

# 2007 Customer Satisfaction Survey-AmeriCorps State and National Organizations

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## Introduction

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INTRO1. Hello, we are conducting research on how satisfied AmeriCorps State and National (AmeriCorps) grantees are with services provided by AmeriCorps State and National and the Corporation for National and Community Service (the Corporation). My name is \_\_\_\_\_ calling from \_\_\_\_\_ on behalf of AmeriCorps State and National 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 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 on how satisfied AmeriCorps State and National (AmeriCorps) grantees are with services provided by AmeriCorps State and National and the Corporation for National and Community Service (the Corporation). My name is \_\_\_\_\_ calling from \_\_\_\_\_ on behalf of AmeriCorps State and National and the Corporation for National and Community Service.** 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 federal fiscal 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?

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- 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 an AmeriCorps State and National grantee, and not with any other programs with which your organization may be affiliated.

I'd like to start by asking you about the process that organizations go through to apply for AmeriCorps State and National grants. 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 application process on (INSERT)

- APP1 The ease of obtaining the application instructions and accessing the forms  
APP2 The timeliness of the posting of information about the application/continuation process  
APP3 The clarity of the application instructions  
APP4 The amount of time it takes to complete the application

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### Application Review, Approval, and Award Process (Do not read)

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Now please think about the 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 (INSERT)

- ARAP1 How well you were 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-end: What could improve the process of applying to become or renewing status as a grantee of AmeriCorps State and National? (capture verbatim response)

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### AMERICORPS Staff (Do not read)

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Now please think about the AmeriCorps State and National Program staff with whom your organization has interacted with as an AmeriCorps State and National grantee.

STF1 Does your program interact with staff from the AmeriCorps State and National Program Office ("Program Officer")?

- Yes  
 No (SKIP TO OGM1)

STF2. On average, how long does it take for the Program 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

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

- STF3. The ease of knowing who to contact with questions or concerns  
STF4. The availability of Program Officer  
STF5. The Program Officer's knowledge of program requirements

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- STF6 The Program Officer's knowledge about the National Service Trust (the Trust) Enrollment process (eg member status change and the exit process)
- STF6 The courteousness of the Program Officer.
- STF7 The timeliness of the Program Officer response to phone calls and e-mails.
- STF8 The timeliness of the Program Officer resolution to inquires and concerns.
- STF9 The effectiveness of the Program Officer in helping your organization meet Its needs/requirements as an AmeriCorps State and National grantee.

- STF10 In the past 12 month has your organization been visited by a Program Officer?
- Yes
- No (Skip to STF14)

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

- STF11 The clarity of purpose for the site visit
- STF12 The timeliness of feedback provided as a result of the site visit
- STF13 The helpfulness of feedback provided as a result of the site visit

STF14 General/Open-Ended: If you have any additional comments regarding the quality of your interactions with the AmeriCorps program officers, please note them. (capture verbatim response)

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### GRANTS MANAGEMENT (Do not read)

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Now please think about the Corporation's Office of Grants Management's officers (Grant Officer) with whom your organization has interacted with as an AmeriCorps State and National grantee.

- OGM1 Does your organization interact with a Grant Officer?
- Yes
- No (SKIP TO PMR1)

- OGM2 On average, how long does it take for a Grant 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

- OGM3 Do you find that the Grant Officer meet his or her commitment to provide answers on the timeline that they provide?
- Yes
- No

[If OGM1='Yes'] Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the following,

- OGM4 The Grant Officer's knowledge of fiscal management requirements for AmeriCorps State and National.
- OGM5 The effectiveness of the Grant Officer in helping you meet your fiscal management requirements.
- OGM6 The courteousness of the Grant Officer
- OGM7 The timeliness of the Grant Officer's response to inquiries and concerns

OGM8 General/Open-Ended: If you have any additional comments regarding the quality of your interactions with the Corporation's Grant Officers, please note them. (capture verbatim response)

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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.

PMR1 Has your organization completed and submitted the Annual Grantee Progress Report?

- Yes
- 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 Grantee Progress Report 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 Grantee Progress Report

PMR3 The clarity of instructions regarding the Grantee Progress Report

PMR4 The ease of preparing the Grantee Progress Report

PMR5 The amount of time it takes to complete the Grantee Progress Report

PMR6 The timeliness of feedback provided as a result of information shared in the Grantee Progress Report

PMR7 *The helpfulness of feedback provided as a result of information shared in the Grantee Progress Report*

PMR8 Has your organization completed and submitted the Financial Status Report?

- 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 Financial Status Report

PMR10 The clarity of instructions regarding the Financial Status Report

PMR11 The ease of preparing the Financial Status Report

PMR12 The amount of time it takes to complete the Financial Status Report

PMR13 What could maximize the effectiveness of tracking the progress and reporting on the performance of your AmeriCorps State and National grant? (capture verbatim response).

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

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Please now think about your use of eGrants and WBRS, the online systems AmeriCorps State and National 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 PMR8='Yes'] Ease of submitting the Financial Status Report through eGrants

TECH6 [if PMR8='Yes'] Overall effectiveness of eGrants in capturing information required for the Financial Status Report

TECH7 Ease of contacting the eGrants Help Desk or submitting an eGrants Help Desk request

TECH8 Timeliness of response from the eGrants Help Desk

TECH9 Quality of service received through the eGrants Help Desk

TECH10 [If PMR1='Yes'] Clarity of instructions for using WBRS

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TECH11 [If PMR1='Yes'] Ease of submitting annual Grantee Progress Report through WBRS

TECH12 [If PMR1='Yes'] Overall effectiveness of WBRS in capturing information required for the Grantee Progress Report

TECH13. General Open-End: If you have any additional comments related to eGrants and/or WBRS, please note them.

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### NATIONAL SERVICE TRUST (Do not read)

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The following questions will ask you to consider your organization's interactions with the Corporation's National Service Trust (the Trust); including your organizations experience with a representative from the Trust, as well as the member enrollment and exit processes.

TRUST1 Does your organization interact with a Trust representative?

- Yes
- No (SKIP to Next Section: TTA1)

TRUST 2 On average, how long does it take for a Trust representative to respond to your phone calls or e-mails?

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

The following questions will now ask you to rate your organization's interactions with Trust representative. Using a scale from 1 to 10 where 1 is "Poor" and 10 is "Excellent", please rate the Trust representative on the following.

TRUST3 The ease of knowing who to contact with questions or concerns

TRUST 4 The availability of the Trust representative

TRUST 5 The Trust representative's knowledge about requirements (e.g. appropriation's process)

TRUST 6 The courteousness of the Trust representative

TRUST 7 The timeliness of the Trust representative in resolving issues and concerns

TRUST 8 The Trust representative's effectiveness in helping you meet your needs and requirements as a State/National grantee.

TRUST 9 General/Open-Ended: If you have any additional comments regarding the quality of your interactions with a Trust representative, please note them (capture verbatim response).

Please now think about your organization's use of the (Trust's) automated payment system for the member enrollment/exit process. Using a scale from 1 to 10 where 1 is "Poor" and 10 is "Excellent", please rate the:

TRUST 10 Clarity of the instructions for using the automated system

TRUST 11 Ease of enrolling and exiting AmeriCorps members in WBRS.

TRUST 12 Ease of documenting members' activities.

TRUST 13 Ease of monitoring the data that members enter.

TRUST 14 Effectiveness of the error messages system and computer-automated guidance during entry.

TRUST 15 Overall effectiveness of the Trust automated system.

TRUST 21. General Open-End: If you have any additional comments related to the Trust, please note them (capture verbatim response).

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### TECHNICAL ASSISTANCE RESOURCES (Do not read)

As an AmeriCorps State and National grantee 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

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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),

TTA3 The ease of access to the Corporation's Training and Technical Assistance Resources

TTA4 The relevance of the topics covered

TTA5 The usefulness of the information provided

TTA6 The overall quality of your learning experience

TTA7 General Open-End: In what areas would additional training or technical assistance aid you in your role as a State and National grantee ? (capture verbatim response)

TTA8. General/Open-Ended: Please provide additional comments on the Corporation's training and technical assistance resources, including barriers to accessing these resources.

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Please now consider the Corporation's online tool and training site, the Resource Center. .

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 STF1.)							
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 access	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							



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6. Listing of grants and funding opportunities							
7. E-Newsletters, resource alerts							
8. (My Improvement Plan )							
9. Email Discussion Lists							

<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
8. (My Improvement Plan )	IF APPLICABLE INSERT RATING
9. Email Discussion Lists	IF APPLICABLE INSERT RATING

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),

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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 State and National grantee 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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### ACSI Benchmark Questions (Do not read)

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BMK1 Again, thinking of your experiences as an AmeriCorps State and National grantee, and using a 10-point scale on which "1" means "poor" and "10" means "excellent," how satisfied are you with the programs and services provided by AmeriCorps State and National 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 AmeriCorps State and National and the Corporation fallen short of or exceeded your expectations?

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

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### Closing (do not read)

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CLOSE1 Those are all the questions I have for you today. Do you have any other comments you'd like to make about how the agency can improve their performance? [capture verbatim]

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