

## Appendix C4.b. Pre-Interview Scheduling Phone Call Script (In-Depth Interview)

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-XXXX. The time required to complete this information collection is estimated to average four 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.

**SCHEDULER INSTRUCTIONS: BEFORE CALLING THE SFA TO SCHEDULE THE IN-DEPTH INTERVIEW, YOU SHOULD REVIEW THE WEB SURVEY RESPONSES TO BECOME FAMILIAR WITH THE INDIVIDUALS INVOLVED IN THE PROCUREMENT PROCESS. USE THE IN-DEPTH INTERVIEW GUIDE FOR TOPIC LIST WHEN SCHEDULING THE CALL.**

## **INITIAL PHONE CONTACT**

Hello, my name is [YOUR NAME]. I'm calling from Mathematica Policy Research to follow up on an email that we recently sent to [RESPONDENT'S NAME] about the Study of School Food Authority Procurement Practices that we are conducting for the USDA Food and Nutrition Service. Am I speaking with [RESPONDENT'S NAME]?

(IF SPEAKING TO THE RESPONDENT GO TO A.2)

(IF SPEAKING TO SOMEONE ELSE, SAY:) Is there a direct line to reach him/her, or could you please transfer me to (RESPONDENT'S NAME)?

(IF YES, RECORD NUMBER IN SPACE BELOW. ENTER THIS NUMBER IN THE MESSAGE FIELD AT THE END OF THE CALL. THEN GO TO A1.)

(IF TRANSFERRED, BUT VOICEMAIL RECEIVED, GO TO E.)

(IF NO, GO TO D.1)

### **RESPONDENT'S DIRECT PHONE NUMBER:**

Is he/she available?

- YES (GO TO A.1)**
- NO, THE RESPONDENT IS BUSY/CAN'T TALK RIGHT NOW (GO TO D.1)**
- NO, THE RESPONDENT NO LONGER WORKS AT THE SFA OR IS UNAVAILABLE FOR AN EXTENDED PERIOD OF TIME (GO TO D.2)**

## **A. WHEN RESPONDENT IS ON THE PHONE:**

**A.1 (IF TRANSFERRED):** Hello, [RESPONDENT'S NAME]. My name is [YOUR NAME]. I'm calling from Mathematica Policy Research to follow up on an email that we recently sent you about the Study of School Food Authority Procurement Practices that we are conducting for the USDA Food and Nutrition Service. (GO TO A.2)

**A.2 (IF RESPONDENT IS ON THE LINE):** Last [WEEK/MONTH], we sent you an email inviting you to participate in an in-depth interview. Recently, you completed the SFA Procurement Practices Web

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Survey for us. We are interested in learning more about your SFA's procurement practices, and we would like to set up a time to do a follow-up interview.

Do you have any questions about the interview at this time?

- YES (ANSWER QUESTIONS USING FAQ, THEN GO TO B; IF THE RESPONDENT HAS A QUESTION TO WHICH YOU DO NOT KNOW THE ANSWER, ASK IF YOU MAY HAVE YOUR SUPERVISOR CALL THEM BACK)**
- NO (GO TO B)**
- RESPONDENT REFUSES TO PARTICIPATE IN THE STUDY (GO TO C)**

## **B. WHEN RESPONDENT AGREES TO PARTICIPATE:**

We will be conducting the in-depth interviews between DATE X and DATE Y. The interview will take approximately 90 minutes to complete. We recognize you are busy, so if possible, let's select a time that is most convenient for you.

The interview may require participation from multiple people from your SFA, some of whom might have helped on the survey. I'd like to take a moment to review the topics of the interview with you so that you can tell me who from your SFA would be best suited to answer the questions.

Interview topics:

- Procurement decision-making, goals, and strategy
- Contract types
- Solicitation and contract award processes
- Contract management
- Recordkeeping and performance monitoring
- Training and resources
- Challenges/best practices in procurement

Do you know what day and time during the window of DATE X to DATE Y will work best for you?

**(IF MORE THAN ONE PERSON NEEDS TO BE ON THE CALL: and [FILL NAMES OF STAFF])**

- YES**

DATE AND TIME:

I have **(STATE THE DATE AND TIME GIVEN BY RESPONDENT)**. Is that correct? Great! You will receive an email a few days before our call as a reminder of your telephone

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interview. I will also send you an electronic invitation with call information for the interview.

**(IF MORE THAN ONE RESPONDENT)**: Can you please provide me with the email addresses for each person who will participate in the interview? This way I can send the electronic invitation to everyone.

Can I have your permission to record the interview? The recording will be kept in a secure location and destroyed after the study is over.

**YES**

**NO**

Do you have any questions? We really appreciate your cooperation and thank you so much for your time today. We'll be sending you an email the week before your interview as a reminder. **END CALL.**

**NO**

If convenient, you can email or call me with days and times that work for you **(AND YOUR STAFF)**. My email is: **(EMAIL)**. My phone number is: **(PHONE)**.

Do you have any questions? We really appreciate your cooperation and thank you so much for your time today. **END CALL.**

## **C. WHEN RESPONDENT DOES NOT AGREE TO PARTICIPATE**

I'm sorry to hear that. **[PROBE FOR WHY IF REASON IS NOT GIVEN]**. Is there something we can do that will make it more convenient for you? The cooperation of all selected SFAs is strongly encouraged under Section 305 of the Healthy, Hunger-Free Kids Act of 2010 (HHFKA), which states that:

*States, State educational agencies, local educational agencies, schools, institutions, facilities, and contractors participating in programs authorized under this Act and the Child Nutrition Act of 1966 (42 U.S.C 1771 et seq.) shall cooperate with officials and contractors acting on behalf of the Secretary, in the conduct of evaluations and studies under those Acts.*

**(IF RESPONDENT AGREES TO PARTICIPATE, GO TO B)**

**(IF RESPONDENT STILL DOES NOT AGREE TO PARTICIPATE, GO TO C1)**

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## **C1. RESPONDENT IS NOT INTERESTED, AND NO SOLUTION CAN BE FOUND:**

Again, I am sorry to hear this. We note that you have declined to participate in this interview. If you reconsider, please let us know by either calling us (toll-free) [MPR PHONE NUMBER] or emailing at [MPR HELP DESK EMAIL]. We appreciate your time and have a good day. **END CALL.**

## **D1. WHEN RESPONDENT IS NOT AVAILABLE/BUSY**

We sent an email to [RESPONDENT'S NAME] that described an in-depth interview that we would like to do with him/her for the Study of School Food Authority Procurement Practices we are conducting for the USAD Food and Nutrition Service. Recently, [RESPONDENT'S NAME] completed a web survey for this study. Now we are asking him/her to participate in a follow-up interview about your SFA's procurement practices, which is the second and final phase of the study.

Would you please leave a message for [RESPONDENT'S NAME] mentioning that I called about scheduling an interview? When might be a good time to call back?

Callback Date/Time:

Would it also be possible to transfer me to his/her voice mail? Thank you for your help.

(IF YES TO BEING TRANSFERRED TO VOICE MAIL, GO TO E.)

**END CALL.**

## **D2. WHEN RESPONDENT IS UNAVAILABLE LONG-TERM**

Recently, [RESPONDENT'S NAME] completed a web survey for our study. Now, we are asking him/her to participate in an interview about your SFA's procurement practices, which is the second and final phase of the study.

Even though [RESPONDENT'S NAME] is unavailable, it is still important for us to talk to someone about your procurement practices.

We are looking for someone at your SFA who may be knowledgeable about the SFA's procurement practices. Do you know who may be able to help me with this request? Is it possible that [RESPONDENT'S NAME] passed along the survey for someone else to complete? May I have the name, title, and contact information for that person?

**YES**

(ENTER THE CONTACT INFORMATION IN THE MESSAGE FIELD.)

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NAME:  
TITLE:  
EMAIL/PHONE:

Thank you for your help. **END CALL.**

## **E. LEAVING A TELEPHONE MESSAGE FOR RESPONDENT**

Hello, **[RESPONDENT'S NAME]**. I'm calling from Mathematica Policy Research. Recently, you completed a web survey for the Study of School Food Authority Procurement Practices that we are conducting for the USDA Food and Nutrition Service. Last **[WEEK/MONTH]**, you should have received an email from us inviting you to participate in a follow-up telephone interview to provide more detail about **[Name of SFA]**'s procurement practices. We would like to set up a time that is convenient for you for the interview.

Please contact me (toll-free) at **[MPR PHONE NUMBER]** or by email at **[MPR HELP DESK EMAIL]** (SPELL OUT THE EMAIL ADDRESS) at your earliest convenience to discuss this second and final phase of the study and schedule an interview time that works for you. Thank you. **END OF CALL.**

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