Attachment 18 – Non-response Telephone Calls

Introduction

Hello. My name is FIRST NAME LAST NAME and I am calling on behalf of the Bureau of Justice Statistics regarding the Annual Probation Survey. May I speak to Mr. John Doe?

Indicate the Reason for the Call

[If you are speaking to the Data Provider] *We recently sent to your attention a survey packet describing the study.*

[If you are speaking to the Agency Head, who is not the Data Provider] *In November, we sent a mailing introducing the Annual Probation Survey and asking you to designate a respondent. Since that mailing, we have been in contact with your designated respondent, John Doe, via mail and e-mail.*

8.3.2.3 Tailored Message

[Generic message] *The 2017 Annual Probation Survey was due on February 28 and we haven't received your survey yet. I'm calling to see if you will be able to provide the necessary survey data for your probation agency and if there is anything I can do to assist you in submitting your survey.*

[Targeted language for 2016 nonresponding agencies] *I'm calling now because our records indicate that we do not have the survey data for your probation agency from 2016 or 2017. I wanted to see if you will be able to provide data for 2017 and if there is anything I can do to assist you in submitting the survey.*

8.3.2.4 Conversational Topics

Depending on how the Data Provider or Agency Head responds to your prompt, you may do one of the following:

- Address concerns
  - For example, if an agency wants to participate, but they do not want to use the web survey, offer to send the survey via mail, e-mail, or fax. You can also offer to take the data over the phone.
- Answer questions
  - Be prepared to answer questions about the ASPP and the form.
- Offer to send the study information again
  - Ask how they would prefer to receive the information (mail, e-mail, fax)
  - Confirm contact information
- Contact someone else
  - If you learn that you should speak with someone other than the listed Agency Head or Data Provider, call them. Follow through with the agency contacts until you reach, or leave a message for, the proper person.
- Negotiate a new due date
- Deploy refusal conversion

8.3.2.5 Voicemail Script

Note: You may leave a message with the gatekeeper, a voicemail on a generic line, or a voicemail on the Data Provider's line. The message should have key information such as your name, the survey name, and your call-back information.

Hello. My name is FIRST NAME LAST NAME and I am calling on behalf of the Bureau of Justice Statistics regarding the Annual Probation Survey. The 2017 Annual Probation Survey was due on February 28 and we haven't received your survey yet. Please contact me, toll-free, at 1-800-334-8571 extension EXT. Again, that number is 1-800-334-8571 extension EXT. Thank you; I look forward to talking to you at your earliest convenience.