

Email and Text Scripts for Use in Face-to-Face (FTF) and Web Data Collection (English)

Theme of R's message	NSFG Text Response	NSFG Email Response
Verification of study/ Who are you?/ What is this about?	Hi, this is RTI International. We are carrying out a national survey for the CDC's National Center for Health Statistics. Please call our toll-free line at 1-800-262-4494 or send an email to surveyhelpdesk@rti.org for more information or to schedule a time to talk with us. We look forward to talking with you soon!	Hi, thank you for your email. This is RTI International. We are carrying out a national survey for the CDC's National Center for Health Statistics. Please call our toll-free line at 1-800-262-4494 or send an email to surveyhelpdesk@rti.org for more information or to schedule a time to talk with us. We look forward to talking with you soon!
Do not call/come back again	<i>These are considered hard refusals. These cases will not be contacted and a return text message will not be sent.</i>	<i>These are considered hard refusals. These cases will not be contacted and an email response will not be sent.</i>
General reluctance or "I don't do surveys"	Hi, this is RTI International on behalf of the CDC's National Center for Health Statistics. You are very important to this survey. We would like to take a moment to explain the study. We hope you will find time to talk with us.	Hi, thank you for your email. This is RTI International on behalf of the CDC's National Center for Health Statistics. You are very important to this survey. We would like to take a moment to explain the study. We hope you will find time to talk with us.
Not interested	Hi, this is RTI International on behalf of the CDC's National Center for Health Statistics. We understand that you may not be interested in participating, but we hope you will reconsider. Please let me know when I can return to explain the importance of this national study.	Hi, thank you for your email. This is RTI International (RTI) on behalf of the CDC's National Center for Health Statistics. We understand that you may not be interested in participating, but we hope you will reconsider. We need to survey everyone selected for the study in order for the data to truly represent the population. We would like to take a moment to explain the study further. The National Survey of Family Growth (NSFG) is conducted for the Centers for Disease Control and Prevention's (CDC) National Center for Health Statistics (NCHS). RTI, a nonprofit research organization, carries out the survey for NCHS. By participating in this survey, you contribute key information on health and health care,

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		plans and experiences related to having children, and other general health behaviors. The information from this survey is used to help understand health and health behaviors in the U.S. Your answers and identity will remain private. Your confidentiality is protected by law. You may also choose not to answer any question in the survey. Because of the importance of the survey, we are making an extra effort to seek your help. Eligible participants who agree to participate in the main survey receive [\$60/100] as a token of appreciation. Most people who have taken part in the study have found it interesting and rewarding. For more information about the study, please visit the NSFG website at www.cdc.gov/nchs/nsfg.htm. You may also call RTI's toll-free number: 1-800-262-4494, Monday – Friday, 9am - 5pm (EST). You may also send an email to surveyhelpdesk@rti.org. Please let me know when we can return to explain the importance of this national study. Our interviewers work seven days a week (evenings too). We will be happy to set up a time that works for you. Thank you for helping us to complete this survey, which is designed to represent and benefit you and others like you!
Too busy	Hi, this is RTI International on behalf of the CDC's National Center for Health Statistics.	Hi, thank you for your email. This is RTI International (RTI) on behalf of the CDC's National Center for Health

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	I'm sorry that I reached you at a bad time. We understand that you have a very busy schedule, but we hope you will reconsider. Please let me know the best time to contact you. My schedule is very flexible--I am available most days, evenings, and weekends.	Statistics. I'm sorry that we reached you at a bad time. We understand that you have a very busy schedule, but we hope you will reconsider. Without participation by busy people like you, the study findings would not represent the total population very well. We would like to take a moment to explain the study further. The National Survey of Family Growth is conducted for the Centers for Disease Control and Prevention's (CDC) National Center for Health Statistics (NCHS). RTI, a nonprofit research organization, carries out the survey for NCHS. By participating in this survey, you contribute key information on health and health care, plans and experiences related to having children, and other general health behaviors. The information from this survey is used to help understand health and health behaviors in the U.S. Your answers and identity will remain private. Your confidentiality is protected by Federal law. You may also choose not to answer any question in the survey. We are making an extra effort to get your help because it is so important. Eligible participants who agree to participate receive \$(60/100) as a token of our appreciation. Our interviewers work seven days a week (evenings too). We are happy to schedule an appointment at a time that works best for you. For more information about the study, please visit the NSFG website at

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		www.cdc.gov/nchs/nsfg.htm. You may also call RTI's toll-free number: 1-800-262-4494, Monday – Friday, 9am - 5pm (EST). You may also send an email to surveyhelpdesk@rti.org. We hope you will help us to complete this survey, which is designed to represent and benefit you and others like you! Please let us know the best time to contact you. Our schedule is very flexible, and we are available most days, evenings, and weekends.
I would like to schedule an appointment	Hi, thank you very much for contacting us. I am available at your convenience. Please call our toll-free line at 1-800-262-4494 or send an email to surveyhelpdesk@rti.org and we will schedule an appointment. We look forward to talking with you soon.	Hi, thank you very much for contacting us. We are available at your convenience. Please call our toll-free line at 1-800-262-4494 or send an email to surveyhelpdesk@rti.org and we will schedule an appointment. We look forward to talking with you soon.
I would like to cancel/reschedule an appointment	Hi, thank you very much for contacting us. I understand you need to reschedule our appointment. I am available at your convenience. What day and time would be best for you? Or, please call our toll-free line at 1-800-262-4494 or send an email to surveyhelpdesk@rti.org to reschedule the appointment. I look forward to talking with you soon.	Hi, thank you very much for contacting us. We understand you need to reschedule your appointment. We are available at your convenience. What day and time would be best for you? Or, call our toll-free line at 1-800-262-4494 or send an email to surveyhelpdesk@rti.org to reschedule the appointment. We look forward to talking with you soon.

Purpose of message	Text Message
Screener Invitation	[CDC] This is RTI International on behalf of the CDC's National Center for Health Statistics. Your household has been chosen to take part in an important national health survey. We mailed you a letter with details on how to complete your online survey. Please call us toll-free at 1-800-262-4494 for more information.
Screener Follow-up	[CDC] This is RTI International on behalf of the CDC's National Center for Health Statistics. This is a reminder to complete your online survey for an important national health study using the login provided in your invitation letter.
Screener Final Reminder	[CDC] This is RTI International on behalf of the CDC's National Center for Health Statistics. This is your final reminder to complete your online survey for an important national health study.
Screener Breakoff Reminder	[CDC] This is RTI International on behalf of the CDC's National Center for Health Statistics. This is a reminder to finish your online survey for an important national health study.
Main Survey Invitation	[CDC] This is RTI International on behalf of the CDC's National Center for Health Statistics. You have been chosen to take part in an important national health survey. We have mailed you a letter [FILL IF HAVE EMAIL ADDRESS: and emailed you] with details on how to complete your survey. Complete the survey by going to www.cdc.gov/nchs/fg and using the passcode: [PASSCODE FILL]. You will receive \$[60/100] for participating. Please call us toll-free at 1-800-262-4494 or send an email to surveyhelpdesk@rti.org for more information.
Main Survey Follow-up	[CDC] This is RTI International on behalf of the CDC's National Center for Health Statistics. This is a reminder to complete your online survey for an important national health study. You will receive \$[60/100] for participating. Complete the survey by going to www.cdc.gov/nchs/fg and using the passcode: [PASSCODE FILL]
Main Survey Final Reminder	[CDC] This is RTI International on behalf of the CDC's National Center for Health Statistics. This is your final reminder to complete your online survey for an important national health study. You will receive \$[60/100] for participating. Complete the survey by going to www.cdc.gov/nchs/fg and using the passcode: [PASSCODE FILL]
Main Survey Breakoff Reminder	[CDC] This is RTI International on behalf of the CDC's National Center for Health Statistics. This is a reminder to log back in and finish your online survey for an important national health study. Complete the survey by going to www.cdc.gov/nchs/fg and using the passcode: [PASSCODE FILL]