ATTACHMENT 13. Wave 2 Telephone Verification Survey for the Point of Sale Intervention for Tobacco Evaluation (POSITEv)

OMB No. 0910-0815
Exp. Date 04/30/2021
RIHSC No. 17-082CTP

Versio n #	Date	Author	Notes	Approver	OMB	RTI IRB	RIHSC

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

Completed Cases

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

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

Information Provided:

CaseID
Phone number provided in variables W1_AL_EHPH2A (Respondent home telephone number and W1_AL_ECPH1B (Respondent cell phone number)
Panel Member Name provided in **AL-FU1_FNAME and AL-FU1_LNAME**

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].)

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

_____

INTRO6 [IF CALL-IN = 4]

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

Let me make sure that I have 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.

_____

INTRO7A [IF CALL-IN = 0]

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

IF CALL-IN CASE AND 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

_____

CELL_RESP. [ALL OUTGOING CALLS BEGIN HERE]
(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.
_____

INTRO1. [IF INTRO7A =1 OR IF CALL_RESP = 2]

(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]?

1   YES, SPEAKING TO PANEL MEMBER → GO TO INTRO3
2   PANEL MEMBER AVAILABLE → GO TO INTRO1A
3   PANEL MEMBER UNAVAILABLE → GO TO CALLBACK
4   PANEL MEMBER UNAVAILABLE - OUT OF THE COUNTRY → GO TO OTC_WHY
5   PANEL MEMBER UNKNOWN → GO TO INTRO2A
6   PANEL MEMBER KNOWN, BUT WILL NEVER BE AVAILABLE → GO TO INTRO1B
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 a household member, go to INTRO3. If the panel
member is available, go to INTRO1A. If the Panel member is unavailable, go to INTRO2A,
unless they are out of the country, then go to OTC_WHY, or if they will otherwise never be
available, then go to INTRO1B.
_____

OTC_WHY. [IF INTRO1 = 4] Is [FILL: Panel Member Name] out of the country due to:

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

1 MILITARY SERVICE

3

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.

_____

OTC_INFO. [IF INTRO1 = 4]

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

[TEXT BOX - 500 CHAR]

[CONTINUE → GO TO EVEND]

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

_____

INTRO1A. [IF INTRO = 2 OR INTRO2B = 3or SV1 = 2]

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 panel member 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.

_____

INTRO1B. [IF INTRO1 = 6 OR 7]

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

CONTINUE: If Enrollment → GO TO CALLBACK

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.

_____

INTRO2A. [IF INTRO1 =5]

    [If 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: Panel Member Name] was [FILL: 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.

_____

    INTRO2B [IF INTRO2A = 1]

    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   SOMEONE ELSE IS AVAILABLE→ GO TO CALLBACK
    3   PANEL MEMBER UNKNOWN → GO TO EVEND
    4   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 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.

_____

INTRO3. [IF INTRO 1 = 1 OR INTRO1A = 1 OR (INTRO2B = 1)]

    [FILL if INTRO1 =/= 1: Hello, 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 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.

Did you complete an interview for this study?]

[FILL IF Enrollment: 1 YES → GO TO EV3
[FILL IF Enrollment: 2 NO → GO TO EV2A

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: Panel members

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 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.
_____

SV1. [IF INTRO2B = 5 OR -1]

Do you have a telephone number for [FILL: Panel Member Name?]

1   YES→ GO TO SV1a
2   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 has a telephone number for the panel member go to SV1a. If the person does not have a telephone number for the panel member go to EVEND
_____

SV1a   [IF SV1 = 1] What is [IF Panel Member's Name] telephone number, including area code?

TELEPHONE NUMBER: _____ [ALLOW 10 NUMERIC
                                                                              CHARACTERS]
999   PREFER NOT TO ANSWER

OPEN END NUM
VALIDATION: MIN 0 MAX 9999999999

PROGRAMMER: VALIDATE FORMAT FOR PHONE NUMBER. IF FORMAT IS INCORRECT, PLEASE DISPLAY:

"PLEASE VERIFY THIS AREA CODE WITH RESPONDENT. PRESS "CANCEL" TO CORRECT AREA CODE, OR "OK" TO CONTINUE.

EV2A. [IF INTRO3 = 2]

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 $\rightarrow$ GO TO EV3
2   NO $\rightarrow$ 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

EV2B. [IF EV2A = 2]

Were you ever contacted by one of our interviewers?

1   YES, BUT RESPONDENT DOES NOT REMEMBER COMPLETING INTERVIEW $\rightarrow$ GO TO EV2C
2   YES, AND RESPONDENT DOES REMEMBER COMPLETING INTERVIEW $\rightarrow$ GO TO EV3
3   NO $\rightarrow$ 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

EV2C. [IF EV2B = 1 OR 3]

Our interviewer would have been wearing a white badge with a picture I.D., and would have had a laptop computer. Did this person ever contact you?

1   YES, BUT RESPONDENT DOES NOT REMEMBER COMPLETING INTERVIEW $\rightarrow$ GO TO EVEND
2   YES, AND RESPONDENT DOES REMEMBER COMPLETING INTERVIEW $\rightarrow$ GO TO EV3
3   NO $\rightarrow$ 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

EV3. [IF EV2A = 1 OR EV2B = 2 OR EV2C = 2 OR INTRO3 =1]

It is important that the interviewer recorded your address correctly. 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

EV3A. [IF EV3 = 2]

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

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EV4. [IF EV3 = 1]

Did you answer questions about topics such as your use of tobacco products and tobacco advertisements you have seen in stores?

1   YES → GO TO EV5a
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 answering questions with content matching the survey, go to EV6, if not, go to EV5

_____

EV5. [IF EV4 = 2]

Just to be sure, did you answer 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 EV5a
2   NO → GO TO EV7

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

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

_____

EV5a. [[IF EV4 = 1 OR EV5 = 1]]

Do you 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 the correct survey content was administered
_____

EV5b [IF (EV4 = 1 OR EV5 = 1] AND (BLINE_CONTACT1_HPHONE OR BLINE_CONTACT1_CELLPHONE ARE NOT BLANK)]   During the interview you provided contact information for another person who will would always know your whereabouts. We'd like to confirm that the interviewer recorded that information correctly. We have [BLINE_CONTACT1_FNAME BLINE_CONTACT1_LNAME] as your contact. What is [BLINE_CONTACT1_FNAME BLINE_CONTACT1_LNAME]'s phone number?

TI NOTE: DO NOT READ NUMBER TO RESPONDENT. IF THE PHONE NUMBER

PROVIDED MATCHES THE BELOW INFORMATION, SELECT CORRECT. IF IT DOES NOT MATCH SELECT INCORRECT.

[FILL: BLINE_CONTACT1_FNAME BLINE_CONTACT1_LNAME
 BLINE_CONTACT1_HPHONE OR BLINE_CONTACT1_CELLPHONE]

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 EV5c
2   INCORRECT → GO TO EV5b
-1   DON'T KNOW → GO TO EVEND
-2   REFUSE → GO TO WHO_REF

ASK: Verification call respondents who report the correct survey content was administered
_____

EV5b. [IF EV5b = 2]

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 cannot confirm information they provided for a contact.
_____
EV5c [(EV5b = 1 AND W1_APP_CONSENT=2 AND J0 =1) OR (EV5b = 1 AND W1_APP_CONSENT = 1 AND (APP_STATUS = 2 OR J1 = 1 OR J7c=2)] Did the interviewer invite you to install a POSITEv app on your phone?

1   YES
2   NO

ASK: Verification call respondents who did not consent to app-based data collection at Wave 1 and have a smartphone at Wave 2; Wave 1 respondents that consented to app-based data collection at Wave 1 but did not enroll in the app or have changed phones since Wave 1, or have uninstalled the app.

_____

EV5d   [IF EV5c = 1] Did you agree to install this app?

1   YES
2   NO

ASK: Verification call respondents who were asked to participate in app-based data collection in Wave 2.

_____

EV5e [IF EV5d = 1] Did the interviewer help you successfully download and log into the POSITEv app with login information provided by the interviewer?

1   YES
2   NO

ASK: Participants that indicated that they agreed to download the app at Wave 2.

_____
EV5f [IF EV5e = 2] Can you say more about that, please? What did the interviewer do after you agreed to install the app?

___   ENTER ADDITIONAL COMMENTS UP TO 500 CHARACTERS.

ENTER RESPONDENT'S ADDRESS VERBATIM. [500 CHAR]

ASK: Verification call respondents that report the interviewer didn't help download and log into the app._____

EV5g [IF EV5e = 2] Would you like assistance downloading and installing the POSITEv app? If so, please contact us at 1-800-957-6457.

CONTINUE

ASK: Verification call respondents that report the interviewer didn't help download and log into the app._____

_____

_EV5h. [IF EV4 = 1 OR EV5 = 1]

Was the interviewer polite and did the interviewer treat you professionally?

1   YES
2   NO

ASK: Verification call respondents who report the correct survey content was administered
_____

EV6. [IF EV4 = 1 OR EV5 = 1] 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: Verification call respondents who report the correct survey content was administered
_____

EV7. [IF EV5 = 2]

    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.
_____

_____

_____

_____

SV5. [IF SV1 = 1 OR SV2 = 1 OR SV3 = 1]

    [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
_____

CALLBACK. [IF INTRO7A = 3 OR CELL_RESP = 2 OR INTRO1 =3) OR INTRO1A = 2 OR
INTRO1 = 6 OR 7 OR INTRO3 = 5))

    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
_____

EVEND. [IF (INTRO6 = 1 OR 2 OR 5) OR (INTRO7A = 8) OR (INTRO1 = 8) OR (OTC_INFO = ASKED) OR (INTRO2B = 4) OR   (EV2C = 1 OR 3) OR (EV3 = -1) OR (EV6 = 1 OR 2 OR -1) OR (EV7 = 1 OR 2 OR -1)

> 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) || || SV8 = 2 (INTERVIEWER UNPROFESSIONAL) || EV5e = 2 (INTERVIEWER UNPROFESSIONAL) ||
>
> ELSE ASSIGN FINAL CODE 2690]

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

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.
_____

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

13

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.

_____

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.

_____

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 "NOT 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.

_____

BURDEN

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

_____

END SURVEY

VOICE MAIL SCRIPTS:

- 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.