

Appendix B2a.

Brief Site Visit Selection Interview Invitation/Reminder Phone Script

I. INITIAL CONTACT

INTRODUCTION-1

Hello, my name is [NAME]. I'm calling from [2M RESEARCH SERVICES OR ABT ASSOCIATES] on behalf of the U.S. Department of Agriculture Food and Nutrition Service. May I speak with [SFA DIRECTOR NAME]?

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

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

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

RESPONDENT'S DIRECT PHONE NUMBER: _____

Is he/she available?

YES [GO TO "B. SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE"]

NO [GO TO "A. SCRIPT FOR WHEN RESPONDENT NOT AVAILABLE"]

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

A. SCRIPT FOR WHEN RESPONDENT NOT AVAILABLE:

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

CALLBACK DATE/TIME: _____

B. SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE:

INTRODUCTION-2 [IF TRANSFERRED]

Hello, my name is [NAME] and I'm calling from [2M RESEARCH SERVICES OR ABT ASSOCIATES]. [GO TO "INTRODUCTION-3"]

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

I am calling regarding the survey you recently completed for the study called "Successful Approaches to Reduce Sodium in School Meals," being conducted for the U.S. Department of Agriculture Food and Nutrition Service.

Your responses on the survey indicate that your SFA is a good candidate to include in the study. The next step in the study is for us to conduct a brief interview with you.

Are you available to do the brief interview now?

[IF YES: GO TO BRIEF SITE VISIT SELECTION INTERVIEW GUIDE] Great, thank you. This interview should not last more than 20 minutes.

[IF NO:]

Are there questions or concerns that I can address? [ANSWER QUESTIONS AND ENCOURAGE PARTICIPATION]

What is the main reason you are unable to participate? [PROBE FOR: REASONS WHY]

Is there a time that we can schedule to call you back to complete this interview?

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

[IF NO:] Okay, I will contact you again in a couple of days to schedule the interview. [GO TO "VERIFY CONTACT INFORMATION-1"]

VERIFY CONTACT INFORMATION-1

Is there a good time to call back?

CALLBACK DATE/TIME: _____

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

RESPONDENT'S ALTERNATE CONTACT INFORMATION: _____

VERIFY CONTACT INFORMATION-2

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

RESPOND TO QUESTIONS OR CONCERNS

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

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

[IF YES: USE TRAINING MANUAL TO ANSWER QUESTIONS]

REMINDER AND THANK YOU

Thank you for your time. If you have any questions at all, please feel free to contact us at **1-866-465-7738** (toll-free) or by email at SFASurveyHelp@2mresearch.com

II. SFA DIRECTOR TELEPHONE ANSWERING DEVICE

INTRODUCTION-4

Hello, I'm **[NAME]**. I'm calling from **[2M RESEARCH SERVICES OR ABT ASSOCIATES]** regarding a survey you recently completed for the U.S. Department of Agriculture Food and Nutrition Service study called "Successful Approaches to Reduce Sodium in School Meals."

Your input on the survey indicates that your SFA is a good candidate to include in the study. The next step in the study is for us to conduct a brief interview with you. It should not last more than 20 minutes.

Please contact us at **1-866-465-7738** (toll-free) or by email at SFASurveyHelp@2mresearch.com at your earliest convenience. Thank you.

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