

2011-12 NATIONAL POSTSECONDARY STUDENT AID STUDY (NPSAS:12)

Appendix E **Script for Verification Calls**

Submitted by
National Center for Education Statistics
U.S. Department of Education

March 9, 2010

Appendix E

Script for Verification Calls

Script for Verification Calls

The first step in Institutional Contacting involves placing verification calls to sampled institutions. These calls will serve to confirm institutional eligibility and verify contact information prior to the initial mailing of the chief administrator packet. The calls will be made by trained institutional contactors. Below is a sample script that the institutional contactors will be given to use when making these verification calls.

“Hello, my name is _____ and I am calling for the US Department of Education. I’m calling to verify the contact information we have for your Chief Administrator and ask a few questions about your institution. We have (NAME OF CHIEF ADMINISTRATOR) listed as your Chief Administrator.” **VERIFY SPELLING.** “Is this correct?” **UPDATE AS NEEDED.**

“We have your address as (STREET ADDRESS) in (CITY, STATE, ZIP).” **VERIFY SPELLING.** “Is that correct?” **UPDATE AS NEEDED.**

“Is (PHONE #) the best number for reaching (NAME OF CHIEF ADMINISTRATOR)?” **UPDATE AS NEEDED.**

ASK TO BE CONNECTED WITH THE CHIEF ADMINISTRATOR’S OFFICE TO ASK THE FOLLOWING QUESTIONS

“What is (NAME OF CHIEF ADMINISTRATOR)’s e-mail address?”

“Are there any courses for postsecondary students?”

- Yes
- No
- Don’t Know

“Is there at least one academic, occupational, or vocational program lasting at least 3 months or 300 clock hours?”

- Yes
- No
- Don’t Know

“Is the institution open to the general public?”

- Yes
- No
- Don’t Know

“Is this institution eligible to participate in Title IV aid programs?”

- Yes
- No
- Don’t Know

THANK RESPONDENT.
