

Appendix E-2:

**Phone and Text Message Reminders from Project to Survey
Invitees to Increase Response Rate**

Phone Reminders from Project to Survey Invitees to Increase Response Rate

Hello Mr./Ms. [survey invitee name],

My name is [caller's name]. I am calling from Abt Associates about a survey link we emailed you on [date] about collaboration on the [Grant Name] project. I'm calling to ask you to complete the Collaboration Survey so your experience is reflected in our data.

Can I help you in completing the survey? I can answer any questions you might have or provide survey technology support. I can also re-send you the link if you've lost or deleted it.

[If leaving a voice message, caller should also leave phone number for respondent to call: If you have questions, please contact me at ###-###-#### and be sure to leave a number and time for me to reach you.]

Thank you for your continued support for understanding community approaches to prevent child maltreatment!

Text Reminder(s) from Project to Survey Invitees to Increase Response Rate

For invitees who have not yet started the survey and who have provided mobile phone numbers:

Hello Mr./Ms. [survey invitee name], My name is [survey team member name]. I am writing about the Collaboration Survey for [Grant Name]. It seems you haven't been able to complete the survey yet. It's really important we capture your experience with [Grant Name]. Can you please click on the link below and complete the survey? We really want to hear everyone's voice!

[survey link]

Thank you!

For invitees who have partially completed the survey:

Hello [survey invitee name]! My name is [survey team member name]. I am writing about the Collaboration Survey for [Grant Name]. It looks like you were able to start but not complete the survey. I want to encourage you to go back to the link in the email from me on [date survey email with link sent] or click on the link below and complete the survey! We really want to hear everyone's voice!

[survey link]

Thank you!

Subsequent reminder to invitees who have partially completed the survey:

Hello Mr./Ms. [survey invitee name]! It's [survey team member name] again! You've done a great job so far on the Collaboration Survey for [Grant Name]. Thank you! Please go back to the link in the email from me on [date survey email with link sent] to complete the survey - you only have a few questions left. If you prefer, you can use the link below and answer on your phone. We really want to hear everyone's voice!

[survey link]

Thank you!