

## Attachment C - Telephone Screening Script

Form Approved  
OMB No. 0920-XXXX  
Exp. Date: XX/XX/XXXX

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### **Sample screening script for respondent contact by Collaborating Center for Questionnaire Design and Evaluation Research (CCQDER) Recruiter/CCQDER Staff for RANDS during COVID-19 Cognitive Interviewing Project recruited through newspaper advertisement/flyer**

**Dial respondent’s telephone number [hereafter referred to as R] as indicated on voice mail system.**

**Note: Speak only to R. If the number is answered by voice mail/answering machine, call back at another time.**

**CCQDER Recruiter/CCQDER Staff:** Good morning/afternoon, may I speak to (name)?

**If R is not available or not at home, say, “Thank you” and try again at another time.**

**If the person who answered the phone (NOT R) asks, “Who is calling?” or “What’s this about?” say, “I am returning their call to me. I’ll try to reach them at another time.**

**If R has been successfully contacted, continue...**

...Hello, my name is [CCQDER Recruiter/CCQDER Staff’s name. I am calling from the National Center for Health Statistics. You may remember that you responded to the advertisement we placed in the [name of newspaper] on [date] or [flyer] looking for adults answer some questions about your health history, behaviors, and opinions. Is this a safe time to talk? If you are too busy or driving, I can call you back.

**Wait for acknowledgment, such as, “This is a safe time to talk.”**

...In order to determine if you are eligible for our study, I’ll need a few minutes of your time to ask some background questions. Answering these questions is completely voluntary and takes about 5 minutes. We are required by law to use your information for statistical research only and to keep it confidential. The law prohibits us from giving anyone any information that may identify you without your consent. The OMB control number for this telephone screener is 0920-XXXX. Is this a good time to ask the questions or should I call back later?

**If not a good time to talk, schedule a time to call back.**

**If good time to talk, continue...**

1. How old are you now? **[if under age 18, go to exit script 2]**  
\_\_\_\_\_
  
2. What is the highest level of school you have completed?  
Less than High School (No Diploma or GED)  
High School Diploma or GED  
Associate Degree  
Some College  
Bachelor's Degree  
Graduate Degree
  
3. Are you Spanish, Hispanic or Latino?  
Yes  
No
  
4. What race or races do you consider yourself to be? You may indicate more than one race.  
American Indian or Alaska Native  
Asian  
Black or African American  
Native Hawaiian or other Pacific Islander  
White
  
5. Has a doctor or other health care professional ever told you that you have the following conditions?  
Hypertension or High Blood Pressure  
Diabetes  
Pre-diabetes or high blood sugar  
Asthma  
COPD, emphysema, or chronic bronchitis  
Cancer
  
6. How often do you feel worried, nervous, or anxious?  
Daily  
Weekly  
Monthly  
A Few Times a Year  
Never

**[If the recruitment needs for certain groups have been achieved, go to exit script 2].**

**Entry Script:**

...Based on your answers to the questions so far, we would like you to take part in our study. For this study we'd like you to come here to the National Center for Health Statistics in Hyattsville, MD/agreed mutual location. An interviewer will ask you a variety of questions about your health history, behaviors, and opinions. Then the interviewer will ask you to explain what you were thinking as you answered the questions. The interviewer will also ask you about your opinions of the questions. Your answers will help us find out if the survey questions will be easy for other people to answer. Everything you say will be kept private. With your permission, we would like to record your interview. The recording is a record of what we asked and what you said about the questions. Do you give permission to have your interview video recorded? *Yes/No*. **[If no, ask if for permission to audio record]**. Do you give permission to have your interview audio recorded? *Yes/No*. **[If no, go to exit script 3. At a minimum audio recording is essential for this project].**

Do you have any questions at this point? *Pause to answer questions.* If (not/you have no other questions), then let's get you on the schedule, ok? We will be interviewing (Day, Month/Date) through (Day, Month/Date) from 8 a.m. to 6 p.m. Looking at your schedule, when would you be available to participate? *Schedule.* **[If date/times not available go to exit script 4.]**

A reminder call will be made to you a few days in advance. Should you have any questions or need to change your appointment, please feel free to contact me [name] at [phone number]. Thank you for responding to our ad, and I look forward to seeing you here at (DATE/TIME) *Get respondent to cite date & time if possible.*

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**Exit script 1:** I'm sorry, you have to be over the age of 18 to take part in this study and therefore we won't be able to use you at this time. We appreciate your call and thank you for your interest in our study.

**Exit script 2:** Based upon your answers, it seems that we may already have a number of volunteers with very similar answers to yours. At this point we need to talk with people with some different characteristics. However, if we have cancellations or other slots open up, I may wish to call you back. Would it be okay if I kept your name, telephone number, and the information you provided in response to the eligibility questions until the end of this study? *If yes, make notation. If no, would it be okay if I added your name, telephone number, age, educational level, and race to our database so that I can contact you about other studies coming up in the future? If yes, add to database. If no: OK, thank you for your time. Your name and any information you gave me will not be added to our database.*

**Exit script 3:** I'm sorry, willingness to be audio recorded is required in order to take part in this study and therefore we won't be able to use you at this time. Would it be okay if I added your name, telephone number, age, educational level, and race to our database so that I can contact you about other studies coming up in the future? *If yes, add to database. If no: OK, thank you for your time. Your name and any information you gave me will not be added to our database.*

**Exit script 4:** I see...ok, we were hoping to complete this particular study between (Month/Date) and (Month/Date), so it looks like we won't be able to schedule you at this time. Would it be okay if I added your name, telephone number, age, educational level, and race to our database so that I can contact you about other studies coming up in the future? *If yes, add to database. If no: OK, thank you for your time. Your name and any information you gave me will not be added to our database.*