



PHSS – Digital Survey Script

PAPERLESS SURVEYS: Instructors should follow this script at the end of all Work Place Safety (Lay Responder) and Health Care & Public Safety (Professional Rescuer/BLS) classes since all students will receive invitations to participate in surveys online.

REGULAR PAPER SURVEYS - Instructors should continue to issue paper surveys in the following classes:

- Advanced Childcare, Babysitting Training, Lifeguarding and Team First Aid Exercises
- Full Service Classes where the students do not provide their emails

Script for Lay & Pro/BLS Paperless Survey Announcement

Thank you all for attending the class today. The American Red Cross relies on honest customer feedback so that we can improve our products, ensure high quality instruction and measure the outcomes you have experienced from the class.

In the next **[24 hours for community classes / 3 days for Full Service Classes]** you will receive an email asking you to take a brief survey. The survey will only take you 3 minutes to complete. It's important to the American Red Cross and to me that each of you please fill-out the survey.

The survey will ask you for some information that will help identify what class you took.

Please take a moment to write this down:

- **Four Digit Location Code:** [This is your Territory Code]
- **Course Offering Code (8-digits):** [This identifies this specific class – located on the Roster or in WhenToWork for Community and Full Service Blended Learning classes. If course is Full Service, and not Blended Learning, students should leave blank.]

Available on Mobile Right now and on-demand:

For those of you willing to take the survey now using your mobile device, the sites are provided on your handouts.

Thank you in advance for taking a few moments to let us know how we are doing.