

APPENDIX AAA.1: INTERIM REMINDER SCRIPT—ENGLISH



WIC Nutrition
Education
Study

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.

- AA. Hello, this is _____ calling on behalf of *NEST* or the WIC Nutrition Education Study from RTI International, a nonprofit research organization. I'd like to speak with [RESPONDENT]. Is [she] available?
IF GATEKEEPER WANTS MORE INFORMATION, PROVIDE LIMITED DETAILS AS NEEDED (E.G., RTI HAS BEEN HIRED BY USDA TO CONDUCT THIS STUDY TO EVALUATE WIC NUTRITION EDUCATION).
1. YES [**GO TO AB**]
 2. NO [**GO TO AC**]
 3. ANSWERING MACHINE [**GO TO AH**]
- AB. (Hello, this is _____ calling on behalf of *NEST* or the WIC Nutrition Education Study from RTI International, a nonprofit research organization.)
Our records show that we have not yet received your completed survey. We only have a few more days to finish conducting this survey. Your responses are very important in helping us learn how to improve WIC nutrition education. It will only take about 20 minutes, and we will mail you a \$15 gift card as a thank you. May I complete the survey with you now over the phone?
1. YES [**GO TO AD**]
 2. NO [**GO TO AE**]
 3. REFUSAL [**GO TO AF**]
- AC. [IF RESPONDENT UNAVAILABLE] When is a good time to catch [RESPONDENT]?
ATTEMPT TO DETERMINE THE BEST WAY TO REACH RESPONDENT. THANK PERSON AND TERMINATE. SCHEDULE A CALLBACK.
- AD. Great. Please be assured that all of your answers to the survey will be kept private, and we will not share your name and identifying information with anyone outside the study team. Your answers will not be shared with your WIC office. You may recall that we asked some of the same questions in the last survey you completed. Your answers to these questions are still important to us. You may skip any questions you do not want to answer. Do you have any questions before we start? [**GO TO SURVEY**]
- AE. May I schedule a better time to call you back to complete the survey? As I said, it will only take about 20 minutes, and we will mail you a \$15 gift card for completing the survey. Your responses are very important in helping us improve WIC nutrition education.
1. YES [**SCHEDULE FIRM CALLBACK**]
 2. NO [**GO TO AF**]
 3. REFUSAL [**GO TO AG**]

AF. Do you have any questions or concerns about the study that I can answer for you? Your responses are very important in helping us improve WIC nutrition education.

1. YES, will complete survey [GO TO AD]

2. NO, will not complete survey [GO TO AG]

AG. Thank you for your time. Have a nice day.

AH. Hello, this is _____ calling on behalf of the NEST Study from RTI International. This message is for XXXX. Our records show that we have not yet received your completed survey. Please return the survey within the next week. If you have any questions, please call toll-free at 1-866-xxx-xxxx.