

SUGGESTED TALKING POINTS FOR TELEPHONE CONTACTS

TALKING POINTS FOR A “LIVE CALL” TO THE RESPONDENT

ASK TO SPEAK TO THE RESPONDENT:

Hello, my name is _____. I'm calling from RTI International on behalf of the Food and Drug Administration about a research study. May I speak with _____?

ONCE THE RESPONDENT IS ON THE PHONE:

Hello, my name is _____. I'm calling about the Point of Sale Intervention for Tobacco Evaluation (POSITeV), an important study sponsored by the U.S. Food and Drug Administration. You may recall first completing an in-person interview for this study in the late summer or fall of 2018. Recently we sent you (a letter/a letter and postcard) asking you to complete a follow-up questionnaire online. If you complete the questionnaire online you will receive \$25 [with an additional \$5 bonus if you complete the online questionnaire on or before EARLY BIRD DATE]. If you prefer, I can visit your home and complete the questionnaire in-person. I will provide you with \$25 in cash at the end of the interview. Would you prefer to complete the questionnaire online or in-person?

- IF RESPONDENT SAYS THAT THEY HAVE THEIR USERNAME AND PASSWORD AND WILL COMPLETE IT ONLINE, THANK THEM FOR DOING THE INTERVIEW AND LET THEM KNOW THAT YOU WILL CHECK BACK IN A COUPLE DAYS TO CONFIRM IF THE INTERVIEW IS COMPLETE.
- IF THE RESPONDENT WANTS TO COMPLETE ONLINE AND NEEDS TO RECEIVE THE URL, USERNAME, AND PASSWORD AGAIN, COLLECT THE RESPONDENT'S EMAIL ADDRESS, VERIFY SPELLING, AND UPDATE THE EVENT CODE FOR THIS CASE TO REQUEST ANOTHER EMAIL. INCLUDE THE RESPONDENT'S EMAIL ADDRESS IN YOUR NOTES.
- IF THE RESPONDENT WANTS TO COMPLETE IN-PERSON, SCHEDULE AN APPOINTMENT.
- IF THE RESPONDENT REFUSES TO PARTICIPATE, ASK THEM TO SHARE THEIR CONCERN AND ATTEMPT TO ADDRESS THIS CONCERN.
- IF THE RESPONDENT SAYS THAT THEY ALREADY COMPLETED THE ONLINE SURVEY, THANK THEM AND ASK FOR THE COMPLETION DATE. EXPLAIN THAT YOU MAY BE CALLING AGAIN IF A PROBLEM WITH THE SURVEY IS FOUND.

SUGGESTED TALKING POINTS WHEN LEAVING A MESSAGE IF YOU HAVE REACHED THE RESPONDENT'S ANSWERING MACHINE/VOICEMAIL:

Hello, my name is [FIRST AND LAST NAME] _____. I'm calling about the Point of Sale Intervention for Tobacco Evaluation (POSITeV), an important study sponsored by the U.S. Food and Drug Administration. You may recall first completing an in-person interview for this study in the late summer or fall of 2018. Recently we sent you (a letter/a letter and postcard) asking you to complete a follow-up questionnaire online. If you complete the questionnaire online you will receive \$25 [with an additional \$5 bonus if you complete the online questionnaire on or before EARLY BIRD DATE]. If you prefer, I can visit your home and complete the questionnaire in-person. I will provide you with \$25 in cash at the end of the interview. Please call me at _____. Thank you.

SUGGESTED TALKING POINTS WHEN LEAVING A MESSAGE IF YOU HAVE REACHED A GENERIC ANSWERING MACHINE/VOICEMAIL:

Hello, my name is [FIRST AND LAST NAME]_____. I'm calling from RTI International on behalf of the Food and Drug Administration regarding an important research study. Please call me at _____. Thank you.

TALKING POINTS FOR A “LIVE CALL” WHEN TRYING TO LOCATE A RESPONDENT WHO HAS MOVED

ASK TO SPEAK TO THE RESPONDENT’S CONTACT PERSON:

Hello, my name is _____. I'm calling from RTI International about an important research study sponsored by the U.S. Food and Drug Administration. May I speak with _____?

ONCE THE RPERSON IS ON THE PHONE:

Hello, my name is _____. I'm calling from RTI International about an important research study sponsored by the U.S. Food and Drug Administration. I'm trying to reach [RESPONDENT]. [He/she] gave me your contact information as someone who would be able to help me find [him/her]. I'd like to offer [him/her] another opportunity to participate in this study for \$25 in cash. Would you be willing to pass along my name and number to [him/her]? **PROVIDE YOUR NAME AND NUMBER.**