Appendix B: Contact Protocols

Instructions for contacting institutions for 2014 Facilities Survey research space investigation:

1)   Send an e-mail to select Part 1 respondents to introduce the topic and recruit them.

Initial e-mail contact to survey coordinator (most likely the data provider):

Dear <Respondent>,

Thank you for participating in the FY 2013 Survey of Science and Engineering Research Facilities (Facilities Survey). The Facilities Survey is conducted every two years. Before each cycle, we examine the survey content for needed changes based on the evolving nature of research activities in the science and engineering fields. As such, we are contacting a select number of universities to request their feedback on the relevance of the research space questions, potential new data points, and their ability to provide data in new areas related to research space.

We will be contacting you as a Facilities Survey data user or data provider to schedule an interview. If you are not the correct person to contact about these topics, we will ask for help in identifying the correct person(s). For your reference, we have attached a blank copy of the 2013 questionnaire, along with the most recent InfoBrief and data tables. These should give you a sense of how the data are collected and published by NSF.

We would like to schedule an interview lasting 45-90 minutes to discuss issues surrounding research space and your institution. The results of this voluntary interview will be used for internal purposes only. We will use the information from this and other interviews to develop new survey questions and potentially eliminate current survey questions. You will be contacted by <INSERT NAME> from Westat, the firm contracted to collect these data on behalf of NSF, with a telephone call in a few days to ensure you received this email. You can also contact <INSERT NAME> from Westat to schedule an interview time. I am also available to address any of your questions.

Your feedback is extremely important and it will help NSF ensure the usefulness of the Facilities Survey. We look forward to hearing back from you soon.

Best regards,

Michael T. Gibbons
Project Officer
Survey of Science and Engineering Research Facilities

National Center for Science and Engineering Statistics
National Science Foundation
mgibbons@nsf.gov
(703) 292-4590

The e-mail will be modified to account for site visits vs. phone interviews. Completed questionnaires will be sent to interviewees to provide better insight into the survey and their responses. These will only be sent with the approval of the survey coordinator to ensure protection of confidential data. Otherwise, a blank 2013 questionnaire will be provided.

Initial e-mail contact to data user/analyzer:

Dear <RESPONDENT>,

<INSTITUTION NAME> is an annual participant in the National Science Foundation's Survey of Science and Engineering Research Facilities (Facilities Survey). You have been identified by <referrer name> as a user of these data or similar research space data. The Facilities Survey is conducted every two years. Before each cycle, we examine the survey content for needed changes based on the evolving nature of research activities in the science and engineering fields. As such, we are contacting a select number of universities to request their feedback on the relevance of the research space questions, potential new data points, and their ability to provide data in new areas related to research space.

We will be contacting you as a current or potential Facilities Survey data user to schedule an interview to discuss your thoughts on these topics. If you do not serve in a data user roll, we will ask for help in identifying the person who uses the data for analysis. For your reference, we have attached a blank copy of the 2013 questionnaire, along with the most recent InfoBrief and data tables. These should give you a sense of how the data are collected and published by NSF.

We would like to schedule an interview lasting 45-90 minutes to discuss issues surrounding research space and your institution. The results of this voluntary interview will be used for internal purposes only. We will use the information from this and other interviews to develop new survey questions and potentially eliminate current survey questions. You will be contacted by <INSERT NAME> from Westat, the firm contracted to collect these data on behalf of NSF, with a telephone call in a few days to ensure you received this email. You can also contact <INSERT NAME> from Westat to schedule an interview time. I am also available to address any of your questions.

Your feedback is extremely important and it will help NSF ensure the usefulness of the Facilities Survey. We look forward to hearing back from you soon.

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2)   Follow up with phone calls after 1-2 days of sending email to set up the interview call.
       - If they are not the appropriate person to answer the questions about research
       space data reporting and usage, then identify the appropriate contact person(s) and
       forward the original email with an explanation that they have been identified by "
       ------" to assist with this task.
       - If they forward the email to the appropriate contact person(s), you may have to find
       the alternate contact's phone number (via internet, calling back original respondent,
       etc.) to conduct follow up phone call.
        - Ask respondent to email or call back with 2-3 dates/times they are free to
       participate.

Follow-up phone call script:

Hello, my name is [RECRUITER NAME]. I am calling from Westat, a survey contractor for
the National Science Foundation. May I please speak to [ORIGINAL E-MAIL RECIPIENT]?
The National Science Foundation is currently planning a review of its Survey of Science
and Engineering Research Facilities. <INSTITUTION NAME> is a regular participant in this
biennial survey. NSF has partnered with Westat to conduct voluntary reviews as a way of
ensuring that the data collected on research facilities is useful to university
administrators, researchers and other policy-makers. We sent an e-mail to [ORIGINAL E-
MAIL RECIPIENT] on [DATE].

Did you receive this e-mail?

Are you the appropriate person to answer questions about research space reporting (or
usage if this is a call to the data user)? [IF YES, BUT THEY DIDN'T GET THE E-MAIL,
CONFIRM E-MAIL ADDRESS AND INDICATE THAT WE'LL SEND AN E-MAIL TO EXPLAIN THE
PROJECT. ASK RESPONDENT TO REVIEW THE DOCUMENTS AND IF THEY ARE WILLING TO
PARTICIPATE, HAVE THEM CALL BACK OR E-MAIL WITH 2-3 DATES/TIMES THEY ARE FREE
TO PARTICIAPTE.]

[IF THEY ARE NOT THE APPROPRIATE PERSON] Could you please identify the appropriate contact person? Thank you. We appreciate your help.

[IF THEY ARE THE APPROPRIATE PERSON]

Did you have time to read the e-mail?
[IF NO] We would like to set up a voluntary interview to discuss your thoughts on reporting (or using) data on research facilities. If you're willing to do that, we can give you time to review the e-mail and materials. You can then contact us with 2-3 dates and times that you are available to participate.

[IF YES] Would you be willing (meet/speak on the phone) for a voluntary 45-90 minute interview?

[IF YES, SCHEDULE INTERVIEW TIME OR ASK THEM TO CALL/E-MAIL 2-3 DATES AND TIMES WHEN THEY ARE AVAILABLE. THANK THEM FOR TAKING THE TIME TO HELP US IMPROVE OUR SURVEY.]

3)   Check to see if the requested dates/times fit the schedule. If open, send a meeting request.

4)   Once the meeting request is accepted, email the respondent the following information:
- The confirmed date/time/place of interview
- The toll-free number and passcode for them to call (if phone interview)
- The best phone number for us to reach them

Confirmation e-mail to finalize interview details

Dear <Respondent>,

This email serves as confirmation of the time (and location) for our interview to discuss the National Science Foundation's (NSF) Survey of Science and Engineering Research Facilities.

In-person:
Interview Date and Time:	<DATE>, 2014 <TIME> a.m. /p.m.
Location:	<Academic Institution, address, city, state zip>
Phone Number:	< Academic Institution telephone number>

Telephone:
Interview Date and Time:	<DATE>, 2014 <TIME> a.m. /p.m.
Toll-Free Number:	<Number and Passcode>

[If we are traveling for the interview include:] Two members of the Westat project team and a representative from NSF will be traveling to your office to conduct this interview. If you need to reschedule, please contact <recruiter's name> by telephone <insert number> or by e-mail <insert email address> as soon as possible.

[If we are conducting this interview over a conference line include:] You can call the toll-free conference line at the time listed above. You will be prompted to enter the passcode, which will connect you to our interview. Also, at the beginning of the call, we will read the statement below and ask for your verbal consent to record the interview. If for any reason you need to reschedule the interview, please contact <Recruiter's name> by telephone at <number> or by e-mail <insert email address> as soon as possible.

IMPORTANT NOTICE: This interview is voluntary, so you may end it at any time and you are not obligated to answer any questions. We will prepare a summary of all of our interviews. It would be very helpful if we could audio record the discussion to ensure we have accurate notes. The names and content of this interview, including the audio recording, will only be used for internal analysis and questionnaire development by the NSF survey staff and the NSF survey contractor.

Thank you for your time and we look forward to [meeting/speaking with] you.

<Name of interviewer>
NSF Survey of Science and Engineering Research Facilities Project Team
Westat
<Work telephone number>