ASPP: Second Data Retrieval E-mail Template (DP)

If the Agency Head is not the same as the Data Provider

Forward the initial e-mail that you sent and include this additional information.

DATE1 is the date you sent the original e-mail; DATE2 should be one week from the date you send this second e-mail

Dear <<DP Salutation>> <<DP Last Name>>,

I have been trying to reach you over the past couple of weeks to resolve the outstanding issues with <<Agency Name>>'s 20XX Annual <<Probation/Parole>> Survey. Complete and accurate data for each <<probation/parole>> agency is necessary for the reliability of the upcoming BJS bulletin *Probation and Parole in the United States, <<YEAR>>*. Would you be able to take a few moments to review the message I originally sent on <<DATE1>>, which is copied below?

Our team hopes to resolve these issues by <<DATE2>>. I understand that your time is limited, so I can reach out to the head of your agency, <<AH Salutation>> <<AH Last Name>>, if I do not hear back from you or someone in your agency by that time.

I would be happy to review these issues over the phone, if needed. I can be reached at <<XXX-XXX-XXXX>> ext. <<extension>>.

Thank you for your support of BJS' statistical programs. I look forward to hearing from you.

Sincerely,

<<AST Member First Name>> <<AST Member Last Name>>

<<Contractor>> Agency Support Team
Annual Surveys of Probation and Parole

E-mail: <<Agency Support Team Email>>
Phone: << XXX-XXX-XXXX>>
Fax: << XXX-XXX-XXXX>>

If the Agency Head is the same as the Data Provider

Forward the initial e-mail that you sent and include this additional information.

DATE1 is the date you sent the original e-mail; DATE2 should be one week from the date you send this second e-mail

Dear <<DP Salutation>> <<DP Last Name>>,

I have been trying to reach you over the past couple of weeks to resolve the outstanding issues with <<Agency Name>>'s 2019 Annual <<Probation/Parole>> Survey. Complete and accurate data for each <<probation/parole>> agency is necessary for the reliability of the upcoming BJS bulletin *Probation and Parole in the United States, 2019*. Would you be able to take a few moments to review the message I originally sent on <<DATE1>>, which is copied below?

Our team hopes to resolve these issues by <<DATE2>>. I understand that your time is limited, and we appreciate your efforts in resolving these discrepancies. Please let us know if you would like us to contact someone else at your agency to help clarify these issues.

I would be happy to review these issues over the phone, if needed. I can be reached at (800) 334-8571 ext. <<extension>>.

Thank you for your support of BJS' statistical programs. I look forward to hearing from you.

Sincerely,

<<AST Member First Name>> <<AST Member Last Name>>

RTI Agency Support Team
Annual Surveys of Probation and Parole

E-mail: bjs-aps-help@rti.org
Phone: 1-866-334-4175
Fax: 1-866-509-7471