

**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!