

## 2010 Customer Satisfaction Survey-VISTA Grantees

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### INTRODUCTION

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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.

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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 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](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 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

DEM2 Are you also the VISTA Project Supervisor, the person who oversees the VISTA members' daily activities?

- Yes
- No

DEM3 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

DEM4 How many VISTAs are approved for your project?

- 1-5 members
- 6-10 members
- 11-15 members
- 16-20 members
- More than 20 members

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### PRE-APPLICATION PROCESSES (Do not read)

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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)

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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

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### APPLICATION REVIEW and APPROVAL PROCESS (Do not read)

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Now please think about the multi-step 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 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

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### STATE OFFICE STAFF (Do not read)

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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 STF12)

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

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

STF3 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:

- STF4 Technical guidance on the application process provided by a State Office staff-  
STF5 The availability of the State Office staff person  
STF6 The State Office Specialist’s knowledge of AmeriCorps VISTA requirements  
STF7 The courteousness of the State Office staff person  
STF8 The timeliness of the State Office staff person response to inquiries and concerns  
STF9 How well the State Office staff person shares information about effective practices

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- STF10 The overall effectiveness of a State Office staff person in helping your VISTA project meet its needs/requirements as a VISTA project
- STF11 The overall service delivered by the State Office staff person
- STF12 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

Now 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 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

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### REVIEW PROCESSES (Do not read)

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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
  - No (Skip to PMR9)
  - Not Applicable (Skip to PMR9)

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 Has your project received any acknowledgement regarding your submitted Project Progress Report?
- Yes
  - No

- PMR7 Has your project received any feedback regarding your submitted Project Progress Report?
- Yes
  - No (Skip to PMR9)

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PMR8 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

PMR9. 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](http://www.nationalservice.gov) \_\_\_\_\_  
Or  
Never accessed the Corporation Website
- **Serve.gov Website,** <http://www.serve.gov/>  
Or  
Never accessed <http://www.serve.gov/>

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](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 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.

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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 TECH0)
- 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)

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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.

TECH1 Has your organization utilized eGrants?

- Yes
- No (Skip to TECH15)

Using a scale from 1 to 10 where 1 is "Poor" and 10 is "Excellent", please rate the:

TECH2 Clarity of instructions for using eGrants

TECH3 Effectiveness of the error messages system and computer-automated guidance during data entry

TECH4 Timeliness of receiving notices of computer maintenance (including shutdowns/upgrades).

TECH5 Ease of submitting concept papers through eGrants

TECH 5 Not Applicable (Skip to TECH 8)

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

TECH6 The ease of submitting online applications through eGrants

TECH7 The speed of loading online applications through eGrants

TECH8 Overall effectiveness of eGrants in capturing information required \ for the Concept Paper

TECH9 Overall effectiveness of eGrants in capturing information required for the application

TECH10 [IF PMR1='Yes'] Ease of submitting the Project Progress Report (PPR) through eGrants

TECH11 [IF PMR1='Yes'] Overall effectiveness of eGrants in capturing information required for the Project Progress Report

TECH12 Ease of reaching the eGrants Help Desk or submitting an eGrants Help Desk request

TECH13 Timeliness of response of the eGrants Help Desk

TECH14 Quality of service received from the eGrants Help Desk

TECH15 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?

TECH16 Ease of posting volunteer opportunities

TECH17 Assistance with questions

TECH18 Overall effectiveness of system in recruiting volunteers

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### TECHNICAL ASSISTANCE RESOURCES (Do not read)

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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 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 Features:**

Weekly  
2-3 times a month  
Once per month  
Once every 6 months  
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

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')
8. Email Discussion Lists
9. Calendar of Events
10. VISTA Campus
11. Vista Viewfinder



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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 and accuracy of search results based on your queries.

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TTA8. Now we are going to assess your awareness and satisfaction with online 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, except in the area of disability inclusions 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 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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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

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### 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

CA3. 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

CA4. 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

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

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### ACSI BENCHMARK QUESTIONS (Do not read)

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- 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.”

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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

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

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 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.