

READS Summer Engagement

Scripted Questions for Phone Calls to Families

To check on book delivery

1. I wanted to check in with you and to see how things are going. READS books were mailed on [week of June 20 or week of July 11]. Did you receive the books?
 - *If yes:* Great! I hope that your child enjoys the books and please encourage them to return the tri-folds. We are awarding prizes to students who return X tri-folds.
 - *If no:* Can you please confirm your address for me? [write down correct address; update address in the READS Student Management System]

To encourage tri-fold returns

1. I wanted to check in with you to see how things were going.
2. I wanted to talk to you about the READS program. Do you have a couple of minutes?
3. Has your child been receiving books in the mail from READS?
 - *If not,* check their address. Please update the address in the READS Online Learning Management System.
4. Have you seen the insert that comes in each book?
 - *If not,* let the families know Inform about the tri-fold and its importance. In every package, your child receives an insert that has questions for your child and questions for you to answer. It's called a tri-fold. We hope that together with your child, you will complete the tri-fold and mail it back after your child has read the book.
5. It looks like we have received ___ tri-folds. Did you know that completing tri-folds is part of helping your child's reading skills improve over the summer? And that your child will receive prizes for submitting tri-folds?

To measure satisfaction with the program

1. Does your child enjoy receiving the READS books?
2. Do you think that the READS books are at the right reading level for your child?
3. Do you think that your child is interested in the book topics?
4. Did you attend READS Family Night? If so, how happy were you with the program?
5. Would you recommend this program to others?
6. Would you recommend that we continue providing this program in the future to other students?
7. This summer, have you noticed that your child is reading more than usual, less than usual, or about the same?

To get students to talk about their books, should you speak with them

1. Have you been receiving the READS books in the mail?
2. Tell me the title of one of your favorite books you received this summer.
3. What was the story about?
4. Why did you like it?
5. What was your favorite part? Why?
6. Other who, what, when, where, why, or how questions...