

Hi, (NAME)!

This is (STAFF NAME) calling from (ORGANIZATION NAME). I'm happy to have connected with you today. We're starting new online programs at (ORGANIZATION NAME) and I was hoping to ask you a few questions about whether or not you'd be interested in participating.

1. Do you have 5-minutes to chat?

YES or NO

IF NO

That's not a problem, (NAME). Would it be better if I call back another time or would you like me to record that you're not interested?

IF ANOTHER TIME

Absolutely! What date/time works best for you and I'll call you back then.

IF NOT INTERESTED (CALL COMPLETE)

OK, perfect. Thank you, (NAME). Enjoy your day!

IF YES

Excellent! Thank you, (NAME).

First, I wanted to let you know what we're doing at (ORGANIZATION NAME). Like many organizations, our plan is to increase the number of virtual programs available so that people can participate from the comfort of their homes. Preferences for in-person programs aside, we will be offering virtual programs moving forward and we want to make sure that we provide anyone interested in learning how to participate with support to do so.

2. Have you already participated in any online programs we've been offering over Zoom, (NAME)?

YES or NO

IF YES

That's good to hear! For this particular project, we are aligning those that have not been successful with Tech Tutor help. If you feel like you still need help getting on a Zoom call, I can connect you with a volunteer Tech Tutor to take you through the steps again.

2.A. Would you like further assistance?

If Yes. * *Proceed to question 4.*

If No. (CALL COMPLETE) Thank you for your time today. We are so happy to have you join virtually, and look forward to having you participate in the future.

IF NO

OK, that's good to know.

**proceed with Question 03*

3. Why have you not attended any virtual programs at (ORGANIZATION NAME)?

NO DEVICE or NO INTERNET or NOT INTERESTED IN PROGRAMS OFFERED or DON'T KNOW HOW

IF NO DEVICE or NO INTERNET (CALL COMPLETE)

That's OK. Please know that in the future, if you do get a device and would like some guidance on how to join (ORGANIZATION NAME) for virtual programs, we are happy to help you. Do reach out to us by phone and we can get you set up with a Tech Tutor. Would you like our phone number? It's 123-456-7890. Thanks for your time, (NAME). Enjoy the rest of your day!

IF NOT INTERESTED IN PROGRAMS OFFERED (CALL COMPLETE)

Thanks for your honesty. Please know that our selection of virtual programs will increase in the future, and perhaps something new will be of interest to you as we grow over the next few months. Don't hesitate to reach out to us by phone or email if you'd like to participate and we can get you registered. Would you like our phone number and email address? It's (123-456-7890) and (INFO@ORGANIZATION.CA).

Thanks for your time, (NAME). Enjoy the rest of your day!

IF DON'T KNOW-HOW (But have device and internet connection)

That's not a problem! To help people learn, we're organizing a team of patient and friendly Tech Tutor volunteers who can support new learners free-of-charge over the phone. Tech Tutors are familiar with technology and have been trained to provide simple to follow instructions that can explain the basics of using a computer or tablet to join a video call using Zoom to anyone.

4. What type of device do you have access to at home?

DESKTOP COMPUTER or LAPTOP or IPAD or SAMSUNG/ANDROID TABLET

5. Do you currently have an email address?

YES or NO

6. Would you be interested in learning how to use your device to join a virtual program offered by (ORGANIZATION NAME) via Zoom?

YES or NO

IF YES

That's terrific!

IF NO

That's OK. Please know that in the future, if you would like some guidance on how to join (ORGANIZATION NAME) for virtual programs, we are happy to help you. Do reach out to us by phone and we can get you set up with a Tech Tutor. Would you like our phone number? It's (123-456-7890). Thanks for your time, (NAME). Enjoy the rest of your day!

7. Do I have your consent to ask a Tech Tutor volunteer to call you back sometime soon to start the learning process with you?

YES or NO

IF YES

Perfect. I can ask that a Tech Tutor calls you on (DATE AND TIME 1 or DATE AND TIME 2).

IF NO

OK, please know that the only way we can arrange technology help for you is by setting up a Tech Tutor volunteer to call you directly.

Please know that we always welcome your call if you would like to connect with a Tech Tutor in the future. Just in case, our phone number is (123-456-7890). Thanks for your time, (NAME). Enjoy the rest of your day!

8. Which option works best for you, (NAME)?

DATE AND TIME 1 or DATE AND TIME 2

(DATE AND TIME) is confirmed (NAME). A Tech Tutor will be in touch soon to help you learn how to use your device to join a Zoom video call! We'll have you participating in virtual programs in no time!

Thanks again for taking the time to speak with me today. If you need to contact me to reschedule the time we've set with the Tech Tutor, that's no trouble at all. Please give me a call at (123-456-7890).

Enjoy the rest of your day, (NAME)!