

**2021 SURVEY OF ACTIVE DUTY SPOUSES
PHONE SCRIPT**

TITLE: %%TITLE%% or %%SSALUTE%%
 SPOUSE FIRST NAME: %%SFNAME%%
 SPOUSE LAST NAME: %%SLNAME%%
 RANK: %%MSALUTE%%
 MEMBER FIRST NAME: %%MFNAME%%
 MEMBER LAST NAME: %%MLNAME%%

- 1. DIAL SPOUSE HOME NUMBER FIRST, UNLESS MISSING. PLEASE REFERENCE THE NOTES SECTION BELOW BEFORE MAKING ANY CALLS. FOR INTERNATIONAL CALLS, DIAL COUNTRY CODE FIRST AND THEN PHONE NUMBER. IF THE CALL DOES NOT CONNECT, HANG UP AND DIAL ONLY THE PHONE NUMBER.**

INTERNATIONAL CODE FOR SPOUSE NUMBER (IF NEEDED): 011 + %SCALLING_CODE%

INTERNATIONAL CODE FOR MEMBER NUMBER (IF NEEDED): 011 + %MCCALLING_CODE%

- 1. Spouse Home: %%SHOM_TEL%%**
- 2. Spouse Purchased: %%SPURCH_TEL %**
- 3. Spouse Work: %%SWRK_TEL %%**
- 4. Member Home: %%MHOM_TEL%%**

Phone Number (Attempt 1)

Select type of number dialed

Phone Number (Attempt 2)

Select the type of number dialed

Phone Number (Attempt 3)

Select the type of number dialed

INTERVIEWER: IF RESPONDENT IS NOT AVAILABLE AND THIS IS THE THIRD ATTEMPT, LEAVE THIS MESSAGE:

“Hello, this is a message for %%SSALUTE%% %%SFNAME%% %%SLNAME%%.”

IF NAME IS MISSING, THEN READ “Hello, this is a message for the spouse of %%MSALUTE%% %%MFNAME%% %%MLNAME%%.”)

I am calling about the Department of Defense's 2023 Survey of Active Duty Spouses and to encourage you to please take a few minutes to complete the survey. You can access the survey easily by scanning the QR code or entering your PIN from the official DoD invitation letter. This official DoD survey is about you and your experience with military life and helps to ensure policies and programs truly reflect the current needs of the military community. Please contact the Survey Processing Center at 1-800-881-5307 if you have any questions. Thank you for all you do as a military spouse and have a great day!

[Record if the caller is available or not available at this time.]

- 2. Hello, this is [Interviewer's First Name]. May I please speak to %%SSALUTE%% %%SFNAME%% %%SLNAME%%? I am calling on behalf of the Department of Defense with a quick reminder about the Active Duty Spouse Survey. (If SPOUSE's name above is missing, read: Hello, this is [Interviewer's First Name]. I am calling on behalf of the Department of Defense with a quick reminder about the Active Duty Spouse Survey. May I please speak to the spouse of %%MSALUTE%% %%MFNAME%% %%MLNAME%%?)**

Not available-> [Jump to collect call back information.](#)

Available -> [Ask the next question](#)

[INTERVIEWER: Ask this question if sample member is Available. If sample member is Not available, skip over the next two questions and ask whether there is a better time to call back.]

- 3. [Ask if Q2 = "Available"] Thank you for talking with me. I need to share that this call may be monitored for quality. I want to make sure that we are reaching you at a convenient and safe time. Are you currently driving?**

Yes -> [Ask the next question](#)

No OR Using handfree/bluetooth -> [Click Proceed to Survey](#)

[INTERVIEWER: Ask this question if sample member is driving or is currently *Not Available*.]

[Arrange for a callback and record that information in the comment box; note in the comment box that call was rescheduled because on cell phone.]

4. [Ask if Q2 = "Not available" or Q3 = "Yes"] **Is there a better time to call back?**

- Yes -> [Interviewer - Use this comment box to provide date and time for call back or a new number at which the respondent can be reached.]

Thank you and have a wonderful day.

- No - [Interviewer – Thank you and I'll try to reach you another time]
- No and Don't Contact Again - [Interviewer – Thank you and have a wonderful day]

PROVINFO

5. [Ask if Q2 = "Available" and (Q3 = "No"]
Thanks again for taking a minute to talk with me. The Department of Defense sent you an invitation in **May asking you to participate in the 2023 Active Duty Spouse Survey and I am calling to ensure that you received the information so you can participate. I'm not conducting the survey, but I do want to encourage you to participate. DoD conducts this survey to help identify areas where active duty spouses like you could use more support. You may have even noticed some of the new policies that DoD has put in place just this year, like expanding programs to support spouse employment or new, tax-saving flexible spending accounts to pay for dependent care. If you have a pen and some paper nearby, I can give you the website address and your ticket number so you can access the survey. You can also scan the QR code or complete the paper survey you got in the mail. Are you ready for your ticket number so you can access the survey?**

[Do not read the responses]

- Provide information over the *phone*
- Already completed the survey/Have my letter, don't need info
- Not planning to participate
- I am unable to take the survey online (e.g., lack web access, not enough time available for web access)
- Does not want information
- Ineligible

[Do not read the list. Listen to the explanation and code all that apply.]

6. [Ask if Q2 = "Available" and (Q3 = "No" or (Q3 = "Yes" and Q4 = "No")) and Q5 = "Not planning to participate"] **Your opinion is critically important. Do you mind if we ask why you don't want to participate? Mark all that apply.**

- I take too many surveys
INTERVIEWER: If this reason was selected, read the following:
 That's understandable with all the surveys out there, but before we disconnect, I do want you to know this is an official DoD survey and this data is used to better support military families like yours. For example, frequent PCS moves, child care and employment are some of the biggest challenges active duty families face according to 2021 survey, and this year the DoD implemented tax-saving dependent care flexible spending programs to ease the cost of child care for active duty families, and the DoD launched the Military Spouse Career Accelerator Pilot to expand employment opportunities for military spouses. You were randomly selected this year to participate so your insight really represents the entire community of spouses. I hope you reconsider before the survey closes and visit the website DoDSurveys.mil.
- Don't think it is useful
INTERVIEWER: If this reason was selected, read the following: I understand, and we know you get a lot of surveys too. But, before we disconnect, I want to share a few real-time examples how DoD uses data on military families. Frequent PCS moves, child care and employment are some of the biggest challenges active duty families face according to 2021 data collected from this survey, and this year the DoD implemented tax-saving dependent care flexible spending programs to ease the cost of child care for active duty families, enacted legislation to help spouses get jobs by removing occupational licensing barriers after a PCS move, and the DoD launched the Military Spouse Career Accelerator Pilot to expand employment opportunities for military spouses.
- Too long/I don't have time
INTERVIEWER: If this reason was selected, read the following: The survey only takes up to 15 minutes to complete and you only answer the questions applicable to you and your family, so it might be a lot shorter. And, you can always start and come back to your answers at a later time, so it doesn't have to be done all at once.
- Not married to a military member/No longer eligible
INTERVIEWER: If this reason is the only one selected, click *Next Page*. If other reasons were also selected, read the responses to those items first and then click *Next Page*.
- Some other reason
INTERVIEWER: If this reason was selected, record this reason in the open answer box below, and read the following: I understand you have to protect your time, but I hope you will reconsider because the information gathered on this survey influences policy decisions that impact military families all over the world and not all spouses are randomly selected to participate, so your insight really represents the entire community of spouses like you.

[Ask if Q2 = "Available" and (Q3 = "No" or (Q3 = "Yes" and Q4 = "No")) and Q5 = "Not planning to participate" and Q6 e = "Marked"] [Interviewer - Record other reasons for not wanting to participate. If "Some other reason" is the only response, consult the list of FAQs and read the most applicable conversion text.]

[Mark if the conversion effort was successful.]

7. [Ask if Q2 = "Available" and (Q3 = "No" or (Q3 = "Yes" and Q4 = "No")) and Q5 = "Not planning to participate" and any Q6 <> "No/Ineligible"] **With this information, would you consider writing down your ticket number so you can take the survey at DoDsurveys.mil if you change your mind?**

- Yes Provide information over the *phone*
 No (go to THANK YOU)

8. [Ask if Q2 = "Available" and (Q3 = "No" or (Q3 = "Yes" and Q4 = "No")) and Q5 = "Not planning to participate" and Q7 = "Successful conversion"] **Do you have a pen and some paper nearby so I can give you your ticket number?**

[Do not read the responses]

- Provide information over the *phone*
 Does not want information

10. [Ask if Q2 = "Available" and (Q3 = "No" or (Q3 = "Yes" and Q4 = "No")) and Q5 = "I am unable to take the survey online (e.g., lack web access, not enough time available for web access)"] **The paper survey was mailed to you on June 13. Did you receive the paper survey?**

- Yes [Interviewer read:] Great! Then please fill out as many items as you can and return the survey in the provided envelope.
 No [Interviewer read:] If you did not receive a survey or need to request another, please contact the Survey Processing Center at 1-800-881-5307.

11. **Thank you for your time today. We appreciate all you do in support of our military and the nation. If you have any questions about this survey please call us at the Survey Processing Center 1-800-881-5307 or visit DoDsurveys.mil.**