

CIP Capacity Building Services Feedback Survey

Initial Invitation Email

Subject Line: Your feedback on Center for Courts' services

Message:

Dear CIP Director/Coordinator,

The Capacity Building Center for Courts would like to get your feedback about your CIP's experiences and your satisfaction with services received from the Center for Courts, including Constituency Groups, consultation and other tailored services provided by Center liaisons and staff, products, and other capacity building assistance. Your input will be used to help the Center improve services to CIPs in the future.

This survey is voluntary, and there is no penalty for not participating. **Your feedback is important** to ensure the Center best serves you and the community of CIPs. The survey takes about 15 minutes to complete.

Your responses will remain private. Individual responses are only available to evaluators. We ask you to identify your CIP's jurisdiction so that evaluators can combine survey responses with other data (e.g., administrative data about type and amount of services provided) for analysis; but only aggregate data, data combined for all CIPs, will be reported.

If you are willing to share your feedback, please complete one survey on behalf of the CIP program, consulting with key team members as needed to represent the general experience of your CIP. Please share your feedback in the next two weeks, by **[date]**:

[Click here to complete the feedback survey](#)

If you have questions, please contact me, Kristen Woodruff, CBCC Evaluator, at kristenwoodruff@westat.com.

Thank you for your consideration!

Kristen Woodruff, PhD
Center for Courts Evaluation Lead

First Reminder Email

Timing: Send one week after the initial invitation.

Subject Line: Reminder! Please share your feedback on Center for Courts' services

Message:

Hello, I am writing to remind you about the survey invitation I sent on [date of invitation email]. The Center for Courts would like to get your feedback about your CIP's experiences and your satisfaction with services received from the Center. Your input will help the Center identify how best to use its resources and improve services to CIPs in the future. Providing input is voluntary. If you are willing to complete the survey, please click on the link below:

[Click here to complete the feedback survey](#)

This survey will close on [date] and takes about 15 minutes to complete.

We greatly appreciate your consideration!

Kristen Woodruff, PhD
Center for Courts Evaluator

Second Reminder Email

Timing: Send one day prior to survey close date.

Subject Line: Final Reminder! Please share your feedback on Center for Courts' services

Message:

Hello, I am writing with a final invitation to share your CIP's experiences with services you received from the Center for Courts. Your feedback is important to help the Center for Courts' team understand what works well and how we can improve future services. Providing input is voluntary. If you are willing to complete the survey, please click on the link below:

[Click here to complete the feedback survey](#)

This survey will close **tomorrow**, [date], and takes about 15 minutes to complete.

We greatly appreciate your consideration!

Kristen Woodruff, PhD
Center for Courts Evaluator