

APPENDIX E7:

**SECOND LETTER FROM STUDY COORDINATOR
TO SURVEY NON-RESPONDENTS**

The OMB Control Number for this information collection is <insert number> and the expiration date is <insert date>.

According to the Paperwork Reduction Act of 1995, persons are not required to respond to this collection of information unless it displays a currently valid OMB control number and expiration date. Responding to this survey is voluntary. Public reporting burden for this collection of information is estimated to average 70 minutes per response, including time for reviewing instructions and gathering materials that may be needed to support survey responses. Send comments regarding this burden estimate or any other aspect of this collection of information to Rosemarie Downer at rosemarie.downer@fns.usda.gov.



Date: [Date]

From: [Study Coordinator]
[WRMA or IMPAQ International]

Subject: Participating in the *Identifying Program Components and Practices that Influence SNAP Application Processing Timeliness Rates Study (SNAP Timeliness Study)*

To: SNAP Staff

Since we have not received your completed survey, I am following up to see if you have any questions pertaining to completing the *SNAP Timeliness Study* online survey. We also offer the option to complete the survey via telephone interview, if that is a more convenient for you. Please do not hesitate to contact me with any questions or issues in completing the survey. For your reference, below is the information for accessing the online survey.

Online Survey Instructions: Please click on the survey link below which will take you to the survey. Complete the username and password and click on “next” to proceed to the survey.

Survey link:	[https://www.snapsurveys.com/XXXXXXXXXXXXX]
Agency user name:	[StateNameSurveyNo]
Password:	[password]

Some tips regarding the online survey:

- The system automatically saves your responses as you use the “Next” button to move from page to page. If you hit “Save” at the bottom of the page, the system will save your information and log you off. If you close the survey window without hitting “Save,” your information will be lost. If you hit “Reset,” all information on that page will be deleted.
- You can “Print” a copy of your online survey *before* you “Submit” to store a copy for your agency.
- If you would like to provide more information than the online form allows, feel free to email me supplemental documents.

Please submit your survey by [XX/XX/XX]. Again, if you have any questions, please don't hesitate to contact me.

Thank you for your time.

Sincerely,

[Study Coordinator]

[Study Coordinator contact information]