

ATTACHMENT G SURVEY REMINDER PHONE CALL SCRIPTS

Public reporting burden for this collection of information is estimated to average 2 minutes per response. This time includes the length of time allotted for the survey questions. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0585). Do not return the completed form to this address.

To receptionist

Hello, my name is [name] and I'm calling for [contact name] regarding a study by the National Institutes of Health. Could you transfer me to [contact name]?

- **IF NO:** Can you tell me if [contact name] is still at the organization?
 - o **IF NO:** Thank you for your time.
 - o **IF YES:** What is the best way to reach [contact name]? When would be a good time for me to call back? Can you give me [contact name]'s e-mail address and mailing address? Thank you.
- **IF YES:** See Options Below

Voicemail left for contact

Hello, my name is [name] and I'm calling on behalf of the National Institutes of Health also known as NIH, regarding a survey related to HIV vaccine research. You should have received an e-mail or letter recently that describes the study.

You were selected to participate because the organization with which you are affiliated is active in communities that are highly impacted by HIV/AIDS. Your participation in the study will provide important input to NIH as it formulates its strategies for addressing the AIDS epidemic.

To take the survey, please go to [survey URL]. Once you complete the survey you will immediately receive a coupon code good for \$25 of merchandise at Amazon.com.

If you would like to fill out a hard copy of the survey, or if you have any questions regarding this study, please contact the study's Project Director, Dan Eckstein at 301-986-1891 or deckstein@novaresearch.com.

If you have already taken the survey, thank you for your time and your contribution to this vital research.

Script if contact person answers the phone

Hello, my name is [name] and I'm calling on behalf of the National Institutes of Health regarding a survey related to HIV vaccine research. You should have received an e-mail or letter recently explaining how to participate. Did you happen to see it?

- **IF YES** Did you get a chance to take the survey?
 - o **IF YES** Thank you so much!

- o **IF NO** Your input is critical to NIH's strategy for addressing the AIDS epidemic. The survey should take you less than 20 minutes to complete, and upon completion you will be immediately provided with a coupon code for \$25 of merchandise at Amazon.com. Do you think you might be able to complete the survey in the next few days? The survey is located at [URL]
 - **IF YES** Thank you so much for your help. We look forward to receiving your answers.
 - **IF NO** When do you think you can complete it? [DOCUMENT TIMEFRAME THEY WILL COMPLETE SURVEY BY].
 - **IF UNSURE THEY'D BE ABLE TO COMPLETE IT:** Would it be easier to complete the survey by telephone or on paper? [IF YES, ARRANGE FOR THIS BY SETTING UP A TIME TO COMPLETE THE SURVEY OVER THE PHONE OR OBTAINING A MAILING ADDRESS TO WHICH THE SURVEY CAN BE SENT].
 - **IF UNSURE THEY WANT TO COMPLETE IT OR THINK THEY NEED MORE INFORMATION:** Would you like me to send another letter or e-mail about the study? [IF YES, OBTAIN ADDRESS OR E-MAIL.] OR Would you like to talk to the study's Project Director about the study? [IF YES, TELL THEM THE PROJECT DIRECTOR WILL CALL THEM BACK AND ASK FOR A GOOD TIME FOR THE DIRECTOR TO CALL]
- **IF NO:** NIH is seeking input from individuals working in communities highly impacted by HIV/AIDS. You were selected to participate because of your affiliation with [organization]. Your input is critical to NIH's strategy for addressing the AIDS epidemic. The survey should take you less than 20 minutes to complete, and upon completion you will be immediately provided with a coupon code for \$25 of merchandise at Amazon.com. I can give you a URL which will provide you with additional information and the survey, or I can send you another letter via mail or e-mail. Which would you prefer?
 - o **IF URL:** Additional information and the survey are located at [URL]. Thank you for your interest in completing it. We look forward to your answers.
 - o **IF E-MAIL OR MAIL, OBTAIN APPROPRIATE ADDRESS:** What is your e-mail (or mailing) address? I will send that letter out to you shortly. Thank you so much for your willingness to assist NIH. We look forward to receiving your survey answers.

IF AT ANY TIME THE CONTACT HAS QUESTIONS THAT YOU CANNOT ANSWER REFER THEM TO: The study's Project Director, Dan Eckstein at 301-986-1891 or deckstein@novaresearch.com.