

# **Attachments 2-5**

## **Respondent Communication Materials**

Fast Response Survey System (FRSS) 107: Programs  
and Services for High School English Learners 2015

OMB# 1850-0733 v. 31

**Attachment 2 - District Cover Letter**

**Attachment 3 - Web Information Sheet**

**Attachment 4 - Nonresponse Follow-up Letter**

**Attachment 5 - Nonresponse Follow-up Script**



U.S. DEPARTMENT OF EDUCATION  
INSTITUTE OF EDUCATION SCIENCES

NATIONAL CENTER FOR EDUCATION STATISTICS

September 2015

Dear District Superintendent:

On behalf of the National Center for Education Statistics (NCES), I request your district's participation in the national survey *Programs and Services for High School English Learners*. The purpose of the survey is to provide the U.S. Department of Education with nationally representative data about programs and services for English learners at the high school level in U.S. public school districts. Westat, a research firm in Rockville, Maryland, is administering the study on behalf of NCES using the Fast Response Survey System (FRSS). The survey is designed to be completed in about 30 minutes by the person(s) in your district most knowledgeable about English learner programs for students at the high school level.

- ✍ **Why is NCES conducting the survey?** This study is designed to provide the first nationally representative information about programs and services that public school districts have for English learners at the high school level. Such national data will provide policymakers with accurate and current information about this increasing population of students in U.S. public schools. NCES is authorized to conduct this survey by the Education Sciences Reform Act of 2002 (ESRA; 20 U.S.C. § 9543).
- ✍ **Why is participation by your district important?** Your district's participation, while voluntary, is vital to the development of national estimates. Because your district is one of a small sample of districts selected for the study, your cooperation is critical to make the results of this survey comprehensive, accurate, and timely.
- ✍ **How does NCES protect the confidentiality of the information that you provide?** The information collected through the survey may be used only for statistical purposes and may not be disclosed, or used, in identifiable form for any other purpose except as required by law (ESRA, 20 U.S.C. § 9573). The federal Office of Management and Budget has approved the survey (OMB No. 1850-0733).
- ✍ **What do you get from the study?** Once the study is completed, NCES will present the findings in a report that will be released on the NCES website. Your district will be notified when it is released.

The person(s) most knowledgeable about programs and services for high school English learners in your district may complete the survey using either the enclosed questionnaire or an online version. The online version of the survey is available at **www.XXXXX.org**. The username and password appear on the enclosed Web Survey Information Sheet. If your district completes the paper version of the questionnaire, please return it to Westat in the enclosed postage-paid envelope. **Please complete the survey only once, using either the paper or the online version.**

We ask that the survey be completed **within 3 weeks**, and that you keep a copy of the completed survey for your files. If you have any questions about this survey, please contact Laurie Lewis, the Westat survey manager, at 800-937-8281, ext. 8284 (toll-free) or by e-mail at XXXX@westat.com. You may also call Chris Chapman, the NCES Project Officer, at 202-502-7414. Thank you for your assistance.

Sincerely,

Peggy Carr  
Acting Commissioner

Enclosures

WASHINGTON, D.C. 20006



U.S. Department of Education • Institute of Education Sciences • National Center for Education Statistics

# Programs and Services for High School English Learners

## Web Survey Information Sheet for:

[District Name],

[State]

**Survey Website:** [www.XXXXX.org](http://www.XXXXX.org)

**Username:**

**Password:**

**Questions?** If you have questions about the completion of this survey, please contact Laurie Lewis at 1-800-937-8281, Ext.8284, or by email at [XXXXX@westat.com](mailto:XXXXX@westat.com).



U.S. DEPARTMENT OF EDUCATION  
INSTITUTE OF EDUCATION SCIENCES

NATIONAL CENTER FOR EDUCATION STATISTICS

[Date]

Dear District Superintendent:

Recently, you were asked to have your district complete a survey on programs and services for high school English learners for the National Center for Education Statistics (NCES), U.S. Department of Education. This study, approved by the federal Office of Management and Budget (OMB No. 1850-0733), will provide national data that can only be obtained from public school districts. If your district has already completed the questionnaire, I wish to thank you for your participation. It is only through the help of district personnel such as you that NCES is able to provide policymakers with valuable national data on English learners at the high school level.

If your district has not yet completed the three-page survey, I ask that you do so as soon as possible because the data are urgently needed to report a current picture of high school-level English learners in public schools. The questionnaire is designed to be completed in about 30 minutes by the person(s) in your district most knowledgeable about programs and services for English learners at the high school level.

Your district's participation, while voluntary, is vital to the development of national estimates. Your input is needed because your district is one of a small sample selected for the study. It is only through the participation of the selected districts that we can fully represent information about high school-level English learners across all types of public school districts. Your district's answers may be used only for statistical purposes and may not be disclosed, or used, in identifiable form for any other purpose except as required by law (Education Sciences Reform Act of 2002, 20 U.S.C. § 9573).

The online version of the survey is available at [www.XXXXX.org](http://www.XXXXX.org), the survey website. Your username and password appear on the enclosed Web Survey Information Sheet. If you prefer to complete a paper questionnaire, you may obtain a printable version from the survey website and fax it to 1-800-254-0984 when completed.

Westat, an independent research firm, is administering the survey on behalf of NCES. If you have any questions, please contact Laurie Lewis, the Westat survey manager, at 1-800-937-8281, ext. 8284 (toll-free) or by email at [XXXXX@westat.com](mailto:XXXXX@westat.com). You may also call me at 202-502-7414. Thank you for your assistance.

Sincerely,

Chris Chapman  
Project Officer

Enclosures

WASHINGTON, D.C. 20006

**RESPONDENT INFORMATION SHEET (RIS)**  
FRSS 107 – PROGRAMS AND SERVICES FOR HIGH SCHOOL ENGLISH LEARNERS 2015

[LABEL WITH DISTRICT CONTACT INFORMATION]

**I. DISTRICT CONTACT**

Hello, my name is [GIVE NAME]. I'm calling from Westat on behalf of the U.S. Department of Education. Have I reached [GIVE NAME OF DISTRICT]?

We are calling to follow up on a packet that we recently sent to your district superintendent. May I please have your superintendent's name? **(RECORD NAME IN SPACE BELOW)** Also, is there a direct line at which we could reach him/her? **(IF YES, RECORD NUMBER IN SPACE BELOW.)**

SUPERINTENDENT'S NAME: \_\_\_\_\_

SUPERINTENDENT'S NUMBER: \_\_\_\_\_

Is he/she available?

YES (GO TO B ON PAGE 2)

NO (GO TO A ON PAGE 2)

**A. SUPERINTENDENT NOT AVAILABLE**

The packet we mailed to your superintendent contained a (INSERT)-colored questionnaire from the U.S. Department of Education on programs and services for high school English learners. It is designed to be completed by the person(s) in the district most knowledgeable about programs and services for English learners at the high school level. Do you know to whom the superintendent would have given it?

- YES  
May I have the name, title, and contact information for that person? (**GO TO DESIGNATED RESPONDENT CONTACT INFORMATION ON PAGE 5 AND RECORD INFORMATION, INCLUDING BEST AVAILABLE TIMES.**)
- NO (**CONTINUE BELOW**)

Would you please leave a message for the superintendent mentioning that I called about the survey on programs and services for high school English learners? When is a good time to call back?

Callback Date/Time: \_\_\_\_\_  
Thank you for your time, I will call back.

**B. SUPERINTENDENT CONTACT**

Hello, my name is (YOUR NAME) and I am calling from Westat on behalf of the U.S. Department of Education regarding a packet that we recently mailed to your attention. The packet contained a (INSERT)-colored questionnaire on programs and services for high school English learners. The packet also included a cover letter from the U.S. Department of Education explaining the purpose of the study, and requested that the questionnaire be completed by the person(s) in the district most knowledgeable about programs and services for English learners at the high school level. Did you receive the questionnaire?

- Yes, questionnaire received (**CONTINUE WITH C BELOW**)
- No, questionnaire not received (**GO TO E ON PAGE 4**)

**C. QUESTIONNAIRE RECEIVED**

Will you complete the survey yourself or have you given it to someone else?

- Yes, superintendent responsible (**GO TO 1 BELOW**)
- No, someone else responsible (**GO TO 2 ON PAGE 3**)

1. Have you had a chance to complete the questionnaire? (**CHECK ON**)

- Questionnaire completed and returned to Westat  
DATE RETURNED: \_\_\_\_\_  
MODE (Mail/web/fax): \_\_\_\_\_  
Thank you very much for participating in the survey. We will look for your questionnaire. If we do not receive it soon, we will call back to let you know.
- Still working on questionnaire  
We would like to have all questionnaires completed as soon as possible. Can you give us an idea of when we can expect your completed questionnaire?  
EXPECTED DATE OF COMPLETION: \_\_\_\_\_

(CONTINUE ON PAGE 3)

Please remember that you have the option of completing the questionnaire online at [www.XXXXX.org](http://www.XXXXX.org), or you can complete the paper copy and return it by mail or fax, using our toll free fax number, 1-800-254-0984. **Please keep a copy for your records.** We will look for your questionnaire; if we do not receive it, we will call back to let you know. What is the best time to reach you?

RECORD TIME: \_\_\_\_\_

Thank you for your time.

{**INTERVIEWER:** IF THE RESPONDENT PREFERS TO COMPLETE THE SURVEY ONLINE, PLEASE PROVIDE THE DISTRICT'S USER ID AND PASSWORD AND THE WEB ADDRESS; IF HE/SHE HAS THE QUESTIONNAIRE IN FRONT OF HIM/HER, REFER THE RESPONDENT TO THE INFORMATION ON THE SMALL LABEL AFFIXED TO THE COVER PAGE.}

2. May I please have the name of the respondent, his/her title, and the best times to reach that person?

YES (**GO TO DESIGNATED RESPONDENT CONTACT INFORMATION ON PAGE 5**)

NO (**CONTINUE WITH D BELOW**)

**D. REFUSED DIRECT CONTACT WITH RESPONDENT**

Do you know the status of the questionnaire? (**CHECK ONE**)

Questionnaire completed and returned to Westat  
DATE RETURNED: \_\_\_\_\_  
MODE (Mail/web/fax): \_\_\_\_\_

Thank you very much for participating in the study. We will look for your questionnaire. If we do not receive it soon, we will call back to let you know. Thank you for your time.

Respondent still working on the questionnaire  
We are trying to have all questionnaires completed as quickly as possible. Can you give us an idea of when we can expect your questionnaire?  
EXPECTED DATE OF COMPLETION: \_\_\_\_\_

{**INTERVIEWER:** Please remind the respondent that he/she has the option of completing the questionnaire online at [www.XXXXX.org](http://www.XXXXX.org) or he/she can complete the paper copy and return it by mail or by fax, using our toll free fax number 1-800-254-0984. **Also, remind him/her to keep a copy of the completed questionnaire for their records.**}

We will look for your questionnaire; if we do not receive it, I will call back to let you know. What is the best time to reach you?

BEST TIME: \_\_\_\_\_

Thank you for your time.

Status unknown  
Will you please check on the status of the questionnaire? I will call you back to check on the status. When would be a convenient time for me to call back?

CALLBACK TIME: \_\_\_\_\_



**E. SURVEY NOT RECEIVED**

The survey is being conducted on behalf of the U.S. Department of Education to collect nationally representative information about programs and services for high school English learners. It is designed to be completed by the person(s) in the district most knowledgeable about programs and services for English learners at the high school level.

You have the option of completing the questionnaire online, or we can send another copy of the questionnaire to your district. Would it be possible to send the survey directly to the person who is most knowledgeable about programs and services for high school English learners? **(CHECK ONE BOX BELOW AND FOLLOW INSTRUCTIONS.)**

- NO. Send to superintendent **(CONTINUE BELOW; VERIFY/RECORD NAME, TITLE, AND ADDRESS ON LABEL. REQUEST FAX NUMBER OR EMAIL ADDRESS IF NEEDED. COMPLETE A REMAIL, FAX, OR EMAIL REQUEST FORM.)**
  
- YES. Send to designated respondent **(RECORD NAME, TITLE, ADDRESS, PHONE AND FAX NUMBERS, AND EMAIL ADDRESS IN PART II PAGE 5, DESIGNATED RESPONDENT CONTACT INFORMATION. COMPLETE A REMAIL, FAX OR EMAIL REQUEST FORM FOR DESIGNATED RESPONDENT.)**

I will mail/fax/email the questionnaire out today. We are trying to obtain all completed questionnaires as soon as possible because the data are urgently needed. **(CONTINUE BELOW. BASED ON PREFERENCE, ADJUST THE SENTENCE.)**

May I please confirm your mailing address/get your fax number/get your email address? **(VERIFY OR UPDATE ADDRESS AND OBTAIN FAX NUMBER AND/OR EMAIL ADDRESS.)**

The questionnaire can also be completed and returned online at [www.XXXXX.org](http://www.XXXXX.org). If you prefer, you may complete the paper copy and return it by mail or by fax, using our toll free fax number, 1-800-254-0984. When can we expect your completed questionnaire?

EXPECTED COMPLETION DATE: \_\_\_\_\_

Thank you for your time. We will look for your questionnaire. **Please remember to keep a copy of the completed survey for your records.**

<p><b>INTERVIEWER: IF THE RESPONDENT PREFERS TO COMPLETE THE QUESTIONNAIRE ONLINE, PLEASE PROVIDE THE SCHOOL'S USER ID, PASSWORD, AND WEB ADDRESS:</b> <a href="http://www.XXXXX.org">www.XXXXX.org</a>.</p>
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**II. DESIGNATED RESPONDENT CONTACT INFORMATION**

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

Phone #: _____
FAX #: _____
Address: _____
_____
_____

<b>Time</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>
Available time					
Other time					

Comments

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**III. RESPONDENT CONTACT**

Hello, my name is (YOUR NAME). I'm calling from Westat on behalf of the U.S. Department of Education. Your superintendent (GIVE NAME) referred me to you regarding the (INSERT)-colored questionnaire from the U.S. Department of Education on programs and services for high school English learners. Did you receive the questionnaire?

- YES (CONTINUE WITH A BELOW)
- NO (GO TO B ON PAGE 7)

**A. RESPONDENT RECEIVED SURVEY**

Have you had a chance to complete the questionnaire?

- Questionnaire completed and returned to Westat  
DATE RETURNED: \_\_\_\_\_  
MODE (Mail/web/fax): \_\_\_\_\_

Thank you very much for participating in the survey. We will look for your questionnaire. If we do not receive it soon, we will call back to let you know. What is the best time to reach you?

BEST TIME: \_\_\_\_\_  
Thank you for your time.

- Still working on questionnaire  
We would like to have all questionnaires completed and returned as soon as possible. Can you give us an idea of when we can expect your questionnaire?  
EXPECTED DATE OF COMPLETION: \_\_\_\_\_

Please remember that you have the option of completing the survey online at [www.XXXXX.org](http://www.XXXXX.org), or you can complete the paper copy and return it by mail or by fax, using our toll-free fax number, 1-800-254-0984. **Please keep a copy of the completed survey for your records.** We will look for your questionnaire; if we do not receive it, we will call back to let you know. What is the best time to reach you?

BEST TIME: \_\_\_\_\_  
Thank you for your time.

**INTERVIEWER: IF THE RESPONDENT PREFERS TO COMPLETE THE QUESTIONNAIRE ONLINE, PLEASE PROVIDE THE SCHOOL'S USER ID AND PASSWORD AND WEB ADDRESS: [www.XXXXX.org](http://www.XXXXX.org). IF HE/SHE HAS THE QUESTIONNAIRE IN FRONT OF THEM, REFER HIM/HER TO THIS INFORMATION ON THE SMALL LABEL AFFIXED TO THE COVER PAGE.**

**B. SURVEY NOT RECEIVED**

The survey is being conducted on behalf of the U.S. Department of Education to collect nationally representative information about programs and services for high school English learners. It is designed to be completed by the person(s) in the district most knowledgeable about programs and services for English learners at the high school level.

You have the option of completing the questionnaire online or we can send another copy of the questionnaire to you **(CONTINUE BELOW. BASED ON PREFERENCE, ADJUST THE SENTENCE.)**

May I please confirm your mailing address/get your fax number/get your email address?

The survey can also be completed and returned online at [www.XXXXX.org](http://www.XXXXX.org). If you prefer, you may complete the paper copy and return it by mail or by fax, using our toll free fax number, 1-800-254-0984. When can we expect your completed questionnaire?

EXPECTED COMPLETION DATE: \_\_\_\_\_

Thank you for your time. We will look for your questionnaire. **Please remember to keep a copy of the completed survey for your records.**

**INTERVIEWER: IF THE RESPONDENT PREFERS TO COMPLETE THE SURVEY ONLINE, PLEASE PROVIDE THE SCHOOL'S USER ID, PASSWORD, AND WEB ADDRESS: [www.XXXXX.org](http://www.XXXXX.org)**