

## MCC User Survey Communication

This handout includes proposed communication to support the implementation of the MCC user survey. It includes communication for:

- MCC Coordinators/FCC Directors
- [IMS Work Group Members](#)
- [Program Users](#)
- [Family Members](#)

## MCC Coordinators/FCC Directors

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### SERVICE REPRESENTATIVE

Service Representatives may be informed of the survey during a meeting prior to the email being sent to the MCC Coordinators and FCC Directors. If we have the meeting shortly before the survey, I suggest we copy them on the MCC Coordinator/FCC Coordinator email rather than send a separate SR email.

**Send Date:** October 10, 2023

**From:** [diane.l.brewer.naf@us.navy.mil](mailto:diane.l.brewer.naf@us.navy.mil)

**To:**

1. Army: [Dawn.C.Thompson2.civ@army.mil](mailto:Dawn.C.Thompson2.civ@army.mil), [theresa.a.sanders.naf@army.mil](mailto:theresa.a.sanders.naf@army.mil), [ruth.l.beaudry.naf@army.mil](mailto:ruth.l.beaudry.naf@army.mil)
2. Air Force: [latoya.marble@us.af.mil](mailto:latoya.marble@us.af.mil), [Debra.willey@us.af.mil](mailto:Debra.willey@us.af.mil), [Dawn.tiger@us.af.mil](mailto:Dawn.tiger@us.af.mil)
3. USMC: [ijeoma.osuji@usmc.mil](mailto:ijeoma.osuji@usmc.mil), [jennifer.eaton@usmc.mil](mailto:jennifer.eaton@usmc.mil), [kari.ratcliffe@usmc.mil](mailto:kari.ratcliffe@usmc.mil)
4. Navy: [christy.m.leduff.naf@us.navy.mil](mailto:christy.m.leduff.naf@us.navy.mil)
5. DLA: [Nancy.evans@dla.mil](mailto:Nancy.evans@dla.mil), [cassandra.g.franklin@dla.mil](mailto:cassandra.g.franklin@dla.mil)

**CC on each of 5 emails:** [barbara.p.delaney.naf@us.navy.mil](mailto:barbara.p.delaney.naf@us.navy.mil)

**Attachment(s):** MCCCoordinators/Backups [unique for each Service], EmailTemplate\_MCCCoordinators

**Email Subject:** Request Assistance: MCC User Survey

### Body

Hi [SR names],

As discussed in a previous MCC SR meeting, we will be conducting a MilitaryChildCare.com (MCC) User Survey beginning on **(Month, Day, Year)**. There are separate surveys for family users and program users. The surveys will provide both families and program users with an opportunity to provide feedback that will inform strategies for raising awareness of MCC and refine MCC to better meet the needs of military families. In addition, the program user survey will gather feedback to inform efforts to improve the program user experience using MCC as well as IMS applications, if relevant. The surveys will be voluntary and responses will be kept confidential. It will take approximately 10 to 15 minutes to complete.

## MCC User Survey Communication

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I would like your help to ensure that program users understand the importance of completing the survey. To promote the survey, please let your staff know that they can expect an email from [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) with an individualized survey link and encourage them to complete the survey **by (Month, Day, Year)**.

We will send an email directly to all MCC and FCC Coordinators letting them know about the upcoming surveys encouraging them to respond.

Please let me know if you have any questions.

Thank you,  
Diane

### MCC COORDINATORS/FCC DIRECTORS EMAIL

**Send Date:** October 19, 2023

**From:** [ProgramSupport@MilitaryChildCare.com](mailto:ProgramSupport@MilitaryChildCare.com)

**To:** MCC Coordinator/backup and FCC Coordinator/backup emails

**Cc:** [Dawn.C.Thompson2.civ@army.mil](mailto:Dawn.C.Thompson2.civ@army.mil), [theresa.a.sanders.naf@army.mil](mailto:theresa.a.sanders.naf@army.mil), [ruth.l.beaudry.naf@army.mil](mailto:ruth.l.beaudry.naf@army.mil), [latoya.marble@us.af.mil](mailto:latoya.marble@us.af.mil), [Debra.willey@us.af.mil](mailto:Debra.willey@us.af.mil), [Dawn.tiger@us.af.mil](mailto:Dawn.tiger@us.af.mil), [ijeoma.osuji@usmc.mil](mailto:ijeoma.osuji@usmc.mil), [jennifer.eaton@usmc.mil](mailto:jennifer.eaton@usmc.mil), [kari.ratcliffe@usmc.mil](mailto:kari.ratcliffe@usmc.mil), [christy.m.leduff.naf@us.navy.mil](mailto:christy.m.leduff.naf@us.navy.mil), [Nancy.evans@dla.mil](mailto:Nancy.evans@dla.mil), [cassandra.g.franklin@dla.mil](mailto:cassandra.g.franklin@dla.mil); [diane.l.brewer.naf@us.navy.mil](mailto:diane.l.brewer.naf@us.navy.mil), [barbara.p.delaney.naf@us.navy.mil](mailto:barbara.p.delaney.naf@us.navy.mil)

**Subject:** Announcing Upcoming MilitaryChildCare.com (MCC) User Surveys

Dear MCC and FCC Coordinators:

We are happy to announce that MilitaryChildCare.com (MCC) will be conducting a MilitaryChildCare.com (MCC) User Survey beginning on **(Month, Day, Year)**. There are separate surveys for family users and program users. The surveys will provide both types of users with an opportunity to provide feedback that will inform strategies for raising awareness of MCC and refine MCC to better meet the needs of military families. The surveys will be voluntary and responses will be kept confidential. It will take approximately 10 to 15 minutes to complete.

Please let your staff and providers know that they can expect an email from [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) with an individualized survey link and encourage them to complete the survey **by (Month, Day, Year)**.

Families will receive a similar survey during the same time period. If you receive questions from families regarding the survey, please assure them it is legitimate and encourage them to participate.

If you have any questions, please email [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) or contact the Support Desk.

Thank you for your time,  
MilitaryChildCare.com Support Desk

## MCC User Survey Communication

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MilitaryChildCare.com

Toll Free Number: 855.696.2934

Email: [ProgramSupport@MilitaryChildCare.com](mailto:ProgramSupport@MilitaryChildCare.com)

We care for your children while you protect America

## IMS Work Group Members

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**Send Date:** October 10, 2023

**From:** Lori

**To:** IMS Working Group Members

**Attachment(s):** none

**Email Subject:** Request Assistance: CYP-IMS User Survey

### Body

Hi All,

As discussed in our work group meeting, we will be conducting a user survey of CYP staff who use MilitaryChildCare.com (MCC) or the CYP Inspection Management System (CYP-IMS) beginning on (Month, Day, Year). Staff who use MCC and CYP-IMS will provide their feedback on both systems. In addition to a program user survey, we will also be surveying families who use MCC.

The program survey will give program users an opportunity to provide feedback that will inform strategies to refine both MCC and CYP-IMS to better meet the needs of program staff and the families they support. The survey will be voluntary and responses will be kept confidential. It will take approximately 10 to 15 minutes to complete.

Some of your team may receive an email asking them to participate in the survey. I would like your help to ensure that program users understand the importance of completing the survey. Please let your teams know about the survey and encourage them to complete it by (Month, Day, Year) if they receive an invitation.

Please let me know if you have any questions.

Thank you,

Lori

## Program Users

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### MCC AND MCC CENTRAL ANNOUNCEMENTS

#### MCC Central Posting Details

**Title:** We want your feedback! Complete the MCC User Survey

**Email Notifications:** Yes

**Announcement Type:** Reminder

## MCC User Survey Communication

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**Posting Date:** 16 October 2023

**Remove Date:** 24 November 2023

### MCC Posting Details

**Announcement Summary:** We want your feedback! Complete the MCC User Survey

**Start Date:** 16 October 2023

**End Date:** 24 November 2023

**Audience/User Type:** Program

### Announcement Text

We are happy to announce that MilitaryChildCare.com (MCC) will be conducting two user surveys – one for program staff and the second for select families – beginning on (Month, Day, Year). The program user survey will give program users an opportunity to provide feedback that will help improve MCC to better meet your needs and the needs of military families. The survey will be voluntary, and responses will be kept confidential. It will take approximately 15 minutes to complete. Most program users will receive an email requesting participation to complete the survey by (Month, Day, Year).

### PROGRAM USER SURVEY INVITATION EMAIL

Message type: Plain text

Send Date: October 24, 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

BCC: All Program Users that meet criteria

Email Subject: Tell us what you think about these military child information systems

Dear [Insert Name from Data File].

We are always looking for ways to improve and we want to hear from you!

You were selected to participate in this survey because you use MilitaryChildCare.com (MCC), the CYP Inspection Management System (CYP IMS), or both. Your input is important to us and will help us refine these military child care systems to better meet your needs and the needs of military families.

This survey is voluntary and your responses will be kept confidential. It will take about 10-15 minutes to complete. You may discontinue the survey at any time, and your refusal to participate will involve no penalty or loss of benefits to which you are entitled. Your participation in this survey indicates your consent to be involved in the study. If you start the survey and exit the survey, you can return by clicking on the survey link and updating your responses at a later time. Please complete this survey by (Month, Day, Year).

Click on the link to begin the survey: [SurveyLink]

When prompted, enter the following Survey ID: [Survey ID from Data File]

## MCC User Survey Communication

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If clicking the link does not take you to the survey, please copy and paste the URL into your browser.

Thank you for your time,  
MilitaryChildCare.com  
Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you.

Opt out of receiving surveys from this sender:

[OptOutLink]

### PROGRAM USER SURVEY INTRODUCTION

We are always looking for ways to improve and we want to hear from you!

You were selected to participate in this survey because you use MilitaryChildCare.com (MCC), the CYP Inspection Management System (CYP IMS), or both. Your input is important to us and will help us refine these systems to better meet your needs and the needs of military families.

This survey is voluntary and your responses will be kept confidential. It will take about 10-15 minutes to complete. You may discontinue the survey at any time, and your refusal to participate will involve no penalty or loss of benefits to which you are entitled. Your participation in this survey indicates your consent to be involved in the study. If you start the survey and exit the survey, you can return by clicking on the survey link and updating your responses at a later time. Please complete this survey by **(Month, Day, Year)**.

If you have questions about the survey, please contact us at [feedback@militarychildcare.com](mailto:feedback@militarychildcare.com).

### PROGRAM SURVEY: NO RESPONSE REMINDER 1

Message type: Plain text

Send Date: **31 October 2023**

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have not yet completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about these military child information systems

Dear Program User,

Last week we sent you a feedback survey about completing the survey sharing your experience using either MilitaryChildCare.com (MCC) or the CYP Inspection Management System. We know you are very busy, but please take some time to complete the survey. Your input is much appreciated and will help us refine these military child care systems to better meet your needs and the needs of military families.

## MCC User Survey Communication

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This survey is voluntary and your responses will be kept confidential. It will take about 10-15 minutes to complete. Please complete the survey by **(Month, Day, Year)**: [SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you. [Opt out](#) of receiving surveys from this sender:  
[OptOutLink]

### PROGRAM SURVEY: NO RESPONSE REMINDER 2

Message type: Plain text

Send Date: **7** November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have not yet completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about these military child information systems

Dear Program User,

This is a friendly reminder to provide feedback about your experience using either MilitaryChildCare.com (MCC) or the CYP Inspection Management System (CYP IMS). Your input is important to us and will help us refine these military child care systems to better meet your needs and the needs of military families.

This survey is voluntary and your responses will be kept confidential. It will take about 10-15 minutes to complete. Please complete the survey by **(Month, Day, Year)**: [SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you.

[Opt out](#) of receiving surveys from this sender:

[OptOutLink]

### PROGRAM SURVEY: NO RESPONSE REMINDER 3 (EXTENSION)

Message type: Plain text

Send Date: **14** November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

## MCC User Survey Communication

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To: Email addresses of respondents who have not yet completed the survey (BCC individual email addresses)  
BCC:

Email Subject: [Reminder] Tell us what you think about these military child information systems

Dear Program User,

Two weeks ago, we sent you a feedback survey asking about your experience using either MilitaryChildCare.com (MCC) or the CYP Inspection Management System. We have extended the due date to make sure you have time to respond. Your input is vital in helping us improve these military child care systems to better meet your needs and the needs of military families.

This survey is voluntary and your responses will be kept confidential. It will take about 10-15 minutes to complete. Please complete the survey by **(Month, Day, Year)**: [SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you.

[Opt out](#) of receiving surveys from this sender:

[OptOutLink]

### PROGRAM SURVEY: PARTIAL RESPONSE REMINDER 1

Message type: Plain text

Send Date: **31** October 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have partially completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about these military child information systems

Dear MCC Program User,

Thank you for starting the survey for CYP program users who use MilitaryChildCare.com (MCC) or the CYP Inspection Management System (CYP-IMS). This is a friendly reminder to finish providing feedback about your experience using either MCC or CYP-IMS. Your input is important to us and will help us refine them to better meet your needs and the needs of military families.

This survey is voluntary and your responses will be kept confidential. It will take about 10-15 minutes to complete. Please complete the survey by **(Month, Day, Year)**:

[SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

## MCC User Survey Communication

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Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you.

[Opt out](#) of receiving surveys from this sender:

[OptOutLink]

### PROGRAM SURVEY: PARTIAL RESPONSE REMINDER 2

Message type: Plain text

Send Date: 7 November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have partially completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about these military child information systems

Dear MCC Program User,

Last week we sent you a feedback survey about completing the survey sharing your experience using either MilitaryChildCare.com (MCC) or the CYP Inspection Management System (CYP IMS). Your input is much appreciated and will help us refine these military child care systems to better meet your needs and the needs of military families.

This survey is voluntary and your responses will be kept confidential. It will take about 10-15 minutes to complete.

Please complete the survey by (Month, Day, Year):

[SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you.

[Opt out](#) of receiving surveys from this sender:

[OptOutLink]

### PROGRAM SURVEY: PARTIAL RESPONSE REMINDER 3 (EXTENSION)

Message type: Plain text

Send Date: 14 November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have partially completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about these military child information systems



## MCC User Survey Communication

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Dear Program User,

Two weeks ago, we sent you a feedback survey asking about your experience using either MilitaryChildCare.com (MCC) or the CYP Inspection Management System. We have extended the due date to make sure you have time to respond. Your input is vital in helping us improve these military child care systems to better meet your needs and the needs of military families.

This survey is voluntary and your responses will be kept confidential. It will take about 10-15 minutes to complete. Please take the time to share your feedback with us by completing the survey by **(Month, Day, Year)**: [SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you.

[Opt out](#) of receiving surveys from this sender:

[OptOutLink]

### PROGRAM SURVEY THANK YOU EMAIL

Message type: Plain text

Send Date: **23** October – **24** November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of participants who have completed the survey (BCC individual email addresses)

Email Subject: Thank you for sharing your thoughts about military child care systems!

Dear Program User,

Thank you for participating in our survey of CYP program users who use MilitaryChildCare.com (MCC) or the CYP Inspection Management System (CYP-IMS). Your input is vital to us and will help us refine these military child care systems to better meet your needs and the needs of military families.

Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

### Family Members

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#### FAMILY USER SURVEY INVITATION EMAIL

Message type: Plain text

**Send Date:** October 24, 2024

**From:** [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

**To:** Email addresses identified via sample selection process, [jmaahs@militarychildcare.com](mailto:jmaahs@militarychildcare.com), Diane.Brewer@navy.mil

**Email Subject:** Tell us what you think about MilitaryChildCare.com (MCC)

#### Body

Dear [Insert Name from Data File].

We are always looking to improve, and we want to hear from you! You are among a group of MilitaryChildCare.com (MCC) family users invited to participate in a survey on MCC. Your input is important to us and will help us refine MCC to better meet your needs.

This survey is voluntary and your responses will be kept confidential. It will take about 10 minutes to complete. You may discontinue the survey at any time, and your refusal to participate will involve no penalty or loss of benefits to which you are entitled. Your participation in this survey indicates your consent to be involved in the study. If you start the survey and exit the survey, you can return by clicking on the survey link and updating your responses at a later time. Please complete this survey by **[Month, Day, Year]**.

Click on the link to begin the survey: [SurveyLink]

When prompted, enter the following Survey ID: [Survey ID from Data File]

If clicking the link does not take you to the survey, please copy and paste the URL into your browser.

If you have questions about the survey, please contact us at **feedback@militarychildcare.com**.

Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you.

Opt out of receiving surveys from this sender:

[OptOutLink]

### FAMILY USER SURVEY INTRODUCTION

We are always looking for ways to improve and we want to hear from you!

You were selected to participate in this survey because your family has recently used MilitaryChildCare.com (MCC). Your input is important to us and will help us refine MCC to better meet your needs and the needs of other military families.

This survey is voluntary and your responses will be kept confidential. It will take about 10 minutes to complete. You may discontinue the survey at any time, and your refusal to participate will involve no penalty or loss of benefits to which you are entitled. Your participation in this survey indicates your consent to be involved in the study. If you start the survey and exit the survey, you can return by clicking on the survey link and updating your responses at a later time.

Please complete this survey by **(Month, Day, Year)**.

If you have questions about the survey, please contact us at [feedback@militarychildcare.com](mailto:feedback@militarychildcare.com).

### FAMILY SURVEY: NO RESPONSE REMINDER 1

Message type: Plain text

Send Date: **31** October 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have not yet completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about MilitaryChildCare.com (MCC)

Dear MCC Family User,

Last week we sent you a feedback survey asking about your experience using MilitaryChildCare.com (MCC). We know you are very busy, but please take some time to complete the survey. Your input is much appreciated and will help us refine MCC to better meet the needs of military families.

This survey is voluntary and your responses will be kept confidential. It will take about 10 minutes to complete. Please complete the survey by **(Month, Day, Year)**: [SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,  
MilitaryChildCare.com

## MCC User Survey Communication

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Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you. Opt out of receiving surveys from this sender:  
[OptOutLink]

### **FAMILY SURVEY: NO RESPONSE REMINDER 2**

Message type: Plain text

Send Date: 7 November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have not yet completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about MilitaryChildCare.com (MCC)

Dear MCC Family User,

This is a friendly reminder to provide feedback about your experience using MilitaryChildCare.com (MCC). Your input is important to us and will help us refine MCC to better meet your needs.

This survey is voluntary and your responses will be kept confidential. It will take about 10 minutes to complete. Please complete the survey by **(Month, Day, Year)**: [SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you.

Opt out of receiving surveys from this sender:

[OptOutLink]

### **FAMILY SURVEY: NO RESPONSE REMINDER 3 (EXTENSION)**

Message type: Plain text

Send Date: 14 November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have not yet completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about MilitaryChildCare.com (MCC)

Dear MCC Family User,

Two weeks ago, we sent you a feedback survey asking about your experience using MilitaryChildCare.com (MCC). We have extended the due date to make sure you have time to respond. Your input is vital in helping us improve MCC to better meet your needs.

## MCC User Survey Communication

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This survey is voluntary and your responses will be kept confidential. It will take about 10 minutes to complete. Please complete the survey by **(Month, Day, Year)**: [SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,  
MilitaryChildCare.com  
Email: Feedback@MilitaryChildCare.com

Please do not forward this email as its survey link is unique to you.  
Opt out of receiving surveys from this sender:  
[OptOutLink]

### **FAMILY SURVEY: PARTIAL RESPONSE REMINDER 1**

Message type: Plain text  
Send Date: **31** October 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have partially completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about MilitaryChildCare.com (MCC)

Dear MCC Family User,

Thank you for starting the MilitaryChildCare.com (MCC) survey. This is a friendly reminder to finish providing feedback about your experience using MCC. Your input is important to us and will help us refine MCC to better meet your needs. You can return to complete the survey by clicking on the survey link and updating your responses.

This survey is voluntary and your responses will be kept confidential. It will take about 10 minutes to complete. Please complete the survey by **(Month, Day, Year)**:  
[SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,  
MilitaryChildCare.com  
Email: Feedback@MilitaryChildCare.com

Please do not forward this email as its survey link is unique to you.  
Opt out of receiving surveys from this sender:  
[OptOutLink]

## MCC User Survey Communication

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### FAMILY SURVEY: PARTIAL RESPONSE REMINDER 2

Message type: Plain text

Send Date: 7 November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have partially completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about MilitaryChildCare.com (MCC)

Dear MCC Family User,

Last week we sent you a reminder about completing the survey sharing your experience using MilitaryChildCare.com (MCC). Your input is much appreciated and will help us refine MCC to better meet your needs. You can return to complete the survey by clicking on the survey link and updating your responses.

This survey is voluntary and your responses will be kept confidential. It will take about 10 minutes to complete. Please complete the survey by (Month, Day, Year):  
[SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,

MilitaryChildCare.com

Email: [Feedback@MilitaryChildCare.com](mailto:Feedback@MilitaryChildCare.com)

Please do not forward this email as its survey link is unique to you.

Opt out of receiving surveys from this sender:

[OptOutLink]

### FAMILY SURVEY: PARTIAL RESPONSE REMINDER 3 (EXTENSION)

Message type: Plain text

Send Date: 14 November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of respondents who have partially completed the survey (BCC individual email addresses)

BCC:

Email Subject: [Reminder] Tell us what you think about MilitaryChildCare.com (MCC)

Dear MCC Family User,

Two weeks ago, we sent you a reminder about completing the survey sharing your experience using MilitaryChildCare.com (MCC). We have extended the due date to make sure you have time to respond. Your input is vital in helping us improve MCC to better meet your needs. You can return to complete the survey by clicking on the survey link and updating your responses.

## MCC User Survey Communication

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This survey is voluntary and your responses will be kept confidential. It will take about 10 minutes to complete. Please complete the survey by **(Month, Day, Year)**: [SurveyLink]

*If clicking the link does not take you to the survey, please copy and paste the URL into your browser.*

Thank you for your time,  
MilitaryChildCare.com  
Email: Feedback@MilitaryChildCare.com

Please do not forward this email as its survey link is unique to you.  
Opt out of receiving surveys from this sender:  
[OptOutLink]

### **FAMILY SURVEY THANK YOU EMAIL**

Message type: Plain text

Send Date: **23** October – **24** November 2023

From: [Feedback@militarychildcare.com](mailto:Feedback@militarychildcare.com) (via Qualtrics)

To: Email addresses of participants who have completed the survey (BCC individual email addresses)

BCC:

Email Subject: Thank you for sharing your thoughts about MilitaryChildCare.com (MCC)!

Dear MCC Family User,

Thank you for your participation in the MilitaryChildCare.com (MCC) survey. Your input is vital to us and will help us refine MCC to better meet your needs.

Thank you for your time,  
MilitaryChildCare.com  
Email: Feedback@MilitaryChildCare.com