

Attachment 7. Emails for OneLab REACH User Experience Survey Respondents

I. Initial OneLab REACH User Experience Survey Email

To: OneLab REACH Members

From: OneLab REACH

Title: CDC OneLab REACH User Experience survey

Attachments: N/A

CDC OneLab™ REACH Members,

Thank you for using OneLab REACH! This user experience survey is being conducted by the CDC OneLab team to ensure that we continue to meet OneLab members' expectations. Feedback collected through this survey will be used to help CDC improve on its delivery of trainings, resources, videos, and events on the OneLab REACH learning management system.

This survey will take approximately 5 minutes to complete. Please complete this survey by [DATE].

[\[LINK-OneLab REACH User Experience Survey\]](#)

Please feel free to email OneLab@cdc.gov with any questions or concerns.

Thank you,
CDC OneLab

II. Reminder email asking users to take the OneLab REACH User Experience Survey

To: OneLab REACH Members

From: OneLab REACH

Title: CDC OneLab REACH User Experience survey

Attachments: N/A

CDC OneLab™ REACH Members,

This is a reminder to please complete the CDC OneLab REACH user experience survey below if you have not already. The last day to complete the survey is [DATE].

Your feedback is essential to us as we develop resources that are customized to meet your most pressing training and education needs. Please feel free to email OneLab@cdc.gov with any questions or concerns.

Thank you,
CDC OneLab

III. Thank you email for those who have taken the OneLab REACH User Experience Survey

To: OneLab REACH Members who have completed the user experience survey

From: OneLab REACH

Title: Thank you for completing the CDC OneLab REACH user experience survey

Attachments: N/A

Hello,

Thank you for completing the CDC OneLab™ REACH user experience survey. The information you provided is incredibly important to us, and we look forward to using your feedback to improve our services and meet the training and education needs of our community.

Thank you,
CDC OneLab

IV. SSU and Mini Lesson/Job Aid Surveys

For the SSU and Mini Lesson/Job Aid surveys, the prompts to complete these surveys will live on the REACH platform and not be emailed to OneLab members.

SSU Prompt

For users with existing REACH accounts, the SSU prompt will be served on REACH on the first day that users sign on after the implementation of the survey has begun. Users will not be able to access REACH until they have completed the SSU. However, completing the SSU is completely voluntary.

For users creating new REACH accounts, the SSU prompt will be served as they create their new REACH account.

Mini Lesson/Job Aid Prompts

These surveys will live on the Mini Lesson/Job Aid pages and can be accessed using a “Give Feedback” button.