

## **Attachment B.8 – State Survey Follow-up Telephone Script**

Hi, my name is [insert name] and I am calling from IMPAQ International. We are conducting a survey on behalf of the Food and Nutrition Service of U.S. Department of Agriculture to determine how State child nutrition agencies are using data systems to manage and report information on their food service and nutrition programs. Our records indicate that you have not yet responded. We have emailed you a link to the survey. You should have received a reminder from us today.

*Note: [IF NECESSARY] Please check your Junk folder in case the email is sitting in there. The subject line of the email reads: REMINDER – School Nutrition MIS Survey and you received it from [FNSsurvey@impaqint.com](mailto:FNSsurvey@impaqint.com).*

I would be happy to answer any questions you may have about the survey.

**Could you please take a few minutes to complete the survey?**

It will take no more than 60 minutes of your time and will help the USDA to create and disseminate best practices and system standards for child nutrition management information systems. We need your responses by [DATE].

Thank you so much for your assistance with this effort.

CODE:

- 1) Spoke to respondent and respondent will complete survey
- 2) Spoke to respondent and respondent refused or is unwilling to complete survey
- 3) Spoke to respondent and respondent had issues/questions (specify) \_\_\_\_\_
  - a) I was able to address/answer issue/question
  - b) I was unable to address/answer issue/question and said someone will call them back
- 4) Left message
- 5) No response – phone kept ringing, no one picked up, no VM, etc.
- 6) Wrong number
- 7) Person no longer works there
- 8) Other (specify); \_\_\_\_\_

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB Control number. The valid OMB control number for this information collection is 0584-NEW. The time required to complete this information collection is estimated to average two minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.