

INSTRUMENT 7  
CENTER RE-ENGAGEMENT CALL SCRIPT  
AND  
ROSTER UPDATE FOR SEQUAL TEACHING STAFF SURVEY

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## Center Re-engagement Call Script

### Goals of the call:

- A. Re-engage with the center director
- B. Introduce the teaching staff survey
- C. Invite the center to participate
- D. If director agrees to participate, update teaching staff information the study has on file
- E. Summarize next steps

### Voicemail:

Hello, this is [NAME] from the ECE-ICHQ study. I am excited to share we just gained approval for an additional web-based survey for teaching staff. We'd love for your teaching staff to participate. They would receive a [\$AMOUNT] gift card with their survey invitations and a [\$AMOUNT] Amazon gift code after completing the survey for a total of \$30. Please call me at [PHONE], otherwise I will try you again on [DATE].

### A. Re-engage with the center director

[HAVE THE RECRUITMENT SCRIPT OPEN IN CASE THERE IS A NEW CENTER DIRECTOR OR CONTACT AT THE CENTER THAT NEEDS MORE INFORMATION ABOUT THE STUDY. USE THE STUDY PURPOSE AND OVERVIEW OF STUDY ACTIVITIES SECTIONS TO PROVIDE THE NEW CENTER DIRECTOR/CONTACT WITH INFORMATION ABOUT THE STUDY. IF THERE IS A NEW CENTER DIRECTOR/CONTACT, NOTIFY PROJECT LEADERSHIP AT THE END OF THE CALL.]

Hello [CENTER DIRECTOR], this is [NAME] and I am calling to thank you for your participation in the ECE-ICHQ study and let you know about an additional teaching staff survey that's now part of the study. I was hoping to discuss your teaching staff's participation in this new survey. This call should take about 20 minutes. Is now a good time to chat?

- [IF YES: CONTINUE THROUGH SCRIPT BELOW.]
- [IF NO:] *Not a problem! I am happy to give you a call back at a time that works best for you. Are you available later today or tomorrow? [SCHEDULE A TIME WITH THE CENTER DIRECTOR.] Great – thank you! I will give you a call back at [DATE/TIME]. Have a great rest of your day! [END CALL.]*

### B. Introduce the teaching staff survey

First, I'd like to thank you again for participating in the ECE-ICHQ study. Your center helped us gather important information about how centers use their resources to maximize the quality of early care and education.

I recently sent you an email and letter about an additional survey opportunity for your teaching staff. Did you receive these materials? And have you had a chance to read over them?

The teaching staff survey is a 30-minute, web-based survey that asks about teaching and professional growth supports for teaching staff at your center. We are hoping that the teaching staff we invited to participate in the time-use survey, will also complete this additional survey. This survey will provide important information to help us connect the information your center already provided about center practices and costs to the types of supports that teaching staff receive.

Teaching staff would receive a [\$AMOUNT] gift card with their survey invitations, and a [\$AMOUNT] Amazon gift code after completing the survey.

If you agree to have your teaching staff participate...

- We will ask you to confirm the list of teaching staff that should complete the survey.
- Then, we would ask you to speak to your staff about participating and distribute our survey flyer to them.
- Lastly, we would send you a FedEx packet with individual survey invitation packets for you to distribute to your staff. The survey invitation packets include an invitation letter with instructions on how to complete the survey on the web. Your teaching staff will also receive an email invitation.

That's it this time around! We would just need your help distributing the teaching staff survey and getting the word out about the survey. There aren't additional interviews, or another workbook to complete.

As with the previous data collection efforts, we appreciate your help in this effort.

### C. Invite the center to participate

Would you be willing to help us with this effort and have your teaching staff complete the survey?

- [IF YES, CONTINUE TO SECTION D.]
- *[IF NEED ADDITIONAL TIME TO CONFIRM PARTICIPATION:] Thank you for taking the time to speak with me today. When would be a good time for us to check in about your center's participation in the additional survey?*
  - o *If you have any questions, please feel free to contact me at [PHONE] or by email at [EMAIL].*
  - o *[THANK THE DIRECTOR, END CALL, AND DOCUMENT DISCUSSION]*
- *[IF CENTER DIRECTOR IS HESITANT, USE THE FOLLOWING PROBES]*
  - o *Is the time involved one of your concerns? [IF YES, REITERATE THE SURVEY CAN BE COMPLETED ON THE WEB AND RESPONDENTS WILL HAVE PLENTY OF TIME TO COMPLETE IT]*
  - o *Do you have any other concerns that I haven't yet addressed?*
  - o *[THANK THE DIRECTOR, END CALL, AND DOCUMENT DISCUSSION]*

**D. If the director agrees to participate, update teaching staff information the study has on file**

That's great news! To get started, I'd like to verify the names and positions we have for your teaching staff, and learn if any staff we invited to complete the time-use survey before are no longer employed by your center.

Do you have access to your teaching staff's positions now?

- [IF YES: CONTINUE THROUGH SCRIPT AND ROSTER UPDATE BELOW.]
- [IF NO:] *Not a problem! If there's someone else at the center that can go through this information, such as an office administrator, I don't mind speaking with them instead. Or I can schedule another call with you to take this information. Perhaps there is a time later today or tomorrow. Which works best for you?*
  - o [SCHEDULE A TIME WITH THE CENTER DIRECTOR.] *Great – thank you! I will give you a call back at [DATE/TIME] to confirm information about your center's teaching staff. If you need to reschedule, feel free to call me back at [PHONE NUMBER]. I'll also send you an email after this call, so you can always respond by email if you prefer. Thanks again and have a great rest of your day!*
  - o [END CALL. SEND CENTER DIRECTOR A THANK YOU EMAIL NOTING DATE/TIME OF UPCOMING CALL.]

Okay, great! This should only take 10 minutes to complete. I would like to review the teaching staff we have on file with you. I just sent you a WebEx invitation. If you join the secure WebEx meeting we can go through the list together. **[IF CENTER IS NOT ABLE TO JOIN WEBEX, SKIP TO SECTION BELOW.]** When you join WebEx, it'll prompt you for a password. Please enter [PASSWORD]. As we go through the list, please let me know if any teaching staff are no longer employed at your center and let me know if anything has changed for those staff still with your center.

[READ THE NAMES OF THE TEACHING STAFF FROM THE TUS ROSTER AS YOU SHARE YOUR SCREEN THROUGH WEBEX. CHECK OFF WHICH STAFF ARE NO LONGER EMPLOYED AT THE CENTER. ENTER UPDATED INFORMATION FOR TEACHING STAFF STILL AT THE CENTER IN THE ROSTER.]

**[IF CENTER IS NOT ABLE TO JOIN A WEBEX:]**

Okay, no problem! I'm uploading an excel spreadsheet to Box for you to review and update. It will already be filled in with the teaching staff information we previously collected, and you just need to review and confirm the information—letting us know which teaching staff are no longer employed at your center, and updating any incorrect information we might have for the teaching staff still with your center.

Mathematica policy is to collect names and contact information of potential survey respondents over the phone or through Box to protect respondents' privacy. It's important that your teaching staff list is uploaded to Box and not sent to us via email.

## E. Summarize next steps

### **[IF CENTER UPDATES TEACHING STAFF INFORMATION OVER THE PHONE:]**

Great! Thanks so much for all the information. I'll get these details updated and we'll get ready to invite your teaching staff to complete the survey.

We'll send you a FedEx packet with individual survey invitation packets for you to distribute to your staff. The survey invitation packets include an invitation letter with instructions on how to complete the survey on the web. We'll also include more survey flyers that you can hand out to participating teaching staff.

Do you have any questions for me? [ADDRESS CENTER DIRECTOR'S QUESTIONS.]

Feel free to email me at [EMAIL] or call me at [PHONE] if you have any questions. Thank you!

[SAVE COMPLETED/CONFIRMED ROSTER TO THE CENTER'S FOLDER IN THE RESTRICTED FOLDER.]

### **[IF CENTER WILL PROVIDE UPDATED INFORMATION THROUGH BOX:]**

If possible, we would like you to return your updated teaching staff information by [ONE WEEK FROM CALL]. You can call me if you have any trouble.

Do you have any questions for me? [ADDRESS CENTER DIRECTOR'S QUESTIONS.]

Feel free to email me at [EMAIL] or call me at [PHONE] if you have any questions. Thank you!

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## Assessing the Implementation and Cost of High Quality Early Care and Education (ECE-ICHQ)

### Roster Update for Teaching Staff Survey

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**Center:**

**Center Address:**

**Center Contact:**

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**Purpose:** *The purpose of the teaching staff survey is to help us learn about teaching and professional growth supports for teaching staff at your center. This staff roster for the teaching staff survey will help us identify the teaching staff who were invited to complete the time-use survey are also eligible to complete the teaching staff survey. All information will be kept private.*

**Instructions:**

1. Please review the list of teaching staff below.
2. If any staff listed are no longer employed at your center, enter an “X” in column A.
3. For staff still employed at your center, please review the first name, last name, and staff position in columns B, C, and D.
4. If a person’s name or staff position listed in those columns are incorrect, please enter the updated information in column E.



	<b>No longer employed at the center (X)</b>	<b>First Name</b>	<b>Last Name</b>	<b>Staff Position</b>	<b>Updated information (if applicable)</b>
	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
1					
2					
3					
4					
5					
6					
7					
8					
9					
1 0					
1 1					
1 2					
1 3					
1 4					

	<b>No longer employed at the center (X)</b>	<b>First Name</b>	<b>Last Name</b>	<b>Staff Position</b>	<b>Updated information (if applicable)</b>
	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
1 5					
1 6					
1 7					
1 8					
1 9					
2 0					
2 1					
2 2					
2 3					
2 4					
2 5					

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