

APPENDIX G
REMINDER EMAIL AND CALL SCRIPTS

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DDI Principal Reminder Call Script

1. Hello, may I please speak to [*Principal Name*]?
2. *If Principal answers:*
 - a. My name is ____ and I am calling from Mathematica Policy Research regarding your participation in the Data Driven Instruction study, an evaluation sponsored by the U.S. Department of Education. I wanted to confirm that you received the survey package we recently mailed to you. I wanted to remind you to complete the questionnaire and send it back to us in the pre-paid envelope.
 - b. *Take down new mailing address or contact info, if applicable*
 - c. *Ask if they have any questions about the survey or their participation. Potential responses to questions:*
 - The survey collects information about the school's use of Data Driven Instruction.
 - The estimated time to complete the survey is 30 minutes. As a thank you for your time and effort, we will send you a check for \$20.
 - If s/he prefers, the survey can be conducted over the phone.
 - d. *Thank them for their participation*
3. *If Principal is not available at the moment:*
 - a. My name is ____ and I am calling from Mathematica Policy Research regarding [*Principal name*]'s participation in the Data Driven Instruction survey, an evaluation sponsored by the U.S. Department of Education. I wanted to find out if [*Principal*] received the survey that we recently sent to him/her.
 - Is there a more convenient time to contact [*Principal*]?
 - Would you connect me to [*Principal*]'s voicemail?
 - Would you please let [*Principal*] know that I called, and ask him/her to call me back at his/her earliest convenience? My phone number is XXX-XXX-XXXX.

DDI Teacher Reminder Call Script

1. Hello, may I please speak to [*Teacher Name*]?
2. *If Teacher answers:*
 - a. My name is ____ and I am calling from Mathematica Policy Research regarding your participation in the Data Driven Instruction study, an evaluation sponsored by the U.S. Department of Education. I wanted to confirm that you received the survey package we recently emailed to you.
 - b. *Take down new email address or contact info, if applicable*
 - c. *Ask if they have any questions about the survey or their participation*

Potential responses:

The survey collects information about the use of Data Driven Instruction.

The estimated time to complete the survey is 30 minutes. As a thank you for your time and effort, we will send you a check for \$20.

If s/he prefers, the survey can be conducted over the phone, or we can mail a paper copy.

- d. *Thank them for their participation*
3. *If Teacher is not available at the moment:*
 - a. My name is ____ and I am calling from Mathematica Policy Research regarding [*Teacher name*]'s participation in the Data Driven Instruction study, an evaluation sponsored by the U.S. Department of Education. I wanted to find out if [*Teacher*] received the survey that we recently sent to him/her.
 - Is there a more convenient time to contact [*Teacher*]?
 - Would you connect me to [*Teacher*]'s voicemail?
 - Would you please let [*Teacher*] know that I called, and ask him/her to call me back at his/her earliest convenience? My phone number is XXX-XXX-XXXX.

DDI Teacher Log Reminder Call Script

1. Hello, may I please speak to [*Teacher Name*]?
2. *If Teacher answers:*
 - a. My name is ____ and I am calling from Mathematica Policy Research regarding your participation in the Data Driven Instruction study, an evaluation sponsored by the U.S. Department of Education. I wanted to confirm that you received the logs that we recently emailed to you.
 - b. *Take down new email address or contact info, if applicable*
 - c. *Ask if they have any questions about the logs or their participation*

Potential responses:

The logs collect information about your daily instructional practices.

The estimated time to complete the log is 15 minutes per log. As a thank you for your time and effort, we will send you a check for \$15 for each completed log.

- d. *Thank them for their participation*
3. *If Teacher is not available at the moment:*
 - a. My name is ____ and I am calling from Mathematica Policy Research regarding [*Teacher name*]'s participation in the Data Driven Instruction study, an evaluation sponsored by the U.S. Department of Education. I wanted to find out if [*Teacher*] received the logs that we recently sent to him/her.
 - Is there a more convenient time to contact [*Teacher*]?
 - Would you connect me to [*Teacher*]'s voicemail?
 - Would you please let [*Teacher*] know that I called, and ask him/her to call me back at his/her earliest convenience? My phone number is XXX-XXX-XXXX.

DDI Principal Reminder Email

Dear **Principal Name**:

Approximately XX week ago, you should have received a packet from Mathematica Policy Research. The packet included a survey about the use of Data Driven Instruction. This survey is part of an important study that is being conducting on behalf of the U.S. Department of Education. I am writing to encourage you to complete the survey and return it to us at your earliest convenience.

If you did not receive the packet, need another copy of the questionnaire, or would prefer to complete the survey over the phone, please call us at XXX.XXX.XXXX, or by email at XXXXX@mathematica-mpr.com. As a reminder, the survey takes approximately 30 minutes to complete and we will send you a check for \$20 in appreciation of your time and effort.

If you would like to update your email address or if you have any questions, please contact the number above. You can always contact the Mathematica survey director, sheaviside@mathematica-mpr.com or the study project director, Phil Gleason at pgleason@mathematica-mpr.com. We greatly appreciate your assistance with this important study.

Sincerely,

Erica Johnson

Federal Project Officer

DDI Teacher Reminder Email

Dear Teacher **Name**:

Approximately XX week ago, you should have received an email from Mathematica Policy Research. The email included a link to a survey about the use of Data Driven Instruction. This survey is part of an important study that is being conducting on behalf of the U.S. Department of Education. I am writing to encourage you to complete the survey at your earliest convenience.

If you did not receive the email or need another copy of the link and log-in information, please call XXX.XXX.XXXX, or email XXXXX@mathematica-mpr.com. You can also call us if you would prefer to receive a paper version of the questionnaire or if you would like to complete it over the phone. As a reminder, the survey takes approximately 30 minutes to complete and you will receive a check for \$20 in appreciation of your time and effort.

If you would like to update your email address or if you have any questions, please contact the number above. You can always contact the Mathematica survey director, sheaviside@mathematica-mpr.com or the study project director, Phil Gleason at pgleason@mathematica-mpr.com. We greatly appreciate your assistance with this important study.

Sincerely,

Erica Johnson

Federal Project Officer

DDI Teacher Log Reminder Email

Dear Teacher Name:

Approximately XX week ago, you should have received an email from Mathematica Policy Research. The email included a link to logs about your daily instruction. These logs are a part of an important study that is being conducting on behalf of the U.S. Department of Education. I am writing to encourage you to complete the logs at your earliest convenience.

If you did not receive the email or need another copy of the link and log-in information, please call XXX-XXX-XXXX, or email XXXXX@mathematica-mpr.com. As a reminder, the logs takes approximately 15 minutes each day to complete and we will send you a check for \$15 for each log completed in appreciation of your time and effort.

If you would like to update your email address or if you have any questions, please contact the number above. You can always contact the Mathematica survey director, sheaviside@mathematica-mpr.com or the study project director, Phil Gleason at pgleason@mathematica-mpr.com. We greatly appreciate your assistance with this important study.

Sincerely,

Erica Johnson

Federal Project Officer