

**APPENDIX C**

**GUIDE FOR BRIEF TELEPHONE CALLS WITH PARTICIPANTS  
WHO DROP OUT OF BSF**

## GUIDE FOR BRIEF TELEPHONE CALLS WITH PROGRAM DROPOUTS

This protocol will be used to obtain information from couples who participated very little (no more than two sessions) or not at all in BSF group workshops. The purpose is to determine what they knew about the workshops and why they did not participate.

**NOTE:** This is a guide, not a script. Interviewers may select and tailor their probes in response to the experiences recounted by the respondent.

### I. INTRODUCTION (2 minutes)

#### A. Interviewer introduces self; explains purpose and scope of call

Calling from Mathematica Policy Research. We're trying to improve a program you were recently invited to, called [*name of local BSF program*], and I'd like to hear your opinions about it, and to get your thoughts about why you chose not to participate. It should take about 6-7 minutes.

#### B. Confidentiality

Whatever information you share with me will be kept confidential and private, and used only to summarize people's opinions. We will not use any names or quote anyone.

### II. DISCUSSION TOPICS AND PROBES (5 minutes)

#### A. Presentation of program

Who told you about the program? How was the program presented to you and your partner?

*Probes: Were you together at the time? Did you have any concerns or fears about participating? Were you excited when you when you first heard about the program? Did you and your partner discuss attending the program? Did one of you have concerns, or was it both of you?*

#### B. Attendance at group meetings

Did you attend any of the group meetings?

If yes, probe: *How many did you attend? What did you think of the experience? What did you like and not like about it? Was there anything you hoped you'd get out of it, but didn't? Why did you stop going to group?*

If person never attended a group meeting, probe: *What is the reason you never went to any of the group meetings?*

If respondent has difficulty articulating the reason for discontinuing attendance or the reason for never attending at all, possible probes include:

*For example, would you say it's because ...*

You and your partner broke up?

You or your partner's schedule changed?

You had to move out of the area?

You lost interest?

Someone was sick?

You thought the program wouldn't help you?

*(If yes, probe: Why didn't you think it would be helpful?)*

You or your partner didn't like the program?

*(If yes, probe: What didn't you like?)*

Was there anything (we haven't already talked about) that might have convinced you to attend or made it possible for you to attend?

Other than the group sessions, did you receive any assistance or services from other staff associated with this program? *(If yes, probe: What kinds of assistance or services? How helpful or unhelpful was this assistance or services?)*

### **C. Communication with the program about reasons for not attending, or for dropping out**

Did either you or your partner talk to a program representative about your reasons for not attending?

*If yes, probe: Did they call you to find out why you weren't coming, or did you call them? Did the program try to address the problem with you? If so, in what way?*

### **III. CONCLUSION AND WRAP-UP (1 minute)**

Is there anything else you'd like to share with me about your experiences with this program?

Thank you very much for your time.