

## Attachment E: Grant Recipient Follow-Up Email and Call Scripts

### Email Scripts

#### *Initial Follow-Up Email for Participants*

SUBJECT: A few more questions from the Survey of Staff Recruitment, Training, and Professional Development in Early Head Start

Dear [NAME],

Thank you for completing the Survey of Staff Recruitment, Training, and Professional Development in Early Head Start survey! The information you gave is very valuable.

As we reviewed the completed survey, we found questions we hope you will [answer these questions/help us understand your answer to this/these questions]. [This/These] question(s) should take about **[X] minute(s)** to [complete/revise/clarify].

#### Instructions:

- **To access the survey, simply click on this link: [link]**
- This link is unique to you. Please do not share it or forward it to others.
- It is suggested that you take the survey on a computer rather than a tablet or phone.
- If you experience any issues accessing the survey, or receive an error after clicking the survey link, please copy and paste the link into your browser.
- If you need to leave the survey, simply click the [Save] button and your responses will be saved. When you are ready to resume with your survey, click on the survey link provided above to continue where you left off.
- When you have completed the survey, please click the [Submit] button to ensure that your responses are included.
- If you encounter any technical problems while completing the survey, please send an email to Urban Institute research team at [staffsurveyEHS@urban.org](mailto:staffsurveyEHS@urban.org).

If you have any questions about this request, please email us at [staffsurveyEHS@urban.org](mailto:staffsurveyEHS@urban.org).

Sincerely,

[Researcher name and contact info]

*Reminder Follow-Up Email for Participants*

SUBJECT: REMINDER: A few more questions from the Survey of Staff Recruitment, Training, and Professional Development in Early Head Start

Dear [NAME],

We are writing to remind you about the question(s) we recently emailed you about from the survey about the recruitment, training, and professional development practices your Early Head Start (EHS) program uses!

[This/These] question(s) should take about [X] **minute(s)** to [complete/revise/clarify].

This is a unique, personal link for you to respond to, please do not share with others.

**Follow this link to the Survey: {Insert Person-Specific Survey Link}**

Or Copy and Paste the URL below into your internet browser: {Insert Written-Out, Person-Specific Survey Link}

If you have any problems filling out these questions, please contact the Urban Institute survey team at [staffsurveyEHS@urban.org](mailto:staffsurveyEHS@urban.org).

Thank you for taking the time to participate!

Sincerely,

[Researcher name and contact info]

## Call Scripts

### Call Script

Hello, my name is [RESEARCHER NAME]. I am calling from the Urban Institute in Washington, DC. I am calling about your program's participation in a study of Early Head Start (EHS) programs' staff hiring, training, and professional development.

May I speak with [CONTACT'S NAME OR ROLE]?

[IF CONTACT IS NOT AVAILABLE, ASK FOR WHEN A GOOD TIME WOULD BE TO CALL BACK]

[IF CONTACT IS NOT THE PERSON WHO ANSWERED]

Hello, my name is [RESEARCHER NAME]. I am calling from the Urban Institute in Washington, DC. I am calling about your program's participation in a study of Early Head Start (EHS) programs' staff hiring, training, and professional development.

[IF CONTACT IS THE PERSON WHO ANSWERED]

Thank you for completing the Survey of Staff Recruitment, Training, and Professional Development in Early Head Start survey! The information you gave is very valuable.

As we reviewed the completed survey, we found [a] question(s) we hope you will [answer/clarify].

We recently emailed you about [this, these] question(s). Do you recall having received an email about [this/these] survey question(s)?

[IF RECEIVED EMAIL(S)] Great! We would really appreciate if you could complete [this/those] question(s) as soon as you can. [It/They] should take about [X] minute(s) to complete.

Do you have any questions or you would like me to send you the link again? [SEE PROMPTS BELOW IN FAQ, OR END CALL IF THEY HAVE NO QUESTIONS].

[IF DID NOT RECEIVE EMAIL(S)] I am sorry about that. Can you please confirm your email address for me? [READ EMAIL ADDRESS ON FILE]

[IF CORRECT EMAIL] Would you mind checking your spam box?

[IF INCORRECT EMAIL] Would you please provide your preferred email address?

[COLLECT EMAIL] Great! Thank you. I will send the link to this email address.

[IF REFUSES TO ANSWER QUESTIONS] We understand and appreciate the time and effort you put into completing the rest of the survey. Thank you for your time today.

[WILL ANSWER QUESTIONS] We appreciate the time and effort you put into [completing, revising, clarifying] [this/these] question(s). Thank you for your time today. Do you have any other questions for me at this time?

[IF QUESTIONS, ANSWER]

[IF NO QUESTIONS, END CALL] I hope you have a good day!

### *Voicemail Script*

Hello, my name is [RESEARCHER NAME]. I am calling from the Urban Institute in Washington, DC. I am calling about your program's participation in a study of Early Head Start (EHS) programs' staff hiring, training, and professional development.

Thank you for completing the Survey of Staff Recruitment, Training, and Professional Development in Early Head Start survey! The information you gave is very valuable.

As we reviewed the completed survey, we found questions we hope you will [answer these questions, help us understand your answer to this/these questions]. We recently emailed you about [this/these] question(s). We would really appreciate if you could [complete/revise/clarify] [this/those] question(s) as soon as you can. [It/They] should take about [X] minute(s) to complete.

If you did not receive our email, could you please send us your correct email address by either calling us at [PHONE NUMBER] or emailing us at [staffsurveyEHS@urban.org](mailto:staffsurveyEHS@urban.org), that's S-T-A-F-F-S-U-R-V-E-Y-E-H-S AT U-R-B-A-N Dot O-R-G.

If you and your staff have any questions or concerns you can reach out to [staffsurveyEHS@urban.org](mailto:staffsurveyEHS@urban.org) or the Principal Investigator of the project, Diane Schilder ([dschilder@urban.org](mailto:dschilder@urban.org)).

Thank you very much for your time. [HANG UP]