Sample Call Script for Nonresponse Prompting 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 wanted to confirm that they received that invitation and see if there was anything I can do to help your office submit the requested data. 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. However, we are still missing data from the prosecutor's office for which you are the designated respondent. We did not hear back from you, and I wanted to follow up to confirm that you received the request.

[IF QUESTIONS ABOUT THE SURVEY]

- National Survey of Prosecutors (NSP) has been conducted periodically since 1990; the last collection was in 2007.
- The data obtained from the National Survey of Prosecutors (NSP) provides data on prosecutorial activities nationwide as well as a variety of administrative and legal issues facing prosecutors who handle felony cases in state courts.
- BJS will use the data collected only for research and statistical purposes.
- The survey will take approximately [INSERT BURDEN ESTIMATE] to complete, including gathering some of the information and numbers you might need to compile.

[IF RESPONDENT RECEIVED THE INVITATION]

[OFFER ASSISTANCE TO COMPLETE]

Is there anything I can do to assist you in completing the questionnaire(s)? I can provide you a paper version of the questionnaire(s) if that's preferable.

[IF AGENCY SAYS THEY DO NOT INTEND TO RESPOND-ATTEMPT TO RETRIEVE CRITICAL ITEMS]

-Thank you for letting us know. Would you be able to provide 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.

-Would you be willing to share with us why you have chosen not to participate?

[IF RESPONDENT DID NOT RECEIVE THE INVITATION]

-Let me review the information we have on file for your agency. [REVIEW E-MAIL ADDRESS AND MAILING ADDRESS.]
-Ask for the POC's preferred method of contact and offer to re-send the information.