



It is important to follow the proper routing through a questionnaire. Questions may appear or disappear based on how the preceding question(s) are answered. At the bottom of every page are a Previous and Next button. These buttons should always be used as the primary means of navigation within a questionnaire as they will always ensure that the appropriate questions are displayed.



C. Survey Questions

There are several different styles of questions that a user may be asked to answer. The different question types available in READI are:

Radio Button: Only one answer is allowed	☒ Yes ☐ No UNIT ☐ Bu. ☐ Lbs. ☐ Tons ☐ Cwt.
Input Cell: Use keyboard or calculator to enter the numeric value	QUANTITY 3100 
Text: Use the keyboard to enter the correct information	1095 Email@Example.com
Dropdown: Tap on the cell and a menu of possible selections will appear. Select the appropriate choice	State Select State ▼

For all numeric input cells there is the option to enter data using the keyboard or the built-in calculator. To use the calculator, tap on the calculator symbol that is located to the right of every input cell.

901

Acres 

Prefilled Cells: Within a questionnaire, some questions will be prefilled with information based on previous responses (ex: the number of partners). These cells can always be overwritten if updates are needed.

Skips: The survey instrument also has built in skips based on responses to make collecting data more efficient. For example, if a screener question asks about the presence of livestock and the respondent answers NO, the livestock sections would be skipped so the enumerator would not have to code those cells.

Auto Fill: Certain fields in the survey are automatically calculated and filled in (ex: total acres operated). Like prefilled data, the value in the cell can be overwritten by the user.

Required Questions: In certain surveys, there will be questions that require a response to proceed. If a question is required, but not answered, and user selects Next to proceed, they will see a red banner and an asterisk appear next to the question(s) that need to be answered to proceed. See below.

Introduction IRRIGATION AND WATER MANAGEMENT SURVEY

Please select a response to continue

1. At any time during 2018, did you (or the operation) plant, grow, or cultivate any crops or greenhouse or nursery items for sale for yourself or under contract for someone else? FOR EXAMPLE: grains, oil seeds, hay, tobacco, cotton, vegetables, fruit, herbs, or other crops, flowering or foliage plants, mushrooms, bedding plants, cut flowers, seeds, sod, or Christmas trees.

☐ Yes ☒ No

2. At any time during 2018, did you (or the operation) raise or produce any livestock, poultry, or animal specialties (including animal products) for sale for yourself or under contract for someone else OR have 100 or more acres of pasture? FOR EXAMPLE: cattle, hogs, sheep, horses, poultry, aquaculture, animal specialties, mink, goats, llamas, fish, bees, emus, other livestock or idle pastureland.

* Required Field

☐ Yes ☐ No

PREVIOUS NEXT

DOE FARMS INC
JOHN DOE

D. The Calculator

The calculator in READI has the same functions as a standard calculator as well as several unique features explained in the diagram below.

Acres Operated

1. On December 1, how many acres did this operation:

a. Own?

901 acres 

Tap on the calculator button to launch the calculator

Item code of the question

901

X

Answer a question "Don't Know"

C Ok D/K 

7 8 9 

4 5 6 

1 2 3 

 0 

Add Comment

Prev Next

Move to the Next and Previous items

Leave an item level comment



E. Conclusion Pages

The enumerator id is automatically filled in but can be overridden if needed.

Conclusion

Response:

Respondent:

Responded By (Enter respondent's name, if not the operator):

Enumerator:

36996

PREVIOUS

NEXT

F. Out of Business/ No Items of Interest

It's important when interviewing respondents to distinguish between a record that does not have the items of interest being surveyed vs. someone who is completely out of business and no longer farming.

No items of interest – the enumerator should open the questionnaire. The screening questions will navigate the user correctly through to the end:

- Complete ALL screening questions within the questionnaire.
- Complete the Change of Operator section at the end of the questionnaire.
- Mark the Response field as 'Complete' on the Conclusion page of the questionnaire.
- Submit the questionnaire.
- On the Dial screen, Mark the Call outcome as 'Submitted'.

Out of Business – if a respondent indicates they are no longer farming:

- Open the questionnaire and click the comment icon at the top right.
- Select Out of Business.
- The Out of Business Screener below displays. (Some questions may not show depending on answers.)
- Complete the required questions and click 'Save'.
- Mark the Response field as 'Complete' on the Conclusion page of the questionnaire.
- Submit the questionnaire.
- On the Dial screen, Mark the Call outcome as 'Submitted'.

Out of Business

[Close](#)

1. Which of the following answers best describes why the operation is not in business?

- ☒ Operator deceased
- ☐ Operator retired
- ☐ Operation went out of business or was sold
- ☐ Operation was on leased land; operator gave up lease
- ☐ Operator is a landlord (rents farms out to someone)
- ☐ Operator moved out of state
- ☐ Operation was never a farm
- ☐ Other reason

2. Has this operation been sold, rented, or turned over to someone else?
(ENUM)If spouse is now operator, answer this as YES!

- ☒ Yes
- ☐ No

Operation's Name:

Person Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone: ☐ Mobile

3. Was the new operation in business before June 1, 2025?

- ☐ Yes
- ☐ No

4. Is the operation managed?

- ☐ Yes
- ☐ No

5. Were any of the individuals associated with the new operation operating land individually before June 1, 2025?

- ☐ Yes
- ☐ No

6. Will the land be used for any agriculture purposes by you or anyone else in the next year?
(Including growing crops or raising livestock.)

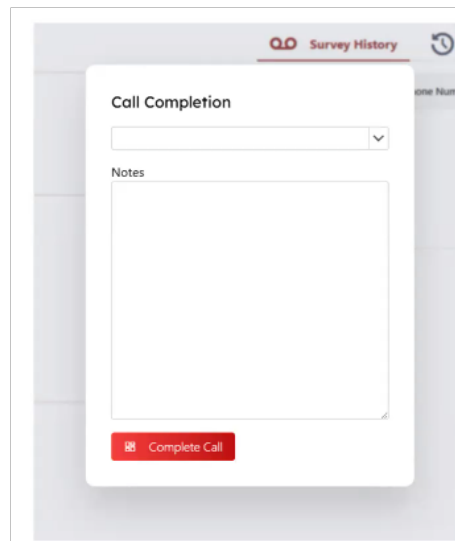
- ☐ Yes
- ☐ Don't Know
- ☐ No

7. Please provide any additional comments:

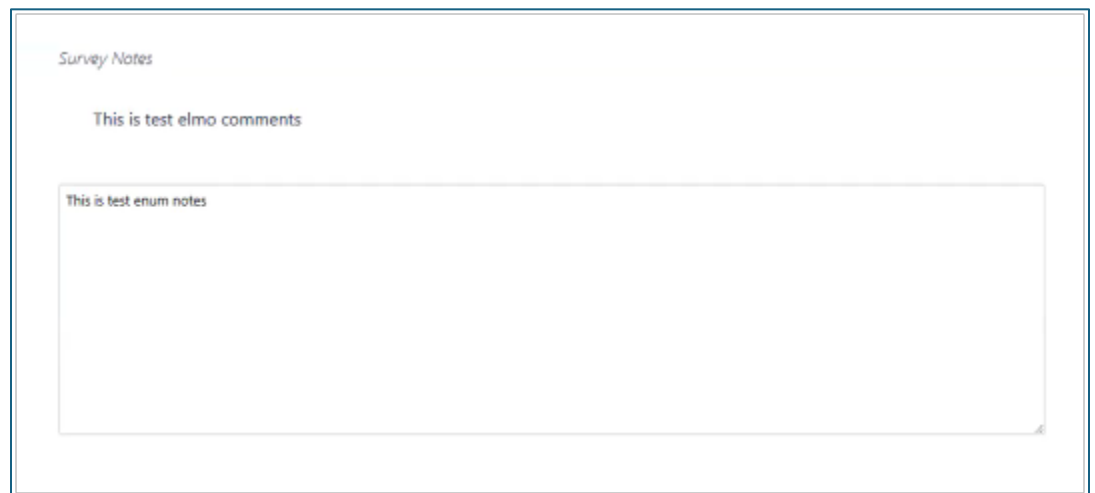
[Close](#)[Save](#)

G. Comments

1. **Dial related comments** information that will help with the next enumerator attempting to contact this operator for this survey. These should be entered on the dial screen in the call completion screen or in the screen that appears after clicking 'Complete Sample'. (Note: this second screen is still being developed and renamed appropriately.)



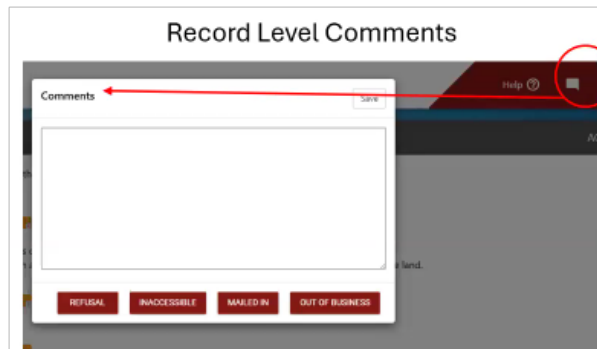
The screenshot shows a 'Call Completion' dialog box overlaid on a 'Survey History' screen. The dialog box has a title bar 'Call Completion' and a dropdown menu. Below the dropdown is a large text area labeled 'Notes'. At the bottom of the dialog box is a red button labeled 'Complete Call'.



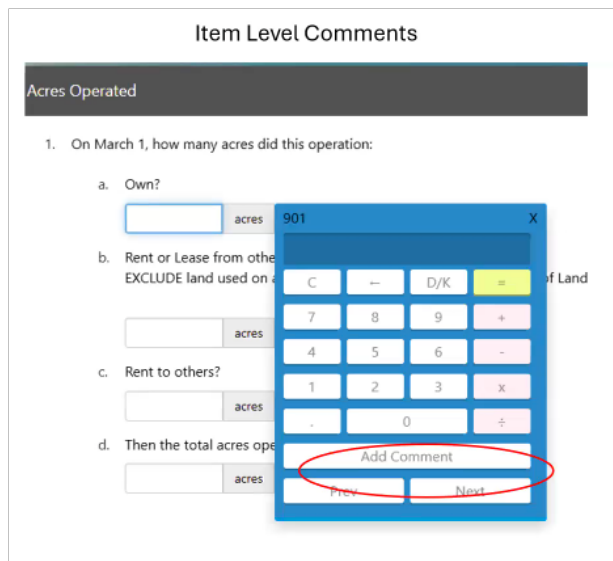
The screenshot shows a 'Survey Notes' screen. It has a title 'Survey Notes' and a text area containing the text 'This is test elmo comments'. Below this is a larger text area containing the text 'This is test enum notes'.

2. **Survey Related Comments** belong inside the questionnaire.
 - a. **Record Level Comments** are comments about the operator or operation that help us understand the current state or future state. For example, heavy rainfall this spring has delayed planting of all crops. These comments are

entered inside the questionnaire, using the comment icon at the top right. Enter the comment and click 'SAVE'.

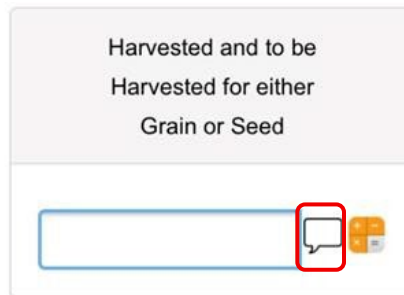


- b. **Item level comments** are associated with one specific question. For example, if an operator tells you that their yield is extremely low due to drought or flood, or some of the planted acres will not be harvested for grain, this information should be left as an item level comment attached to the yield question. To leave this comment:
- Open the calculator next to a specific item in the questionnaire and click "Add Comment" at the bottom of the calculator. This will open a comment window.



- Enter your comment and click 'Save'. A small comment bubble will appear next to the input cell

indicating there is a comment associated with that question.



Note: Some surveys contain questions in the form of a grid with rows and columns. Item level comments cannot be left in a grid. In these cases, enumerators should use record level comments and reference the item code or question.

Chapter 4: Conducting Interviews – a Step-by-Step Guide

1. Login.
2. Check the configurations in the side bar menu if using Beta (to add a dummy phone number and mask PII).
3. Select CATI.
4. Select the desired survey.
5. Click 'Pull Next Sample'.
6. Dial (either by clicking on a number on the dial screen or clicking 'Make Next Call').
7. If the interview is NOT Initiated:
 - a. End the call, code the call completion box, and click 'Complete Call'. (Make an appointment if requested)
 - b. Dial another number for the same operation if available or if finished with this operator, **Skip to Step 9 Below.**
8. If the Interview is Initiated:
 - a. Once a call connects, the following icons will show at the top of the screen.


 - b. Click on the first icon 'Open Survey'.
 - c. Alert the respondent that the call may be monitored and recorded and click 'acknowledged' to continue.
 - d. Verify or update the address information for the operator/operation.
 - e. Collect the survey data.
 - f. Submit the survey.
 - g. End the call.
 - h. Code the Call Completion box and click 'Complete Call'.
9. Click 'Complete Sample'
10. Click 'Close Sample'
11. Click 'Pull Next Sample'
- OR
12. Log out - Click the icon at the top right with the user's initials, click log out, then close that tab in the browser.

Chapter 5: Skills Based Features

Different options are available to enumerators in READI based on the skills they possess in iSolved. Training is offered periodically to expand an enumerator's knowledge. As they gain experience, skills are added to their profile. Currently, there are seven different skills stored in iSolved that interact with the READI system. Depending on which skills one has, different screens and options will display.

A. Addressing List Frame Required Questions

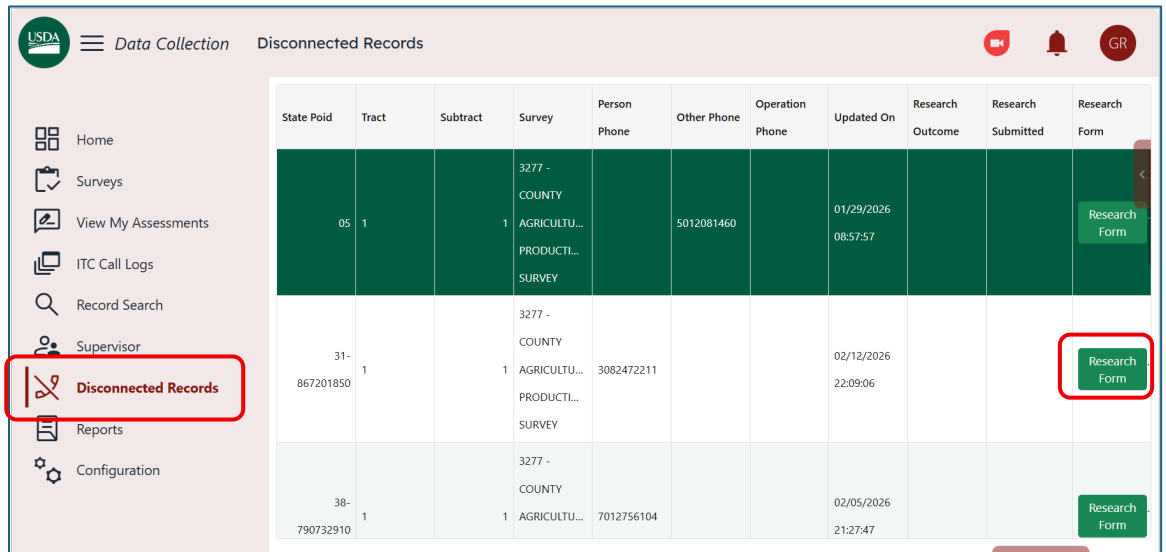
Coming Soon

B. Conducting Complex Surveys

Coming Soon

C. Disconnect Lookups

The Disconnect Lookups skill allows users to work on finding new numbers for respondents. Currently, users must be on a Federal Laptop to access the FSA database and conduct disconnect research. Click on the Main Menu and then select "Disconnected Records".



State	Poid	Tract	Subtract	Survey	Person Phone	Other Phone	Operation Phone	Updated On	Research Outcome	Research Submitted	Research Form
05	1		3277 - COUNTY AGRICULTU... PRODUCTI... SURVEY		5012081460			01/29/2026 08:57:57			Research Form
31-867201850	1		3277 - COUNTY AGRICULTU... PRODUCTI... SURVEY	3082472211				02/12/2026 22:09:06			Research Form
38-790732910	1		3277 - COUNTY AGRICULTU...	7012756104				02/05/2026 21:27:47			Research Form

Information for disconnected records displays. Click on Research Form to record/see detailed information:

USDA Data Collection Disconnected Records

Operator Information

Operator Information
DOE FARMS INC
DOE LANE
DOE CITY HQ 99999

Operator
JOHN DOE
Operator Local Time
12:11 PM - CDT

Operation Phone
(999) 999 9999

Other Phone
(999) 999 9999

Person Phone
(999) 999 9999

Manual Dial
Dial a Number

Survey Information

State POID
05 - 300336260

Survey Code
XXXX-XXXX-XXXX

Survey
**COUNTY AGRICULTURAL
PRODUCTION SURVEY**
10/13/2025 - 1/31/2026

Op Dom Status
0

Notes

Survey Notes

Disconnected Research Form
Required *

Person Phone:*

☐ Mobile

Person Phone Notes:*

Other Phone:

☐ Mobile

Other Phone Notes:

Operation Phone:

☐ Mobile

Operation Notes:

Research Outcome:*

Email Address:

Supplemental Notes:

Save Submit

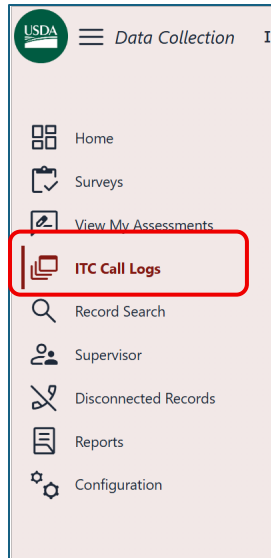
D. Handling Multiple Operations

Coming Soon

E. ITC-Incoming Telephone Calls

ITC refers to a phone line dedicated to NASS Respondents. They may have questions on a survey, want to complete a questionnaire, or request agricultural related information. The dedicated NASS Respondents' information line is **1-888-424-7828**. Live help is available from **8:00am-5:00pm CTZ**.

Users with the ITC skills marked in their iSolved account will be able to access the ITC Call Logs option on the READI Home page under the side bar menu.



Click on ITC Call Logs and the following screen will display:

State Paid	Survey Code	Full Name	Phone Number	Call Back Phone	Call Date	Enumerator Id	Call Reason	Operator Name	Operation Name	Address	Notes	Need Followup	Record Result
37-301753050	XXXX-XXXX-XXXX	honeycutt	9999999999	9999999999	1/13/2026	63007	Survey Specific				worried about cattle prices	No	Found
37-301753050	XXXX-XXXX-XXXX	Honeycutt	9999999999	9999999999	1/13/2026	63007	Survey Specific					No	Appointment
37-301753050	XXXX-XXXX-XXXX	Honeycutt	9999999999	9999999999	1/13/2026	63007	Survey Specific					No	Found
00-0	XXXX-XXXX-XXXX	honeycutt	9999999999	9999999999	1/13/2026	63007	Data Requested		Honeycutt		Testing calls	Yes	Manual
00-0	XXXX-XXXX-XXXX	Lane Doe	9999999999	9999999999	1/13/2026	63007	Survey Specific					No	Not Found
00-0	XXXX-XXXX-XXXX	Doe Lane	9999999999	9999999999	1/13/2026	63007	Survey Specific					No	Not Found
00-0	XXXX-XXXX-XXXX	Ima Farmer	9999999999	9999999999	1/13/2026	63007	Data Requested	Ima Farmer	student		Need info on cattle	Yes	Manual

Several columns of information are included in this table. Most are self-explanatory. Others are defined as follows:

- Call Reason – this is selected on the call information screen (see further down in this section for definitions).
- Need follow up – this is selected in the call back screen and indicates if further follow up is needed or if the record is resolved.
- Record Result

- Found- the record was found. It may be completed or have notes left in the dial screen.
- Not Found – the record was not found. Most likely, the respondent is calling back more than 30 days after the survey ended and those records no longer show.
- Appointment – An appointment was made.
- Manual – the record had an Other Issue, USDA Concern, Data Request, or General Inquiry and was manually entered.
- Inactive Surveys – records that are past the due date and are not available/closed, but less than 30 days past.

RECEIVING INCOMING TELEPHONE CALLS:

1. On the home screen, select CATI.
2. Maximize your Zoom Contact Center screen and verify you are connected.
3. Open the side bar menu and click on 'ITC Call Logs'.
4. Click on the Toggle Zoom Status on the right. It will change from red to green to indicate you are available to take incoming calls. It will also grey out 'Surveys' in the side bar menu since enumerators cannot make outbound calls while they are available to take ITC calls.

ITC Call Logs

State Poid	Survey Code	Full Name	Phone Number	CallBack Phone	Call Date	Enumerator Id	Call Reason	Operator Name	Operation Name	Address	Notes	Need Followup	Record Result
00-0	XXXX-XXXX-XXXX	Ima Farmer	9999999999	9999999999	1/14/2026	63041	Data Requested	ima farmer	ima farmer		Has question regarding chickens	Yes	Manual

5. When you receive an incoming call, click 'Accept' and minimize the Zoom Contact Center screen.

The screenshot shows the 'ITC Call Logs' interface with a table of call records. An 'Incoming Call' overlay is displayed on the right, showing the phone number (405) 314-7892 and the text 'To READL_Incoming_Beta'. A yellow arrow points to the 'Accept' button on the call overlay.

State Poid	Survey Code	Full Name	Phone Number	CallBack Phone	Call Date	Enumerator Id	Call Reason
00-0	XXXX-XXXX-XXXX	Ima Farmer	9999999999	9999999999	1/14/2026	63041	Data Requested
05-300129310	XXXX-XXXX-XXXX	honeycutt	9999999999	9999999999	1/14/2026	63041	Survey Specific
05-300129310	XXXX-XXXX-XXXX	honeycutt	9999999999	9999999999	1/14/2026	63041	Survey Specific
37-300764700	XXXX-XXXX-XXXX	honeycutt	9999999999	9999999999	1/14/2026	63029	Survey Specific

6. An 'Enter Call Details' button will appear on the far left. Click this button.

The screenshot shows the 'ITC Call Logs' interface. A red box on the left contains the text 'Enter Call Details will only appear with an incoming call'. A yellow arrow points to the 'Enter Call Details' button, which is located on the far left of the table.

State Poid	Survey Code	Full Name	Phone Number	CallBack Phone	Call Date	Enumerator Id
00-0	XXXX-XXXX-XXXX	Ima Farmer	9999999999	9999999999	1/14/2026	63041
05-300129310	XXXX-XXXX-XXXX	honeycutt	9999999999	9999999999	1/14/2026	63041

The Call Information Screen displays. Items with an asterisk are required fields and must be entered before submitting.

The screenshot shows the 'Call Information' form. It contains fields for Full Name, Phone Number, Date, Enumerator ID, and Call Reason. The 'Full Name' and 'Call Reason' fields are marked with an asterisk, indicating they are required. The 'Date' field is pre-filled with 3/27/2026. The 'Submit' and 'Cancel' buttons are at the bottom right.

Call Information

Full Name * Phone Number

Date Enumerator ID

Call Reason *

The Call Reasons are defined as follows:

- **Data Requested** – Needs data or information (statistics)
- **General Inquiry** – Typically looking to know who NASS is and verify we are a legitimate government agency.
- **Survey Specific**^{1/} -Use this option when the caller is returning our request to complete a survey.
- **USDA Concerns** – Needs information regarding any USDA agencies
- **Other Issues** – Request does not fall into any of the categories above.

^{1/} **Survey Specific – Skip to #8 below.**

7. Enter the respondent's full name and call reason. The phone number and enumerator ID will be prefilled. For all call reasons except Survey Specific, the Callback Information section will display at the bottom of the Call Information screen. Enter the required fields and click 'Submit'. If follow-up is needed or requested the ITC Manager will be notified by the ITC staff. That Manager will then address or elevate to the NDC Associate Director.

 **Call Information**

Full Name *

Robin Testing

Phone Number

Date

3/27/2026

Enumerator ID

Call Reason *

General Inquiry

 **Callback Information**

Operator Name *

Operation Name *

Callback Phone Number *

Address

State POID

EDR Code

Needs Follow up *

☐ Yes.

☐ No.

 **Notes ***

Submit

Cancel

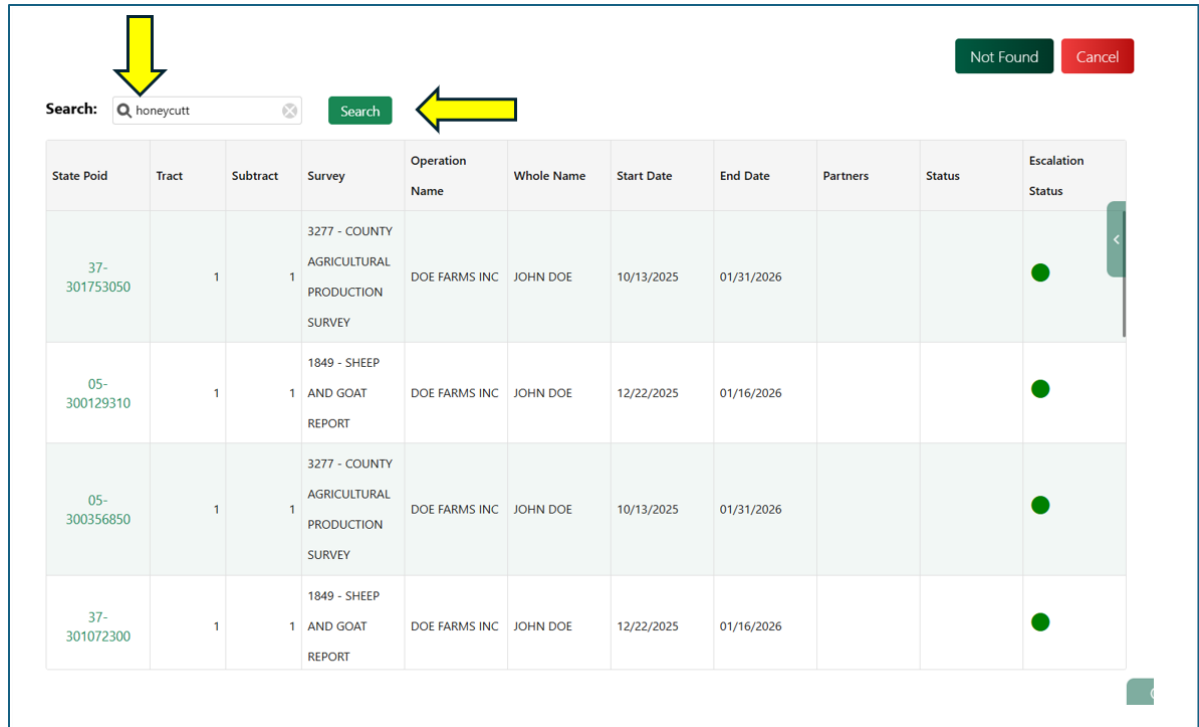
8. If the respondent is calling back to complete a survey, select Call Reason= Survey Specific.

The screenshot shows a 'Call Information' form overlaid on a table. The form has the following fields:

- Full Name:** honeycutt
- Phone Number:** [Redacted]
- Date:** 1/14/2026
- Enumerator ID:** 63007
- Call Reason:** A dropdown menu is open, showing the following options: Data Requested, General Inquiry, Survey Specific, USDA Concerns, and Other Issues. A red arrow points to the 'Survey Specific' option.

At the bottom right of the form are two buttons: 'Submit' (green) and 'Cancel' (red). The background table has columns: Survey, Full Name, Phone, CallBack, Call Date, Enumerator, Call Reason, Operator, and Operati.

9. This will take you to the search tool where you can search for the record by name, phone numbers, state poid, and survey codes. (This screen replaces the lookup users previously did using SMS; for those familiar with that system). Surveys will show 30 days prior to their start date and continue to show until 30 days past their due date.



Search:

Not Found

State Poid	Tract	Subtract	Survey	Operation Name	Whole Name	Start Date	End Date	Partners	Status	Escalation Status
37-301753050	1	1	3277 - COUNTY AGRICULTURAL PRODUCTION SURVEY	DOE FARMS INC	JOHN DOE	10/13/2025	01/31/2026			●
05-300129310	1	1	1849 - SHEEP AND GOAT REPORT	DOE FARMS INC	JOHN DOE	12/22/2025	01/16/2026			●
05-300356850	1	1	3277 - COUNTY AGRICULTURAL PRODUCTION SURVEY	DOE FARMS INC	JOHN DOE	10/13/2025	01/31/2026			●
37-301072300	1	1	1849 - SHEEP AND GOAT REPORT	DOE FARMS INC	JOHN DOE	12/22/2025	01/16/2026			●

Escalation Status – This displays after the user searches for a record in the listing. It refers to the survey dates. Clicking on the dot will show the status. Statuses are defined as follows:

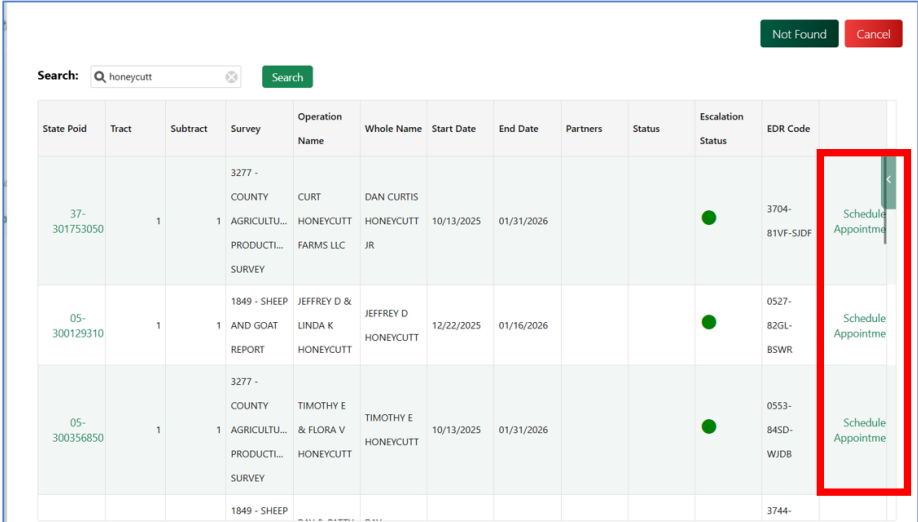
- Green =survey is active
- Yellow= survey is close to its end date
- Red = survey is closed

10. **If the record is found and the respondent is willing to complete the survey**, click on the state-poid hyperlink in green. Confirm you have the correct record. The Dial Screen will display, and the user can complete the survey. Once complete, the system returns to the ITC Call Logs screen.

Please confirm **37-301753050 (JOHN DOE)** is the correct respondent. You will not be able to return to this screen once confirmed.



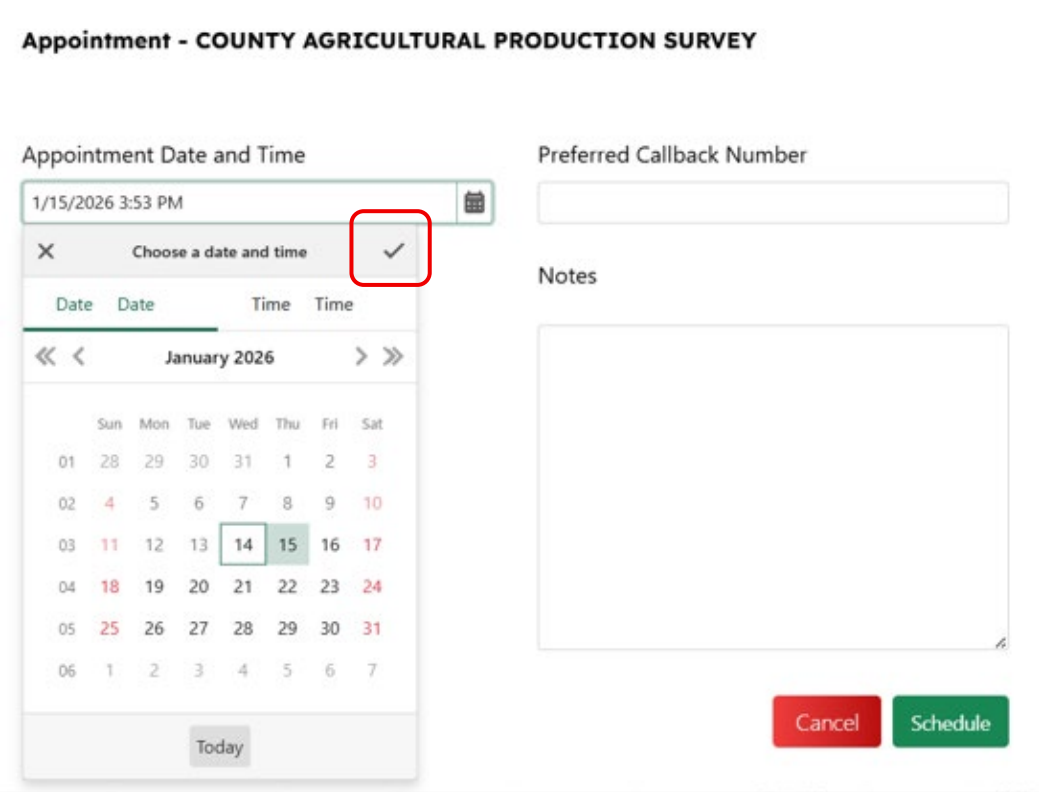
11. If the record is found but the respondent would like to make an **appointment** to complete the survey at a later date or time, click ‘Schedule Appointment’ at the right.



The screenshot shows a table with survey results. A red box highlights the 'Schedule Appointment' button in the rightmost column of the table. A yellow callout box with an arrow points to this button, containing the text 'Click Schedule Appointment'.

State Paid	Tract	Subtract	Survey	Operation Name	Whole Name	Start Date	End Date	Partners	Status	Escalation Status	EDR Code	
37-301753050		1	3277 - COUNTY AGRICULTURE PRODUCTIVITY SURVEY	CURT HONEYCUTT FARMS LLC	DAN CURTIS HONEYCUTT JR	10/13/2025	01/31/2026				3704-81VF-SIDF	Schedule Appointment
05-300129310		1	1849 - SHEEP AND GOAT REPORT	JEFFREY D & LINDA K HONEYCUTT	JEFFREY D HONEYCUTT	12/22/2025	01/16/2026				0527-82GL-BSWR	Schedule Appointment
05-300356850		1	3277 - COUNTY AGRICULTURE PRODUCTIVITY SURVEY	TIMOTHY E & FLORA V HONEYCUTT	TIMOTHY E HONEYCUTT	10/13/2025	01/31/2026				0553-84SD-WID8	Schedule Appointment
			1849 - SHEEP								3744-	

Enter the appointment date and time, click the check mark to save, enter a preferred callback number, any notes and click schedule.



The screenshot shows the 'Appointment - COUNTY AGRICULTURAL PRODUCTION SURVEY' form. The 'Appointment Date and Time' field is set to '1/15/2026 3:53 PM'. A red box highlights the checkmark icon next to the date and time field. The 'Preferred Callback Number' field is empty. The 'Notes' field is empty. At the bottom right, there are 'Cancel' and 'Schedule' buttons.

Appointment - COUNTY AGRICULTURAL PRODUCTION SURVEY

Appointment Date and Time: 1/15/2026 3:53 PM

Preferred Callback Number:

Notes:

Cancel Schedule

12. **If the record is NOT found**, click 'Not Found' at the top right. The record is added to the call logs with a status of NOT Found. The ITC Manager will look daily at these call logs to identify records NOT found. This should be a rarity and is most often because surveys do not show in READI more than 30 days before the survey start date or more than 30 days after the due date. Enumerators should prompt the respondent to look for a reference date located on the front of their letter or questionnaire to determine if it is past the 30-day rule. If it is within the 30-day rule, enumerators should tell respondents they will elevate it to their manager and be in touch shortly. Verify the number they are calling from is the best number to call.

F. Managing Coordinated Records

Sometimes respondents are selected for multiple surveys at a time. READI can deliver those surveys together to avoid multiple calls to the same person and reduce respondent burden.

Enumerators with 'Managing Coordinated Records' skills are eligible to collect data for respondents selected for more than one survey. The 'Open Survey' icon will have a number indicating the number of coordinated surveys.



Click the 'Open Survey' button at the top right to preview the multiple surveys the operator is selected for.

Initiate Interview

Hello JOHN DOE we are calling to perform NASS Surveys on your property. We currently have 2 surveys to collect information on. Are you available to answer all of these?

▶▶ All surveys

▶ Current Survey

At this time, do not use the 'Current Survey' option as it is not working as expected.

Click 'All surveys' to see the surveys the respondent is selected for.

×

Coordinated Surveys

Select a survey to begin...

PRICES PAID FOR FEED

State

53 -

POID

947033030

Tract

1

Subtract

1

Status

Available

>

RETAIL SEED PRICE INQUIRY

State

53 -

POID

947033030

Tract

1

Subtract

1

Status

Available

>

Close the screen using the 'X' at the top right to return to the READI Dial Screen.

Once connected with the respondent, click back on 'All Surveys' and select the survey they wish to complete first by clicking on the arrow to the right. After the first survey is complete and submitted, it will route back to this screen. Notice the first survey has the status updated to 'Completed'. Select the next survey the respondent wishes to complete.

×

Coordinated Surveys

Select a survey to begin...

PRICES PAID FOR FEED

State

40 -

POID

837021270

Tract

1

Subtract

1

Status

Completed

>

PRICES PAID FOR FERTILIZERS AND AGRICULTURAL CHEMICALS

State

40 -

POID

837021270

Tract

1

Subtract

1

Status

Available

>

When all surveys are complete and submitted, the system returns to the READI dial screen.

G. Refusal Conversion Techniques

Coming Soon

Chapter 6: Miscellaneous

A. Partially Completed Surveys

1. If a respondent requests to make an appointment to finish a partially completed survey:

- Within the survey, select the 'Back to READI' icon  The system will save data you've entered in the survey.
- On the READI dial screen, click the 'Schedule Appointment' icon  and set the appointment.
- The 'Call Outcome' will be set to Appointment. Leave a comment for the next enumerator indicating the record was started and not finished.

2. If a respondent hangs up in the middle of an interview:

- Within the survey, select the 'Back to READI' icon  The system will save data you've entered in the survey.
- On the READI Dial screen, code the call outcome as "Hung Up".

B. Multiple Operations

- Operators previously identified as having multiple operations (Sometimes referred to as OpDom 85/45 records) are not collected in READI CATI at this time. These operators are currently enumerated through the CAPI Pooler system as it can collect data for multiple operations. In the future, the READI system will have this ability.
- If an enumerator finds an operator that has additional operations during a READI CATI interview, they should complete the original questionnaire, recording the new additional operations' contact information within the

questionnaire. No additional survey data can be entered through READI CATI at this time.

C. Multiple Modes

In certain instances, a survey might be initiated in one mode, then completed in another. Below shows the definition of each mode as well as details for each scenario:

Definitions:

- **CAWI** -Computer Assisted Web Interview - also referred to as EDR or Web.
- **CATI** - Computer Assisted Telephone Interview
- **CAPI** - Computer Assisted Personal Interview

Scenarios:

1. Survey started in CAWI, then called in READI CATI – Data already entered in CAWI **WILL** show to enumerators in READI CATI.
2. Interview started in CAPI, then called in READI CATI – Data already entered in CAPI **WILL NOT** show in READI CATI.
3. Interview started in READI CATI, then respondent finishes it in CAWI – Data already entered in READI CATI **WILL NOT** show for the respondent in CAWI.
4. Interview started in READI CATI, then pushed to CAPI for field follow up- Data already entered in READI CATI **WILL** show for enumerators in CAPI.

Chapter 7: Calling Standards and Best Practices

A. Rules of Contact

1. Scroll to the bottom of the dial screen to read all record level comments.
2. All phone numbers on the dial screen should be attempted.
3. All partners should be contacted.
4. All phone numbers in comments should be attempted.
5. If someone other than the operator answers and the operator is not available, ask that person (spouse, son, etc.) if they would be able to assist with the [Survey name] report. If able to assist, complete the interview. On the last page of the interview record their name as the person completing the interview.

B. Standard Introduction

‘Good [morning/afternoon/evening]. This is [name] calling on behalf of the National Agricultural Statistics Service, USDA.’ **Based on their response you must formulate your approach. NASDA prefers the following:** How are you today? We are currently collecting information on the [Survey name] report. Would you have a few minutes to assist? Thank you again for taking a few minutes with me today and I wanted to let you know this call will be monitored and recorded’.

NOTE: On every call you MUST say ‘This call will be monitored or recorded.’

C. Standard Voicemail

‘Good [morning/afternoon/evening]. This is [name] calling on behalf of the National Agricultural Statistics Service, USDA. Sorry we missed you we will try again later.’

- Voicemail should be left on first dial attempt.
- Leave a Voicemail message on each number that appears on the dial screen.
- On the Call Completion Screen in READI code the call as Voicemail and leave a note.

Abbreviations are allowed only as indicated below.

- **VM LM** = Voicemail, Left Message
- **VM unable to LM** = Voicemail unable to Leave Message
- **VM full** = Voicemail was full and could not leave a message

Call Completion

Voicemail ▼

Notes

VM LM
VM unable to leave LM
VM full

Complete Call

- A second Voicemail will be left when 3 days remain in that survey's data collection period. (Exceptions will be communicated by your supervisor depending on the length of the survey.)

Message: 'Good *[morning/afternoon/evening]*. This is *[name]* calling on behalf of the National Agricultural Statistics Service, USDA. Sorry we missed you again. With only a few days left in the data collection period for our *[Survey name]* report if you wish to report please call 1/888 424-7828.'

D. Standard Abbreviations

- Approved
 - VM LM = Voicemail Left Message
 - VM unable to leave LM = Voicemail unable to Leave Message
 - VM full = Voicemail was full and could not leave a message
- Not Approved
 - Everything else.
 - Spell out when tempted to abbreviate
 - Spell out Wrong Number, Not in Service, Do Not Call, etc.

E. Format for Comments Left on the Dial Screen

- [Date] [Comment] [Initial]
- Example: '3/20 Wife cannot answer. JR'

F. Disconnect Procedures

- All numbers listed on a record should be attempted including those phone numbers that appear in comments.
- If ALL numbers have been disconnected the record will appear on the Disconnect Listing and researched by the NDC Disconnect Team.
 - If a dial result is 'Not in Service' code as a disconnect.
- If multiple phone numbers are available for a record, call each number. If one of the numbers has been disconnected the READI system prompts you

to code that one number as a disconnect. The record will now appear with a red circle and x indicating that number has been disconnected. The other available phone number(s) for that record should still be attempted and data collection should continue.

G. Fast Busy

- Fast busy is not common when using Zoom. If this occurs it means the network could not establish a connection. This is normally temporary.
- Code the record as 'No Answer'. And leave a note '3/20 Number ending in 1234 comes back as fast busy JR'.
- The record should be called 3 more times over a period of 3 days then coded as a 'Disconnect'.

H. Pick-Up, Hang -Up

- Someone answers the phone and hangs up.
 - Callback one time with this standard message: 'I am sorry I think our call may have been disconnected.' Continue with the standard introduction. If they hang-up again code as a refusal.
 - DO NOT call back a 3rd time.

I. Inaccessible Records

- Coding calls as inaccessible should be limited.
- Only code as inaccessible if the operator is not available the entire survey period.
- If coding of records inaccessible becomes excessive you will be required to get Coach approval before coding a record as such.

J. Out of Business

- Comments are required for all Out- of- Business operations.
- Do not ever promise to remove someone from the list.

K. Phone Numbers Outside the United States

- Zoom will not allow you to call records outside of the United States.
- A message will appear saying 'Unlicensed for this country'.
- Code all such records as 'Inaccessible'.

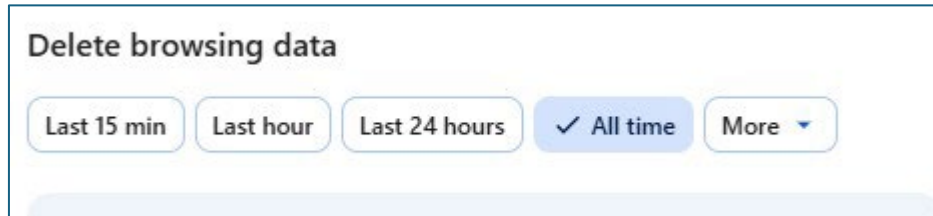
L. Address Verification

- Be sure to verify the address, phone number and email listed for the operator and any partners when you first open a survey on the Address Verification Page.

Chapter 8: Troubleshooting

A. READI Login

- Clear browsing history. On the keyboard select Control/Shift/Delete. Browsing history 'All Time' should be selected.



- Refresh your Google Chrome or MS Edge browser using the  icon.
- Switch browsers. Sometimes a session gets hung in a browser. Switch between Google Chrome and MS Edge as needed.
- Go to Login.gov. Do you have access? <https://secure.login.gov/> Double check you have entered your email and password correctly.
- Check your Internet connection. If your signal strength is not good it may slow or prevent you from accessing the system.
 - o You may use your mobile hot spot on your cell phone for Internet service if needed.
 - o New NASDA equipment will have Internet provided at the 5G speed.

Chapter 9: Managers/Coaches/Trainers

This chapter covers features available only to users with roles of manager, coach or trainer.

A. Home Page -Dashboard

This feature is only available to users on a federal laptop.

B. Home Page – SMS

This feature is only available to users on a federal laptop.

C. Side Menu- Record Search

The record search feature looks through all active surveys in the READI system currently and for the past 30 days. It does not limit to the survey currently selected in the Surveys Selection screen.

- In the first search box you can enter a name, address, phone number, or EDR survey code.
- In the second box you can enter a state poid
 - Do not enter hyphens or spaces
 - For state fips less than ten, it is not necessary to enter a leading zero (i.e. you can enter 6917306000 or 06917306000 and return the same result).

USDA Data Collection

Record Search
Search sample data

Search: or

State Poid	Tract	Subtract	Survey	Operation Name	Whole Name	Start Date	End Date	Partners	Status	Escalation Status
36-897017280	1	1	2036 - AGRICULTURAL SURVEY - JUNE	DOE FARMS INC	JOHN DOE	05/07/2026	06/24/2026			

Zoom

- Click in a header box and an arrow will display to sort the listing ascending or descending by that item.



- Click on the side arrow on the right once to change it to a settings icon, click again and it will bring up a menu of settings for your search grid.

- Show filter row** -turn this on to see filters available for select headers

State Poid	↑	Tract	Subtract	Survey	Operation Name	Whole Name	Start Date	End Date	Partners	Status	Escalation Status
	↕	↕	1	⊗			📅	📅			

- Show grouping** – allows you to drag a header to the top and group by that item. Drag it back to the title row and it will reset. Click the arrows on the left to expand/collapse each group.

Search:
or

Survey ↑

State Poid	Tract	Subtract	Operation Name	Whole Name	Start Date	End Date	Partners	Status	Escalation Status
Survey: 2036 - AGRICULTURAL SURVEY - JUNE									
Survey: 3102 - INTEGRATED SCREENING SURVEY									
Survey: 3218 - CASH RENTS AND LEASES									
Survey: 3331 - AGRICULTURAL LAND VALUES									
Survey: 3635 - 2025 ORGANIC SURVEY									
Survey: 4042 - NATIONAL AGRICULTURAL CLASSIFICATION SURVEY									
Survey: 9143 - AGRICULTURAL LAND VALUES AND TECHNOLOGY USE									

- Choose which columns to display in the current grid** – allows you to customize which columns display in the grid.
 - Add or remove items by clicking the check mark.
 - Click and drag the two lines on the right side to move items up/down and the grid display order.

Column Chooser

☒ Survey

☒ State Poid

☒ Tract

☒ Subtract

☒ Operation Na...

☒ Whole Name

☒ Start Date

☒ End Date

☒ Partners

Grid Settings

Show Filter Row

Show Grouping

Choose which columns to display in the current grid.

CSV

Save the current data to a csv file.

Reset all Settings

- **Save the current data to a csv file** allows the user to save the grid as it is currently displayed to a csv file outside of READI.
- **Reset all Settings** will return the listing to the default display.

D. Side Menu- Supervisor

i. Engagement

This area will display interview recordings for Supervisor review.

State Poid	Survey	Escalation Status	Enumerator Name	Call Duration	Engagement Date	Direction	Call Outcome	Recording	Assessment Status	Respondent Number
00-0	0	1		00:00:00	06/24/2026 16:33:28	inbound			Inco...	+1832412080
00-0	0	1		00:06:59	06/23/2026 16:31:16	inbound			Inco...	+18142450702
00-0	0	1		00:03:07	06/23/2026 14:50:01	inbound			Inco...	+14238952141

- Users can **Filter** the list of recordings by narrowing the date range, specifying inbound or outbound calls, entering an enumerator name, or a state-poid across the top and clicking the filter icon.



- Use the **Reset** button to return the full set of recordings.



- Use the **New Assessment** button to bring up the Call Monitoring System (CMS) Input form to manually enter an assessment for an engagement. Here supervisors can enter identifying information and complete a series of 25 evaluation questions.



- Click the arrow bar on the far right to display the settings. Options under settings are identical to those described above in Chapter 9-Section C- Record Search.



- Engagement Grid Column Definitions:
 - **State-Poid** -this column is auto-populated for inbound calls and displays 00-0 for outbound calls.
 - **Survey** – this column is auto-populated for inbound calls and blank for outbound calls.
 - **Escalation Status** -this column indicates the status of the survey: Green =survey is active, Yellow= survey is close to its end date, Red = survey is closed.
 - **Enumerator Name**- this column is auto-populated for inbound calls and blank for outbound calls.
 - **Call Duration**-displays the total time of the engagement.
 - **Engagement Date** – displays the date of the engagement.
 - **Direction** – displays inbound or outbound.
 - **Call Outcome** – for outbound calls, this displays the call outcome.
 - **Recording** – click on this column to listen to the recording.
 - **Assessment** – click on this column to complete the assessment questionnaire. (The recording is also accessible from within the assessment).

- **Assessment Status** – this column displays incomplete/complete depending on whether an assessment has been completed.
- **Respondent Number**- this column displays the respondent’s phone number.

ii. Agent Status

The Agent status listing shows all enumerators and their current status. Users can display enumerators doing inbound calls or outbound calls. Status options include Occupied (currently on a call), Ready, Not Ready, Offline and Forced (the system forced the status to ‘offline’).

USDA Data Collection

Agent's Status
View current Enumerator status in Zoom.

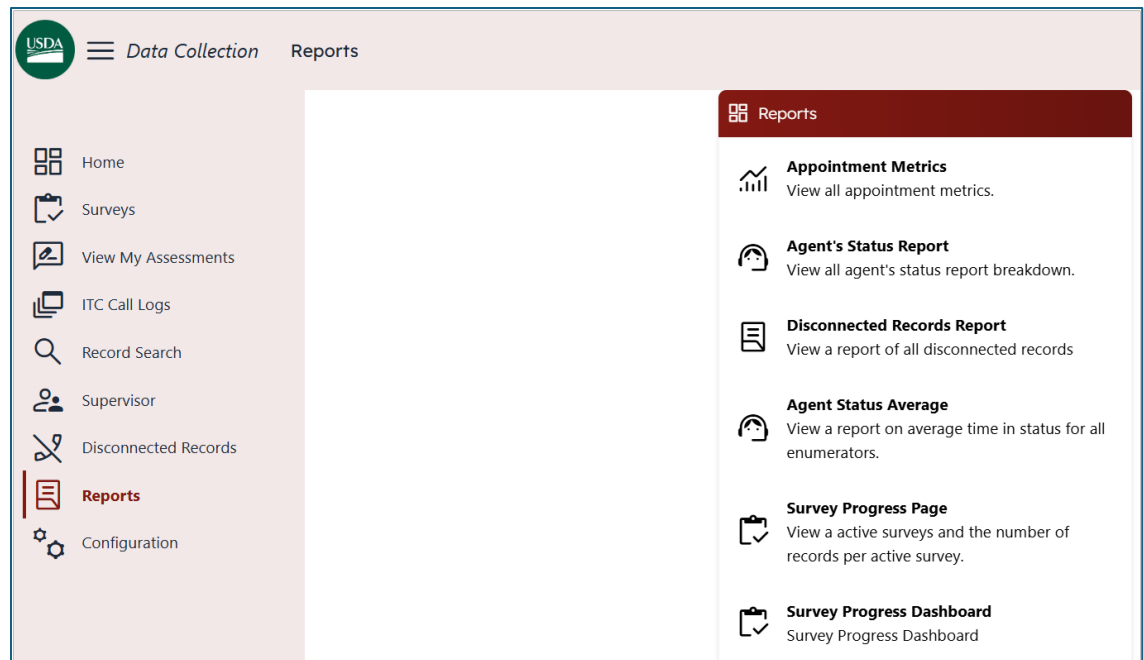
Direction: Outbound Refresh Status This page will be refreshed every 5 minutes

Showing 47 Results for Outbound Agents in Beta

Enumerator Name	Status Name
	Occupied
	Not Ready
	Not Ready
	Not Ready
	Not Ready
	Offline
	Offline

E. Side Menu – Reports

The Reports section of the side menu has several canned reports available.



- **Appointment Metrics** -a report of records that have appointments, their time and status. The default is to show appointments for the last 30 days, but users can adjust that as needed.
- **Agent's Status Report**-gives metrics by enumerator for their ready, not ready, occupied, online and offline durations.
- **Disconnected Records Report**- provides a list of disconnected records and their outcomes after lookup. *(Still under construction)*
- **Agent Status Average**-provides metrics on the average time an enumerator is in each status. *(Still under construction)*
- **Survey Progress Page**- provides a report of the total number of records and the number remaining for all active surveys.
- **Survey Progress Dashboard**- provides various graphic illustrations of survey progress. Users can select specific surveys to display.