

## 2010 Customer Satisfaction Questionnaire-Senior Corps

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### Introduction

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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. \_\_\_\_\_. 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](mailto: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 Shelby Jennings at [sjennings@cns.gov](mailto:sjennings@cns.gov).

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.

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Thank you in advance for your participation.

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### DEMOGRAPHIC QUESTIONS (Do not read)

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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

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### APPLICATION PROCESSES (Do not read)

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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)

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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

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### STATE OFFICE STAFF (Do not read)

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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)

STF2. On average, how often do you interact with a State Office staff person?

- Daily
- Weekly
- Monthly
- Annually
- Less than once a year
- Other

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STF3. 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'.

- STF4 The availability of a the State Office staff person
- STF5 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,

STF11 The State Office's knowledge of fiscal management requirements for Senior Corps.

STF12 The effectiveness of the State Office in helping you meet your fiscal management requirements.

STF13 The courteousness of the State Office when handling your fiscal management requirements

STF14 The timeliness of the State Office response to inquiries and concerns when handling your fiscal management requirements

STF15 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?

STF16 The clarity of purpose for the site visit

STF17 The timeliness of feedback provided as a result of the site visit

STF18 The helpfulness of feedback provided as a result of the site visit

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### GRANTS MANAGEMENT (Do not read)

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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

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- 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 Federal Financial Report
- OGM10 Overall service delivered by my Grants Officers to my organization
- OGM 11 The availability of your Grants Officer (including availability during conferences and training events, and for on-site monitoring)

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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 Federal Financial 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)

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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 Federal Financial 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 Federal Financial 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 FEDERAL FINANCIAL REPORT

PMR10 The clarity of instructions regarding the FEDERAL FINANCIAL REPORT

PMR11 The ease of preparing the FEDERAL FINANCIAL REPORT

PMR12 The amount of time it takes to complete the FEDERAL FINANCIAL REPORT

PMR13 Has your project completed and submitted the Project Profile and Volunteer Activity (PPVA)?

- Yes
- No (Skip to WEB1)

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](http://www.nationalservice.gov) \_\_\_\_\_  
Or  
Never accessed the Corporation Website

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Serve.gov Website, <http://www.serve.gov/>

Or

Never accessed <http://www.serve.gov/>

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](http://www.nationalservice.gov) \_\_\_\_\_

Or

Never accessed the Corporation Website

Serve.gov Website, <http://www.serve.gov/>

Or

Never accessed <http://www.serve.gov/>

### 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

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

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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?

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

TECH8 [IF PMR8='Yes'] Overall effectiveness of eGrants in capturing information required for the Federal Financial 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

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### 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 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

Less than once every 6 months

Never

**Usefulness**

Very Useful

Useful

Have used or applied to my work

Somewhat Useful

Not Useful At All

Have not used

**Frequency Features:**

Weekly

2-3 times a month

Once per month

Once every 6 months

1. Monthly Feature
2. Resources for Specific Groups and Audiences (e.g. AC Program, Senior Corps, etc.)
3. The Effective Practices Collection
4. Online Courses / On-line Learning Center
5. The Lending Library
6. E-Newsletters
7. Sample Forms and Downloadable documents (survey directions-only ask about 'awareness' and 'usefulness')



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8. Email Discussion Lists, such as the Senior Corps List Serv
9. Calendar of Events

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
- TTA4 The usability (user friendliness) of the Resource Center
- TTA5 The overall site design
- TTA6 The usefulness of information (such as printed publications, grant listings, online courses and event calendars).
- TTA7 The relevance of and accuracy of search results based on your queries.

TTA8. 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, except in the area of disability inclusion which is also available 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 online 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
- Less than once every 6 months
- Never

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### **Topics:**

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. Nonprofit Management
10. Technology and Social Media
11. Volunteer Recruitment and Management
12. 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 “Not Useful At All” and 10 is “Very Useful”. 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 Volunteer Match web-based recruiting subscriptions (<http://www.volunteermatch.org/>)
- SST5.1 Has your project recruited volunteers using Volunteer Match?
- Yes
  - No (Skip to BMK1)
- SST5.2 If yes, how many volunteers have you recruited through Volunteer Match?
- 1-2 volunteers
  - 3- 5 volunteers
  - 6-10 volunteers
  - More than 10 volunteers

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### ACSI BENCHMARK QUESTIONS

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- 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.”

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### Strategic Plan and Performance (do not read)

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SP1 To what extent has CNCS communicated its strategic goals effectively to your organization?

- A large extent
- A moderate extent
- A small extent
- Not effectively at all
- Not applicable

SP2 Please select your level of agreement with the following statement: If I have a question, concern, or suggestion about CNCS’ strategic goal, I know how to raise the issue.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

SP3 Please select your level of agreement with the following statement: If I have a question, concern, or suggestion about CNCS’ strategic goal, I know where to send it.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

SP4 Please select your level of agreement with the following statement: When I have shared a comment about CNCS’ strategic goals, I feel it was taken into consideration.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

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SP5 Please select your level of agreement with the following statement: Measuring program impact and demonstrating performance is of high importance to CNCS.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

SP6 Please select your level of agreement with the following statement: CNCS offers guidance, support, and assistance to my organization to help it demonstrate results and measure impacts.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

SP7 To what extent are the performance measures drafted by CNCS helping to enhance your organization's ability to measure its impacts?

- A large extent
- A moderate extent
- A small extent
- Not effectively at all
- Not applicable

SP8 To what extent are the performance measures drafted by CNCS helping to enhance your organization's ability to articulate its impacts?

- A large extent
- A moderate extent
- A small extent
- Not effectively at all
- Not applicable

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Closing (do not read)

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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.