

[SAMPLING: 9 call attempts; Voicemail on 3<sup>rd</sup> and 6<sup>th</sup> attempts]

**REQUIRED READ INS:**

**FirstName**

**LastName**

**email**

**userid**

**phone1**

**phone2**

**OrgName**

**RespondentID**

**SentDate**

**URL**

**TI\_URL\_ID**

Hello, may I speak to **[FirstName]** **[LastName]**?

INTRODUCTION SCREEN

[INTERVIEWER: ENTER "PROCEED WITH INTERVIEW" IMMEDIATELY AND BEGIN CALL AT THE NEXT SCREEN.]

INTRO1.

CONTACT ATTEMPT # **[FILL CONTACT ATTEMPT #]**

**[IF CONTACT ATTEMPT = 3 OR 6, DISPLAY:] INTERVIEWER, LEAVE VOICEMAIL IF THIS CONTACT ATTEMPT RESULTS IN NO RESPONDENT CONTACT.**

Hello, may I speak to **[FirstName]** **[LastName]**?

RESPONDENT ORGANIZATION: **[ORG]**

[INTERVIEWER: If asked who you are or why you are calling, read:

"My name is (INTERVIEWER) and I am calling on behalf of the Department of Labor's Office of Federal Contract Compliance Programs (OFCCP). We are contacting you because your organization was identified by the OFCCP as a key stakeholder organization.

- |  |                           |
|--|---------------------------|
| 1 RESP ANSWERED PHONE / RESP. BROUGHT TO PHONE | <b>[GO TO INTRO2]</b>     |
| 2 RESP NOT AVAILABLE                           | <b>[SET CALLBACK]</b>     |
| 3 RESP NOT AT THIS NUMBER                      | <b>[GO TO UPDATE1]</b>    |
| 4 RESP NO LONGER WITH ORGANIZATION             | <b>[GO TO UPDATE2]</b>    |
| 5 CONTACT DOES NOT KNOW RESP.                  | <b>[GO TO UPDATE3]</b>    |
| 6 SPOKE TO GATEKEEPER                          | <b>[GO TO GATEKP1]</b>    |
| 9 REFUSAL/ REFUSES TO TRANSFER TO RESP         | <b>[DISPO AS REFUSAL]</b> |

**[IF NEWRESP=1 AND INTRO1=1, GO TO INTRO3]**

**UPDATE1**

My name is (INTERVIEWER) and I am calling of behalf of the Department of Labor's Office of Federal Contract Compliance (OFCCP). Could you please tell me the number where I can reach him/her?

- 1 NEW PHONE NUMBER GIVEN    **[UPDATE PHONE AND SET CALLBACK AT INTRO1]**
- 2 NO PHONE NUMBER GIVEN    **[DISPO AS WRONG NUMBER]**

**UPDATE2**

My name is (INTERVIEWER) and I am calling of behalf of the Department of Labor's Office of Federal Contract Compliance (OFCCP). Your organization has been identified by the OFCCP as a key stakeholder organization. I need to speak to the person who works with the OFCCP.

Could I please have this person's name and phone number?

- 1 RESP ON THE PHONE IS PERSON TO SPEAK TO    **[GO TO INTRO4]**
- 2 NEW NAME AND PHONE NUMBER GIVEN    **[UPDATE NAME AND PHONE AND SET CALLBACK AT INTRO1]**
- 3 NO NAME AND PHONE NUMBER GIVEN    **[DISPO AS REFUSAL]**

**[IF UPDATE2=1 OR 2, SET NEWRESP TO 1]**

**UPDATE3**

My name is (INTERVIEWER) and I am calling of behalf of the Department of Labor's Office of Federal Contract Compliance (OFCCP). Your organization has been identified by the OFCCP as a key stakeholder organization. I need to speak to the person who works with the OFCCP. According to our records **[FirstName]** **[LastName]** is this person for your organization.

Do you know who this person would be? Could I please have this person's name and phone number?

- 1 RESP ON THE PHONE IS PERSON TO SPEAK TO    **[GO TO INTRO4]**
- 2 NEW NAME AND PHONE NUMBER GIVEN    **[UPDATE NAME AND PHONE AND SET CALLBACK AT INTRO1]**
- 3 NOT SAMPLED ORGANIZATIONS PHONE NUMBER    **[DISPO AS WRONG NUMBER]**
- 8 DON'T KNOW    **[DISPO AS REFUSAL]**
- 9 REFUSED    **[DISPO AS REFUSAL]**

**[IF UPDATE3=1 OR 2, SET NEWRESP TO 1]**

**UPDATE4**

I need to speak to the person who works with the OFCCP. Could I please have this person's name and phone number?

- 1 NEW NAME AND PHONE NUMBER GIVEN    **[UPDATE NAME AND PHONE AND SET CALLBACK AT INTRO1]**
- 2 NO NAME AND PHONE NUMBER GIVEN    **[DISPO AS REFUSAL]**

[IF UPDATE4=1, SET NEWRESP TO 1]

**GATEKP1**

May I ask whom I am speaking to?

ENTER NAME

**GATEKP2**

I really do need to speak to **[FirstName] [LastName]**. When is the best time to call him/her back? [IF NEEDED: Do you have access to his/her calendar? If so, can I schedule an appointment to call back?]

SET CALLBACK AND GO BACK TO INTRO1

**INTRO2.**

Hello – My name is (INTERVIEWER) and I am calling on behalf of the Department of Labor's Office of Federal Contract Compliance Programs (OFCCP). We are contacting you because the OFCCP identified your organization as a key stakeholder organization. We sent you an email on **[SentDate]** with the link to the survey. Our records indicate that you have not yet completed the survey. Do you remember receiving the email?

- |                                |                           |
|--------------------------------|---------------------------|
| 1 YES                          | <b>[GO TO YES1]</b>       |
| 2 NO                           | <b>[GO TO QNO1]</b>       |
| 3 NOT SURE/DON'T REMEMBER      | <b>[GO TO QNO1]</b>       |
| 4 ALREADY COMPLETED THE SURVEY | <b>[GO TO CLARIFY]</b>    |
| 9 REFUSED                      | <b>[DISPO AS REFUSAL]</b> |

**QUALIFIED LEVEL 1**

**CLARIFY.**

Are you sure you completed the **OFCCP Needs Assessment and Satisfaction Survey** online?

- |                               |  |
|-------------------------------|--|
| 1 YES – COMPLETED IT          | <b>[THANK AND END – S/O COMPLETED AIREADY]</b> |
| 2 DID NOT COMPLETE HPOG STUDY | <b>[GO TO QNO1]</b>                            |
| 3 NO/ NOT SURE/DON'T REMEMBER | <b>[GO TO CLARIFY1]</b>                        |
| 9 REFUSED                     | <b>[DISPO AS REFUSAL]</b>                      |

**CLARIFY1.**

We will double-check our records to make sure you completed the survey. We may end up calling you back. Thank you. **[SET CALLBACK FOR 5 DAYS]** INTRO3.

Hello – My name is (INTERVIEWER) and I am I am calling on behalf of the Department of Labor's Office of Federal Contract Compliance Programs (OFCCP). We are contacting you because the OFCCP identified your organization as a key stakeholder organization. We would like to learn about your organizational needs and assess how satisfied your organization is with the OFCCP. We sent an email to **[original name]** on **[SENTDATE]** with the link to the survey and login information. IF UPDATE2=2: Our records indicate that **[original name]** is no longer with your organization and that you should complete the survey for your organization. IF UPDATE3=2OR UPDATE4=1: Our records indicate that **[original name]** is the not the correct person for this study and that we need to speak to you.

The study is coming to a close and your participation is very important. Would you be willing to take it over the phone right now?

- 1 YES [GO TO CONSENT1]
- 2 NOT NOW/NOT TODAY [GO TO EMAIL]
- 3 ALREADY COMPLETED THE SURVEY [GO TO CLARIFY]
- 9 REFUSED [DISPO AS REFUSAL]

**QUALIFIED LEVEL 2**

**INTRO4**

Could you please provide me with your name?

- 1 NAME GIVEN [ENTER NAME AND GO TO QYES1]
- 2 NO INFORMATION GIVEN [DISPO AS REFUSAL]

**YES1**

The study is coming to a close and your participation is very important. [PROGRAMMER – do not read “As mentioned,” if coming from INTRO4.] As mentioned, Y/your organization has been indentified by OFCCP as a key stakeholder organization. We would like to learn about your organizational needs and assess how satisfied your organization is with the OFCCP. Would you be willing to take it over the phone right now?

- 1 YES [GO TO CONSENT1]
- 2 NOT NOW/NOT TODAY [GO TO EMAIL]
- 3 ALREADY COMPLETED THE SURVEY [GO TO CLARIFY]
- 4 CONTACT IS NOT THE CORRECT RESPONDENT [GO TO UPDATE4]
- 9 REFUSED [DISPO AS REFUSAL]

**QUALIFIED LEVEL 3**

**NO1**

I can tell you about the survey right now. As mentioned, your organization was identified by OFCCP as a key stakeholder organization. We would like to learn about your organizational needs and assess how satisfied your organization is with the OFCCP. The study is coming to a close and your participation is very important.

- 1 CONTINUE [GO TO CONSENT1]
- 2 NOT NOW/NOT TODAY [GO TO EMAIL]
- 3 CONTACT IS NOT THE CORRECT RESPONDENT [GO TO UPDATE4]
- 9 REFUSED [DISPO AS REFUSAL]

**EMAIL.**

Would you be able to complete the survey online within the next 3 days?

- 1 YES [GO TO EMAIL1]
- 2 NO [DISPO AS REFUSAL]
- 9 REFUSED [DISPO AS REFUSAL]

**EMAIL1.**

Great. I can e-mail you the link to complete the survey right now. Would you please provide me with your e-mail address?

CONFIRM EMAIL ADDRESS BY READING IT BACK TO THE RESPONDENT

ENTER EMAIL ADDRESS: \_\_\_\_\_@\_\_\_\_\_

**ACCESS.** Do you have access to a computer now? We'd like for you to try to access the web survey at this time, to see if you can get in.

1. Yes [GO TO WEB4]
2. No [GO TO WEB5]
8. DK [GO TO WEB5]
9. REF [GO TO WEB5]

**WEB4.** When it comes, please click on the URL to access the survey. Let me know when you get there.... Did it work?

1. WORKED [GO TO WEB6]
2. DID NOT WORK [GO TO WEB5]

**WEB5.**

Please write down the following information to access the web survey, at your convenience: When you open your web browser, type in the address [\[SURVEY URL\]](#) . The User ID you will need to enter is [DISPLAY QKEY].

**CONSENT1.** Your participation in this survey is voluntary, and very important to the success of OFCCP self-evaluation. The survey should take approximately twenty minutes to complete. All responses will be presented at a summary level only, and OFCCP will not receive any individual responses. This research OMB control number for this information collection is 1225-0088 (expires on 08/31/2017). Can we begin?

**CLOSE.**

Thank you for agreeing to take the time to complete the survey. We may callback if we have any questions about the data you enter. If you have any questions about the study or trouble accessing the survey, contact information for study staff is in the e-mail that you will receive. Have a nice day.

**[CATI AUTOMATICALLY SEND THE FOLLOWING E-MAIL WHEN EMAIL1 IS ENTERED:]**

QEND. INTERVIEWER: TO ACCESS THE WEB SURVEY FOR THIS CASE, GO TO THE FOLLOWING URL:

TI\_URL