

APPENDIX F01.07. SFPS TELEPHONE SCRIPT FOR QUARTERLY DATA CLARIFICATIONS
AND CONFIRMATION (GROUPS 1A AND 1B)

SFPS Telephone Script for Quarterly Data Clarifications and Confirmation

OMB Control No: 0584-XXXX
Expiration Date: XX/XX/20XX

This information is being collected to assist the Food and Nutrition Service in understanding school food purchasing practices, the nutritional quality of school meals and snacks, the cost to produce school meals, and student participation and dietary intakes. This is a mandatory collection and FNS will use the information to monitor program operations. This collection does not request any personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-[xxxx]. The time required to complete this information collection is estimated to average 0.08 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, 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: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22314 ATTN: PRA (0584-xxxx). Do not return the completed form to this address.

INITIAL CONTACT

Hello. This is [NAME] calling from Mathematica regarding USDA's National School Foods Study. May I speak with **[RESPONDENT'S NAME]**?

(IF SPEAKING TO THE RESPONDENT, GO TO B1.)

(IF SPEAKING TO SOMEONE ELSE, SAY:) Is there a direct line to reach them?
(IF YES, RECORD NUMBER IN SPACE BELOW. UPDATE THIS NUMBER IN THE SAMPLE ACCRUAL SYSTEM.)

Could you please transfer me to **(RESPONDENT'S NAME)**?

RESPONDENT'S DIRECT PHONE NUMBER:

Are they available?

- ☐ **YES** (GO TO B1. IF TRANSFERRED)
- ☐ **NO** (GO TO A. RESPONDENT NOT AVAILABLE)

A. RESPONDENT NOT AVAILABLE

(IF SPEAKING TO A PERSON WHO IS NOT THE RESPONDENT): Could I leave a voicemail message for **[RESPONDENT'S NAME]**?

I am also happy to call back when **[RESPONDENT NAME]** is available.
When is a good time to do so? If **[RESPONDENT'S NAME]** prefers, they can reach me toll-free at [insert number] **END OF CALL.**

Callback Date/Time:

If person on phone transfers you to voicemail: (GO TO D. VOICEMAIL SCRIPT)

B. SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE:

B1. Purpose of Call

I am calling about our outstanding questions about your district's quarterly food purchases for USDA's National Schools Foods Study.

So far, we have sent you [#] emails, the last email was sent on [DATE]. The email details the additional information and data we are requesting. We noticed that you haven't responded to our request, so we just wanted to be sure that you received these email messages. (GO TO B2.)

B2. Verify Contact Information

The email address we have for you is [EMAIL]. Is that correct? (UPDATE IF NECESSARY AND CONFIRM THAT THE LOGIN INFORMATION WILL BE SENT RIGHT AWAY.)

B3. Respond to Questions or Concerns

1. Do you have any questions about the data we are requesting?
 - ☐ **YES** (ANSWER QUESTIONS, THEN GO TO QUESTION 2; IF THE RESPONDENT HAS A QUESTION TO WHICH YOU DO NOT KNOW THE ANSWER, ASK IF YOU MAY HAVE YOUR SUPERVISOR CALL THEM BACK; THEN GO TO QUESTION 2)
 - ☐ **NO** (GO TO QUESTION 2)
2. Have you been able to start the data request?
 - ☐ **YES** Great! Please remember to submit the data as soon as possible.
 - ☐ **NO** Okay. Sorry to hear that. (GO TO QUESTION 3)
3. Are you having trouble accessing the data in the request?
 - ☐ **YES** Please explain which data elements you are unable to access (OPEN-ENDED) _____
 - ☐ **NO** Great! (GO TO QUESTION 4)
4. Do you know your PIN number?
 - ☐ **YES**
 - ☐ **NO** (Interviewer provides unique PIN number).

5. Do you know how to submit the data?

☐ **YES**

☐ **NO** (Interviewer describes submission procedures and provides the link).

6. Do you have any other questions?

☐ **YES** Please explain how we may assist (OPEN-ENDED)

☐ **NO**

As a reminder, please upload the data at [\[secure study website\]](#) by entering the unique PIN [#]. Thank you for your time. **GO TO C.**

C. Reminder and Thank You

Thank you for the initial submission of the data. If you could review the summary report and provide the additional requested information by [DATE], we would greatly appreciate it. If you have further questions, you may email me directly at [email] or call me at [XXX-XXX-XXXX].

Thank you for your time. **END OF CALL.**

D. VOICEMAIL SCRIPT

Hello, I'm **[YOUR NAME]**. I'm calling from Mathematica with regards to the U.S. Department of Agriculture's 2024-2025 National School Foods Study. We recently sent you an email to review the summary report of your district's quarterly food purchases and provide additional information, and we have not received your response. If you have not received the email with the request or have any questions or concerns about what is required, please contact me by email at [email] or call me at [XXX-XXX-XXXX]. Thank you. **END OF CALL.**