

Attachment D3

Veteran Agency Follow-up Phone Call Script

“Hi, this is _____ calling from the National Institute of Occupational Safety and Health.

I am calling to follow up on an email that you should have received approximately 6 weeks ago, asking for your assistance in Project ROVER’s web-based survey of veterans. Did you receive this email?”

If yes: “Okay, great. Are you interested in helping us by sending the link to the survey to veterans?”

If yes: “Thank you very much for your help. If you have any questions or concerns, please contact us at XXX-XXX-XXXX.”

If no: “Okay, I will remove your contact information from our email list and you will no longer receive any further communication regarding this survey.”

If no: “Would it be okay if I resend the email to you with the link to our survey?”

If yes: “Okay, I have your contact information as [insert contact information on file]. Is this correct? Great, I will send you the email right away. Thank you for your help. The information from this survey will be very helpful.”

If no: “Okay, I will remove your contact information from our email list and you will no longer receive any further communication regarding this survey.”

“Thank you for your time. Good-bye.”