

## Appendix B9. WBC Client Reminder Phone Script

Q1. Hello, my name is [STUDY TEAM MEMBER NAME]. I'm calling from 2M Research on behalf of the U.S. Small Business Administration to follow up on an email that was recently sent to [CLIENT'S NAME]. Would that be you?

- 1 SPEAKING TO RESPONDENT.....[GO TO Q3]
- 2 NOT SPEAKING TO RESPONDENT.....[GO TO Q2]
- 3 NOT A GOOD TIME .....[SCHEDULE CALLBACK]
- 5 NO SUCH PERSON.....[S/O WRONG NUMBER]
- 7 NO LONGER AT THIS PHONE NUMBER .....[UPDATE PHONE NUMBER]
- 8 (VOL) DON'T KNOW .....
- 9 (VOL) REFUSED .....

Q2. Is there a direct line to reach her? Is he/she available?

- 1 OFFERS DIRECT PHONE NUMBER.....[UPDATE PHONE NUMBER]
- 2 YES, AVAILABLE.....[GO TO Q4]
- 3 NOT AVAILABLE.....[GO TO LM1]
- 4 (VOL) DON'T KNOW .....
- 5 (VOL) REFUSED .....

Q3. The email was an invitation to complete a survey about the business assistance you received from [WBC NAME] during 2017. [GO TO Q5]

Q4. Hello, my name is [STUDY TEAM MEMBER NAME], and I'm calling from 2M Research. We recently sent you an email invitation to complete a survey for the U.S. Small Business Administration regarding the business assistance you received from [WBC NAME] during 2017. [GO TO Q5]

Q5. We noticed that you haven't completed this survey yet, so we just wanted to be sure that you received the email invitation. The email address we have for you is [EMAIL ADDRESS]. Is that correct?

- 1 YES.....[GO TO Q7]
- 2 NO.....[UPDATE EMAIL ADDRESS;  
GO TO Q6]

Q6. We will send you another link to the survey shortly. Do you have any questions about the survey? Or would you like to complete the survey now over the phone?

- 1 YES .....[ANSWER QUESTIONS]
- 2 NO .....[GO TO Q9]

3 COMPLETE SURVEY .....[CONDUCT SURVEY]

Q7. Would you like for me to send you another link to the survey? Or would you like to complete the survey now over the phone?

- 1 YES .....[GO TO Q8]
- 2 NO .....[GO TO Q8]
- 3 COMPLETE SURVEY .....[CONDUCT SURVEY]

Q8. Do you have any questions about the study?

- 1 YES .....[ANSWER QUESTIONS]
- 2 NO .....[GO TO Q9]

Q9. Your participation is important to the success of this study, so we hope you'll complete the survey as soon as possible. The deadline is [DATE]. If you have any questions at all, please free to contact us at 1-800-XXX-XXXX (toll-free) or at womensbusiness@2mresearch.com. Thank you for your time.

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According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is XXX-XXXX. The time required to complete this telephone call is estimated to average 1 minute (0.02 hours). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Small Business Administration, Director, Records Management Division 409 3rd St., S.W., Washington, DC 20416 and Desk Officer for the Small Business Administration, Office of Management and Budget, New Executive Building, Room 10202, Washington, DC 20503.

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**SPECIAL CIRCUMSTANCES**  
**[IF ANY ADVERSE EVENTS COME UP DURING PHONE CALL, STUDY TEAM MEMEBERS WILL BE TRAINED TO SKIP TO THIS TEXT IMMEDIATELY.]**

**EMERGENCY**  
I am sorry to catch you at a bad time. I'll try again later. Thank you. **[END PHONE CALL. INTERVIEWER: FILL OUT ADVERSE EVENT FORM.]**

**Telephone Script for Leaving Messages**

LM1. [IF WITH A PERSON]

My name is [STUDY TEAM MEMBER NAME], and I'm calling from 2M Research about a survey we are conducting on behalf of the U.S. Small Business Administration. The survey is regarding the business assistance [CLIENT'S NAME] received from [WBC NAME] during 2017. We have not yet received a response from [CLIENT'S NAME]. Please have them contact us at 1-800-XXX-XXXX (toll-free) or at womensbusiness@2mresearch.com. Thank you.

LM2. [IF ON AN ANSWERING DEVICE]

My name is [STUDY TEAM MEMBER NAME], and I'm calling from 2M Research about a survey we are conducting on behalf of the U.S. Small Business Administration. The survey is regarding the business assistance you received from [WBC NAME] during 2017. We have not yet received your response to this survey, and we hope you will finish it soon. Please access the survey using the link that was emailed to you or contact us at 1-800-XXX-XXXX (toll-free) or at womensbusiness@2mresearch.com. Thank you.