INTRODUCTION

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

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

Although participation is voluntary, your responses will help VISTA 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 VISTA 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 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 6 months
- ☐ 6 months to 1 year
- ☐ 1 – less than 2 years
- ☐ 2 – less than 5 years
- ☐ 5 – 10 years
- ☐ More than 10 years

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 Qdem4='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

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 the following items. If your organization is not familiar with a particular experience then please respond 'N/A'.

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 Specialist
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 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

APPLICATION REVIEW and APPROVAL PROCESS (Do not read)

Now please think about the multi-step process for reviewing and approving sponsor applications. Using a scale from 1 to 10, where1is "Poor" and 10 is "Excellent", please rate:

ARAP1   How well you were informed about 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

STATE OFFICE STAFF (Do not read)

Now please think about the Corporation's State Office staff person with whom your project has interacted with after the approval of your VISTA project.

STF1   Does your VISTA project interact with a State Office staff person?
- Yes
- No (Skip to STF10)

STF1.1. 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 organization's phone calls 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

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", how would you rate:
STF3   Technical guidance on the application process provided by a State Office staff-
STF4   The availability of the State Office staff person
STF5   The State Office Specialist's knowledge of AmeriCorps VISTA requirements
STF6   The courteousness of the State Office staff person
STF7   The timeliness of the State Office staff person response to inquiries and concerns
STF8   How well the State Office staff person shares information about effective practices

STF9   The overall effectiveness of a State Office staff person in helping your VISTA project meet its
            needs/requirements as a VISTA project
STF9.1   The overall service delivered by the State Office staff person

STF10   In the past 12 months, has your project been visited by the 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?

            SITE1   The clarity of purpose for the site visit
            SITE2   The timeliness of feedback provided as a result of the site visit
            SITE3   The helpfulness of feedback provided as a result of the site visit
STF13Now please think of the support that you have received from your 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 items?
            STF13.a The State Office Specialist's knowledge of fiscal management requirements for VISTA
            STF14   The effectiveness of the State Office staff person in helping you meet your fiscal
            management requirements
            STF15   The courteousness of State Office staff person when handling your fiscal management
            requirements
            STF16   The timeliness of the State Office staff person's response to inquiries and concerns when
            handling your fiscal management requirements

REVIEW PROCESSES (Do not read)
Now please think about the process for monitoring and providing feedback to projects. If your organization
is not familiar with a particular experience then please respond 'N/A'.

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

PMR6.1   Has your project received any acknowledgement regarding your submitted Project Progress
Report?
            • Yes
            • No

PMR6   Has your project received any feedback regarding your submitted Project Progress Report?
            • Yes (Skip to PMR7)
            • No

PMR6.1 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?

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

PMR7. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent", in general, please rate 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)
- **VISTA Section on the AmeriCorps Website**:
  http://www.americorps.gov/about/programs/vista.asp   _____
  Or
  Never accessed the **VISTA Section on the AmeriCorps Website**

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

Usefulness of information,
- **VISTA Section on the AmeriCorps Website**:
  http://www.americorps.gov/about/programs/vista.asp   _____
  Or
  Never accessed the **VISTA Section on the AmeriCorps 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 to which 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 eGrants, and/or the My AmeriCorps Recruitment Systems were unavailable. We will ask eGrants and additional technology 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

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eGRANTS /ONLINE AMERICORPS RECRUITMENT SYSTEM (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 TECH14)

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).
TECH4   Ease of submitting concept papers through eGrants
TECH 4 Not Applicable (Skip to TECH 7)

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

TECH5   The ease of submitting online applications through eGrants
TECH6   The speed of loading online applications through eGrants

TECH7   Overall effectiveness of eGrants in capturing information required \ for the Concept Paper
TECH8   Overall effectiveness of eGrants in capturing information required for the application
TECH9   [IF PMR1='Yes'] Ease of submitting the Project Progress Report (PPR) through eGrants
TECH10   [IF PMR1='Yes'] Overall effectiveness of eGrants in capturing information required for the Project Progress Report
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

TECH14   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?
- TECH15   Ease of posting volunteer opportunities
- TECH16   Assistance with questions
- TECH17   Overall effectiveness of system in recruiting volunteers

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TECHNICAL ASSISTANCE RESOURCES (Do not read)

As a VISTA project please 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
6. The Effective Practices Collection
7. Online Courses
8. The Lending Library
9. E-Newsletters, resource alerts
10. Sample Forms and Downloadable documents (survey directions-only ask about 'awareness' and 'usefulness')
11. Email Discussion Lists
12.   Calendar of Events (survey directions-only ask about 'awareness' and 'usefulness')
13.   VISTA Campus
14.   VISTA Viewfinder

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 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 topic areas where the Corporation provides some support to grantees 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 state and/or 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".

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

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<u>Frequency:</u>
Weekly
2-3 times a month
Once per month
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 and Community- based Initiatives
10. Engaging Baby Boomers
11. Volunteer Recruitment and Management
12. Disaster Preparedness and Response

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 services and resources (including members) received from 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
- N/A

CA2. To what extent, if at all, did the services and resources received (including members) from 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
- N/A

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 will project where members have served continue in providing these new or expanded programs in the future after all members associated with them have completed service?
- Definitely likely to continue

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

ACSI BENCHMARK QUESTIONS (Do not read)

BMK1   Again, thinking of your experiences as a VISTA 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 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 a VISTA and the Corporation fallen short of or exceeded your expectations?

BMK3   Forget for a moment your experience with VISTA 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 VISTA 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.