

Telephone Scheduling Protocol:

FIRST CONTACT

Hello, may I please speak with (participant nickname)?

If other household member answers → SOMEONE ANSWERS:

- “Hello, my name is _____ and I am a researcher at the Naval Health Research Center in San Diego. (Participant nickname) reached out to me to indicate interest in participating in an interview study, and I am trying to reach them.

“WANTS MORE INFO”:

- “(Participant nickname) expressed interest in a study, and they indicated this was a good time to call.”

“PARTICIPANT NOT HOME”:

- “Thank you for letting me know. Please let (participant nickname) know that I called and that I will reach out to them at another time.”

“I CAN ANSWER FOR PARTICIPANT”:

- “I really appreciate your offer, but unfortunately I am only authorized to speak to (participant nickname).”

“PARTICIPANT NOT INTERESTED”:

- “It is perfectly fine if (participant nickname) doesn’t want to participate in this project. Because they signed up, though, I need to get the refusal directly from them, so could you please put them on for just a moment?”

If participant answers → Hi (participant nickname), my name is _____. I’m a researcher at the Naval Health Research Center and I’m calling because you previously expressed interest in participating in a phone interview about help-seeking and sexual trauma. Does this sound familiar to you? **(Pause)**

As a reminder, this interview will take no more than 60 minutes, and I will ask you questions about your experiences. Are you still interested in participating in this interview?

[IF YES see Eligibility section for next step] Great! I appreciate your interest in this interview study.

[IF NO] Okay, thank you so much for your time and take care!

If nobody answers (first or second attempt), I will leave this voicemail → Hi! my name is _____. I’m a researcher at the Naval Health Research Center in San Diego and I’m calling because (participant nickname) previously expressed interest in participating in a phone interview as part of a study. Please give me a call (or text me) back at this number. I can also be

reached via email at _____. Thanks so much and I look forward to hearing back soon!

- **If participant does not reach out** after leaving a message
 - If the participant **only provided contact info for phone calls**
 - I will call again during next mutual availability. (Based on Qualtrics scheduling form, see “MOSAIC Online Interview Sign-up Form” attachment.)
 - If the participant **said that text contact is okay**
 - Send a text follow-up after 48 hours
 - Use the following language:

Dear (participant nickname),

Hello! My name is _____ and I am a researcher at the Naval Health Research Center in San Diego. I am following-up with you because you previously expressed interest in participating in a phone interview for a research study and provided your contact information.

The interview will take up to 60 minutes and you will receive a \$40 Amazon gift card code for your time and participation. If you are still willing to participate in this phone interview I would like to schedule a day and time for the phone interview. When would be good for you?

Please feel free to contact me by either replying to this message, calling me at _____, or emailing me at ([study](#) email).

Thank you for your time!

Best,

Fourth and final attempt voicemail → Hi! My name is name is My name is _____ and I am a researcher at the Naval Health Research Center in San Diego. I'm calling because (participant nickname) previously expressed interest in participating in a phone interview for a research study. I will not be attempting to reach out again, however if (participant nickname) is still interested in participating in this study, please give me a call (or text me) at _____. I can also be reached via email at _____. Thanks so much.

ELIGIBILITY

Before we schedule a time and date, I'd like to quickly confirm your eligibility to participate in this study:

- Are you at least 18 years of age? **[must answer YES to be eligible]**
- Are you an active-duty or retired service member of the U.S. NAVY? **[must answer YES to be eligible]**
- What is your gender? **[must identify as MALE to be eligible]**
- Have you experienced sexual harassment or assault during your time in the military?
 - For example, did you ever receive uninvited or unwanted sexual attention such as touching, cornering, pressure for sexual favors, or inappropriate verbal remarks?
 - Did someone ever use force or threat of force to have sexual contact with you against your will?
 - **[must answer YES to any of these to be eligible]**

If NOT eligible → I'm really sorry, but unfortunately you do not qualify to participate at this time. I really appreciate your time today, though.

If eligible → Thank you for confirming this information with me. You are eligible to take part in this project, so let's move on to scheduling your interview.

SCHEDULING THE INTERVIEW

Remember, the interview will take up to 60 minutes and you should be off-duty and in a quiet, private place where you feel comfortable answering sensitive questions about your experiences.

When would be a good time for us to conduct this interview? If you would like to do the interview now, that is fine, too! **(Negotiate interview time with participant)**

Okay, your interview is scheduled for _____.

If you'd like, I can send you a reminder about 24 hours before our scheduled interview. How should I send this reminder – a text, email, or a call?

Text/email/call preference(s)_____

Thanks and I look forward to talking to you, then!

SCHEDULED CALL-BACK SCRIPT

Interview Call Plan			
Preferred Contact	Call	Call/Email	Call/Text*
First Contact	Call and leave Voicemail	Call and leave Voicemail Send email	Call and leave Voicemail Send text
Second Contact	Call again after 48 hours, leave voicemail	Call and leave voicemail after 48 hours Send email	Call and leave voicemail after 48 hours Send text
Third Contact	Call again after 48 hours	Call after 48 hours, send email	Call after 48 hours, send email
Final Contact	Call again after 48 hours	Call after 48 hours, send final email	Call after 48 hours, send final email

*if

participants permit both email and text, texting will be the priority contact type over email.

- Hello, may I please speak with (participant)?
- **If other household member answers** → (same script as first contact scenario if other household member answers)
- **If the phone call is not answered, leave this voicemail** → *Hi! My name is _____ and I am a researcher at the Naval Health Research Center in San Diego and I'm calling and I'm calling at (scheduled date and time) because you previously agreed to participate in a phone interview today.*

If you would still like to participate today, please feel free to call me back at _____ within the next 10 minutes or so. If today doesn't work for you, you can text me or email me at _____ to reschedule your interview.

Otherwise, I will try calling you again in about 10 minutes. I hope to hear from you soon. Thank you for your time.
 - **After leaving the voicemail message** → I will wait 10 minutes and call (or text if preferred) again.
 - I will NOT leave a voicemail if participant does not answer.
 - I will send an email (or other preferred contact method) to reschedule. If no response within 48 hours, I will send a second email.

- o **If participant prefers phone calls** → I will call and/or email again if no response after 48 hours. (see Interview Call Plan for a visual).
- **If participant answers** → Hi (participant nickname), My name is _____ and I am a researcher at the Naval Health Research Center in San Diego and I'm calling because you previously agreed to participate in a phone interview for a research study at (scheduled time) today. This interview will take up to 60 minutes to complete. Is now still a good time for you?
 - o **If it is a good time** → Are you off-duty and in a private, quiet place?
 - **If yes** → Begin interview
 - o **If it is not a good time** → Okay, let's reschedule. (**Negotiate new interview time with participant**)

Okay, the interview is now scheduled for _____

If you'd like, I can send you a reminder about 24 hours before our scheduled interview. How should I send this reminder – a text, email, or a call?

Text/email/call preference(s) _____

Thanks and I look forward to talking to you then!