



VISITOR FEEDBACK SURVEY

8/31/2023

SURVEY QUESTIONS (required unless noted otherwise)

1. I would use this resource again and/or recommend it to others: Yes, No, N/A
2. I feel better able to handle my issue/concern following my experience with the ombuds: Yes, No, N/A
3. What I would have done regarding my issue if the [program name] was not available: Open text
4. The most valuable part of my experience with the [program name] was (optional): Open text
5. Additional comments or feedback (optional): Open text

Demographics (all optional, with drop-down menus tailored to company categories)

Providing demographic identifiers will help us better understand groups impacted within the organization and further the organization's goals around equity and inclusion by sharing aggregated information with leadership.

6. Gender
7. Age
8. Race/Ethnicity

Additional conditional questions if "no" is selected for "I would use this resource again and/or recommend it to others."

9. I would be interested in discussing my experience using the [ombuds resource or PROGRAM NAME] with a manager of the ombuds team: Yes, No
10. I would be interested in speaking with a different ombuds about my situation: Yes, No
11. (Conditional if "yes" is selected for either 1 or 2 above.) If you selected yes for either of these questions, you will be contacted by a member of MWI. Please provide your preferred phone number or email address (required): Open text

INITIAL MESSAGING

Email

Dear [Visitor First Name],

Thank you for contacting the [ombuds resource or Program Name]. We hope you found the resource helpful. As we close your case, we would appreciate it if you would answer the following questions about your experience. Please know that your identity will be kept private.

[Click here to begin survey](#)

We appreciate you taking the time to complete the survey and for the opportunity to work with you. If you have questions about this case or another matter, please don't hesitate to reach out again.

Sincerely,

[Ombuds Full Name]

[Ombuds Email]

[Client Name, Ombuds Resource or Program Name] Team Member

The [ombuds resource or Program Name] is a confidential, impartial, informal, and independent resource that adheres to the [International Ombuds Association's Standards of Practice and Code of Ethics](#). Communication with the [ombuds resource or Program Name] is off-the-record and does not constitute notice. Please help keep communications confidential and private by limiting what information is shared via email. This message may contain confidential and/or privileged information. If you have received this message in error, please let me know by replying to this e-mail and then delete this message. Thank you.

Text - From (857) 557-5669

Please find a link to a confidential survey to share your experience with the [ombuds or program name] resource now that your case is closed - [LINK]

Email Follow-Up After 15 Days with No Response:

Dear [Visitor First Name]

Thank you for contacting the [ombuds resource or Program Name]. This is a follow-up email requesting that you respond to the questions below. Please know that your identity will be kept private.

[Click here to begin survey.](#)

Thanks for taking the time to complete the survey and for the opportunity to work with you. If you have questions about this case or another matter, please don't hesitate to reach out again.

Sincerely,

[Ombuds Full Name]

[Ombuds Email]

[Client Name, Ombuds Resource or Program Name] Team Member

The [ombuds resource or Program Name] is a confidential, impartial, informal, and independent resource that adheres to the [International Ombuds Association's Standards of Practice and Code of Ethics](#). Communication with the [ombuds resource or Program Name] is off-the-record and does not constitute notice. Please help keep communications confidential and private by limiting what information is shared via email. This message may contain confidential and/or privileged information. If you have received this message in error, please let me know by replying to this e-mail and then delete this message. Thank you.

Text Follow-Up After 15 Days with No Response:

Please find a link to a confidential survey to share your experience with the [ombuds or program name] resource now that your case is closed - [LINK]