

2021 SURVEY DISPOSITION (INTERNAL USE)

1. Call Disposition/Message

This item contains a log the interviewer uses to identify the outcome of each of three calls made to the respondent, e.g., no answer, voicemail, etc.) This is for internal use.

Following the third phone contact attempt, the interviewer will leave the following message for the respondent.

"Hello, this is a message for [NAME]

I am calling about the 2021 Survey of Active Duty Spouses from the Department of Defense. This survey takes most spouses under 15 minutes and includes questions about how deployments and relocations impact you and your family, your satisfaction with military programs and services, and your views of military life. Your unique input helps improve policies and programs for the entire military community. Please complete your survey using the QR code you received or your personal identification and PIN. If you would like more information about the survey, please contact the Survey Processing Center at 1-800-881-5307. Thank you, and have a great day!

2021 SURVEY OF ACTIVE DUTY SPOUSES PHONE SCRIPT

AVAILABLE

2. Hello, this is [Interviewer's First Name]. May I please speak to [NAME] I am calling with a quick reminder about a survey on behalf of the Department of Defense.

(If name above is missing, read: Hello, this is [Interviewer's First Name]. I am calling with a quick reminder about a survey on behalf of the Department of Defense. May I please speak to the spouse of "NAME"?)

- 1 [Not available -> Jump to collect call back information.](#)
- 2 [Available -> Ask the next question](#)

[INTERVIEWER: Ask this question if sample member is *Available*. If sample member is *Not available*, skip over the next two questions and ask whether there is a better time to call back.]

3. This call may be monitored for quality.

We want to make sure that we are reaching you at a convenient and safe time. Are we currently calling you on your cell phone?

- 2 Yes -> [Ask the next question](#)
- 1 No -> [Click *Proceed to Survey*](#)

[INTERVIEWER: Ask this question if sample member is on a cell phone.]

CELLDRIVE

4. And, are you currently driving?

- 2 Yes -> [Ask the next question](#)
- 1 No -> [Click *Proceed to Survey*](#)

[INTERVIEWER: Ask this question if sample member is driving while on a cell phone or is currently *Not Available*.]

[Arrange for a callback and record that information in the comment box; note in the comment box that call was rescheduled because on cell phone.]

CALLBACK

5. Is there a better time to call back?

[Interviewer - Use this comment box to provide date and time for call back or a new number at which the respondent can be reached.]

Thank you for your time today. Goodbye. [Top](#)

On [DATE], you were sent a request to participate in the 2021 Survey of Active Duty Spouses. Through this survey we want to hear about your experiences as part of the military community and where you could use more support. I am calling to ensure that you received the information so you can participate.

(([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1"))))
PROVINFO

6. If you have a pen and some paper nearby, I will give you the website address and your ticket number so you can access the survey. You can also scan the QR code included in your invitation. Are you ready for your ticket number so you can access the survey?

[Do not read the responses]

- 1 Provide information over the *phone*
- 2 Already completed the survey
- 3 Not planning to participate
- 4 I am unable to take the survey online (e.g., lack web access, not enough time available for web access)
- 5 Does not want information
- 6 Ineligible

[Do not read the list. Listen to the explanation and code all that apply.]

YNOTPARTA, YNOTPARTB, YNOTPARTC, YNOTPARTD, YNOTPARTE

7. Your opinion is critically important. Do you mind if we ask why you don't want to participate? **Mark all that apply.**

(([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1")) AND [PROVINFO] = "3") I take too many surveys

INTERVIEWER: If I take too many surveys **was selected**, read the following: We recognize that military spouses are often contacted for surveys from individual Services, and other organizations interested in the well-being of military families. The 2021 Survey of Active Duty Spouses is different because it is from the DoD and reflects military spouses across all Services. Therefore, your responses to this survey

will be heard by influencers of the military programs and services that matter to you and your family. ([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1"))) AND [PROVINFO] = "3") Don't think it is useful

INTERVIEWER: If this reason was selected, read the following: The results from prior surveys of active duty spouses are being used to positively impact your life as a military spouse. For example findings from previous surveys were used to obtain grants to support spouse employment, to increase availability of DoD child care, and to improve the ways in which the Department supports military children. ([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1"))) AND [PROVINFO] = "3") Too long/I don't have time

INTERVIEWER: If this reason was selected, read the following: The survey takes 20 to 30 minutes to complete. The web survey will only ask questions applicable to you and your family. ([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1"))) AND [PROVINFO] = "3") Not married to a military member/No longer eligible

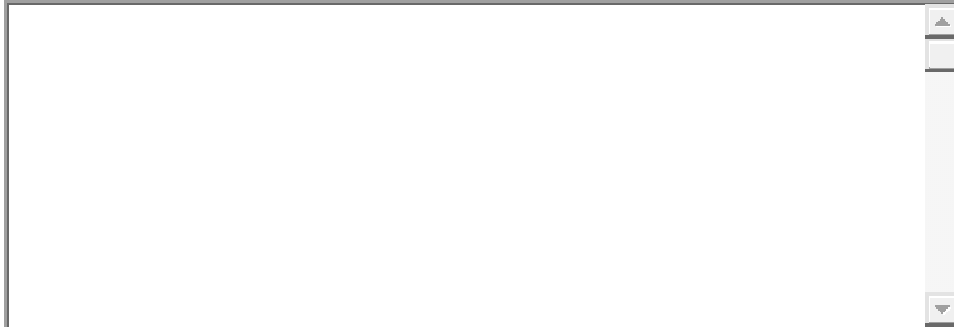
INTERVIEWER: If this reason is the only one selected, click *Next Page*. If other reasons were also selected, read the responses to those items first and then click *Next Page*. ([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1"))) AND [PROVINFO] = "3") Some other reason

INTERVIEWER: If this reason was selected, read the following: Your reasoning is understandable, but we hope you will reconsider. The information gathered on this survey influences policy decisions that impact military families all over the world, Valuable information could be lost if you choose not to participate.

([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1"))) AND [PROVINFO] = "3")

YNOTPARTSP

[Interviewer - Record other reasons for not wanting to participate. If "Some other reason" is the only response, consult the list of FAQs and read the most applicable conversion text.]



[INTERVIEWER: Respondents are ELIGIBLE if their marital status is **married** or **separated** and their spouse is an active duty member.]

AVAILABLE

([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1")) AND (([PROVINFO] = "3" AND [YNOTPARTD] = "2") OR [PROVINFO] = "6"))

INELIG

8. "Not married to a military member/No longer eligible": To be eligible to take the full survey you must be married to an active duty member. Based on this criterion, are you eligible to take the survey?

2 Yes/Eligible

1 No/Ineligible [INTERVIEWER: If this reason is selected, read the following: If you are not eligible, then there are just 2 questions on the survey for you. The DoD would really like to know if there was anything that could have been done to better support you and your family.]

[Mark if the conversion effort was successful.]

([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1")) AND [PROVINFO] = "3" AND ([YNOTPARTA] = "2" OR [YNOTPARTB] = "2" OR [YNOTPARTC] = "2" OR [YNOTPARTD] = "2" OR [YNOTPARTE] = "2") AND [INELIG] <> "1")

CONVERT

9. With this information, would you be willing to participate in the survey?

2 Successful conversion

1 Unsuccessful conversion

([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1"))) AND [PROVINFO] = "3" AND [CONVERT] = "2")
CONVRTINFO

10. I would like to ensure that you have the information you need to complete the survey. Do you have a pen and some paper nearby?

[Do not read the responses]

- 1 Provide information over the *phone*
- 2 Does not want information

([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1"))) AND [PROVINFO] = "4")
PAPERFORM

11. The paper survey was mailed to you on [DATE]. Did you receive the paper survey?

- 2 Yes [Interviewer read:] Great! Then please fill out as many items as you can and return the survey in the provided envelope.
- 1 No [Interviewer read:] If you did not receive a survey or need to request another, please contact the Survey Processing Center at 1-800-881-5307.

The web address is <https://www.dodsurveys.mil>

YOUR TICKET NUMBER IS: [xxx-xxx-xxx]

([AVAILABLE] = "2" AND ([CELL] = "1" OR ([CELL] = "2" AND [CELLDRIVE] = "1"))) AND ([PROVINFO] = "1" OR [CONVRTINFO] = "1")
TRYURL

12. While we are on the phone, I'd like to make sure you can access the survey website. Can we do that now?

- 1 Yes [INTERVIEWER: If yes, guide member to the URL listed above or to scan the QR code they received. If they receive a security alert, let them know that is normal if they are logging in from a non-DoD computer; instruct them to follow the instructions to proceed to our secure DoD survey website. If member encounters issues you are unable to troubleshoot, direct them to the Survey Processing Center at 1-800-881-5307.]

2 No [Go to next page](#)

3 I am unable to take the survey online (e.g., lack web access, not enough time available for web access) [\[INTERVIEWER: Select No if lack of web access is a temporary issue; that is, the respondent cannot access the web while at work, or is not near a computer. If the respondent will not be able to complete the web survey at any time due to lack of access, select this option and state the following: If you do not have web access, you can complete the paper version of the survey that was mailed to you on \[DATE\]. If you did not receive a survey or need to request another, please contact the Survey Processing Center at 1-800-881-5307.\]](#)

[\[INTERVIEWER: After reading the text below to the sample member, click Apply Disposition Now and enter the appropriate disposition code.\]](#)

$([AVAILABLE] = "2" \text{ AND } ([CELL] = "1" \text{ OR } ([CELL] = "2" \text{ AND } [CELLDRIVE] = "1")) \text{ AND } ([PROVINFO] = "1" \text{ OR } [PROVINFO] = "2" \text{ OR } [PROVINFO] = "4" \text{ OR } [PROVINFO] = "5" \text{ OR } [INELIG] = "1" \text{ OR } [CONVERT] = "2"))$
TYCONVERT

13. [\[INTERVIEWER: If phone number was NOT provided, read\]](#)
Do you have the means to write down a number? I'd like to give you a number to call if you have any questions about the survey. Please call the Survey Processing Center at 1-800-881-5307, or see the Frequently Asked Questions and Privacy Advisory on the survey website. Goodbye.

[\[INTERVIEWER: After reading the text below to the sample member, return to the start of the survey and enter the appropriate disposition code.\]](#)

$([AVAILABLE] = "2" \text{ AND } ([CELL] = "1" \text{ OR } ([CELL] = "2" \text{ AND } [CELLDRIVE] = "1")) \text{ AND } [PROVINFO] = "3" \text{ AND } [CONVERT] = "1")$ TYNOCONVERT

14. Do you have the means to write down a number? If you reconsider and decide to participate, please refer to the survey materials you received via email or mail, or call us at 1-800-881-5307 if you have any questions. Thank you for your time today. Goodbye.

