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Office of Adolescent Health (OAH)

Annual Grantee Satisfaction Survey

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average 20 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer.

Office of Adolescent Health (OAH) Annual Grantee Satisfaction Survey

E-mail Transmittal Script and Instructions

Dear OAH Grantee:

You have received this survey, because your organization has one or more federal awards (grant or cooperative agreement) funded by the Office of Adolescent Health. If your organization has more than one OAH award, you will receive a separate survey for each grant.

The purpose of this survey is to assess your satisfaction with OAH grantee support, communications, and other resources. We are also interested in your suggestions for how to improve the services, technical assistance (TA) products, and support from OAH and our contactors. OAH plans to use the results of the survey for continuous quality improvement efforts, including more effective customer service and to identify areas for improvement.

If you have more than one federal award from OAH, please complete a separate survey for each grant project. To provide your feedback, please visit: https://www.surveymonkey.com/r/[survey code].

Please take the time to complete the survey. It should take about 20 minutes per grant project. If you have questions about this survey, please email Dr. Suzanne Randolph Cunningham at oahsurvey@mayatech.com.

Please submit your responses by [DATE/TIME]. Thank you for your participation.

Survey Script and Instructions

INTRODUCTION

You have received this survey, because your organization has one or more federal awards (grant or cooperative agreement) funded by the Office of Adolescent Health. If your organization has more than one OAH award, you will receive a separate survey for each grant.

The purpose of this survey is to assess your satisfaction with OAH grantee support, communications, and other resources. We are also interested in your suggestions for how to improve the services, technical assistance (TA) products, and support from OAH and our contactors. OAH plans to use the results of the survey for continuous quality improvement efforts, including more effective customer service and to identify areas for improvement.

INSTRUCTIONS

If you have more than one federal award from OAH, please complete a separate survey for each grant project. Feel free to consult with others within your organization on each of your grant projects, but only submit one survey per grant.

Your participation is voluntary and confidential. You can skip any item. Please provide honest responses and complete information. Your responses will not affect your current award or your eligibility for, or receipt of, future services or funding.

Do not put your name or organization's name on the survey. Results will be reported to OAH in a manner that does not identify information about an individual or an organization and to be used only for the purposes of continuous quality improvement. Aggregated results may be used by OAH to share with

selected stakeholders (e.g., grantees, federal partners) for the purposes of knowledge-sharing and improving processes.

Please take the time to complete the survey. It should take about 20 minutes per grant project. If you have questions about this survey, please email Dr. Suzanne Randolph Cunningham at oahsurvey@mayatech.com.

Please submit your responses by [DATE/TIME]. Thank you for your participation.

BACKGROUND INFORMATION

l.	have more than one federal award, please complete this survey for each.] 1 2 3 4
2.	Please select your grant type:
	Pregnancy Assistance Fund (PAF) FY 2015 Teen Pregnancy Prevention (TPP) -if checked, also select which Tier: Tier 1A Tier 1B Tier 2A Tier 2B FY 2018 Teen Pregnancy Prevention (TPP) Tier 2 Phase 1
3.	Is this your first OAH grant? Yes No_

OAH GUIDANCE AND TECHNICAL ASSISTANCE

Project Officer Monitoring and Support

4. Please rate your satisfaction with the guidance received from your Project Officer in the following areas:

Sat	isfaction with	Very		Not			
Pro	oject Officer's:	satisfie		Sure		Very	Not
		d	Satisfied		Dissatisfied	dissatisfied	applicable
a.	Guidance on grant program expectations	O	•	0	O	O	O
b.	Guidance on programmatic reporting	O	•	0	O	O	0
c.	Frequency of communication (email, phone calls)	•	O	•	0	0	•
d.	Promptness in responding to inquiries	O	•	0	O	O	0
e.	Clarity of communication	0	•	0	O	•	0
f.	Consistency in messaging	O	0	O	O	O	O
g.	Oversight and monitoring of your grant project	C	0	O	0	0	O

Sat	isfaction with	Very		Not			
Pro	oject Officer's:	satisfie		Sure		Very	Not
		d	Satisfied		Dissatisfied	dissatisfied	applicable
h.	Adequacy of TA resource(s) and support(s) to help your grant project succeed	•	0	•	O	O	C
i.	Level of professionalism (e.g., courteousness, responsiveness, respectfulness)	O	O	0	•	•	O
j.	Overall performance	•	•	C	0	0	O

Programmatic Guidance and Project Officer Feedback

5. Please consider written communications and resources that you have received from OAH and rate your level of agreement with the statements below:

OA	H Funding Opportunity	Strongly		Neutra		Strongly	Not
An	nouncements (FOA)	agree	Agree	I	Disagree	disagree	applicable
a.	The FOA was clear and	•	O	0	O	O	0
	easy to understand.	_				_	
b.	The grant expectations						
	included in the FOA are	O	O	O	•	•	O
	clear and easy to						
	understand.						
	H Progress Report &						
	ntinuation Application	Strongly		Neutra		Strongly	Not
Gu	idance	agree	Agree	I	Disagree	disagree	applicable
a.	The guidance was clear						
	and easy to understand.	O	<u>C</u>	O	O	O	O
b.	The guidance was						
	provided within sufficient						
	time to complete our						
	report.	C	C	O	O	•	O
Pro	ject Officer Feedback on	Strongly		Neutra		Strongly	Not
	ogress Reports	agree	Agree	I	Disagree	disagree	applicable
a.	The feedback was clear	0	•	0	•	•	0
	and easy to understand.						
b.	The feedback was helpful						
	in identifying areas of	\circ	\mathbf{O}	O	O		
	continuous improvement		•				
	for our grant.						
c.	The feedback was	O	0	O	0	O	O
	consistent with the						
	expectations outlined in						

	the FOA.						
Coı	oject Officer Feedback on ntinuation Applications	Strongly agree	Agree	Neutra I	Disagree	Strongly disagree	Not applicable
a.	The feedback was clear and easy to understand.	0	O	O	O	O	O
b.	The feedback was helpful in identifying areas of continuous quality improvement for our grant.	0	•	0	•	•	•
C.	The feedback was consistent with the expectations outlined in the FOA.	O	•	O	0	O	O
Dro	oject Officer Site Visit	Strongly agree	Agree	Neutra	Disagree	Strongly disagree	Not applicable
a.	The notice provided for the site visit allowed adequate time to prepare.	O	O	0	O	O O	О
b.	The TA and support provided during the site visit were helpful.	0	0	•	•	O	O
c.	The PO recommendations resulting from the site visit were clear and easy to understand.	O	O	O	0	0	•
d.	The PO recommendations following the site visit were helpful for the continuous quality improvement of our grant.	0	O	0	•	•	•

6. **Other OAH Staff/Contractor Support:** Please rate your satisfaction with the guidance and support received from other OAH staff (i.e., Evaluation Team, MAX Core Team).

Sat	isfaction	Very		Not		Very	Not
wit	:h support from:	satisfied	Satisfied	Sure	Dissatisfied	dissatisfied	applicable
1.	OAH Evaluation Team	0	O	0	O	O	O
2.	OAH MAX Core Team	0	O	0	•	•	0
3.	OAH TA Contractor	0	0	0	O	O	O .
4.	OAH Performance						
	Measures Database	O	O	0	O	O .	O
	Contractor						

7. **OAH Technical Assistance:** For the next set of OAH Technical Assistance Supports, please indicate how often you participated and overall how satisfied you were with the support:

Group TA Calls						
	Always	Very often	Often	Sometimes	Never	Not applicable
a. How often did you participate?	O	O	O	0	O	O
	Very satisfied	Satisfied	Not Sure	Dissatisfied	Very dissatisfied	Not applicable
b. How satisfied were you?	0	0	O	•	0	J
Webinars						
	Always	Very often	Often	Sometimes	Never	Not applicable
a. How often did you participate?	O	O	O	O	O	0
	Very satisfied	Satisfied	Not Sure	Dissatisfied	Very dissatisfied	Not applicable
b. How satisfied were you?	O .	O .	0	0	0	O
Individual TA						
	Always	Very often	Often	Sometimes	Never	Not applicable
a. How often did you participate?	C	O	0	O	O	0
	Very satisfied	Satisfied	Not Sure	Dissatisfied	Very dissatisfied	Not applicable
b. How satisfied were you?	0	O	0	0	O	O
In-person training						
	Always	Very often	Often	Sometimes	Never	Not applicable
a. How often did you participate?	O	O	0	O	O	0
	Very satisfied	Satisfied	Not Sure	Dissatisfied	Very dissatisfied	Not applicable
b. How satisfied were you?	0	0	O	O	O	O

OAH TA Products

8.	Have you used any OAH-developed TA products (e.g., tip sheets, online learning modules, TA briefs) in the current budget period? YesNo (will auto-skip to Q13)
9.	How do you hear about OAH's TA product(s)? Check all that apply. MAX.gov OAH website search OAH Grantee Digest Other (please specify)
10.	Which OAH TA products (click here to view) have you found most helpful this past year? Please list up to three. a. [Text Box] b. [Text Box] c. [Text Box]
11.	How often would you say you use OAH TA products (click here to view)? Never Frequently (1-2 times a month) Seldom (1-2 times a quarter) Rarely (1-2 times a year)
	What format for the OAH TA products do you find most helpful? (Check all that apply) Printable pdfs Web text Tip sheets e-Learning modules Checklists Toolkits Other (please specify)

Overall Guidance and Technical Assistance Feedback

- 13. Please describe how the support and technical assistance you received from OAH has affected your project. [Text Box]
- 14. Use this space to provide any suggestions for improving support from OAH project officers, staff and/or contractors. [Text Box]
- 15. Use this space to provide any suggestions for improving OAH programmatic guidance and/or technical assistance. [Text Box]

WEB-BASED COMMUNICATIONS/RESOURCES

MAX.gov

16. Please indicate the extent to which you agree with these statements about the components of OAH MAX 2.0 (click her to view):

OAH MAX 2.0:	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree	Have not used/done yet
a. Log-in procedures are clear.	O	· ·	O	O	O	O
b. Navigation and finding information are easy.	0	0	O	O	O	•
c. User design/experience is pleasing.	0	O	0	•	O	O
d. Files upload smoothly.	O	O	O	O	O	•
e. My Grantee Page is useful.	0	0	0	0	•	O
f. MAX listservs are valuable.	O	O	0	O	O	O
g. The site is easy to use.	O	O	O	O	O	O
h. I understand when to use this system	0	O	O	•	0	O

17. How satisfied are you with OAH MAX 2.0?

	Very		Not		Very	Not
Satisfaction with MAX.gov	satisfied	Satisfied	Sure	Dissatisfied	dissatisfied	applicable
	•	•	\mathbf{O}	•	\mathbf{O}	0

Performance Measures

The next set of items is about your project's perceptions of the Performance Measures (PMs) and the PM database.

18. Please indicate the extent to which you agree with these statements about the performance measures (PMs), PM database, and support you receive to submit the PMs:

Performance Measures (PM) Attributes:		Strongly agree	Agree	Not Sure	Disagree	Strongly Disagree	Have not used/done yet
a.	The PM database is easy to use.	0	·	0	•	O	O
b.	Sufficient support is provided to submit the PMs.	•	•	•	O	0	O
C.	Reports available from the PM database are useful.	•	•	O	O	0	O
d.	PMs are useful for our project's Continuous Quality Improvement (CQI) process.	O	0	0	0	•	O

OAH Website

This next set of questions is about the OAH website, available at: https://www.hhs.gov/ash/oah/.

19. How often have you used the OAH website in the past grant year? Never (skip to Q27 after table)	
Monthly	
Weekly	
Daily	
Other (please specify)	

20. Please indicate how useful resources in the following sections of the OAH website have been for your project in the past year. (Check "not used" if you have not used the resource).

Use	efulness of OAH Website Resources	Very useful	Useful	Somewhat useful	Not at all useful	Not used
a.	Adolescent Development: Information on health topics	O	O	O	•	C
b.	Adolescent Health: Think, Act, Grow® (TAG): Information on the national call to action	O	O	•	0	O
C.	Evaluation & Research: Information on expanding evidence and advancing best practices	O	O	0	O	0
d.	<u>Facts and Stats</u> : Current statistics on adolescent health at the national and state levels	O	O	O	O	O
e.	Grant Programs: Information on OAH grant programs	0	•	O	O	O
f.	Resources & Training: Federal resources and training to support work with adolescents	O	0	0	O	0

TPP and PAF Online Resource Center

21. Please rate your satisfaction with the information and resources provided in the <u>TPP and PAF</u> <u>Online Resource Center</u>?

Sat	isfaction with TPP and PAF	Very		Not		Very	Not
Online Resource Center's:		satisfied	Satisfied	Sure	Dissatisfied	dissatisfied	applicable
a.	Organization of information	O	0	O	•	•	•
b.	Sufficiency of resources to		0	O	0	O	
	meet your program needs						
c.	Relevance to your areas of						
	need				•)	
d.	Comprehensiveness in						
	addressing the scope of	O	O	O	O	•	O
	issues that you face						
c.	Overall information and						
	resources of the TPP/PAF	O	O	O	O	•	O
	Online Resource Center						

Grantee	Dige	est
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__ Every week

__ Never (SKIP to Q24)

Satisfaction with *Grantee Digest*

a. Organization of information

22. How often do you read the OAH Grantee Digest email?

__ Most weeks (3 times a month)__ Some weeks (1-2 weeks a month)

	 Sufficiency of detail to meet your program needs 	O))	• •	•	•
	c. Relevance to your areas of need	O	C))	· O	O	0
	d. Comprehensiveness in addressing the scope of issues that you face	0			0	·	0
<u>OA</u>	H Twitter (@TeenHealthGov)						
24.	How useful do you find the info	ormation a	nd resour	ces shared	on @TeenHea	lthGov?	
	Very	Useful	Not	Somewh	at Not at a	ll Not	
	Usefulness of OAH useful		Sure	useful	useful	used	
	Twitter Feed O	O	O	O	<u>O</u>	O	
Ove	erall Digital Communications/R	esources (i.e., web,	email, and	l social media)	Feedback	
	erall Digital Communications/R Use this space to provide any s communications/resources. [Text Box]				·	Feedback	
25.	Use this space to provide any s communications/resources.	uggestions	for impro	oving OAH	web-based	Feedback	
25.	Use this space to provide any s communications/resources. [Text Box]	uggestions	for impro	oving OAH D SUPPOR	web-based		your grant
25.	Use this space to provide any s communications/resources. [Text Box] ERALL SATISFACTION WITH OAI Overall, how satisfied are you was a second or	uggestions H'S RESOU vith OAH's	for impro	D SUPPOR supports,	web-based	guidance for Very	
25.	Use this space to provide any s communications/resources. [Text Box] ERALL SATISFACTION WITH OAI Overall, how satisfied are you was a second or	uggestions H'S RESOU vith OAH's Very Satisfie	RCES ANI	D SUPPOR's supports, Not Sure	web-based T resources, and	guidance for Very Dissatisfie	Not
25.	Use this space to provide any s communications/resources. [Text Box] ERALL SATISFACTION WITH OAI Overall, how satisfied are you w project?	uggestions H'S RESOU vith OAH's	for impro	D SUPPOR's supports, Not Sure	web-based	guidance for Very	

23. Please rate your satisfaction with the information and resources provided in the *Grantee Digest*:

Satisfied

Not

Sure

Dissatisfied

Not

applicable

Very

Dissatisfied

Very

satisfied

DEMOGRAPHIC QUESTIONS

27. Which of the following <u>BEST</u> describes your organization? (Check one)	
American Indian tribal government or tribal organization	
Educational institution	
For-profit organization	
Hospital/Clinic	
Local government agency (city, town, county)	
Non-profit organization	
State government agency	
Other (please specify) [Text box]	

Thank you for your cooperation. If you have to report on another grant, please complete a separate survey.

DONE