

ATTACHMENT 3.
RESPONDENT MATERIALS: ENGLISH-LANGUAGE VERSIONS

Attachment 3-1: Mail Screener Cover Letter



Food and Drug Administration
Center for Tobacco Products



Resident at:
STREET ADDRESS
CITY, STATE ZIP

Dear Resident:

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is looking for adults, age 18 and older, to participate in a large, national survey panel. Panel members will be asked to take part in short but important surveys for FDA's National Panel of Tobacco Consumer Studies (TCS).

We are contacting this address to determine if someone in your household may be eligible for the TCS survey panel. This address is one of more than 30,000 addresses across the U.S. randomly selected to receive this packet. Please take a few minutes to complete the enclosed 1-page questionnaire and return it in the postage-paid envelope. It will only take 1-2 minutes of your time. We have enclosed \$2 as a token of appreciation for completing the questionnaire.

Your participation is voluntary and your answers to the questions will be kept private to the fullest extent allowable by law. In the event someone in your household may be eligible for the TCS, we will contact you again to provide more information about the survey panel. Persons who join the panel will have the chance to receive additional cash payments in appreciation for their participation in the TCS surveys.

RTI International, a not-for-profit research organization, is working with the FDA to create this survey panel. If you have any questions about the panel you can call RTI directly at (800) XXX-XXXX (a toll-free call).

Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-2: Screener Lead Letter



Food and Drug Administration
Center for Tobacco Products



Resident at:
STREET ADDRESS
CITY, STATE ZIP

Dear Resident:

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is looking for adults, age 18 and older, to participate in a large, national survey panel. Panel members will be asked to take part in short but important surveys for FDA's National Panel of Tobacco Consumer Studies (TCS). This letter is addressed to "Resident" because your address, rather than a specific person in your household, was randomly selected along with over 30,000 others.

RTI International, a not-for-profit research organization, is working with the FDA to create this survey panel. Soon, an RTI interviewer will be in your neighborhood to give you additional information. The interviewer will carry an identification card like the example shown below.

Please take a few minutes to answer the interviewer's questions about your household. We will use your answers to determine if anyone in your household is eligible for the panel. If we select someone from your household, that person will have the chance to receive cash payments in appreciation for their participation in the TCS surveys.

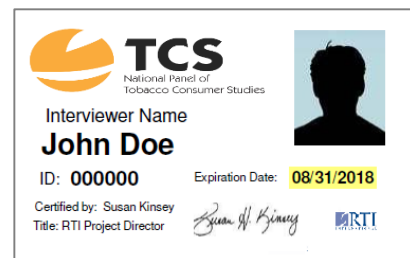
Your household's answers to the questions will be kept private to the fullest extent allowable by law. They will not be shared with anyone outside the FDA-RTI research team.

If you have any questions about the panel you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your help is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies



Attachment 3-3: Brochure

Who conducts the TCS?

The FDA-CTP has hired RTI International (RTI), a not-for-profit research organization based in North Carolina, to establish and manage the TCS survey panel.

RTI recruits panel members, collects and processes the survey information from panel participants, and aids FDA-CTP in the analysis of the data. FDA-CTP is responsible for the publication and dissemination of the results.

What is the Food and Drug Administration Center for Tobacco Products (FDA-CTP)?

The Center for Tobacco Products (CTP) oversees the implementation of the Family Smoking Prevention and Tobacco Control Act. Some of the Agency's responsibilities under the law include setting performance standards, reviewing premarket applications for new and modified risk tobacco products, requiring new warning labels, and establishing and enforcing advertising and promotion restrictions.

For additional information on the National Panel of Tobacco Consumer Studies, contact:
National Panel of Tobacco Consumer Studies

1-800-XXX-XXXX
<https://TCS.rti.org>


For more information on RTI International, contact:

 Susan Kinsey
3040 Cornwallis Road
Durham, NC 27709
1.XXX.XXX.XXXX
TCS@rti.org

If you have any comments about the TCS or have recommendations for reducing survey burden, please send them to:

FDA-CTP Designee TBD
Title
U. S. Food and Drug Administration's
Center for Tobacco Products
FDA-CTP website
Washington, DC 20531

OMB Number: ####-####
Expiration Date: mm/dd/yyyy



National Panel of Tobacco Consumer Studies



U.S. Department of Health & Human Services
U.S. Food and Drug Administration
Center for Tobacco Products

Attachment 3-3: Brochure (continued)

What are the National Panel of Tobacco Consumer Studies (TCS)?

The 2009 Tobacco Control Act granted the U.S. Food and Drug Administration (FDA) the authority to regulate the manufacture, marketing, and distribution of tobacco products.

To inform these regulatory efforts, the FDA's Center for Tobacco Products (FDA-CTP) is conducting the National Panel of Tobacco Consumer Studies (TCS) to better understand what tobacco users know or how they feel about FDA regulatory actions.

For example, the TCS may explore topics such as:

- How people feel or react to tobacco product warning statements or marketing restrictions,
- The type of tobacco products people use (e.g., cigarette, cigar, smokeless tobacco),
- The tobacco brands people prefer,
- How people hear about new tobacco products,
- Where people buy tobacco products, or
- How often people use coupons or take advantage of in-store special promotions to buy tobacco products.

How was my Household chosen?

Your address is one of more than 30,000 addresses across the U.S. that was randomly selected to participate. In order for the TCS to be successful, it is important to have participants that represent the nation as a whole. We are contacting your household to see if someone who lives there may be eligible to join the TCS survey panel.

Why should my household participate?

Participation in this survey is voluntary. There are no penalties for refusing to answer any questions.

However, your cooperation is important because it will ensure our survey results paint an accurate picture of the entire country.

Your answers not only represent your household, but also hundreds of other similar households.

You may choose not to take part in the survey, but because our sample is randomly selected, no other household or person can take your place.

If someone in my household is selected, what happens next?

If someone in your household is selected, we will invite him or her to join the TCS survey panel. After a brief enrollment survey, each panel member will be asked to take part in short but important surveys for the FDA.

A cash payment will be offered to panel members as a token of appreciation for participating in each TCS survey. Panel members will be asked to complete a few short surveys each year—about 1 every 4 months— and to be a part of the panel for a total of 3 years. Each survey will only take about 15-20 minutes to complete.

By taking part in the TCS, panel members will represent the views and opinions of many other individuals like themselves. The information they provide will help inform tobacco-related policy decisions made by the FDA.

If someone in your household is chosen for the panel, we hope that person will participate.

What are the short TCS surveys about?

The TCS surveys are designed to better understand tobacco users' knowledge, attitudes, beliefs, and behaviors as they relate to tobacco products such as cigarettes, cigars, or smokeless tobacco.

This includes how tobacco products are labeled, advertised, or marketed. For example, FDA may want to test possible health warnings for a tobacco product and determine which warning labels or statements are most likely to influence tobacco users. This will be done through the short surveys of panel members.

Will survey answers be kept confidential?

FDA-CTP and RTI are committed to assuring the privacy of responses. Our interest is only in the combination of all responses and not anyone's individual answers.

The answers that are provided will be combined with all other participant' answers and will be coded, totaled, and turned into statistics for analytic purposes only.

Names are never associated with answers, and the information is only used for research and analysis and cannot be used for any other purpose.

Privacy of all answers to questions is protected to the fullest extent allowable by law.

Attachment 3-4: Screener Non-Response - Too Busy



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

Recently, one of our field interviewers contacted your household about the National Panel of Tobacco Consumer Studies (TCS). The TCS is a large, national survey panel being created by the U.S. Food and Drug Administration's Center for Tobacco Products (FDA-CTP). We are looking for adults, age 18 and older, who may be eligible to take part in the TCS panel. When our interviewer came by, you indicated you were too busy or did not have time to answer our interviewer's questions. We are writing this letter to ask you to reconsider.

Please take a few minutes to answer the interviewer's questions about your household. The screening process is short and will take only 5-10 minutes of your time. You can schedule an appointment with one of our interviewers at a time that is most convenient for you. We will use your answers to determine if anyone in your household is eligible for the survey panel. If we select someone from your household, that person will have the chance to receive cash payments in appreciation for their participation in the TCS surveys.

Your household's answers to the questions will be kept private to the fullest extent allowable by law. They will not be shared with anyone outside the FDA-RTI research team.

If you have any questions about the TCS panel, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-5: Screener Non-Response – Generic



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

Recently, one of our field interviewers contacted your household about the National Panel of Tobacco Consumer Studies (TCS). The TCS is a large, national survey panel being created by the U.S. Food and Drug Administration's Center for Tobacco Products (FDA-CTP). We are looking for adults, age 18 and older, who may be eligible to take part in the TCS panel. When you were contacted, you had reservations about answering our field interviewer's questions. We are writing this letter to ask you to reconsider.

Please take a few minutes to answer the interviewer's questions about your household. We will use your answers to determine if anyone in your household is eligible for the survey panel. If we select someone from your household, that person will have the chance to receive cash payments in appreciation for their participation in the TCS surveys.

Only a limited number of households were selected to represent the population of the U.S.—and your household was one of them. Your participation is critical to the success of the TCS because you represent thousands of individuals just like you!

Your household's answers to the questions will be kept private to the fullest extent allowable by law. They will not be shared with anyone outside the FDA-RTI research team.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-6: Screener Non-Response - Not Interested



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

Recently, one of our field interviewers contacted your household about the National Panel of Tobacco Consumer Studies. The TCS is a large, national survey panel being created by the U.S. Food and Drug Administration's Center for Tobacco Products (FDA-CTP). We are looking for adults, age 18 and older, who may be eligible to take part in the TCS panel. When our interviewer came by, you were not interested in participating. We are writing this letter to ask you to reconsider.

Only a limited number of households were selected to represent the population of the U.S.—and your household was one of them. Your participation is critical to the success of the TCS because you represent thousands of individuals just like you!

Please take a few minutes to answer the interviewer's questions about your household. We will use your answers to determine if anyone in your household is eligible for the survey panel. If we select someone from your household, that person will have the chance to receive cash payments in appreciation for their participation in the TCS surveys.

Your household's answers to the questions will be kept private to the fullest extent allowable by law. They will not be shared with anyone outside the FDA-RTI research team.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-7: Screener Non-Response - Too Personal



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

Recently, one of our field interviewers contacted your household about the National Panel of Tobacco Consumer Studies (TCS). The TCS is a large, national survey panel being created by the U.S. Food and Drug Administration's Center for Tobacco Products (FDA-CTP). We are looking for adults, age 18 and older, who may be eligible to take part in the TCS panel. When our interviewer came by, you indicated that our questions about your household's eligibility for the TCS were too personal. We are writing this letter to ask you to reconsider.

Please take a few minutes to answer the interviewer's questions about your household. Our interest is only to determine if anyone in your household is eligible to take part in the survey panel. Your household's answers to the questions will be kept private to the fullest extent allowable by law. They will not be shared with anyone outside the FDA-RTI research team.

If we select someone from your household, that person will have the chance to receive cash payments in appreciation for their participation in the TCS surveys.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies (TCS)

Attachment 3-8: Screener Non-Response - Stigma of Tobacco Use



Food and Drug Administration
Center for Tobacco Products



TCS

National Panel of
Tobacco Consumer Studies

FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

Recently, one of our field interviewers contacted your household about the National Panel of Tobacco Consumer Studies (TCS). The TCS is a large, national survey panel being created by the U.S. Food and Drug Administration's Center for Tobacco Products (FDA-CTP). We are looking for adults, age 18 and older, who may be eligible to take part in the TCS panel. When our interviewer came by, you indicated you did not want to participate. We are writing this letter to ask you to reconsider.

We realize that the topic of tobacco use is a personal one. However, this is an opportunity for you to help researchers and policy makers understand the impact and effectiveness of public education activities or possible regulatory actions.

Please take a few minutes to answer the interviewer's questions about your household. We will use your answers to determine if anyone in your household is eligible for the survey panel. If we select someone from your household, that person will have the chance to receive cash payments in appreciation for their participation in the TCS surveys.

Your household's answers to the questions will be kept private to the fullest extent allowable by law. They will not be shared with anyone outside the FDA-RTI research team.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

Recently, one of our field interviewers contacted your household about the National Panel of Tobacco Consumer Studies (TCS). The TCS is a large, national survey panel being created by the U.S. Food and Drug Administration's Center for Tobacco Products (FDA-CTP). We are looking for adults, age 18 and older, who may be eligible to take part in the TCS panel. When our interviewer came by, you were hesitant to participate in a government-sponsored study. We are writing this letter to ask you to reconsider.

The TCS is an opportunity to help government policy makers understand the impact and effectiveness of public education and possible regulatory activities. So often people feel that their voices are not heard when policies are implemented. Participation in the TCS ensures that you, and thousands of others you represent, will directly impact important policies and decisions that affect the health of the nation.

Please take a few minutes to answer the interviewer's questions about your household. We will use your answers to determine if anyone in your household is eligible for the panel. If we select someone from your household, that person will have the chance to receive cash payments in appreciation for their participation in the TCS surveys.

Your household's answers to the questions will be kept private to the fullest extent allowable by law. They will not be shared with anyone outside the FDA-RTI research team.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-10: Screener - Unable to Contact



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

Dear Resident,

Recently, your household received a letter from the U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) about the National Panel of Tobacco Consumer Studies (TCS). The TCS is a large, national survey panel and we are looking for adults age 18 and older who may be eligible to take part. One of our field interviewers has attempted to contact you about the panel, but has been unable to reach you.

It is very important that we speak with an adult in your household. RTI International, a not-for-profit research organization, is working with the FDA to create this survey panel. Soon, an RTI interviewer will return to your neighborhood to give you additional information. The interviewer will carry an identification card like the example shown below. Please take a few minutes to answer the interviewer's questions. This will help us determine if anyone in your household is eligible for the survey panel. If we select someone from your household, that person will have the chance to receive cash payments in appreciation for their participation in the TCS surveys.

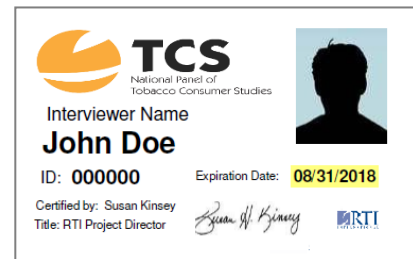
Your participation is voluntary and your household's answers to the questions will be kept private to the fullest extent allowable by law. They will not be shared with anyone outside the FDA-RTI research team.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX.

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies



Attachment 3-11: CAPI Non-Response – Generic



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in a large, national survey panel. You were selected to participate in the panel, but at the time you had some reservations about participating. We are writing this letter to ask you to reconsider.

As a panel member, you will be asked to take part in short but important surveys for the FDA's National Panel of Tobacco Consumer Studies (TCS). All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

The information collected in the TCS will help policymakers and researchers understand consumer perceptions of tobacco products, including their labelling, advertising, and marketing. Your participation in the panel will help inform future FDA policy decisions about tobacco products.

A limited number of people have been selected to represent the population of the U.S.—and you are one of them! You cannot be replaced. If you choose not to participate, your views and opinions—as well as those of the thousands of people you represent—will not be heard. One of our interviewers will be in your area again soon, and will try to reach you at that time. I hope you will agree to take part in the panel.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in a large, national survey panel. You were selected to participate in the panel, but at the time you indicated you did not want to participate in the panel because it was too personal. We are writing this letter to ask you to reconsider.

As a panel member, you will be asked to take part in short but important surveys for the FDA's National Panel of Tobacco Consumer Studies (TCS). All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

Our interest is only in the combination of all responses and not in anyone's individual answers. The answers that you provide will be combined with all other participants' answers and will be coded, totaled, and processed into statistics for analytic purposes only. Names are never associated with answers and the information is only used for research and analysis. It cannot be used for any other purpose. Privacy of all answers to questions is protected to the fullest extent allowable by law.

A limited number of people have been selected to represent the population of the U.S.—and you are one of them! You cannot be replaced. If you choose not to participate, your views and opinions—as well as the thousands of people you represent—will not be heard. One of our interviewers will be in your area soon and will try to reach you at that time. I hope you will agree to take part in the panel.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-13: CAPI Non-Response - Time Commitment



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in the FDA's National Panel of Tobacco Consumer Studies (TCS). You were selected to participate in the panel, but at the time you indicated that your current responsibilities would not allow you enough time to participate. We are writing this letter to ask you to reconsider. All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

The enrollment process for the TCS panel is short and will take at most 20 minutes of your time. You can schedule an appointment to complete the survey with one of our interviewers at a time that is most convenient for you. Your participation is critical to the success of the panel and we are happy to make a special effort to work around your schedule so that you can be included.

If you choose not to participate, your views and opinions—as well as the thousands of people you represent—will not be heard. One of our interviewers will be in your area soon, and will try to reach you at that time. I hope you will agree to take part in the panel.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in a large, national survey panel. You were selected to participate in the panel, but at the time you were hesitant to participate. We are writing this letter to ask you to reconsider.

As a panel member, you will be asked to take part in short but important surveys for the FDA's National Panel of Tobacco Consumer Studies (TCS). All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

While the surveys can be completed using an electronic device, such as a computer or Smartphone, they can also be completed on paper and submitted via U.S. Mail at no charge to you. You do not have to use an electronic device to participate in the TCS panel and we are happy to make a special effort to ensure you can be included.

A limited number of people have been selected to represent the population of the U.S.—and you are one of them! You cannot be replaced. If you choose not to participate, your views and opinions—as well as the thousands of people you represent—will not be heard. One of our interviewers will be in your area soon, and will try to reach you at that time. I hope you will agree to take part in the TCS panel

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-15: CAPI Non-Response - No Internet Mail Option



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in a large, national survey panel. You were selected to participate in the panel, but at the time you were hesitant because you currently do not have Internet access. We are writing this letter to ask you to reconsider.

As a panel member, you will be asked to take part in short but important surveys for the FDA's National Panel of Tobacco Consumer Studies (TCS). All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

While surveys that the TCS panel members complete can be done over the Internet, they can also be done on paper and submitted via U.S. Mail at no charge to you. An Internet connection is not required for you to participate in the panel and we are happy to make a special effort to ensure you can be included.

Only a limited number of people have been selected to represent the population of the U.S.—and you are one of them! You cannot be replaced. If you choose not to participate, your views and opinions—as well as the thousands of people you represent—will not be heard. One of our interviewers will be in your area soon, and will try to reach you at that time. I hope you will agree to take part in the panel.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-16: CAPI Non-Response - Anti-Government



Food and Drug Administration
Center for Tobacco Products



TCS
National Panel of
Tobacco Consumer Studies

FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in a large, national survey panel. You were selected to participate in the panel, but at the time you were hesitant to participate in a government-sponsored study. We are writing this letter to ask you to reconsider.

As a panel member, you will be asked to take part in short but important surveys for the FDA's National Panel of Tobacco Consumer Studies (TCS). All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

The TCS offers individuals an opportunity to help researchers and policy makers understand the impact and effectiveness of tobacco-related public education activities and possible regulatory actions. Often people feel that their voices are not heard when government regulations and policies are implemented – this is your chance to be heard. Participation in the TCS panel ensures that you, and thousands of others you represent, directly impact policies that affect the health of the nation.

A limited number of people have been selected to represent the population of the U.S.—and you are one of them! You cannot be replaced. One of our interviewers will be in your area soon, and will try to reach you at that time. I hope you will agree to take part in the panel.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-17: CAPI Non-Response - Stigma of Tobacco Use



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in a large, national survey panel. You were eligible to join the panel, but indicated you did not want to participate. We are writing this letter to ask you to reconsider.

As a panel member, you will be asked to take part in short but important surveys for the FDA's National Panel of Tobacco Consumer Studies (TCS). All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

We realize that the topic of tobacco use is a personal one. However, this is an opportunity for you to help researchers and policy makers understand the impact and effectiveness of tobacco-related public education activities and possible regulatory actions.

A limited number of people have been selected to represent the population of the U.S.—and you are one of them! You cannot be replaced. If you choose not to participate, your views and opinions—as well as those of the thousands of people you represent—will not be heard. One of our interviewers will be in your area soon, and will try to reach you at that time. I hope you will agree to take part in the panel.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-18: CAPI Non-Response - Too Busy



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in a large, national survey panel. You were selected to participate in the panel, but at the time you were too busy to participate. We are writing this letter to ask you to reconsider.

As a panel member, you will be asked to take part in short but important surveys for the FDA's National Panel of Tobacco Consumer Studies (TCS). All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

The panel enrollment process is short and will take at most 20 minutes of your time. You can schedule an appointment with one of our interviewers at a time that is most convenient for you. Your participation is critical to the success of the panel and we are happy to work around your busy schedule so that you can be included.

The information collected in the TCS will help policymakers and researchers understand consumer perceptions of tobacco products, including their labelling, advertising, and marketing. Your participation in the panel will help inform future FDA policy decisions about tobacco products. One of our interviewers will be in your area soon, and will try to reach you at that time. I hope you will agree to take part in the panel.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in a large, national survey panel. You were selected to participate in the panel, but at the time you were not interested in participating. We are writing this letter to ask you to reconsider.

As a panel member, you will be asked to take part in short but important surveys for the FDA's National Panel of Tobacco Consumer Studies (TCS). All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

The information collected in the TCS will help policymakers and researchers understand consumer perceptions of tobacco products, including their labelling, advertising, and marketing. Your participation in the panel will help inform future FDA policy decisions about tobacco products.

A limited number of people have been selected to represent the population of the U.S.—and you are one of them! You cannot be replaced. If you choose not to participate, your views and opinions—as well as those of the thousands of people you represent—will not be heard. One of our interviewers will be in your area soon, and will try to reach you at that time. I hope you will agree to take part in the panel.

If you have any questions about the TCS, you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-20: CAPI Non-Response - Unable to Contact



Food and Drug Administration
Center for Tobacco Products



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

FNAME,

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is asking eligible adults, age 18 and older, to participate in a large, national survey panel. You were selected to participate in the panel, but we have been unable to contact you about this unique opportunity.

As a panel member, you will be asked to take part in short but important surveys for the FDA's National Panel of Tobacco Consumer Studies (TCS). The information collected in the TCS will help policymakers and researchers understand consumer perceptions of tobacco products, including their labelling, advertising, and marketing. Your participation in the panel will help inform future FDA policy decisions about tobacco products. All TCS panel members will receive cash payments as a token of our appreciation for participating in the surveys.

A limited number of people have been selected to represent the population of the U.S.—and you are one of them! You cannot be replaced. If you choose not to participate, your views and opinions—as well as the thousands of people you represent—will not be heard. One of our interviewers will be in your area soon, and will try to reach you at that time. I hope you will agree to take part in the panel.

If you have any questions about the TCS you can ask the interviewer or call RTI directly at (800) XXX-XXXX (a toll-free call).

Your participation is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-22: Mail Nonresponse - Topical Survey



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

Dear Fname:

Thank you for agreeing to participate in the National Panel of Tobacco Consumer Studies (TCS). Your continued participation is critical to the success of the survey panel. By taking part in the TCS, you represent the views and opinions of many other individuals like you. The information you provide will help inform tobacco-related policy decisions made by the FDA.

We noticed that you haven't completed [INSERT: Study 1]. Your answers are important to us so we've included a copy of the survey with this letter. Please complete the survey and return it to us free of charge using the enclosed postage paid envelope. As a token of our appreciation, you will receive \$15 in cash for completing the survey.

If you have any questions about this survey or your participation in the TCS, you can speak with a project representative directly at (800) XXX-XXXX (a toll-free call). If you have a question about your rights as a panel participant, you can call RTI's Office of Research Protection toll-free at (866) 214-2043.

Your help is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-24: Web Non-Response - Topical Survey



FNAME LNAME
STREET ADDRESS
CITY, STATE ZIP

Dear Fname:

Thank you agreeing to participate in the National Panel of Tobacco Consumer Studies (TCS). Your continued participation is critical to the success of the survey panel. By taking part in the TCS, you represent the views and opinions of many other individuals like you. The information you provide will help inform tobacco-related policy decisions made by the FDA.

We noticed that you haven't completed [INSERT: Study 1]. Each survey topic was hand-picked by policy makers at the FDA-CTP and represents an important issue related to Tobacco Use. You can complete this survey online at <https://nstp.rti.org> using the following login credentials:

Study ID:
Password:

As a token of appreciation, you will receive \$15 in cash for completing the survey.

If you have any questions about this survey or your participation in the TCS, you can speak with a project representative directly at (800) XXX-XXXX (a toll-free call). If you have a question about your rights as a study participant, you can call RTI's Office of Research Protection toll-free at (866) 214-2043.

Your help is very important to this panel's success. Thank you for your cooperation.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies



Consent to Participate in Panel – Web/Mail Version

Description and Purpose of the TCS: The 2009 Tobacco Control Act granted the U. S. Food and Drug Administration the authority to regulate the manufacture, marketing, and distribution of tobacco products to protect public health and reduce tobacco use by minors. The National Panel of Tobacco Consumer Studies (TCS) are being conducted to assess responses to possible FDA regulatory actions from a sample of approximately 4,000 tobacco users that represent the nation as a whole. The studies will assess consumer perceptions of tobacco products, including their labeling, advertising and marketing.

Sponsor: The TCS is sponsored by the U. S. Food and Drug Administration's Center for Tobacco Products (FDA-CTP). RTI International, a not-for-profit research organization, is conducting the study on the behalf of the FDA-CTP.

Procedures: You will receive detailed instructions for completing the TCS surveys. While you are in the TCS panel, you will be asked to complete about 3 short surveys each year on tobacco-related topics. These will take about 15-20 minutes to complete. Your participation in the panel will last for 3 years.

Financial Considerations: Participation in the TCS panel will involve no cost to you. For completing the enrollment process you will receive \$35.00 in cash. For completing the short tobacco-related surveys you will receive \$15.00 cash each.

Voluntary Participation: Your participation in the panel is completely voluntary. You can refuse to answer any and all questions. You can elect to leave the panel at any time.

Privacy: The protection of private personal information is a primary concern to all institutions involved in this project. All members of the research team receive privacy training. Your answers to the survey questions will be kept private to the fullest extent allowable by law. Only we or other researchers involved in the TCS will have access to the answers you provide. Your name will not be reported with any answers you provide. Your answers will be combined with answers of many others and reported in a summary form. All staff involved in this research are committed to privacy and have signed a Privacy Pledge.

Possible Benefits and Risks: There are no direct benefits to you for participating in the panel. The potential exists for loss of privacy, though our procedures are designed to protect and secure your personal information. Please see the Privacy section above for details on the procedures in place to protect your privacy.

Further Questions: If you have any questions about the research now or in the future you can contact the Project toll free number [CONTACT INFORMATION]. If you have questions about your rights as a study participant, call RTI's Office of Research Protection at 1-866-214-2043 (a toll-free number).

Statement of Consent: I have read the description of this research provided above (or the description has been read to me), and I understand it. I have been informed of the risks and benefits involved, and all my questions have been answered to my satisfaction. Furthermore, I have been assured that any future questions that I may have will also be answered. I freely and voluntarily agree to participate in the TCS survey panel. I understand that by signing, I am not giving up any of my legal rights. I will be given a copy of this statement.

By signing my name below, I am indicating my agreement to participate in the National Panel of Tobacco Consumer Studies.

Printed Name of Research Participant

Signature of Research Participant

Date Signed

Printed Name of Interviewer

Signature of Interviewer

Date Signed



Consent to Participate in Panel – Tablet Version

Description and Purpose of the TCS: The 2009 Tobacco Control Act granted the U. S. Food and Drug Administration the authority to regulate the manufacture, marketing, and distribution of tobacco products to protect public health and reduce tobacco use by minors. The National Panel of Tobacco Consumer Studies (TCS) are being conducted to assess responses to possible FDA regulatory actions from a sample of approximately 4,000 tobacco users that represent the nation as a whole. The studies will assess consumer perceptions of tobacco products, including their labeling, advertising and marketing.

Sponsor: The TCS is sponsored by the U. S. Food and Drug Administration’s Center for Tobacco Products (FDA-CTP). RTI International, a not-for-profit research organization, is conducting the study on the behalf of the FDA-CTP.

Procedures: You will receive login credentials and detailed instructions for accessing the survey website and completing the panel surveys using the Samsung 3 tablet computer that has been loaned to you. While you are in the TCS panel, you will be asked to complete about 3 short web surveys each year on tobacco-related topics. These will take about 15-20 minutes to complete. The tablet computer is being loaned to you so you can participate in these surveys online through the TCS panel website. You will be notified when a survey is ready for you to complete.

Financial Considerations: Participation in the TCS panel will involve no cost to you. For completing the enrollment process you will receive \$35.00 in cash. For completing the short tobacco-related surveys you will receive \$15.00 cash each. The Samsung 3 tablet has been provided as a tool for you to access the TCS panel website and complete the surveys online. The tablet is on loan to you while you are participating in the panel.

Voluntary Participation: Your participation in the panel is completely voluntary. You can refuse to answer any and all questions. You can elect to leave the panel at any time. The research team also reserves the right to remove you from the panel if they determine your participation is no longer in your best interest or in the interest of the TCS.

Privacy: The protection of private personal information is a primary concern to all institutions involved in this project. All members of the research team receive privacy training. Your answers to the survey questions will be kept private to the fullest extent allowable by law. When you return the study-provided tablet to RTI it will be wiped clean of any data that you might have stored on it, and restored to its original factory settings. Only we or other researchers involved in the TCS will have access to the answers you provide. Your name will not be reported with any answers you provide. Your answers will be combined with answers of many others and reported in a summary form. All staff involved in this research are committed to privacy and have signed a Privacy Pledge.

Possible Benefits and Risks: There are no direct benefits to you for participating in the panel. The potential exists for loss of privacy, though our procedures are designed to protect and secure your personal information. Please see the Privacy section above for details on the procedures in place to protect your privacy.

Further Questions: If you have any questions about the research now or in the future you can contact the Project toll free number [CONTACT INFORMATION]. If you have questions about your rights as a study participant, call RTI’s Office of Research Protection at 1-866-214-2043 (a toll-free number).

Statement of Consent: I have read the description of this research provided above (or the description has been read to me), and I understand it. I have been informed of the risks and benefits involved, and all my questions have been answered to my satisfaction. Furthermore, I have been assured that any future questions that I may have will also be answered. I freely and voluntarily agree to participate in the TCS survey panel. I understand that by signing, I am not giving up any of my legal rights. I will be given a copy of this statement.

By signing my name below, I am indicating my agreement to participate in the National Panel of Tobacco Consumer Studies.

_____	_____	_____
Printed Name of Research Participant	Signature of Research Participant	Date Signed
_____	_____	_____
Printed Name of Interviewer	Signature of Interviewer	Date Signed



TCS Tablet Computer Equipment Agreement and Receipt Form



The FDA's Center for Tobacco Products and RTI International would like to thank you for participating in the National Panel of Tobacco Consumer Studies (TCS). To help you access the internet and participate in the TCS panel, we are loaning you a Samsung Galaxy 3 tablet computer to complete the panel web surveys and receive any other panel related correspondences while you participate in the TCS panel.

By signing below, you acknowledge that:

- RTI International loaned you a Samsung Galaxy Tablet 3 (serial number listed below) so you may complete surveys as a panel member for the TCS,
- The tablet you received was in good working order when you received it,
- You will return the equipment listed below to RTI International at the end of your TCS panel commitment period or in the event that you end your participation in the TCS panel early, and
 - All equipment will be returned using the pre-addressed shipping materials that will be sent to you at the point at which the tablet is to be returned, and
 - You will return all equipment within 5 business days of receiving a notice to return your equipment.
- When the tablet is received at RTI it will be logged in as returned from you, wiped clean of any data you may have stored on it, and restored to original factory settings. RTI will not attempt to gather any information that may be stored locally on the device.

- Accepted Samsung Galaxy 3 Tablet**
 Accepted Samsung Galaxy 3 Charger
 Accepted Samsung Galaxy 3 Tablet Case

Respondent Printed Name: _____

Date: ____/____/____

Respondent Signature: _____

FI Signature: _____

Date: ____/____/____

Case ID:

Tablet ID/Serial Number:

If you have any questions about your participation in the TCS Panel, contact project staff at [PROJECT LINE] or tcs@rti.org.

OMB Number: #####-####; Expiration Date: mm/dd/yyyy



TCS Payment Receipt



The U. S. Food and Drug Administration's Center for Tobacco Products (FDA-CTP) and RTI International would like to thank you for your participation in the National Panel of Tobacco Consumer Studies (TCS). As a token of our appreciation for your participation in joining this important panel, you are eligible to receive a \$35 cash payment.

Name of Respondent (Print): _____

Signature of Respondent: _____

Signature of Field Interviewer: _____

Case ID: ____ _

Date: ____/____/____

Accepted \$35.00 Cash Payment

Declined \$35.00 Cash Payment

If you have any questions about your participation in TCS, contact project staff at 1-800-XXX-XXXX.

OMB Number: #####-####; Expiration Date: mm/dd/yyyy

Disposition: Top White to Respondent, Yellow to FS, Pink to FI

Attachment 3-29: Sorry I Missed You (SIMY) Card

Sorry I Missed You

CONTACT US:

TBD

TBD@rti.org



Date: ____/____/____ Time: _____

Dear Resident:

I stopped by today to talk to you about an important research effort being conducted by RTI International.

I am sorry that I did not find you at home. I will return to talk with you in the next few days. Thank you in advance for your cooperation.

Sincerely, _____

INTRODUCTION TO PANEL SCRIPT

You/Selected Respondent (R) have/has been selected to participate in the National Panel of Tobacco Consumer Studies. **IF SPEAKING TO THE R PROCEED WITH SCRIPT BELOW. OTHERWISE, ASK TO SPEAK TO R.**

IF R IS UNAVAILABLE, DETERMINE CALLBACK TIME AND/OR LEAVE YOUR NAME AND CONTACT INFORMATION FOR THE R TO CONTACT YOU.

IF R IS AVAILABLE, ATTEMPT TO CONDUCT INTERVIEW WITH R ON THE SPOT.

IF TALKING TO THE R AND S/HE AGREES TO PROCEED: Full participation in the National Panel of Tobacco Consumer Studies involves completing an initial set of questions in order to enroll you in the panel. After that, you will be asked to complete about 3 short surveys each year, or about 1 every 4 months. These surveys will only take 15-20 minutes of your time. You will receive \$35.00 in cash for answering the panel enrollment questions. As a token of our appreciation, you will also receive a \$15 cash payment each time you complete one of the other short surveys. This initial enrollment should take about 20 minutes of your time. If you are available right now, we can start.

IF YES, AND THE R HAS ACCESS TO A DEVICE AND INTERNET CAPABILITY → BEGIN ENROLLMENT PROCESS.

IF YES, BUT THE R DOES NOT HAVE A DEVICE OR ACCESS TO INTERNET, OFFER MAIL PARTICIPATION OPTION: We can get started on the initial survey now. The entire process will only take about 20 minutes and as I mentioned previously you will receive \$35.00 in cash as a token of our appreciation for completing the enrollment process. We can send the other short surveys to you by mail, using the United States Postal Service. If at any point you do gain access to a computer and/or the internet, you can always participate online in the future. **IF R AGREES TO MAIL PARTICIPATION → BEGIN ENROLLMENT PROCESS.**

IF R HAS NO DEVICE/INTERNET ACCESS AND REFUSES MAIL PARTICIPATION OPTION BUT IS OTHERWISE INTERESTED: We really would like you to join the panel. I will talk to my supervisor to see what we can do about an alternative way for you to participate. I will get back to you once I speak with him/her. **BE SURE TO OBTAIN TELEPHONE NUMBER FOR CALLBACK, CONTACT YOUR FS FOR INSTRUCTION.**

IF R IS ELIGIBLE FOR A TABLET: You recently spoke with me/someone about your interest in joining the panel but at the time you indicated that you have no access to an internet-enabled device to complete the web surveys. I spoke with my supervisor and s/he has indicated that we can offer you the loan of a Web-enabled tablet computer while you are in the panel so you can participate in the online surveys. Your participation in the panel is important and we want to make sure you have every opportunity to join. I can help you setup the loaned tablet and show you how to complete the surveys with it. At the end of your time in the panel, you will return the tablet to RTI where it will be receipted, wiped clean of any data, and restored to its original factory settings.

IF R IS RELUCTANT-HAS INTERNET-ENABLED DEVICE: We can schedule the initial survey to be done at your convenience. The entire process will only take about 20 minutes and you will receive \$35 in cash as a token of our appreciation for completing the panel enrollment process. Additionally, all follow-up surveys can be completed online at your convenience. You will receive \$15 cash for each of the short surveys you complete.

IF R IS RELUCTANT-DOES NOT HAVE INTERNET-ENABLED DEVICE, BUT COULD BE CONSIDERED FOR MAIL PARTICIPATION: We can schedule the initial survey to be done at your convenience. The entire process will only take about 20 minutes and you will receive \$35 in cash as a token of our appreciation for completing the panel enrollment process. Additionally, all follow-up surveys can be mailed to you via United States Postal Service. A postage-paid envelope will be included with each mailing, so completing a survey will be at no cost to you. You will receive \$15 cash for each of the short surveys you complete.

IF R IS RELUCTANT-DOES NOT HAVE INTERNET-ENABLED DEVICE, BUT COULD BE CONSIDERED FOR TABLET: We can schedule the initial survey to be done at your convenience. The entire process will only take about 20 minutes and you will receive \$35 in cash as a token of our appreciation for completing the panel enrollment process. I will speak to my supervisor to find out if there is an alternate way we can offer you to participate with.

IF R IS SCHEDULING AN APPOINTMENT: Ok I will begin by setting up an appointment to complete the survey. →
CHECK YOUR AVAILABLE APPOINTMENT DATES AND OFFER FIRST AVAILABLE DATE. We can schedule a
time for you beginning as early as _____. What date would you prefer? **RECORD APPOINTMENT
INFORMATION IN CASE NOTES. FILL OUT AN APPOINTMENT CARD AND GIVE TO R.**

R UNSURE: I'm happy to call or come back later if this is not a good time. When would be a better day or
time for me to contact you to schedule the appointment? **TRY TO OBTAIN A GOOD CALLBACK
NUMBER, AND RECORD IN CASE NOTES.**



[DATE]

The U. S. Food and Drug Administration's Center for Tobacco Products (FDA - CTP) is looking for adults, age 18 and older, to participate in a large, national survey panel for the National Panel of Tobacco Consumer Studies (TCS). The FDA-CTP has hired RTI International, a not-for-profit research firm, to conduct the TCS.

Beginning in [ENTER DATE] and continuing through [ENTER DATE], professional interviewers will be contacting households around the United States. The TCS is committed to protecting the identity of participants and interviewers will adhere to the most stringent research standards, are thoroughly trained, and have signed legally binding pledges of privacy. Participation in the TCS is strictly voluntary.

This letter serves to verify the employment of [FIELD INTERVIEWER] with RTI International as a Field Interviewer working on the TCS. If you have any questions about the TCS, or the authenticity of this letter, you can call RTI directly at (800) XXX-XXXX.

Sincerely,

Susan Kinsey
RTI Project Director,
National Panel of Tobacco Consumer Studies

Attachment 3-32: Incentive Thank You Letter



[DATE]

FNAME LNAME

[STREET ADDRESS]

[CITY], [STATE] [ZIPCODE]

[FNAME],

Thank you

... for [Fill: completing a survey for the National Panel of Tobacco Consumer Studies (TCS)]. Your continued participation in the TCS is providing important information to the U.S. Food and Drug Administration (FDA) on consumer perceptions of tobacco products.

As a token of our appreciation, we have enclosed \$15 in cash.

If you have any questions about this payment, or any other component of the TCS, please call our toll-free project line at [800 Line] or email us at tcs@rti.org.

Also, remember that you can update your contact information at any time by going to <https://tcs.rti.org> and logging in with your TCS ID and password.

You will be contacted again soon to complete the next TCS survey. We hope we can count on your continued cooperation.

Sincerely,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

Tips and Tricks for Using your TCS Panel Member Tablet

Accessing Your TCS Surveys

- All surveys for the TCS can be completed via the internet, using the Chrome browser on your tablet or any browser installed on another mobile device or PC (e.g., Firefox, Internet Explorer).
- To access your survey:
 1. Navigate to the TCS panel website: <https://tcs.rti.org> or click on the survey link included in the email you received.
 - An easy way to navigate to the website is to type in 'https://tcs.rti.org' into the browser address bar at the top of your browser window.
 2. Enter your username and password.
 3. Click on the survey that is waiting for you to complete.

Accessing Your TCS Email

- Email will be the primary form of communication for the TCS.
- When you received your tablet, the Field Interviewer set up your email so that you can receive up-to-the-minute communications from project staff.
- To access your email:
 - If using Gmail, you can access your email by clicking on the Gmail icon.
 - If you're using a non-Google email provider, click on the standard email app icon (a white envelope with a "@" symbol in the middle).
- Regardless of what app you use, you should receive a notification every time you receive a new message. Tapping on the notification will take you to the email.

RTI Technical Support

- If you encounter problems with your tablet or while trying to access panel surveys you can contact project staff by:
 - Web: Request technical support online at <https://tcs.rti.org>
 - E-mail: tcs@rti.org
 - Please note that while you can send an e-mail anytime, it will likely be answered between 8:00 a.m. and 5:00 p.m. on weekdays.
 - When emailing project staff members, include your name, Study ID, and a phone number.
 - Project Hotline: 1-800-XXX-XXXX
 - Project staff monitors the hotline between 8:00 a.m. and 5:00 p.m. on weekdays.
 - If you are unable to reach a project staff member, leave a message that includes your name, Study ID, and phone number, and we will return your call as soon as possible.

Preserving Your Battery

- Reduce your screen brightness whenever possible. You can control the screen brightness by clicking on the Settings icon on your desktop and then Display.
- When not in use, disable Wi-Fi or turn off the tablet. The Wi-Fi can be disabled by clicking on the Settings icon on your tablet desktop and then choosing Wi-Fi.

Maintaining Your Tablet

- Keep your tablet charged when you're not using it.
 - When charging your tablet:
 - Use the charging cable RTI provided to you. Do not attempt to use another charger, even if it appears to fit your tablet.
 - Ensure the charging cable is secured in the charging port on the bottom of your tablet.
 - Avoid moving the charging cable post while it's connected to the tablet. Doing so can damage the port on your tablet.
 - Make sure your tablet is secure and the cable is out of the way while charging your tablet. Doing so will prevent an accidental jolt on the cable, which can cause damage to the tablet.
- Clean your tablet display regularly
 - Wipe the screen surface gently using a soft cotton cloth dampened with a mild soap.
 - Do not use abrasive cleaners.
 - Do not pour or spray liquids directly on your tablet or wash your tablet with a heavily soaked cloth.
- Keep your tablet away from extreme temperatures, including out of direct sunlight.
- Avoid exposing your tablet to water, dirt, dust, sand, etc.
- Make a habit of keeping your tablet in a case. When carrying it in a bag, make sure it's in a separate compartment or the screen is protected. Do not drop your tablet in a bag with other loose objects (e.g., keys, cell phone) that can damage the screen.

Accidental Spills

- If you accidentally spill liquid on your tablet:
 - Turn it off immediately and unplug it
 - Position it so that the liquid can run out

To Log In To the TCS Website:
<https://tcs.rti.org>
Your TCS ID:

Accessing your TCS Surveys

Accessing Your Surveys

- All surveys for the TCS can be completed via the Internet, using the Internet browser installed on your PC or mobile device (e.g., Chrome, Firefox, Internet Explorer).
- To access your surveys:
 1. Navigate to the TCS panel website: <https://tcs.rti.org> or click on the survey link included in the email you received.
 - An easy way to navigate to the website is to type in 'https://tcs.rti.org' into the browser address bar at the top of your browser window.
 2. Enter your username and password.
 3. Click on the survey that is ready for you to complete.

RTI Technical Support

- If you encounter problems while trying to access TCS surveys you can contact project staff by:
 - Web: Request technical support online at [insert url]
 - E-mail: Anytime via e-mail tcs@rti.org.
 - Please note that while you can send an e-mail anytime, it will likely be answered between 8:00 a.m. and 5:00 p.m. on weekdays.
 - Project Hotline: 1-800-XXX-XXXX
 - Project staff members monitor the hotline between 8:00 a.m. and 5:00 p.m. on weekdays. If you are unable to reach a project staff member, leave a message that includes your name, Study ID, and phone number, including area code. We will return your call as soon as possible.

To Log In To the TCS Website:
<https://tcs.rti.org>
Your TCS ID:

Attachment 3-35: Mail Reminder Postcard



Dear Resident,

You were recently sent a short survey for the National Panel of Tobacco Consumer Studies (TCS). If you have already completed the survey, **we would like to thank you for your participation.**

If you have not yet completed the survey, please take a few minutes to answer the questions. You can return the survey in the postage-paid envelope.

If you have any questions about the TCS survey, please contact our RTI study representatives at 1-800-XXX-XXXX.

Thank you.

Attachment 3-38: Topical Mail Reminder Postcard



Dear [Insert Name],

You were recently sent a survey for the National Panel of Tobacco Consumer Studies (TCS). If you have already completed the survey, **we would like to thank you for your participation.**

If you have not yet completed the [INSERT: Study 1], please complete the survey and return it to us using the postage-paid envelope. As a token of our appreciation, you will receive \$15 in cash for completing the survey.

If you have any questions about the TCS or this survey, please contact our RTI study representatives at 1-800-XXX-XXXX.

Thank you.

Attachment 3-39: Topical Web Reminder Postcard



Dear [Insert Name],

You were recently sent a survey via e-mail for the National Panel of Tobacco Consumer Studies (TCS). If you have already completed the survey, **we would like to thank you for your participation.**

If you have not yet completed the [[INSERT: Study 1], please complete this survey by going online at <https://tcs.rti.org> and using your login credentials. Each survey topic was hand-picked by policy makers at the FDA-CTP and represents an important tobacco-related issue. As a token of our appreciation, you will receive \$15 in cash for completing the survey.

If you have any questions about the TCS or this survey, please contact our RTI study representatives at 1-800-XXX-XXXX.

Thank you.

Appointment Reminder

We appreciate your taking time for this important research and look forward to our appointment to complete this process. Your appointment is scheduled for:

Day: _____ **Date:** _____

Time: _____ **Location:** _____

Interviewer Name: _____

Interviewer Phone Number: _____



RTI International
Research Triangle Park, NC 27709
tcs@rti.org



Panel Member Informational Email (Enrollment)

SUBJECT: National Panel of Tobacco Consumer Studies (TCS) Website Login Information

[Insert Name],

Thank you for joining the panel for the National Panel of Tobacco Consumer Studies (TCS).

To finish the enrollment process, please complete this short online survey by going to the TCS website <https://tcs.rti.org> and using the following login information:

TCS ID: [#####]
Password: [#####]*
Survey Code: [###]

*Please note that you will be prompted to change this password to a password of your choice once you log into the website. Your TCS ID, however, will not change.

If you have any questions about the panel, please call our toll-free project line at [1-8##-###-####] or email us at tcs@rti.org.

Sincerely,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

Text Messages (Post - Enrollment)

Announcement

(Web Panel Members – includes RTI Tablet Users)

This message is from the National Panel of Tobacco Consumer Studies (TCS). A new online survey is available for you to complete at your earliest convenience at <https://tcs.rti.org>. Questions? Call 1-800-XXX-XXXX.

(Mail Panel Members)

This message is from the National Panel of Tobacco Consumer Studies (TCS). A new survey has recently been mailed to you. Please complete at your earliest convenience. Questions? Call 1-800-XXX-XXXX.

Non-Response

(Web Panel Members – includes RTI Tablet Users)

This message is from the National Panel of Tobacco Consumer Studies (TCS). We have not received your survey for this month. Please complete it at your earliest convenience at <https://tcs.rti.org>. Questions? Call 1-800-XXX-XXXX.

(Mail Panel Members)

This message is from the National Panel of Tobacco Consumer Studies (TCS). We have not received your survey for this month. Please complete it at your earliest convenience. Questions? Call 1-800-XXX-XXXX.

Emails (Post-Enrollment)

Announcement - Topical Survey

(Web Panel Members – includes RTI Tablet Users)

SUBJECT: National Panel of Tobacco Consumer Studies (TCS)

[Insert Name],

A National Panel of Tobacco Consumer Studies (TCS) survey is now available for you to complete by logging on to <https://tcs.rti.org>.

As a token of appreciation, you will receive \$15 for completing the survey.

If you have any questions, please contact us toll-free at 1-800-XXX-XXXX.

Thank you,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

(Mail Panel Members)

SUBJECT: National Panel of Tobacco Consumer Studies (TCS)

[Insert Name],

A National Panel of Tobacco Consumer Studies (TCS) survey has recently been mailed to you. As a token of appreciation, you will receive \$15 for completing the survey.

If you have any questions, please contact us toll-free at 1-800-XXX-XXXX.

Thank you,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

Non-Response - Topical Survey

(Web Panel Members – includes RTI Tablet Users)

SUBJECT: National Panel of Tobacco Consumer Studies (TCS)

[Insert Name],

This is a friendly reminder that a National Panel of Tobacco Consumer Studies (TCS) survey is available for you to complete by logging on to <https://tcs.rti.org>.

As a token of appreciation, you will receive \$15 for completing the survey.

If you have any questions, please contact us toll free at 1-800-XXX-XXXX.

Thank you,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

(Mail Panel Members)

SUBJECT: National Panel of Tobacco Consumer Studies (TCS)

[Insert Name],

This is a friendly reminder from the National Panel of Tobacco Consumer Studies (TCS). We have not received your mail survey. Please complete and mail at your earliest convenience.

As a token of appreciation, you will receive \$15 for completing the survey.

If you have any questions, please contact us toll-free at 1-800-XXX-XXXX.

Thank you,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

Auto-calls

Announcement - Topical Survey

(Web Panel Members – includes RTI Tablet Users)

Hello. A National Panel of Tobacco Consumer Studies (TCS) survey is now available for you to complete by logging on to <https://tcs.rti.org>. As a token of appreciation, you will receive \$15 for completing the survey. If you have any questions, please contact us toll-free at 1-800-XXX-XXXX. Thank you.

(Mail Panel Members)

Hello. A National Panel of Tobacco Consumer Studies (TCS) survey has recently been mailed to you. As a token of appreciation, you will receive \$15 for completing the survey. If you have any questions, please contact us toll-free at 1-800-XXX-XXXX. Thank you.

Non-Response - Topical Survey

(Web Panel Members – includes RTI Tablet Users)

Hello. This is a friendly reminder that a National Panel of Tobacco Consumer Studies (TCS) survey is available for you to complete by logging on to <https://tcs.rti.org>. As a token of appreciation, you will receive \$15 for completing the survey. If you have any questions, please contact us toll free at 1-800-XXX-XXXX. Thank you.

(Mail Panel Members)

Hello. This is a friendly reminder from the National Panel of Tobacco Consumer Studies (TCS). We have not received your mail survey. Please complete and mail at your earliest convenience. As a token of appreciation, you will receive \$15 for completing the survey. If you have any questions, please contact us toll-free at 1-800-XXX-XXXX. Thank you.

Post-Enrollment Automated Follow-up Messages by Contact Mode

Text Message – All panel members

Thank you for joining the National Panel of Tobacco Consumer Studies (TCS). As a reminder, the panel website is <https://tcs.rti.org>. Questions? Call 1-800-XXX-XXXX.

Autocall – All panel members

Hello. Thank you for joining the National Panel of Tobacco Consumer Studies (TCS). As a reminder, the panel website is <https://tcs.rti.org>. If you have any questions, please contact us toll free at 1-800-XXX-XXXX. Thank you.

Email – Web Panel Members, including RTI Tablet users:

SUBJECT: National Panel of Tobacco Consumer Studies (TCS) [Insert Name],

Thank you for joining the National Panel of Tobacco Consumer Studies (TCS).

As a reminder, the TCS website is <https://tcs.rti.org>. If you have any questions, please contact us toll free at 1-800-XXX-XXXX.

Thank you,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

Letter – Mail Panel Members

[Insert Name],

Thank you for joining the National Panel of Tobacco Consumer Studies (TCS).

As a reminder, we will send you short surveys in the mail about every 4 months. You can also participate online through the TCS website at <https://tcs.rti.org>. If you have any questions, please contact us toll free at 1-800-XXX-XXXX.

Thank you,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

TCS Password Reset Email

SUBJECT: National Panel of Tobacco Consumer Studies (TCS) Password Reset Confirmation

TCS Panel Member,

Your TCS password has been reset. To login, please go to the TCS website <https://tcs.rti.org> and use the following login information:

TCS ID: [#####]
Password: [#####]*

*Please note that you will be prompted to change this password to a password of your choice once you log into the website. Your TCS ID, however, will not change.

If you have any questions or feel you have received this email in error, please call our toll-free project line at [1-8##-###-####] or email us at tcs@rti.org.

Sincerely,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

Attachment 3-42: Phone Verification Answering Machine Script




Answering Machine Script:

Hello, I am calling from RTI International regarding a study sponsored by the U.S. Food and Drug Administration. Our records indicate that someone at this number was contacted by one of our field interviewers and I am calling to verify the quality of our interviewer's performance. This call will take just a few minutes of your time. An RTI International representative will try to reach you again over the next few days to ask a few brief questions. Thank you in advance for your participation.


Attachment 3-43. TCS Website Screens

1) TCS Website Home Page

PROGRAMMER: FI WILL LOGIN WITH HIS/HER STUDY ID WHEN REQUIRED TO ADMINISTER BASELINE SURVEY TO PM. WHEN FI ID IS ENTERED, FI WILL GET OPTION TO "ADMINISTER BASEILNE SURVEY" AND LAUNCH THE SURVEY ACCORDINGLY. PER BASEILNE SPECS, SECTION A (TUTORIAL) WILL BE SKIPPED WHEN FI ADMINISTERS THE SURVEY.

				
Home	FAQs	Contact Us	Espanol	Log In
<p>Login Username: <input type="text"/> Password: <input type="password"/> Forgot Password?</p>		<p>Welcome to the TCS Website</p> <ul style="list-style-type: none">• Login to complete a survey• Get answers to frequently asked questions (FAQs)• Contact us with any questions• Request Technical Support• Update your profile 		
				
OMB No. #####-##### Exp. mm/dd/yyyy				

Home	FAQs	Contact Us	Español	Log In
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Login


Username:

Password:

[Forgot Password?](#)

Welcome to the TCS Website

- [Login](#) to complete a Survey
- Get answers to [frequently asked questions \(FAQs\)](#)
- [Contact us](#) with any questions
- Request [Technical Support](#)
- [Update Your Profile](#)



U.S. Department of Health & Human Services
U.S. Food and Drug Administration
Center for Tobacco Products

OMB No. #####-#### Exp. mm/dd/yyyy

2) Create Password Screen

Create Password

To protect your privacy, please create a unique password. By creating a unique password, no one else will be able to log in to your survey. The password should be something you will remember. There are no restrictions on what you enter.

Password:

Password Confirmation:

Create Password and Continue

2a) Update Password Screen

Update Password

The password should be something you will remember. There are no restrictions on what you enter.

Password:

Password Confirmation:

Create Password and Continue

3) Security Question Screen

Set Security Question

To protect the privacy of your answers, please answer a security question from the list below. This will be used to identify you if you forget your unique password. **Please choose a question that only you – and no one else – would know the answer to..**

Security Question:

(Pick one from the dropdown list)

Name of your first pet

Name of your favorite teacher


City you were born in

Name of your favorite sports team


Furthest place to which you have traveled

Continue.


4) Begin the Survey Screen

				
Home	FAQs	Contact Us	Español	Log In
Available Surveys:			Update Panel Profile	
<u>Topical Study 1</u>				
OMB No. ####-#### Exp. mm/dd/yyyy				

4a) Front Screen of an TCS Web Survey (example with public burden statement)



Help Log Out English ▾ [Change Language](#)

TCS ID: 123456
PBINTRO
1% Complete 

[Title of Survey]

Thank you for joining the survey panel for the National Panel of Tobacco Consumer Studies, or TCS. The information you provide will be very important to FDA's research. This first survey will introduce you to some of the features of our web surveys. It will also collect more detailed information about the tobacco products you are currently using. If you have any questions about how to answer a question or need help moving through the survey, please let the interviewer know.

Paperwork Reduction Act Statement: The public reporting burden for this information collection has been estimated to average 10 minutes per response to complete the survey questions. Send comments regarding this burden estimate or any other aspects of this information collection, including suggestions for reducing burden, to PRASStaff@fda.hhs.gov.

OMB No. #####-#### Exp. ##/##/####

[Next →](#)

**** Burden estimate in Paperwork Reduction Act Statement will be 10 minutes for baseline survey, 5 minutes for each panel maintenance survey, and 20 minutes for experimental and observational studies, including Study 1.**

4 b)

Timeout message:

'Your session has timed out. Please log in to continue.'

5) Forgot password screen (1st screen in request of new password)

Forgot Your Password?

Enter your TCS ID to receive your password.
TCS ID: _____

If you need assistance with your account, please call the TCS Help Desk at 1-800-XXX-XXXX
or send an email to tcs@rti.org.

Submit

6) Identity Page (2nd screen in request of new password)

<p>Identity Confirmation</p> <p>Answer the following question to receive your password.</p> <p>TCS ID: XXXXXXXXX Question: (Security question displayed here) Answer: _____</p> <p style="text-align: center;">Submit</p>

6) Identity Conformation Error Messaging

<p>Identity Confirmation</p> <p>Answer the following question to receive your password.</p> <p>TCS ID: XXXXXXXXX Question: (Security question displayed here) Answer: _____ Your answer could not be verified. Please try again.</p> <p style="text-align: center;">Submit</p>
--

8) Profile Update Page

Update Your Profile

Street Address:

Name: _____
Street: _____
City: _____
State: _____
ZIP: _____

Mailing Address: ___ Check here if same as street address

Name: _____
Street: _____
City: _____
State: _____
ZIP: _____

Phone and Email:

Home Phone: _____

Work Phone: _____


Cell Phone: _____ Can we send text messages to this cell number?

Alternate Cell Phone: _____ Can we send text messages to this cell number?

Email: _____

Alternate Email: _____

9) Links to TCS information from the Home screen

				
Home	FAQs	Contact Us	Español	Log In
<h3>About the TCS</h3> <ul style="list-style-type: none">What are the National Panel of Tobacco Consumer Studies (TCS)?Who is sponsoring the TCS?Who is RTI International?Who is participating in the TCS?What does my participation in the TCS involve?How do I know the TCS is legitimate?				
<h3>Completing the TCS Surveys</h3> <ul style="list-style-type: none">How long will the surveys take?Do I have to participate in each survey?Can I refuse to answer a question?				
<h3>Using the TCS Website</h3> <ul style="list-style-type: none">What is my TCS ID?What if I forget my password?How do I know your website is secure?Should I use a particular web browser to take the web survey?				
<h3>Privacy</h3> <ul style="list-style-type: none">Will my survey answers be kept private?				
OMB No. #####-##### Exp. mm/dd/yyyy				

About The TCS

- > **What are the National Panel of Tobacco Consumer Studies (TCS)?**
- > **Who is sponsoring the TCS?**
- > **Who is RTI International?**
- > **Who is participating in the TCS?**
- > **What does my participation in the TCS involve?**
- > **How do I know the TCS is legitimate?**

What are the National Panel of Tobacco Consumer Studies (TCS)?

The 2009 Tobacco Control Act granted the U.S. Food and Drug Administration (FDA) the authority to regulate the manufacture, marketing, and distribution of tobacco products. To inform these regulatory efforts, the FDA's Center for Tobacco Products (FDA-CTP) is conducting the National Panel of Tobacco Consumer Studies (TCS) to better understand what tobacco users know or how they feel about FDA regulatory actions.

For example, the TCS may explore topics such as:

- > How people feel about tobacco product warning statements or marketing restrictions
- > The type of tobacco products people use,
- > The tobacco brands people prefer,
- > How people hear about new tobacco products,
- > Where people buy tobacco products, or
- > How often people use coupons or in-store promotions

Who is sponsoring the TCS?

The FDA CTP is sponsoring the TCS. RTI International has been contracted to conduct the studies for the FDA-CTP.

Who is RTI International?

RTI is a nonprofit organization located in North Carolina. RTI conducts research both in the United States and abroad under contract with federal, state, and local governments; public service agencies; universities and foundations; and commercial clients.

Who is participating in the TCS?

The panel consists of about 4,000 adult tobacco users from across the United States. Your participation is very important to the success of the TCS. By taking part, panel members represent the views and opinions of many other individuals like themselves. The information you provide will help inform tobacco-related policy decisions made by the FDA.

What does my participation in the TCS involve?

After completing the enrollment process, panel members will be asked to take part in short but important surveys for the FDA over a 3-year period. Surveys will be conducted about 3 times a year. A cash payment will be offered as a token of appreciation for each TCS survey you complete.

How do I know the TCS is legitimate?

The TCS is conducted under the authority of the Family Smoking Prevention and Tobacco Control Act, which granted FDA important new authority to regulate the manufacture, marketing, and distribution of tobacco products to protect the public health generally and to reduce tobacco use by minors. The study has been approved by the U.S. Office of Management and Budget (OMB). The valid OMB control number for this information collection is XXXX-XXXX. The expiration date is MM/DD/YYYY.

Frequently Asked Questions (FAQs)

- > **Completing the TCS Surveys**
- > **Using the TCS Website**
- > **Privacy**

Completing the TCS Surveys:

How long will the surveys take?

The surveys will vary in length depending on the topic and your experiences. Surveys will take between 15-20 minutes.

Each web survey is designed so that you do not have to complete it in one session. You can get started and easily log out and resume the survey at a later time. Simply log back in using your TCS ID and password.

Please note that web survey time also will vary depending on connection speed to the Internet. If you need assistance with any technical issues, contact the TCS Help Desk at 1-800-XXX-XXXX or email us at tcs@rti.org.

Do I have to participate in each survey?

Participation in the TCS panel and in each survey is voluntary. However, your participation is very important to the success of this research. By taking part, you have the opportunity to share your opinions and feedback to help inform tobacco-related policy decisions made by the FDA. You will receive a cash payment as a token of appreciation for each TCS survey you complete.

Can I refuse to answer a question?

Your participation is very important to the success of this research. However, you can refuse to answer any and all questions.

Using the TCS Website:

What if I forget my TCS ID?

If you forget your TCS ID, please let us know by calling the TCS Help Desk at 1-800-XXX-XXXX, sending an email to tcs@rti.org, or completing the form on our [**Technical Support**](#) page.

What if I forget my password?

To have your password reset, go to the [**Forgot Password**](#) page. You can also contact the TCS Help Desk at 1-800-XXX-XXXX or email us at tcs@rti.org.

How do I know your website is secure?

The TCS website is protected by Secure Socket Layer (SSL; 128-bit encryption) technology. The web data are collected over a secure server and connection also protected by SSL.

Should I use a particular web browser to take the web surveys?

The current versions of the following web browsers are recommended:


- > Chrome
- > Firefox
- > Safari
- > Internet Explorer
- > Opera

Privacy:


Will my survey answers be kept private?

The FDA and RTI are committed to assuring the privacy of responses. Our interest is only in the combination of all responses and not anyone’s individual answers. Names are never associated with answers, are only used for research and analysis and cannot be used for any other purpose. Privacy of all answers to questions is protected to the fullest extent allowable by law.


10) Contact Us Screen

						
Home	FAQs	Contact Us	Espanol	Log In		
<h3>TCS Help Desk</h3> <p>Help Desk staff are available to assist you.</p> <p>You can contact us at: Phone: [1-800-XXX-XXXX] Email: tcs@rti.org Website: [insert url to Technical Support Page].</p> <h3>TCS Staff</h3> <p>If you have questions or concerns about the TCS, project staff are available Monday through Friday between 9:00 AM and 5:00 PM (ET).</p> <table><tr><td>TCS Project Director (RTI): Susan Kinsey shk@rti.org Phone: [1-800-XXX-XXXX]</td><td>TCS Data Collection Manager (RTI): Amy Kowalski akowalski@rti.org Phone: [1-800-XXX-XXXX]</td></tr></table>					TCS Project Director (RTI): Susan Kinsey shk@rti.org Phone: [1-800-XXX-XXXX]	TCS Data Collection Manager (RTI): Amy Kowalski akowalski@rti.org Phone: [1-800-XXX-XXXX]
TCS Project Director (RTI): Susan Kinsey shk@rti.org Phone: [1-800-XXX-XXXX]	TCS Data Collection Manager (RTI): Amy Kowalski akowalski@rti.org Phone: [1-800-XXX-XXXX]					
OMB No. ####-#### Exp.mm/dd/yyyy						

11) Request Technical Support Screen

				
Home	FAQs	Contact Us	Espanol	Log In
Need help completing your TCS Surveys?				
Please complete and submit the technical assistance form below. Once received, a member of the TCS team will contact you.				
TCS ID	<input type="text"/>			
Name	<input type="text"/>			
Email	<input type="text"/>			
Phone:	____ - ____ - _____			
Category:				
<input type="checkbox"/> Internet Connection Problems				
<input type="checkbox"/> Problems Logging in to TCS Website				
<input type="checkbox"/> Problems Launching Web Survey				
<input type="checkbox"/> Usability/Navigation Problems				
<input type="checkbox"/> Hardware Issue				
<input type="checkbox"/> Problems with Freezing Screen				
<input type="checkbox"/> Problems receiving TCS emails				
<input type="checkbox"/> Other Technical Problem				
<input type="checkbox"/> Non-technical issue / general issue				
Short Description	<input type="text"/>			
Description of the problem you are having:				
<input type="text"/>				
Thank you for letting us know about your problem. Your request for assistance has been submitted.				
Your Ticket ID is 128. A member of the TCS team will contact you soon to help you.				
SUBMIT				
OMB No. ####-#### Exp. mm/dd/yyyy				

Text Field for Problem Description

				
Home	FAQs	Contact Us	Espanol	Log In
[Insert Text]				
OMB No. ####-#### Exp. mm/dd/yyyy				

Attachment 3-44: Disenrollment Letter - Single Case



[DATE]

FNAME LNAME

[STREET ADDRESS]

[CITY], [STATE] [ZIPCODE]

[FNAME],

Thank you for your participation in the National Panel of Tobacco Consumer Studies (TCS) panel. This letter is to acknowledge your request to end your participation in the panel.

[FILL IF PM HAS STUDY-PROVIDED TABLET: Our records show that you were participating in the TCS panel using a study-provided tablet computer. Please note that you will soon receive a separate package from RTI International that includes instructions for returning the tablet. The package will also include a shipping box and a pre-addressed, postage-paid shipping label. Please follow the instructions and return the tablet to RTI at your earliest convenience.

Thank you again for your prior support of the TCS. If you have any questions, please call our toll-free project line at [800 Line] or email us at tcs@rti.org.

Sincerely,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies

Attachment 3-45: Disenrollment Letter - Bulk



[DATE]

FNAME LNAME
[STREET ADDRESS]
[CITY], [STATE] [ZIPCODE]

[FNAME],

Thank you for your participation in the National Panel of Tobacco Consumer Studies (TCS) panel. We've attempted to contact you about the TCS surveys for some time, but have not heard from you or been able to reach you. For this reason, we are assuming you no longer want to take part in the TCS panel. We will be discontinuing our requests for participation in TCS surveys and your membership in the panel.

[FILL IF PM HAS STUDY-PROVIDED TABLET: Our records show that you were participating in the TCS panel using a study-provided tablet computer. Please note that you will soon receive a separate package from RTI International that includes instructions for returning the tablet. The package also includes a shipping box and a pre-addressed, postage-paid shipping label. Please follow the instructions and return the tablet to RTI at your earliest convenience.

Thank you again for your prior support of the TCS. If you have any questions, please call our toll-free project line at [800 Line] or email us at tcs@rti.org.

Sincerely,

Susan Kinsey
RTI Project Director
National Panel of Tobacco Consumer Studies