

INSTRUMENT 7

CENTER RE-ENGAGEMENT CALL SCRIPT AND ROSTER UPDATE FOR FALL SURVEY

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## Center Re-engagement Call Script

### Goals of the call:

- A. Re-engage with the center director
- B. Introduce the fall survey
- C. Invite the center to participate (if applicable)
- D. Update staff information the study has on file
- E. Summarize next steps

### **Voicemail (IF SPRING-SUMMER TUS RELEASED):**

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

### **Voicemail (IF SPRING-SUMMER TUS NOT RELEASED):**

Hello, this is [NAME] from the ECE-ICHQ study. I am excited to share that your center's surveys are ready to complete. Please call me at [PHONE] to discuss next steps, 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.]

**[IF SPRING-SUMMER TUS RELEASED:** 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 fall survey that's now part of the study. I was hoping to discuss your staff's participation in this new survey. This call should take about 20 minutes. Is now a good time to chat?]

**[IF SPRING-SUMMER TUS NOT RELEASED:** 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 that your center's surveys are ready to complete. I was hoping to discuss your staff's participation in the 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 fall survey

First, I'd like to thank you again for participating in the ECE-ICHQ study. Your center is helping 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 the fall survey. Did you receive these materials? And have you had a chance to read over them?

### [IF SPRING-SUMMER TUS RELEASED]

We received approval to add a fall survey to the study for all staff who were eligible to complete the time-use survey we distributed to your center earlier this spring/summer. This new survey is a two-part survey. The first part of the survey will ask your administrators and teaching staff about how they spend their time on different center activities and will take about 15 minutes to complete. The second part of the survey is just for teaching staff and will take about 30 minutes to complete. It will ask about teaching and professional growth supports for teaching staff at your center. We are hoping that staff we invited to participate in the time-use survey, will also complete this new fall survey. This survey will provide important information to help us connect the information your center already provided about center practices and costs to the activities staff engage in and to the types of supports that teaching staff receive.

Administrators would receive a total of \$20. They would receive a [\$AMOUNT] gift card with their survey invitations, and a [\$AMOUNT] Amazon gift code after completing the 15-minute survey.

Teaching staff would receive a total of \$50. They would receive a [\$AMOUNT] gift card with their survey invitations, and a [\$AMOUNT] Amazon gift code after completing the two-part survey which is about 45 minutes.

If you agree to have your staff participate...

- We will ask you to confirm the list of 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 staff will also receive an email invitation.

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

As with the other data collection efforts, we appreciate your help in this effort. [SKIP TO SECTION C.]

### [IF SPRING-SUMMER TUS NOT RELEASED]

Earlier this spring/summer I collected your center's staff names and contact information so we can invite them to complete a time-use survey. That survey is now ready for your staff to complete! And when we spoke, I mentioned that the study was in the process of getting approval to add extra questions to the survey just for teaching staff to complete. Good news is that we did get this approval and were able to incorporate these extra questions in the survey.

The survey is now a two-part survey. The first part of the survey will ask your administrators and teaching staff about how they spend their time on different center activities and will take about 15 minutes to complete. The second part of the survey is just for teaching staff and will take about 30 minutes to complete. It will ask about teaching and professional growth supports for teaching staff at your center. These are the questions that were just approved. This survey will provide important information to help us connect the information your center already provided about center practices and costs to the activities staff engage in and to the types of supports that teaching staff receive.

Administrators would receive a total of \$20. They would receive a [\$AMOUNT] gift card with their survey invitations, and a [\$AMOUNT] Amazon gift code after completing the 15-minute survey.

Teaching staff would receive a total of \$50. They would receive a [\$AMOUNT] gift card with their survey invitations, and a [\$AMOUNT] Amazon gift code after completing the two-part survey which is about 45 minutes.

Do you have any questions about the survey? [PAUSE FOR QUESTIONS]

There are a few short tasks so we can have your staff participate:

- We will ask you to confirm the list of 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 staff will also receive an email invitation.

That's it! We would just need your help distributing the survey and getting the word out about the survey. As with the other data collection efforts, we appreciate your help in this effort.

[SKIP TO SECTION D.]

### C. Invite the center to participate (if spring-summer TUS released)

Would you be willing to help us with this effort and have your staff complete the fall 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 fall 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. Update staff information the study has on file

To get started, I'd like to verify the names and positions we have for your staff, and learn if any staff we have on file are no longer employed by your center.

Do you have access to your 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 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 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 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 STAFF FROM THE ROSTER AS YOU SHARE YOUR SCREEN THROUGH WEBEX. CHECK OFF WHICH STAFF ARE NO LONGER EMPLOYED AT THE CENTER. ENTER UPDATED INFORMATION FOR 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 staff information we previously collected, and you just need to review and confirm the information—letting us know which staff are no longer employed at your center, and updating any incorrect information we might have for the 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 staff list is uploaded to Box and not sent to us via email.

## E. Summarize next steps

### **[IF CENTER UPDATES 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 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.

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 staff information by [THREE DAYS 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 Fall Survey**

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**Center:**

**Center Address:**

**Center Contact:**

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**Purpose:** *The purpose of the fall survey is to help us learn how center staff spend their time on different center activities and about teaching and professional growth supports for teaching staff at your center. This staff roster for the fall survey will help us identify the staff who are eligible to complete the fall survey. All information will be kept private.*

**Instructions:**

1. Please review the list of 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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