

Attachment A: GARD English Scripts

GARD Customer Satisfaction – Test Link

Please use the following test link to access a test version of the survey:

<https://spss-stage.icfsurveys.com/mrIWeb/mrIWeb.dll?I.Project=GARD>

The test link contains a login page that will not be present on the actual survey. Please use the following test IDs to access the survey:

Test00101 - Test00128

GARD Information Specialist Script

Script should be read towards the end of the call, after the reason for the call has been resolved

“Thank you for your call today. In an effort to improve our services, GARD is currently conducting a satisfaction survey.

Public reporting burden for this collection of information is estimated to average 10 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. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

Would you be interested in taking the survey? An interviewer would call you within the next 72 hrs. I would just need your name and phone number. Your responses would in no way be linked to your name or phone number.”

If **Yes**

- *Record name and phone number in database provided* “Thank you for your willingness to participate. An interviewer will call you within 72hrs. Have a great day.”

If **No**

- “Thank you for your consideration. The survey is also available on the website should you change your mind. Have a great day.”

To be added to end (footnote) of email response from GARD Information Specialist:

“GARD is currently conducting a Customer Satisfaction Survey, and we would love to hear from you. You will be receiving a separate email later today containing the survey link and information about the survey. We hope you will choose to participate.”

Email to be sent:

“Dear <insert contact name> (if no name available insert generic “Good Morning” or “Good Afternoon”),

“We would like to invite you to participate in the GARD Customer Satisfaction Survey.

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The survey asks questions regarding your satisfaction with the services you received from the GARD Information Center, as well as how you use the information GARD provides. Additionally, at the end of the survey there are several comment boxes. Please feel free to leave any additional feedback regarding the survey itself in these boxes. Information from this survey will be used to help improve our responses to the questions we receive.

The survey is available in English or Spanish. The survey is completely voluntary and anonymous.

Please use the following link to access the survey: <insert link>

Thank you for your participation!

Sincerely,
<insert name>”