NURSE CORPS PARTICIPANTS AND ALUMNI SURVEY

Introductory Call Script for Telephone Administration

INTRO1 Hello, may I please speak to [PARTICIPANT’S NAME]?

1. YES Instructions: [GO TO INTRO2]
2. NO, NOT AVAILABLE RIGHT NOW Instructions: [SET CALLBACK]
3. NO [REFUSAL] Instructions: [GO TO TERMINATE SCREEN]

M MISSING/DON’T KNOW  
  
IF ASKED WHO IS CALLING:  
This is [INTERVIEWER NAME] calling from Westat, a research company based in Rockville, Maryland, on behalf of the Health Resources and Services Administration and the Nurse Corps program. May I please speak to [PARTICIPANT’S NAME]?

INTRO2 [IF NOT ASKED WHO IS CALLING, READ: Hello, this is [INTERVIEWER NAME] calling from Westat, a research company based in Rockville, Maryland, on behalf of the Health Resources and Services Administration and the Nurse Corps program.] I’m calling to follow-up on a survey we recently emailed you about your experiences in the Nurse Corps program. In case you didn’t receive it, let me tell you a little about the survey.

The survey is a key component of an evaluation of the Nurse Corps program. It asks about your employment plans and decisions, your satisfaction with the program and your Nurse Corps site, your experiences during COVID-19, and your experiences serving at your Nurse Corps site.

Your responses will help the study team improve the Nurse Corps program for future generations of nurses.   
  
If now is a good time, you can complete the survey with me over the phone. Participation in the survey is voluntary and choosing not to participate will not affect your standing with the Nurse Corps program. All of your responses will be kept private. If you decide to complete the survey now, it will take about approximately 25 minutes of your time. Lastly, I want to note that this call may be monitored or recorded for quality improvement purposes.

Is now a good time for you to complete the survey?

1. YES Instructions: [CONTINUE]
2. NO, NOT AVAILABLE RIGHT NOW Instructions: [SET CALLBACK]
3. NO [REFUSAL] Instructions: [GO TO TERMINATE SCREEN]

Great. Before we begin the survey, do you have any questions?

[ANSWER ANY QUESTIONS, THEN GO TO THE FIRST SECTION OF THE WEB SURVEY, READ THE LEAD-IN, AND FOLLOW FROM Q1.]

INTRO3 INTRO3 AND INTRO4 USED ONLY IF CALLING PARTICIPANTS BACK TO COMPLETE A SURVEY THAT WAS BEGUN IN A PREVIOUS CALL. NOTE THAT THE PARTICIPANT MUST HAVE ANSWERED AT LEAST ONE QUESTION IN THE SURVEY IN A PRECEDING CALL.

Hello, may I please speak to [PARTICIPANT’S NAME]?

IF ASKED WHO IS CALLING:  
This is [INTERVIEWER NAME] calling from Westat on behalf of HRSA and the Nurse Corps program. I’d like to speak to [PARTICIPANT’S NAME] to continue a survey we started in a previous call.

1. YES, PARTICIPANT IS AVAILABLE AND ON PHONE NOW Instructions: [GO TO INTRO4]
2. NO, NOT AVAILABLE RIGHT NOW Instructions: [SET CALLBACK]
3. NO [REFUSAL] Instructions: [GO TO Q\_REF SCREEN]

INTRO4 Hello, I am calling to continue the survey that we started in a previous call, regarding your experience with the Nurse Corps program. I’d like to continue with the interview now if you’re still available.

1. CONTINUE WITH INTERVIEW AT FIRST UNANSWERED QUESTION
2. NO, NOT RIGHT NOW Instructions: [SET CALLBACK]
3. NO [REFUSAL] Instructions: [GO TO Q\_REF SCREEN]

REFUSAL SCREEN:

Q\_REF Thank you for your time. Have a good (day/evening).