

**Invitation and Reminder Text for End-of-Course Training Evaluation Surveys
for CDSE Instructor-Led Training (ILT) and Virtual Instructor-Led Training (VILT)**

Invitations are sent after class registration data is complete and finalized, usually within a week following the end of the class, but occasionally longer if the class is conducted at a customer site. 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,

The Defense Security Service (DSS) Center for Development of Security Excellence (CDSE) requests your feedback on the [Class Title and Course Number] you attended from [class start date – class end date].

Your feedback helps maintain and improve the security curriculum. Responding will only take a few minutes.

Responding is voluntary and there is no penalty for not responding.

No personally identifiable information is requested and responses are anonymous unless you include personally identifiable information in your comments.

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 a survey about a CDSE course you attended. 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 on the Defense Security Service (DSS) Center for Development of Security Excellence (CDSE).

[Class Title and Course Number] you attended from [class start date – class end date].

If you have not yet provided feedback please do so at the earliest opportunity. Your feedback is important for maintaining a high quality curriculum and identifying any needed improvements.

Responding is voluntary and there is no penalty for not responding.

No personally identifiable information is requested and responses are anonymous unless you include personally identifiable information in your comments.

To take the survey, copy and paste the URL below:
[Survey Link].

Thank you for your participation. Your responses are anonymous unless identifying information is included in a comment. Your responses and comments will be reviewed by instructors and CDSE Training and summarized for review by CDSE management. Please submit your response by date].

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