

**Appendix C2.b. Post-Survey Response Clarification Phone
Call Script (Web Survey)**

INITIAL CONTACT

Hello, my name is **(YOUR NAME)**. I'm calling from 2M Research to follow up on the SFA Procurement Practices Web Survey we are conducting on behalf of the USDA Food and Nutrition Service that was recently completed by **(RESPONDENT'S NAME)**. Would that be you?

(IF SPEAKING TO THE RESPONDENT, GO TO A1. IF SPEAKING TO RESPONDENT ON INITIAL CONTACT)

(IF SPEAKING TO SOMEONE ELSE, SAY:) Is there a direct line to reach him/her, or could you please transfer me to **(RESPONDENT'S NAME)**?

(IF YES, RECORD NUMBER IN SPACE BELOW. ENTER THIS NUMBER IN THE MESSAGE FIELD AT THE END OF THE CALL.)

RESPONDENT'S DIRECT PHONE NUMBER:

Is he/she available?

- YES** **(GO TO A2. IF TRANSFERRED AND SPEAKING TO RESPONDENT)**
- NO** **(GO TO B. RESPONDENT IS NOT AVAILABLE)**
- NO** and transferred to voice mail **(GO TO C. VOICE MAIL SCRIPT)**

A. SCRIPT FOR WHEN RESPONDENT IS ON THE PHONE:

A1. IF SPEAKING TO RESPONDENT ON INITIAL CONTACT

We sent an email on **(WHEN EMAIL WAS SENT)** asking for clarification of some responses that you provided. **(GO TO A3. CLARIFYING QUESTIONS)**

A2. IF TRANSFERRED AND SPEAKING TO RESPONDENT

Hello, my name is **(YOUR NAME)** and I'm calling from 2M Research. You recently completed the SFA Procurement Practices Web Survey. We sent an email on **(WHEN EMAIL WAS SENT)** asking for clarification of some responses that you provided. **(GO TO A3. CLARIFYING QUESTIONS)**

If person on phone transfers you but the call goes to voicemail: (GO TO C. VOICEMAIL SCRIPT.)

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 five minutes 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.

A3. CLARIFYING QUESTIONS

We really appreciate the information that you provided and just wanted to get some additional information on a few of your responses.

For question XXXX, you indicated XXXX. Could you please confirm that this response is correct? If it is not correct, could you please provide updated information? **(RECORD ANSWER)**

(REPEAT UNTIL NO MORE CLARIFICATION IS NEEDED)

Great. Thank you so much for your time. Your contributions have been critical to the success of the study. **END OF CALL.**

B. RESPONDENT IS NOT AVAILABLE

Okay. That's not a problem. Would you please leave a message for **(RESPONDENT'S NAME)** mentioning that **(YOUR NAME)** called from 2M Research to follow up on the SFA Procurement Practices Web Survey? I just wanted to get clarification on some responses that **(RESPONDENT'S NAME)** provided. When is a good time to call back? If **(RESPONDENT'S NAME)** prefers, she/he can reach me at (toll-free) **1-844-250-1911** or email sfaprocurement@2mresearch.com.

IF A DATE AND TIME IS GIVEN

Callback Date/Time:

I'll call back at that time. Thanks so much. **END OF CALL.**

IF A DATE AND TIME IS NOT PROVIDED

Okay. I'll try again soon. Thanks so much. **END OF CALL.**

C. VOICEMAIL SCRIPT

Hello, my name is **(YOUR NAME)**. I'm calling from 2M Research about the web survey you recently completed for our Study of School Food Authority Procurement Practices. Your participation in the web survey was very useful, but I wanted to get clarification on some responses that you provided. Please return my call (toll-free) at **1-844-250-1911** or email me at sfaprocurement@2mresearch.com **(SPELL OUT THE EMAIL ADDRESS)** with a good time and telephone number for us to call you back. Thanks so much. **END OF CALL.**

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 five minutes 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.