

**Appendix C4.**  
**Prescreening Web Survey Reminder**  
**Phone Script**

**I. INITIAL CONTACT****INTRODUCTION-1**

Hello, my name is \_\_\_\_\_. I'm calling from 2M Research Services on behalf of the U.S. Department of Agriculture Food and Nutrition Service to follow up on an email that was recently sent to **[RESPONDENT'S NAME]**. Would that be you?

**[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 on which 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 WHEN RESPONDENT IS ON THE PHONE]**

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

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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.

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**A. RESPONDENT NOT AVAILABLE**

The email sent to **[RESPONDENT]** linked to a questionnaire sponsored by the U.S. Department of Agriculture Food and Nutrition Service. The survey was designed to be completed by the SFA Director.

Do you know whether **[RESPONDENT]** might have given it to someone else to complete, or do you think he/she is completing it himself/herself?

YES, KNOWS NAME OF NEW PERSON

May I have the name, title, and contact information for that person? **[ENTER THE CONTACT INFORMATION IN THE MESSAGE FIELD.]**

NO, DOES NOT KNOW NAME OR WHETHER IT WAS GIVEN TO SOMEONE ELSE **[CONTINUE BELOW]**

Would you please leave a message for **[RESPONDENT]** mentioning that I called about the survey? When is a good time to call back?

CALLBACK DATE/TIME: \_\_\_\_\_

**B. SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE:**

**INTRODUCTION-2 [IF SPEAKING TO RESPONDENT ON INITIAL CONTACT]**

The email was an invitation to complete a survey for a study called “Successful Approaches to Reduce Sodium in School Meals.” [GO TO “INTRODUCTION-4”]

**INTRODUCTION-3 [IF TRANSFERRED]**

Hello, my name is [NAME] and I’m calling from 2M Research Services. We recently sent you an email invitation to complete a survey for a study called “Successful Approaches to Reduce Sodium in School Meals.” [GO TO “INTRODUCTION-4”]

**INTRODUCTION-4**

2M Research Services is conducting this survey for the U.S. Department of Agriculture Food and Nutrition Service. We noticed that you haven’t completed this required survey yet, so we wanted to be sure you received the email invitation.

**VERIFY CONTACT INFORMATION**

The email address we have for you is [EMAIL]. Is that correct?

[IF NO: UPDATE CONTACT INFORMATION] [GO TO “RESEND LINK-1”]

[IF YES: GO TO “RESEND LINK-2”]

**RESEND LINK-1**

We will send you another link to the “Successful Approaches to Reduce Sodium in School Meals” survey shortly. [GO TO “RESPOND TO QUESTIONS OR CONCERNS-1”]

**RESEND LINK-2**

Would you like for me to send you another link to the “Successful Approaches to Reduce Sodium in School Meals” study?

[IF NO: GO TO “RESPOND TO QUESTIONS OR CONCERNS-2”]

[IF YES:] I’ll get that email to you shortly.

**RESPOND TO QUESTIONS OR CONCERNS-1**

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

**RESPOND TO QUESTIONS OR CONCERNS-2**

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

[IF NO:] Did you have trouble with the link to the survey?

[IF YES:] Have you been able to log in and start the survey?

**WOULD LIKE TO ANSWER BY PHONE**

Would you like to do the survey now?

**[IF NO:]** Can we make an appointment for a better time? Day: \_\_\_\_ Time: \_\_\_\_

**[IF YES:] SWITCH TO SURVEY MODULE**

**REMINDER AND THANK YOU**

Under the Healthy, Hunger-Free Kids Act of 2010, agencies are required to cooperate. Your participation is also important to the success of this study, so we hope you'll complete the survey as soon as possible. The deadline is **[SURVEY END DATE]**. If you have any questions at all, please free to contact us at **1-866-465-7738** (toll free) or by email at [SFASurveyHelp@2mresearchservices.com](mailto:SFASurveyHelp@2mresearchservices.com).

Thank you for your time.

**II. TELEPHONE ANSWERING DEVICE SCRIPT**

**INTRODUCTION-5**

Hello, I'm **[NAME]**. I'm calling from 2M Research Services about a survey we are conducting for of the U.S. Department of Agriculture Food and Nutrition Service. The study is called "Successful Approaches to Reduce Sodium in School Meals." We have not yet received your response to this required survey, and we hope you will complete it soon. Please access the survey using the login information that was emailed to you, or contact us at **1-866-465-7738** (toll free) or by email at [SFASurveyHelp@2mresearchservices.com](mailto:SFASurveyHelp@2mresearchservices.com). Thank you.

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