**Adult Development & Aging Program Focus Team**

**Instructions for the Telephone Form for Medium-Term Outcomes**

**ADAPT**

This survey form was developed to be flexible and adaptable. There are many choices that you may make in terms of using this form. You may:

* Choose which questions you want to ask your participants.
* Develop additional questions. You may want to develop a list of specific questions to ask (for example, under the health and wellness content area, if you have been programming in sleep, physical activity, and/or diabetes, etc., you may want to include questions specific to these areas).
* Decide upon the timeframe for calling individuals (2 weeks, 30 days, 60 days, etc.). This may vary depending upon the content of the program.
* Follow the script provided or use your own.
* Any other adaptation that you feel is necessary.

**DECIDE**

Decide the process for calling individuals to gather additional information about the medium-term effects (behavior change) for a particular program. The process you use may vary depending upon the program and WHAT YOU WANT TO KNOW. For example, you may:

* Randomly select participants to call to gather an overall view of the effectiveness of the program in terms of behavior change. This would likely be the process used most often.
* Carefully select participants to call who indicated that they planned on taking action or changing something in their own life. By doing this, you are only following up with people who indicated they had an intention to change their behavior.
* Carefully select people who provided the most negative comments about the program. This allows you to gather information about how the program could be improved. However, questions will need to be tailored to this end, as this is a different reason for gathering information (apart from determining behavior change).

**REMEMBER**

* Write down the Identification Number for the participant from the Survey Form for Short-Term Outcomes on the Telephone Form for Medium-Term Outcomes. Check for accuracy.
* Record the date that the program was delivered.
* Record the result of your first phone call. Did the person ask you to call back? Did the person ask that you not call back? It will be easy to forget the results of your call, so take good notes.
* Use the script to structure your conversation. It is acceptable to adapt and engage in conversation with the individual if this is judged by you to be appropriate and needed.
* Do not try to capture the responses word-for-word. Instead, capture the essence of the comment. If there is a quote that you particularly like or think is powerful, then write it down exactly and encase it in quotation marks.
* Remember to thank the person for their time.