2007 Customer Satisfaction Survey-AmeriCorps VISTA

INTRODUCTION

INTRO1.   Hello, we are conducting research about the degree to which AmeriCorps VISTA projects are satisfied with services provided by AmeriCorps VISTA (VISTA) and the Corporation for National and Community Service (Corporation). My name is _____ calling from _____ on behalf of AmeriCorps VISTA 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]

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

INTRO1a.   **Hello, we are conducting research on about the degree to which AmeriCorps VISTA projects are satisfied with services provided by AmeriCorps VISTA (VISTA) and the Corporation for National and Community Service (Corporation).** My name is _____ calling from _____ on behalf of AmeriCorps VISTA 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 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?"

DEMOGRAPHIC QUESTIONS (Do not read)

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

DEM1   How long have you received VISTA resources (including both members and/or funding)?
- ☐   Less than one year
- ☐   One-two years
- ☐   Two-five years
- ☐   Five-ten years
- ☐   More than ten years

DEM2 (Capture verbatim response) How did you first learn about AmeriCorps VISTA and the opportunity to become a sponsoring agency?

DEM3   Are you also the VISTA Project Supervisor, the person who oversees the VISTA members' daily activities?
- ☐   Yes
- ☐   No

DEM4   Are you a multi-state or a multi-site project?
- ▫   Yes
- ▫   No

           [IF Qdem3='Yes'] How many sites does your project have?
- ▫   1-5 sites
- ▫   6-10 sites
- ▫   11-15 sites
- ▫   16-20 sites
- ▫   More than 20 sites

DEM5   How many VISTAs are approved for your project?
- ▫   1-5 members
- ▫   6-10 members
- ▫   11-15 members
- ▫   16-20 members
- ▫   More than 20 members

- ▫ $5,000,000 or More

PRE-APPLICATION PROCESSES (Do not read)

I'd like to now ask you about the pre-application process that organizations go through to express interest in applying for AmeriCorps VISTA resources. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", please rate the pre-application processes on:

PREAP1   Ease of obtaining the Concept Paper guidelines and accessing the form
PREAP2   Clarity of the instructions and Concept Paper application form
PREAP3   Technical guidance on the Concept Paper provided by a State Office Staff
PREAP4   Amount of time it takes to complete the Concept Paper

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APPLICATION PROCESSES (Do not read)

The next set of questions relates to the process that organizations go through to officially apply for AmeriCorps VISTA resources. 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 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 staff

APPLICATION REVIEW and APPROVAL PROCESS (Do not read)

Now please think about the process for reviewing and approving sponsor applications. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", please rate:

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

STATE OFFICE STAFF (Do not read)

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 VISTA 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
        ☐ 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 AmeriCorps VISTA 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 VISTA project meet its needs/requirements as a VISTA project.

STF10   In the past 12 months, has your project been visited by the State Office Staff (or "State Office Staff Person")?
        ☐ Yes
        ☐ No (Skip to STF13)

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 feedback provided as a result of the site visit

STF13Now please think of the support you have received from your State Office Staff (or "State Office Staff Person") relative 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,
STF13.a The State Office Staff's (or "State Office Staff Person") knowledge of fiscal management requirements for VISTA
STF14   The effectiveness of the State Office Staff (or "State Office Staff Person") in helping you meet your fiscal management requirements.
STF15 The courteousness of State Office Staff (or "State Office Staff Person ") when handling your fiscal management requirements
STF16   The timeliness of the State Office Staff's (or "State Office Staff Person ") response to inquiries and concerns when handling your fiscal management requirements

STF17   Open-Ended: If you have any additional comments regarding the quality of your interactions with the State Office Staff (or "State Office Staff Person"), please note them.

REVIEW PROCESSES (Do not read)

Now please think about the process for monitoring and providing feedback to projects.

PMR1   Has your organization completed and submitted the Project Progress Report (PPR)?
   ☐ Yes
   ☐ 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   General/Open-Ended: What could AmeriCorps VISTA do to maximize the effectiveness of tracking progress and reporting on the performance of your project?

TECHNOLOGY (eGrants /Online AmeriCorps Recruitment System/Websites (Do not read)

Please now think about your use of eGrants and the on-line AmeriCorps Recruitment and Placement System (which is the online system that AmeriCorps VISTA uses for recruiting volunteers. First we would like to ask some questions about eGrants, and then move onto the online AmeriCorps Recruitment and Placement System.

TECHO Has your organization utilized eGrants?
   ▫   Yes
   ▫   No (Skip to TECH13)

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 concept papers through eGrants
TECH4   Overall effectiveness of eGrants in capturing information required data for the Concept Paper
TECH5   Ease of submitting applications through eGrants
TECH6   Overall effectiveness of eGrants in capturing information required for the application
TECH7   [IF PMR1='Yes'] Ease of submitting the Project Progress Report (PPR) through eGrants
TECH8   [IF PMR1='Yes'] Overall effectiveness of eGrants in capturing information required for the
          Project Progress Report
TECH9   Ease of contacting the eGrants Help Desk or submitting an eGrants Help Desk request
TECH10   Timeliness of response of 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.

TECH13   Have you ever used the on-line AmeriCorps Recruitment and Placement System to identify
prospective VISTAs for your project?
          ☐   Yes
          ☐   No (Skip to TTA1)
       Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate the
       following?
          TECH14   Ease of posting volunteer opportunities
          TECH15   Assistance with questions
          TECH16   Overall effectiveness of system in recruiting volunteers

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
TECH 17 VISTA Website: www.VISTA.gov
TECH 18 My. AmeriCorps: my.americorps.gov

_____
TECHNICAL ASSISTANCE RESOURCES (Do not read)
As a VISTA 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							
8. Educational Success and Mentoring							
9. Faith-Based Community Initiatives							
10. Engaging Baby Boomers							
11. Volunteer Recruitment and Management							
12. Disaster Preparedness and Response							

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).	
1. Participant recruitment and development	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. Community engagement and strengthening	IF APPLICABLE INSERT RATING
7. using eGrants	IF APPLICABLE INSERT RATING
8. Educational Success and Mentoring	IF APPLICABLE INSERT RATING
9. Faith-Based Community Initiatives	IF APPLICABLE INSERT RATING
10. Engaging Baby Boomers	IF APPLICABLE INSERT RATING
11. Volunteer Recruitment and Management	
12. Disaster Preparedness and Response	

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 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.

T.TA 8a Are you aware that the Corporation administers a National Resource Center that offers a variety of tools and resources that can help you in your work? The Resource Center is available online and through 800 numbers.

€   Yes
€   No

TTA8. The Corporation has identified 9 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 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							
8. (My Improvement Plan)							
9. Email Discussion Lists							

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 TTA8.C-G).	
1. Online Courses	IF APPLICABLE INSERT RATING
2.Downloadable Online Documents (consisting of journals and articles)	IF APPLICABLE INSERT RATING
Library Items borrowed (consider books, videos and tools borrowed)	IF APPLICABLE INSERT RATING
4. The Effective practices Collection	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. E-Newsletters, resource alerts	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),

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 VISTA 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).

CAPACITY (Do not read)

We have just a few more questions. Now we would like to know to what extent the capacity of your organization has been increased as a result of the services received from VISTA and the Corporation for National and Community Service.

CA1. To what extent, if at all, did the <u>services and resources (including members) received from </u> VISTA and the Corporation for National and Community Service help your project leverage additional volunteers?

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

CA2. To what extent, if at all, did the <u>services and resources received (including members) from </u> VISTA and the Corporation for National and Community Service increase the number of persons served?

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

CA4. To what extent, if at all, did the support provided by VISTA and the Corporation enhance your project's ability to provide services?

- ☐ A large extent
- ☐ A moderate extent
- ☐ A small extent
- ☐ Not at all successful

CA3. How likely is your project where members have served will continue in providing these new or expanded programs in the future after all members associated with them have completed service?

- o Definitely likely to continue
- o Probably likely to continue
- o Probably not likely to continue
- o Definitely not likely to continue
- o Not Applicable

ACSI BENCHMARK QUESTIONS (Do not read)

BMK1 Again, thinking only of your experiences with VISTA and the Corporation, 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 VISTA 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 VISTA and the Corporation fallen short of or exceeded your expectations.

BMK3 Forget for a moment your experience with AmeriCorps* VISTA and Corporation. Now, imagine what an ideal institution allocating volunteer resources would be like. How well do you think VISTA and the Corporation compares with that ideal institution you just imagined? Please use a 10-point scale on which 1 means "Very Far from Ideal" and 10 means "Very Close to Ideal."

CLOSING (Do not read)

CLOSE1 Do you have any other comments you'd like to make about how the agency can improve its performance?

Thank you for your help. Thank you for your time.