

The National Science Foundation (NSF), Office of Budget, Finance, and Award Management (BFA), Division of Financial Management (DFM) is conducting a survey on grantee financial management interaction with NSF with an emphasis on customer service and the implementation of the Award Cash Management Service (ACM\$).

The objective of this survey is to gain feedback on the ACM\$ conversion, the initial user experience with ACM\$, and the user interaction with NSF staff. We will develop an action plan of continuous improvement to our financial operations based on input from NSF's grantee community. Our goal is to continue NSF's high standards of service and customer satisfaction into the future with our stakeholders.

Please complete the survey no later than September 1, 2013. It should take about ten minutes to complete. Should you have questions concerning the survey, please contact your Grantee Cash Management Accountant listed at <http://www.nsf.gov/bfa/dfm/cmeab.jsp>.

We appreciate your feedback.

1. Please indicate the type of organization with which you are associated: (select one)
  - a. Academic Institution
  - b. Non-profit Organization
  - c. School District
  - d. Community College
  - e. For Profit Organization
  - f. Tribal Government
  - g. Foreign Awardee
  - h. Individual Awardee
  
2. Please indicate your user role for NSF Grants processes: (select all applicable)
  - a. Financial Administrator
  - b. ACM\$ Awardee Preparer
  - c. ACM\$ Awardee Certifier
  - d. ACM\$ Awardee Financial Representative
  - e. Other, please describe
  
3. How many active awards from NSF does your institution currently manage? (select one)
  - a. 1
  - b. 2 – 5
  - c. 6 – 10
  - d. 11 – 29
  - e. 30 – 99
  - f. 100 or more
  
4. How satisfied are you with the training or training materials for the Award Cash Management Service (ACM\$)?

- a. Not at all satisfied
- b. Somewhat Satisfied
- c. Satisfied
- d. Very Satisfied
- e. Delighted

5. How satisfied were you with the transition to ACM\$?

- a. Not at all satisfied
- b. Somewhat Satisfied
- c. Satisfied
- d. Very Satisfied
- e. Delighted

6. How often do you use ACM\$?

- a. Daily
- b. Weekly
- c. 2 to 3 times per month
- d. Monthly
- e. Quarterly
- f. Other

7. How satisfied are you with the way ACM\$ is performing?

- a. Not at all satisfied
- b. Somewhat Satisfied
- c. Satisfied
- d. Very Satisfied
- e. Delighted

8. The Grantee Cash Management Section representative courteous and professional.

- a. Strongly Disagree
- b. Somewhat Disagree
- c. Neither Agree nor Disagree
- d. Somewhat Agree
- e. Strongly Agree

9. The Grantee Cash Management Section representative knowledgeable about my issue

- a. Strongly Disagree
- b. Somewhat Disagree
- c. Neither Agree nor Disagree
- d. Somewhat Agree
- e. Strongly Agree

10. The Grantee Cash Management Section representative resolved the issue to your satisfaction.
  - a. Strongly Disagree
  - b. Somewhat Disagree
  - c. Neither Agree nor Disagree
  - d. Somewhat Agree
  - e. Strongly Agree
  
11. How would you grade your overall customer service experience?
  - a. Excellent
  - b. Very Good
  - c. Good
  - d. Fair
  - e. Poor
  
12. Using ACM\$ improved our ability to track, manage, and report grant information versus past systems.
  - a. Strongly Disagree
  - b. Somewhat Disagree
  - c. Neither Agree nor Disagree
  - d. Somewhat Agree
  - e. Strongly Agree
  
13. Compared to other Federal grant payment systems that are available, would you say that ACM\$ is:
  - a. Much better
  - b. Somewhat better
  - c. About the same
  - d. Somewhat worse
  - e. Much worse
  - f. Don't know or never used
  
14. What ACM\$ features do you like best?
  
  
15. What ACM\$ features do you like the least?
  
  
16. What can we do to improve ACM\$?

