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F9. PRINCIPAL SURVEY REMINDER CALL SCRIPT (GROUPS 2 & 3)

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## PRINCIPAL SURVEY REMINDER CALL SCRIPT

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Hello, I am calling on behalf of the School Nutrition and Meal Cost Study-II for the U.S. Department of Agriculture/Food and Nutrition Service. May I please speak with [PRINCIPAL]?

### **IF PRINCIPAL IS NOT AVAILABLE:**

Is there a better time to call to reach [PRINCIPAL]?

### **[LOG DATE/TIME FOR CALL BACK IN SHAREPOINT]**

### **IF NO ANSWER AND VOICEMAIL BOX NAME MATCHES CONTACT NAME, LEAVE VOICEMAIL:**

Hello, this message is for [PRINCIPAL NAME]. My name is [INTERVIEWER NAME]. I am calling on behalf of the School Nutrition and Meal Cost Study-II for the U.S. Department of Agriculture/Food and Nutrition Service. As part of this study, FNS is conducting a survey of school principals to learn how school meal programs operate at the local level. You should have received an email with a link to this survey. The survey is ending soon and we really want to include information about your school in the study. Please go online today to complete the survey. If you have any questions or need your login information, please call our toll-free line at [PHONE NUMBER]. We greatly appreciate your participation.

### **IF PRINCIPAL IS AVAILABLE:**

Hi, my name is [INTERVIEWER NAME]. I'm calling on behalf of the School Nutrition and Meal Cost Study-II for the U.S. Department of Agriculture/Food and Nutrition Service. As part of this study, FNS is conducting a survey of school principals to learn how school meal programs operate at the local level. You should have received an email with a link to this survey. I'm calling to remind you to complete the survey online and to see if you have any questions about logging in or with completing the survey. The survey is closing soon—it's important that we hear from you so we can include your school in the study.

### **IF PRINCIPAL DOES NOT RECALL EMAIL:**

If this is a good time, I can share some information regarding the study. The School Nutrition and Meal Cost Study-II will help FNS learn about school meal programs and students who use these programs, to better serve your community. The study will look at how schools follow the updated nutrition guidelines and whether school meals meet students' nutritional needs. Your participation is vital to informing future policies for school meals to ensure the meals contribute to a healthy future for all children.

I would be happy to email you a link to the web survey. First, let me confirm your email address: [FILL EMAIL ADDRESS].

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 0584-xxxx. The time required to complete this information collection is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302, ATTN: PRA (0584-xxxx). Do not return the completed form to this address.

**IF HESITANT:**

The information you provide is critical to provide a complete picture of the school food environment. FNS is sponsoring this study to learn how school meal programs operate at the local level. Participation by selected schools is required under section 28 of the Richard B. Russell National School Lunch Act. Your responses are not connected to any personal identifying information and cannot be connected to you. No one in your school district will have access to data that you share with us. The survey, which can be taken online, should take **approximately 30 minutes to complete**.

**IF SKEPTICAL:**

This important study is sponsored by the U.S. Department of Agriculture/Food and Nutrition Service. You can learn more about the results of the first School Nutrition and Meal Cost Study at [FILL URL] on the USDA website. We need your participation to get a complete picture of how the National School Breakfast and Lunch programs operate at the local level. Do you have any questions about the study?

**AGREES TO PARTICIPATE:**

Great, thank you very much for agreeing to take part in this important study. Please feel free to call our toll-free helpline with any additional questions or to get help with the survey ([PHONE NUMBER]).

**SPEAKING WITH A SECRETARY:**

Hi, my name is [INTERVIEWER NAME]. I'm calling I'm calling on behalf of the School Nutrition and Meal Cost Study-II for the U.S. Department of Agriculture/Food and Nutrition Service. As part of this study, we are conducting a survey of school principals to learn how school meal programs operate at the local level. We recently sent [PRINCIPAL NAME] an email with a link to this survey, including login instructions. I'm calling to remind [PRINCIPAL NAME] to complete the survey online and to see if [HE/SHE] had any questions about logging in or with completing the survey. Can you pass that message along, or can I give you the survey information?

## PRINCIPAL SURVEY FAQs

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**Survey URL:** [WEBSITE]

### **What is the purpose of the study?**

This important study will (1) describe the food and nutritional quality of school meals and afterschool snacks, (2) update information on the school food environment and food service policies and practices, (3) estimate the cost to produce school meals and snacks, and (4) collect information about student participation, satisfaction, and dietary intake. Having updated information about the school meals programs will help States, SFAs, and schools better serve students.

### **Who can complete the Principal survey?**

While the survey is intended for the school principal, it can be completed by any staff member who is very familiar with the school's policies related to food service and nutrition education.

### **When is the Principal survey due?**

The survey is closing next week, so we need your completed survey as soon as possible.

### **Can I have a hard copy of the Principal Survey?**

Because not all questions may apply to your school, it is better to complete it online.

### **I am not [NAME]. You have the wrong person.**

Collect their name, title and district affiliations, status the case as Sup Review

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