

ATTACHMENT 18:

TELEPHONE PROMPTING SCRIPT FOR SURVEY

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[Telephone Script]

Hello [Name]:

My name is _____ and I am calling from NORC at the University of Chicago on behalf of the Office on Women's Health. Can I please speak to the person who participated in the Women's Health Leadership Institute?

Read if necessary: The Women's Health Leadership Institute is a training workshop program for Community Health Workers that was conducted between 2011 and 2014.

Once respondent is confirmed: Since you participated in the Women's Health Leadership Institute, the Office on Women's Health provided us with your contact information in order to speak with you about your experiences.

We recently sent you a [letter/email] about this evaluation, and we hope you will complete a survey about your experience. As a reminder, your participation is critical to the success of this evaluation, and will provide the Office on Women's Health with important information about the long-term effectiveness of the Women's Health Leadership Institute program. The survey would take about 25 minutes and can be completed online or over the phone. You will be given a \$10 Amazon gift card as a thank you for your time.

Would you prefer to complete the survey online or over the phone?

<ONLINE>

I will send you a link to the survey. *[Confirm respondent's email address and send email invitation.]*

<PHONE>

Are you available to complete the survey with me now?

<PHONE-YES>

[Go through verbal informed consent, then survey protocol.]

<PHONE-NO>

I would be happy to work with you to find a more convenient time to call you back.

<NEITHER OPTION>

[Thank respondent for their time and ask if they have any questions. Notify them of toll free number and email address in case they have questions or want more information in the future.]