**Template of Email Text for Casework Satisfaction Survey**

**How am I doing?**

As your [Representative/Senator], it is an honor and a privilege to be able to represent and serve you. One of the ways my staff and I do that is through “casework,” or assisting residents of [DISTRICT/STATE] with issues or problems they may be having with a federal agency. To ensure my staff and I are doing the best we can to fulfill this responsibility, I invite you to take a few minutes to compete our Casework Satisfaction Survey [INSERT LINK].

The information you provide is confidential and will be used to help me and my staff better serve the people of [DISTRICT/STATE]. If you have any questions or if we can be of additional assistance, please contact my office at [PHONE NUMBER] or visit my website at [URL].

In your service,

[SIGNATURE]

[NAME OF MEMBER]

[POSITION]

**Template of Questions for Casework Satisfaction Survey**

Please indicate your level of agreement with the following statements.

1. [Member/Senator’s] staff were professional and courteous.

Strongly Disagree

Disagree

Neutral/Neither Agree Nor Disagree

Agree

Strongly Agree

Don’t Know/No Opinion

1. [Member/Senator’s] staff were responsive to my inquiry.

Strongly Disagree

Disagree

Neutral/Neither Agree Nor Disagree

Agree

Strongly Agree

Don’t Know/No Opinion

1. My issue/casework involved the following:

A State level agency

A Federal Agency (please specify which one):

1. How likely are you to recommend other constituents to contact [Member/Senator’s] office if they had a similar concern or request?

Very Likely

Likely

Neutral/Neither Likely nor Unlikely

Unlikely

Very Unlikely

Don’t Know/No Opinion

1. How would you rate your overall satisfaction with your experience with [Member/Senator’s] office?

Very Satisfied

Satisfied

Neutral/Neither Satisfied nor Unsatisfied

Unsatisfied

Very Unsatisfied

Don’t Know/No Opinion

1. Do you have any additional comments or suggestions on how my staff and I can best serve you?

1. If you would like us to follow-up with you about your experience, please provide your contact information:

First Name

Last Name

Street Address 1

Street Address 2

City

State

Zip Code

Telephone

Email Address

Thank you for answering these questions and letting me and my staff know of your experience with my office. If you need additional assistance, want to share your opinion on public policy or legislation, or would like to sign up for my email newsletter, please visit [URL].