

### **Invitation and Reminder Text for CDSE Training Application Survey**

Invitations are sent approximately 90-180 days after course completion. Two reminders are sent within two weeks of the invitation, spaced 3-5 days apart. The same text is used for both reminders. Both invitations and reminders are sent on week days, and holidays are avoided.

#### **Invitation Text**

From: CDSE Training

Subject: CDSE Instructor-Led Class Feedback Invitation

Dear Valued Training Customer,

You are invited to provide additional feedback on training you completed approximately three months ago with the Defense Security Service (DSS) Center for Development of Security Excellence (CDSE). Our records indicate you attended the

[Class Title and Course Number] held [class start and end dates].

Now that you have had an opportunity to apply what you learned in the course, your feedback on the training you received is especially valuable to us. Your input is important to the CDSE efforts to continually improve our courses and ensure that the training we provide is meeting the needs of our students.

Responding is voluntary. No personally identifiable information is requested. Responding will only take a few minutes.

To take the survey, copy and paste the URL below:

[Survey URL]

If you have other questions concerning training, please contact CDSE directly. Email addresses are provided at:

<http://www.cdse.edu/contact.html>

Thank you,

Center for Development of Security Excellence

**Reminder Text**

From: CDSE Training

Subject: CDSE Instructor-Led Class Feedback (Friendly reminder)

Dear Valued Training Customer,

You recently received an invitation to provide additional feedback on training you completed approximately three months ago with the Defense Security Service (DSS) Center for Development of Security Excellence (CDSE). If you have already taken the survey, please accept our thanks and disregard this email. Otherwise, please take a few minutes to give your feedback. We strive to exceed your expectations.

Our records indicate you attended the

[Class Title and Course Number] held [class start and end dates].

Now that you have had an opportunity to apply what you learned in the course, our feedback on the training you received is especially valuable to us. Your input is important to the CDSE efforts to continually improve our courses and ensure that the training we provide is meeting the needs of our students.

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