

Appendix B2.
Pre-Interview Call
Phone Script

XX/XX/XXXX

Phone Script

I. INITIAL CONTACT

INTRODUCTION-1

Hello, my name is [NAME]. I'm calling from 2M Research Services on behalf of the U.S. Department of Agriculture Food and Nutrition Service. May I speak with [NAME]?

[IF SPEAKING TO THE RESPONDENT, GO TO “B. SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE”]

[IF SPEAKING TO A SECRETARY/RECEPTIONIST, SAY:] Is there a direct line to reach him/her?

[IF YES, RECORD NUMBER IN SPACE BELOW. ENTER THIS NUMBER IN THE MESSAGE FIELD AT THE END OF THE CALL.]

RESPONDENT’S DIRECT PHONE NUMBER:

Is he/she available?

YES **[GO TO “B. SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE”]**

NO **[GO TO “A. SCRIPT FOR WHEN RESPONDENT NOT AVAILABLE”]**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information collection is XXXX-XXXX. It will take you, on average, 4 minutes to listen to this phone script.

A. SCRIPT FOR WHEN RESPONDENT NOT AVAILABLE

Would you please leave a message for [RECOMMENDED NAME] mentioning that I called?
Is there a good time to call back?

CALLBACK DATE/TIME:

XX/XX/XXXX

B. SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE:

INTRODUCTION-2 [IF TRANSFERRED]

Hello, my name is [NAME] and I'm calling from 2M Research Services. [GO TO "INTRODUCTION-3"]

INTRODUCTION-3 [IF SPEAKING TO RESPONDENT ON INITIAL CONTACT]

I am calling regarding the study called "FDPIR Paraprofessional Nutrition Training Assessment for Indian Tribal Organizations." We are conducting this study for the U.S. Department of Agriculture Food and Nutrition Service.

I would like to invite you to participate in an in-depth telephone interview with our research team between XX/XX/XXXX and XX/XX/XXXX. This interview would last approximately 1 hour. We would like to hear your perspective on current nutrition education occurring at ITOs, your interest in a paraprofessional training program, and ways that the training can be most effective.

Is there a time that we can schedule that interview?

[IF NO:] Are there questions or concerns that I can address? What is the main reason you are unable to participate? [PROBE FOR: REASONS WHY] I'm sorry to hear that. Is there something we can do to make it more convenient for you?

[IF YES:] Great, thank you. Would you like to schedule the interview now? Again, we will need approximately 1 hour to complete the interview.

[IF YES:] SWITCH TO CALENDAR. What day and time works best for you? SCHEDULE INTERVIEW [GO TO "VERIFY CONTACT INFORMATION-2"]

VERIFY CONTACT INFORMATION-1

Is there a good time to call back?

CALLBACK DATE/TIME:

Should I try you at this phone number, or is there a better way to reach you?

RESPONDENT'S ALTERNATE CONTACT INFORMATION:

VERIFY CONTACT INFORMATION-2

We will send an email to confirm your interview and provide you with more information. The email address we have for you is [EMAIL]. Is that correct? [UPDATE IF NECESSARY AND CONFIRM THE INFORMATION WILL BE SENT RIGHT AWAY]

RESPOND TO QUESTIONS OR CONCERNS

XX/XX/XXXX

Do you have any questions about the study? ***[ANSWER QUESTIONS AND ENCOURAGE PARTICIPATION]***

[IF NO:] We look forward to talking with you again soon.

REMINDER AND THANK YOU

Thank you for your time. If you have any questions at all, please feel free to contact us at **1-XXX-XXX-XXXX** (toll free) or by email at **XXXXXX@2mresearch.com**.

II. TELEPHONE ANSWERING DEVICE

INTRODUCTION-4

Hello, I'm **[NAME]**. I'm calling from 2M Research Services regarding a study you recently helped us with for the U.S. Department of Agriculture Food and Nutrition Service called "FDPIR Paraprofessional Nutrition Training Assessment for Indian Tribal Organizations."

We would like to conduct an in-depth interview with you to get your perspective on current nutrition education occurring at ITOs, your interest in a paraprofessional training program, and ways that the training can be most effective.

Please contact us at **1-XXX-XXX-XXXX** (toll free) or by email at **XXXXXX@2mresearch.com** at your earliest convenience. Thank you.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information collection is **XXXX-XXXX**. It will take you, on average, 2.4 minutes to listen to this phone script.
