# Template email to support the collection and maintenance of contact details

It is essential that all communications about Graduate Outcomes carry the logo to ensure familiarity and brand awareness to support response rates. Visit the [HESA website](https://www.hesa.ac.uk/innovation/outcomes/providers/communications) to access logos and other resources. These are available in dual language in primary and secondary format.

A close up of a sign

Description automatically generated

Annwyl [first name],

Cafodd arolwg cenedlaethol i gael gwybod am weithgareddau a safbwyntiau graddedigion, a elwir yn [**Hynt Graddedigion**](https://cy.graduateoutcomes.ac.uk/), ei lansio ym mis 2018 ac yw arolwg cymdeithasol blynyddol mwyaf y DU.

Mae arnom angen eich ymatebion i'r arolwg hwn er mwyn caniatáu i fyfyrwyr presennol a myfyrwyr y dyfodol wneud dewisiadau gwybodus ac i'n helpu ni i werthuso a hyrwyddo ein cyrsiau. Dylai'r arolwg ond gymryd tua 10 munud i'w gwblhau ar-lein a gallwch ei gwblhau ar bob dyfais.

[Optional paragraph: outline why it’s particularly vital that your provider receives their response.]

**Byddwch yn rhan o'r darlun**

Byddwch yn derbyn gwahoddiad dros e-bost gan [providername]@graduateoutcomes.ac.uk oddeutu 15 mis ar ôl i chi gwblhau eich cwrs gyda ni. Efallai y byddwch hefyd yn derbyn negeseuon testun gan ‘GradOutcome’ a galwadau fel eich bod yn gallu cael help i gwblhau'r arolwg dros y ffôn. Cadwch lygad allan am y rhyngweithiadau hyn gennym ni a'r tîm Hynt Graddedigion.

[If this is being used as a warm up email 1/2 weeks prior to the start of the contact period, make them aware they will receive an email “next week” or “in the next few weeks”.]

**Diweddarwch eich manylion cyswllt!**

I gefnogi'r arolwg, gofynnir i ni gadw manylion cyswllt personol cywir amdanoch fel y gall y tîm Hynt Graddedigion gysylltu â chi'n uniongyrchol i gael eich ymateb i'r arolwg. Rhaid i'r manylion hyn gynnwys cyfeiriad e-bost personol, o leiaf un rhif ffôn uniongyrchol ar eich cyfer, a chyfeiriad post eich cartref (gall hwn fod yn gyfeiriad rhiant/gwarcheidwad).

Er mwyn sicrhau y gellir cysylltu â chi ynghylch yr arolwg, byddem yn ddiolchgar iawn pe gallech chi adolygu a diweddaru'r manylion cyswllt personol sydd gennym amdanoch nawr. Mae hyn yn arbennig o bwysig pan allai'r manylion sydd gennym fod yn rhai hen, e.e. pan fyddwch wedi symud neu heb fynediad mwyach at gyfeiriadau e-bost/ffonau symudol/ffonau llinell dir a oedd yn cael eu rhannu.

[Insert details of how students are able to review/amend details]

[Provider to link to their own privacy information]

**Ynglŷn â'r arolwg**

Bydd yr arolwg yn cael ei gyflwyno gan y tîm Hynt Graddedigion, sy'n rhan o'r Higher Education Statistics Agency (HESA), ar ran cyrff cyllido a rheoleiddio addysg uwch a darparwyr addysg uwch. Mae'r cyrff cyllido a rheoleiddio yn comisiynu'r arolwg Hynt Graddedigion ac yn gofyn i HESA a darparwyr addysg uwch gydweithio i gyflwyno'r arolwg. Mae HESA wedi cyhoeddi [gwybodaeth breifatrwydd am sut bydd eich manylion cyswllt yn cael eu defnyddio](https://cy.graduateoutcomes.ac.uk/privacy-info).

Os oes gennych unrhyw gwestiynau neu bryderon, cysylltwch â [Insert details of relevant contact in your provider].

Diolch a chofion gorau,

[Insert sign off]

## Notes for providers

We have drafted this email to support your communication activity. You are welcome to write your own email instead, or make major or minor tweaks to our suggested email.

When drafting the email, it is important that you familiarise yourself with the [Data protection guidance](https://www.hesa.ac.uk/innovation/outcomes/providers/data-protection) we’ve published, and note the [actions and implications for HE providers](https://www.hesa.ac.uk/innovation/outcomes/providers/data-protection-actions).

We advise that you contact graduates to verify their contact details when they complete their course, 6 months after course completion, and then again 12 months after course completion. It’s also advised that you make specific reference to the Graduate Outcomes survey as the reason for the requirement for updated contact details. This will ensure where graduates have supplied shared contact details or those for a third party, they are fully aware that their survey will be sent to these contact details. View further guidance on the roles and responsibilities of providers in the [collection and maintenance](https://www.hesa.ac.uk/innovation/outcomes/providers/responsibilities/collect) of accurate personal contact details. Please visit the [suggested graduate contact plan](https://www.hesa.ac.uk/innovation/outcomes/providers/communications/suggested-graduate-contact-plan) for more information and timescales.

This will ensure you have accurate personal information for the purposes of the survey, increasing the likelihood of receiving a response. If you are planning to use your graduates’ contact details for other purposes, or if you are planning to ask additional questions in the Graduate Outcomes survey, you should make this clear in your email.