Note on Call Back Analysis

Analyses on the callbacks used a combination of manual and programming methods. Specifically, we forwarded all calls to a google voice number. We performed the following:

1. We used text analysis on the transcripts of the voice mail to identify calling company
2. We kept a record of phone numbers and their associated company - we use this to account for later phone calls without identifying information (e.g., voicemail or profiles).
3. Manually, we also mapped phone numbers to companies, by either listening to the voicemails (when transcripts were not accurate enough), or checking their caller profile on google voice (which sometimes indicates their companies).
4. We then mapped all verified calls to applicants by their unique phone number, checked that they all arrived after the respective applications, and only used the first call an applicant receives from a company.
5. Each applicant only applied to each company at most once.