

CalSAWS | Information Transmittal (CIT)

ATTACHMENT: LA COUNTY EMAIL TEMPLATES

EMAIL TEMPLATE: Initial Survey Distribution (*send by September 1, 2021*)

Dear [Name/Title],

Please complete the following survey developed by the CalSAWS Portal/Mobile Team to understand staff's perception of the customer self-service portal YourBenefitsNow. The survey is anonymous and will take less than 10 minutes to complete.

Survey link: [REDACTED]

The findings of the survey will be used to identify opportunities for continuous improvement to the customer portal.

Please complete the survey by September 17, 2021.

Thank you,

EMAIL TEMPLATE: Reminder to complete survey (*send by September 13, 2021*)

Dear [Name/Title],

As a reminder, please complete the following survey developed by the CalSAWS Portal/Mobile Team. The survey is anonymous and will take less than 10 minutes to complete.

Survey link: [REDACTED]

The last day to complete the survey is September 17, 2021.

Thank you,