

Attachment G: Follow-Up Phone Script

Hi, my name is [YOUR NAME] and I work at the Illinois State Water Survey at the University of Illinois. I am calling to discuss your private well owner outreach program. We're conducting an assessment under contract with the Centers for Disease Control and Prevention (CDC) to assess efforts like yours to determine how others have engaged well owners and what approaches are most successful at increasing well owner participation in outreach and sampling events. I'm calling today to follow up on an email we sent you on [DATE] asking you to participate in our assessment.

We're helping the CDC to better understand what makes private well owner education initiatives effective by collecting information from departments like yours. We will use this information to identify a suite of community engagement best practices that you and other environmental health staff at state, local, and tribal environmental health and agricultural departments who are government employees and who conduct outreach to private well owners can use.

The instrument asks 25 questions, both multiple choice and open-ended, and will take approximately 18 minutes to complete. Would it be all right if I emailed you the data collection instrument instructions and link?

(response)

Thank you! You should receive an email within a week that has a unique link for you to use to complete the questions online. The email will have additional instructions, but if you have any other questions, you can call me at [NUMBER] or Steve Wilson at 217-333-0956. We look forward to working with you on this important project.

Before we go, do you have any questions about our assessment or your participation?

(response)

I appreciate your time today and look forward to your help. Have a great day.