

Talking Points for Informing Employer of Second (or Third) Survey

After the sub-grantee delivers the first survey to the employer contact, it will need to monitor the e-mails from COG's vendor, Dataprep, to determine if the survey has been completed. Dataprep will be sending an e-mail each week to all sub-grantees and grantees listing the survey numbers, in order, of all completed surveys received to date. Sub-grantees will need to monitor the e-mail lists for three weeks after delivering the first survey to determine if a second survey is required. If the survey number does not appear on the list during these three weeks, the sub-grantee should call the employer contact to alert the contact that a second survey is coming. (If and when a third survey is required, the same talking points should be used, with the appropriate modification.)

When calling the employer contact, the sub-grantee must make the following points:

- You may recall that I gave you a customer survey when I met with you a few weeks ago.
- The vendor that is conducting the survey for the Department of Labor informed us that your response has not been received.
- I will be mailing you another copy of the survey today.
- I'd appreciate it if you would take a few minutes to complete it. Your feedback is very important to us. It will help us improve the quality of the service we provide to employers.
- Thank you for your assistance.

NOTE: Third surveys are not required at this time.