

Appendix R:

Debriefing Protocol

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2017 National Survey of Correctional Contraband Phone Follow Up Script

Hello,

My name is _____ and I'm calling on behalf of the National Institute of Justice regarding the National Survey of Correctional Contraband. May I please speak to _____?

I'm calling regarding the survey you recently completed for us. Thank you so much for participating in the survey. While reviewing your survey responses, we believed that it would be helpful to conduct a debriefing of the survey with you. It shouldn't take more than half an hour. Is this a good time for you to go over some of the survey responses with me?

...If yes, make sure they have copy of completed survey in front of them.

...if no, schedule a time to conduct a debriefing and follow up.

Great, so let me walk you through the basic process of how the debriefing will work. We'll review some of the survey questions and your overall ease at providing the information. I have your survey responses in front of me. Do you have any questions before we start?

For each question unanswered, probe:

- If anything was unclear, confusing, or missing in the wording or any terminology needed to be better defined;
- If R can provide an estimate if the information sought is unavailable or missing;
- What prevented them from completing the survey item?; and
- What steps would be necessary to get the information?