

Attachment A - Email Scripts and Reminders

Email engagement script

[From]: Social and Scientific Systems, Inc. regarding the Customer Satisfaction Assessment for the NIH/NIAID Extramural Policy and Procedure Information and Knowledge Dissemination (EPPIKD) Program [Dedicated mail box address]

[Subject Line]: Invitation to share your thoughts about the NIH/NIAID knowledge management resources for extramural grants

[Body of email]:

On behalf of the NIH National Institute of Allergy and Infectious Diseases (NIAID), we would like to invite you to complete a brief Customer Satisfaction Survey for the Extramural Policy and Procedure Information and Knowledge Dissemination (EPPIKD) Program.

You have been invited to share your thoughts on NIAID grants-related resources—information, tools, and services--because of your interest in NIAID grants information. By completing this brief survey you will provide NIAID with critical feedback from your perspective as a user of NIAID grants-related resources. This survey will take approximately 15 minutes to complete. Your input will help NIAID improve and target its resources for the NIH staff and for the external scientific, professional, and lay communities.

The assessment will include questions about:

- The NIAID grants information, tools, and services you use in your work
- How you typically search for and access NIAID grants information
- Challenges you may have experienced when seeking NIAID grants information
- Your preferences for NIAID grants resources, and for gaining access to these
- Your priorities for future enhancements or improvements to NIAID grants resources

Please click on this secure link [LINK] today to obtain information to participate in the assessment. A Password will be sent to you in a separate email. Your responses will be kept private to the extent permitted by law, and will help NIAID improve and target its resources for the scientific, professional, and lay communities.

If you have any questions or issues as you complete this survey you may contact [SSS Customer Satisfaction Assessment Team member] at [email address or toll-free phone number]. If you would like more information about the NIAID EPPIKD Program, please contact [NIAID EPPIKD Project Team member] at [email address].

Thank you in advance for your participation. Your opinion is valuable to us!

The Social & Scientific Systems, Inc.
Customer Satisfaction Assessment Team
Silver Spring, MD 20910

Email with Password

Recently you may have received an email from Social & Scientific Systems, Inc. (SSS), on behalf of the National Institute of Allergy and Infectious Diseases (NIAID), inviting you to participate in a customer satisfaction survey to assess grants-related knowledge management needs.

This email contains the password that you will need to access the survey:

XXXXX

This survey offers an opportunity for you to share your experience with NIAID grants information, tools and services.

The survey should take about 15 minutes to complete. Your participation is entirely voluntary, and your responses will be kept private to the extent permitted by law.

We appreciate your participation in this important effort!

The Social & Scientific Systems, Inc.
Customer Satisfaction Assessment Team
Silver Spring, MD 20910

Reminder email

Recently you were invited to participate in a customer satisfaction survey to assess grants-related knowledge management needs.

If you have already completed the survey, thank you for your participation. There is no need for you to access the survey again.

If you have not had a chance to complete the survey, we would appreciate your participation in this important assessment. The survey should take approximately 15 minutes to complete. Your participation is entirely voluntary, and your responses will be kept private to the extent permitted by law.

To participate in the survey, please click on the link below:

[\[LINK TO SURVEY\]](#)

Please submit your survey responses by [\[DATE\]](#).

The survey is being conducted on behalf of the National Institute of Allergy and Infectious Diseases (NIAID), we would like to invite you to complete a brief Customer Satisfaction Survey for the Extramural Policy and Procedure Information and Knowledge Dissemination (EPPIKD) Program.

The results of this effort will provide NIAID with critical feedback about NIAID grants-related resources. Your input will help NIAID improve and target resources for the scientific, professional, and lay communities.

Thank you in advance for your cooperation. If you have any questions regarding the survey or if you do not have your password, please send an email to [\[SSS Customer Satisfaction Assessment Team member email address\]](#).

Sincerely,

The Social & Scientific Systems, Inc. Customer Satisfaction Assessment Team
Silver Spring, MD 20910