

Attachment 4c

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

Dear [Name]:

Hello. If you have not yet completed the 2017 CIS Survey, it's not too late! This is your last chance to voice your opinions and let NIOSH know how to improve customer experience and satisfaction. Here's the link: [CSI Survey](#).

We'd still like to hear from you! But keep in mind that the survey closes on June xx, xxxx.

The 2017 Customer Satisfaction and Impact (CSI) Survey let you tell NIOSH what is working well and what needs improvement when it comes to creating and disseminating engaging, innovative, and useful occupational safety and health information (OSH). In completing this survey, you are helping to help the NIOSH mission of conducting research and making recommendations for the prevention of work-related injury and illness.

The survey should take you about 20 minutes to complete. Your responses will remain separate from any information collected about you, and will not be shared with anyone other than the individuals directly involved with this research project. Because we are interested in group-level findings, none of your individual responses will be linked back to you or your organization.

We know you're very busy, but we would still appreciate your participation in the survey. Once again, here's the link: [CSI Survey](#).

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](#).