

APPENDIX F01.08. SFPS REMINDER CALL SCRIPTS TO COLLECT QUARTERLY AND  
PROGRAM DATA (GROUPS 1A AND 1B)

## Telephone Script to Collect Quarterly Data

OMB Control No: 0584-XXXX

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)**? (GO TO B2 IF ANSWER, D IF VOICEMAIL)

## RESPONDENT'S DIRECT PHONE NUMBER:

### A. RESPONDENT NOT AVAILABLE

(IF SPEAKING TO A PERSON WHO IS NOT THE RESPONDENT): Recently we sent an email to **[RESPONDENT NAME]** with a request to upload food purchase and quarterly program data for the National School Foods Study. Do you know whether **[RESPONDENT'S NAME]** might have forwarded the email to someone else to complete the request?

Yes, knows name of new person

May I have the name, title, and contact information for that person? (ENTER THE CONTACT INFORMATION IN THE SAMPLE ACCRUAL SYSTEM.)

CONTACT:

No, does not know name or whether given to someone else (CONTINUE BELOW)

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. If Speaking to Respondent

I am following up to discuss the request and submission timeline for USDA's National School Foods Study. (GO TO B3. PURPOSE OF CALL)

### B2. If Transferred

Hello, my name is [YOUR NAME] and I'm calling from Mathematica. We recently sent you an email requesting you submit your food purchase and program data for the [1<sup>st</sup>/2<sup>nd</sup>/3<sup>rd</sup>/4<sup>th</sup>] quarter for USDA's National School Foods Study. (GO TO B3. PURPOSE OF CALL)

### B3. Purpose of Call

My records indicate that we have sent you [#] emails, the last email was sent on [DATE]. The email details the request and the process to submit this data. We wanted to be sure that you received these email messages.

### B4. 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.)

### B5. 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.
3. Do you have trouble accessing the data needed?
  - YES** Please explain which data you are unable to access (OPEN-ENDED)\_\_\_\_\_ [refer to website with examples and ask if they would like to walk through what is needed]
  - NO** Great!
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 C1.**

### C. Reminder and Thank You

I encourage you to submit the data by [DATE]. We greatly appreciate your help with this request. We expect collecting and uploading the food purchase data will take about 6 hours or less in total, depending on your data systems, and does not need to be collected all at once. We are available provide technical assistance if you need it. You may email me 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 noticed that you have not yet submitted food purchase and/or quarterly program data. We hope you can submit it this week. We are available to provide technical assistance if you need it. 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.**