

Attachment F

Survey Nonresponse Reminder Emails and Telephone Scripts for Parents, Young Adults, and Youth

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Email Reminders

Parent, Young Adult, and Youth Email Reminder 1

A reminder to complete your new AmeriSpeak survey

Begin your Survey

And if you are eligible, get {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}.

Hi NAME,

Please do not forget to take your latest AmeriSpeak survey. If you are eligible, you will receive {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}. for completing the survey today.

Begin your Survey

Thank you for your help. We appreciate you considering our request.

Sincerely,

The AmeriSpeak Team

Parent, Young Adult, and Youth Email Reminder 2

Another friendly reminder about your AmeriSpeak survey

Begin your Survey

And if you are eligible, get {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}.

Hi NAME,

We recently invited you to participate in an AmeriSpeak survey. We are sending you a friendly reminder to let you know that we would love to hear your opinions! Your voice will represent people just like you all across the nation. Please complete this survey soon and you'll receive {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}. if you are eligible.

Begin your Survey

[FOR PANEL MEMBERS: Remember, once you have 10,000 AmeriPoints, you can redeem them for Mastercard reward cards and a variety of gift cards]. Thank you for your time. We are eager to hear your opinions.

Sincerely,

The AmeriSpeak Team

Parent, Young Adult, and Youth Email Reminder 3

Your AmeriSpeak survey is ending soon

Begin your Survey

And if you are eligible, get {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints]/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}.

Hi NAME,

Your AmeriSpeak survey is ending soon, and we are looking forward to hearing your opinions. Your voice will represent people just like you all across the nation. Please act now and make your voice heard.

Begin your Survey

[FOR PANEL MEMBERS: Remember, once you have 10,000 AmeriPoints, you can redeem them for Mastercard reward cards and a variety of gift cards]. Thank you for your help.

Sincerely,

The AmeriSpeak Team

Parent, Young Adult, and Youth Email Reminder 4

Time is running out

Begin your Survey

And if you are eligible, get {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}.

Hi NAME,

Time is running out for this AmeriSpeak survey. Please take it now, so you can receive {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}, if you are eligible.

Begin your Survey

Thank you for your time. We are eager to hear your opinions.

Sincerely,

The AmeriSpeak Team

Parent, Young Adult, and Youth Email Reminder 5

Last chance to complete your AmeriSpeak survey

Begin your Survey

And if you are eligible, get {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}.

Hi NAME,

This study is closing and today is your last chance to take part in this study. If you are eligible, you will receive {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}, for completing the survey **today**.

Begin your Survey

Thank you for your time. Your opinions are important to us!

Sincerely,

The AmeriSpeak Team

Parent, Young Adult, and Youth Email Reminder- Partial Complete

A friendly reminder to finish your AmeriSpeak survey

Begin your Survey

Get {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints]/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}.

Hello NAME,

We noticed you started an AmeriSpeak survey but did not finish it. Please act now to finish the survey and make your voice heard. Finish your AmeriSpeak survey and If you are eligible receive {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints]/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}today!

Begin your Survey

[FOR PANEL MEMBERS: Remember, once you have 10,000 AmeriPoints, you can redeem them for Mastercard reward cards and a variety of gift cards]. Thank you for your help.

Sincerely,

The AmeriSpeak Team

Parent Survey Reminder- Consent Needed for Youth Survey

A friendly reminder to finish your AmeriSpeak survey

[Begin your Survey](#)

Get {[PARENT, YOUNG ADULT, OR YOUTH PART 2 PANEL MEMBERS: 20,000 AmeriPoints/[YOUTH PART 1 PANEL MEMBERS: 15,000 AmeriPoints]/[YOUTH PART 1 NON PANEL MEMBER: a \$15 Amazon gift card]/[YOUTH PART 2 NON PANEL MEMBER: a \$20 Amazon gift card]}.

Hello NAME,

We noticed you started an AmeriSpeak survey but did not respond to the question requesting parent consent to contact your teen for the Youth Survey. Please act now to finish the survey.

[Begin your Survey](#)

[FOR PANEL MEMBERS: Remember, once you have 10,000 AmeriPoints, you can redeem them for Mastercard reward cards and a variety of gift cards]. Thank you for your help.

Sincerely,

The AmeriSpeak Team

Telephone Reminder Scripts Parent and Young Adult Survey Panel Members

Outbound Call Script For Parents And Young Adults

INTRO

Hello, my name is [NAME]. I'm calling from AmeriSpeak by NORC. May I please speak with [FIRSTNAME]?

Hola, mi nombre es [NAME]. Lo estoy llamando de AmeriSpeak de NORC. ¿Podría hablar con [FIRSTNAME]?

[IF RESPONDENT IS AVAILABLE]

Thank you for your continued participation in AmeriSpeak. I am calling to let you know that your next survey is available. The survey takes approximately [PARENT: 20 /YOUNG ADULT: 35] minutes to complete. If you complete the survey, you will receive 20,000 AmeriPoints for your time. We will keep all of your answers confidential. Shall we proceed?

Gracias por su participación continúa en AmeriSpeak. Le estoy llamando para informarle que su próxima encuesta está lista. La encuesta toma aproximadamente [PARENT: 20 /YOUNG ADULT: 35] minutos para completar. Si completa la encuesta, recibirá 20,000 AmeriPoints por su tiempo. Mantendremos todas sus respuestas confidenciales. ¿Desea que procedamos?

Great. As always, for quality assurance purposes, this call may be recorded or monitored.

Excelente. Como siempre, con fines de control de calidad, esta llamada puede ser grabada o monitoreada.

Inbound Call Script For Parents And Young Adults

INTRO

Thank you for calling AmeriSpeak by NORC. My name is [NAME] How are you today?

Gracias por llamar a AmeriSpeak de NORC. Mi Nombre es [NAME]. ¿Cómo está hoy?

And are you calling to take your next survey?

¿Y está llamando para tomar su próxima encuesta?

I just need to confirm that I'm speaking with [FIRSTNAME] [LASTNAME]. Is that you?

Sólo necesito confirmar que estoy hablando con [FIRSTNAME] [LASTNAME]. ¿Sería usted?

Great. This survey takes approximately [PARENT: 20 /YOUNG ADULT: 35] minutes to complete over the phone and you will earn 20,000 AmeriPoints for your time. We will keep all of your answers confidential.

Excelente. Esta encuesta dura aproximadamente [PARENT: 20 /YOUNG ADULT: 35] minutos para completar a través del teléfono y usted ganará 20,000 AmeriPoints por su tiempo. Mantendremos todas sus respuestas confidenciales.

As always, for quality assurance purposes, this call may be recorded or monitored.

Como siempre, on fines de control de calidad, esta llamada puede ser grabada o monitoreada.

Shall we proceed?

¿Desea que procedamos?

Callback Call Script For Parents And Young Adults

Hello, my name is [NAME]. I'm calling from AmeriSpeak by NORC. We previously spoke with [FIRSTNAME] about completing an AmeriSpeak survey. Is [FIRSTNAME] available?

Hola, mi nombre es [NAME]. Estoy llamando de AmeriSpeak de NORC. Previamente hablamos con [FIRSTNAME] acerca de completar una encuesta de AmeriSpeak. ¿Esta [FIRSTNAME] disponible?

[IF RESPONDENT IS AVAILABLE]

Hello, my name is [NAME], calling from AmeriSpeak by NORC. We previously spoke with you about completing an AmeriSpeak survey. Are you available now to continue?

As always, for quality assurance purposes, this call may be recorded or monitored.

Hola, mi nombre es [NAME], y estoy llamando de AmeriSpeak de NORC. Previamente hablamos con usted acerca de completar una encuesta de AmeriSpeak. ¿Está usted disponible ahora para continuar?

Como siempre, con fines de control de calidad, esta llamada puede ser grabada o monitoreada.

Outbound answering machine/voicemail script for parents and young adults

Hello, this message is [FIRSTNAME] [LASTNAME]. I'm calling from AmeriSpeak from NORC to let you know that you have a survey waiting for you. The survey will take approximately [PARENT: 20 /YOUNG ADULT: 35 minutes] and you will receive 20,000 AmeriPoints for your time. Call us toll-free at 888-326-9424 and enter your PIN number, [MEMBER_PIN], to complete your survey and earn rewards. Thank you.

Hola, este mensaje es para [nombre y apellido del panelista]. Estoy llamando de AmeriSpeak de NORC para informarle que tiene una encuesta esperando. La encuesta le tomará aproximadamente [PARENT: 20 /YOUNG ADULT: 35] minutos y recibirá 20,000 AmeriPoints por su tiempo. Llámenos al número gratuito 888-326-9424 e introduzca su número PIN, [MEMBER_PIN], para completar la encuesta y ganar premios. Gracias.

End Of Study: Outbound Answering Machine/Voicemail Script For Parents And Young Adults

Hello, this message is for [FIRSTNAME]. I'm calling from AmeriSpeak from NORC to let you know that a survey will be ending tomorrow. We'd love to hear from you so please call us toll-free at 888-326-9424 and enter your PIN number, [MEMBER_PIN], to complete your survey and earn rewards. Thank you.

Hola, este mensaje es para [FIRSTNAME]. Estoy llamando de AmeriSpeak de NORC para informarle que una encuesta terminará mañana. Nos encantaría saber de usted, así que por favor llámenos al número gratuito 888-326-9424 e introduzca su número de PIN, [MEMBER_PIN], para completar su encuesta y ganar premios. Gracias.