Telephone script follow-up for non-respondents

"Hi [INSERT RESPONDENT'S NAME], this is [INSERT NAME OF CENSUS STAFF] with the U.S. Census Bureau calling on behalf of the Bureau of Justice Statistics. Back in December, we mailed you the [INSERT SURVEY NAME]. First, I am calling to make sure you did receive the survey package. The collection ended on February 28th and we have yet to receive your data. If you never received the survey, please call me and I will mail the survey package again. The current address I have for you is [INSERT CURRENT ADDRESS].

If you did receive the survey but have yet to complete it, this is a friendly reminder that the [INSERT SURVEY NAME] is due. Please submit your data via the mail, FAX at toll free 1-888-891-2099, or our website at http://harvester.census.gov/aspp/.

If you should need to speak with me, you can contact me at [INSERT PHONE NUMBER]. Thank you for your participation!

[INSERT NAME OF CENSUS STAFF]
U.S. Census Bureau

E-mail script follow-up for non-respondents

"Hi [INSERT RESPONDENT'S NAME],

This is [INSERT NAME OF CENSUS STAFF] with the U.S. Census Bureau calling on behalf of the Bureau of Justice Statistics. Back in December, we mailed you the [INSERT SURVEY NAME]. First, I am e-mailing to make sure you did receive the survey package. The collection ended on February 28th and we have yet to receive your data. If you never received the survey, please let me know and I will mail the survey package again. The current address I have for you is [INSERT CURRENT ADDRESS].

If you did receive the survey but have yet to complete it, this is a friendly reminder that the [INSERT SURVEY NAME] is due. Please submit your data via the mail, FAX at toll free 1-888-891-2099, or our website at http://harvester.census.gov/aspp/.

If you should need to speak with me, you can contact me at [INSERT PHONE NUMBER]. Thank you for your participation!

[INSERT NAME OF CENSUS STAFF]
U.S. Census Bureau

Telephone script follow-up for data discrepancies

"Hi [INSERT RESPONDENT'S NAME], this is [INSERT NAME OF CENSUS CALLER] with the U.S. Census Bureau. We received your [INSERT SURVEY NAME] on [INSERT DATE RECEIVED]. We thank you for your participation.

In reviewing your data, I noticed [INSERT "one" OR "a couple" DEPENDING ON THE NUMBER] discrepancies with [INSERT ITEM(S) NUMBERS] and I am calling to resolve those discrepancies. It should only take a few minutes to resolve these issues.

Please call me at [INSERT PHONE NUMBER] or e-mail me at [INSERT E-MAIL ADDRESS] at your earliest convenience.

Thank you for your participation,
[INSERT NAME OF CENSUS CALLER]
U.S. Census Bureau

E-mail script follow-up for data discrepancies

"Hi [INSERT RESPONDENT'S NAME],

This is [INSERT NAME OF CENSUS STAFF] with the U.S. Census Bureau. We received your [INSERT SURVEY NAME] on [INSERT DATE RECEIVED]. We thank you for your participation.

In reviewing your data, I noticed [INSERT "one" OR "a couple" DEPENDING ON THE NUMBER] discrepancies with [INSERT ITEM(S) NUMBERS] and I am calling to resolve those discrepancies. It should only take a few minutes to resolve these issues. I have listed the issues below:

[LIST EACH DISCREPANCY AND A BRIEF EXPLANATION OF THE PROBLEM]

Please respond to this e-mail at your earliest convenience.

Thank you for your participation,
[INSERT NAME OF CENSUS CALLER]
U.S. Census Bureau