

## 2007 Customer Satisfaction Survey-Senior Corps Project Directors

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### INTRODUCTION

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INTRO1. Hello, we are conducting research about the degree to which Senior Corps grantees are satisfied with services provided by Senior Corps and the Corporation for National and Community Service (Corporation). My name is \_\_\_\_\_ calling from \_\_\_\_\_ on behalf of Senior Corps and the Corporation for National and Community Service. 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 Senior Corps project director? [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 Senior Corps grantees are satisfied with services provided by Senior Corps and the Corporation for National and Community Service (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 INTRO1a1.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 the 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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### DEMOGRAPHIC QUESTIONS (Do not read)

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

- DEM1 How long have you served in the capacity as a Senior Corps Project Director?
- Less than one year
  - One-two years
  - Two-five years
  - Five-ten years
  - More than ten years

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### APPLICATION PROCESSES (Do not read)

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I'd like to start by asking you about the process that organizations go through to apply to become a Senior Corps Project. For this series of questions, please think only of the application process itself. We will ask technology and eGrants related questions later in the survey. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", please rate the Corporation's application process on the:

- APP1 Ease of obtaining the application instructions and accessing the forms  
APP2 Timeliness of the posting of information about the application/renewal process  
APP3 Clarity of the application instructions  
APP4 Amount of time it takes to complete the application  
APP5 Technical guidance on the Application process provided by a State Office representative

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### APPLICATION REVIEW, APPROVAL, and AWARD PROCESS (Do not read)

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Now please think about the Corporation's process for reviewing grant applications and making awards. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", please rate:

- ARAP1 How well were you informed of the status of submitted applications?  
ARAP2 The fairness of the grant approval process  
ARAP3 The timeliness of being notified of approval decisions  
ARAP4 The reasonableness of grant requirements  
ARAP5 The ease of the negotiation and revision process  
ARAP6 The timeliness of receiving your grant award  
ARAP7 General/Open-Ended: What could be done to improve the process of applying to become or renewing status as a Senior Corps project?

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### STATE OFFICE STAFF (Do not read)

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Now please think about the Corporation's State Office Staff (or "State Office Staff Person") with whom your project has interacted with. First, please consider the quality of your project's interactions with the State Office Staff (or "State Office Staff Person") considering their knowledge of VISTA requirements and their timeliness of response.

STF1 Does your Senior Corps project interact with the State Office Staff (or "State Office Staff Person")?

- Yes
- No (Skip to PMR1)

STF2 On average, how long does it take for the State Office Staff (or "State Office Staff Person") to respond to your organization's phone calls and e-mails?

- Within 1 business day
- Within 3 business days
- Within 1 week

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- Within 2 weeks
- More than 2 weeks

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

- STF3 The availability of the State Office Staff Person (or “State Office Staff Person”)  
STF4 The State Office Staff’s (or “State Office Staff Person”) knowledge of Senior Corps requirements  
STF6 The courteousness of the State Office Staff (or “State Office Staff Person”)  
STF7 The timeliness of the State Office Staff’s (or “State Office Staff Person”) response to inquiries and concerns  
STF8 How well the State Office Staff (or “State Office Staff Person”) shares information about effective practices  
STF9 The effectiveness of a State Office Staff (or “State Office Staff Person”) in helping your Senior Corps project meet its needs/requirements.

Now please think of the support you have received from your State Office Staff person related to your fiscal management needs (such as support received when preparing your budget).

Using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, how would you rate the following,

- STF12 The State Office’s knowledge of fiscal management requirements for Senior Corps.  
STF13 The effectiveness of the State Office in helping you meet your fiscal management requirements.  
STF14 The courteousness of State Office when handling your fiscal management requirements  
STF15 The timeliness of the State Office’s response to inquiries and concerns when handling your fiscal management requirements

- STF16 In the past 12 months, has your project been visited by a State Office person?  
 Yes  
 No (Skip to STF19)

Using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, how would you rate the following?

- STF17 The clarity of purpose for the visit  
STF18 The feedback provided as a result of the site visit

STF19 Open-Ended: If you have any additional comments regarding the quality of your interactions with the State Office, please note them.

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### GRANTS MANAGEMENT (Do not read)

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Now please think about your organizations interactions with a Grants Officer (INTERVIEWER: THE GRANTS OFFICER COULD BE FROM THE OFFICE OF GRANTS MANAGEMENT LOCATED IN DC OR THE Field FINANCIAL MANAGEMENT CENTER, LOCATED IN PHILADELPHIA, PA FORMERLY KNOWN AS THE SERVICE CENTER) as a Senior Corps project.

GM1. Do you or someone in your organization interact with a Corporation’s Grants Officers from the Office of Grants Management (Washington, DC) or with those in the Field Financial Management Center (Philadelphia, PA, formerly called Service Centers)? (Rotate yes/no)

- Office of Grants Management, Headquarters
- Field Financial Management Center
- Both
- Neither (skip to PMR1)

GM2. On average, how often do you interact with your Grants Officer?

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Daily  
Weekly  
Monthly  
Annually  
Less than once a year  
Can't remember the last time

GM3. On average, how long does it take your Grants Officer to acknowledge receipt of your email or telephone question (by [providing an answer or](#) informing you about a timeline for which you will receive a response to your question)?

Within 1 business day  
Within 3 business days  
Within 1 week  
Within 2 weeks  
More than 2 weeks

GM4. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate:

Your Grants Officer's knowledge of [Senior Corps ] fiscal and administrative requirements

The courteousness of your Grants Officer

The timeliness of your Grants Officer's resolution to your questions and concerns

The explanation received from your Grants Officer when requesting financial information from you or bringing a financial problem to your attention

Your Grants Officer's expertise regarding the Corporation's grant management policies and government-wide federal grant requirements

The effectiveness of your Grants Officer in helping you meet your fiscal requirements as a [Learn & Serve America] grantee

GM5. Using a scale of 1 to 10, where 1 is "does not meet my needs" and 10 is "fully meets my needs, how would your rate:

Provisions and/or terms and conditions provided with a grant award

The frequency that your Grants Officer proactively checks in with you and your organization

The availability of you Grants Officer (including availability during conferences and training events, and for on-site monitoring)

GM6. The following question should be completed by the person responsible for submitting your Financial Status Report (FSR). If this person is not available to complete these questions please consult with him or her. Using a scale from 1 to 10, where 1 is "does not meet my needs" and 10 is "fully meets my needs", how would you rate the following?

How well you were informed about your FSR due date(s)

Ease of knowing who to contact with questions/concerns about the FSR

The clarity of instructions regarding completing the FSR

Your Grants Officer's responses to questions regarding the FSR

Helpfulness of feedback regarding your FSR

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### REVIEW PROCESSES (Do not read)

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Now, please think about the Corporation's process for monitoring and providing feedback to grantees, considering the Project Progress Reports, the Financial Status Reports, and the Project Profile and Volunteer Activity.

- PMR1 Has your project completed and submitted the Project Progress Report (PPR)?
- Yes
  - No (Skip to PMR7)
  - Not Applicable (Skip to PMR7)

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the following? For this series of questions please think only of the Project Progress Report (PPR) itself. We will ask technology and eGrants related questions later in the survey.

- PMR2 The ease of knowing who to contact with questions or concerns about the Project Progress Report
- PMR3 The clarity of instructions regarding the Project Progress Report
- PMR4 The ease of preparing the Project Progress Report
- PMR5 The amount of time it takes to complete the Project Progress Report
- PMR6 The feedback provided as a result of information shared in the Project Progress Report

- PMR7 Has your project completed and submitted the Financial Status Report (FSR)?
- Yes
  - Not Applicable (Skip to PMR12)

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the following? For this series of questions please think only of the Financial Status Report (FSR) itself. We will ask technology and eGrants related questions later in the survey.

- PMR8 The ease of knowing who to contact with questions or concerns about the Financial Status Report
- PMR9 The clarity of instructions regarding the Financial Status Report
- PMR10 The ease of preparing the Financial Status Report
- PMR11 The amount of time it takes to complete the Financial Status Report
- PMR12 Has your project completed and submitted the Project Profile and Volunteer Activity (PPVA)?
- Yes
  - No (Skip to PMR18)

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the following? For this series of questions please think only of the Project Profile and Volunteer Activity (PPVA). We will ask technology and eGrants related questions later in the survey.

- PMR13 The ease of knowing who to contact with questions or concerns about the Project Profile and Volunteer Activity (PPVA).
- PMR14 The clarity of instructions regarding the Project Profile and Volunteer Activity
- PMR15 The ease of preparing the Project Profile and Volunteer Activity
- PMR16 The amount of time it takes to complete the Project Profile and Volunteer Activity
- PMR17 The feedback provided as a result of information shared in the Project Profile and Volunteer Activity

PMR18 What could maximize the effectiveness of tracking progress and reporting on the performance of your Senior Corps grant? (capture verbatim response)

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**TECHNICAL ASSISTANCE RESOURCES (Do not read)**

As a Senior Corps project please now consider your organization’s experience with the Corporation’s technical assistance resources. The Corporation’s technical assistance resources include online materials such as (1) toolkits, manuals, tip sheets, or sample forms; (2) e-courses and webinars; (3) assistance delivered by the Corporation’s national training providers; (4) conferences, meetings, and trainings hosted by the Corporation; (5) and technical assistance provided by the Corporation’s program officers and state office staff.

TTA1. First, I’m going to read you a list of the Corporation’s training and technical assistance resource topic areas. Please report how often your organization required assistance or accessed resources on one of these topic areas within the past 12 months. (IF ONLINE-respond “Not aware help was available”). If you or your colleagues are aware of the Corporation’s capacity to provide you with assistance in this topic area, but do not require or need help in this area, please indicate this to the interviewer (IF ONLINE-respond " Am aware, but do not need"). INTERVIEWER: IF RESPONDENT REPORTS NOT BEING AWARE OR NO NEED, SKIP TO TTA8/RESOURCECENTER.

In the past twelve months, how often did you need help or access to resources on one or more of the following topics?	a. Not aware help was available	b. Am aware, but did not access	c. Access Weekly	d. Access 2-3 Times per Month	e. Access Once per Month	f. Access Once Every 6 Months	g. Access Less than Once Every 6 Months
1. Participant recruitment and development							
2. Performance Measurement and Evaluation							
3. Financial and Grants Management							
4. Resource and Fund Development							
5. Disability Inclusion							
6. Community engagement and strengthening							
7. using eGrants							

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8. Educational Success and Mentoring							
9. Faith-Based Community Initiatives							
10. Engaging Baby Boomers							
11. Volunteer Recruitment and Management							
12. Disaster Preparedness and Response							

<p>TTA2. Now I am going to read you back the list of the Corporation's training and technical assistance topic areas that you and your staff have needed help with or have accessed within the past 12 months. After I read them, please rate you and your project's satisfaction with the quality of the experience (did you get the help you needed, useful information, quality training, etc.) using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent" (ONLY READ IF answered TTA1.C-G).</p>	
1. eGrants	IF APPLICABLE INSERT RATING
2. Performance Measurement and Evaluation	IF APPLICABLE INSERT RATING
3. Financial and Grants Management	IF APPLICABLE INSERT RATING
4. Resource and Fund Development	IF APPLICABLE INSERT RATING
5. Disability Inclusion	IF APPLICABLE INSERT RATING
6. LEARNS: Educational Success and Mentoring	IF APPLICABLE INSERT RATING
7. Faith-Based Community Initiatives	IF APPLICABLE INSERT RATING
10. Engaging Baby Boomers	IF APPLICABLE INSERT RATING
11. Volunteer Recruitment and Management	IF APPLICABLE INSERT RATING
12. Disaster Preparedness and Response	IF APPLICABLE INSERT RATING

In the following areas, please also rate the Corporation's training and technical assistance resources, using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent" (INSERT),

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- TTA3 The ease of access to the Corporation's Training and Technical Assistance Resources  
 TTA4 The usefulness of the information provided  
 TTA5 The overall quality of your learning experience

TTA6 General Open-End: In what areas would additional training or technical assistance aid you in your role as a VISTA project? (capture verbatim response)

TTA7. General/Open-Ended: Please provide additional comments on the Corporation's training and technical assistance resources, including barriers to accessing these resources.

TTA8. The Corporation has identified 8 resources that are aimed at strengthening national service. I'm going to read you a list of these resources offered through the Resource Center. Please report how often you or your staff used these resources within the past 12 months. If you or your staff is not aware of a resource please indicate this experience to the interviewer (IF ONLINE-respond "Not aware of the resource"). If you or your staff are aware of the resource but do not use it, please indicate this experience to the interviewer (IF ONLINE-respond " Am aware, but do not use"). INTERVIEWER: IF RESPONDENT REPORTS NO EXPERIENCE, SKIP TO TECH1.)							
In the past twelve months, how often did your project use the Corporation's training and technical resources for [insert]	a. Not aware of the resource	b. Am aware, but did not use	c. Use Weekly	d. Use 2-3 Times per Month	e. Use Once per Month	f. Use Once Every 6 Months	g. Use Less than Once Every 6 Months
1. Online Courses							
2.Downloadable Online Documents (consisting of journals and articles)							
Library Items borrowed (consider books, videos and tools borrowed)							
4. The Effective practices Collection							
5. Directory of training and technical assistance providers							
6. Listing of grants and funding opportunities							
7. E-Newsletters, resource alerts							



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8. (My Improvement Plan )							
9. Email Discussion Lists (E Newsletters, Resource Alerts)							

<p>TTA9. Now I am going to read you back the Corporation's training and technical resources that you and your staff have used within the past 12 months. After I read them, please rate you and your project's satisfaction with its delivery using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent" (ONLY READ IF answered TTA1.C-G).</p>	
1. Online Courses	IF APPLICABLE INSERT RATING
2. Downloadable Online Documents (consisting of journals and articles)	IF APPLICABLE INSERT RATING
3. Library Items Borrowed	IF APPLICABLE INSERT RATING
4. Tools for effective practices	IF APPLICABLE INSERT RATING
5. Directory of training and technical assistance providers	IF APPLICABLE INSERT RATING
6. Listing of grants and funding opportunities	IF APPLICABLE INSERT RATING
7. Sample Forms/Documents (eg sample agreements, contracts, job descriptions and reporting forms)	IF APPLICABLE INSERT RATING IF APPLICABLE INSERT RATING
8. (My Improvement Plan )	IF APPLICABLE INSERT RATING
9. Email Discussion Lists (E Newsletters, Resource Alerts)	

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In the following areas, please also rate the Resource Center, using a scale from 1 to 10 (where 1 is “Poor” and 10 is “Excellent”), (INSERT),

- TTA10 The relevancy of the topics covered
- TTA11 The ease of navigation.
- TTA12 The site’s user-friendliness
- TTA13 The usefulness of information (such as printed publications grant listings, online courses and event calendars).
- TTA14 The organization of search results.

TTA15 General Open-End: In what areas could the Resource Center improve so that your role as a Senior Corps project is strengthened? (capture verbatim response)

TTA16 General/Open-Ended: Please provide additional comments about the Resource Center (including whether you or your staff experienced barriers to accessing these resources).

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### TECHNOLOGY (eGrants) (Do not read)

Please think about your use of eGrants, the online system that Senior Corps uses for grant applications, management and reporting. Using a scale from 1 to 10 where 1 is “Poor” and 10 is “Excellent”, please rate the:

- TECH1 Clarity of instructions for using eGrants
- TECH2 Effectiveness of the error messages system and computer-automated guidance during data entry
- TECH3 Timeliness of receiving notices of computer maintenance (including shutdowns/upgrades).
- TECH3 Ease of submitting applications through eGrants
- TECH4 Overall effectiveness of eGrants in capturing information required for the application
- TECH5 [IF PMR1=’Yes’] Ease of submitting the Project Progress Report (PPR) through eGrants
- TECH6 [IF PMR1=’Yes’] Overall effectiveness of eGrants in capturing information required for the Project Progress Report
- TECH7 [IF PMR7=’Yes’] Ease of submitting the Financial Status Report (FSR) through eGrants
- TECH8 [IF PMR7=’Yes’] Overall effectiveness of eGrants in capturing information required for the Financial Status Report
- TECH9 [IF PMR12=’Yes’] Ease of submitting the Project Profile and Volunteer Activity (PPVA) through eGrants
- TECH10 [IF PMR12=’Yes’] Overall effectiveness of eGrants in capturing information required for the Project Profile and Volunteer Activity
- TECH11 Ease of contacting the eGrants Help Desk or submitting an eGrants Help Desk request
- TECH12 Timeliness of response of the eGrants Help Desk
- TECH13 Quality of service received through the eGrants Help Desk

TECH14 General/Open-ended If you have any additional comments related to eGrants, please note them.

TECH 15 OTHER TECHNOLOGY TOOLS – Using a scale form 1 – 10, where 1 is “Poor” and 10 is “Excellent,” please rate the usefulness of the tools provided by the Corporation:

TECH 16 Corporation Website [www.nationalservice.gov](http://www.nationalservice.gov)

TECH 17 VISTA Website: [www.seniorcorps.gov](http://www.seniorcorps.gov)

TECH 18 My. AmeriCorps: [getinvolved.gov](http://getinvolved.gov)

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### ACSI BENCHMARK QUESTIONS

BMK1 Again, thinking only of your experiences as a Senior Corps grantee, and using a 10-point scale on which “1” means “very dissatisfied” and “10” means “very satisfied,” how satisfied are you with Senior Corp and the Corporation’s programs and services provided to you as a Senior Corps grantee?

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BMK2 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 Senior Corp and the Corporation’s programs and services provided to you as a Senior Corps grantee fallen short of or exceeded your expectations.

BMK3 Forget for a moment your experience with Senior Corps. Now, imagine what an ideal institution allocating volunteer resources would be like. How well do you think your experiences as a Senior Corps grantee compare with that ideal institution you just imagined? Please use a 10-point scale on which “1” means “not at all close to the ideal,” and “10” means “very close to the ideal.”

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### CLOSING

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CLOSE1 Do you have any other comments you’d like to make about how your experience as a Senior Corps grantees can improve its performance? [capture verbatim]

Thank you very much again for your time. Thank you for your time.