

### **Invitation and Reminder Text for Supervisor Survey**

Invitations are sent approximately 90-180 days after course completion. One reminder is sent within two weeks of the invitation. 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 feedback on the effectiveness of training that was taken by one or more of your employees. The training was provided by the Defense Security Service (DSS) Center for Development of Security Excellence (CDSE). Training taken:

[Course or Event Title (Course Number)]

[Inclusive course/event dates: ]

Your feedback is critical in helping us ensure the training we provide meets your needs. It also helps us maintain a quality curriculum and identify needed improvements. CDSE pays very close attention to the results to continually improve our courses and ensure that the training we provide is meeting the needs of our stakeholders.

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 feedback on the effectiveness of training that was taken by one or more of your employees. 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.

The training was provided by the Defense Security Service (DSS) Center for Development of Security Excellence (CDSE). Training taken:

[Course or Event Title (Course Number)]

[Inclusive course/event dates: ]

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