

2007 Customer Satisfaction Survey-Learn and Serve America GRANTEES

Introduction

INTRO1. Hello, we are conducting research about the degree to which Learn and Serve America grantees are with services provided by Learn and Serve America and the Corporation for National and Community Service (Corporation). My name is _____ calling from _____ on behalf of Learn and Serve America 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 about the degree to which Learn and Serve America grantees are with services provided by Learn and Serve America and the Corporation for National and Community Service (Corporation).** My name is _____ calling from _____ on behalf of Learn and Serve America and the Corporation for National and Community Service. The purpose of this research is to help improve its 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]
1	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.

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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?"

DEMOGRAPHIC QUESTIONS (Do not read)

Please consider only your organization's experience as a Learn and Serve America grantee, and not with any other programs with which your organization may be affiliated.

- DEM1 How long have you managed a Learn and Serve America Grant?
- Less than 1 year
 - One-two years
 - Two-five years
 - Five-ten years
 - More than ten years

APPLICATION PROCESSES (Do not read)

Please consider only your organization's experience as a Learn and Serve America 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 renew their Learn and Serve America 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 processes on:

- APP1 Ease of obtaining the renewal instructions and accessing the forms
APP2 Timeliness of the posting of information about the renewal process
APP3 Clarity of the renewal instructions and proposal submission guidelines
APP4 Amount of time it takes to complete the renewal application

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

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:

- ARAP1 How well Learn and Serve America kept you informed of the status of submitted applications
ARAP2 The fairness of the grant review process
ARAP3 The timeliness of being notified of renewal decisions
ARAP4 The reasonableness of renewal requirements
ARAP5 The ease of the negotiation and revision process
ARAP6 The timeliness of receiving your grant award
ARAP7 General/open-end: What could Learn and Serve America do to improve the process of applying to become or renewing status as a Learn and Serve America grantee? (capture verbatim response)

LEARN AND SERVE AMERICA STAFF (Do not read)

Now please think about the Learn and Serve America staff with whom you have interacted as a Learn and Serve America grantee.

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STF1 Does your organization interact with staff from the Learn and Serve America staff member?
 Yes
 No (Skip to TTA1)

STF2 [If Qstf1='Yes'] On average, how long does it take for the Learn and Serve America staff 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

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 Learn and Serve America staff

STF5 The Learn and Serve America staff's knowledge of program requirements

STF6 The courteousness of Learn and Serve America staff

STF7 The timeliness of Learn and Serve America staff's response to inquiries and concerns

STF8 Learn and Serve America staff sharing of information about effective practices

STF9 The effectiveness of Learn and Serve America staff in helping you meet your needs/requirements as a Learn and Serve America grantee

STF10 In the last 12 months, has your project been visited by a Learn and Serve America staff member?

- Yes
 Not Applicable (Skip to STF11)

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

PMR12 The feedback provided as a result of the site visit

STF11 General/Open-Ended: If you have any additional comments regarding the quality of your interactions with staff, please note them. (capture verbatim response)

GRANTS MANAGEMENT (Do not read)

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

GM1. Do you or someone in your organization interact with 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?

- Daily◆
Weekly◆

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- 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 [Learn◆ & Serve America] 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)

Now, please think about the Corporation process for monitoring and providing feedback to grantees.

- PMR1 Has your organization completed and submitted an Annual Progress Report?
- Yes
 - Not Applicable (Skip to PMR7)

Using a scale from 1 to 10 scale where 1 is “Poor” and 10 is “Excellent”, how would you rate the following? For this series of questions please think only of the 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 Progress Report
- PMR3 The clarity of instructions regarding the Progress Report
- PMR4 The ease of preparing the Progress Report
- PMR5 The amount of time it takes to complete the Progress Report
- PMR6 The feedback provided as a result of information shared in the Progress Report

- PMR7 Has your organization completed or submitted a Financial Status Report (FSR)?
- Yes
 - No (Skip to PMR13)

[IF PMR7='Yes']. 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.

- 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

- PMR13 Has your organization completed or submitted the Program and Performance Reporting Forms, or LASSIE?
- Yes
 - No (Skip to PMR20)

- PMR13a Has your sub-grantee (s) completed or submitted the Program and Performance Reporting Forms, or LASSIE?
- Yes
 - No

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

- PMR14 ease of knowing who to contact with questions or concerns about LASSIE
- PMR15 the clarity of instructions regarding LASSIE
- PMR16 the ease of preparing LASSIE
- PMR17 the amount of time it takes to complete LASSIE
- PMR18 Ease of submission of LASSIE
- PMR19 Effectiveness of using LASSIE to manage sub-grantee information

PMR20. What could maximize the effectiveness of tracking the progress and reporting on the performance of your Learn and Serve America grant? (capture verbatim response)

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TECHNICAL ASSISTANCE RESOURCES (Do not read)

As a Learn and Serve America 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 grants officers.

First, I would like to ask you some brief questions about your program's experience with the National Service Learning Clearinghouse (Service Learning Clearinghouse).

TTA1 How often does your project use the National Service Learning Clearinghouse, (<http://www.servicelearning.org/>)

- Weekly
- 2-3 Time per Month
- Once per Month
- Once every 6 Months
- Less than once every 6 months
- None (Skip to TTA9.)

Using a scale from 1 to 10 (where 1 is "Poor" and 10 is "Excellent"), please rate the National Service Learning Clearinghouse based on the following.

TTA2 The relevancy of the topics covered.

TTA3 The ease of navigation.

TTA4 Its user-friendliness

TTA5 The usefulness of information (such as printed publications, grant listings, online courses and event calendars).

TTA6 The organization of search results.

TTA7 Its ability to accomplish what you wanted on the site.

TTA8 General Open-End: In what areas could the National Service Learning Clearinghouse improve, so that your role as a Learn and Serve America grantee is strengthened? (capture verbatim response)

TTA9. Now, 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 TECH1/RESOURCECENTER.

In the past twelve months, how often did you need help or access to resources in 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							

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

TTA10. 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,

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etc.) using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent” (ONLY READ IF answered TTA9.C-G).	
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),

- TTA11 The ease of access to the Corporation’s Training and Technical Assistance Resources
- TTA12 The relevance of the topics covered
- TTA13 The usefulness of the information provided
- TTA14 The overall quality of your learning experience

TTA15 General Open-End: In what areas would additional training or technical assistance aid you in your role as a Learn and Serve grantee? (capture verbatim response)

TTA16. General/Open-Ended: Please provide additional comments on the Corporation’s training and technical assistance resources, including barriers to accessing these resources.

TECHNOLOGY (eGRANTS)

Please think about your use of eGrants, the online system Learn and Serve America uses for grant applications, management and reporting. Using a scale from 1 to 10 where 1 is “Poor” and 10 is “Excellent” [note: survey will include “not applicable” option for all items], 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 Progress Reports through eGrants
- TECH6 [If PMR1=’Yes’] Overall effectiveness of eGrants in capturing information required for the Progress Reports
- TECH7 [If PMR7=’Yes’] Ease of submitting Financial Status Report through eGrants

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TECH8 [If PMR7='Yes'] Overall effectiveness of eGrants in capturing information required for the Financial Status Report

TECH9. Ease of contacting the eGrants Help Desk or submitting an eGrants Help Desk request

TECH10 Timeliness of response from the eGrants Help Desk

TECH11 Quality of service received through the eGrants Help Desk

TECH12 General/Open-ended: If you have any additional comments related to eGrants, please note them. (capture verbatim response)

ACSI BENCHMARK QUESTIONS

BMK1 Again, thinking of your experiences only with Learn and Serve America, and using a 10-point scale on which "1" means "poor" and "10" means "excellent," how satisfied are you with Learn and Serve America and the Corporation's programs and services?

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 Learn and Serve America and the Corporation's programs and services fallen short of or exceeded your expectations.

BMK3 Forget for a moment your experience with Learn and Serve America. Now, imagine what an ideal institution allocating grants would be like. How well do you think Learn and Serve America 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

CLOSE 1 Those are all the questions I have for you today. Do you have any other comments you'd like to make about how Learn and Serve America and the Corporation can improve its performance? (capture verbatim response)

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