

Section 11. Behavioral Measures

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The behavioral assessments of the MTN-027 protocol will be collected via web-based Computer Assisted Self-Interviews (CASI) and an In-Depth Interview (IDI). This section of the SSP contains information about the necessary preparation, equipment and process for participant completion of such assessments.

11.1 Overview

CASI computer interviews are source documentation and must be maintained in accordance with the guidelines for other study documentation.

Table 1 outlines the timing (by study visit) and mode (by instrument) each behavioral assessment should be completed.

Table 1 – Behavioral Assessments: Timing and Mode of Administration

Questionnaire	Mode of Administration	Visit
Baseline	CASI	Enrollment
Follow-up	CASI	Day 7, Day 14, Day 21, and Day 28 Study Visits
Exit	CASI	Final Clinic Visit (Day 35) or Early Termination Visit
In Depth Interview (IDI)	Web Video interview	Final Clinic Visit (Day 35) or Early Termination Visit

11.2 Troubleshooting

CASI

For any problems with the computerized CASI questionnaires, either accessing them or completing them, please notify the team immediately by sending an email to the CASI Troubleshooting alias list mtn027casi@mtnstopshiv.org. A group of staff members will be available to assist and troubleshoot any problems with the online questionnaires.

IDI

For any problems with the IDI, either accessing the online video or audio please notify the team immediately by sending an email to the alias list mtn027IDI@mtnstopshiv.org. Staff members will be available to assist and troubleshoot any problems with the online video system for the interview.

11.3 Equipment Requirements and Set-up

CASI

The operations manual of the PC or laptop used for the CASI study computer should be consulted for hardware and software specifications, and instructions on how to use the computer (i.e., turning a computer on and off, etc.). Other questions should be directed to the MTN-027 CASI Troubleshooting email alias.

Each study site must have a desktop or laptop computer connected to the Internet that is for use by the MTN-027 study participants. Select a location for the CASI study computer that is private (i.e. the screen should be out of sight of staff members, but its location should allow study staff to be nearby to answer questions or assess whether the participant is having technical problems). Also, the location should be out of sight of other participants. The location must have an electrical outlet and a jack for broadband connection, unless a reliable wireless connection is used. The CASI study computer should be plugged into an AC power source. An external mouse should be connected to the computer unless a reliable wireless connection is used. Each site is responsible for addressing issues of security, privacy, background noise, lighting, ergonomics, and overall participant comfort in its site specific procedures. Staff members should be familiar with the use of the computer and the content of the questionnaires, in case participants raise any questions.

IDI

For the IDI, study sites must have a computer connected to the Internet with a video camera and speakers with microphone or headset. The computer must be in a private room where participants will not be overheard during the interview. Select a location in a room with a door that closes to allow privacy for

the participant and to allow the participant and interviewer to hear each other without noise disturbance. The participant should be able to sit comfortably and be seen on the video camera by the interviewer, and be able to see the interviewer on the screen. A neutral background behind the interviewer and the participant is preferable. To allow better viewing of the participant and interviewer, they should not be sitting in front of a bright window or other light that would disrupt the camera.

11.3.1 Keyboard and Mouse Use

The CASI study computer will require a keyboard and an external mouse. To use the mouse, the following instructions are provided:

- Move the cursor, move mouse.
- To select an object, tap left button once.
- To unselect an object, tap left button again once. References in this SSP to ‘clicking’ on icons or other items displayed on the screen are meant to direct the user to press the left button.

11.4 Data Collection Instruments

11.4.1 Computer Assisted Self-Interview (CASI) questionnaires

11.4.1.1 Baseline Questionnaire

Each participant will complete a Baseline Questionnaire by CASI at the Enrollment Visit prior to randomization. In addition to collecting demographic information, this baseline questionnaire assesses the participant’s motivation to join the trial, their vaginal practices, menstrual practices, pregnancy history, contraception use, sexual behavior, substance use, product acceptability, and concerns about the vaginal ring.

A staff member will access the following web page for the CASI Baseline Questionnaire: www.scharp.org/MTN027/baseline. The staff member will enter the participant’s ID (PTID) to log in. On the next screen, the staff member will re-enter the PTID, select the visit code, and enter the date.

The staff member should provide instructions to participants for using both the keyboard and mouse, as well as moving from page to page to answer questions using the ‘NEXT’ and ‘PREVIOUS’ buttons (not the browser arrows). Initially, the participants will be presented with simple practice questions (e.g., “choose all that apply,” “select one response”). The staff member should verify that participants are comfortable with using the mouse and keyboard, and navigating through the questionnaire. The participants should be given time to complete the practice questions, with assistance as needed. Staff should ensure that the participants understand how to answer questions by ticking boxes or entering numbers, and how to change invalid entries. Invalid entries are those that are not accepted by the program, either because they contradict information that a participant previously entered or because they are not permitted (e.g., numbers that are out of the possible range). Staff should inform the participants that they can refuse to answer any question by ticking the “**refuse to answer**” button in the bottom corner of the screen. If participants are unsure of an answer, they should be encouraged to make their best guess rather than to refuse. Participants should be informed that they may go back and change answers at any

time, using the back arrow. Staff should then remind participants that the staff is available to answer any questions or assist with administration of the computer.

Following the practice questions, participants should be left alone to complete the Baseline Questionnaire. At the end of the questionnaire, a message will appear instructing participants to click ‘NEXT’ to save their answers. The final screen will indicate to the participants that they have completed the questionnaire and that they should communicate this to the staff member.

In the rare event the Baseline CASI questionnaire needs to be repeated (i.e. if the participant does not complete all enrollment visit procedures on the same day and needs to be rescheduled), the following link to a repeat questionnaire should be used: www.ssharp.org/MTN027/baseline_redo.

11.4.1.2 Follow-up Survey

At the Day 7, Day 14, Day 21, and Day 28 study visits, each participant will complete a Follow Up Questionnaire by CASI, which will cover a subset of the behaviors assessed at baseline. The Follow Up Questionnaire should be completed before the participant receives any counseling. This questionnaire includes structured questions about recent sexual behavior, vaginal practices, menstrual experiences, substance use, and contraception use. The assessment includes additional questions about the participant’s attitude related to the vaginal ring and use experience since the previous CASI questionnaire. The participant will answer questions about inserting and removing the vaginal ring (including occurrences of voluntary removal and involuntary expulsion of the vaginal ring as well as circumstances surrounding these events).

At the appropriate time, a staff member will access the web page for the Follow-up Questionnaires: www.ssharp.org/MTN027/followup07, www.ssharp.org/MTN027/followup14, www.ssharp.org/MTN027/followup21, www.ssharp.org/MTN027/followup28. The staff member will then double enter the PTID, followed by visit code and date. Additionally, the date of the last computer interview will be double entered. Next, participants should be left alone to complete the questionnaire.

At the end of the questionnaire (penultimate screen), a message will appear instructing participants to click ‘NEXT’ to save their answers. The final screen will indicate to the participants that they have completed the questionnaire and that they should communicate this to the staff member.

11.4.1.3 Exit Questionnaire

At the Final Clinic Visit (Day 35) or Early Termination Visit, each participant will complete an Exit Questionnaire by CASI following procedures similar to those utilized for the Baseline and Follow-up Questionnaire. The questionnaire will investigate the participant’s overall experiences with the study products during the trial, and acceptability, including likes and dislikes, willingness to use in the future, attitudes towards the vaginal ring, experiences using the ring (e.g., genitourinary discomfort, ease of use/removal, displacement), effect on sex, and partners’ reactions.

At the appropriate time, a staff member will access the Web page for the Exit Questionnaire: www.ssharp.org/MTN027/exit. The staff member will double enter the PTID, select the visit code, and

enter the date. Additionally, the date of the last computer interview will be double entered. Next, the participant will be left to answer the questionnaire on her own.

At the end of the questionnaire (penultimate screen), a message will appear instructing the participants to click 'NEXT' if they want to save their answers. The final screen will indicate to the participants that they have completed the questionnaire and that they should communicate this to the staff member.

11.4.2 In-Depth Interview (IDI)

At the Final Clinic Visit (Day 35) or Early Termination Visit, all participants (expected 48 total) across all sites will complete an IDI. The interview will address study vaginal ring use and acceptability during the trial. The purpose of this IDI is to ask participants about experiences with product use, participant concerns, and various factors that may have encouraged or hindered adherence. It is also used to reflect on the whole experience of study participation and ways in which future trials could be improved. These interviews will be conducted by a trained qualitative interviewer and will follow a semi-structured questionnaire guide and are anticipated to last approximately 45-60 minutes. These interviews will be conducted over the computer by a non-recorded video. If the participant consents, an audio recording will be made with a digital audio recording device that is operated by the qualitative interviewer (off-site at U of Michigan or Columbia U). The audio from the interview will be recorded and transcribed for analysis.

Through open-ended questions, this interview will explore the participant's overall experiences and feelings using the vaginal ring during the trial, including any physical, mental or emotional concerns or experiences she encountered; her experiences using the vaginal ring; her and her partner's attitudes towards the vaginal ring, including during sexual intercourse, preferences for HIV prevention.

The staff member should explain that these questions are being asked in person to more thoroughly explore the participant's feelings, and that her responses will be audio recorded but not video recorded.

11.4.2.1 Scheduling the Interview

When a participant attends her Day 28 Follow Up Visit, study coordinators will email the off-site qualitative interviewer to inform her and schedule the video call for the participant's Final Clinic Visit (Day 35). Note that if a participant is terminating early from the study, efforts should be made to schedule the IDI during her Early Termination Visit, if the participant is agreeable. The qualitative interviewer will confirm the appointment via email. The qualitative interviewer should be notified of all changes or cancellations within 24 hours of the scheduled appointment, if possible. If last minute changes do occur, please notify interviewer as soon as possible, by phone or text message. Any scheduling changes will be confirmed by email.

The IDI is expected to happen at Final Clinic Visit (Day 35) or Early Termination Visit and will last approximately 45 minutes to 1 hour. If the qualitative interviewer is not available during the Day 35 Visit, or if the participant is too tired or unable to continue, the IDI may be scheduled within the Final Clinic Visit (Day 35) Visit Window as outlined on the visit scheduling tool.

To minimize scheduling conflicts between sites, the qualitative interviewer will enter available hours and confirmed appointments in an online calendar (Google calendar) for each site. Study coordinators can view their site's calendar prior to scheduling appointments to make sure the interviewer will be available to do the interview.

To access the **Google calendar site**, go to <https://www.google.com/calendar> and sign in with the account login below, and click on the "Calendar" tab at the top left.

Pittsburgh Site Login

Account email login: pittmtn027@gmail.com

Password (case sensitive): microbicides027

Alabama Site Login

Account email login: uabmtn027@gmail.com

Password (case sensitive): uabmicrobicides027

11.4.2.2 Preparing for the IDI

Prior to the IDI, the study coordinator and interviewer will ensure that the microphone, either attached to the computer located at the research sites or built-in to the webcam is disabled. In addition, to make sure that no information is transmitted over the Internet that could potentially identify the nature of the conversation or the identity of the participant, research staff at each site will need to ensure that no information either about the study or the research clinic is in the view of the camera. The interviews will be audio-recorded using a digital voice recorder. A video record of the interview will not be made. No identifying information about participants will be recorded on the audio files or appear in transcripts, or on study records.

IDI procedures:

- Make sure that the office where the IDI will be held affords privacy
- Check the computer and internet connection to make sure that the equipment and connection are working properly
- Go to Skype and log in
- Make sure that no information either about the study or the research clinic is in the view of the camera
- Make sure that the microphone is disabled
- Call interviewer (Daniela or Rebecca) to inform her that a participant is ready for the IDI
- Check that the video properties are working properly (make adjustments as necessary to the position of the webcam) and that the participant and interviewer can see each other clearly
- Dial (734) 764-4176 for Daniela or (646) 774-6943 for Rebecca
- Once participants are connected with the interviewer they should be informed where they may find study staff if assistance is needed or in case equipment fails. Study staff should leave the room to give participants privacy

11.4.2.3 Initiating and Conducting the Video Interview

Prior to conducting any video interviews, the interviewer will verify that each site has completed video interview set up and ensure that all necessary add-on software is installed in the internet browser of the site's interview computer.

A computer equipped with a webcam and with broadband access to the Internet will be used to facilitate communication between the interviewer and participants; however audio will not be transmitted over the computer and Web. To ensure confidentiality, the interviews will be conducted by telephone.

The site staff will contact the interviewer to let her know that the participant is ready. The interviewer will initiate a Skype meeting and send an email invitation to the appointed site staff.

To sign into Skype for the video interview:

- Go to Skype in Applications
- Enter login information
 - Pittsburgh: pittmtn027@gmail.com; Password : microbicides027
 - Alabama: uabmtn027@gmail.com; Password: microbicides027

To set up Skype video:

- Run the program
- Verify your settings for the camera and microphone, make sure the video is working and click “Save Changes.” The microphone should be disabled for the video teleconferences.
- If it does not work, click on “Troubleshoot your settings.”
 - If “Troubleshoot your settings” does not fix the problem, let the interviewer know. They will attempt to troubleshoot with you. If the interviewer cannot connect with the site through Skype they will complete the IDI over the phone without a video conference.

To add contacts:

- Log in to Skype, as described above
- Click on Contacts
- Click on Add a contact
- For Interviews with Daniela, enter MichiganMTN027; for interviews with Rebecca, enter ColumbiaMTN027
- Click on “Add Contacts”

To initiate a teleconference:

- Double click on MichiganMTN027 or ColumbiaMTN027 to establish the teleconference
- A screen will pop-up
- Click on the webcam icon that is visible in the bottom of the screen (under the image)
- Once the other person accepts the request, the teleconference is ready to start
- To make the video image larger, place the mouse on the image, and a symbol will appear:  Click on the symbol, and the screen with the video will enlarge.

- Dial (734) 764-4176 for Daniela or (646) 774-6943 for Rebecca. Once interviewer answers, hand the phone to the participant.

To exit Skype:

- Click on Sign out
- Quit the Program

11.4.2.4 Safety Reporting

As required by DAIDS safety reporting policies, any potential reportable Adverse Event (AE) or Social Harm (SH) reported by a study participant during the IDI will be brought to the attention of the clinical staff. We expect the occurrence of AE or SH reporting during the IDI to be highly unlikely. However, in the rare event a suspected AE or SH is reported during the IDI, the qualitative interviewer will make note of the participants' comment(s) in the interview notes that will be maintained in the participant files at the University of Michigan or Columbia University. The qualitative interviewer will alert the participant that she will need to report the AE or SH to the clinic staff. The qualitative interviewer will then alert the clinic staff (by phone) that the participant reported an AE or SH. The qualitative interviewer and the clinic staff will document in chart notes the notification made to clinic staff (by the qualitative interviewer) and the receipt of the notice (by clinic staff). Clinic staff will follow up with the participant to assess the AE or SH as needed and report/document the AE on the AE log CRF or SH on the Social Impact Log CRF. The qualitative interviewer will not be involved in the assessment or reporting beyond notifying the clinical site of the participant's report. The qualitative interviewer will not disclose to clinic staff the details of what was discussed during the interview beyond the brief mention of the suspected AE or SH reported.

11.5 Qualitative Data Management

11.5.1 Audio Files

The audio recording will be made with a digital audio recording device that is operated by the qualitative interviewer off site (Columbia U or U of Michigan). The audio recording will be completely separate from the computer video conference (that is not recorded).

Following the interview or discussion, the audio file should be uploaded onto a password protected hard drive. Audio files of IDIs will be destroyed following finalization of transcripts (transcript finalization process described below). The destruction process will be the responsibility of the University of Michigan and Columbia University study team. The audio recordings will be deleted from the server and a log will be kept noting the file, the date deleted, the signature of the staff responsible for the deletion, and a signature of another team member who witnesses the deletion.

11.5.2 Transcription

The audio recordings will be transcribed at the University of Michigan. Transcripts will be transmitted over a secure FTP site provided by the transcription agency.

Each transcript will be reviewed by members of the behavioral data team for transcription errors. A designated staff member will review the corrected areas and deem the issue resolved or will follow up as needed until all necessary changes are made.

Once the team finds no additional issues, changes will be accepted and finalized in the transcript.

11.5.3 Data Tracking

A Qualitative Data Tracking Log will be completed to maintain record of each audio file and transcript that is submitted along with details regarding the submission date, query status, and finalization date.

11.5.4 Special Cases and Technical Issues

11.5.4.1 Technical Problems Preventing CASI Completion

In the event of technical problems (i.e. server or power outage) that would preclude a participant's ability to complete a CASI questionnaire online, hard copy versions of CASI questionnaires will not be available. These unique circumstances should be documented in the chart notes and a brief description recorded on the applicable CRF (i.e. Enrollment, Follow-up CASI Tracking).

11.5.4.2 Interrupted Visits

Site staff should ensure that CASI questionnaires are always completed at the appropriate scheduled visit, and that all CASI data from a given questionnaire is collected during the visit. If a participant is interrupted and does not complete a CASI questionnaire in one sitting, based on site staff judgment and length of interruption, she can complete the CASI questionnaire later as long as it is **during the same visit**. In the case of a split visit, the CASI may be completed on any day a participant is at the clinic during the same visit.

If participants need to interrupt their computer sessions (i.e. attend to a call, go to the bathroom), at the discretion of the site staff, they can do so, and resume the CASI where they left it, as long as the survey window remains open.

11.5.4.3 Management of Errors on CASI

Once a CASI questionnaire is completed, no one can change the responses or administrative fields, including site staff. If errors are noted by site staff for the administrative section (or by participants to the site staff on the questionnaire section), notify the CASI troubleshooting team via email at mtn027casi@mtnstopshiv.org. Please include the following information in the message text: PTID, date, visit code, the name of the CASI questionnaire and a description of the error. Also, to facilitate the troubleshooting process, please indicate in your email a description of the problem, including a copy of the error message(s), if any, and date and time of when the problem occurred. The CASI troubleshooting team will assess the problem and communicate with site staff about resolutions. If this occurs, it should be documented in the participant's chart.

11.6 Staff Training

CASI

Site staff that will be assisting participants with CASI is required to complete at least 2 practice questionnaires (e.g. baseline and follow-up, or follow-up and exit).

For testing, please access questionnaires through the websites indicated above. The following test PTIDs should be used:

Pittsburgh Test PTIDs	UAB Test PTIDs
999000112	999000214
999000123	999000220
999000139	999000237
999000147	999000245
999000151	999000253
999000164	999000261
999000170	999000272
999000188	999000286
999000196	999000299
999000208	999000300

Upon completion of testing at each given site, an email should be sent to the MTN-027 CASI alias mtn027casi@mtnstopshiv.org indicating the number and type of tests completed, name of staff members completing test questionnaires, and a description of any problems encountered.

IDI

Site staff that will be assisting participants with the IDI will be instructed in the use of the Skype video conference system. Prior to conducting any IDI at a site, the qualitative interviewer will assist site staff in setting up any software required to use Skype on the interview computer, and will instruct staff on how to connect participants to a video for the IDI. Site staff will participate in a brief mock interview with the qualitative interviewer to ensure the video system is operating correctly.

Prior to conducting any IDIs, clinic staff and the qualitative interviewer will be trained on the procedures for documenting and following up on reports of potential adverse events or social harms that participants may report during the IDI. The qualitative interviewer will be trained on the appropriate DAIDS procedures for safety reporting and file maintenance.

Section Appendix 11-1 QUICK TIPS FOR WEB-BASED BEHAVIORAL ASSESSMENTS

- Prior to starting a questionnaire, make sure that the computer, internet connection, keyboard and mouse are connected and working properly.
- Make sure that the participant is comfortable and has privacy to ensure the confidentiality of responses.
- Start the questionnaire by typing the web address to the corresponding Questionnaire:
 - Baseline Questionnaire (Enrollment Visit): www.ssharp.org/MTN027/baseline.
 - Repeat Baseline Questionnaire (to be used rarely): www.ssharp.org/MTN027/baseline_redo.
 - Follow-up Questionnaire (Day 7, Day 14, Day 21, and Day 28 Study Visits)
 - www.ssharp.org/MTN027/followup07
 - www.ssharp.org/MTN027/followup14
 - www.ssharp.org/MTN027/followup21
 - www.ssharp.org/MTN027/followup28
 - Exit Questionnaire (Day 35 Final Clinic Visit/Early Termination Visit): www.ssharp.org/MTN027/exit
- Make sure that the participant is comfortable with using the mouse and keyboard.
- Confirm that it is the correct questionnaire.
- Enter participant's ID to enter the questionnaire.
- Enter or select: participant's ID, visit code, and double enter the date.
- Confirm that all values entered by staff are correct.
- Allow participant to complete the practice questions (Baseline Questionnaire).
- Assist the participant as needed with the practice questions.
- Instruct the participants that when they reach the end of the survey, they will see a screen that says "Thank you for completing this questionnaire!" The participants are not finished until they reach this end screen and click on the NEXT button. At that point the participants should leave the computer as it is and notify a staff member.
- If a participant is interrupted and does not complete a CASI questionnaire in one sitting, based on site staff judgment and length of interruption, she can complete the CASI questionnaire later as long as it is **during the same visit**. However if the computer window is closed before the CASI is completed, she will need to start a **new** CASI survey from the beginning.

Section Appendix 11-2 QUICK TIPS FOR IN-DEPTH INTERVIEW

Scheduling

- Schedule IDI in Google calendar:
 - **Google calendar site:** google.com/calendar
 - **Login email:**
For UAB: uabmtn027@gmail.com
For Pittsburg: pittmtn027@gmail.com
 - **Password for UAB:** uabmicrobicides027
 - **Password for Pittsburgh:** microbicides027
- Interviewer will indicate available hours in calendar and site staff will be able to see conflicts in scheduling between each site.
- Each site should add their appointment with their assigned colors as follows:
 - University of Alabama: blue
 - Pittsburg: red
- Interviewer will confirm the appointment via email.
- Notify interviewer of all changes or cancellations within 24 hours of the scheduled appointment, if possible.
- If last minute changes do occur, please notify interviewer as soon as possible, by phone or text message.

Preparing for Interview

- Ensure the computer with a webcam is available in a private space, and has a phone that is operational. If privacy is guaranteed at site, participant may use the speakerphone function.
- Ensure the video system is ready and connected. If video system does not work, notify the interviewer and the interviewer will do IDI over the phone without video conferencing.
- Once participant is ready, notify interviewer by phone.

Initiating the Video Interview

- Interviewer will initiate a meeting by sending an email to the designated site staff.
- Click on the link in the email to join the meeting, log into the meeting, click join via computer, and turn on the video feed.
- Once the connection is established and the video feed is running, click to enlarge the video window.
- Help the participant get set up and with phone/speakerphone.
- Leave the room and close the door.

Ending the Video Interview

- Participant will notify you when the interview is done.
- Disconnect from the meeting.

Section Appendix 11-3 CONTACT INFORMATION FOR IDI SCHEDULING and AE/SH REPORTING

**CONTACT INFORMATION FOR IN-DEPTH INTERVIEW SCHEDULING
AND ADVERSE EVENT/SOCIAL HARMS REPORTING TO CLINICAL SITES**

In-Depth Interview (Michigan)

Contact: Daniela Lopez Phone: (734) 764-4176 Email: chilena@umich.edu

In-Depth Interview (Columbia)

Contact: Rebecca Giguere Phone: (646) 774-6943 Email: giguere@nyspi.columbia.edu

For last minute changes to scheduling or to notify interviewer that participant is ready, call listed phone number. For non-urgent matters and advanced scheduling, use email.

To Report Potential Adverse Events (AEs) or Social Harms (SH) reported during the IDI:

University of Alabama

Primary contact: Shay Warren, phone: 205-975-8657, email: sjwarren@uab.edu

Back up contact: Megan Tilley, phone: 205-975-8586, email: megan85@uab.edu

Pittsburgh

Primary contact: Carol Sprinkle, phone: 412-641-5091, email: sprinklecl@mail.magee.edu

Back up contact: Chris Rause, phone: 412-641-5096, email: rauscr@mail.magee.edu