

Appendix M:
Follow-Up Phone Call

Appendix. Follow-Up Phone Call

2017 National Survey of Correctional Contraband Phone Follow Up Script--Pretest

Hello, may I please speak with [INSERT CONTACT NAME].

INTERVIEWER: IF R NO LONGER WORKS THERE, ASK FOR PERSON WHO CURRENTLY HOLDS R'S POSITION. RECORD UPDATED INFORMATION, AND PROMPT NEW R TO COMPLETE ONLINE BY SENDING SURVEY LINK, PIN AND PASSWORD.

OPTION 1: My name is [INTERVIEWER NAME]. I am calling on behalf of the National Institute of Justice regarding the National Survey of Correctional Contraband. We recently sent you information about the survey and I am following up on this correspondence. Do you remember seeing the letter/e-mail?

NO, did not receive letter/e-mail:	YES, did receive letter/email:
I am sorry that the email didn't reach you. I have your email as [READ EMAIL]. Is this right email address? Or Should I try a different one? I will send you information about our survey shortly and check back with you to make sure of its delivery. Please don't hesitate to reach me toll-free at [1- 844-288-4427] if you experience any difficulties in accessing our survey. Once you complete the survey to the extent you can, we may contact you to arrange a time to discuss the survey. The debriefing should take less than half an hour of your time and we will use your feedback to inform the national data collection effort.	Good! Do you have any questions about the National Survey of Correctional Contraband? If you have any questions, please call us toll-free at: 1- 844-288-4427. This number can also be found in the web survey. Please remember to complete the survey as soon as possible. We will call next week to check in regarding any questions you may have. Thank you in advance for your participation