Appendix B: Job Corps Student Survey Scripts

Call Introduction

Respondent

Hello, may name is <Interviewer Name> and I am calling from <Site Name> on behalf of Job Corps. May I speak to <Respondent First and Last Name>?

 IF R ANSWERED: CLICK [Respondent]

 IF SOMEONE ELSE READ ITEMS 1, 2 OR 3 AS APPROPRIATE

 READ #1 FOR NEW R OR WHEN HAVEN'T SPOKEN WITH HOUSEHOLD BEFORE
1. I am calling about a <paid> telephone survey we are conducting on behalf of Job Corps. Is this the best number to reach <Him or Her>?

 READ #2 IF R LIVES THERE AND WE HAVE CALLED PREVIOUSLY BUT NEVER TALKED TO R
2. We are trying to reach <Him or Her> to conduct a <paid> telephone survey. We have called recently to see if we could talk with <Him or Her> about this survey.

 READ #3 IF WE HAVE TALKED WITH R BUT DON'T HAVE CURRENT APPT
3. We are trying to reach <Him or Her> to conduct a <paid> survey on behalf of Job Corps. We have spoken to <Him or Her> recently about the survey.

 May I speak with <Him or Her> please?

 YES: CLICK [Respondent]
 NO-NOT AVAILABLE: Do you know when we could reach <Him or Her>?
    YES: CLICK [Schedule Appt]
     NO GOOD TIME TO CALL BACK:
          Do you mind if we call you again to try to reach <Him or Her>? Could I leave our toll free number with you so <He or She>can call us? It is <1-800 Number>.
    NO-REFUSING: CLICK [Refusal Scripts]
    NO-IN MILITARY: CLICK [In Military]
    NO-WRONG NUMBER: Do you know <Respondent First Name>?
         YES: CLICK [Other Scripts – Contact]
         NO: Okay. Sorry if I inconvenienced you. Thanks for your time today. Goodbye.

Contact

Hello, my name is <Interviewer Name>. I am calling from <Site Name> on behalf of Job Corps. May I speak to <Alternate Contact First Name and Last Name>?

IF CORRECT PHONE NUMBER FOR CONTACT CLICK [Other Scripts-Contact]

IF ASKED WHY CALLING

I am trying to reach to <Alternate Contact First Name and Last Name> to ask if <He or She> might have a telephone number for <Respondent First Name>. <Respondent First Name> listed <Alternate Contact First Name> as a person who would know how to reach <Him or Her> in the event <He or She> moved.
(PAUSE FOR RESPONSE)

CONTINUE IF NECESSARY
We are conducting a short telephone survey with former Job Corps students and would like to talk with <Him or Her> about participating.

IF NUMBER IS INCORRECT: Do you know <Respondent First and Last Name>?
      YES: Do you have a number where I can reach <Him or Her>?
            YES: CLICK [View Resp Info]
            NO: Is there someone else you know of that I could call who might know <His or Her> phone number?
                        YES - CLICK ON [View Respondent Info], [View], [Alternate Contacts] and [Add New]

                      NO: ASK THE FOLLOWING AS APPROPRIATE.
                            RECORD ANY LEADS YOU GET IN THE CALL RESULT COMMENTS
                            Do you happen to know if <He or She>is still living in the area?
                            Do you know what city or state <He or She>may have moved to?

IF R AND CONTACT UNKNOWN AT THIS NUMBER
Thank you very much for your time.

Respondent Scripts

Intro to Respondent

READ IF NECESSARY: Hello, my name is <Interviewer Name> with <Site Name>. Is this <Respondent First and Last Name>?

We are conducting a short survey for Job Corps to learn how former Job Corps participants have been doing since leaving the program. It only takes between 10 and 15 minutes on the phone.

We would appreciate your help completing the survey and you will be paid <Pay Amount> for your participation.

Confirm Respondent

INTERVIEWER: READ THE VERIFICATION QUESTIONS TO R AND ENTER THE INFORMATION R PROVIDES. IF THE INFORMATION MATCHES JC RECORDS, YOU WILL SEE A CHECKMARK IN THE CHECKBOX. FOR THE JC CENTER, CHECK THE CHECK BOX IF R PROVIDES THE CORRECT ANSWER. IF ALL THREE ARE CORRECT, PROCEED TO INFORMED CONSENT AND BEGIN SURVEY.

Before we begin the survey, I want to check our records to be sure the information is correct.
What Job Corps Center did you attend?
And when is your birthday (month and day)?
And what are the last four digits of your social security number?
Thank you.

IF ANY OF THE FIRST THREE VERIFICATION QUESTIONS ARE INCORRECT, PLEASE ASK FOLLOW UP QUESTIONS BELOW.
Could you tell me when you went into Job Corps?
And when did you leave Job Corps?

Study Description

The purpose of the survey is to learn about your recent employment and educational experiences. There are also a few questions about any services you may have received from Job Corps and how satisfied you were with those services. Job Corps will use the information you share with us to learn more about how students are doing after they leave Job Corps and to evaluate how services may be improved.

Is this a good time for you to do the survey?

YES: CLICK [Confirm R]

NO CALL BACK: When would be a good time for us to call back? CLICK [Schedule Appointment]

IF R HAS FURTHER QUESTIONS CLICK [FAQ]

IF R REFUSING CLICK [Refusal]

Informed Consent

MUST READ BEFORE BEGINNING SURVEY

Before we begin the survey, we must be sure that you clearly understand a few points. Your participation in the survey is completely voluntary. Job Corps has obtained approval to conduct the survey from the federal government's Office of Management and Budget. All information

you provide will be held in the strictest confidence and used only to assess how young people are doing since they left Job Corps. Your answers will not be shared with anyone outside of Job Corps in any manner that would enable someone to identify you. You may refuse to answer any questions that you do not want to answer. However, we hope that you will choose to answer as many questions as you can. This call may be monitored for quality assurance. May we begin?

IF YES CLICK [Start Survey]

IF NOT A GOOD TIME CLICK [Schedule Appointment]

IF R HAS FURTHER QUESTIONS CLICK [FAQ]
IF DOES NOT WISH TO PARTICIPATE CLICK [Refusal Scripts]

Alternate Contacts

Introduction

Hello, <Contact First Name>. My name is <Interviewer Name>. I am calling from <Site Name> on behalf of Job Corps.

I am trying to reach <Respondent First and Last Name> to do a short telephone interview with <Him or Her> to see how <He or She> has been doing since leaving Job Corps.

Job Corps will pay <Respondent First Name> to do the interview.

<He or She> gave us your name and number as someone who would know how to reach <Him or Her>. Do you know how I can reach <Him or Her>?

YES - CLICK ON [View Respondent Info]

NO, BUT SOMETIMES HEARS FROM R: May I leave our toll free number with you and you could ask <Him or Her> to call us? The number is <1-800 Number>. Thank you.

NO - Is there someone else I could call who might know <His or Her> address or phone number or who might be able to get a message to <Him or Her>?

>   YES - CLICK ON [View Respondent Info]

>   NO - Thank you very much for your time.

Why Calling?

We are conducting a short survey for Job Corps to learn how former participants have been doing since they left the program. We would like to invite <Respondent First Name> to participate in one of these surveys.

The survey asks about recent employment and educational experiences, it takes about 10 minutes to complete

and Job Corps will pay <Him or Her> to complete it.
Participation is completely voluntary, but I would like to have the opportunity to talk with <Him or Her> to see if <He or She> is interested in participating.

Do you have a telephone number for <Him or Her>?
YES -   CLICK ON [View Respondent Info]

NO -   Do you have an address where we might mail <Him or Her> a post card and ask <Him or Her> to call?

   YES - CLICK ON [View Respondent Info]
   NO - Is there someone else I could call who might know <His or Her> address or phone number or who might be able to get a message to <Him or Her>?

      YES -   CLICK ON [View Respondent Info], [View], [Alternate Contacts] and [Add New]
      NO -   May I leave our toll free number with you and you could ask <Him or Her> to call us? The number is <1-800 Number>.

Contact at respondent's number

May I speak with <Him or Her> please?

      YES: CLICK ON [Respondent]

      NO NOT AVAILABLE: When could we call back to reach <Him or Her>? CLICK [Schedule Appointment]

      I would also like to leave our toll free number with you. PAUSE
      It's <1-800 Number>.

Not respondent's number

Do you have a phone number or an address where I might reach <Him or Her>?

      YES: CLICK [View Respondent Info]

      NO: Is there someone else you know of that I could call who might know <His or Her> phone number?

         YES -   CLICK ON [View Respondent Info], [View], [Alternate Contacts] and [Add New]

         NO: ASK THE FOLLOWING AS APPROPRIATE.
            RECORD ANY LEADS YOU GET IN THE CALL RESULT COMMENTS

Do you happen to know if <He or She> is still living in the area?
Do you know what city or state <He or She> may have moved to?

Optional Scripts

Message for Respondent – Answering Machine

This message is for <Respondent First and Last Name>. My Name is <Interviewer Name>. I am calling from <Site Name> on behalf of Job Corps. We are conducting a short <paid> survey with former Job Corps students. Please call our survey line at <1-800 Number>. Anyone who answers our line will be able to talk to you about the survey.

We are open seven days a week. If you happen to reach our voice mail, please leave a message that you are calling about the Job Corps survey and refer to Case Number <Respondent Case ID>. Also please clearly state your name and an area code and phone number where we can reach you. Thank you.

Message for Respondent on Employer Answering Machine

My name is <Interviewer Name>. I am calling from <Site Name> on behalf of Job Corps. We are trying to reach <Respondent First and Last Name> about a short <paid> survey we are conducting with former Job Corps students. We have not been able to reach <Him or Her> and were told <He or She> may work there.

We would appreciate it if you could pass a message along to <Him or Her> and ask that <He or She> call our survey line at <1-800 Number> and refer to case number <Respondent Case ID> which will help us find <Him or Her> in our computer system. Thank you for your help.

Message for Respondent on Alternate Contact Answering Machine

This message is for <Alternate Contact First Name and Last Name>. My name is <Interviewer Name>. I am calling from <Site Name> on behalf of Job Corps. We are trying to reach <Respondent First and Last Name> to do a short <paid> survey.   <He or She>listed you as someone who would know how to reach <Him or Her> in the event that <He or She> moved. If you know how to reach <Respondent First Name>, please give us a call at <1-800 Number>. If you don't know <Respondent First Name>, please call the same number, <1-800 Number>, so we can remove you from our list. Please refer to case # <Respondent Case ID> so we can quickly find the record in our computer when you call. Thank you.

Message with Person in Respondent's Household

May I leave our toll free number with you? It's <1-800 Number>. Please ask <Him or Her> to call us at a time that is best for <Him or Her>. We are open 7 days a week. Let <Him or Her> know that anyone who answers at our number can help <Him or Her> if <He or She> says <He or She> is calling about the Job Corps survey. If <He or She> refers to the case number <Respondent

Case ID> it will help whoever answers to find the record quickly so we don't take up a lot of <His or Her> time. Thank you.

Frequently Asked Questions

How long will this take?

On average it takes about 10 minutes to complete. Depending on your situation, it could take a bit longer. For example, if you currently have more than one job, it may take a little longer to complete.

What is this about?

The questions are mostly about your recent work or school activities. We also ask a few questions about services you may have received from Job Corps and your satisfaction with those services.

How did you get my name?

Job Corps contracts with us to do these surveys with their former students and provides us with a list of names and telephone numbers.

How will you protect my privacy?

<Site Name> has data collection policies and procedures to ensure that your answers are kept private and confidential. Your name and contact information is stored in a computer database that is separate from the database that stores the answers to our questions. All of our computer files are password protected and stored on secure servers. In addition, all of our staff sign a confidentiality agreement as a condition of their employment.

Who do you work for?

I am calling from the <Site Name>. <Site Name> is a non-profit research organization that does research for the Job Corps and other government agencies. We collect information for use in research and program evaluation projects. We are not selling anything and all of the information you provide will only be used for research and to help evaluate the effectiveness of the Job Corps program.

Why should I answer your questions?

By helping us today you can help Job Corps better understand how their former students are doing after they leave Job Corps. By learning what former students are doing after leaving Job Corps, planners can make the program better for future students.

Also, you will be paid for your participation. This effort is part of the Career Development Services System and you will be paid for completing the survey as part of your continuing participation in CDSS. Job Corps will send you <Pay Amount> after you complete this survey with us.

Will I be paid?

Yes, Job Corps will send you <Pay Amount> as part of your participation in the Survey. We will notify Job Corps after you complete this survey and the Job Corps Data Center will send you a check.

HOW LONG BEFORE GET CHECK:
The Job Corps Data Center will send you your check. It takes 4-6 weeks for them to process and send you your check.

How long will it take to get my money?

You will get your check 4-6 weeks after you finish the survey.

Can you help me get services I need?

Other than calling someone at your Job Corps Center, I don't have much I can suggest. I'm sorry. Have you spoken with someone at your Job Corps Center or your Career Development Counselor about your needs? Do you have the number for your center? I can look it up and give it to you.

I don't have time now

We can schedule a time to call back that is more convenient for you. It will only take about 10 minutes of your time. When is a better time for you? Are mornings, afternoons, evenings or weekends better for you?

I don't want to set an appointment with you

Okay, then let me leave our toll free telephone number with you. It is <1-800 Number>. You can call us at a time that is best for you.

I don't think Job Corps or surveys are worth my time

Job Corps is interested in the insights and opinions of all former students, including those who didn't like everything about their experience in the program. You can help Job Corps become a better program for other young people if you will share your experiences by completing this survey. We really are interested in everyone's opinions. It is important that Job Corps hear from students with different opinions about the services they received.

I didn't graduate from Job Corps

Job Corps may define graduation differently than how you may be thinking about it. You don't have to go through a graduation ceremony or receive a diploma from Job Corps to be considered a Job Corps graduate. You are listed as a person that Job Corps believes met the qualifications to be considered a Job Corps completer.

IF NECESSARY EXPLAIN QUALIFICATIONS: Completion of either the vocational training requirements, the GED or both is how Job Corps defines a graduate.

How do I change my address at the post office?

To change your address, go to the post office your mail is delivered from. If you are not sure which post office this is, go to any local post office and they will be able to tell you. Ask a postal worker for a change of address form. Fill this form out (it will ask you for your old and new address) and return the form to a postal worker at the office. Your mail will then be forwarded to your new address for 3 or more months.

Can I go back to Job Corps?

I don't know the answer to that but I can give you a toll free number to call and find out. Could you write this number down?

PAUSE UNTIL R HAS PAPER AND PENCIL.

The number is 1-800-733-5627. They will be able to answer any questions you may have about Job Corps Services.

I did not get paid

The Job Corps Data Center had some problems in the past with getting checks sent to some of our respondents. We hope they have fixed those problems. But I can notify them that you didn't receive our check. I just need to make sure I have your correct address and telephone number.

CLICK [View Respondent Info].
RECORD NAME ADDRESS AND WHICH CHECK R DID NOT RECEIVE.

Refusal

Too busy/no time now

I'm sorry to have caught you at a bad time. I would be happy to call back at a more convenient time. We have interviewers available morning, evening and weekends and would be happy to schedule an appointment and have them call you then. When would be a good time for us to call back?

Tired or did not feel well

I am sorry to hear that. I would be happy to call back in a day or two, if that would be more convenient. When would be a good time for us to call back?

Not interested

The survey is part of the process to help Job Corps maintain contact with you in order to follow-up with graduates on your progress after you leave. The information you provide will help Job Corps meet your needs as well as help design better programs for current Job Corps students. Also, each time you complete one of these surveys you will be paid for sharing information about how you're doing. Your opinions are very important. This is an opportunity for you to have a voice for improving Job Corps.

Confidentiality

Protecting people's privacy is important to us. We have data collection policies and procedures to ensure that your answers are kept private and confidential. Your name and contact information is stored in a computer database that is separate from the database that stores the answers to our questions. All of our computer files are password protected and stored on secure servers. In addition, all of our staff sign a confidentiality agreement as a condition of their employment. The information you provide is only used to help improve Job Corps.

Angry about experience/Don't think surveys are worth doing

Job Corps is interested in the insights and opinions of all former students, including those who didn't like everything about their experience in the program. You can help Job Corps become a better program for other young people if you will share your experiences by completing this survey. We really are interested in everyone's opinions. It is important that Job Corps hear from students with different opinions about the services they received.

I don't think this applies to me

Job Corps is interested in hearing from everyone who exited the program.

Job Corps may define graduation differently then how you may be thinking about it. You don't have to go through a graduation ceremony or receive a diploma from Job Corps to be considered a Job Corps graduate. You are listed as a person that Job Corps believes met the qualifications to be considered a Job Corps completer.

IF NECESSARY EXPLAIN QUALIFICATIONS: Completion of either the vocational training requirements, the GED or both is how Job Corps defines a graduate.

I did not get paid

The Job Corps Data Center had some problems in the past with getting checks sent to some of our respondents. We hope they have fixed those problems. But I can notify them that you didn't receive our check. I just need to make sure I have your correct address and telephone number.

CLICK [View Respondent Info].

RECORD NAME ADDRESS AND WHICH CHECK R DID NOT RECEIVE.

Gatekeeper – not interested

We appreciate you sharing your opinions and trying to save our time, but I really do need to speak directly with <Respondent First Name> even if <He or She> is not interested in doing the survey.

Gatekeeper – R Angry at Job Corps

Job Corps is interested in the insights and opinions of all former students, including those who didn't like everything about their experience in the program. <He or She> can help Job Corps become a better program for other young people by sharing <His or Her> experiences by completing this survey. We are really interested in everyone's opinions. It is important that Job Corps hear from students with different opinions about the services they receive.

Gatekeeper - No time now

Could I leave our 1-800 number with you in case <He or She> has 10 minutes to spare? We can do the survey at <His or Her> convenience. We are open seven days a week from (list times). <His or Her> record will be in our system for another <Days to Expire> days.

Close

Survey Completed

Thank you for your help doing the survey. We appreciate your time.

REVIEW RESPONDENT PHONE NUMBER AND ADDRESS
CLICK ON [Review Respondent Info]

Partial Survey Completed

IF RESPONDENT CANNOT CONTINUE:

I understand you can't finish talking with me now. We would like to finish the survey at another time that is convenient for you. Can I set up an appointment to call you back?

YES: GO TO APPOINTMENT SCRIPT
CLICK ON [Schedule Appointment]
UPDATE R PHONE NUMBER FOR NEXT CONTACT
CLICK ON [Review Respondent Contact Info]

NO: GO TO CALL RESULTS AND RECORD OUTCOME
CLICK ON [Exit Scripts]

IF YOU CANNOT CONTINUE BECAUSE OF TECHNICAL PROBLEMS:

I'm sorry, we are having problems with our computers today. Can I call back in a few minutes to finish the survey?

YES: GO TO APPOINTMENT SCRIPT
CLICK ON [Schedule Appointment]
UPDATE R PHONE NUMBER FOR NEXT CONTACT
CLICK ON [Review Respondent Contact Info]

NO: GO TO CALL RESULTS AND RECORD OUTCOME
CLICK ON [Exit Scripts]

Respondent is out of window

CLICK ON [Exit Scripts] REVIEW RESP CONTACT INFO
If Quarter 2:
Thank you for calling us to complete the Job Corps survey. Unfortunately, your eligibility to participate in the first round of surveys has expired. But you are eligible to participate in another survey we are conducting later. We would like to call you in about 6 months to complete a 10 to 15 minutes survey with you. At that time you will receive $20 for your participation in the survey. So that we can reach you when you become eligible, I would like to update our records so that we can contact you.

If Quarter 4:
Job Corps would like to thank you for calling to complete the survey. Unfortunately, your eligibility to take the survey has passed. We wish you the best of luck in the future and again, thank you.

Respondent is out of window (alternate contact)

Thanks for calling. We contacted you because we were trying to locate <Respondent First Name> for a survey we are conducting for Job Corps. <His or Her> eligibility for this particular survey has expired

If Quarter 2 add:
but we would like to contact <Him or Her> in about < number of months> to complete a survey. <He or She>will be paid <Pay Amount> to complete the survey at that time.

Do you have a current telephone number for <Him or Her>?

YES: UPDATE RESPONDENT CONTACT INFO
CLICK ON REVIEW RESP CONTACT INFO

NO: GO ON
Do you have any information about that may help us locate <Him or Her>?

YES: CLICK ON [Exit Scripts], CODE CALL RESULT, AND VERIFY CONTACT AND RESPONDENT INFO

NO: Okay, Thanks for calling.

Review Contacts

If Quarter 2:
We will be contacting you again in about six months to see how things are going with you then. I want to check your address and telephone number where we can reach you next time so that Job Corps can mail you a check and thank you for doing this survey.

If Quarter 4
I want to check your address and telephone number so that Job Corps can mail you a check and thank you for doing this survey.

CLICK ON [Exit Scripts], CODE CALL RESULT, AND VERIFY ALTERNATE CONTACT AND RESPONDENT INFO

Employer

Introduction

Hello, my name is <Interviewer Name> with <Site Name>. We are trying to reach <Respondent First and Last Name> about a short <paid> telephone survey we are conducting with former Job Corps students. Our records show that <He or She> may have worked there.

PAUSE FOR RESPONSE.

May I leave <Him or Her> a message to call us?

IF YES

Please ask <Respondent First Name> to call <1-800 Number>. If <He or She> can refer to case number <Respondent Case ID>, it will help us to find <Him or Her> quickly in our computer system. We are open seven days a week. If none of our interviewers are available, <Respondent First Name> can leave a message along with a phone number where we can reach <Him or Her>. Thank you!

IF NO:

ASK: Does <Respondent First and Last Name> still work there? Thank you for your time today.

Job Corps Military Scripts
February 18, 2009

INTERVIEWER: IF AC SAYS R IN MILITARY ASK THESE QUESTIONS. PLEASE ACCEPT DON'T KNOW.

1. Okay, I want to confirm that <he or she> is currently in the military. Is that correct?

    ___Yes　　　___No　　　___Unknown　　　___No Answer

2. Do you know what branch of the military <he or she> is in? [check one]

___ Air Force	___ Army National Guard	___Navy
___ Air Force Reserve	___ Coast Guard	___ Naval Reserve
___ Air National Guard	___ Coast Guard Reserve	___ Unknown
___ Army	___Marine Corps	___ Refused
___ Army Reserve	___ Marine Corps Reserve	___ Did not answer

3. Is <he or she> currently stationed in the U.S. or < he or she> currently overseas?

___ Stationed in U.S.A	___ Refused	___Did Not Answer
___ Overseas	___ Unknown	

4. What is your relationship to <Respondent First Name> [As as necessary]

___ Parent	___ Other Relative	___ Refused
___ Sibling	___ Friend	___ Unknown
___ Spouse/Partner	___ Employer	___ Refused
___ Grandparent	___ Job Corps Staff	___ Did not answer

INTERVIEWER: IF R IS IN U.S.A. ASK FOR CURRENT ADDRESS AND PHONE NUMBER. CLICK ON [View Respondent Info]. IF R IS OVERSEAS: PROBE FOR RETURN DATE. IF RETURN DATE IS BEFORE END OF SURVEY WINDOW, SCHEDLE CALL BACK. IF RETURN DATE IS AFTER END OF SURVEY WINDOW, RECORD "R NOT AVAILABE IN SURVEY WINDOW" CALL RESULT.

Job Corps Employer/School Verification Scripts
February 18, 2009

Employer/School Scripts

Introduction

Hello, my name is <Interviewer Name>, and I am calling from <Site Name> on behalf of Job Corps. May I speak to <Contact Name> at <Business Name>?

IF AVAILABLE: GO TO REASON CALLING BELOW
IF NOT AVAILABLE - ASK IF SOMEONE ELSE CAN HELP

Is there someone else who may be able to answer a few questions about <Respondent Name>?
IF NOT, ASK WHEN YOU CAN CALL BACK. Is there a good time to reach him/her
- GO TO THE APPOINTMENT SCREEN.
IF UNAVAILABLE TO COMPLETE SURVEY AT THIS TIME: If this is a bad time for you we
can fax a copy of the survey. May I have your fax number please? Thank you.
Please complete and return the fax to us by <Close Date>at <Fax Number>.

RECORD OUTCOME IN CALL RESULT. ENTER ID INFORMATION ON PAPER SURVEY AND
FAX TO <Employer or School>.

IF NO: THANK PERSON AND HANG UP AND RECORD OUTCOME IN CALL RESULTS: Thank you
for your time.

Reason Calling

We are calling on behalf of Job Corps, a national training program for young people. Job Corps is assessing the effectiveness of its training program by contacting <Employer or School> officials to verify the <Employment or Enrollment> of <Respondent Name>.

I have a few questions about <Respondent Name> that will take about five minutes of your time. We just want to confirm in our records about <His or Her> <Employment or Enrollment> there.

Leave Message

May I leave our toll-free number with you so that he/she can call us? It is <Toll Free Number>. We are trying to verify this information before <Close Date>. If he/she could call us before then we would appreciate it very much.

Answer Machine

Hello, my name is <Interviewer Name>. I am calling from " & "<Site Name> for Job Corps. I am trying to reach May I speak to <Contact Name>.

Please ask him/her to call me at the toll free number, <Toll Free Number> before <Close Date>. Thank you.

Close

If there is more than one survey for this respondent:
THERE ARE TWO POSSIBLE EMPLOYER/SCHOOL VERIFICATION SURVEYS FOR THIS RESPONDENT. PLEASE CHECK THE CALL HISTORY FOR THE COMPLETION OF ANOTHER SURVEY. IF ANOTHER SURVEY WAS COMPLETED, CODE THIS SURVEY AS COMPLETED (10) IN THE CALL HISTORY

IF ANOTHER SURVEY HAS NOT BEEN COMPLETED YET, CODE THIS SURVEY AS PARTIAL COMPELTE (12) IN THE CALL HISTORY

For all cases

 That is all the information we need. We appreciate your time.