

# 2010 Customer Satisfaction Survey-State and National

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## Introduction

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- INTRO1. Hello, we are conducting research about the degree in which AmeriCorps State and National (AmeriCorps) grantees are satisfied with the services provided by AmeriCorps State and National and the Corporation for National and Community Service (the Corporation). My name is \_\_\_\_\_ calling from \_\_\_\_\_ on behalf of AmeriCorps State and National. 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 in which AmeriCorps State and National (AmeriCorps) grantees are satisfied with the services provided by AmeriCorps State and National and the Corporation for National and Community Service (the Corporation). My name is \_\_\_\_\_ calling from \_\_\_\_\_ on behalf of AmeriCorps State and National. The purpose of this research is to help improve services to your organization and others like it. This survey is being conducted both by phone and on the Internet. Do you recall receiving an invitation to take the survey on-line?
- |   |                         |
|---|-------------------------|
| 1 | Yes [skip to INTRO1a1]  |
| 2 | No [skip to INTRO1a1.B] |

- INTRO1a1 Would you like to take the survey with me right now over the phone? The survey is relatively short and should not take up too much of your time.
- 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, beginning with your current project year to the present. If the survey asks about experiences that you are not that familiar with, please, feel free to ask a colleague for assistance. We want and need to hear from you. In doing so, it is important that the survey is completed in its entirety.

Responses to this data collection will be used only for purposes of this research. The reports prepared for this study will summarize findings across the sample and will not associate responses with a specific organization or individual. We will not provide information that identifies individuals to anyone outside the study team, except as required by law. This interview is authorized by Office of Management and Budget Control No. \_\_\_\_\_. Is this a good time?

- |   |     |   |
|---|-----|---|
| 1 | Yes | (Continue)  |
| 2 | No  | "Can we schedule a time that is more convenient for you?" |

Web Introduction

## 2010 Customer Satisfaction Survey-State and National

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

Although participation is voluntary, your responses will help AmeriCorps 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 AmeriCorps 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.

Thank you in advance for your participation.

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### DEMOGRAPHIC QUESTIONS (Do not read)

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#### **[DEM1 NOT ASKED OF STATE COMMISSIONS]**

Please consider only your organization's experience as an AmeriCorps State and National grantee, and not with any other programs with which your organization may be affiliated.

DEM1 How long have you managed an AmeriCorps Grant?

- 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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We would like to start by asking you about the process that organizations go through to apply for AmeriCorps State and National grants. 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 process for:

- APP1 The ease of obtaining the application instructions and accessing the relevant forms
- APP2 The timeliness of posting information about the application/continuation process
- APP3 The clarity of the application instructions
- APP4 The amount of time it takes to complete the application

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### Application Review, Approval, and Award Process (Do not read)

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Now please think about the 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 selection 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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### AMERICORPS Staff (Do not read)

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Now please think about the AmeriCorps State and National Program Staff with whom your organization has interacted with as an AmeriCorps State and National grantee.

STF1 Does your program interact with staff from the AmeriCorps State and National Program Office ("Program Officer")?

- Yes
- No (SKIP TO SITE1)

STF2. On average, how often do you interact with your Program Officer?

- Daily

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

STF3. On average, how long does it take for the Program Officer to return your 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
- N/A

Using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent,” how would you rate the following items below? If your organization is not familiar with a particular experience then please respond ‘N/A’.

- STF4. The availability of the Program Officer
- STF5. The Program Officer’s knowledge of program requirements
- STF6. The Program Officer’s knowledge about the National Service Trust (the Trust) Enrollment process (e.g., member status change and the exit process)
- STF7. The courteousness of the Program Officer
- STF8. The timeliness of the Program Officer’s response to phone calls and e-mails
- STF9. The timeliness of the Program Officer’s resolution to inquiries and concern.
- STF10. The overall service delivered by my Program Officer to my organization
- STF11. The overall effectiveness of the Program Officer in helping your organization meet its needs/requirements as an AmeriCorps State and National grantee

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### SITE VISIT ( Do not Read)

Now we are interested in learning more about your organization’s experiences during the site visits. AmeriCorps periodically conducts site visits, where a program officer or another CNCS staff person travels to the grantee and/or project sites affiliated with AmeriCorps grants.

SITE1 In the past 12 months, has your organization been visited by a Program Officer or another CNCS Staff person?

- Yes
- No (Skip to GM1)

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’.

- SITE2 The clarity of purpose for the site visit
- SITE3 The timeliness of feedback provided as a result of the site visit
- SITE4 The helpfulness of feedback provided as a result of the site visit

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### GRANTS MANAGEMENT (Do not read)

Now please consider your organization’s interactions with a Grants Officer as an AmeriCorps grantee. (Interviewer: the grants officer could be from the office of grants management or the field financial management center, located in Philadelphia, PA formerly known as the Service Center).

GM1. Do you or someone in your organization interact with the Corporation’s Grants Officers from the Office of Grants Management (Washington, DC) or with those in the Field Financial Management Center (Philadelphia, PA, formerly called Service Centers)?

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- Office of Grants Management, Headquarters
- Field Financial Management Center
- Both
- Neither (skip to PMR1)

GM2. On average, how often do you interact with your Grants Officer?

- Daily
- Weekly
- Monthly
- Annually
- Less than once a year
- Can't remember the last time

GM3. On average, how long does it take your Grants Officer to acknowledge receipt of your email or telephone call (by providing an answer or informing you about a timeline for which you will receive a response to your question)?

- Within 1 business day
- Within 3 business days
- Within 1 week
- Within 2 weeks
- More than 2 weeks
- Not applicable

GM4. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," how would you rate the following?

- Your Grants Officer's knowledge of AmeriCorps fiscal and administrative requirements
- Your Grants Officer's overall expertise regarding the Corporation's grant management policies and government-wide federal grant requirements
- The courteousness of your Grants Officer
- The availability of your Grants Officer
- The timeliness of your Grants Officer's resolution to your questions and concerns
- The overall explanation received from your Grants Officer when requesting financial information from you or bringing a financial problem to your attention
- The overall effectiveness of your Grants Officer in helping you meet your fiscal requirements as an AmeriCorps grantee

GM5. Using a scale of 1 to 10, where 1 is "Does Not Meet My Needs" and 10 is "Fully Meets My Needs," how would you rate the following. If your organization is not familiar with a particular experience then please respond 'N/A'.

- The provisions and/or terms and conditions provided with a grant award
- The Corporation's policy documents and policy FAQs
- The Corporation's regulations
- Overall service delivered by my Grants Officers to my organization
- The availability of your Grants Officer (including availability during conferences and training events, and for on-site monitoring)

GM6. The following question should be completed by the person responsible for submitting your Federal Financial Report. If this person is not available to complete these questions please consult with him or her. Using a scale from 1 to 10, where 1 is "Does Not Meet My Needs" and 10 is "Fully Meets My Needs,"

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how would you rate the following? If your organization is not familiar with a particular experience then please respond 'N/A'.

- How well you were informed about your FEDERAL FINANCIAL REPORT due date(s)
- Your Grants Officer's responses to questions regarding the FEDERAL FINANCIAL REPORT

GM7 Did your organization receive any feedback regarding your Federal Financial Report?

- Yes
- No (Skip to PMR1)

GM8 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 helpfulness of feedback regarding your Federal Financial Report.

- If your organization did not receive feedback regarding your Federal Financial Report then respond 'N/A'.

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### REVIEW PROCESSES (Do not read)

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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 Grantee Progress Report itself. We will ask technology and eGrants related questions later in the survey. If your organization is not familiar with a particular experience then please respond 'N/A'.

PMR1 Has your organization completed and submitted the Annual Grantee Progress Report?

- Yes
- No (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 Grantee Progress Report 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 Grantee Progress Report

PMR3 The clarity of instructions regarding the Grantee Progress Report

PMR4 The ease of preparing the Grantee Progress Report

PMR5 The amount of time it takes to complete the Grantee Progress Report

PMR6 Did your organization receive any feedback regarding your submitted Grantee Progress Report?

- Yes
- No (Skip to PMR8)

PMR7 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

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.

PMR8 The ease of knowing who to contact with questions or concerns about the Federal Financial Report

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- PMR9 The clarity of instructions regarding the Federal Financial Report  
PMR10 The ease of preparing the Federal Financial Report  
PMR11 The amount of time it takes to complete the Federal Financial Report  
PMR12 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)

- **AmeriCorps Website:** <http://www.americorps.gov/> \_\_\_\_\_  
Or  
Never accessed 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,

- **AmeriCorps Website:** <http://www.americorps.gov/> \_\_\_\_\_  
Or  
Never accessed 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, My AmeriCorps Portal, and/or My AmeriCorps Recruitment Systems were 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?

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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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Please now think about your use of eGrants, the online systems AmeriCorps State and National 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. Please consider only your organization's experience as an AmeriCorps State and National grantee, and not with any other programs with which your organization may be affiliated.

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?

TECH3 The ease of submitting online applications through eGrants (such as the Progress Report and Federal Financial Report)

TECH4 The speed of loading online applications through eGrants (such as the Progress Report and Federal Financial Report)

TECH5 Overall effectiveness of eGrants in capturing information required for the application

TECH6 [if PMR6='Yes'] Ease of submitting the Federal Financial Report through eGrants

TECH7 [if PMR6='Yes'] Overall effectiveness of eGrants in capturing information required for the Federal Financial Report

TECH8 The ease of reaching the eGrants Help Desk or submitting an eGrants Help Desk request

TECH9 The timeliness of response from the eGrants Help Desk

TECH10 The quality of service received from the eGrants Help Desk

TECH11 [If PMR1='Yes'] Clarity of instructions for using eGrants

TECH12 [If PMR1='Yes'] Ease of submitting Annual Grantee Progress Report through eGrants

TECH13 [If PMR1='Yes'] Overall effectiveness of eGrants in capturing information required for the Grantee Progress Report

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### TECHNICAL ASSISTANCE RESOURCES (Do not read)

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As an AmeriCorps State and National grantee 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/>). .

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

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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

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

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 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 on-line 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

**Topics:**

1. Participant Recruitment and Development
2. Performance Measurement and Evaluation
3. Financial and Grants Management

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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

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### ACSI Benchmark Questions (Do not read)

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- BMK1 Again, thinking of your experiences as an AmeriCorps State and National 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 AmeriCorps State and National 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 AmeriCorps State and National and the Corporation fallen short of or exceeded your expectations?
- BMK3 Forget for a moment your experience with AmeriCorps State and National 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

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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

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 AmeriCorps 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.