

Attachment I— Web-based Assessment Reminder Phone Script

Instructions: Call each non-respondent using the number provided on the current list of non-respondents, and use the following scripts and instructions [**bold, in square brackets**] to provide them with a verbal reminder to complete the survey. Different scripts are provided for: **(1)** speaking directly to non-respondent; **(2)** leaving a written message with someone other than the non-respondent; and **(3)** leaving a voice-mail recording (if available).

1. If the call is received directly and in-person by the non-respondent:

Hello, may I please speak to <Non-respondent>?

Hello. My name is <caller's name>, and I'm calling from Battelle Memorial Institute on behalf of CDC about the cancer survivorship needs assessment for NCCCP Grantees.

You should have received an initial email inviting you to participate on <date>, along with a follow up email several days ago. These emails had a clickable link to take you to the web-based assessment. I'm calling to remind you that your input is very important to CDC, and the assessment is still available for you to complete. We'd like to encourage you to complete the assessment before <date>. It should take approximately 30 minutes to complete.

For your convenience, we would be happy to send you another email with the link to the assessment so you can complete it more easily

[If non-respondent wishes to receive another email:]

I have your email recorded as <email>. Would you like us to send it to this email address?

[If non respondent says no, ask:]

What email address would you like us to send the message to?

[Record alternate email here: _____.]

Read email address back to non-respondent to confirm that it is correct.]

Do you have any questions or concerns that I can address now?

Please let me know if there is any other way I can help you. My number is < phone> and email is <email>. Thank you again for your work in support of CDC's work in Cancer Survivorship.

Goodbye.

2. If the call is received by someone other than the non-respondent.

Hello, may I please speak to <Non-respondent>?

[If not available, ask if you can leave a message. If a written message is possible, use the script below to do so.]

My name is <caller's name>, and I'm calling from Battelle Memorial Institute on behalf of CDC about the cancer survivorship needs assessment for NCCCP Grantees that we recently sent via email.

[Regardless of whether you are able to leave a message, ask for a good time to call back.]

What is a good time to call <Non-respondent> back?

Ok. Thank you for your time.

Goodbye.

3. If the call is directed to non-respondent's voice-mail, please use the script below to leave message.

Hello. My name is <caller's name>, and I'm calling from Battelle Memorial Institute on behalf of CDC about the cancer survivorship needs assessment for NCCCP Grantees.

You should have received an initial email inviting you to participate on <date>, along with a follow up email several days ago. These emails had a clickable link to take you to the web-based assessment. I'm calling to remind you that your input is very important to CDC, and the assessment is still available for you to complete online. We'd like to encourage you to complete the assessment before <date>. It should only take approximately 30 minutes to complete.

For your convenience, we would be happy to send you another email with the link to the assessment so you can complete more easily.

Please let me know if there is any other way I can help you. My number is < phone> and email is <email>. Thank you again for your work in support of CDC's work Cancer Survivorship.

Goodbye.