

Attachment 7: Follow-up Discussion (virtual interviews)

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Sample Script for Respondent Follow-up Discussion with Collaborating Center for Questionnaire Design and Evaluation Research (CCQDER) Recruiter/CCQDER Staff for Cognitive Testing and Analyses of “Healthy and Ready to Learn” Questions

Dial respondent’s telephone number [hereafter referred to as R] as indicated by R during scheduling.

Note: Speak only to R. If the number is answered by voice mail, call back at another time.

CCQDER Recruiter/CCQDER Staff: Good morning/afternoon, may I speak to (name)?

If R is not available or not at home, say, “Thank you” and try again at another time.

If the person who answered the phone (NOT R) asks, “Who is calling?” or “What’s this about?” say, “I am returning their call to me. I’ll try to reach them at another time.

If R has been successfully contacted, continue...

...Hello, my name is [CCQDER Recruiter/CCQDER Staff’s name]. I am calling from the National Center for Health Statistics. You may remember that you agreed to participate in a brief follow-up call to discuss your recent interview about your child’s learning, development, and health. Is this a safe time to talk? If you are driving, I will call you back. I can also call you back if you are too busy.

Wait for acknowledgment, such as, “This is a safe time to talk.”

...In order to get your feedback, I’ll need a few minutes of your time to ask some questions about your experiences participating in the interview. Answering these questions is completely voluntary and takes about five minutes. We are required by law to use your information for statistical research only and to keep it confidential. The law prohibits us from giving anyone any information that may identify you without your consent. The OMB control number for this telephone screener is 0920-0222. Is this a good time to ask the questions or should I call back later?

If not a good time to talk, schedule a time to call back.

If good time to talk, continue...

The discussion will be qualitative in nature to include the following topics:

- Familiarity with video-calling platform used.
- Difficulties respondents may have had understanding the set-up instructions.
- Difficulties respondents may have had accessing or using the video-calling platform.

- Assessment of sound quality during interview.
- Assessment of the visual quality (if a camera was used) during interview.
- Level of respondent engagement during the interview - were there any distractions such as the TV, phone, or other people.
- How the respondent felt about the experience immediately after taking part in the interview.