

U.S. Department of Education – Office of Innovation and Improvement Grantee Viewpoint Survey -

INTRODUCTION

The Office of Innovation and Improvement (OII) of the Department of Education is committed to better serving its grantees. In addition to the annual Grantee Satisfaction Survey, we are conducting a targeted survey to better understand your reactions to our current services and products and how we can improve them.

Please note that this survey refers to your experience as a grantee for your current grant. If you have any questions about this survey, please contact your program officer or Ayesha Edwards at ayesha.edwards@ed.gov.

PRA Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1855-xxxx. Public reporting burden for this collection of information is estimated to average one hour per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. If you have comments or concerns regarding the status of your individual submission of this form, application or survey, please contact (Office of Innovation and Improvement, 400 Maryland Avenue S.W, Washington, D.C. 20202) directly. [Note: Please do not return the completed survey to this address.]

1. Check the OII grant program from which you receive funding:
 - Arts in Education - Model Development and Dissemination (AEMDD)
 - Professional Development for Arts Educators (PDAE)
 - Magnet Schools Assistance Program (MSAP)
 - Supporting Effective Educator Development (SEED)
 - School Leadership Program (SLP)
 - Transition to Teaching (TTT)
 - Promise Neighborhoods (PN)
 - Investing in Innovation (i3)
 - Ready to Learn (RTL)
 - Charter Schools Program - Charter Management Organizations (CMO)
 - Charter Schools Program - Credit Enhancement
 - Charter Schools Program - State Education Agency (SEA)
 - Charter Schools Program - Non-State Education Agency (Non-SEA)

COMMUNICATION

2. Are you satisfied with the **frequency of communication** with your ED Program Contact? Indicate your satisfaction by checking the number in the line below.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
Frequency of communication						

3. How important are the following **communications activities** to you? Rate each activity by checking the number in the corresponding line below.

	Not important (1)	Slightly important (2)	Somewhat important (3)	Important (4)	Very important (5)	Not Applicable (NA)
Project director meeting						
Conference calls						
Webinars						
Periodic scheduled meetings						
Site visits						
Telephone calls with your ED Program Contact						
E-mail notifications (e.g. mass e-mails or newsletters)						

4. How effectively does your ED Program Contact **communicate with you** through these activities? Rate each by checking the number in the corresponding line below.

	Ineffective (1)	Slightly effective (2)	Somewhat effective (3)	Effective (4)	Very effective (5)	Not Applicable (NA)
Project director's meeting						
Conference calls						
Webinars						
Periodic scheduled meetings						
Site visits						
Telephone calls with your ED Program Contact						
E-mail notifications (e.g. mass e-mails or newsletters)						

5. Evaluate how **satisfied you are with communications with your ED Program Contact** in the following areas. Rate each by checking the number in the corresponding line below.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
Provides guidance on reports and budget						
Advises on the technical aspects of project						
Helps your project meet its goals						
Communicates expectations for your project						
Collaborates in a courteous and professional manner						
Provides sources of information that you can use to conduct your project						

6. How would you **improve communication** between you and your ED Program Contact?

INFORMATION AND RESOURCES

7. How useful were each of the following information sources in planning and developing your most recent OII grant application? Rate each information source by checking the number in the corresponding line below.

	Not useful (1)	Slightly useful (2)	Somewhat useful (3)	Useful (4)	Very Useful (5)	Not Applicable (NA)
Notice of proposed priorities						
Notice of final priorities						
Notice inviting applications						
Pre-application workshop/ webinar						
Other grant materials on the ED website						

8. To what extent did OII provide the **information you needed** related to the following processes in your most recent OII grant? Rate how complete the information provided to you was by checking the number in the corresponding line below.

	Not complete (1)	Slightly complete (2)	Somewhat complete (3)	Mostly complete (4)	Entirely complete (5)	Not Applicable (NA)
Grant application process						
Peer review process						
Grant award process						
Grant continuation process						

9. To what extent has OII provided the **information you need** about each of the following topics? Rate how complete the information provided to you is by checking the number in the corresponding line below.

	Not complete (1)	Slightly complete (2)	Somewhat complete (3)	Mostly complete (4)	Entirely complete (5)	Not Applicable (NA)
Structure and content of a successful application						
Requirements for a no-cost continuation						
Best practices of a successful grant project						
Federal law, regulations, statutes, and guidance relevant to your project						
Connection to communities of practice						

10. How would you improve the quality, timeliness and types of information that OII has provided about your grant application, program, and project?

REPORTING

11. Evaluate the effort that you expend on the following report activities. Rate the burden for each reporting activity by checking the number in the corresponding line below.

	Minimal burden (1)	Minor burden (2)	Some burden (3)	Moderate burden (4)	Excessive burden (5)	Not Applicable (NA)
Writing annual performance report						
Writing supplemental performance reports						
Writing final performance report						
Providing updates on GPRA measures, and objectives						

12. How valuable are these reports in terms of helping to inform improvement in grant implementation? Rate the value of the reporting activity by checking the number in the corresponding line below.

	Not valuable (1)	Slightly valuable (2)	Somewhat valuable (3)	Valuable (4)	Extremely valuable (5)	Not Applicable (NA)
Writing annual performance report						
Writing supplemental performance reports						

Writing final performance report
 Providing updates on GPRA measures, and objectives

13. Identify the **primary problem** you face in completing each report type. Check the number in the corresponding line below.

	Time required to collect and analyze data for the report (1)	Time required to prepare the report (2)	Reporting deadlines precede data availability (e.g., test results) (3)	Unclear or inadequate instructions for the report (4)	Not Applicable (NA)
Writing annual performance report					
Writing supplemental performance reports					
Writing final performance report					
Providing updates on GPRA measures and objectives					

TECHNICAL ASSISTANCE

15. How do you receive most of the technical assistance provided to support your grant?
- From your ED Program Contact
 - From a third party contractor
 - From both your ED Program Contact and a third party contractor depending on the type of assistance
16. How would you prefer to receive technical assistance?
- From your ED Program Contact
 - From a third party contractor
 - From both your ED Program Contact and a third party contractor depending on the type of assistance

17. Evaluate the importance of the following types of technical assistance. Rate the importance of each type of technical assistance by checking the number in the corresponding line below.

	Not important (1)	Slightly important (2)	Somewhat important (3)	Important (4)	Very important (5)	Not Applicable (NA)
Content knowledge related to your project						
Monitoring support related to your project						
Evaluation support related to your project						
Best practices for operation/design of your project						
Knowledge of federal law, regulations and statues related to your project						

18. Evaluate the effectiveness of different types of technical assistance OII delivers. Rate the effectiveness of each type of technical assistance by checking the number in the corresponding line below.

	Ineffective (1)	Slightly effective (2)	Somewhat effective (3)	Effective (4)	Very effective (5)	Not Applicable (NA)
Content knowledge related to your project						
Monitoring support related to your project						
Evaluation support related to your project						
Best practices for operation/design of your project						
Knowledge of federal law, regulations and statues related to your project						

OVERALL SATISFACTION

20. Overall are you satisfied with the services that OII provides in support of your grant? Rate your satisfaction by checking a box in the line below.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
Overall satisfaction with the services that OII provides in support of your grant						

21. Identify any additional recommendations for ways to improve your satisfaction with the services provided by OII in support of your grant?

22. In the past year, has OII placed your organization on some form of corrective action or imposed special conditions on your grant? This could include setting route payment flags, implementing cost reimbursement, withholding partial or full funds for

continuation award, requiring pre-approval of certain expenditures or activities that typically would not require prior approval, or requiring submission of detailed financial and performance reports on a quarterly basis.

- Yes
- No

Arts in Education Model Development and Dissemination
Program Specific Questions

ARTS IN EDUCATION – MODEL DEVELOPMENT AND DISSEMINATION (AEMDD)

1. Within the Arts in Education Model Development and Dissemination program, a significant proportion of grantees face the risk of having budget carryovers from one year to the next. Identify the **primary reason** you encounter for budget carryovers.

	Primary reason for budget carryovers
Infrequent drawdown by grantee finance office	
Overestimated budget required to complete tasks	
Delayed start to project	
Planning for no-cost extension for fifth year	
Unable to implement or complete tasks or activities that were included in the original application	
Other reason – Please describe	

2. There can be obstacles in providing complete and accurate annual performance report data. Examples of inaccuracies in project performance data have included: 1) data that claims to track an agreed upon performance benchmark but in fact does not, 2) data that tracks a benchmark different from that agreed upon, or 3) data that incorrectly supports a claim that a benchmark was met. Identify the **primary obstacle** to providing complete and accurate project performance data. Select the appropriate option below.

	Primary obstacle in completely and accurately providing program performance data
Lack of understanding of metric definition	
Lack material resources for data collection	
Lack skills necessary for data collection	
Lack support from school district administration	
Lack support from school administration	
Lack support from teachers	
Lack data from testing services	
Other reasons – Please describe	

3. There can be obstacles in providing complete and accurate GPRA data. Identify the **primary obstacle** you encounter in completely and accurately providing GPRA data. Check the appropriate line below.

	Primary challenge in completely and accurately providing program performance data
Lack of understanding of metric definition	
Lack material resources for data collection	
Lack skills necessary for data collection	
Lack support from school district administration	
Lack support from school administration	
Lack support from teachers	
Lack data from testing services	
Other reasons – Please describe	

4. For data collection in your treatment schools, what practices have worked best to ensure the creation of complete and accurate GPRA or performance data as inputs to project evaluation?

5. What practices have worked best to ensure participation by your control schools in the data collection process?

CSP Non-SEA Program-Specific Questions

CHARTER SCHOOLS PROGRAM - NON-STATE EDUCATION AGENCY (NON-SEA)

1. The CSP (non-SEA) program funds charter school activities in various different jurisdictions. Is the technical support that you receive under your grant – especially around educational policy, regulation, and legal code – sufficiently customized to your needs? Rate how customized your technical support is by checking the number in the corresponding line below.

	Not customized (1)	Slightly customized (2)	Somewhat customized (3)	Customized (4)	Very customized (5)	Not Applicable (NA)
Technical support received						

2. For what type of technical assistance is it more important to have such customization?

	Not important (1)	Slightly important (2)	Somewhat important (3)	Important (4)	Very important (5)	Not Applicable (NA)
Content knowledge related to your project						
Monitoring support related to your project						
Evaluation support related to your project						
Best practices for operation/design of your project						
Knowledge of federal law, regulations and statues related to your project						

3. Every quarter, the CSP publishes a newsletter for grantees for non-SEA program. Is this newsletter useful in your project work? Rate how useful the newsletter is by checking the number in the corresponding line below.

Not useful (1)	Slightly useful (2)	Somewhat useful (3)	Useful (4)	Very useful (5)	Not Applicable (NA)
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Usefulness of newsletter

4. What information from the newsletter have you used? How did it benefit your project? What additional topics or information would you like to see reported in the newsletter?

5. As part of the CSP's monitoring process, did you receive a remote or on-site visit this year?

- Yes
- No

6. What was the most burdensome aspect of the site visit process? Rate how burdensome each aspect of the site visit process is by checking the number in the corresponding line below.

Minimal burden (1)	Minor burden (2)	Some burden (3)	Moderate burden (4)	Excessive burden (5)	Not Applicable (NA)
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Hosting the site visit

Updating fiscal reporting

Describing record keeping
procedures

Demonstrate impact

7. How valuable was the site visit process? Rate the value of the site visit process is by checking the number in the corresponding line below.

Not valuable (1)	Slightly valuable (2)	Somewhat valuable (3)	Valuable (4)	Extremely valuable (5)	Not Applicable (NA)
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Value of the site visit

8. The CSP (non-SEA) program requires quarterly reports from its grantees. Ideally, these reports should provide content that can be easily integrated into the annual performance report. Rate how burdensome the preparation of these quarterly reports is by checking the number in the corresponding line below.

Minimal burden (1)	Minor burden (2)	Some burden (3)	Moderate burden (4)	Excessive burden (5)	Not Applicable (NA)
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useful (2)	useful (3)	(4)	(5)	used the NCSRC site (NA)
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Usefulness of NCSRC
website

10. What is most useful, or not useful, about the [National Charter School Resource Center](#)? How have you used it to improve your program?

11. Through its technical assistance contract with AEM, CSP has supported two webinars related to organizational processes and professional development. Were these webinars useful? Rate how useful these webinars were by checking the number in the corresponding line below.

Not useful (1)	Slightly useful	Somewhat useful	Useful (4)	Very useful (5)	I have not seen these
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(2)

(3)

webinars
(NA)

Usefulness of CSP webinars

12. Would you like additional webinars on similar topics?

- Yes
- No

13. What was most useful, or not useful, about the webinars CSP provided you? What other topics would you like to see covered in these webinars?

CSP SEA Program-Specific Questions

CHARTER SCHOOLS PROGRAM - STATE EDUCATION AGENCY (SEA)

1. The OII recently formalized how CSP SEA grantees develop corrective action plans within its ongoing monitoring process. Rate how effective each change has been in helping you meet program requirements by checking the number in the corresponding line below.

Ineffective (1)	Slightly effective (2)	Somewhat effective (3)	Effective (4)	Very effective (5)	Not Applicable (NA)
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Discussion of action plan with
OII program officer
Development of action plan

2. Have the updates to the monitoring process, particularly the development of corrective action plans, been useful in helping you understand the CSP SEA program requirements? Indicate how useful these changes have been by checking the number in the corresponding line below.

Not useful (1)	Slightly useful (2)	Somewhat useful (3)	Useful (4)	Very useful (5)	Not Applicable (NA)
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Usefulness in understanding
CSP SEA program
requirements

3. In updating the CSP (SEA) monitoring process, OII is asking for additional information in the annual reports. For example, requirements for pipeline updates, details on cost category changes during the project period, and sub-grantee expenditure data have all changed. Indicate how much these changes have burdened your organization by checking the number in the corresponding line below.

	Minimal burden (1)	Minor burden (2)	Some burden (3)	Moderate burden (4)	Excessive burden (5)	Not Applicable (NA)
Burden caused by changes to reporting requirements						

4. What is the (estimated) amount of time added to reporting due to the extra information requests? _____
5. Are you satisfied with the support that OII provided you to accommodate these changes in reporting? Indicate how satisfied you are by checking the number in the corresponding line below.

Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
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Satisfaction with support around changes to reporting

5. The OII operates the SEA Exchange website to support a community of practice related to development of charter school programs. Is the SEA Exchange website useful for your program? Rate how useful the exchange is by checking the number in the corresponding line below.

Not useful (1)	Slightly useful (2)	Somewhat useful (3)	Useful (4)	Very useful (5)	I have not used the SEA Exchange (NA)
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Usefulness of SEA
Exchange

6. How have you used the SEA Exchange? How did it benefit your program? How would you improve the SEA Exchange?

7. Following each annual performance report review, OII determines continuation funding for each grantee in the CSP SEA program. At a post-APR conference call, OII program officers communicate the continuation decision and any concerns about the grantees program activities. Is this communication process useful? Indicate the usefulness of this communication process by checking the number in the corresponding line below.

Not useful (1)	Slightly useful (2)	Somewhat useful (3)	Useful (4)	Very useful (5)	I have not used the SEA Exchange (NA)
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Usefulness of conference
call report out

8. In what ways could OII improve the feedback process and guidance it provides to its CSP SEA grantees?

School Leadership Program Program-Specific Questions

School Leadership Program (SLP)

- How useful have you found the technical assistance you have been provided by the ED program staff? Indicate the usefulness by checking the number in the corresponding line below.

	Not useful (1)	Slightly useful (2)	Somewhat useful (3)	Useful (4)	Very useful (5)	Not applicable (NA)
Some examples of technical assistance include conference calls, webinars, monitoring calls, etc.						

2. To what extent do you need additional technical assistance in meeting each of the following challenges? Rate the help needed by checking the number in the corresponding line below.

	No help (1)	Slight amount of help (2)	Some help (3)	Help (4)	A great deal of help (5)	Not applicable (NA)
Collecting data from schools						
Dealing with personnel changes in the schools						
Dealing with personnel changes in grant staffing						
Dealing with district changes						
Supporting participants						

3. To what extent do you receive adequate feedback on each type of report? Rate the adequacy of the feedback by checking the number in the corresponding line below.

	Nor adequate (1)	Slightly adequate (2)	Somewhat (3)	Adequate (4)	Fully adequate (5)	Not applicable (NA)
Annual performance report						
Supplemental performance report						
Final performance report						

4. As a new 2013 SLP grantee, to what extent did the pre-application webinar provide you all of the information you needed to write your grant application and plan your project? Rate how complete the information provided to you was by checking the number in the corresponding line below?

	Not complete (1)	Slightly complete (2)	Somewhat complete (3)	Mostly complete (4)	Entirely complete (5)	Not applicable (NA)
Information provided by pre-application webinar						

5. What recommendations do you have to improve your ability to write your grant application?

6. What recommendations do you have for additional types of technical assistance that you may need?

Supporting Effective Educator Development Program-Specific Questions

SUPPORTING EFFECTIVE EDUCATOR DEVELOPMENT (SEED)

1. To what extent did the pre-application webinar provide you all of the information you needed about evidence-based research to write your grant application and plan your project? Rate how complete the information provided to you was by checking the number in the corresponding line below.

	Not complete (1)	Slightly complete (2)	Somewhat complete (3)	Mostly complete (4)	Entirely complete (5)	Not applicable (NA)
Information provided by pre-application webinar						

2. How useful would the following types of information about evidence-based research have been in writing your grant application? Rate each type of information by checking the number in the corresponding line below.

	Not useful (1)	Slightly useful (2)	Somewhat useful (3)	Useful (4)	Very Useful (5)	Not Applicable (NA)
Examples of evidence-based studies in education						
Winning SEED application						
Descriptions of best practices in evidence-based research						
Specific descriptions of what is required for						

evidence-based research						
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3. Did you use the following types of information in writing your grant application? Check the column that applies for each line.

	No	Yes
Examples of evidence-based studies in education		
Winning SEED application		
Descriptions of best practices in evidence-based research		
Specific descriptions of what is required for evidence-based research		

4. What recommendations do you have to improve your ability to write your grant application?

Investing in Innovation Program-Specific Questions

INVESTING IN INNOVATION (I3)

1. Please rate the quality of the technical assistance you receive under the contract with Westat. Rate the quality of the technical assistance by checking the number in the corresponding line below.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
a) Quality of the technical assistance services received						
b) Quality of the technical assistance liaison						
c) Usefulnes s of the I3 communit y discussion and resources						

2. In what ways have these services from Westat helped you to improve your project?

3. Please rate the quality of the evaluation technical assistance that your program evaluator receives from Abt Associates. Rate the quality of the technical assistance by checking the number in the corresponding line below.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
a) Quality of the technical assistance services received						
b) Quality of the technical assistance liaison						

4. In what ways have these services from Abt Associates improved the quality and implementation of your evaluation design?

5. With the exception of the 2010 Development and Validation grantees, the I3 program has required grantees to sign a cooperative agreement. Please rate the extent to which these required revisions have been useful?

	Not useful (1)	Slightly useful (2)	Somewhat useful (3)	Useful (4)	Very Useful (5)	Not Applicable (NA)
Revision of your management plan						
Revision of your evaluation plan						

7. In what ways has the cooperative agreement helped to improve the management of your project?

8. Since FY 2012, I3 has required Development applicants to submit a preapplication. If you submitted a preapplication, in what ways did the preapplication improve the quality of your experience as an applicant?

9. What type of I3 grant does your organization currently receive?

- Development
- Validation
- Scale-up

10. In which year did you receive your I3 award?

- 2010
- 2011
- 2012
- 2013

Promise Neighborhoods Program-Specific Questions

Promise Neighborhoods' Supplemental Questions

1. The U.S. Department of Education's Promise Neighborhoods program contracts with the Center for the Study of Social Policy (CSSP) to provide training and technical assistance (TA) to Promise Neighborhoods planning and implementation grantees. Contracted TA services include one-on-one consultation, facilitation, in-person meetings and conferences, written products, and web-based products ...

Please evaluate how satisfied you are with the TA provided by CSSP. CSSP provides technical assistance in the areas below.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
Design and implementation of a continuum of solutions						
Partnership and governance structure						
Use of data for accountability and program improvement						
Leveraging of resources and sustainability of solutions						
Family, student and resident engagement						
Organizational capacity and						

leadership development						
Supporting a community of practice among PN grantees						

2. How often do you receive technical assistance from the **Center for the Study of Social Policy**? Indicate your response by checking the number in the line below.

	Once a Year or Less (1)	A Few Times a Year (2)	Monthly (3)	Weekly (4)	Daily (5)	Not Applicable (NA)
How often do you receive technical assistance						

3. What types of TA have you received from CSSP? Please check all that apply.

- a. Coaching _____
- b. Site visits _____
- c. Meeting/partner facilitation _____
- d. Sharing of best practices _____
- e. Connecting with other PN grantees _____
- f. Referrals to experts in the field _____
- g. Document review _____
- h. Other (please add) _____

4. Are you satisfied with the **frequency of communication** with the **Center for the Study of Social Policy**? Indicate your satisfaction by checking the number in the line below.

	Very	Dissatisfie	Neither	Satisfied	Very	Not Applicable
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	Dissatisfied (1)	d (2)	Dissatisfied nor Satisfied (3)	(4)	Satisfied (5)	(NA)
Frequency of communication						

5. Is the technical assistance you receive from the **Center for the Study of Social Policy** customer-focused and responsive to your needs?

- a. Yes
- b. No

6. Overall are you satisfied with the services that the **Center for the Study of Social Policy** provides in support of your grant? Rate your satisfaction by checking a box in the line below.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
Overall satisfaction with the services that the Center for the Study of Social Policy provides in support of your grant						

7. What could be done to improve TA provided by CSSP?

8. The U.S. Department of Education contracts with the Urban Institute to provide implementation grantees with training and technical assistance on data collection and the design and implementation of the required longitudinal data system. Rate how satisfied you are with the Urban Institute’s technical assistance and training.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
Establishment of baselines and targets for required GPRA measures						
Development and implementation of a longitudinal data system						
Knowledge of federal regulations related to data collection and information						

sharing						
Data Guidance Document						
Data collection, analysis, and reporting						
Identification of data sources						
Sharing best practices from field and other PN grantees						

9. What types of TA have you received from Urban Institute in the last year? Please check all that apply:

- A. Site visit _____
- B. Document review _____
- C. Webinars _____
- D. Etc. _____

10. How often do you receive technical assistance from the Urban Institute? Indicate your response by checking the number in the line below.

	Once a Year or Less (1)	A Few Times a Year (2)	Monthly (3)	Weekly (4)	Daily (5)	Not Applicable (NA)
How often do you receive technical assistance						

11. Are you satisfied with the **frequency of communication** with the **Urban Institute**? Indicate your satisfaction by checking the number in the line below.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
Frequency of communication						

12. Is the technical assistance you receive from the **Urban Institute** customer-focused and responsive to your needs?
 a. Yes
 b. No

13. Overall are you satisfied with the services that the **Urban Institute** provides in support of your grant? Rate your satisfaction by checking a box in the line below.

	Very Dissatisfied (1)	Dissatisfied (2)	Neither Dissatisfied nor Satisfied (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (NA)
Overall satisfaction with the						

services that the Urban Institute provides in support of your grant						
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14. What suggestions do you have for improvement of TA provided by Urban Institute
