

Attachment 4b

Invitation to Participate in the Customer Satisfaction and Impact (CSI) Survey First follow-up email

Dear [Name]:

On [Date], we sent you an email about an opportunity to complete the Customer Satisfaction and Impact (CSI) Survey, conducted by the National Institute for Occupational Safety and Health (NIOSH). The 2017 Customer Satisfaction and Impact (CSI) Survey gives you the opportunity to tell NIOSH what is working well and what needs improvement when it comes to creating and effectively disseminating engaging, innovative, and useful occupational safety and health (OSH) information.

We still want to hear from you! Here's a link to the [CSI Survey](#).

The survey should take approximately 20 minutes to complete. Your responses are completely confidential. Because we are interested in group-level findings, none of your individual responses will be tied back to you or your organization.

We thank you for taking this important opportunity to help NIOSH improve its customer experience. To access the survey, just click [here](#), and you will be directed to the survey website. **Keep in mind that the survey closes at 11:59 pm on June xx, xxxx.**

For more information on the CSI Survey, you can contact Dr. Juliann Scholl at 513-533-8178 or at xhn3@cdc.gov. For a list of frequently asked questions, please click here: [FAQs](#).

If you have any technical questions or difficulties with the survey, you call technical support at: 000-000-000 or send an e-mail message to: xxxx@xxx.

If you wish to opt out of future emails, please click here to [unsubscribe](#).