

## **ATTACHMENT 13. TELEPHONE VERIFICATION SURVEY FOR THE POINT OF SALE INTERVENTION FOR TOBACCO EVALUATION (POSITEv)**

### **Programming conventions and specifications notes**

- Don't Know/Refused are not allowed in combination with other responses
- Variable names and section headings are not displayed on screen
- Response options should not be labeled with numbers
- Bolding conveys emphasis while capital letters convey instructions for programmers or interviewers
- Questionnaire will include a progress bar
- All items are required
- "Next" buttons will be displayed on every survey screen as appropriate
- All images should be arranged in such a way that focus on usability and layout
- Images should be aligned and of similar sizes as one another

### **Information needed for verification**

#### Ineligible Cases [Screener Cases]

2601 (No One Selected - No HH Members 18 years of age or older)  
2605 (No Tobacco Users in Household)

#### Completed Cases

2690 (Survey Completed)  
2691 (Interview Complete-App Consented)

#### Roster Information:

(*numberrostered1*): total number of adults in roster (SCC3 from Screener)

Program fill for (*HH Adult Count Noun*)

If number rostered is 0, then fill 'no'

If number rostered is 1 = person

If number rostered is >1 = people

#### Screening Information:

(*Screening Date*) fill: Date of final Screening Code (MMDDYYYY)

#### Case Information:

(*Street Num, Street Name, Apt/Unit, city, state and zip code*): Street number, Street address, Apt/Unit, city, state and zip code for address

#### Screening Information Provided:

CaseID

Phone number provided in variable [if status 2601 or 2605 = SCEXIT3END\_PHONE; if 2690 = SCF9] Screener Phone Number Provided in SCF2A [blank if Screener is Respondent]

Address

Sample Member Name provided in SCF2

[Panel Member Name] provided in variable SCF2 in screener instrument  
[Screening Respondent Name] provided in variable SCEXIT3END\_NAME for Ineligible Households

**CALL-IN:** [IF CALL-IN]

Thank you for calling us about the study sponsored by the U.S. Food and Drug Administration at RTI. This is \_\_\_\_\_. In case we get cut off, let me get the telephone number you are calling from. (On behalf of the U.S. Food and Drug Administration, I am trying to reach [FILL: Panel Member Name/Screening Respondent Name].)

INTERVIEWER: THE ROSTER WILL BE DISPLAYED NEXT. IF THE PHONE NUMBER EXISTS ON THE ROSTER FOR THE SUBJECT AND HAS NOT BEEN CODED OUT, SELECT THAT NUMBER. OTHERWISE, ADD A NEW ROSTER LINE.

- 0 GO TO ROSTER INFO SCREEN TO SELECT CORRECT ROSTER LINE → GO TO INTRO7A
- 4 NEVER HEARD OF SUBJECT → GO TO INTRO6
- 9 MORE CODES → GO TO SUBJ\_CODES

**ASK:** Respondents who initiate a call to the verification staff

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**INTRO6**

NOTE: IF THIS CALL IS A CALL-IN CASE, SIMPLY VERIFY THEIR PHONE NUMBER.

Let me make sure that I dialed the correct number. Is this [FILL: PHONE NUMBER]

- 1 YES → GO TO EVEND
- 2 NO → GO TO EVEND
- 5 LANGUAGE BARRIER → GO TO EVEND
- 6 REFUSED → GO TO WHO\_REF
- 9 MORE CODES → GO TO SUBJ\_CODES

**ASK:** Respondents who initiate a call to the verification staff but do not know the case's listed subject.

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**INTRO7A**

IF NOT ALREADY SPEAKING WITH THE PERSON OR ENROLLED PM, ASK: Can I speak with [FILL: Panel Member Name/Screening Respondent Name]

IF CALL-IN CASE AND SCREENED/PM HAS NOT ALREADY TOLD YOU: What can I help you with today?

- 1 YES SUBJECT IS AVAILABLE NOW → GO TO INTRO1
- 3 SUBJECT NOT AVAILABLE NOW - SET APPT → GO TO CALLBACK
- 8 KNOWS SUBJECT, WILL GIVE INFO (THIS WILL ADD A NEW ROSTER LINE) → GO TO EVEND
- 9 MORE CODES → GO TO SUBJ\_CODES

**ASK:** Respondents who initiate a call to the verification staff who know the case's listed subject

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**CELL\_RESP.** (Hello, my name is \_\_\_\_\_. I am calling from RTI International

regarding a study sponsored by the U.S. Food and Drug Administration.) Are you driving a vehicle at this moment?

IF YES, ASK FOR A BETTER TIME TO CALL AND SET A CALLBACK. IF YES, AND RESPONDENT INDICATES S/HE IS WILLING TO TALK NOW, SAY "I'm sorry but for your safety I'm not able to conduct the survey while you're driving. When would be a better time to call you?"

- 1 YES → GO TO CALLBACK
- 2 NO → GO TO INTRO1
- 9 MORE CODES → GO TO SUBJ\_CODES

**ASK:** All respondents who are calling from a phone number listed as a mobile phone.

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### **INTRO1.**

(Hello, my name is \_\_\_\_\_. I am calling from RTI International regarding a study sponsored by the U.S. Food and Drug Administration.) May I please speak to [FILL: Panel Member Name/Screening Respondent Name]?

- 1 YES, SPEAKING TO PANEL MEMBER OR SCREENING RESPONDENT → GO TO INTRO3
- 2 PANEL MEMBER AVAILABLE → GO TO INTRO1A
- 3 PANEL MEMBER UNAVAILABLE [If Enrollment → GO TO CALLBACK, If Screener → GO TO INTRO2]
- 4 PANEL MEMBER UNAVAILABLE - OUT OF THE COUNTRY → GO TO OTC\_WHY
- 5 PANEL MEMBER/SCREENING RESPONDENT UNKNOWN → GO TO INTRO2
- 6 RESPONDENT/PANEL MEMBER KNOWN, BUT WILL NEVER BE AVAILABLE [If Enrollment → GO TO INTRO1B, If Screener → GO TO INTRO2]
- 7 OTHER → GO TO INTRO1B
- 8 LANGUAGE BARRIER → GO TO EVEND
- 9 MORE CODES → GO TO SUBJ\_CODES

**ASK:** All respondents

**GO TO:** If the person on the phone is the sample or screening member, go to INTRO3. If the panel member is available, go to INTRO1A. If the Panel member is unavailable, go to INTRO2, unless they are out of the country, then go to OTC\_WHY, or if they will otherwise never be available, then go to INTRO1B.

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**OTC\_WHY.** Is [FILL: Panel Member Name/Screening Respondent Name] out of the country due to:

INTERVIEWER: TRY TO DETERMINE REASON SUBJECT IS OUT OF THE COUNTRY AND ENTER BELOW.

- 1 MILITARY SERVICE
- 2 SCHOOL
- 3 OTHER REASON?
- 9 DON'T KNOW/DOESN'T WANT TO TELL

ENTER REASON.  
[500 CHAR]

[CONTINUE → GO TO OTC\_INFO]

**ASK:** Respondents who report the panel member is out of the country.

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**OTC\_INFO.**

Can you give me any address or telephone information or an email address for contacting [FILL Panel Member Name/Screening Respondent Name ] ?

[CONTINUE → GO TO EVEND]

**ASK:** Respondents who report the panel member is out of the country.

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**INTRO1A.**

May I speak with this person?

- 1 YES → GO TO INTRO3
- 2 NO → GO TO CALLBACK

**ASK:** Respondents who report panel member is available to speak with.

**GO TO:** If the survey respondent/screener is available to speak to, go to INTRO3. If they are not available to speak to, schedule a time for a call back, go to CALLBACK.

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**INTRO1B.**

INTERVIEWER: ENTER RESPONDENT'S ANSWER VERBATIM. [500 CHAR]

[CONTINUE: If Enrollment → GO TO CALLBACK, If Screener → GO TO INTRO2]

**ASK:** Cases where a verification call will not be possible with the survey respondent.

**GO TO:** If the verification call is for survey verification, go to CALLBACK. If the verification call is for screening only, go to INTRO2

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**INTRO2A**

[If Screener AND INTRO1 = 3, 4, 5, FILL: Perhaps you can help me.] My name is \_\_\_\_\_ . I am calling from RTI International regarding a study sponsored by the U.S. Food and Drug Administration.

Our records indicate that [FILL: IF Screener: you or someone at this number; IF Enrollment: Panel Member Name] was [FILL: IF SCREENING: contacted concerning [FILL: address]; IF ENROLLMENT: contacted about an important research study sponsored by the U.S. Food and Drug Administration].

This call is to verify the quality of our interviewer's performance. It will take just a few minutes of your time. For training and quality assurance purposes, this call may be monitored.

1 CONTINUE

**ASK:** Cases where a verification call will not be possible with the survey respondent.

**GO TO:** If the verification call is for survey verification, go to CALLBACK. If the verification call is for screening only, go to INTRO2

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### INTRO2B

[FILL: IF SCREENER: Are you (or anyone else at this number) familiar with [FILL: address]?]

[FILL: IF ENROLLMENT: Is this the correct phone number for [FILL: Panel Member Name?]

PROBE: (This is a scientific research study and the quality of data is essential. We monitor our interviewer's work in several ways. One very important check is to call some of the residences that were contacted to ensure the interviewer followed proper procedures and behaved professionally.)

- 1 YES, RESPONDENT IS AVAILABLE → GO TO INTRO3
- 2 PANEL MEMBER LOCATED → GO TO INTRO3
- 3 SOMEONE ELSE IS AVAILABLE → GO TO INTRO1A
- 4 PANEL MEMBER UNKNOWN → GO TO EVEND
- 5 NO= → GO TO SV1
- 1 DON'T KNOW → GO TO SV1
- 9 MORE CODES → GO TO SUBJ\_CODES

**ASK:** All respondents

**GO TO:** If the survey respondent is available to speak to, go to INTRO3, if they are not available but someone else can verify the call, go to INTRO1a. If the respondent reports a survey did not occur, go to SV1. If the respondent does not recognize the person we are asking to verify with, go to EVEND.

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### INTRO3.

[FILL if INTRO1  $\neq$  1: Hello, my name is \_\_\_\_\_. I am calling from RTI International regarding a study sponsored by the U.S. Food and Drug Administration.]

[FILL IF Screener: "Our records indicate that someone at this number was contacted concerning [Fill: address]" ]

[FILL IF Enrollment: "Our records indicate that you were interviewed for the Point of Sale Intervention for Tobacco Evaluation (POSITev)".]

This call is to verify the quality of our interviewer's performance. It will take just a few minutes of your time. For training and quality assurance purposes, this call may be monitored.

[FILL IF Enrollment: Did you complete an interview for this study?]

[FILL IF Enrollment: 1 YES → GO TO EV3

[FILL IF Enrollment: 2 NO → GO TO EV2A

[FILL IF Screener: Are you or anyone else at this number familiar with [FILL: address];?]

[FILL IF Screener: 3 YES → GO TO SNVCODE]

[FILL IF Screener: 4 NO → GO TO EVEND]

[FILL IF Screener: 5 SCHEDULE A CALLBACK → GO TO CALLBACK]

[FILL IF Screener: 9 OTHER CODES → GO TO EVEND]

PROBE: This is a scientific research study and the quality of data is essential. We monitor our interviewer's work in several ways. One very important check is to call some of the residences that were contacted to ensure the interviewer followed proper procedures and behaved professionally.

**ASK:** All respondents

**GO TO:** If the verification call is to verify a survey, go to EV3 if the person reports completing the survey, or EV2A if the person does not report completing the survey. If the verification call is to verify the screening of the address, then go to SNVCODE if the person is familiar with the address. If the person familiar with the address is not available, go to CALLBACK to schedule a call when they are available. If no person is familiar with the address on file, go to EVEND.

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**SV1.** Just to confirm, I was given this telephone number to verify that our interviewer made contact with someone that either lives at or is knowledgeable about [FILL: address]. Is there anyone at this number who might be familiar with [FILL: address]?

- 1 YES, RESPONDENT IS → GO TO SV4
- 2 YES, SOMEONE ELSE IS → GO TO INTRO1A
- 3 NO → GO TO SV2
- 1 DON'T KNOW → GO TO SV2
- 9 MORE CODES → GO TO SUBJ\_CODES

**ASK:** Respondents who report not being familiar with the sampled address

**GO TO:** If the person is familiar with the sample address, go to SV4, if someone else is, go to SV3, if no one is, go to SV2

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**SV2.** Is there anyone at this number who might be familiar with our interviewer?

- 1 YES, RESPONDENT IS → GO TO SV4
- 2 YES, SOMEONE ELSE IS → GO TO SV3
- 3 NO → GO TO EVEND
- 1 DON'T KNOW → GO TO EVEND
- 9 MORE CODES → GO TO SUBJ\_CODES

**ASK:** Respondents who report not being familiar with the sampled address

**GO TO:** If the person is familiar with the interviewer, go to SV4, if someone else is, go to INTRO1a, if no one is, go to EVEND

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**SV3.** May I speak with this person?

- 1 YES → GO TO SV4
- 2 NO → GO TO SV4A

**ASK:** Respondents who report not being familiar with the sampled address, but identify another person able to answer the questions.

**GO TO:** If the person is available, go to SV4, if not one is, go to SV4A

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**EV2A.** You may have answered questions concerning your use of tobacco products, and provided some basic demographic information. The interviewer would have used a computer to record your responses. Does this sound familiar?

- 1 YES → GO TO EV3
- 2 NO → GO TO EV2B

**ASK:** Respondents who report not completing a survey

**GO TO:** If the person does not recall the survey, go to EV2B, if they do, go to EV3

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**EV2B.** Were you ever contacted by one of our interviewers?

- 1 YES, BUT RESPONDENT DOES NOT REMEMBER COMPLETING INTERVIEW → GO TO EV2C
- 2 YES, AND RESPONDENT DOES REMEMBER COMPLETING INTERVIEW → GO TO EV3
- 3 NO → GO TO EV2C

**ASK:** Respondents who report not completing a survey

**GO TO:** If the person was not contacted by an interviewer or did not complete the survey, go to EV2C, if they recall completing the survey, go to EV3

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**EV2C.** Our interviewer would have been wearing a white badge with a picture I.D. (He or she may have been carrying a tablet computer. Did this person ever contact you?

- 1 YES, BUT RESPONDENT DOES NOT REMEMBER COMPLETING INTERVIEW → GO TO EVEND
- 2 YES, AND RESPONDENT DOES REMEMBER COMPLETING INTERVIEW → GO TO EV3
- 3 NO → GO TO EVEND

**ASK:** Respondents who report not being contacted by our interviewers

**GO TO:** If the person was contacted by an interviewer but did not complete the survey, go to EV3, if they do not recall being contacted by the interviewer or completing the survey, go to EVEND.

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**EV3.** It is important that the interviewer visited the correct address. Please provide the full address where you lived when the interviewer contacted you. Please tell me the full address including any apartment number, city, state, and zip code.

TI NOTE: DO NOT READ ADDRESS TO RESPONDENT. IF THE ADDRESS PROVIDED MATCHES THE BELOW INFORMATION, SELECT CORRECT. IF IT DOES NOT MATCH SELECT INCORRECT.

[FILL: address]

TI NOTE: IF RESPONDENT PROVIDES ONLY PARTIAL INFORMATION, YOU SHOULD PROVIDE THE MISSING INFORMATION TO THE RESPONDENT TO CONFIRM IT IS ACCURATE.

- 1 CORRECT → GO TO EV4
- 2 INCORRECT → GO TO EV3A
- 1 DON'T KNOW → GO TO EVEND
- 2 REFUSE → GO TO WHO\_REF

**ASK:** Verification call respondents who report completing the survey

**GO TO:** If the person verifies the address on file, go to EV4. If the person states the address on file does not match where they lived when contacted by the interviewer, go to EV3A. Otherwise go to EVEND.

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**EV3A.** Can you please repeat that?

ENTER ADDITIONAL COMMENTS UP TO 500 CHARACTERS.

ENTER RESPONDENT'S ADDRESS VERBATIM. [500 CHAR]

**ASK:** Verification call respondents who report completing the survey but provide an address that does not match records

---

**EV4.** Did the interviewer ask you questions about topics such as your use of tobacco products and tobacco advertisements you have seen in stores?

- 1 YES → GO TO EV6
- 2 NO → GO TO EV5

**ASK:** Verification call respondents who report the survey was completed at the listed address

**GO TO:** If the person recalls being asked questions with content matching the survey, go to EV6, if not, go to EV5.

---

**EV5.** Just to be sure, were you asked questions about the type of tobacco products you use (such as cigarettes, cigars, or smokeless tobacco products) as well as questions about tobacco advertisements you have seen in stores?

- 1 YES → GO TO EV6

2 NO → GO TO EV7

**ASK:** Verification call respondents who report the correct survey content was not asked

**GO TO:** If the person recalls being asked questions with content matching the survey, go to EV6, if not, go to EV7.

---

**EV6.** Did you receive \$25 in cash for your participation?

- 1 YES → GO TO EVEND
- 2 NO → GO TO EVEND
- 3 DECLINED CASH INCENTIVE
- 1 DON'T KNOW/DON'T REMEMBER → GO TO EVEND

**ASK:** All verification call respondents who recall being asked survey questions.

---

**EV7.** Did you receive \$25 in cash when the interviewer visited you?

- 1 YES → GO TO EVEND
- 2 NO → GO TO EVEND
- 3 DECLINED CASH INCENTIVE
- 1 DON'T KNOW/DON'T REMEMBER → GO TO EVEND

**ASK:** All verification call respondents who do not recall being asked survey questions.

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**SNVCODE.**

[IF SCREENING CODE 2601 OR 2605 OR 2606 OR 2610 OR 2620 → GO TO SV4]  
[IF SCREENING CODE 2301 VACANT → GO TO SNV6A]  
[IF SCREENING CODE 2310 NOT A HOUSING UNIT → GO TO SNV8A]

**ASK:** All verification call respondents who report being screened

**GO TO:** Automatically route the survey based on assigned status code, if recorded as Vacant, go to SNV6A, if recorded as not a housing unit, go to SNV8A, all other status codes go to SV4

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**SV4.** I'd like to verify what the interviewer reported. First, according to our interviewer, there are [FILL: *numberrostered1*] [FILL: *HH Adult Count Noun*] age 18 or older living in your household. Is this correct?

- 1 YES → GO TO SV5
- 2 NO → GO TO SV4A
- 1 DON'T KNOW → GO TO SV5
- 2 REFUSED → GO TO SV5

**ASK:** Verification call respondents who report being screened at a valid housing unit

**GO TO:** If the number of people reported living at the household matches our records, go to SV5, if a different number is reported, go to SV4A, if the respondent does not know or refuses, go to SV5.

---

**SV4A.** Would you please describe what is incorrect about the information?

ENTER ADDITIONAL COMMENTS UP TO 500 CHARACTERS. IF IT BECOMES CLEAR THE RESPONDENT WAS CONFUSED BY THE QUESTION, GO BACK TO THE QUESTION AND REREAD/PROBE FOR CLARITY. ENTER RESPONDENT'S ANSWER VERBATIM [500 CHAR]

[CONTINUE → GO TO SV5]

**ASK:** Verification call respondents who report the number of adults living at the household does not match our records

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**SV5.**

[IF SCREENER 1, FILL: Do you / IF ENROLLMENT FILL: Does [Panel Member Name]) smoke cigarettes every day, some days, or not at all?

- 1 EVERY DAY
- 2 SOME DAYS
- 3 NOT AT ALL
- 1 DON'T KNOW
- 2 PREFER NOT TO ANSWER

**ASK:** Verification call respondents who report being screened

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**SV6.** Is the home at [FILL: address] owned by you or someone in your household, rented, or occupied without payment of rent?

- 1 OWNED BY YOU OR SOMEONE ELSE IN THE HOUSEHOLD
- 2 RENTED
- 3 OCCUPIED WITHOUT PAYMENT OR RENT

**ASK:** Verification call respondents who report being screened

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**SV7.** It is important that the interviewer visited the correct address. Please provide the full address where you lived when the interviewer contacted you. Please tell me the full address including any apartment number, city, state, and zip code.

TI NOTE: DO NOT READ ADDRESS TO RESPONDENT. IF THE ADDRESS PROVIDED MATCHES THE BELOW INFORMATION, SELECT CORRECT. IF IT DOES NOT MATCH SELECT INCORRECT.

[FILL: address]

TI NOTE: IF RESPONDENT PROVIDES ONLY PARTIAL INFORMATION, YOU SHOULD PROVIDE THE MISSING INFORMATION TO THE RESPONDENT TO CONFIRM IT IS ACCURATE.

- 1 CORRECT → GO TO SV8
- 2 INCORRECT → GO TO SV7A
- 1 DON'T KNOW → GO TO EVEND

-2 REFUSED → GO TO WHO\_REF

**ASK:** Verification call respondents who report being screened

**GO TO:** If the person confirms the address we have on file is correct, go to SV8. If they report it is incorrect, go to SV7A. If they provide no information, go to EVEND

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**SV7A.** Can you please repeat that?

ENTER ADDITIONAL COMMENTS UP TO 500 CHARACTERS.

ENTER RESPONDENT'S ADDRESS VERBATIM. [500 CHAR]

**ASK:** Verification call respondents who report being screened at an address that does not match our records

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**SV8.** Was the interviewer polite and did the interviewer treat you professionally?

- 1 YES → GO TO EVEND
- 2 NO → GO TO SV8A

**ASK:** Verification call respondents who report being screened at the address on record

**GO TO:** If the person reports the interviewer acted professionally, go to EVEND. If they report the interviewer acted unprofessionally, go SV8A

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**SV8A.** Would you please tell me more about that?

ENTER ADDITIONAL COMMENTS UP TO 500 CHARACTERS.

ENTER RESPONDENT'S ANSWER VERBATIM.  
[500 CHAR]

IF NO COMMENTS, ENTER NONE

[CONTINUE → GO TO EVEND]

**ASK:** Verification call respondents who report the interviewer did not act professionally

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**SNV6A.** Has [FILL: address] been vacant any time within recent weeks?

- 1 YES → GO TO SNV9A
- 2 NO → GO TO SNV6B
- 1 DON'T KNOW → GO TO SNV6B

**ASK:** Verification call respondents who report being at a vacant address

**GO TO:** If the person does not report the address was vacant in recent weeks, go to SNV6B, otherwise go to SNV9A

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**SNV6B.** Let me verify, was [FILL: address] vacant on or around [FILL: Screening Date]?

- 1 YES → GO TO SNV9A
- 2 NO → GO TO SNV9A
- 1 DON'T KNOW → GO TO SNV9A
- 2 REFUSED → GO TO SNV9A

**ASK:** Verification call respondents who report being at a vacant address that was not vacant within the recent weeks

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**SNV8A.** Is [FILL: address] a business, military barracks, hotel or motel, a place that was demolished or does not exist, or another type of place that is not a residence?

- 1 YES → GO TO SNV9A
- 2 NO → GO TO SNV8B
- 1 DON'T KNOW → GO TO SNV8B

**ASK:** Verification call respondents for addresses coded non-housing units

**GO TO:** If the person reports the address is for a non-residence, go to SNV9A, otherwise go to SNV8B

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**SNV8B.** We are trying to distinguish places that are residences such as houses, town houses, apartments, and college dormitories from the types of places I just mentioned.

To the best of your knowledge, is [FILL: address] a business, military barracks, hotel or motel, a place that was demolished or does not exist, or another type of place that is not a residence?

- 1 YES → GO TO SNV9A
- 2 NO → GO TO SNV9A
- 1 DON'T KNOW → GO TO SNV9A
- 2 REFUSED → GO TO SNV9A

**ASK:** Verification call respondents for addresses coded non-housing units who report the address does not fit one of our categories for non-housing unit

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**SNV9A.** Did you personally speak with our interviewer?

- 1 YES → GO TO SNV9B
- 2 NO → GO TO EVEND

**ASK:** Verification call respondents for addresses coded non-housing units who report the address fits one of our categories for non-housing unit

**GO TO:** If the person reports they spoke to our interviewer, go to SNV9B, otherwise go to EVEND.

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**SNV9B.** Was the interviewer polite and did the interviewer treat you professionally?

- 1 YES → GO TO EVEND
- 2 NO → GO TO SNV9B1

**ASK:** All verification call respondents

**GO TO:** If the person reports the interviewer acted professionally, go to EVEND. If they report the interviewer acted unprofessionally, go to SNV9B1

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**SNV9B1.** Would you please tell me more about that?

ENTER ADDITIONAL COMMENTS UP TO 500 CHARACTERS.

ENTER RESPONDENT'S ANSWER VERBATIM. [500 CHAR]

IF NO COMMENTS, ENTER "NONE".

[CONTINUE → GO TO EVEND]

**ASK:** Verification call respondents who report the interviewer did not act professionally

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**CALLBACK.**

Thank you very much for your time, I will call back at a later time. Have a good (evening/day).

[SET FOR CALLBACK]

**ASK:** Verification call respondents that will need to receive a call back

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**EVEND.** Those are all of the questions I have. Thank you very much for your time. Have a good (evening/day).

[EXIT SURVEY.

ASSIGN PENDING 2589 IF SV2 = 3 OR - 1 (BAD TELEPHONE NUMBER) || EV2C = 1 OR 3 (DOES NOT REMEMBER INTERVIEWER CONTACT) || EV3 = 2 OR -1 OR -2 (REMEMBERS INTERVIEW, BUT ADDRESS INFORMATION IS INCORRECT) || EV5 = 2 (DOES NOT REMEMBER BEING ASKED SURVEY CONTENT) || EV6 OR EV7 = 2 (DID NOT RECEIVE INCENTIVE) || INTRO2B = 4 (PANEL MEMBER NAME NOT RECOGNIZED) || SV4 = 2 (HOUSEHOLD COUNT DOES NOT MATCH) || SV8 = 2 (INTERVIEWER UNPROFESSIONAL) || SNV9B = 2 (INTERVIEWER UNPROFESSIONAL) || SNV6B = 2 (ADDRESS CODED VACANT WAS NOT VACANT DURING SCREENING) || SNV8B = 2 (ADDRESS CODED INELIGIBLE ADDRESS TYPE WAS NOT INELIGIBLE DURING SCREENING) ;

ELSE ASSIGN FINAL CODE 2690]

**ASK:** Verification call respondents at the end of the call

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**SUBJ\_CODES**

SUBJECTS NAME <FILL NAME>

- 1 SUBJECT OUT OF THE COUNTRY (NOT IN CALLING AREA)
- 2 SUBJECT INSTITUTIONALIZED OR INCARCERATED
- 3 SUBJECT OTHERWISE UNAVAILABLE
- 4 SUBJECT DECEASED
- 5 LANGUAGE BARRIER
- 6 REFUSED
- 7 SET CALLBACK FOR SUBJECT (ONLY IF YOU SPOKE WITH THE SM OR A CONTACT)
- 9 PERSON HUNG UP BEFORE / DURING INTRO
- 12 SUBJECT INCAPABLE (INCAPACITATED)
- 13 SUBJECT HAS NO PHONE
- 14 SUBJECT IS HEARING IMPAIRED
- 0 RETURN TO MAIN MENU

[EXIT SURVEY]

**ASK:** Screen administered to the Telephone Interviewer after a call was terminated and the reason for the termination needs to be coded.

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#### **WHO\_REF**

(Thank you very much for your time)

INTERVIEWER:

WAS THE REFUSAL BY THE SAMPLE MEMBER?

PLEASE NOTE THAT TWO SUCH REFUSALS WOULD MAKE THIS A FINAL REFUSAL CASE

- 1 YES, SAMPLE MEMBER REFUSED....VERIFIED NAME
- 2 NO / DON'T KNOW

[CONTINUE]

**ASK:** Screen administered to the Telephone Interviewer after a call was terminated as a refusal.

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#### **PREREF**

INTERVIEWER: DETERMINE THE STRENGTH OF THE REFUSAL

- 1 SOFT
- 2 HARD (FIRM)
- 3 HOSTILE

[CONTINUE]

**ASK:** Screen administered to the Telephone Interviewer after a call was terminated as a refusal.

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## REF

INTERVIEWER: DESCRIBE WHAT HAPPENED DURING REFUSAL (CHECK ALL THAT APPLY)

- 1 SM DOES NOT DO PHONE SURVEYS
- 2 SM DOES NOT PARTICIPATE IN SURVEYS
- 3 HUNG UP DURING INTRO (AFTER AFFILIATION)
- 4 HUNG UP AT SAMPLE MEMBER VERIFICATION SCREENS
- 5 "TOO BUSY" / "NO TIME"
- 6 "NO INTERESTED" (NO MENTION OF STUDY)
- 7 NOT INTERESTED IN DOING STUDY (AGAIN)
- 8 QUESTIONED PURPOSE OF STUDY
- 9 CONCERNED ABOUT LENGTH OF INTERVIEW
- 10 CONCERNED ABOUT LEGITIMACY OR CONFIDENTIALITY OF DATA
- 11 OTHER SPECIFY [ENTER 500 CHARACTERS]
- 12 SUBJECT REFUSED BECAUSE DID NOT GET INCENTIVE FROM PRIOR STUDY
- 13 CONTACT WILL NOT LET US SPEAK WITH SM

[EXIT SURVEY]

**ASK:** Screen administered to the Telephone Interviewer after a call was terminated as a refusal.

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**OMB No. ####-####**  
**Exp. Date XX/XX/XXXX**  
**RIHSC No. 17-082CTP**

**Paperwork Reduction Act Statement: The public reporting burden for this information collection has been estimated to average 10 minutes per response to complete the survey questions. Send comments regarding this burden estimate or any other aspects of this information collection, including suggestions for reducing burden, to [PRASTAFF@FDA.HHS.GOV](mailto:PRASTAFF@FDA.HHS.GOV).**

**ASK:** Screen administered to the Telephone Interviewer when accessing help menu.

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## END SURVEY

### VOICE MAIL SCRIPTS:

- SCREENER /INELIGIBLE VERSION:** My name is \_\_\_\_\_. I am calling from RTI International regarding an important research study sponsored by the U.S. Food and Drug Administration. This call is to verify the quality of our interviewer's performance. Please call me back at your convenience at 1-xxx-xxx-xxxx.
- ENROLLMENT VERSION:** My name is \_\_\_\_\_. I am calling for [fill panel member] from RTI International regarding an important research study sponsored by the U.S. Food and Drug Administration. This call is to verify the quality of our interviewer's performance. Please call me back at your convenience at 1-xxx-xxx-xxxx.
- MESSAGE LEFT WITH LIVE PERSON:** My name is \_\_\_\_\_. I am calling from RTI International regarding an important research study sponsored by the U.S. Food and Drug Administration. Please ask him/her to call me at his/her earliest convenience at 1-xxx-xxx-xxxx.