

Attachment Q Script and Log for Reminder Phone Calls

Script and Log for Reminder Calls

Note: Phone calls will be made using contact information from list frame and outcomes logged according to format following the script.

- 1) Hello, Mr./Ms. [insert SFA director's name]. This is [Insert Name] calling on behalf of the USDA Economic Research Service. I'm calling to follow up with you about the USDA Farm to School Census. Did you receive an invitation to participate in the Census from the Child Nutrition Director in your State?
 - a. Yes, and I already answered it GO TO #6
 - b. Yes (received but haven't answered it) GO TO #4
 - c. No (haven't received it) GO TO #2

- 2) That's okay. The Farm to School Census is a questionnaire going out to every school district in the country to find out how many districts are buying locally-produced food for school meals. If you like I can send you another copy of the invitation email or help you fill out the form. Would that be helpful?
 - a. Yes, please send email GO TO #3
 - b. Yes, please help fill out. GO TO Help Line Script
 - c. No thanks GO TO #5

- 3) Okay, great. Can I just get your email address? (Confirm or address in log) Great. Well send that out today. Thank you so much! Good-bye.

- 4) That's okay. If you like I can help you fill out the form right now and get it out of the way. Would that be helpful?
 - a. Yes, please help fill out. GO TO Help Line Script
 - b. No thanks GO TO #5

- 5) Okay, when you start the questionnaire, you'll see a phone number you can call if you need any have any questions. Thank you so much! Good-bye.

- 6) Fantastic! We appreciate your time so much. Have a great day! Goodbye.

Log for Reminder Phone Calls (Excel spreadsheet)

State	District	Director's Name	Phone number	Email address	Phone call outcome	Follow up?

Log will be constructed from portion of list frame that has not responded after 4 weeks.