

ATTACHMENT 19:

VOICEMAIL AND CALLBACK SCRIPT FOR SURVEY

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[Voicemail Script]

Hello [Name]:

This message is for [Name]. It is [date] at [time]. My name is _____ and I am calling from NORC, a not-for-profit research organization that has been contracted by the Office on Women's Health to help with their evaluation of the Women's Health Leadership Institute, a training workshop program for Community Health Workers. We recently sent you a [letter/email] describing the research study, and I was calling to see if you would participate in a survey that will take about 25 minutes to complete. Please contact us at 1-800-604-2698 if you are interested. We hope to hear from you soon.

[If participant calls back]

Thank you for calling us back. We would like to see if you would be interested in participating in an evaluation of the Women's Health Leadership Institute, a training workshop program for Community Health Workers, being conducted by NORC, a not-for-profit research organization that has been contracted by the Office on Women's Health. It will involve a survey that 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.]