Script used to alert Sentinel Site members of an upcoming survey – discussed during a monthly call in early February:

Hello and thank you for your participation in today's call. My name is Danielle Nagele and I'm the Risk Communication Specialist at CO-OPS. As you know we recently completed a prototype of our Dashboard product and at this point you've all had an opportunity to view it. We will be following up this phone call with a brief email survey to receive more detailed feedback from you. It will include general questions and more comprehensive ratings of particular elements of the prototype. Most of the survey will ask you to provide a rating, but some will allow for an open, written response. It will take about 15 minutes to complete and will be emailed to you later this month with more detailed instructions and information on OMB clearance.

Draft email to remind members to complete survey:

Hello and thank you again for considering participation in our customer feedback survey. We would like to have all completed surveys returned to us by X (to be determined) date if at all possible. Again we'd like to reiterate that your feedback is extremely important to us and the improvement of this project. We hope that you can spare some time to complete the survey; please let us know if you have any questions. Thank you!