

APPENDIX G
NATIONAL SURVEY REMINDER CALLS

SURVEY REMINDER CALL SCRIPT

Hi. I am calling from Mathematica Policy Research on behalf of the U.S. Department of Agriculture Food and Nutrition Service. We are conducting a survey about direct certification practices for the National School Lunch Program. We're calling today to follow up and see if you have any questions about the materials we emailed to you. Do you have any questions about the survey or about your web login information?

IF YES: ANSWER ANY QUESTIONS THE SAMPLE MEMBER MAY HAVE, THEN PROVIDE WEB ADDRESS AND LOGIN INFO.

IF NO: Would you like me to PROVIDE the WEB ADDRESS AND LOGIN INFO?

If YES, do so.

If NO, say "Thank you."

End with: We appreciate your participation in this important study. If you have questions or concerns about this study, you may contact Kevin Conway, the study director, by email at kconway@mathematica-mpr.com or by telephone at 609-750-4083.