

**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**

Version #	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

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**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.

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**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

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**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.

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**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.

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**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

- 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.** [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.

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**INTRO1A.** [IF INTRO = 2 OR INTRO2B = 3 or 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.

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**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.

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**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.

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**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.

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**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.

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**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

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**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.

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**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 → 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.** [IF EV2A = 2]

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.** [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 → 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.** [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

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**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

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**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

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**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

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**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

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**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.

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**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.

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**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.

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**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.

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**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. \_\_\_\_\_

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**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

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**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.

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**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

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**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

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**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

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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 "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.

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## **BURDEN**

OMB NO. 0910-0851  
EXP. DATE 04/30/2021  
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:**

- 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.