

Appendix F4. Telephone Script to Complete Menu Planning Survey and First Week Site Menus

Hello, May I speak with <NAME OF SPONSOR/SITE SUPERVISOR>?

Hello. This is <NAME> calling from Westat, with regard to the U.S. Department of Agriculture's *Summer Meals Study*. A few weeks ago, we sent you an email with a link to the *Summer Meals Study Menu Planning Survey* and a request to submit menus and recipes for the week of [XX/XX/XXXX] at [NAME OF SITE]. Our records indicate that you have not completed the <SURVEY/SITE MENU REQUEST> as of today, and we would like to <COMPLETE THE SURVEY/OBTAIN THE MENU DATA> with you now, over the phone. It will take about 20 minutes to complete the survey, and an hour to obtain site menus. If you prefer, you may complete the survey online and submit the menus and recipes via email, the FTP site, fax or U.S. mail.

Your participation in this study is completely voluntary; however, the law governing the summer meal programs requires *organizations* participating in the programs to cooperate in studies such as the *Summer Meals Study*. Your responses will improve our understanding of Summer Food Service Program and Seamless Summer Option operations and facilitators and barriers to program participation. Please know that your responses will be kept private as required by law and will not be shared with anyone not involved with conducting the study. Neither your name nor any other information about your identity will be used in any reports. The information you provide will be combined with information from everyone who participates in the study. You may skip any question that you prefer not to answer. As described in the system of record notice (SORN) titled FNS-8 USDA/FNS Studies and Reports (published in the Federal Register on April 25, 1991, volume 56, pages 19078-19080), FNS and contractors working on their behalf may collect and analyze this information for research purposes and are required to have safeguards in place to keep data private.

[ASK THE FOLLOWING QUESTIONS SEPARATELY FOR MENU PLANNING SURVEY AND SITE MENUS, AS APPLICABLE]

Are you able to complete the <MENU PLANNING SURVEY/SITE MENUS> with me over the phone now?

- Yes → Thank you.

Before we begin, do you have any questions?

- YES 1 → ANSWER QUESTIONS.
- NO 2 → IF NO, COLLECT MENU DETAILS.

Ok, let's begin now. [GO TO MENU PLANNING SURVEY AND RECORD RESPONSES OR COLLECT SITE MENU INFORMATION] END.

Public reporting burden for this collection of information is estimated to average 5 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. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302 ATTN: PRA (0584-xxxx*). Do not return the completed form to this address.

- No → Would you prefer to <COMPLETE THE SURVEY ONLINE/SUBMIT THE MENUS ELECTRONICALLY OR BY MAIL>?

[IF YES] Thank you. You can do so by <logging into the secure study website and using the PIN provided to you in the email to access the survey/submitting the menus and recipes via email, the FTP site, fax or U.S. mail>. I can provide you any of this information if you need it. [PROVIDE PIN, EMAIL, ETC AS NEEDED].

FOR MENUS: How do you prefer to send us your menus and recipes?

- Email
- FTP site
- Fax
- U.S. mail

Please submit your menus and recipes at your earliest possible convenience. END.

[IF NO] Ok. When would be a good time for me to call you back? [RECORD TIME OR RECORD REFUSAL] Thank you. END.

- IF NOT A GOOD TIME, When would be a good time for me to call you back? [RECORD TIME] Thank you. We will call you back then. If you like, you can always decide to submit the information electronically. Thank you again for your support of the Summer Meals Study. END.
- IF NO – REFUSAL, COMPLETE NON-INTERVIEW REPORT FORM TO DOCUMENT STRENGTH OF REFUSAL (MILD/FIRM/HOSTILE) AND REASONS FOR REFUSAL.) We appreciate your time today. Thank you. END