

## PAPERWORK REDUCTION ACT NOTICE

OMB Control Number: 1559-0041

Expiration Date: 4/30/2018

Participants are not required to respond to this collection of information unless it displays a currently valid OMB number and expiration date. The estimated average burden associated with this collection of information is .25 hours per applicant. Comments concerning the accuracy of this burden estimate and suggestions for reducing this burden should be directed to the Legislative and External Affairs Manager, Department of the Treasury, Community Development Financial Institutions Fund, 1500 Pennsylvania Avenue, Washington, DC 20220.

### **FINAL SurveyMonkey Questions: FY 2017 CDFI/NACA Program Application Applicant Customer Service Survey (\* is Mandatory Response Required)**

Thank you for participating in the FY 2017 CDFI Program and NACA Program Applicant Customer Service Survey. All responses to this survey are voluntary, anonymous, and confidential. Please do not provide any identifying information about your organization in your responses to this survey. Your participation in this survey will not affect the review of your FY 2017 Application or the likelihood of your organization receiving a FY 2017 [Financial Assistance/Technical Assistance] Award. We appreciate your help as we continually strive to improve your experience accessing the CDFI Fund's programs.

#### **First Time Applicant**

1. \*I am a...
  - a. First time [Financial Assistance/Technical Assistance] Applicant
  - b. Repeat [Financial Assistance/Technical Assistance] Applicant
  
2. \*I applied for the:
  - a. Community Development Financial Institutions Program
  - b. Native American CDFI Assistance Program
  
3. \*Did you use a consulting firm to help you complete the application?
  - a. Yes
  - b. No
  
4. \*On a scale from 1 to 10, with 1 being the hardest and 10 being the easiest, how easy to understand were the FY 2017 [Financial Assistance/Technical Assistance] application questions?
  
5. \*Did you think the FY 2017 [Financial Assistance/Technical Assistance] application questions were repetitive?
  - a. Yes, I thought the questions were very repetitive.
  - b. Yes, I thought the questions were a little repetitive.
  - c. No, I didn't think the questions were repetitive.

6. \*On a scale from 1 to 10, with 1 being the least helpful and 10 being the most helpful, how helpful were the FY 2017 application presentations and guidance materials on the CDFI Fund's website? [include N/A, did not use/review presentation and guidance materials]
  - a. Any particular presentations or materials you found helpful or not helpful (please specify)? Why? [Open Comment Box]
  
7. \*The CDFI Fund provided several outreach and educational sessions for the FY 2017 CDFI Program and NACA Program application round, including in-person workshops and virtual webinars and conference calls. On a scale from 1 to 10, with 1 being the least helpful and 10 being the most helpful, how helpful were the outreach sessions? [include N/A, did not participate in the outreach sessions/calls]
  - a. Was there any particular part of the workshops, webinars, and conference calls that you found helpful or not helpful (please specify)? Why? [Open Comment Box]
  
8. Do you have any suggestions for ways the CDFI Fund can improve its educational outreach and guidance around the CDFI Program and NACA Program applications? [Open Comment Box]
  
9. \*Do you believe the FY 2017 application questions allowed you to accurately describe your organization and the impact your organization could achieve with a [Financial Assistance/Technical Assistance] award?
  - a. Yes
  - b. No
  - c. Additional Comment [Open Comment Box]
  
10. Do you have any other comments you would like to add about the FY 2017 CDFI Program and NACA Program [Financial Assistance/Technical Assistance] Application? [Open Comment Box]

## Repeat Applicant

1. \*I am a...
  - a. First time [Financial Assistance/Technical Assistance] Applicant
  - b. Repeat [Financial Assistance/Technical Assistance] Applicant
  
2. \*I applied for the:
  - a. Community Development Financial Institutions Program
  - b. Native American CDFI Assistance Program
  
3. \*Did you use a consulting firm to help you complete the application?
  - a. Yes
  - b. No
  
4. \*Comparing your experience completing the FY 2017 [Financial Assistance/Technical Assistance] application to the previous times you applied, did you find the FY 2017 application questions easier to understand?
  - a. Yes, I found the FY 2017 application questions significantly easier to understand.
  - b. Yes, I found the FY 2017 application questions a little easier to understand.
  - c. I found the FY 2017 application questions about as easy to understand as previous applications.
  - d. No, I found the FY 2017 application questions a little harder to understand.
  - e. No, I found the FY 2017 application questions significantly harder to understand.
  
5. \*Comparing your experience completing the FY 2017 [Financial Assistance/Technical Assistance] application to the previous times you applied, did you find the FY 2017 application questions less repetitive than previous application questions?
  - a. Yes, I thought the FY 2017 application questions were less repetitive than previous applications.
  - b. I thought the FY 2017 application questions were about as repetitive as previous applications.
  - c. No, I thought the FY 2017 application questions were more repetitive than previous applications.
  
6. \*Comparing your experience completing the FY 2017 [Financial Assistance/Technical Assistance] application to the previous times you applied, did you find that the FY 2017 application took less time to complete?
  - a. Yes, I found the FY 2017 application took significantly less time to complete.
  - b. Yes, I found the FY 2017 application took a little less time to complete.
  - c. I found the FY 2017 application took about the same amount of time to complete as previous applications.
  - d. No, I found the FY 2017 application took a little more time to complete.
  - e. No, I found the FY 2017 application took significantly more time to complete.

7. \*On a scale from 1 to 10, with 1 being the least helpful and 10 being the most helpful, how helpful were the FY 2017 application presentations and guidance materials on the CDFI Fund's website? [include N/A, did not use/review presentation and guidance materials]
  - a. Any particular presentations or materials you found helpful or not helpful (please specify)? Why? [Open Comment Box]
  
8. \*The CDFI Fund provided several outreach and educational sessions for the FY 2017 CDFI Program and NACA Program application round, including in-person workshops and virtual webinars and conference calls. On a scale from 1 to 10, with 1 being the least helpful and 10 being the most helpful, how helpful were the outreach sessions? [include N/A, did not participate in the outreach sessions/calls]
  - a. Was there any particular part of the workshops, webinars, and conference calls that you found helpful or not helpful (please specify)? Why? [Open Comment Box]
  
9. Do you have any suggestions for ways the CDFI Fund can improve its educational outreach and guidance around the CDFI Program and NACA Program applications? [Open Comment Box]
  
10. \*Do you believe the FY 2017 application questions allowed you to accurately describe your organization and the impact your organization could achieve with a [Financial Assistance/Technical Assistance] award?
  - a. Yes
  - b. No
  - c. Additional Comment [Open Comment Box]
  
11. Do you have any other comments you would like to add about the FY 2017 CDFI Program and NACA Program [Financial Assistance/Technical Assistance] Application? [Open Comment Box]