

Inspiritec DSC Initial Invite Email

Subject: DMDC Support Center (DSC) Feedback

From: dmdcfeedback@forsmarshgroup.com

Dear [FIRST NAME],

Our records indicate that you recently had an interaction with the Defense Manpower Data Center (DMDC) Support Center (DSC). You may know this call center as the RAPIDS or TASS helpdesk. We are writing to ask for your feedback on your service experience with the DMDC Support Center (DSC) regarding a recent technical request, issue, or project.

This important feedback inquiry is being conducted by an independent third-party research organization, Fors Marsh Group, LLC (FMG) on behalf of DMDC. Your participation will provide valuable information about the technical support provided to DMDC systems and website users.

Please help us by taking a couple of minutes to share your experiences with DSC by completing the customer satisfaction survey using this link:

Your Unique Link: [UNIQUE LINK]

Or you may use visit this webpage and enter your unique PIN to enter the survey:

Link:[GENERIC LINK]

PIN: [Unique PIN]

The OMB number for this survey is 0704-055 which expires on [DATE]. To verify the security and authenticity of this survey, please contact Peggy Gritt via phone at (317) 507-7041 or via email at margaret.a.gritt.ctr@mail.mil.

If you have any questions or comments about this survey, you can email us at dmdcfeedback@forsmarshgroup.com.

Thank you very much for helping with this important effort.

Sincerely,

Dr. Michael Frye, PhD
Director of Program Evaluation
Fors Marsh Group, LLC

Inspiritec DSC Reminder Email

Subject: Reminder: DSC Feedback Survey
From: dmdcfeedback@forsmarshgroup.com

Dear [FIRST NAME],

A couple days ago we sent you an email link to a customer satisfaction survey that asked about your recent experience with the DMDC Support Center (DSC) helpdesk. To the best of our knowledge, the survey has not yet been completed.

The feedback from DMDC end users who have already responded to the survey has yielded significant information about end user satisfaction with the services provided, so we are reaching out again because your feedback is crucial to obtaining accurate results. It is only by hearing from everyone that we can ensure that the results are truly representative of the services provided to you.

Please help us achieve this goal by taking a couple of minutes to complete the survey as soon as possible using this link:

Your Unique Link: [UNIQUE LINK]

Or you may use visit this webpage and enter your unique PIN to enter the survey:

Link:[GENERIC LINK]

PIN: [Unique PIN]

The OMB number for this survey is 0704-055 which expires on [DATE]. To verify the security and authenticity of this survey, please contact Peggy Gritt via phone at (317) 507-7041 or via email at margaret.a.gritt.ctr@mail.mil.

Your feedback is valuable, and your participation is greatly appreciated.

Sincerely,

Dr. Michael Frye, PhD
Director of Program Evaluation
Fors Marsh Group, LLC

Inspiritec DSC Final Reminder Email

Subject: Final Reminder: DSC Feedback Survey

From: dmdcfeedback@forsmarshgroup.com

Dear [FIRST NAME],

In the last week we have sent you two emails about an important customer satisfaction survey we are conducting on behalf of DMDC. To the best of our knowledge, you have not yet completed the survey.

We are sending this final notice because hearing from everyone helps ensure that the feedback results are as representative as possible. You can help us achieve success in our continuous improvement efforts by completing the survey now using this link:

Your Unique Link: [UNIQUE LINK]

Or you may use visit this webpage and enter your unique PIN to enter the survey:

Link:[GENERIC LINK]

PIN: [Unique PIN]

The OMB number for this survey is 0704-055 which expires on [DATE]. We appreciate your feedback and thank you very much for your time.

Sincerely,

Dr. Michael Frye, PhD
Director of Program Evaluation
Fors Marsh Group, LLC