2008 Customer Satisfaction Questionnaire-Senior Corps

Introduction

INTRO1.   Hello, we are conducting research about the degree to which Senior Corps grantees are satisfied with the services provided by Senior Corps and the Corporation for National and Community Service (the Corporation). My name is _____ calling from _____ on behalf of Senior Corps. 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 your organization's 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 the services provided by Senior Corps and the Corporation for National and Community Service (the Corporation). My name is _____ calling from _____ on behalf of Senior Corps. The purpose of this research is to help improve the services provided 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]
1   No [skip to INTRO1a1.B]

INTRO1a1   Would you like to take the survey with me right now over the phone? The survey is relatively short.

a) Will take online [thank , inform them that they may periodically receive reminder emails or phone calls, and then 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 covering the last 12 months. 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.

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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?" |

Web Introduction
You recently received an electronic message from Senior Corps, inviting you to complete the 2008 Senior Corps Customer Satisfaction Survey. You can access the survey using the link listed below. Senior Corps and the Corporation for National and Community Service have utilized the survey since 2004 to better understand your experiences as a resource recipient of Senior Corps, particularly about your organization's level of satisfaction with the program's dynamics and operations.

Although participation is voluntary, your responses will help Senior Corps and the Corporation improve upon its services to your organization and others like it. The survey should take you approximately 10 minutes to complete.

When responding to the survey, please answer on behalf of the collective experiences of your organization covering the last 12 months. Please consider only your organization's experience as a Senior Corps Grantee, and not with any other programs with which your organization may be affiliated. If the survey asks about an experience that you are not that familiar with--please feel free to ask a colleague for assistance. We are very pleased about this opportunity to collaborate with you on such an important matter.

Survey Instructions
Should you encounter any technical difficulties while taking the survey, please send an email to survey@cfigroup.com and you will be contacted with assistance. When moving through the survey please use the navigation buttons (below the survey text and questions) rather than your browser's "navigation bar". After entering your responses on each page, please click on the "NEXT" button at the bottom of the page until you reach the end of the questionnaire. If you have not experienced a particular area included in the survey, please enter your response in the last column under "DK/NA" for "Don't Know" or "Not Applicable." In order for your responses to be counted, please press the "Finish" button on the final page upon completion of the survey. If you would like to speak to someone directly at the Corporation for National and Community Service about this survey, please contact….

The survey is authorized by Office and Management and Budget Control No. ____. Every effort will be made to maintain the privacy and confidentiality of respondents. Please know that your 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 or their grants and locations to anyone outside the study team, except as required by law. The confidentiality procedures adopted for this study during data collection, data processing, and analysis will consist of the items below:
•   All respondents will be assured that participation in the study is voluntary and the information they provide is confidential and will be used only for the purpose of conducting this research.
•   To ensure data security, all individuals hired by the Corporation's contractor, are held to strict standards and are required to sign an oath of confidentiality as a condition of employment.
•   Hard-copy data collection forms will be delivered to a locked area for receipt and processing. The CFI Group maintains restricted access to all data preparation areas (receipt, coding, and data entry). All data files on multi-user systems will be under the control of a database manager, with access limited to project staff on a "need-to-know" basis only.
•   Individuals identifying information will be maintained separately from completed data collection forms and from computerized data files used for analysis. No respondent identifiers will be contained in public use files made available from the study, and no data will be released in a form that identifies individual corps staff, service providers, service participants, or other survey respondents.

Thank you in advance for your participation.

DEMOGRAPHIC QUESTIONS (Do not read)

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 6 months
- ☐ 6 months to 1 year
- ☐ 1 – less than 2 years
- ☐ 2 – less than 5 years
- ☐ 5 – 10 years
- ☐ More than 10 years

APPLICATION PROCESSES (Do not read)

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 following items.

APP1   Ease of obtaining the application instructions and accessing the relevant forms
APP2   Timeliness of posting 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 staff person

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

Now please think about the Corporation's multi-step 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 the following items.

ARAP1   How well you were informed about the status of submitted applications
ARAP2   The reasonableness of grant requirements
ARAP3   The fairness of the grant review or approval process
ARAP4   The timeliness of being notified of approval decisions
ARAP5   The ease of the negotiation and revision process
ARAP6   The timeliness of receiving your grant award

STATE OFFICE STAFF (Do not read)

Now please think about the Corporation's State Office staff with whom your project has interacted.

STF1   Does your Senior Corps project interact with a State Office staff person?
- ▫ Yes
- ▫ No (Skip to OGM1)

STF11. On average, how often do you interact with a State Office staff person?
- • Daily
- • Weekly
- • Monthly
- • Annually
- • Less than once a year
- • Other

STF2   On average, how long does it take for the State Office staff person to respond to your project's phone calls and and/or acknowledge receipt of your e-mails?
- ☐ Within 1 business day
- ☐ Within 3 business days
- ☐ Within 1 week
- ☐ Within 2 weeks
- ☐ More than 2 weeks
- ☐ N/A

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the following? If your organization is not familiar with a particular experience then please respond 'N/A'.

STF3   The availability of a the State Office staff person
STF4   The State Office staff's knowledge of Senior Corps requirements
STF6   The courteousness of the State Office staff
STF7   The timeliness of the State Office staff response to inquiries and concerns
STF8   How well the State Office staff shares information about effective practices
STF9   The overall effectiveness of the State Office staff in helping you meet the needs/requirements of a Senior Corps project
STF10   The overall service delivered by the State Office staff to my organization

Now please think of the support you have received from your State Office staff 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 the State Office when handling your fiscal management requirements
STF15   The timeliness of the State Office 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 staff person?
- ☐ Yes
- ☐ No (Skip to OGM1)

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the following items?
- STF17   The clarity of purpose for the site visit
- STF18   The timeliness of feedback provided as a result of the site visit
- STF19   The helpfulness of feedback provided as a result of the site visit

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GRANTS MANAGEMENT (Do not read)

Now please think about the Corporation's Grants Officer at the (Financial Field Management Center) FFMC with whom your project has interacted with as a Senior Corps Project.

OGM1   Does your project interact with a Grants Officer?
- ☐ Yes
- ☐ No (SKIP TO PMR1)

OGM2   On average, how long does it take for a Grants Officer to return your phone calls and e-mails?
- ▫ Within 1 business day
- ▫ Within 3 business days

- ▫ Within 1 week
- ▫ Within 2 weeks
- ▫ More than 2 weeks
- ▫ N/A

OGM3 Do you find that the Grants Officer meet his or her commitment to provide answers on the timeline that they provide?
- ☐ Yes
- ☐ No
- ☐ N/A

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the following? If your organization is not familiar with a particular experience then please respond 'N/A'.

OGM4   The Grants Officer's knowledge of the fiscal management requirements for Senior Corps
OGM5   The effectiveness of the Grants Officer in helping you meet your fiscal management requirements
OGM6 The courteousness of the Grants Officer
OGM7. The availability of your Grants Officer
OGM8   The timeliness of the Grants Officer's response to inquiries and concerns
OGM9. The effectiveness of the Grants Officer in responding to questions regarding the Financial Status Report

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REVIEW PROCESSES (Do not read)

Now please think about the Corporation's process for monitoring and providing feedback to grantees. For this series of questions please think only of the Project Progress Reports, the Financial Status Reports, and the Project Profile and Volunteer Activity itself. We will ask technology and eGrants related questions later in the survey.

PMR1   Has your project completed and submitted a Project Progress Report (PPR) in the past year?
- ☐ Yes
- ☐ No (Skip to PMR8)
- ☐ Not Applicable (Skip to PMR8)

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 itself. We will ask technology and eGrants related questions later in the survey. If your project is not familiar with a particular experience then please respond 'N/A'.

PMR2   The ease of knowing who to contact with questions or concerns about the PPR
PMR3   The clarity of instructions regarding the PPR
PMR4   The ease of preparing the PPR
PMR5   The amount of time it takes to complete the PPR

PMR6   Has your project received any acknowledgement regarding your submitted PPR?
- ☐ Yes
- ☐ No

PMR6.1   Has your project received any feedback regarding your submitted PPR?
- ☐ Yes
- ☐ No (Skip to PMR8)

PMR 7 Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the:

       ☐ The timeliness of feedback provided as a result of information shared in the PPR
       ☐ The helpfulness of feedback provided as a result of information shared in the PPR

PMR8   Has your project completed and submitted the Financial Status Report (FSR)?
       ☐ Yes
       ☐ No (Skip to PMR13)

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 itself. We will ask technology and eGrants related questions later in the survey.

PMR9   The ease of knowing who to contact with questions or concerns about the FSR
PMR10   The clarity of instructions regarding the FSR
PMR11   The ease of preparing the FSR
PMR12   The amount of time it takes to complete the FSR

PMR13   Has your project completed and submitted the Project Profile and Volunteer Activity (PPVA)?
       ☐ Yes
       ☐ No (Skip to PMR19)

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 PPVA. We will ask technology and eGrants related questions later in the survey.

PMR14   The ease of knowing who to contact with questions or concerns about the PPVA.
PMR15   The clarity of instructions regarding the PPVA
PMR16   The ease of preparing the PPVA
PMR17   The amount of time it takes to complete the PPVA
PMR18   The feedback provided as a result of information shared in the PPVA
PMR19   The ease of knowing who to contact with questions/concerns about the Corporation's process for monitoring and providing feedback to grantees.

USABILITY OF THE NATIONAL SERVICE WEBSITES

Now please think about your organization's experiences with the official national service websites run by the Corporation for National and Community Service. If you are not familiar with a specific website than simply reply, "Never Accessed"

WEB1. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", please rate the

Usability (User-friendliness)
- **Senior Corps Website**: http://www.seniorcorps.gov/   _____
  Or
  Never accessed the Senior Corps Website

- **Get Involved Website**: http://www.getinvolved.gov/   _____
  Or
  Never accessed the **Get Involved Website**

- **Corporation Website**: www.nationalservice.gov   _____
  Or
  Never accessed the Corporation Website

Usefulness of information,
- **Senior Corps Website**: http://www.seniorcorps.gov/   _____
  Or
  Never accessed the Senior Corps Website

- **Get Involved Website**: http://www.getinvolved.gov/ _____
  Or
  Never accessed the **Get Involved Website**

- **Corporation Website**: www.nationalservice.gov _____
  Or
  Never accessed the Corporation Website

COMMUNICATION OF SYSTEM OUTAGES
These next series of questions asks you to rate the extent that the Corporation has informed your organization about updates regarding the technology systems, including shutdowns/upgrades, and unplanned outages. During this section of the survey, we are asking that you only consider the timeliness and helpfulness of the Corporation's announcements that the eGrants system was unavailable. We will ask additional technology and eGrants questions about the usability of the systems later in the survey.

SO1   Have you received announcements that the Corporation's management and reporting systems were temporarily unavailable (i.e. postings on the Operating Status page, http://www.nationalservice.gov/status , and/or messages sent through the CNCS list serves)?
☐ Yes
☐ No (Skip to TECH1)
☐ Not Applicable (Skip to TECH1)

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

SO2   The Corporation's timeliness in posting messages on the Operating Status Page, http://www.nationalservice.gov/status, about problems and issues that may arise as a result from computer maintenance.

- Never Accessed the Operating Status Page

TECHNOLOGY (eGrants) (Do not read)
Now 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 following:

TECH1   Clarity of instructions for using eGrants
TECH2   Effectiveness of the error messages system and computer-automated guidance during data entry

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

TECH3   The speed of loading online applications through eGrants (such as the Project Progress Report or Financial Status Report)

TECH4   Overall effectiveness of eGrants in capturing information required for the application
TECH5   [IF PMR1='Yes'] Ease of submitting the Project Progress Report through eGrants
TECH6   [IF PMR1='Yes'] Overall effectiveness of eGrants in capturing information required for the Project Progress Report
TECH7   [IF PMR8='Yes'] Ease of submitting the Financial Status Report through eGrants
TECH8   [IF PMR8='Yes'] Overall effectiveness of eGrants in capturing information required for the Financial Status Report
TECH9   [IF PMR13='Yes'] Ease of submitting the Project Profile and Volunteer Activity through eGrants

TECH10 [IF PMR13='Yes'] Overall effectiveness of eGrants in capturing information required for the Project Profile and Volunteer Activity
TECH11 Ease of reaching 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 from the eGrants Help Desk

TECHNICAL ASSISTANCE RESOURCES (Do not read)

As a Senior Corps Project Director, please now consider your experience with the Corporation's online site for tools, training and information for volunteer and service programs -- the Resource Center (http://www.nationalserviceresources.org/).

TTA1. Below is a list of features on the new Resource Center (the Resource Center that was redesigned and launched in June 2008).

Please indicate your awareness of each of these services, your frequency of usage, and the level of usefulness, on a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent".

Awareness:
Have accessed this resource
Not aware help was available
Aware but I did not access

Frequency:
Weekly
2-3 times a month
Once per month

Once every 6 months
Never

 Usefulness
Very Useful
Useful
Somewhat Useful
Moderately Useful
Not Useful At All

1. Monthly Feature
2.What's New
3. Consult A Pro
4. Grab and Go
5. Resources for Specific Groups and Audiences
6. The Effective Practices Collection
7. Online Courses
8. Lending Library
9. E-Newsletters
10. Sample Forms and Documents (survey directions-only ask about 'awareness' and 'usefulness')
11. Email Discussion Lists, such as the Senior Corps List Serv
12. Calendar of Events
13. Directory of training and technical assistance providers (survey directions-only ask about 'awareness' and 'usefulness')

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" :

TTA2   The relevance of the topics covered
TTA3   The ease of navigation
TTA3.1   The usability (user friendliness) of the Resource Center
TTA4   The overall site design
TTA5   The usefulness of information (such as printed publications, grant listings, online courses and event calendars).
TTA6   The relevance of and accuracy of search results based on your queries.

TTA7. Now we are going to assess your awareness and satisfaction with TTA resources in specific content areas. Below is a list of 10 topic areas where the Corporation provides some support to projects in the form of tools, training, or information. Resources are primarily made available through remote access such as through the Resource Center. However, some topics are covered during workshops at the national conferences.

Please indicate the importance of the topic area as a need for grantees, your awareness of the Corporation's providing resources in this topic area, and your rating of what's available in the topic area for grantees given the need (was it sufficient to meet the need) using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent".

Importance/Awareness:
Have accessed this resource
Not aware help was available
Aware but I did not access
This topic is important for grantees

Frequency:
Weekly
2-3 times a month
Once per month
Once every 6 months

1. Performance Measurement and Evaluation
2. Financial and Grants Management
3. Resource and Fund Development
4. Disability Inclusion
5. Community Engagement and Strengthening
6. LEARNS: Educational Success and Mentoring
7. Faith-Based Community Initiatives
8. Engaging Baby Boomers
9. Volunteer Recruitment and Management
10. Disaster Preparedness and Response

Senior Corps Tools (Separate Section)

Tools1. The Corporation and Senior Corps have provided some tools specifically tailored for the Senior Corps grantee network (such as the Operation Handbooks, Standard Optional Work Plans, etc). For any resource that you have used, as a Senior Corps grantee please rate the usefulness of the tool – on a scale from 1 to 10 where 1 is "Very Useful" and 10 is "Not Useful At All". If your project is not familiar with a particular tool then please respond 'N/A'.

SST1   Operations Handbooks – specific versions for RSVP, FGP and SCP– updated in 2008
SST2   Standard Optional Work Plans for Senior Companion Projects
SST3   Standard Optional Work Plans for Foster Grandparent Projects
SST4   Fund raising materials, (such as the Fund Development memo, 'Frequently Asked Questions', webinars)
SST5   VolunteerMatch web-based recruiting subscriptions (http://www.volunteermatch.org/)
            SST5.1   Has your project recruited volunteers using Volunteer Match?
                                    a.   Yes
                                    b.   No (Skip to BMK1)
SST5.1a.   If yes, how many volunteers have you recruited through Volunteer Match?
                                    a.   1-2 volunteers
                                    b.   3- 5 volunteers
                                    c.   6-10 volunteers
                                    d.   More than 10 volunteers

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ACSI BENCHMARK QUESTIONS

BMK1   Again, thinking 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 the programs and services provided by a Senior Corps and the Corporation?

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 the programs and services provided by a Senior Corps and the Corporation fallen short of or exceeded your expectations?

BMK3   Forget for a moment your experience with Senior Corps and Corporation. Now, imagine what an ideal institution allocating grants would be like. How well do you think AmeriCorps State and National and the Corporation compares 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."

Closing (do not read)

CLOSE1 We just have one last question for you today. Do you have any specific suggestions for a Senior Corps and the Corporation about how the program can strengthen their customer service to you and your organization?" [capture verbatim]

Thank you very much again for your time. Have a nice day.