

THIS IS A NEW DOCUMENT NOT PREVIOUSLY APPROVED

ATTACHMENT 25: PROMPT CALLING TALKING POINTS

TALKING POINTS FOR A “LIVE CALL” TO HOUSEHOLDS WITH MINORS (YOUTH UNDER THE AGE OF 19 IN NEBRASKA OR ALABAMA OR UNDER THE AGE OF 18 IN ALL OTHER STATES)

INTRODUCTION:

ASK TO SPEAK TO THE PARENT/GUARDIAN:

Hello, my name is [FIRST AND LAST NAME]. I'm calling from RTI International on behalf of the U.S. Food and Drug Administration about a research study. May I speak with [PARENTS FIRST AND LAST NAME]?

ONCE THE PARENT IS ON THE PHONE:

Hello, my name is [FIRST AND LAST NAME]. I'm calling about the Evaluation of the Public Education Campaign on Teen Tobacco (ExPECTT), an important study sponsored by the U.S. Food and Drug Administration. You may recall your [child/children] completing an online questionnaire for this study in the spring or summer of this/last year. Recently we sent you a letter and email asking your [child/children] to complete a follow-up questionnaire online. If your [child/children] complete(s) the questionnaire online on or before [ADD DATE], [they/he or she] will receive \$30 or if [they/he or she] complete the survey after [ADD DATE] [they/he or she] will still receive \$25.

[Does/Do] your [child/children] plan to complete the online survey this winter?

IF PARENT ASKS ABOUT IN PERSON OPTION: In the past we have offered this survey as an in-person interview as well but will only offer online data collection for this round.

IF PARENT SAYS THAT THEY HAVE THEIR USERNAME AND PASSWORD AND WILL COMPLETE IT ONLINE:

1. THANK THEM FOR COMPLETING THE SURVEY
2. LET THEM KNOW THAT YOU WILL CHECK BACK IN A COUPLE DAYS TO CONFIRM IF THE SURVEY IS COMPLETE.
3. END CALL. ENTER CODE INDICATING INTENT TO COMPLETE ONLINE AND A NOTE INDICATING WHEN THE CHILD PLANS TO COMPLETE THE SURVEY.

IF PARENT WANTS CHILD/CHILDREN TO COMPLETE ONLINE AND RECEIVE LOGIN INFORMATION OVER THE PHONE:

1. IF MULTIPLE CHILDREN PROVIDE INFO FOR EACH CHILD AND BE SURE TO INDICATE WHICH CHILD GOES WITH EACH CASE ID AND PASSWORD
2. PROVIDE URL: <https://expectt.rti.org/>
3. PROVIDE CASE ID AS USERNAME
4. PROVIDE CASE SPECIFIC PASSWORD
5. END CALL. ENTER CODE INDICATING INTENT TO COMPLETE ONLINE AND A NOTE INDICATING WHEN THE CHILD PLANS TO COMPLETE THE SURVEY.

IF THE PARENT REFUSES TO ALLOW CHILD TO PARTICIPATE:

1. ASK THEM TO SHARE THEIR CONCERN AND ATTEMPT TO ADDRESS THIS CONCERN. ACKNOWLEDGE THEIR CONCERN BY LISTENING; COUNTER WITH AN ANSWER THAT REDUCES THEIR LEVEL OF CONCERN; ENCOURAGE THEM TO COMPLETE THE ONLINE SURVEY.
2. END CALL, ON A POSITIVE NOTE, IF POSSIBLE.
3. ENTER THE CORRECT REFUSAL CODE AND ENTER DETAILED NOTES ABOUT THE CONCERNS AND THE STEPS YOU TOOK TO AVOID THE REFUSAL.

IF THE PARENT SAYS THAT CHILD/CHILDREN ALREADY COMPLETED THE ONLINE SURVEY:

1. THANK THEM AND ASK FOR THE COMPLETION DATE.
2. EXPLAIN THAT YOU MAY BE CALLING AGAIN IF A PROBLEM WITH THE SURVEY IS FOUND.
3. END CALL. TRANSMIT TO SEE IF A FINAL CODE APPEARS FOR THIS CASE. IF NOT, ENTER CODE INDICATING THEY HAVE ALREADY COMPLETED THE SURVEY AND CASE NOTES, INCLUDING COMPLETION DATE OR POSSIBLE DATE.

SUGGESTED TALKING POINTS WHEN LEAVING A MESSAGE IF YOU HAVE REACHED THE PARENT'S ANSWERING MACHINE/VOICEMAIL:

Hello, my name is [FIRST AND LAST NAME]. I'm calling from RTI International on behalf of the U.S. Food and Drug Administration about the Evaluation of the Public Education Campaign on Teen Tobacco (ExPECTT). This is an important study sponsored by the U.S. Food and Drug Administration. You may recall your [child/children] completing an in-person interview for this study in the spring or summer of this/last year. Recently we sent you a letter and email asking your [child/children] to complete a follow-up questionnaire online. If your [child/children] complete(s) the questionnaire online on or before [ADD DATE], [they/he or she] will receive \$30 or \$25 if [they/he or she] complete the survey after [ADD DATE]. Please call me at [INSERT YOUR PHONE # HERE.]. Thank you.

SUGGESTED TALKING POINTS WHEN LEAVING A MESSAGE IF YOU HAVE REACHED A GENERIC ANSWERING MACHINE/VOICEMAIL, WHEN YOU DON'T KNOW IF THIS IS THE PARENT'S VOICEMAIL:

Hello, my name is [FIRST AND LAST NAME]. I'm calling from RTI International on behalf of the U.S. Food and Drug Administration regarding an important research study. Please call me at [INSERT YOUR PHONE # HERE.]. Thank you.

TALKING POINTS FOR A "LIVE CALL" WHEN TRYING TO LOCATE A CHILD WHO HAS MOVED

ASK TO SPEAK TO THE RESPONDENT'S CONTACT PERSON:

Hello, my name is _____. I'm calling from RTI International about an important research study sponsored by the U.S. Food and Drug Administration. May I speak with _____?

ONCE THE PERSON IS ON THE PHONE:

Hello, my name is _____. I'm calling from RTI International about an important research study sponsored by the U.S. Food and Drug Administration. I'm trying to reach [PARENT FIRST AND NAME]. [He/she] gave me your contact information as someone who would be able to help me find [him/her]. [His/Her] [child/children] participated in this study in the past and I would like to offer them the opportunity to participate again. If the[child/children] complete(s) the questionnaire online on or before [ADD DATE], [they/he or she] will receive \$30 or \$25 if [they/he or she] complete the survey after [ADD DATE]. Would you be willing to pass along my name and number to [him/her]? PROVIDE YOUR NAME AND PHONE NUMBER.

**TALKING POINTS FOR A "LIVE CALL" TO ADULT YOUTH
(YOUTH AGED 19 OR OLDER IN NE OR AL**

OR YOUTH AGED 18 OR OLDER IN ALL OTHER STATES)

INTRODUCTION:

ASK TO SPEAK TO THE RESPONDENT:

Hello, my name is [FIRST AND LAST NAME]. I'm calling from RTI International on behalf of the U.S. Food and Drug Administration about a research study. May I speak with [RESPONDENT FIRST AND LAST NAME]?

ONCE THE RESPONDENT IS ON THE PHONE:

Hello, my name is [FIRST AND LAST NAME]. I'm calling about the Evaluation of the Public Education Campaign on Teen Tobacco (ExPECTT), an important study sponsored by the U.S. Food and Drug Administration. You may recall completing an in-person interview or online questionnaire for this study in the spring or summer of this/last year. Recently we sent you a letter and email asking you to complete a follow-up questionnaire online. If you complete the questionnaire online on or before [ADD DATE] you will receive \$30 or if you complete the survey after [ADD DATE] you will still receive \$25.

Do you plan to complete the online survey this winter?

IF RESPONDENT ASKS ABOUT IN PERSON OPTION: In the past we have offered this survey as an in-person interview as well but will only offer online data collection for this round.

IF RESPONDENT SAYS THAT THEY HAVE THEIR USERNAME AND PASSWORD AND WILL COMPLETE IT ONLINE:

1. THANK THEM FOR COMPLETING THE SURVEY
2. LET THEM KNOW THAT YOU WILL CHECK BACK IN A COUPLE DAYS TO CONFIRM IF THE SURVEY IS COMPLETE.
3. END CALL. ENTER CODE INDICATING INTENT TO COMPLETE ONLINE AND A NOTE INDICATING WHEN THE CHILD PLANS TO COMPLETE THE SURVEY.

IF RESPONDENT WANTS TO COMPLETE ONLINE AND RECEIVE LOGIN INFORMATION OVER THE PHONE:

1. PROVIDE URL: <https://expectt.rti.org/>
2. PROVIDE CASE ID AS USERNAME
3. PROVIDE CASE SPECIFIC PASSWORD
4. END CALL. ENTER CODE INDICATING INTENT TO COMPLETE ONLINE AND A NOTE INDICATING WHEN THE CHILD PLANS TO COMPLETE THE SURVEY.

IF THE RESPONDENT REFUSES TO PARTICIPATE:

1. ASK THEM TO SHARE THEIR CONCERN AND ATTEMPT TO ADDRESS THIS CONCERN. ACKNOWLEDGE THEIR CONCERN BY LISTENING; COUNTER WITH AN ANSWER THAT REDUCES THEIR LEVEL OF CONCERN; ENCOURAGE THEM TO COMPLETE THE ONLINE SURVEY.
2. END CALL, ON A POSITIVE NOTE, IF POSSIBLE.
3. ENTER THE CORRECT REFUSAL CODE AND ENTER DETAILED NOTES ABOUT THE CONCERNS AND THE STEPS YOU TOOK TO AVOID THE REFUSAL.

IF THE RESPONDENT SAYS THEY ALREADY COMPLETED THE ONLINE SURVEY:

1. THANK THEM AND ASK FOR THE COMPLETION DATE.
2. EXPLAIN THAT YOU MAY BE CALLING AGAIN IF A PROBLEM WITH THE SURVEY IS FOUND.
3. END CALL. TRANSMIT TO SEE IF A FINAL CODE APPEARS FOR THIS CASE. IF NOT, ENTER CODE INDICATING THEY ALREADY COMPLETED THE SURVEY AND CASE NOTES, INCLUDING COMPLETION DATE OR POSSIBLE DATE.

MESSAGES TO LEAVE ON VOICEMAIL:

SUGGESTED TALKING POINTS WHEN LEAVING A MESSAGE IF YOU HAVE REACHED THE RESPONDENT'S ANSWERING MACHINE/VOICEMAIL:

Hello, my name is [FIRST AND LAST NAME]. I'm calling from RTI International on behalf of the U.S. Food and Drug Administration about the Evaluation of the Public Education Campaign on Teen Tobacco (ExPECTT). This is an important study sponsored by the U.S. Food and Drug Administration. You may recall completing an in-person interview for this study in the spring or summer of this/last year. Recently we sent you a letter and email asking you to complete a follow-up questionnaire online. If you complete the questionnaire online on or before [ADD DATE] you will receive \$30 or \$25 if you complete the survey after [ADD DATE]. Please call me at [INSERT YOUR PHONE # HERE.]. Thank you.

SUGGESTED TALKING POINTS WHEN LEAVING A MESSAGE IF YOU HAVE REACHED A GENERIC ANSWERING MACHINE/VOICEMAIL, WHEN YOU DON'T KNOW IF THIS IS THE RESPONDENT'S VOICEMAIL:

Hello, my name is [FIRST AND LAST NAME]. I'm calling from RTI International on behalf of the U.S. Food and Drug Administration regarding an important research study. Please call me at [INSERT YOUR PHONE # HERE.]. Thank you.

TALKING POINTS FOR A "LIVE CALL" WHEN TRYING TO LOCATE A CHILD WHO HAS MOVED

ASK TO SPEAK TO THE RESPONDENT'S CONTACT PERSON:

Hello, my name is _____. I'm calling from RTI International about an important research study sponsored by the U.S. Food and Drug Administration. May I speak with _____?

ONCE THE PERSON IS ON THE PHONE:

Hello, my name is _____. I'm calling from RTI International about an important research study sponsored by the U.S. Food and Drug Administration. I'm trying to reach [YOUTH FIRST AND LAST NAME]. [He/she] gave me your contact information as someone who would be able to help me find [him/her]. [He/she] participated in this study in the past and I would like to offer them the opportunity to participate again. If they complete the questionnaire online on or before [ADD DATE] they will receive \$30 or \$25 if you complete the survey after [ADD DATE]. Would you be willing to pass along my name and number to [him/her]? PROVIDE YOUR NAME AND PHONE NUMBER.