

Attachment 7

NCVS-1: the Screener Debriefing Protocol

NCVS-1 DEBRIEFING INTERVIEW

We have some questions that we want to ask you, but before we do that, we would like you to tell us in your own words about what you just did – explain the process, what you did, how it worked, what kinds of questions you answered, etc.

REVIEW SECTIONS WHERE THERE WERE NOTICEABLE DIFFICULTIES WHILE GOING THROUGH THE INSTRUMENT.

REVIEW OTHER SECTIONS, NOT COVERED BY DIFFICULTIES, ASKING:

[PROBE AS NECESSARY TO GET THE RESPONDENT TALKING ABOUT HIS/HER EXPERIENCE OF THE IVR.]

You just said that you ~~~. Can you say more about that?

You mentioned the ~~~~ ; how did that work for you?

ONCE COMPLETING THE INSTRUMENT, ASK (IF NOT ALREADY DISCUSSED)

Can you tell us whether you thought it was interesting or not so interesting?

Was there anything that you particularly liked or disliked about the IVR?

Was there anything particular that worked well for you or did not work well for you?

If you got a call like this at home, is this something you would choose to do or choose not to do?

Do you have any other thought or comment about the IVR?