

OWH Call Center Evaluation Call Scheduling Script

Hello, my name is _____ and I am calling to schedule an interview with you about the OWH Call Center. Are you still interested in participating in the interview?

If no, thank them for their time.

If yes, "Great. We can schedule a time for me to call back or we can conduct the interview now. It will take approximately 30 minutes.

If at a later date/time, confirm that day/time and that we will call this person. If now, proceed to next page.

If at a later date/time ask for their full name and confirm the phone number they would like to receive a call at.

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 control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average 2 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

