

E-Mail Announcement Subject: *Participate in the 2022 Exceptional Family Member Program Survey*

Dear Sergeant SAMPLE

Your Ticket Number: XXXXXXXX

Survey Website: **DoDsurveys.mil**

This year, the DoD in conjunction with the military services is conducting a survey on the Exceptional Family Member Program (EFMP) to gain insight into this very important program. We need to hear from all Service members who have a dependent enrolled in the EFMP program. This is the first survey conducted by the Department that asks about your experiences with the EFMP. Topics for this survey include:

- Enrollment process
- Family support services
- Assignment coordination during a PCS move and
- Experiences with medical and educational services

You were selected to participate in the survey to make sure DoD leadership **hears from you** on topics that affect you and your family.

The survey is should take around 15 minutes to complete— you can start and stop as needed.

Go to **DoDsurveys.mil** on any computer, tablet, or smartphone and enter your Ticket Number XXXXXXXX

We use survey results to formulate solutions to the challenges YOU share. In fact, based on past survey results the Department of Defense issued guidance prioritizing child care for active duty families and expanding the portability of professional credentials for active duty spouses who move.

Your participation is voluntary and your responses are confidential.

Thank you in advance for sharing your experiences through the “2022 Exceptional Family Member Program Survey.”

Thank you for your dedicated support to our U.S. Military.

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: This survey is "Official Business" and can be completed using government equipment or wherever you feel most comfortable. If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list". If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this

survey is [XXXX-XXXX], expiring XX/XX/XXXX.

First E-Mail Reminder Subject: *Action Requested: The 2022 Exceptional Family Member Program Survey*

Dear Sergeant SAMPLE

Your Ticket Number: XXXXXXXX

Survey Website: **DoDsurveys.mil**

We recently contacted you with an opportunity to **be heard** on the “2022 Exceptional Family Member Program Survey.” Members just like you have taken 15 minutes to ensure their voices are heard on topics you care about, like the enrollment process, family support services, and satisfaction with assignment coordination through a PCS move. It is the only survey of the EFMP across the DoD and the military services.

DoD is committed to supporting and improving the lives of military members and their families. We want to know about your experiences and opinions—positive or negative. Please take 15 minutes to complete this survey today. The survey is voluntary and responses are confidential.

To complete the survey, access the survey website and enter your ticket number listed at the top of this email. This survey is "Official Business" and can be completed using government equipment or wherever you feel most comfortable. Due to DoD security measures, you may have problems accessing this survey on a DoD computer. If you experience issues reaching our secure survey website, please try to take the survey at home or on a non-work computer. Simply click on DoDsurveys.mil to go directly to the website. If this does not work, "copy and paste" the URL into the web address box at the top of your Internet browser (do not enter the URL into the search engine in the middle of the browser, such as Google). Once you have accessed the website, you will need to enter your Ticket Number to log on: XXXXXXXX.

Again, thank you for completing this survey.

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list." If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this survey is [XXXX-XXXX], expiring XX/XX/XXXX.

Second E-Mail Reminder Subject: *We need to hear from you in the 2022 Exceptional Family Member Program Survey*

Dear Sergeant SAMPLE

Your Ticket Number: XXXXXXXX

Survey Website: DoDsurveys.mil

We recently requested your participation in the "EFMP" survey and we understand you may not have had the time to participate, but please do not delay further. DoD and military service leadership uses survey responses to help evaluate and improve programs. This data is used to inform policies that affect you. We strongly encourage participation to add your experiences and perspective of EFMP. This is the first DoD and military service survey on EFMP. The survey should only take 15 minutes to complete. The survey is voluntary and responses are confidential.

Please access the survey website and enter your ticket number listed at the top of this email. This survey is "Official Business" and can be completed using government equipment or wherever you feel most comfortable. Due to DoD security measures, you may have problems accessing this survey on a DoD computer. If you experience issues reaching our secure survey website, please try to take the survey at home or on a non-work computer. Simply click on DoDsurveys.mil to go directly to the website. If this does not work, "copy and paste" the URL into the web address box at the top of your Internet browser (do not enter the URL into the search engine in the middle of the browser, such as Google). Once you have accessed the website, you will need to enter your Ticket Number to log on: XXXXXXXX.

Thank you for your participation in this year's survey.

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list." If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this survey is [XXXX-XXXX], expiring XX/XX/XXXX.

Third E-Mail Reminder Subject: *Participate in the 2022 Exceptional Family Member Program Survey*

Dear Sergeant SAMPLE

If you have already taken the "EFMP" survey, your input is greatly appreciated—thank you! If you have not, please take 15 minutes and complete the survey today using the URL below and your ticket number:

Your Ticket Number: XXXXXXXX

Survey Website: **DoDsurveys.mil**

It is the responsibility of the DoD to provide you and your family with the best programs and support possible. As part of these efforts, you have been selected to receive this survey. Results are used to improve military programs and policies for individuals like yourself, and past results have resulted in important changes to DoD policies and programs that support you and your family such as the EFMP.

If you have partially completed the survey but not clicked the "Submit Button," please log back onto the website, complete as many items as you can, and submit the survey to us. Be assured that all data is reported in the aggregate—no individual data will be reported.

Please access the survey website and enter your ticket number listed at the top of this email. This survey is "Official Business" and can be completed using government equipment or wherever you feel most comfortable. Due to DoD security measures, you may have problems accessing this survey on a DoD computer. If you experience issues reaching our secure survey website, please try to take the survey at home or on a non-work computer. Simply click on DoDsurveys.mil to go directly to the website. If this does not work, "copy and paste" the URL into the web address box at the top of your Internet browser (do not enter the URL into the search engine in the middle of the browser, such as Google).

The survey is voluntary and responses are confidential. Survey results will only be reported in aggregate, your individual responses will not be reported.

Thank you for completing the survey.

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list." If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this survey is [XXXX-XXXX], expiring XX/XX/XXXX.

Fourth E-Mail Reminder Subject: Action Requested: The 2022 Exceptional Family Member Program

Sergeant SAMPLE

As military members, it is DoD's responsibility to provide you and your family with the best programs and support possible. You were one of the members chosen to take the "2022 Exceptional Family Member Program Survey." This survey is the only one of its kind given to Active Duty members, and its results will be used to improve military programs and policies related to EFMP for individuals like yourself. Please take 15 minutes and complete the survey today.

The open period for this survey is nearly complete. If you have partially completed the survey but have not clicked the "Submit Button," please log back onto the website, complete as many items as you can, and submit the survey to us. Be assured that all data will be reported in the aggregate, and no individual data will be reported.

Please access the survey website and enter your ticket number listed at the bottom of this email. This survey is "Official Business" and can be completed using government equipment or wherever you feel most comfortable. Due to DoD security measures, you may have problems accessing this survey on a DoD computer. If you experience issues reaching our secure survey website, please try to take the survey at home or on a non-work computer. Simply click on DoDsurveys.mil to go directly to the website. If this does not work, "copy and paste" the URL into the web address box at the top of your Internet browser (do not enter the URL into the search engine in the middle of the browser, such as Google).

The survey is voluntary and your responses are confidential. Survey results will only be reported in aggregate, your individual responses will not be reported.

Again, thank you for your participation.

Survey Website: **DoDsurveys.mil**

Your Ticket Number: XXXXXXXX

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list." If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this survey is [XXXX-XXXX], expiring XX/XX/XXXX.

Fifth E-Mail Reminder Subject: *We need to hear from you in the 2022 Exceptional Family Member Program Survey*

Dear Sergeant SAMPLE

Your Ticket Number: XXXXXXXX
Survey Website: DoDsurveys.mil

We recently requested your participation in the "EFMP" survey. This is the first DoD and military service survey on EFMP and DoD and military service leadership will use your survey responses to help evaluate and improve this program. We strongly encourage participation to add your experiences and perspective of EFMP. This data is used to inform policies that affect you.

The survey should only take 15 minutes to complete. The survey is voluntary and responses are confidential.

Please access the survey website and enter your ticket number listed at the top of this email. This survey is "Official Business" and can be completed using government equipment or wherever you feel most comfortable. Due to DoD security measures, you may have problems accessing this survey on a DoD computer. If you experience issues reaching our secure survey website, please try to take the survey at home or on a non-work computer. Simply click on DoDsurveys.mil to go directly to the website. If this does not work, "copy and paste" the URL into the web address box at the top of your Internet browser (do not enter the URL into the search engine in the middle of the browser, such as Google). Once you have accessed the website, you will need to enter your Ticket Number to log on: XXXXXXXX.

Thank you for your participation in this year's survey.

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list." If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this survey is [XXXX-XXXX], expiring XX/XX/XXXX.

Sixth E-Mail Reminder Subject: Deadline Approaching: The 2022 Exceptional Family Member Program Survey

Sergeant SAMPLE

There is still time to take the "EFMP" survey before the survey closes on [CLOSE DATE]. This is your last chance to voice your opinions to inform policies and programs that impact you and your fellow military members. We use this data to make changes to services and policies that affect you. Please take 15 minutes to complete this survey today.

As "Official Business," this survey can be completed using government equipment or wherever you feel most comfortable. Due to DoD security measures, you may have problems accessing this survey on a DoD computer. If you experience issues reaching our secure survey website, please try to take the survey at home or on a non-work computer. Simply click on DoDsurveys.mil to go directly to the website. If this does not work, "copy and paste" the URL into the web address box at the top of your Internet browser (do not enter the URL into the search engine in the middle of the browser, such as Google).

The survey is voluntary and your responses are confidential. Survey results will only be reported in aggregate, your individual responses will not be reported.

Again, thank you for your participation.

Survey Website: **DoDsurveys.mil**
Your Ticket Number: XXXXXXX

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list." If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this survey is [XXXX-XXXX], expiring XX/XX/XXXX.

Seventh E-Mail Reminder Subject: Action Requested: The 2022 Exceptional Family Member Program—DEADLINE APPROACHING

Sergeant SAMPLE

As military members, it is DoD's responsibility to provide you and your family with the best programs and support possible. You were one of the members chosen to take the "2022 Exceptional Family Member Program Survey." This survey is the only one of its kind given to Active Duty members, and its results will be used to improve military programs and policies related to EFMP for individuals like yourself. **The survey is set to close on [CLOSE DATE]**—please take 15 minutes and complete the survey today.

The open period for this survey is nearly complete. If you have partially completed the survey but have not clicked the "Submit Button," please log back onto the website, complete as many items as you can, and submit the survey to us. Be assured that all data will be reported in the aggregate, and no individual data will be reported.

Please access the survey website and enter your ticket number listed at the bottom of this email. This survey is "Official Business" and can be completed using government equipment or wherever you feel most comfortable. Due to DoD security measures, you may have problems accessing this survey on a DoD computer. If you experience issues reaching our secure survey website, please try to take the survey at home or on a non-work computer. Simply click on DoDsurveys.mil to go directly to the website. If this does not work, "copy and paste" the URL into the web address box at the top of your Internet browser (do not enter the URL into the search engine in the middle of the browser, such as Google).

The survey is voluntary and your responses are confidential. Survey results will only be reported in aggregate, your individual responses will not be reported.

Again, thank you for your participation.

Survey Website: DoDsurveys.mil
Your Ticket Number: XXXXXXX

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list." If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this survey is [XXXX-XXXX], expiring XX/XX/XXXX.

Eighth E-Mail Reminder Subject: Action Requested: The 2022 Exceptional Family Member Program—DEADLINE APPROACHING

Sergeant SAMPLE

You were one of the members chosen to take the “2022 Exceptional Family Member Program Survey.” This is your opportunity to provide feedback on the EFMP! This survey is the only one of its kind and its results will be used to improve the program and policies related to EFMP for individuals like yourself. **The survey is set to close on [CLOSE DATE]**—please take 15 minutes and complete the survey today.

The open period for this survey is nearly complete. If you have partially completed the survey but have not clicked the “Submit Button,” please log back onto the website, complete as many items as you can, and submit the survey to us. Be assured that all data will be reported in the aggregate, and no individual data will be reported.

Please access the survey website and enter your ticket number listed at the bottom of this email. This survey is "Official Business" and can be completed using government equipment or wherever you feel most comfortable. Due to DoD security measures, you may have problems accessing this survey on a DoD computer. If you experience issues reaching our secure survey website, please try to take the survey at home or on a non-work computer. Simply click on DoDsurveys.mil to go directly to the website. If this does not work, "copy and paste" the URL into the web address box at the top of your Internet browser (do not enter the URL into the search engine in the middle of the browser, such as Google).

The survey is voluntary and your responses are confidential. Survey results will only be reported in aggregate, your individual responses will not be reported.

Again, thank you for your participation.

Survey Website: DoDsurveys.mil
Your Ticket Number: XXXXXXXX

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list." If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this survey is [XXXX-XXXX], expiring XX/XX/XXXX.

Final E-Mail Reminder Subject: Final Request: DoD Official Notification—DEADLINE APPROACHING

Dear Sergeant SAMPLE

This is your final chance to provide your opinions and experiences as an Active Duty member on the “2022 Exceptional Family Member Program Survey.” **The survey is set to close on [CLOSE DATE]**—please take 15 minutes and complete the survey today. It is the only official DoD and military wide survey on EFMP this year.

Survey Website: DoDsurveys.mil

Your Ticket Number: XXXXXXX

DoD remains committed to supporting and improving the lives of military members and their families. This survey is one way we can hear directly from you about the policy and programs that affect you. Previous findings from this survey have been used to address many issues, including targeted pay raises.

If you have partially completed the survey but not clicked the "Submit Button," please log back onto the website, complete as many items as you can, and submit the survey to us. Be assured that your individual data will not be released, only grouped responses will be reported.

This survey is "Official Business" and can be completed using government equipment or wherever you feel most comfortable. The survey is voluntary and responses are confidential. Your individual responses will not be reported, the results will only be reported in aggregate. Due to DoD security measures, you may have problems accessing this survey on a DoD computer. If you experience issues reaching our secure survey website, please try to take the survey at home or on a non-work computer. Simply click on DoDsurveys.mil to go directly to the website. If this does not work, "copy and paste" the URL into the web address box at the top of your Internet browser (do not enter the URL into the search engine in the middle of the browser, such as Google).

Again, thank you for taking the time to complete this survey today.

Sincerely,

Dr. Paul Rosenfeld
Director, Center for Retention and Readiness Research
Office of People Analytics (OPA)

ADDITIONAL INFORMATION: If you have any questions or concerns, please reply to this message, e-mail QC-Survey@mail.mil, or leave a message at 1-800-881-5307. If you do not wish to participate or receive additional reminders, you may remove yourself from the mailing list by replying to this message. Be sure to include your Ticket Number and the words, "Please remove me from this survey's mailing list." If you wish to withdraw your responses after starting this survey, notify the Survey Processing Center prior to [CLOSE DATE]. You will be required to provide your Ticket Number.

If you would like to verify the survey's legitimacy, please call 1-571-372-1034 or DSN 372-1034 for a list of currently licensed OPA surveys. The Office of Management and Budget (OMB) control number and expiration date for this survey is [XXXX-XXXX], expiring XX/XX/XXXX.