

JCAMP Feedback Survey: Non-Responder Phone 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 implementing JCAMP. This survey will inform implementation guidance and technical support for child welfare court performance measures. Did you receive an email with a link to an online survey?

DIDN'T RECEIVE: I'm sorry to hear that. Where 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 take 15 minutes of your time and is voluntary. Do you have any questions about the survey or JCAMP 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. The survey should take 15 minutes to complete. When you get a chance, if you could complete the survey, we'd really appreciate it. What e-mail can I resend the invite link to? [confirm best email to send the link to]. Thanks very much! Good-bye.

I DON'T HAVE TIME TO TAKE THE SURVEY: I understand, 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: This collection of information is voluntary and will be used to gather feedback on implementation of JCAMP. Public reporting burden for this collection of information is estimated at 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 this collection are OMB #: 0970-XXXX, Exp: XX/XX/XXXX. 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 Gatwoski; sgatowski@ymail.com.