

Attachment E: Reminders

Email reminder

Fellow Evaluators:

This is a friendly reminder that the deadline for completing the evaluation technical assistance survey is approaching. Our records indicate you have not yet completed part 1 of this survey. As part 2 of the survey is anonymous, we are uncertain whether you have completed part 2. Please take 30 minutes to help us improve the support we provide to you, our state partners.

You will find part 1 of the survey at {LINK} and part 2 at {LINK2}.

Please complete the survey by {DATE}.

We appreciate your participation in this survey.

The Evaluation Team in the National Asthma Control Program

Attachment D: Reminders - *continued*

Telephone Reminder

From: Maureen Wilce, Team Lead, APRHB Evaluation Team, or her designee Evaluation Technical Advisor

To: Non-respondents only: State asthma program evaluators

Subject: Assessing the Quality and Delivery of Evaluation Technical Assistance Survey

SCRIPT: Scenario 1 – *Respondent answers; caller initiates conversation*

Hello, this is Maureen Wilce, Team Lead with the Evaluation Team at the CDC's Air Pollution and Respiratory Health Branch. I'm calling to remind you about the survey we are conducting to assess the quality and delivery of our evaluation technical assistance.

Have you received the information we sent about the survey?

If YES – That's great. Do you plan to complete the survey?

If YES – I'm glad to hear that. Just as a reminder, the survey closes on (Date TBD). Thanks for your participation and support. **Do you have any questions for me?**

If YES – respond to questions or refer to appropriate lead staff, Maureen Wilce at 770-488-3721, MWilce@cdc.gov

If NO – okay, if you have questions later please feel free to contact me at 770-488-3721 or your assigned Evaluation Technical Advisor. Thank you – we look forward to your feedback on this important survey.

If NO – I'm sorry to hear that. Just in case you do find the time between now and (Date TBD) when the survey closes, it only takes about 20 minutes to complete the survey online. If you have any questions please feel free to contact me at 770-488-3721 or your assigned Evaluation Technical Advisor. **Do you have any questions for me?**

If YES – respond to questions or refer to appropriate lead staff, Maureen Wilce at 770-488-3721, MWilce@cdc.gov

If NO – okay, if you have questions later please feel free to contact me at 770-488-3721 or your assigned Evaluation Technical Advisor at 770-488-3700. Thank you – we look forward to your feedback on this important survey.

If NO – I'm very sorry you did not receive the information. We must have the wrong contact information for you. If you wouldn't mind providing me with your email address, I'll have staff send you the information about the survey. Briefly though, to help us provide the highest level of technical support, we have created a two part survey to gather information about the evaluation technical assistance needs and resources among state evaluators (part 1, comprised of sections 1 & 2 below) as well as to solicit feedback about the support and services we provide (part 2). You will be identified with your response to part 1 of the survey; however, your responses to part 2 of the survey will be anonymous. We are doing this through a web based survey that will take about 20 minutes to complete. Your feedback will help us to determine what technical assistance materials and training materials we should prioritize and also help us to improve our provision of evaluation technical assistance. The survey closes on (Date TBD). I hope you will be able to provide us your feedback by then. **Do you have any questions for me?**

If YES – respond to questions or refer to appropriate lead staff, Maureen Wilce at 770-488-3721, MWilce@cdc.gov

If NO – okay, if you have questions later please feel free to contact me at 770-488-3721 or your assigned Evaluation Technical Advisor at 770-488-3700. Thank you – we look forward to your feedback on this important survey. Thank you. Goodbye. (END CALL)

SCRIPT: Scenario 2 – *Respondent does not answer, caller leaves voice mail message*

Hello, this is Maureen Wilce, Team Lead for CDC's APRHB Evaluation Team. I'm calling to remind you about the survey we are conducting to assess the quality and delivery of our evaluation technical assistance. Our records indicate that you have not submitted a response to part 1 of the survey. I'd like to encourage you to respond by the close of business on (Date TBD).

The information you provide will help us to determine what technical assistance materials and training materials we should prioritize and also help us to improve our provision of evaluation technical assistance.

If you have questions or concerns about the survey, please contact me at 770-488-3721. Of, you can contact your assigned Evaluation Technical Advisor, who may be reached at our main telephone number, 770-488-3700.