



OMB Control No: 0584-0471

Expiration Date: XX/XX/20XX

## Appendix B14. Telephone Script for Quarterly Data Clarifications and Confirmation

### INITIAL CONTACT

Hello. This is <NAME> calling from Westat with regard to USDA's School Food Purchase Study. May I speak with [RESPONDENT'S NAME]?

(IF SPEAKING TO THE RESPONDENT, GO TO B.)

(IF SPEAKING TO SOMEONE ELSE, SAY:) Is there a direct line to reach him/her?

(IF YES, RECORD NUMBER IN SPACE BELOW. ENTER THIS NUMBER IN THE MESSAGE FIELD AT THE END OF THE CALL.)

Could you please transfer me to (RESPONDENT'S NAME)?

#### RESPONDENT'S DIRECT PHONE NUMBER:

Is he/she available?

YES (GO TO B. IF TRANSFERRED)

NO (GO TO A. RESPONDENT NOT AVAILABLE)

### A. RESPONDENT NOT AVAILABLE

(IF SPEAKING TO A PERSON WHO IS NOT THE RESPONDENT): Could I leave a voicemail message for [RESPONDENT'S NAME]?

I am also happy to call back when [RESPONDENT NAME] is available. When is a good time to do so? If [RESPONDENT'S NAME] prefers, she/he can reach me toll-free at [insert number] **END OF CALL.**

Callback Date/Time:

If person on phone transfers you to voicemail: (GO TO D. VOICEMAIL SCRIPT)

The U.S. Department of Agriculture is conducting this study to obtain updated national estimates of food acquisitions and a description and analysis of food purchase practices of school districts participating in the Federally supported school meal programs. The estimates will provide information on the type, volume and source of foods acquired, the relative importance of USDA Foods, and changes in food composition and cost over time. Participation in this study by individuals is voluntary and the information collected will be used to understand school meal program trends and practices associated with food buying efficiency. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0471. The time required to provide this information collection is estimated to average 5 minutes per response, including the time to review instructions, search existing data resources, gather and maintain the data needed, and complete and review the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, Alexandria, VA 22314 ATTN: PRA (0584-0471).

## B. SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE:

### B1. Purpose of Call

I am calling about the summary report of your district's quarterly food purchases for USDA's School Food Purchase Study. We recently sent you an email to review the summary report and provide additional information about these purchases.

My records indicate that we have sent you [#] emails, the last email was sent on <DATE>. The email provides the summary report for your district, and details the requested information and the process to submit this information. We noticed that you haven't submitted this data, so we just wanted to be sure that you received these email messages. (GO TO B2.)

### B2. Verify Contact Information

The email address we have for you is [EMAIL]. Is that correct? (UPDATE IF NECESSARY AND CONFIRM THAT THE LOGIN INFORMATION WILL BE SENT RIGHT AWAY.) (GO TO B3.)

### B3. Respond to Questions or Concerns

1. Do you have any questions about the data we are requesting?
  - YES** (ANSWER QUESTIONS, THEN GO TO QUESTION 2; IF THE RESPONDENT HAS A QUESTION TO WHICH YOU DO NOT KNOW THE ANSWER, ASK IF YOU MAY HAVE YOUR SUPERVISOR CALL THEM BACK; THEN GO TO QUESTION 2)
  - NO** (GO TO QUESTION 2)
2. Have you been able to start the data request?
  - YES** Great! Please remember to submit the data as soon as possible.
  - NO** Okay. Sorry to hear that.
3. Do you have trouble accessing the data needed?
  - YES** Please explain which data you are unable to access (OPEN-ENDED)\_\_\_\_\_ [refer to website with examples and ask if they would like to walk through what is needed]
  - NO** Great!
4. Do you know your PIN number?
  - YES**
  - NO** (Interviewer provides unique PIN number).
5. Do you know how to submit the data to Westat?
  - YES**
  - NO** (Interviewer describes submission procedures and provides the link).
6. Do you have any other questions?
  - YES** Please explain how we may assist (OPEN-ENDED)\_\_\_\_\_
  - NO**

As a reminder, please upload the data at [www.PurchaseStudy.com](http://www.PurchaseStudy.com) by entering the unique PIN #. Thank you for your time. **GO TO C1.**

## **C. Thank You**

I want to thank you for the initial submission of the data. If you could review the summary report and provide the additional requested information by [date], we would greatly appreciate it. If you have further questions, please contact the study's Technical Assistance Center (TAC) by emailing [PurchaseStudy@westat.com](mailto:PurchaseStudy@westat.com) or calling XXX-XXX-XXXX. The TAC is available weekdays from 9am to 4pm EST and the message line is available 24/7, with responses provided the following business day.

Thank you for your time. **END OF CALL.**

## **D. VOICEMAIL SCRIPT**

Hello, I'm [YOUR NAME]. I'm calling from Westat with regards to the Food and Nutrition Service's School Food Purchase Study. We recently sent you an email to review the summary report of your district's quarterly food purchases and provide additional information, and we have not received your response. If you have any questions or concerns about what is required, please contact the study's Technical Assistance Center (TAC) by emailing [PurchaseStudy@westat.com](mailto:PurchaseStudy@westat.com), or calling XXX-XXX-XXXX. The TAC is available weekdays from 9am to 4pm EST and the message line is available 24/7, with responses provided the following business day. . **END OF CALL.**