

Telephone Script to Follow-up with Respondents Requesting Alternative to Online Survey:

“Hello [INSERT RESPONDENT’S NAME], this is [INSERT NAME OF CENSUS STAFF] with the National Center for State Courts calling on behalf of the Bureau of Justice Statistics. I am calling to make sure you did receive the survey we sent you on [INSERT DATE].

[If Yes]

Did you have any questions or concerns about the survey that I may be able to answer for you?

[If No]

The current address I have for you is [INSERT CURRENT ADDRESS]. Is this the correct address to mail the survey or would you prefer that I fax or e-mail the survey to you?

If you should have any additional questions for me, please feel free to call me at [INSERT TOLL FREE PHONE NUMBER]. Thank you for your participation in this important effort!