Sample Call Script for Nonresponse Critical Item Retrieval Telephone Calls

[IF CALL RINGS TO A GATEKEEPER]

Hello, this is <<INSERT NAME>> calling on behalf of the Bureau of Justice Statistics (BJS) in the U.S. Department of Justice regarding the National Survey of Prosecutors. I am following up on the data collection invitation that was sent addressed to <<POC Name>>. May I speak with <<POC Name>>?

[IF CALL REACHES A VOICEMAIL SYSTEM]

Hello, this is <<INSERT NAME>> calling on behalf of the Bureau of Justice Statistics (BJS) in the U.S. Department of Justice regarding the National Survey of Prosecutors. I am following up on the data collection invitation that was sent addressed to <<POC Name>>. I know your time is limited, and I was wondering whether you had a moment to discuss a few critical items from the survey with me in lieu of the full questionnaire. At your earliest convenience, please call me back at [INSERT RTI PHONE]. Thank you!

[IF CALL REACHES POC]

Hello, this is <<INSERT NAME>> calling on behalf of the Bureau of Justice Statistics (BJS) in the U.S. Department of Justice regarding the National Survey of Prosecutors. A few months ago, BJS sent an invitation to participate in this data collection. We know that you have been unable to respond to this request and understand that your time is limited. Instead of completing the full survey, would you be able to responses to a small set of items considered most critical by BJS? I can record your answers now or schedule a time to call you that would be most convenient.

[IF POC AGREES TO COMPLETE ONLY CRITICAL ITEMS]

Great! Would you prefer to discuss these now, or should we schedule a different time to discuss?

[IF POC PREFERS TO COMPLETE ON CALL]

Sounds good. BJS considers the following questions to be most critical: <<INSERT ITEMS and discuss each with POC>>.

[IF POC PREFERS TO COMPLETE AT A LATER DATE, SET A CALL BACK FOR THE SCHEDULED TIME]

[IF POC REFUSES TO COMPLETE CRITICAL ITEMS]

Thank you for letting us know. Would you be willing to share with us why you have chosen not to participate?