

TELEMA

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Procedure

The study will consist of two sessions conducted approximately one week apart. Participants will attend an initial session, lasting 1-1.5 hours, followed by one week of ecological momentary assessment. The study will conclude with a final session lasting .5 hours. Details of the study are below:

Initial session:

Participants who sign up for the study online will come to the lab and fill out a consent form, which includes participants consenting to participation in a week-long assessment sequence done via an automated telephone system. Then, participants will receive a tutorial explaining how TeleMA works (see below for script):

Confirmation of participant's ability to complete EMA: Script

Experimenter: The next part of this study involves completing short surveys over the phone throughout the week. In order to complete this portion of the study, you should have regular access to a phone, either landline or cellular. Do you have regular access to a phone that is able to receive calls from a (555) area code phone number?

If participant answers no: Experimenter should determine whether or not participant will be able to complete the EMA portion of the study.

If participant answers yes:

Experimenter: Great. By default, we will call you, and can call back at regular intervals until you are able to answer. If you are unable to answer the phone, we will give you a (555) area code to call back at your earliest convenience. Will this work for you in terms of your phone's area code and your long distance plan?

If participant answers yes:

Experimenter: OK. The number is (555) 555-5555. I'll write it down for you on your sheet. *If participant answers no:*

Experimenter: We also have a toll-free number available for those without long-distance calling. Would this work for you?

If participant answers no:

Experimenter should determine whether or not participant will be able to complete the EMA portion of the study.

If participant answers yes:

Experimenter: OK. The toll-free number is 1-866-555-5555. Please only use this number when you are not able to call our local number, which is (555) 555-5555. I'll write both numbers down for you on your sheet.

EMA tutorial:

The participant has been given their designated phone number(s) for participant-initiated ("incoming") calls. The participant will now be given the phone number used by the automated EMA system for system-initiated ("outgoing") calls. He or she will also be given a participant ID to identify themselves to the system for incoming calls, and will select a personal identification number (PIN) for authentication within incoming and outgoing calls. The experimenter will walk the participant through

the PIN selection process as follows:

Go to www.telemaresearch.com

Login in to your account

Click on "Add Participant"

Experimenter: "Now I'll ask you to select a personal identification number, or PIN, for the telephone portion of the study. The telephone system will prompt you to enter your PIN at the beginning of every call to make sure the person on the line is you. Your PIN can be any sequence of the digits 0 through 9. We require that the PIN be at least 4 digits long to prevent someone from easily guessing it, but can be longer. Your PIN will not disclose your PIN to anyone at any time; however, it is still good practice not to use easily guessable PINs like your street address, birthday, or phone number, or PINs that are also used for financial purposes.

Experimenter: Once you've selected a PIN, enter it in each of these two dialog boxes, and click "Register."

<Experimenter shows participant two dialog boxes on a computer connected to the web interface of the automated phone system>

<Participant enters PIN in both dialog boxes and clicks confirm. Each dialog box is configured as a password form, so each character will be displayed in an obfuscated form (e.g., a circle). If the dialog boxes do not match, the system will display an error message and prompt the participant to re-enter their PIN until the two dialog boxes match. Experimenter either looks away or leaves the room during the process to ensure that his or her PIN is private>

Experimenter: Your PIN has been stored in such a way that we can only check whether an entered PIN is correct; we have no way to determine the PIN itself. While this increases security, it also means that if you forget your PIN, we have no way of retrieving it for you. We can reset your PIN in two ways. First, if you agree to it, you can have us reset your PIN by calling our lab at (555)-555-5555. After confirming your identity by asking WebSTAC email address, we will reset your PIN to a default value. You must then call the TeleMA survey number within 10 minutes, enter the default pin, and change your PIN. The new PIN will be stored in the same way.

Experimenter: The second way to reset your PIN is to schedule an appointment to come into our lab, confirm your identity with the sheet that you will take home with you today (or by asking for your primary phone number), and reset your PIN manually.

Experimenter: If you agree to allow us to reset your PIN via phone, please <CHECK A BOX ON THIS FORM, OR SIMILAR>.

Explanation of EMA Procedure and Test Calls

Experimenter: As part of this study, we will be contacting you by phone several times a day via phone. You can specify a list of phone numbers, from most to least preferred (NOTE to experimenter: if only one number, set preference at 10). If you can't answer the first phone number, we will call the second, and so on. In the event that you can't answer the phone when we call, we can do one of two things:

1) Leave a voicemail or send a text message to a number you specify, reminding you to call us back by

a certain time to complete a survey.

2) Call back at a later time, using the same list of phone numbers.

Experimenter: Which option is most convenient for you?

If participant chooses Option 1:

Experimenter: Would you like us to leave a voicemail, send a text message, or both?

If participant chooses voicemail:

Experimenter: OK, we will leave a voicemail. The voicemail will not disclose any information about you or the study, it will simply say "This is a reminder to call (555) 555-5555 at your earliest convenience to complete a survey."

If participant chooses text message:

Experimenter: OK, what number would you like us to send the text message to?

<Experimenter enters participant-supplied text message number>

Experimenter: The text message will not disclose any information about you or the study, it will simply say "Please call (555) 555-5555 at your earliest convenience to complete a survey."

If participant chooses Option 2:

Experimenter: OK, how much later would you like us to call back?

<Experimenter enters callback wait time>

Experimenter: How many times would you like us to call back before giving up? We will wait *<callback wait time>* between calls (NOTE to experimenter: minimum = 1).

<Experimenter enters maximum number of callbacks per survey>

Experimenter: We will be calling four times a day within a 12-hour range you specify. What 12-hour range works best for you?

<Experimenter enters 12-hour range specified by the participant>

Experimenter: You will have one and a half hours from the first call to complete the survey. After that, the survey will be considered incomplete. If your call ends before you hear the message "your survey is complete," the survey will be considered incomplete, and you will need to call back to complete the survey.

Experimenter: Now that we have your call options set, I'd like to try two test calls, one outgoing and one incoming, so you can see what the survey is like and so that I can answer any questions you might have. Do you have a phone you'd like to use for the test call, or should we use one of the lab phones?

<Experimenter enters either lab phone number or participant-supplied phone number>

Experimenter: First, we'll try an outgoing call (*TelEMA calling the participant*). You will be prompted for your PIN, followed by the pound sign. You will then be asked a series of questions that can be answered using the keypad. During the survey, you can press star at any time to return to the previous question, in case you mis-enter your answer. Are you ready to begin?

<When participant is ready, Experimenter clicks "Test Call.">

<Participant completes outgoing test call.>

Experimenter: Now, we'll try an incoming call (*Participant calling TelEMA*). You can call our

number from any phone, it doesn't have to be one of the numbers you specified. In order to know what survey to give you, the phone system needs to know which study you're participating in, your participant number, and your PIN. If you call us from a number we already have on file and you're only participating in one study, you will just need to enter your PIN. If you call us from a different number, or if you're participating in multiple studies, or if other participants are using the same phone number, you will need to enter your participant ID, and PIN. Your participant ID is <YYY>; we will write it down in your handout. The dial-in number is (555) 555-5555 (or toll-free number). You will then be asked if you want detailed instructions or if you want to begin the survey. When taking the surveys over the next week, press the star key for instructions, or press 1 to continue onto the survey. For right now, you can hang up when it asks you to begin the survey. We just want to make sure that your participant ID, and PIN work.

<Participant dials call-in number from their own phone or from lab phone. Participant completes incoming test call.>

Experimenter: OK, great. We will start calling you tomorrow (i.e., you should not receive any calls today). Do you have any other questions?

Once the participant has confirmed that he or she understands how the automated EMA system works, he or she will confirm an appointment time for the second session (to be held approximately one week later) and then the experiment session ends.