

NURSE CORPS PARTICIPANTS AND ALUMNI SURVEY
INTRODUCTORY CALL SCRIPT FOR TELEPHONE ADMINISTRATION

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

- 1 YES → [GO TO INTRO2]
- 2 NO, NOT AVAILABLE RIGHT NOW → [SET CALLBACK]
- 3 NO [REFUSAL] → [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.

Nurse Corps Survey: Phone script

1

Public Burden Statement: This survey is intended to gather information from Registered Nurses, Advanced Practice Nurses, and Nurse Faculty participating in the Nurse Corps program from 2017 to 2023. The information gathered will contribute to the Bureau of Health Workforce (BHW)'s comprehensive evaluation of the Nurse Corps program. 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 control number for this information collection is 0915-xxxx and it is valid until XX/XX/20XX. This information collection is voluntary. Public reporting burden for this collection of information is estimated to average xx minutes per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857 or paperwork@hrsa.gov.

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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 → [CONTINUE]
- 2 NO, NOT AVAILABLE RIGHT NOW → [SET CALLBACK]
- 3 NO [REFUSAL] → [GO TO TERMINATE SCREEN]

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

Nurse Corps Survey: Phone script

2

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[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 → [GO TO INTRO4]
- 2 NO, NOT AVAILABLE RIGHT NOW → [SET CALLBACK]
- 3 NO [REFUSAL] → [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 → [SET CALLBACK]
- 3 NO [REFUSAL] → [GO TO Q_REF SCREEN]

REFUSAL SCREEN:

Q_REF Thank you for your time. Have a good (day/evening).

Nurse Corps Survey: Phone script

3

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