

Script for informed consent to participate in JAN customer satisfaction survey

As a part of our on-going efforts to improve our services, JAN is conducting a follow-up survey to people who have used our services. The follow-up survey is being conducted by West Virginia University and should take about 15 minutes. If you agree to participate in the follow-up survey you would receive an email from our contacts at WVU. They would be provided limited information about you, including your name, email and that you called about (filled in by JAN staff)_____. The survey will ask you for additional information about our conversation and how you used this information. The purpose of this follow-up is to evaluate JAN's services and to identify ways that it could improve services to its clients. The information you provide to us and that we acquire from the record of your call to JAN will be kept private to the extent permitted by law. Any reports or articles about these follow-ups will describe the results in a summarized manner so that you cannot be identified.

Would you agree to participate in a follow-up survey?

(If yes) - I will add you to our list. If you are contacted it will be within the next 60 days. Your participation in the follow-up call is voluntary. Your decision whether or not to participate will not affect the services you may receive from JAN.

(If no) - Thank you for contacting us today and please contact us again if we can be of further assistance.