

## **HHS Protect User Survey Email (EXTERNAL):**

**[Initial Email] Subject:** HHS Protect User Satisfaction Survey

Good morning,

The CDC HHS Protect Support Team would like to request your participation in a brief **HHS Protect User Satisfaction Survey**.

This survey has been sent to all state and jurisdictional partners who currently or previously used the HHS Protect platform to support the COVID-19 response. Your response will be anonymous.

Through your participation, we're hoping to gauge satisfaction with the platform and gather feedback on a variety of topics, including HHS Protect's functionality, usability, support and training resources, onboarding, and impact to you/your team's work. The information you share will be used to **identify and pursue improvement opportunities**. This is part of an effort to ensure the platform and associated resources meet your evolving needs and maximize your ability to collaborate during public health events, such as COVID-19.

We recognize your time is valuable, as such, the survey should take **no longer than 10 minutes to complete**. We ask that you please complete the survey using the link above by **[DATE]**.

If you experience access issues or have any questions related to the survey, please email [hhsprotect@cdc.gov](mailto:hhsprotect@cdc.gov). Thank you in advance for your time and participation!

Best,  
HHS Protect Support Team

### **[Follow-up Email]**

Good morning,

If you have not already completed the anonymous **HHS Protect User Satisfaction Survey**, please take a few minutes to do so by **[DATE]**.

As a reminder, this survey has been sent to all state and jurisdictional partners who currently or previously used the HHS Protect platform to support local-level COVID-19 response activities. The goal of this survey is to gauge users' satisfaction with the platform and gather feedback on a variety of related topics. Results will be used to **identify and pursue improvement opportunities** to ensure the platform and associated resources continue to meet your evolving needs. Please respond to all questions, as we hope to capture your complete and honest input.

As always, if you have any questions, please email [hhsprotect@cdc.gov](mailto:hhsprotect@cdc.gov). Thank you for your timely participation!

Best,  
HHS Protect Support Team

***[Final Reminder Email]***

Good morning,

This is the **final reminder** to please take the anonymous **HHS Protect User Satisfaction Survey** by **[DATE]** if you have not done so already.

Your complete and timely participation is much appreciated and is crucial to our assessment of HHS Protect's functionality, usability, support and training resources, onboarding, and impact to you/your team's work. As a reminder, survey results will be used to **identify and pursue improvement opportunities** to ensure the platform and associated resources continue to meet your evolving needs.

If you have any questions, please email [hhsprotect@cdc.gov](mailto:hhsprotect@cdc.gov). Thank you!

Best,

HHS Protect Support Team