INBOUND	If inbound, else go to PRODUCTION

INTERVIEWER NOTE: SELECT LOOKUP ON CATI-CMS MENU AND READ BELOW TEXT.]

Thank you for calling The Ask U.S. Panel. My name is [FI Name]. So that I can assist you, would you please tell me if you have access to your Ask U.S. Panel PIN found on the mailings you have received?

[INTERVIEWER NOTE: IF PIN KNOWN ASK: "Great. What is your pin?"

[INTERVIEWER NOTE: IF PIN UNKNOWN: "That's okay. Would you tell me your name to help me assist you instead?"

[INTERVIEWER NOTE: ENTER CASE INFORMATION IN TO APPROPRIATE LOOKUP FIELD. AFTER SUCCESFULLY LOOKING UP THE CASE, EXIT LOOKUP AND ENTER PRODUCTION ON CATI-CMS MENU AND ENTER THE CASE ID TO START THE INTERVIEW.]

NOTE	The PIN is found approximately halfway down the page in bold in the Invitation Letter and Reminder Latter that were sent to the respondent.

PRODUCTION

ASK	All respondents

WHAT DO YOU WANT TO DO?

<1> CONTINUE WITH THIS CASE [INTERVIEWER NOTE: SELECT FOR OUTBOUND]
<2> REVIEW RECORD OF EVENTS
<3> VIEW ROSTER OR NUMBERS AND NAMES
<4> REVIEW/ENTER CASE LEVEL COMMENT
<6> SAVE THE CURRENT CASE; GET ANOTHER CASE OR EXIT CATI-CMS
<7> SCHEDULE A CALLBACK
<9> CALL-IN CASE [INTERVIEWER NOTE: SELECT FOR INBOUND]
<17> GO TO SYMPHONY

NEXT	1: AUTO_DIAL 2: CASE HISTORY 3: ROSTER LINES 4: CASE COMMENTS 6: EXIT CASE 7: SCHEDULER 9: BASELINE_INTRO1 17: CASETOOLS
NOTE	

AUTODIAL

ASK	If TW=1
<1> DIAL <2> EXIT	
NEXT	1: CALL_OUT 2: CASE_SELECT
NOTE	

CALL_OUT

ASK	If AUTODIAL=1

Hello, my name is [INTERVIEWER NAME] with RTI International, contacting you on behalf of the US Census Bureau and Department of Defense for the Ask US Panel pilot. Our records indicate that [NAME] has been selected to participate in the Ask U.S. Panel.

Is [NAME] available?

[IF R IS NOT NAME: May I please speak with [NAME]?]

<1> SPEAKING WITH R AND R AVAILABLE
<2> SPEAKING WITH R AND R NOT AVAILABLE
<3> SPEAKING WITH OTHER HH MEMBER AND R AVAILABLE
<4> SPEAKING WITH OTHER HH MEMBER AND R NOT AVAILABLE

NEXT	1: BASELINE_INTRO1 2: RESCHEDULE 3: CALL_OUT2 4: RESCHEDULE_2
NOTE	

CALL_OUT2

ASK	If CALL_OUT=3

Hello, my name is [INTERVIEWER NAME] with RTI International, contacting you on behalf of the US Census Bureau and Department of Defense for the Ask US Panel pilot. Our records indicate that you have been selected to participate in the Ask U.S. Panel.

<1> CONTINUE

NEXT	1: BASELINE_INTRO1
NOTE	

BASELINE_INTRO1	
ASK	ALL

You have been selected to participate in the Ask U.S. Panel, a national survey pilot panel led by the U.S. Census Bureau and the Department of Defense. If you complete the panel enrollment survey you will receive $20 as a token of our appreciation. If you choose to join the panel you will also have the change to receive an additional payment. You will be representing thousands of other active-duty service members and spouses of active-duty service members.

Your views and experiences are critically important for the Department of Defense when making policies that may impact your military life. The surveys focus on topics that affect active-duty military members and their families, such as food and nutrition, housing, employment, and education. To complete your enrollment in the panel, we need to collect some information from you. These questions will take approximately 20 minutes of your time to answer. Would you like to begin your enrollment survey now?

<1> YES
<2> NO, WISHES TO SCHEDULE A CALL-BACK AT A LATER TIME
<3> NO, REFUSES TO PARTICIPATE

NEXT	1: Open Baseline 2: RESCHEDULE 3:
NOTE	

REFUSE1	
ASK	If BASELINE_INTRO1=3

INTERVIEWER: SPECIFY THE STRENGTH OF THE REFUSAL.

<1> MILD
<2> FIRM
<3> HOSTILE

NEXT	REF
NOTE	

REFUSE2	
ASK	After REFUSE1

INTERVIEWER: DESCRIBE WHAT HAPPENED DURING THE REFUSAL. (CHECK ALL THAT APPLY.)

<1> HUNG UP BEFORE INTRO
<2> HUNG UP DURING INTRO (BEFORE AFFILIATION)
<3> HUNG UP DURING INTRO (AFTER AFFILIATION)
<4> "TOO BUSY" / "NO TIME"
<5> "NOT INTERESTED"
<6> ASKED ABOUT PURPOSE OF THE STUDY
<7> ASKED HOW LONG SURVEY WILL TAKE
<8> ASKED HOW WE GOT TELEPHONE NUMBER

NEXT	Code as pending or final refusal depending on refusal history and strength
NOTE	

RESCHEDULE
ASK	If BASELINE_INTRO1 = 2

I understand and am happy to schedule a time to call you back to complete the questionnaire.

DETERMINE A DATE AND TIME FOR CALL-BACK

[DATE] [TIME]

NEXT	If phone number is known, PHONE1 If phone number is unknown, PHONE2
NOTE	

RESCHEDULE
ASK	If BASELINE_INTRO1 = 2

I understand and am happy to schedule a time to call you back to complete the questionnaire.

DETERMINE A DATE AND TIME FOR CALL-BACK

[DATE] [TIME]

NEXT	If phone number is known, PHONE1 If phone number is unknown, PHONE2
NOTE	

RESCHEDULE_2
ASK	If BASELINE_INTRO1 = 2

When would be a good time to reach [NAME]?	
DETERMINE A DATE AND TIME FOR CALL-BACK	
[DATE] [TIME]	
NEXT	If phone number is known, PHONE1 If phone number is unknown, PHONE2
NOTE	

PHONE1	
ASK	After RESCHEDULE if phone number is known
So that I can make sure to call you at the correct number, could you verify that the best number to reach you will be **[fill: Phone]?** <1> YES <2> NO	
NEXT	PHONE2
NOTE	

PHONE2	
ASK	If phone number is or AFTER PHONE2
What is the best phone number to reach you on? _____	
NEXT	GOODBYE
NOTE	

GOODBYE	
ASK	If PHONE1 = 1 or after PHONE2

Thank you for your time and for your interest in the Ask U.S. Pilot Panel. I hope you have a great day.

Goodbye.

NEXT	
NOTE	