

Attachment - G: Survey Instrument

TECHNICAL ASSISTANCE AND SERVICE IMPROVEMENT INITIATIVE: EXTERNAL STAKEHOLDER SURVEY

Introduction

Welcome! Thank you for agreeing to participate in the Technical Assistance and Service Improvement (TASI) Survey!

In order to provide meaningful analysis and specific recommendations to programs across CDC, please reflect ONLY on the technical assistance you receive from the CDC program project officer assigned to you for the administration and support of the following cooperative agreement or grant: **[populate the CoAg name]**. It will take an estimated 25–45 minutes to complete this survey, including time to read instructions and gather needed information.

Your privacy is important to us. Your responses to all questions will be kept in a secure manner and no personal identifiers will be recorded. A summary report of the findings will be prepared using aggregate data from survey responses and will be shared with CDC leadership, national partners, and CDC grantees.

Use the “Continue” button to proceed to the next question and the “Previous” button, not the “Back” button on your browser, to return to an earlier response. While completion of the survey in one session is strongly recommended, you can save responses and restart the survey. Partially completed surveys can be restarted for up to 2 weeks after you initially begin the survey.

Respondent Information

1. Are you the primary point of contact for the CDC project officer assigned to this program? **{Filter question}**

- Yes  **go to 2**
- No  **go to 1a**

1a. Since findings from this survey will inform ongoing cross-agency and program specific efforts to meet grantees' expectations and technical assistance needs, it is important to collect information regarding the technical assistance provided by CDC directly from the primary point of contact for the CDC project officer. Please assist us in facilitating this data collection effort by providing the contact information for primary point of contact for this program.

Last Name	First Name	Email address	Position Title

Thank you! We appreciate your support and assistance. **{End Survey}**

- 2. How long have you worked in this program? **{Numeric value}**
- 3. How long have you worked with the current project officer assigned to this program? **{Numeric value}**
- 4. How many project officers have been assigned to work with you in this program over the past 2 years? **{Numeric value}**

Public reporting burden of this collection of information is estimated to average 35 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D- 74, Atlanta, Georgia 30333; ATTN: PRA (0920-0879).

Technical Assistance Delivery and Organizational Support

Please indicate the extent to which you agree or disagree with each of the following statements about the funding opportunity announcement (FOA) or program announcement (PA) for your program.

Funding Opportunity Announcements	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure
5. Overall, the FOA/PA clearly defines program expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Overall, the FOA/PA clearly defines the goals of the program and related activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Overall, the goals and expectations of the FOA/PA are consistent throughout the performance period	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. An adequate amount of input from grantees is used to inform the development of a new or continuation FOA/PA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Which service delivery model best describes how you receive technical assistance from your <u>current</u> CDC project officer for <u>this cooperative agreement</u> ?					
<input type="radio"/> Primarily through my project officer—Technical assistance requests are submitted to my project officer, who facilitates or coordinates obtaining the answer(s).					
<input type="radio"/> Team approach— A team of CDC subject matter experts, including my project officer, routinely responds to technical assistance requests and needs. Routine contact (e.g., monthly conference calls) is coordinated by the project officer and usually includes the CDC subject matter experts.					
<input type="radio"/> I typically rely on someone other than my CDC project officer (e.g., partner organization such as NACCHO or ASTHO) to meet my technical assistance needs.					
<input type="radio"/> Other, please specify: _____					

Shown below is a list of content or topic areas commonly supported through technical assistance. For each topic area, please identify who **typically or most often** provides technical assistance or support directly to you.

Topic / Content Area	CDC Project Officer / Program Consultant	PGO	CDC Field Assignee	CDC Subject Matter Expert	National Partner (e.g., ASTHO, NACCHO, PIHOA, CSTE)	Other
10. Budget or fiscal management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Program-specific guidance (e.g., program planning, development, or management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Program performance improvement or evaluation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Detailed scientific information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Training or capacity building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. How often are conference calls conducted by your current CDC project officer?						
<input type="radio"/> Never						
<input type="radio"/> Weekly						
<input type="radio"/> Monthly						
<input type="radio"/> Quarterly						
<input type="radio"/> Other, please specify: _____						
16. The number of conference calls conducted by my current CDC project officer is:						
<input type="radio"/> Insufficient						
<input type="radio"/> Sufficient						
<input type="radio"/> Too many						
17. What is the total number of onsite visits conducted or planned by your current CDC project officer for the <u>current</u> performance period? <i>{Numeric Value}</i>						
18. The number of onsite visits conducted by my CDC project officer is:						
<input type="radio"/> Insufficient						

- o Sufficient
- o Too many

Please rate your satisfaction level with the following characteristics of technical assistance provided by your current CDC project officer for this program.

Characteristic	Extremely Unsatisfied	Unsatisfied	Satisfied	Extremely Satisfied	Not Sure NA
19. Responsiveness of my CDC project officer to emails and phone calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Usefulness of conference calls conducted by my CDC project officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20a. <i>[If 20 = "Extremely Unsatisfied" or "Unsatisfied"]</i> How could conference calls be improved? <i>{Alphanumeric – 500 characters}</i>					
21. Usefulness of site visits conducted by my CDC project officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21a. <i>[If 21 = "Extremely Unsatisfied" or "Unsatisfied"]</i> How could site visits be improved? <i>{Alphanumeric – 500 characters}</i>					
22. Coordination between PGO and my CDC project officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Accuracy of information provided by my CDC project officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Utility of the information provided by my CDC project officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Consistency of information provided by project officers <u>within and across</u> CDC-funded grants or cooperative agreements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Overall, how well does the technical assistance provided by your current CDC project officer meet your needs?

- o Never meets my needs
- o Occasionally meets my needs
- o Usually meets my needs
- o Always meets my needs

27. How have changes or turnover of your CDC project officer assigned to oversee this cooperative agreement impacted your program?

- o I have not experienced any changes or turnover with my CDC project officer
- o No impact
- o Minimal negative impact
- o Moderate negative impact
- o Significant negative impact
- o Minimal positive impact
- o Moderate positive impact
- o Significant positive impact
- o Not sure

27a. *[If "Minimal", "Moderate", or "Significant"]* Please provide a brief description of how the reassignment or turnover of your CDC project officer has impacted your program. *{Alphanumeric - 500 characters}*

Please indicate the extent to which you agree or disagree with each of the following statements about the following Internet resources available to you for your program.

Item	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure
28. The State, Tribal, Local, and Territorial Public Health Professionals Gateway provides useful information about CDC policies, tools, and other resources relevant to my program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. I know where to find useful information about CDC policies, staff or subject matter experts, tools, and other resources on the webpages specific for this program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Please provide any recommendations for additional resources or tools that CDC should make available to grantees. (optional)

{Alphanumeric – 500 characters}

Rate your level of satisfaction with the following reporting requirements for this cooperative agreement.

Reporting Requirements	Extremely Unsatisfied	Unsatisfied	Satisfied	Extremely Satisfied	Not Sure
31. Clarity of the progress reporting requirements	0	0	0	0	0
32. Feasibility of data collection and progress reporting	0	0	0	0	0
33. Utility of the information collected	0	0	0	0	0
34. Burden level of the data collection and progress reporting requirements	0	0	0	0	0
35. Type and frequency of feedback received related to my program's performance	0	0	0	0	0

31a-35a If you responded "Extremely Unsatisfied" or "Unsatisfied", please provide any specific reasons for this rating. (optional)
{Alphanumeric – 500 characteristics}

Project Officer Characteristics and Competencies

Please rate the extent to which you agree or disagree that the following attitudes or character traits are demonstrated by your current CDC project officer.

<i>The project officer that I work with:</i>	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure
36. Exhibits passion about and commitment to the program	0	0	0	0	0
37. Demonstrates respect for me and my organization as an important partner	0	0	0	0	0
38. Is trustworthy and reliable	0	0	0	0	0
39. Demonstrates cultural sensitivity	0	0	0	0	0
40. Demonstrates integrity and ethical standards	0	0	0	0	0
41. Demonstrates political "acumen," tact, and diplomacy	0	0	0	0	0
42. Works collaboratively with me and others in the program	0	0	0	0	0
43. Builds rapport with key stakeholders in my organization or jurisdiction	0	0	0	0	0
44. Allows my organization to determine <u>how</u> we achieve the program's goals and objectives	0	0	0	0	0
45. Balances the interests and needs of my organization or program with the interests and needs of CDC	0	0	0	0	0
46. Is an effective and knowledgeable representative of CDC	0	0	0	0	0
47. Responds to our goals and needs with flexibility	0	0	0	0	0
48. Moves my program forward in accomplishing or exceeding program goals and objectives	0	0	0	0	0

A list of skills, knowledge and abilities organized and grouped by content area / domain are presented in this next section of questions. Please indicate how important the knowledge, skill, or ability is **for your CDC project officer to demonstrate** in order for you to successfully implement the cooperative agreement AND your satisfaction with your current CDC project officer's application or demonstration of the knowledge, skill, or ability.

	Importance				Level of Satisfaction			
	How important is this knowledge, skill, or ability for your CDC project officer to demonstrate?				What is your level of satisfaction with your CDC project officer's application or demonstration of this knowledge, skill, or ability?			
	Not Important / Not Applicable	Somewhat Important	Important	Very Important	Extremely Unsatisfied	Unsatisfied	Satisfied	Extremely Satisfied
Communication								
49. <u>Verbally</u> expresses ideas, expectations, concerns, and recommendations in a clearly organized manner	0	0	0	0	0	0	0	0
50. Expresses ideas, expectations, concerns, and recommendations clearly in written <u>business</u> documents	0	0	0	0	0	0	0	0
51. Expresses ideas, expectations, concerns, and recommendations clearly in written <u>scientific</u> documents	0	0	0	0	0	0	0	0
52. Applies communication and group dynamic strategies (e.g., principled negotiation, conflict resolution, active listening, risk communication) in interactions	0	0	0	0	0	0	0	0
53. If you scored your level of satisfaction as "Extremely Unsatisfied" or "Unsatisfied" for any of the above items, please explain why. (Optional) <i>{Alphanumeric –750 characters}</i>								
Grant Administration and Management								
54. Educates and advises on CDC's grant application process in general	0	0	0	0	0	0	0	0
55. Educates and advises on program-specific grant goals, standards and expectations	0	0	0	0	0	0	0	0
56. Advises on budget preparation and monitors the fiscal management of grant funds	0	0	0	0	0	0	0	0
57. Educates and supports on the use of CDC information management systems or other reporting tools and resources	0	0	0	0	0	0	0	0
58. If you scored your level of satisfaction as "Extremely Unsatisfied" or "Unsatisfied" for any of the above items, please explain why. (optional) <i>{Alphanumeric –750 characters}</i>								

Public Health Applied Sciences and Knowledge

	Importance				Level of Satisfaction			
	How important is this knowledge, skill, or ability for your CDC project officer to demonstrate?				What is your level of satisfaction with your CDC project officer's application or demonstration of this knowledge, skill, or ability?			
	Not Important / Not Applicable	Somewhat Important	Important	Very Important	Extremely Unsatisfied	Unsatisfied	Satisfied	Extremely Satisfied

84. Collaborates and coordinates with other CDC field staff assigned to my organization or agency	0	0	0	0	0	0	0	0
85. Creates knowledge exchange or networking opportunities with other jurisdictions or states implementing similar programs or facing similar issues or circumstances	0	0	0	0	0	0	0	0
86. Assists in the development of successful cross-agency, jurisdictional, sector relationships	0	0	0	0	0	0	0	0
87. Identifies non-CDC tools or resources (financial and non-financial) relevant to program activities	0	0	0	0	0	0	0	0
88. Identifies and analyzes problems, and generates solutions	0	0	0	0	0	0	0	0
89. If you scored your level of satisfaction as "Extremely Unsatisfied" or "Unsatisfied" for any of the above items, please explain why. (optional) <i>{Alphanumeric –750 characters}</i>								
90. Please list any other knowledge, skills, and abilities that are important for project officers to have in order to effectively provide technical assistance and capacity building support for your program. (optional) <i>{Alphanumeric – 1250 characters}</i>								
91. Please provide your recommendations for how CDC can improve the delivery of technical assistance to grantees. (optional) <i>{Alphanumeric – 750 characters}</i>								
92. Please provide any additional comments or thoughts about CDC's delivery of technical assistance and support to your program. (optional) <i>{Alphanumeric – 500 characters}</i>								

You have successfully completed this survey. We appreciate the time and effort you took to provide your feedback, which is vital to CDC's improvement efforts.

Thank you!

A summary report of the findings will be prepared using aggregate data from survey responses; responses will not be linked to individual respondents. This report will be shared with all survey participants, CDC leadership, national partners, and CDC-funded grantees.