

APPENDIX M

**SAMPLE SCRIPTS FOR TELEPHONE CALLS COLLECTING INFORMATION
RECORDED IN FOOD BOOKLETS**

SCRIPT FOR WEB INTERFACE INTERVIEW QUESTIONS

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is xxxx-xxxx. The time required to complete this information collection is estimated to average 13 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

Step 1. Call

IF ANSWERING MACHINE: This message is for [FILL HH GATEKEEPER]. My name is [NAME] and I am calling from Mathematica Policy Research about the National Food Study. Please call us back as soon as possible at 866-275-8659 to [FILL REASON]. Thank you.

IF OUTBOUND CALL: My name is [NAME]. I'm calling from Mathematica Policy Research about the National Food Study. May I please speak with [FILL HH GATEKEEPER]?

IF INBOUND CALL: Thanks for calling the National Food Study Hotline. My name is [FILL NAME]. Could you please give me the number listed on the front cover of your food booklet? IF NUMBER NOT AVAILABLE: That's okay. Could you spell your first and last name for me?

ESTABLISH PURPOSE OF CALL: Are you calling with questions, or to report the information from your food booklets?

- QUESTIONS <TROUBLESHOOT>
- REPORTING <PROCEED>

Step 2. Confirmation (first interview)

Q1. According to my records, there are [FILL NUMBER OF HH MEMBERS] people living or staying in your household right now. Is that correct?

- YES <SKIP TO Q1a>
- NO <GO TO Q1b>

Q1a. The household members I have are: [LIST HH MEMBERS]. Is that correct?

- CORRECT ROSTER IF NEEDED.

Q1b. The household members I have are: [FILL LIST OF NAMES]. Is there someone we should add or was a person listed who is not a member of your household?

- CORRECT ROSTER IF NEEDED.

Q2. IF MULTIPLE BOOK HOUSEHOLD: Where is [NAME]'s information being kept?

- SPECIFY – IS THE HH MEMBER KEEPING THEIR OWN BOOKLET?
- SPECIFY – IS ANOTHER HH MEMBER RECORDING THIS INDIVIDUAL'S INFORMATION.
- REPEAT THIS QUESTION UNTIL EACH HH MEMBER IS ACCOUNTED FOR.

Step 3. Daily Lists

Q3. Do you have [LIST ALL BOOKLET KEEPERS]'s booklets with you now?

- YES <GO TO Q4>
- SOME- NOT ALL <GO TO Q3a>
- NO <GO TO Q3a>

Q3a. Are the booklets close enough that you could get them easily?

- YES- OFFER TO HOLD WHILE THE CALLER RETRIEVES THE BOOKS.
- NO- READ: Would you like to schedule a time to call back (or have me call you) when all of the books are available?

Q4. Let's go to [YOUR/NAME'S] booklet. Could you open it to the green page that says "Daily List – Day [FILL]" at the top?

Q5. Which day is checked at the top?

Q6. In the top section, Section A, how many places are listed? IF NONE SKIP TO Q8.

Q7a. What is the name of the [FIRST/SECOND/THIRD...] place?

Q7b. What was the total amount paid?

Q7c. IF SINGLE BOOK HH ASK: And who got that food?

REPEAT Q7 SERIES UNTIL EACH PLACE IS ACCOUNTED FOR.

Q8. In the bottom section, Section B, how many places are listed? IF NONE SKIP TO Q10.

Q9a. What is the name of the [FIRST/SECOND/THIRD...] place?

Q9b. What was the total amount paid?

Q9c. IF SINGLE BOOK HH ASK: And who got that food?

REPEAT Q9 SERIES UNTIL EACH PLACE IS ACCOUNTED FOR.

Q10. IF NO PLACES ARE LISTED ON THIS PAGE ASK: So that means [YOU/SHE/HE] did not get any food that day. Is that right?

- YES <CONTINUE>
- NO <TROUBLESHOOT>

That's it for this page. Please make an "x" in the box that says "Office Use" at the bottom of the page. This way we will know it has been recorded and we won't ask you about it the next time we speak.

FOR SUBSEQUENT PAGES: Please make an "x" in the "Office Use" box and flip to the next page.

REPEAT Q5-Q10 FOR EACH DAY OF STUDY WEEK REPORTED DURING THE CALL.

Step 4. Red Pages

Now I'd like to go through the Red Pages in this booklet.

Q11. FIRST DAY ONLY, UNLESS PROBLEMS NOTED ON PREVIOUS INTERVIEW: Generally, did anyone have problems filling out the red pages?

- YES <TROUBLESHOOT>
- NO <CONTINUE>

FOR FIRST PHONE CALL: Could you open this booklet to the first actual red page (the one after the sample red page)?

SUBSEQUENT CALLS: Could you turn to the first red page that you have not reported to us? It should be the first one without an "x" in the "Office Use" box.

- A. CONFIRM DAY
- B. CONFIRM NAME OF PLACE
- C. GOOGLE SEARCH FOR LOCATION AND OFFER OPTIONS FOR CONFIRMATION
 - NOTE: SEARCH AUTOMATICALLY PROVIDES OPTIONS NEAR HH ZIP CODE
 - IF NO OPTIONS APPEAR, ASK FOR STREET ADDRESS (USUALLY ON THE RECEIPT)
 - IF THE LOCATION IS NOT A BUSINESS, THE ADDRESS SHOULD NOT BE RECORDED
- D. Which meal or snack did you check?
- E. Who got this [MEAL OR SNACK]?
- F. How did you pay?

IF PURCHASED ASK:

- G. What was the total amount paid?
- H. Does the total amount include tip?
- I. If you left a tip, how much?
- J. Do you have a receipt? IF YES: Did you attach the receipt to the page?
- K. Did you buy food or drinks for anyone not in your household? IF YES: How many people?

IF RESPONDENT ATTACHED RECEIPT TO PAGE ASK:

- L. Could you read me the items off the receipt?

ASK EVERYONE:

- M. Are there any items listed at the bottom of the page? IF YES: Could you read me everything on the [FIRST/SECOND/REPEAT AS NECESSARY] line?
 - PROMPT FOR ADDITIONAL ITEMS AND DETAILS
 - E.g. Did you add anything to that?
 - E.g. Did you have anything else with that?
 - E.g. Did you have any side dishes with that meal?
 - E.g. Did you have any beverages during that meal?

Please make an "x" in the "Office Use" box and flip to the next page.

REPEAT THIS SERIES UNTIL EACH PLACE IS ACCOUNTED FOR.

REPEAT STEP 4 FOR EACH HH BOOKLET.

Step 5. Blue Pages and Meal Matrix

We are almost done; I just wanted to ask you a couple of questions about the blue pages in the scanner book.

- A. Have you scanned any groceries yet?
- B. Did you have any problems with the scanning?
- C. Are you saving the receipts?

Great. Remember that it is important to save the receipts.

Also, have you been filling out your meal matrix that is under the magnet on your refrigerator?

- YES <PROCEED>
- NO <REMIND RESPONDENT TO COMPLETE THE MEAL MATRIX>

Step 6. End

That is the end of my questions. Thank you for giving me this information. Do you have any questions for me?

- YES <TROUBLESHOOT>
- NO <PROCEED>

IF NECESSARY, REMIND THEM WE WILL CALL FOR HH INTERVIEW #2

IF NOT DAY 7: Please give us a call back on [DAY OF WEEK] to tell us about the food you got between now and then.

IF DAY 7: As scheduled, your field interviewers [FILL NAME] will return on at [FILL TIME] on [FILL DAY] to complete the final interview, collect the booklets, and collect the scanner. [S/HE] will also bring your thank you gift cards for taking part in the study.