

## 2007 Customer Satisfaction Survey-NCCC PROJECT SPONSORS

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### Introduction

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INTRO1. Hello, we are conducting research about the degree to which AmeriCorps NCCC (NCCC) project sponsors are satisfied with services provided by NCCC and the Corporation for National and Community Service (the Corporation). Hello, my name is \_\_\_\_\_ calling from \_\_\_\_\_ on behalf of AmeriCorps NCCC and the Corporation. May I please speak with \_\_\_\_\_?

- |    |                      |                                    |
|----|----------------------|------------------------------------|
| 1  | Yes                  | (Continue to INTRO2)               |
| 2  | Person not available | (Schedule a callback)              |
| 3  | No such person       | (See below)                        |
| 99 | Refusal/Hung Up      | ("Thank you and have a nice day!") |

[If "no such person"] The purpose of this research is to help improve services to your organization and others like it. Would it be possible for me to speak with the NCCC Project Sponsor? [capture name, continue with interview from INTRO1a if possible]

(Programmer instructions: Read when the person named in INTRO1 comes to the phone)

INTRO1a. **Hello, we are conducting research about the degree to which AmeriCorps NCCC (NCCC) project sponsors are satisfied with services provided by NCCC and the Corporation for National and Community Service (the Corporation).** Hello, my name is \_\_\_\_\_ calling from \_\_\_\_\_ on behalf of AmeriCorps NCCC and the Corporation. The purpose of this research is to help improve services to your organization and others like it. This survey is being conducted both by phone and on the internet. Do you recall receiving an invitation to take the survey on-line?

- 1 Yes [skip to INTRO1a1]
- 2 No [skip to INTRO1a.B]

INTRO1a1 Would you like to take the survey with me right now over the phone? The survey should take about 8-10 minutes to complete.

- a) Will take online [thank and terminate]
- b) IF RESPONDED NO TO INTRO1A. Would like to take on-line [capture email address for invitation and thank]
- c) Phone (skip to INTRO2)
- d) Do not plan to participate [thank and terminate]

INTRO2. When responding, please answer on behalf of the collective experiences of your organization, from your current project year to the present. If the survey asks about experiences that you are not that familiar with, please--feel free to ask a colleague for assistance. We want and need to hear from you. In doing so, it is important that the survey is completed in its entirety.

Responses to this data collection will be used only for purposes of this research. The reports prepared for this study will summarize findings across the sample and will not associate responses with a specific organization or individual. We will not provide information that identifies individuals to anyone outside the study team, except as required by law. This interview is authorized by Office of Management and Budget Control No. 1505-0191. Is this a good time?

- 1 Yes (Continue)
- 2 No "Can we schedule a time that is more convenient for you?"

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### APPLICATION PROCESSES (Do not read)

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Please consider only your organization's experience as a NCCC Project Sponsor, and not with any other programs with which your organization may be affiliated.

These first series of questions relates to the official process that organizations go through to apply to receive AmeriCorps NCCC teams. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", please rate the application processes on:

- Qapp1. Ease of obtaining the service project application guidelines and forms
- Qapp2. Clarity of the instructions and application forms
- Qapp3. Timeliness of information about the application process
- Qapp4. NCCC's assistance in helping you prepare your application or develop your project proposal
- Qapp5. Amount of time it takes to complete the application

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### PROJECT APPLICATION REVIEW AND APPROVAL PROCESS (Do not read)

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Now please think about the AmeriCorps NCCC processes for reviewing and approving sponsor applications. Using the same 1 to 10 scale, please rate:

- Qpar1. How well the NCCC Project Staff kept your project informed of the status of applications
- Qpar2. The fairness of the sponsor approval process
- Qpar3. The timeliness of being notified of approval decisions
- Qpar4. The reasonableness of sponsor requirements and provisions
- Qpar5. The ease of the service project negotiation and revision process
- Qpar6. General/Open-Ended: What could NCCC do to improve the NCCC Service Project Sponsor Application process?

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### ORIENTATION AND TECHNICAL ASSISTANCE (Do not read)

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The next set of questions relate to the AmeriCorps NCCC processes for orienting and providing technical support to recently approved sponsors.

- Qtta1. How was your organization oriented to its role as a NCCC Project Sponsor?  
(select all that apply)
  - Electronic Mail
  - Other internet and web-resources
  - Phone Consultations
  - Site Visits
  - Printed Materials

Thinking about the orientation and technical assistance provided to Project Sponsors overall, and using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", please rate:

- Qtta2. The usefulness of the orientation, technical assistance and other materials NCCC provides
- Qtta3. Relevance of the topics covered

- Qtta 4. General/Open-Ended: What can NCCC do to improve the orientation and technical assistance provided to Project Sponsors?

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### PROJECT DEVELOPMENT AND MANAGEMENT (Do not read)

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Now please think about AmeriCorps NCCC processes for developing projects, deploying teams and monitoring projects.

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate:  
the extent to which NCCC staff have been effective in helping you :

- Qpm1 Prepare for an NCCC project
- Qpm2 Implement the work plan

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- Qpm3 Address and adapt to changes in the project between time of award and NCCC Team arrival  
Qpm4 Resolve project challenges  
Qpm5 Address and resolve NCCC member performance issues

- Qpm6 Once your project was approved to receive an NCCC team, were you visited by an NCCC staff member before the arrival of the team?  
 Yes  
 No (Skip to QPm8)

If yes, Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the following:

Qpm7. the usefulness of the pre-site visit

- Qpm8 Once the NCCC team arrived at your project, were you visited by an NCCC staff member?  
 Yes  
 No (Skip to Qpm10)

If yes, Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the following:

Qpm9. the usefulness of the mid-site visit

Qpm10: Do you have any additional comments regarding either the pre-site visit or mid-site visit?

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### STAFF SUPPORT (Do not read)

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Now, please think of your project's interactions with staff with whom you work with during the planning and implementation phases of the project.

#### **NCCC Team Leaders**

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate:

- Qss1. The overall effectiveness of the Team Leader in managing the NCCC team  
Qss2. The Team Leader's knowledge of AmeriCorps NCCC requirements  
Qss3. The courteousness of the Team Leader  
Qss4. The Team Leader's responsiveness to your inquiries and concerns

#### **NCCC Staff (not including NCCC Team Leaders)**

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate:

- Qss5. The ease of knowing which NCCC Staff to contact with questions or concerns  
Qss6. The availability of NCCC Staff  
Qss7. The NCCC Staff's knowledge of AmeriCorps NCCC requirements  
Qss8. The courteousness of NCCC Staff  
Qss9. The timeliness of Their response to inquiries and concerns  
Qss10. Their sharing of information about effective practices

Qss11. With which of the following NCCC staff has your organization directly interacted? (select all that apply)

- NCCC Unit Leader  
 NCCC Assistant Program Director  
 NCCC Service Learning Coordinator  
 NCCC Region Director  
 Other (do not include NCCC Team Leader) list: \_\_\_\_\_  
 Don't Know

Qss11a **If yes to NCCC Unit Leader**, Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate:

Qss12 Responsiveness of Unit Leader

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- Qss13 The courteousness of the Unit Leader  
Qss14 Unit Leaders guidance in helping you to adapt to/solve project changes  
Qss15 Effectiveness of Unit Leader in helping you resolve project challenges or address project changes

**If yes to NCCC Assistant Program Director**, Using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, how would you rate:

- Qss16 Responsiveness of the Assistant Program Director  
Qss17 The courteousness of the Assistant Program Director  
Qss18 Assistant Program Director’s guidance in helping you prepare for an NCCC project  
Qss19 Effectiveness of Assistant Program Director in preparing you for an NCCC project

Qss19a. Open-Ended: If you have additional comments regarding the quality of your interactions with any NCCC staff, please note them.

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### PERFORMANCE INDICATORS (Do not read)

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Qout1. Overall, to what extent, if at all, were the projects completed by NCCC teams successful in meeting the project’s objectives?

- A large extent (skip to Qout2)
- A moderate extent (skip to Qout2)
- A small extent
- Not at all successful
- (Don’t Know) Not Applicable (skip to Qout2)

Qout1a. Why do you believe they fell short of their goals?

Qout2. To what extent, if at all, did the NCCC teams help your project leverage additional volunteers?

- A large extent
- A moderate extent
- A small extent
- Not at all successful
- (Don’t Know) Not Applicable

Qout3. To what extent, if at all, did the NCCC teams increase the number of persons served (such as by expanding existing programs or services or offering new programs or services)?

- A large extent
- A moderate extent
- A small extent
- Not at all successful
- (Don’t Know) Not Applicable

Qout5. To what extent, if at all, did the NCCC teams help your organization increase involvement with other organizations, for example by building or increasing involvement in collaborative efforts?

- A large extent
- A moderate extent
- A small extent
- Not at all successful
- (Don’t Know) Not Applicable

Qout6 On average, to what extent, if at all, did the support provided by NCCC (including the Campus) and the Corporation enhance your project’s ability to provide services?

- A large extent (skip to Qout5)
- A moderate extent (skip to Qout5)
- A small extent
- Not at all successful

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Qout6a. What additional support could have been provided?

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### ACSI BENCHMARK QUESTIONS (Do not read)

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Qbmk1. Again, thinking of your experiences only as a NCCC Project Sponsor, and using a 10-point scale on which “1” means “very dissatisfied” and “10” means “very satisfied,” how satisfied are you with NCCC (including the Campus) and the Corporation’s programs and services?

Qbmk2. Using a 10-point scale on which “1” now means “falls short of your expectations” and “10” means “exceeds your expectations,” to what extent have NCCC (including the Campus) and the Corporation’s programs and services fallen short of or exceeded your expectations.

Qbmk3. Forget for a moment your experience as a Project Sponsor of NCCC. Now, imagine what an ideal institution allocating volunteer resources would be like. How well do you think the resources received as a Project Sponsor of NCCC compare with that ideal institution you just imagined?

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### CLOSING (Do not read)

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Qbmk4 If the opportunity/need arose, would you submit another NCCC Service Project Application?

- Yes (SKIP TO CLOSING1)
- No

Qbmk5 If no, please explain why you would not submit another NCCC Service Project Application.

CLOSING1Those are all the questions I have for you today. Do you have any other comments you’d like to make about how NCCC, (including the Campus) and the Corporation, can better support your organization?