

APPENDIX III
LOCAL AGENCY FINAL REMINDER SCRIPT

**Telephone Script for Contacting
Local Agency Survey Nonresponders**

(Calls begin 2 weeks before survey end date)

Good [morning/afternoon], my name is [Name] from Altarum Institute, a partner in the national *WIC Nutrition Education Study* or *NEST*, which is being conducted by the U.S. Department of Agriculture (USDA), Food and Nutrition Service.

I am contacting you today about the Local Agency Survey we sent you via email on [MM/DD/YY]. We have not yet received your completed survey and wanted to check in with you to offer assistance and answer any questions you may have about the survey.

Are you experiencing any issues with completing the survey?
[Address any issues associated with accessing the online survey or completing the paper survey.]

Do you have questions about the *WIC Nutrition Education Study (NEST)* or the Local Agency Survey?
[Respond to any questions.]

How may I help you complete the survey?
[Address any requests for assistance.]

When can we expect to receive a completed Local Agency Survey for your agency?
[Encourage survey submission within the next 3 days; remind them of the survey end date.]

After you complete the Local Agency Survey, we will be asking for Site Surveys to be completed by [Insert name(s) of the sites selected for the local agency.] The due date for these surveys is MM/DD/YY.

I want to remind you that under the Healthy, Hunger-Free Kids Act of 2010, your local agency's participation in the survey is required.

If you have any additional questions or need assistance, please contact either me at [contact information] or the Nutrition Education Survey Help Desk at [Phone Number] or [Email Address].

Thank you for your time today and for your participation in the *WIC Nutrition Education Study (NEST)*. We look forward to receiving your survey soon.

Good-bye.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information collection is 0584-XXXX. The time required to complete this information collection is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.