

**Supporting Statement for Collecting Data on Women’s Business
Center Program Participants
(OMB Control Number: XXX)**

Appendix VIII. Follow-up Script from Selected Centers

Phone call

Hello [insert client name]:

This is [insert caller name] from [insert WBC name]. Is this a good time to talk? I’m calling in reference to the earlier e-mail we sent. As the e-mail explained, you have been randomly selected to complete a brief online survey regarding the business assistance you received from [insert WBC name] during 2012. Did you receive the e-mail with the survey link from Optimal Solutions Group? [Can I confirm that we have the correct e-mail address? We will ask Optimal to resend the link.]

We would appreciate you taking some time to answer a brief survey that will help us determine the quality and impact of the assistance you received. The survey will take about 6 minutes to complete. All responses to these questions are voluntary. The data will be held in strict confidence and reported only in the aggregate without identifying any individual respondent. The survey will remain open until [DATE].

Thank you for your time. Good bye. [For questions, please call Optimal Solutions Group at 301-306-1170].

E-mail

Dear [insert client name]:

I’m writing in reference to the earlier e-mail sent by [insert WBC name]. As the e-mail explained, you have been randomly selected to complete a brief online survey regarding the business assistance you received from [insert WBC name] during 2012. We would appreciate you taking some time to answer a brief survey that will help us determine the quality and impact of the assistance you received. The survey will take 5 to 10 minutes. All responses to these questions are voluntary. The data will be held in strict confidence and reported only in the aggregate without identifying any individual respondent.

The survey will remain open until [DATE].

If you have not received an e-mail with the survey link, please contact Optimal Solutions Group (legacies@optimalsolutionsgroup.com or 301-306-1170), and the study director will confirm your e-mail address and resend the survey link.

Thank you for your time.