Appendix G – Text Message Follow-up Script

NCS Text Message Spec Draft

Note: These screens are designed for first names with 10 letters or less (otherwise, message length will be more than 160 characters for some screens.)

BOX IN01

NON-RESPONSE TIMEOUT.
    FOR GENERIC RESPONSE GROUP TIMEOUT WILL BE 24 HOURS BEFORE NEXT TEXT CAN BE SENT.
    FOR SPECIFIC RESPONSE GROUP TIMEOUT WILL BE 5 HOURS BEFORE NEXT TEXT CAN BE SENT.
    TEXT MESSAGES SHOULD ONLY BE SENT BETWEEN 9 AM AND 9 PM MONDAY THROUGH SATURDAY; NOON TO 9 PM ON SUNDAY LOCAL RESPONDENT TIME.

<u>CHECK ITEM – TEST GROUP</u>
IF RESPTEST = 1 (SINGLE CHARACTER GENERIC) THEN GO TO INTRO1
IF RESPTEST = 2 (MULTIPLE CHARACTER SPECIFIC) THEN GO TO INTRO1X

INTRO1   Hi, NAME. This is the National Children's Study following up with a short survey. Reply to this text with A to start.

    A...1 (**FV001**)
    OTHER RESPONSE..7 (**BOX IN02**)
    24 HOUR TIME-OUT/NO RESPONSE...9 (**INTRO2**)
    123 Characters

INTRO1X   Hi, NAME. This is the National Children's Study following up with a short survey. Reply with START to begin your survey.

    START...1 (**FV001X**)
    OTHER RESPONSE..7 (**BOX IN03**)
    5 HOUR TIME-OUT/NO RESPONSE...9 (**INTRO2X**)
    128 Characters

INTRO2   It is important for the National Children's Study to follow up with you. To begin your short survey reply A to this text.

    A...1 (**FV001**)
    OTHER RESPONSE..7 (**BOX IN02**)
    24 HOUR TIME-OUT/NO RESPONSE...9 (**INTRO3**)
    121 Characters

INTRO2X   It is important for the National Children's Study to follow up with you. To begin your short survey reply READY to this text.

    READY...1 (**FV001X**)
    OTHER RESPONSE..7 (**BOX IN03**)
    5 HOUR TIME-OUT/NO RESPONSE...9 (**INTRO3**)
    126 Characters

INTRO3   Hi, NAME. You spoke with someone from the National Children's Study last MONTH{9}. We're following up with women to learn about pregnancy.
145 Characters

GO TO **INTRO4**

INTRO4   If you are NAME please text A to answer a few short questions. If we contacted the wrong number, please reply with WRONG.
127 Characters

A...1 (**FV001**)
WRONG..2 (**END**)
OTHER RESPONSE...7 (**BOX IN0**)
24 HOUR TIME-OUT/NO RESPONSE.......................................9 (**INTRO3**)

INTRO4X   If you are NAME please text GO to answer a few short questions. If we contacted the wrong number, please reply with WRONG.
128 Characters

GO...1 (**FV001X**)
WRONG..2 (**END**)
OTHER RESPONSE...7 (**BOX IN03**)
5 HOUR TIME-OUT/NO RESPONSE.......................................9 (**INTRO3**)

BOX IN02

CHECK ITEM:
IF RESPONSE TO INTRO MESSAGE IS <= ANY THREE CHARACTERS THEN GO TO INTROV.
IF RESPONSE TO INTRO MESSAGE IS > ANY THREE CHARACTERS THE HOLD FOR
MANUAL REVIEW OF RESPONSE TO DETERMINE NEXT ACTION.

BOX IN03

CHECK ITEM:
IF RESPONSE TO INTRO MESSAGE MATCHES FIRST LETTERS OF EXPECTED RESPONSE
THEN ACCEPT AS CORRECT AND CONTINUE.
IF RESPONSE TO INTRO MESSAGE DOES NOT MATCH AND FIRST LETTERS DO NOT
MATCH EXPECTED RESPONSE THEN GO TO INTROVX.

INTROV   I didn't understand your response. To begin your short survey reply A to this text.
83 Characters

A..1 (**FV001**)
OTHER RESPONSE 1ST TIME..7 (**BOX IN02**)
OTHER RESPONSE 2ND TIME..8 (**PHONE**)
24 HOUR TIME-OUT/NO RESPONSE......................................9 (**PHONE**)

INTROVX   I didn't understand your response. To begin your short survey reply BEGIN to this text.
87 Characters

BEGIN..1 (**FV001X**)
OTHER RESPONSE 1ST TIME..7 (**BOX IN03**)
OTHER RESPONSE 2ND TIME..8 (**PHONEX**)
5 HOUR TIME-OUT/NO RESPONSE..9 (**PHONEX**)

PHONE   We'll call you in the next week or so to complete the survey with you over the phone. If you prefer to complete it now text A to this message.
142 Characters

A..1 (**FV001**)
OTHER RESPONSE..7 (**END**)
24 HOUR TIME-OUT/NO RESPONSE......................................9 (**END**)

PHONEX   We'll call you in the next week or so to complete the survey with you over the phone. If you prefer to complete it now text A to this message.
142 Characters

A..1 (**FV001**)
OTHER RESPONSE..7 (**END**)
24 HOUR TIME-OUT/NO RESPONSE......................................9 (**END**)

FV001   Because this study is interested in pregnancy, it is important to know if you are pregnant. If you are pregnant now, text Y. If not, text N.
140 Characters

Y..1 (**FV005**)
N..2 (**FV008**)
OTHER RESPONSE 1ST TIME..7 (**BOX IN04**)
OTHER RESPONSE 2ND TIME..8 (**BOX IN06**)
24 HOUR TIME-OUT/NO RESPONSE 1ST TIME.........................9 (**FV001**)
24 HOUR TIME-OUT/NO RESPONSE 2ND TIME.........................9 (**BOX IN06**)

FV001X   Because this study is interested in pregnancy, it is important to know if you are pregnant. If you are pregnant now, text PREG. If not, text NOT.
145 Characters

PREG...1 (**FV005X**)
NOT...2 (**FV008X**)
OTHER RESPONSE 1ST TIME..7 (**BOX IN05**)
OTHER RESPONSE 2ND TIME..8 (**BOX IN06**)

5 HOUR TIME-OUT/NO RESPONSE 1ST TIME............................9 (**FV001X**)
24 HOUR TIME-OUT/NO RESPONSE 2ND TIME...........................9 (**BOX IN06**)

FV005   What month is your baby due? Text the first three letters of the month. Text NODUE if you do not know.
102 Characters

JAN – DEC ....1-12 (**JOIN**)
NODUE...96 (**JOIN**)
OTHER RESPONSE 1ST TIME...97 (**BOX IN04**)
OTHER RESPONSE 2ND TIME...98 (**JOIN**)
24 HOUR TIME-OUT/NO RESPONSE 1ST TIME...........................99 (**FV005**)
24 HOUR TIME-OUT/NO RESPONSE 2ND TIME...........................99 (**JOIN**)

PROGRAMMING NOTE:
ACCEPT AS CORRECT RESPONSES THAT INCLUDE FULL SPELLING OF MONTH.

FV005X   What month is your baby due? Text the month or NODUE if you do not know.
72 Characters

JANUARY - DECEMBER ....1-12 (**JOINX**)
NODUE...96 (**JOINX**)
OTHER RESPONSE 1ST TIME...97 (**BOX IN05**)
OTHER RESPONSE 2ND TIME...98 (**JOINX**)
5 HOUR TIME-OUT/NO RESPONSE 1ST TIME.............................99 (**FV005X**)
24 HOUR TIME-OUT/NO RESPONSE 2ND TIME...........................99 (**JOINX**)

PROGRAMMING NOTE:
ACCEPT AS CORRECT RESPONSES THAT INCLUDE FIRST THREE LETTERS OF MONTH.

FV008   Are you currently trying to become pregnant? Text Y for yes, text N for no.
75 Characters

Y...1 (**JOIN**)
N...2 (**JOIN**)
OTHER RESPONSE 1ST TIME...7 (**BOX IN04**)
OTHER RESPONSE 2ND TIME...8 (**JOIN**)
24 HOUR TIME-OUT/NO RESPONSE 1ST TIME...........................9 (**FV008**)
24 HOUR TIME-OUT/NO RESPONSE 2ND TIME...........................9 (**JOIN**)

FV008X   Are you currently trying to become pregnant? Text TRY for yes or NOPREG for no.
79 Characters

Y...1 (**JOINX**)
N...2 (**JOINX**)
OTHER RESPONSE 1ST TIME...7 (**BOX IN05**)
OTHER RESPONSE 2ND TIME...8 (**JOINX**)
5 HOUR TIME-OUT/NO RESPONSE 1ST TIME.............................9 (**FV008X**)
24 HOUR TIME-OUT/NO RESPONSE 2ND TIME...........................9 (**JOINX**)

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BOX IN04

CHECK ITEM:
IF RESPONSE TO QUESTION DOES NOT MATCH EXPECTED RESPONSE THEN GO TO
FV00V.
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BOX IN05

CHECK ITEM:
IF RESPONSE TO QUESTION MATCHES FIRST LETTERS OF EXPECTED RESPONSE THEN
ACCEPT AS CORRECT AND CONTINUE.
IF RESPONSE TO INTRO MESSAGE DOES NOT MATCH AND FIRST LETTERS DO NOT
MATCH EXPECTED RESPONSE THEN GO TO FV00V.
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FV00V   I didn't understand your response. I'll resend the question in just a moment.
             77 Characters

             RESEND LAST QUESTION.

JOIN   Since the last time we contacted you, has anyone moved into your household? Text Y for
             yes, text N for no.
             106 Characters

             Y...1 (**MV001**)
             N...2 (**MV001**)
             OTHER RESPONSE..7 (**MV001**)
             24 HOUR TIME-OUT/NO RESPONSE.......................................9 (**MV001**)

JOINX   Since the last time we contacted you, has anyone moved into your household? Text JOIN
             for yes, or SAME for no.
             110 Characters

             Y...1 (**MV001X**)
             N...2 (**MV001X**)
             OTHER RESPONSE..7 (**BOX IN06**)
             5 HOUR TIME-OUT/NO RESPONSE...9 (**BOX IN06**)

MV001   Do you plan on moving within the next two months? Text Y for yes, text N for no.
             80 Characters

             Y...1 (**BOX FV13**)
             N...2 (**BOX FV13**)
             OTHER RESPONSE..7 (**BOX IN06**)
             24 HOUR TIME-OUT/NO RESPONSE.......................................9 (**BOX IN06**)

MV001X   Do you plan on moving within the next two months? Text MOVE for yes, or STAY for no.
84 Characters

Y...1 (**BOX FV13**)
N...2 (**BOX FV13**)
OTHER RESPONSE..7 (**BOX IN06**)
5 HOUR TIME-OUT/NO RESPONSE...9 (**BOX IN06**)

BOX IN06

CHECK ITEM:
IF TIMEGRP = 1 (SIX WEEKS) THEN:

IF FV001 = 1 GO TO FV013.
IF FV001 = 2 AND FV008 = 'NULL' GO TO FV018.
IF FV008 = 1 AND JOIN AND/OR MV001 = 1 GO TO FV014.
IF FV008 = 1 AND JOIN AND MV001 = 2 GO TO FV018.
IF FV008 = 2 AND JOIN AND/OR MV001 = 1 GO TO FV014.
IF FV008 = 2 AND JOIN AND MV001 = 2 GO TO FV018.

IF TIMEGRP = 2 (TWELVE WEEKS) THEN:

IF FV001 = 1 GO TO FV013.
IF FV001 = 2 AND FV008 = 'NULL' GO TO FV019.
IF FV008 = 1 AND JOIN AND/OR MV001 = 1 GO TO FV014.
IF FV008 = 1 AND JOIN AND MV001 = 2 GO TO FV019.
IF FV008 = 2 AND JOIN AND/OR MV001 = 1 GO TO FV014.
IF FV008 = 2 AND JOIN AND MV001 = 2 GO TO FV019.

FV013   Thank you. Congratulations on your pregnancy.
102 Characters

FV014   Thank you. Someone from the National Children's Study will call to update your household information.
102 Characters

FV018   Thank you. We will text you again in about six weeks to ask a few quick questions.
82 Characters

FV019   Thank you. We will text you again in about twelve weeks to ask a few quick questions.
85 Characters