

Successful
Phone Contact is made ...

... but participant is not interested,
No More Calls Made!

... but participant is too busy to talk or wants time to
think about,
Make 1 More Call!

If participant does not answer ...

... and there is no voicemail or answering machine,
Make 10 more calls at different times on different days

... and there is voicemail or answering machine,
Leave Message

If message is not returned within 3 days,
**Can try calling back 5 times at different times on
different days (do not leave 2nd message)**

If you cannot reach participant after 5 tries,
Can leave 2nd message with no follow-up phone calls.