

National TRIO Grantee Survey

CATI Prompting Instrument Specifications

Prompting Script

INT09. INTERVIEWER: HIT "NEXT" TO BEGIN A CATI INTERVIEW

CZ. CATI ATTEMPT (**GOTO INT10**)

INT10. Is this an incoming or outgoing call?

IC. Incoming

OK. Outgoing (**GOTO INT00**)

09. Not dialed-need to exit case (**CODE AS 09 NOT DIALED AND GOTO CNOTES**)

INT00. What is the result of this call?

OK. Someone is answering your call (**GOTO INTRO_RESP**)

10. Answering Machine - Respondent Script (**GOTO INT01**)

50. No answer (**CODE 50 AND GOTO CNOTES**)

48. Regular Busy (**CODE 48 AND GOTO CNOTES**)

49. Fast Busy (**CODE 49 AND GOTO CNOTES**)

55. Number disconnected, no longer in service (**CODE 55 AND GOTO CNOTES**)

53. Fax / data line (**CODE 53 AND GOTO CNOTES**)

54. Number temporarily disconnected (**CODE 54 AND GOTO CNOTES**)

56. Unable to connect to number at this time (**CODE 56 AND GOTO CNOTES**)

52. Call blocking (**CODE 52 AND GOTO CNOTES**)

INT01. Hello, this message is for [**FirstName LastName**]. My name is [PROMPTER NAME]. I am calling on behalf of the National TRIO Grantee Survey for the U.S. Department of Education Institute of Education Sciences. We are conducting a survey of TRIO grantees to document the variation in services, costs, and participation across TRIO programs. You should have received an email with a link to this survey. The survey will be closing on [**INSERT CLOSING DATE**] and your responses are critical to providing a comprehensive picture of the TRIO programs. You can find the link to the survey in your email by searching "National TRIO Grantee Study". We greatly appreciate your participation.

11. Answering Machine - Respondent Name (first/last/full) (**GOTO CNOTES**)

14. Answering Machine - Other (**GOTO CNOTES**)

17. Answering Machine - No Message Left (**GOTO CNOTES**)

OK. Someone answers (**GOTO INTRO_RESP**)

OMB Control Number: [FILL WHEN AVAILABLE]

INTRO_RESP. Hello, my name is INTERVIEWER NAME. I am calling from Decision Information Resources on behalf of the National TRIO Grantee Survey for the U.S. Department of Education Institute of Education Sciences. May I please speak with **[FirstName LastName]**?

- 01 CORRECT PERSON, RESPONDENT ON THE PHONE - CONTINUE **(GOTO Q_CONT)**
- 02 CORRECT PERSON, RESPONDENT IS COMING TO THE PHONE **(GOTO Q_CONT)**
- 03 NO, SFA DIRECTOR NOT AVAILABLE **(GOTO INT20)**
- 06 NO, SFA DIRECTOR NO LONGER AT THIS NUMBER **(GOTO INT04)**
- 07 NO, RESPONDENT NO LONGER SERVES IN SFA DIRECTOR ROLE **(GOTO INT04)**
- 08 RESPONDENT BREAKOFF - HANG-UP/DISCONNECT **(GOTO CNOTES)**
- 09 WRONG NUMBER - UNABLE TO VERIFY **(CODE AS 70 AND GOTO CNOTES)**
- 10 WRONG NUMBER - DOES NOT KNOW R **(CODE AS 71 AND GOTO CNOTES)**

Q_CONT.

[IF INTRO_RESP=02, DISPLAY: Hi, my name is INTERVIEWER NAME. I'm calling on behalf of the National TRIO Grantee Survey for the U.S. Department of Education Institute of Education Sciences.**]**

We are conducting a survey of TRIO grantees to better understand the variation in services, costs, and participation across the TRIO programs. You should have received an email with a link to this survey for your [PROGRAM_NAME]. I'm calling to remind you to complete the survey online and to see if you have any questions about logging in or completing the survey. The survey will be closing on **[INSERT CLOSING DATE]** so it's important we hear from you soon so that we can include your program in our study. If you have not received this email, we can update the email we have on file for you now. Do you have the email with the link?

INTERVIEWER: IF R WOULD LIKE INFORMATION ABOUT THE STUDY:

If this is a good time, I can share some information regarding the study. The National TRIO Grantee Survey will help the U.S. Department of Education better understand the variation in services, costs, and participation across the TRIO programs, which has not been systematically documented across all TRIO programs. The survey asks about how funding is allocated across services, intensity of participation in services, and how student success is monitored.

- 04 YES RESPONDENT RECEIVED SURVEY EMAIL **(GOTO EXIT_EMAIL)**
- 03 NO RESPONDENT DID NOT RECEIVE SURVEY EMAIL **(GOTO EMAIL_CONF)**
- 08 RESPONDENT HESITANT/SKEPTICAL/REFUSED **(GOTO INT03)**
- 09 NOT TALKING TO RESPONDENT **(GO TO INTRO_RESP)**
- 57 YES, NEW CONTACT INFORMATION IS AVAILABLE **(GOTO NEW NUMBER PATH)**

INT04.

OMB Control Number: [FILL WHEN AVAILABLE]

INTERVIEWER: IF NEW PERSON COMES TO PHONE: I work for Decision Information Resources, an independent research company that is helping the U.S. Department of Education Institute of Education Sciences with the National TRIO Grantee Survey.

[IF INTRO_RESP=06 DISPLAY: Can you provide us with contact information for **[FirstName LastName]**?]

[IF INTRO_RESP=07 DISPLAY: Can you provide us with contact information for the person serving in the **[PROGRAM_NAME]** Director role?

PROBE: The person who is in charge of **[PROGRAM_NAME]**.

57 YES, NEW CONTACT INFORMATION IS AVAILABLE **(GOTO FNAMEXX)**

01 NO, NO NEW CONTACT INFORMATION IS AVAILABLE **(GOTO THANK_LEAVE)**

6 WRONG NUMBER FOR R **(GOTO CNOTES)**

INT20. Is there a better time to call to reach **[FirstName LastName]**?

20 HARD APPOINTMENT **(GOTO CB)**

21 SOFT APPOINTMENT **(GOTO CB)**

A2 SPOKE TO GK- CALL BACK

INT03.

INTERVIEWER NOTE: DETERMINE CORRECT REFUSAL CONVERSION SCRIPT BELOW:

IF R IS RESISTANT OR SKEPTICAL:

- The information you provide is critical to provide a complete picture the TRIO programs across the U.S. This survey is designed to learn more about how TRIO programs operate and the students they serve. All information gathered from TRIO Programs is for research purposes only.
- When reporting findings, we will group responses with those of other study participants. The data files provided to U.S. Department of Education will exclude the names and any individually identifiable information of persons that participate in the survey. No one in your program will have access to the responses that you share with us.
- Individual grantee responses will not be reviewed for compliance purposes.
- The survey can be taken online and should take approximately 70 minutes to complete.

Do you have questions I might be able to answer?

INTERVIEWER NOTE: USE FAQs TO ANSWER R QUESTIONS

INTERVIEWER NOTE: IF R WANTS SURVEY INFORMATION IN AN EMAIL, USE WEB SURVEY EMAIL BUTTON AT TOP OF SCREEN

01 CONTINUE

02 REFUSED – END CALL **(GOTO CNOTES)**

OMB Control Number: [FILL WHEN AVAILABLE]

EXIT_EMAIL. We would like to request your participation as soon as possible to ensure that your program is included in the study. Do you have any further questions for me?

PROBE: If you would like, I can provide the survey website and your unique PIN over the phone now. Or, if you prefer, I can resend the email with your personalized link.

INTERVIEWER NOTE: IF R WANTS URL/PIN OVER THE PHONE:

SURVEY URL:

PIN: <PIN>

INTERVIEWER NOTE: IF R WANTS SURVEY INFORMATION IN AN EMAIL, USE WEB SURVEY EMAIL BUTTON AT TOP OF SCREEN

01 RESPONDENT REQUESTS EMAIL (**GO TO EMAIL_CONF**)

02 RESPONDENT PROMPTED BUT EMAIL NOT REQUESTED (**GO TO THANKPROMPT**)

EMAIL_CONF: I have your email down as **[EMAIL]**. Is this correct?

01 YES EMAIL IS CORRECT - SENT EMAIL (**SEND AUTOMATIC EMAIL FROM CATI GO TO INT47**)

02 NO - UPDATE EMAIL (**GO TO WEBEMAIL**)

WEBEMAIL: What is your email address?

_____TEXT BOX FOR UPDATED EMAIL (**SEND AUTOMATIC EMAIL FROM CATI AND GOTO INT47**)

INT47. Great! I will send that email now. Do you have any further questions?

INTERVIEWER NOTE: USE FAQs AS NEEDED TO ADDRESS QUESTIONS. USE HELP DESK INFO BUTTON AT TOP OF SCREEN TO PROVIDE HELPDESK INFO IF R'S QUESTIONS ARE NOT COVERED IN FAQs.

01. CONTINUE (**GOTO CNOTES**)

THANKPROMPT. Thank you for your time. Have a great day. (**GOTO CNOTES**)

01. CONTINUE (**GOTO CNOTES**)

OMB Control Number: [FILL WHEN AVAILABLE]

NEW NUMBER PATH

FNAMEXX: What is the first and last name of the [PROGRAM_NAME] Director?

ENTER FIRST NAME, LAST NAME (GO TO NEWPHONE)

NEWPHONE. What is the new phone number?

INTERVIEWER: ENTER NEW PHONE NUMBER (FORMAT 9999999999) (**GOTO EXTENSION**)

EXTENSION. Is there an extension?

INTERVIEWER: IF NO EXTENSION, CLICK NEXT TO SKIP

TZ_02. Please confirm the time zone of the phone number?

- 00 UNKNOWN (**GOTO PHTYPE02**)
- 02 Midway Island, Samoa (**GOTO PHTYPE02**)
- 03 Hawaii (**GOTO PHTYPE02**)
- 04 Alaska (**GOTO PHTYPE02**)
- 05 Pacific Time (PST) (**GOTO PHTYPE02**)
- 07 Mountain Time (MT) (**GOTO PHTYPE02**)
- 08 Arizona (**GOTO PHTYPE02**)
- 12 Central Time (CST) (**GOTO PHTYPE02**)
- 12 Eastern Time (EST) (**GOTO PHTYPE02**)
- 19 Atlantic/Puerto Rico (**GOTO PHTYPE02**)

INTERVIEWER: IF PERSON ON THE PHONE DOESN'T KNOW THE TIME ZONE FOR THE PHONE, ASK IN WHAT STATE DOES THE OWNER OF THIS PHONE LIVE IN? AND SELECT BEST OPTION

PHTYPE02. Is this a home, work or cell number?

- 1 Home (**GOTO EMAIL02**)
- 2 Work (**GOTO EMAIL02**)
- 3 Cell (**GOTO EMAIL02**)
- 5 Other (**GOTO EMAIL02**)
- 6 Unknown (**GOTO EMAIL02**)

EMAIL02

What is their email address? (**GOTO TEL99**)

TEL99

INTERVIEWER: PLEASE CLICK "NEXT." DO NOT MAKE ANY CHANGES TO PHONE NUMBER ON THIS SCREEN.

NN_CB

OMB Control Number: [FILL WHEN AVAILABLE]

Is there a specific date or time when we should call?

20 HARD APPOINTMENT (GOTO CB)

21 SOFT APPOINTMENT (GOTO CB)

A2 SPOKE TO GK- CALL BACK (GOTO THANKPROMPT)

CB.

INTERVIEWER PICKS DATE/TIME FOR APPOINTMENT FROM CALENDAR

GO TO THANKPROMPT