District Contact Call Script

2011-12 Schools and Staffing Survey

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Label Information | | | | | | | |
| A. District Questionnaire - Contact Person’s Information | | | | | | | |
| Contact Name: | | | | | Contact Title: | | |
| Contact Phone Number: | | | | | Contact E-mail: | | |
| B. Teacher Listing Information | | | | | | | |
| Contact SCHOOL(S) for Teacher Listing Information | | | | | | | |
| Contact DISTRICT for Teacher Listing Information. Same contact as in A above. | | | | | | | |
| Contact Name: | | | | | Contact Title: | | |
| Contact Phone Number: | | | | | Contact E-mail: | | |
| Call Record | | | | | | | |
| Call | Date | Start Time | End Time | Int.’s ID | | Outcome Code | Outcome Notes |
| 1 |  |  |  |  | |  |  |
| 2 |  |  |  |  | |  |  |
| 3 |  |  |  |  | |  |  |
| 4 |  |  |  |  | |  |  |
| 5 |  |  |  |  | |  |  |
| 6 |  |  |  |  | |  |  |
| Notes | | | | | | | |
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A. INTRODUCTION and DISTRICT QUESTIONNAIRE CONTACT INFORMATION

A1. **Hello, this is \_\_\_\_\_ from the U.S. Census Bureau. Have I reached (district name)?**

\_ Yes 🡪 *GO TO item A2.*

\_ Different district name 🡪 *Probe for district name if necessary and correct the district name in the address area above. If the difference is significant, record the change in the Notes section. Try to confirm the name change (e.g., respondent says, “We used to be Jefferson District but are now Washington District.”). GO TO item A2.*

\_ No 🡪 *Verify that you dialed correctly.*

\_ Correct number dialed *🡪 Probe for the respondent’s name, location, and whether the person or organization reached is related to the district in any way. Record information in the Notes section. Thank respondent and end call.*

\_ Wrong number dialed 🡪 *Dial correct number. GO TO item A1 above.*

\_ District closed 🡪 *Probe for the respondent’s name, former position, and the closing date.* *Record information in the Notes section. Thank respondent and end call.*

\_ District merged 🡪 *Probe for the name of the merged districts and the date of the merge. Record information in the Notes section. GO TO item A2. Refer case to supervisor following the call.*

A2. **I would like to verify your mailing address. Is the following address correct?**

*Read address from label on cover page. Make any necessary corrections on the label. Then GO TO item A3.*

A3. **This call may be monitored to evaluate my performance and should only take a few minutes.**

**During the upcoming school year we will be conducting the Schools and Staffing Survey (SASS) for the U.S. Department of Education.**

**The SASS is a series of integrated questionnaires that provide data on education to Federal, state, and local policymakers as well as education researchers.**

**This voluntary survey is authorized by law (Title 1, Part E, Sections 151 (b) and 153 (a) of Public Law 107-279, the Education Sciences Reform Act of 2002). The Office of Management and Budget approval number for this study is 1850-0598. The data provided by the school and staff may be used only for statistical purposes and may not be disclosed, or used, in identifiable form for any other purpose except as required by law (P.L. 107-279, Title I, Part E, Sec. 183).**

A4. **As part of the survey, we will be sending a questionnaire to your office. The questionnaire covers topics including student enrollment, staff professional development and teacher hiring.**

**Can you tell me the name of the person most appropriate to receive the district questionnaire?**

*If necessary:* **This is often the superintendent or head of the research office.**

\_ Yes 🡪 *Record contact name and title in the appropriate spaces of the Contact Information section on the cover page. Probe for the contact person’s direct phone line and email address and record it in the Contact Information section.*

\_ No 🡪 *Try to probe for a contact name. If unsuccessful, set appointment to call back to collect this information and record on the call record. Continue to section B.*

B. TEACHER LISTING FORM

B1. **One component of the Schools and Staffing Survey is the Teacher Questionnaire. Approximately 15 percent of the teachers at each sampled school are selected to receive the Teacher Questionnaire. In order to select the sample of teachers, we traditionally send each sampled school a Teacher Listing Form. The Teacher Listing Form asks the school to list each teacher’s name, along with the subject they teach, their full- or part-time teaching status, and their teaching experience.**

**If possible, we would like to collect this information electronically from your school district, rather than the sampled school(s), in order to reduce the burden on the school(s).**

*If necessary:* **If you are able to do so, we will be asking your district to upload an Excel file containing the requested information to our secure server.**

**Can your school district provide this information for the sampled school(s) in your district?**

\_ Yes 🡪 *GO TO item B2.*

\_ No 🡪 *GO TO item C1.*

B2. **When you provide the teacher information, can you also verify some basic school information including verifying the school’s address verification, operational status, school type, and grade range for the sampled school(s) in your district?**

\_ Yes 🡪 *GO TO item B3.*

\_ No 🡪 *GO TO item B3.*

B3. **Can you tell me the name of the person most appropriate to receive this request (for teacher and school information)?**

\_ Yes 🡪 *Record contact name and title in the appropriate spaces of the Contact Information section on the cover page. Probe for the contact person’s direct phone line and email address and record it in the Contact Information section. GO TO item C1.*

\_ No 🡪 *Try to probe for a contact name. If unsuccessful, set appointment and record on the call record. GO TO item C1.*

C. PRINCIPAL AND SCHOOL INFORMATION

C1. **To reduce the burden on the principal, we would like to contact him or her by email in an attempt to minimize the number of phone calls we place to the school. Can you provide the principal’s name and email address for the 2011-12 school year for the sampled school(s) in your district?**

\_ Yes 🡪 *Complete the table starting on page 5.*

\_ No 🡪 *GO TO item C2.*

C2. **Is there someone else at your district that can provide this information?**

\_ Yes 🡪 *GO TO item C3.*

\_ No 🡪 *Thank respondent and end call.*

C3. *Probe for* *contact name, title, and phone number and record information below.*

Contact name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact phone number: (\_\_\_\_)\_\_\_\_ - \_\_\_\_\_\_ extn: ­­\_\_\_\_\_\_

C4. **Can you transfer me to (name)?**

\_ Yes 🡪 *Thank respondent and wait to be transferred. GO TO item C5.*

\_ No 🡪 *Thank respondent and end call. Call contact person. GO TO item C5.*

C5. **Hello, this is \_\_\_\_\_ from the U.S. Census Bureau.** *If necessary:* **Have I reached (contact name)?**

**This call may be monitored to evaluate my performance and should only take a few minutes.**

**During the upcoming school year we will be conducting the Schools and Staffing Survey (SASS) for the U.S. Department of Education.**

**The SASS is a series of integrated questionnaires that provide data on education to Federal, state and local policymakers as well as education researchers.**

*If necessary:* **This survey is authorized by law (Title 1, Part E, Sections 151 (b) and 153 (a) of Public Law 107-279, the Education Sciences Reform Act of 2002). Your participation is voluntary. Our approval number from the Office of management and Budget is xxxx-xxxx.**

**To reduce the burden on the principal, we would like to contact him or her by email in an attempt to minimize the number of phone calls we place to the school. Can you provide the principal’s name and email address for the sampled school(s) in your district?**

\_ Yes 🡪 *Complete the table starting on page 5.*

\_ No 🡪 *GO TO item C2.*

|  |  |  |  |
| --- | --- | --- | --- |
| School name | Principal’s name | Principal’s email address | Notes\* |
| School 1 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| School 2 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| School 3 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| School 4 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| School 5 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| School 6 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| School 7 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| School 8 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| School 9 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| School 10 name |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

\*Include information such as school is closed, principal has not been determined for 2011-12 school year, school split, school merged, etc.