

JCAMP Pilot Debrief Form: Non-Responder Telephone Script

Hello [insert non-responder name], this is [insert your name] with [insert affiliation]. I'm following up to make sure you don't miss the opportunity to participate in a survey we sent you about your experiences piloting the JCAMP measures. The information you provide will help us improve the measures and implementation guidance. Did you receive an email with a link to a short online survey?

DIDN'T RECEIVE: I'm sorry to hear that. Can I re-send you the link? [confirm best email to send the link to]. The email with the link to the survey will be in your inbox shortly. The survey should only take 15 minutes of your time and is voluntary. Do you have any questions about the survey or research project? Thanks, I appreciate the time you spent with me today to discuss this project. Good-bye.

SAW EMAIL BUT DIDN'T HAVE A CHANCE TO RESPOND YET: That's okay, I know there are a lot of things on your plate. When you get a chance, if you could complete the survey, we'd really appreciate it. The survey is short, so it should only take 15 minutes. I can re-send you the link to the survey if that makes it easier. [confirm best email to send the link to]. Thanks very much! Good-bye.

I DON'T HAVE TIME TO TAKE THE SURVEY: I understand. We kept the survey short to make it as easy and convenient as possible, but we don't want to be a burden either. We know that you are very busy, is there another CIP staff person that could complete the survey for you?

IF YES: That's great – if you could provide us that person's email address, we will follow-up with that person directly and send an invitation and link to survey [get email address]. Thanks very much for your time today – Good-bye.

IF NO: Okay, if you get some time to respond, I'd really appreciate it but please don't feel pressured to if you don't have the time. Thank you for your time today. Good-bye.

The Paperwork Reduction Act Statement: The described collection of information is voluntary and will be used to help us gather feedback on the pilot of court performance measures. Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number and expiration date for the described collection are OMB #: xxxx-xxxx, Exp: xx/xx/20xx. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Dr. Alicia Summers; alicia.d.summers@gmail.com and Dr. Sophia Gatowski; sgatowski@ymail.com.