

AmeriCorps Partners: Training and Technical Assistance Survey

The goal of Training and Technical Assistance (TTA) is to equip grantees and sponsors with the knowledge and skills needed to effectively manage an AmeriCorps award from the application phase through closeout. At AmeriCorps, TTA is primarily provided to grantees and sponsors through a combination of live and recorded webinars, e-Learning modules hosted on Litmos, resources and documents hosted on AmeriCorps.gov, and personalized support provided by Portfolio Managers.

Over the past few years, AmeriCorps as an agency has undergone several structural changes that have affected how we deliver TTA to grantees and sponsors. To improve the content and delivery of our TTA, we would like to collect feedback from grantees and sponsors across the agency. In this survey, you will have the opportunity to provide feedback on TTA that affects all grantees and sponsors as well as program-specific TTA.

This survey is intended for AmeriCorps prime grantees and sponsors. The survey will take approximately 30 minutes to complete. We encourage different staff within your organization who have a part in managing an AmeriCorps award to take the survey so we can gather as many perspectives as possible. Before taking the survey, we ask you to reflect on any successes or frustrations you've experienced when accessing, completing, and applying AmeriCorps TTA. We also ask that you consider areas where you need additional training to feel confident in your role as an AmeriCorps grantee or sponsor.

Your responses will be used for general analytical purposes only to help us improve the training and technical assistance we provide to our grantees and sponsors. The responses to this survey are strictly anonymous and will not be linked to you in any way.

Ultimately, we will use this feedback to inform how we design and deliver TTA to grantees and sponsors in the future to maximize efficiency and success in the management of your AmeriCorps award(s). Your perspective and experience as a grantee or sponsor are crucial to this process, and we greatly appreciate your honest feedback and your time.

Section 1: Demographics and Accessibility

In this section, we would like to gather information on your roles and responsibilities when it comes to managing your AmeriCorps grant(s) as well as certain parameters that could affect your access to AmeriCorps' training and technical assistance.

1. In which region is your program or organization located? Select all that apply.
 - Mid-Atlantic (VA, WV, PA, MD, NJ, DE, DC, PR, U.S.V.I)
 - Midwest (MI, IL, IN, OH, KY)
 - Mountain (MT, ID, WY, UT, CO, AZ, NM)
 - Northeast (NY, VT, NH, ME, MA, CT, RI)
 - North Central (ND, SD, NE, KS, MN, IA, MO, WI)
 - South Central (TX, OK, AR, LA, MS)
 - Southeast (TN, NC, SC, GA, AL, FL)
 - West (WA, OR, CA, NV, AK, HI, Guam, AS, CNMI)

2. What is your current job title?
(Open text)

3. Select the category that best represents your current position:
 - Senior Leadership
 - Manager
 - Specialist (Possesses a strong command of knowledge and skills in a particular area)
 - Associate (Developing a skill set through professional experience)
 - Other: _____

4. List the three main tasks you perform in the management of your AmeriCorps grant.
(Open Text)

5. In what language(s) would the training materials be most useful to your staff, host sites, and members? Select all that apply.
If you select 'other', type in your preferred language(s) in the field provided.
 - English
 - Spanish
 - Other: _____

6. Do you have adequate access to the Internet to perform your AmeriCorps responsibilities?
 - Yes
 - No
 - Unsure

7. Indicate the type of device you use most often to access common forms of training and technical assistance offered by AmeriCorps:

	PC Laptop or Desktop	Apple Laptop or Desktop	Android Tablet	iPad	Android Phone	iPhone	None
Live Webinars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e-Learning Modules in Litmos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AmeriCorps Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
VISTA Campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Many people use some form of assistive technology to access training materials and complete online training. Select the type(s) of assistive technology you use from the list below.
 - None
 - Screen reader
 - Magnification application
 - Text-to-speech tool
 - Closed captioning service

- Alternative keyboard (ex. one-handed keyboard, programmable keyboard)
- On-screen keyboard
- Other: _____

9. If you use assistive technology to access and complete training, how well do AmeriCorps' online trainings interact with your assistive technology? In your response, please specify the assistive technology you use.
(Open text)

Section 2: General Training and Technical Assistance

In this section, we would like your feedback on training and technical assistance that affects all programs. Later in this survey, we will ask for feedback on training and technical assistance delivered by specific AmeriCorps programs.

10. On average, how often do you connect with your Portfolio Manager? This can be done via web-conference, phone, or email.
- I do not work directly with a Portfolio Manger (Go to #16)
 - Weekly
 - Monthly
 - Quarterly
 - Annually
 - 2-3 Times per Quarter
 - 2-3 Times per Year
 - Other: _____
11. How often would you like to connect with your Portfolio Manager?
- Weekly
 - Twice a month
 - Monthly
 - Quarterly
 - Annually
 - Other: _____
12. How do you connect with your Portfolio Manager? Select all that apply.
- Virtual visits via Zoom or Teams
 - Phone
 - Email
 - In-person site visits
 - Other: _____
13. How do you prefer to connect with your Portfolio Manager? Select all that apply.
- Virtual visits via Zoom or Teams
 - Phone
 - Email
 - In-person site visits
 - Other: _____

14. What type of support does your Portfolio Manager provide? Select all that apply.
- Training on eGrants
 - Understanding written AmeriCorps guidance
 - Brainstorming recruitment strategies
 - Brainstorming funding opportunities
 - Discussions around member/volunteer support and issues
 - Technical assistance to improve program design
 - Discussions around program challenges
 - Grant Amendments
 - Budget-related topics
 - None
 - Other: _____

15. How could your Portfolio Manager better support you as an AmeriCorps grantee or sponsor?
(Open text)

16. How often do you use the website www.AmeriCorps.gov to get the resources you need?
- Daily
 - Weekly
 - Monthly
 - Quarterly
 - Annually
 - Never
 - Other: _____

17. A new resources page was recently added to the [AmeriCorps.gov](http://www.AmeriCorps.gov) website for grantees and sponsors called *Manage your grant* (<https://www.americorps.gov/grantees-sponsors/manage-your-grant>). Are there additional resources you would like to see listed on this page? Please list them here.
(Open text)

Section 3: Program-Specific Training and Technical Assistance

In the following sections, we will gather information on training and technical assistance provided by specific AmeriCorps programs. If you have multiple AmeriCorps awards, you will have the opportunity to provide feedback on each.

Section 4: AmeriCorps VISTA

In this section, we would like to gather information on VISTA-specific training and technical assistance.

18. Does your organization have an AmeriCorps VISTA grant or award?
- Yes (Proceed to next question)
 - No (Go to Section 5)
19. Do you work on the VISTA grant or award for your organization?
- Yes (Proceed to next question)
 - No (Go to Section 5)

20. How much experience do you personally have working as an AmeriCorps VISTA sponsor?
- 0-12 months
 - 1-2 years
 - 2-5 years
 - 5-10 years
 - 10+ years
21. Do you have a clear understanding of your job responsibilities as they relate to your role as an AmeriCorps VISTA sponsor?
- Yes
 - No
22. Please explain your answer.
(Open text)
23. When you need information or a resource to support your work as a VISTA sponsor, where do you seek it? Select the **three** main resources you consult.
- Portfolio manager
 - AmeriCorps Regional Office
 - Website: Americorps.gov
 - VISTA Campus
 - VISTA Connect
 - Monthly VISTA supervisor webinars
 - Directly with other VISTA sponsors
 - External, non-AmeriCorps resources
 - None
 - Other: _____
24. VISTA Campus is the online training center for AmeriCorps VISTA sponsors, member supervisors, leaders, and members. How often do you use the VISTA Campus learning site?
- Weekly (Go to #27)
 - Twice a month (Go to #27)
 - Monthly (Go to #27)
 - Quarterly (Go to #25)
 - Annually (Go to #25)
 - Never (Go to #26)
 - Other: _____
25. What would make you more likely to use VISTA Campus?
(Open text)
26. Please explain why you never use the VISTA Campus learning site.
(Open text)
27. Describe what features, if any, you would like to see added to the VISTA Campus.
(Open text)

28. What additional topics would you like to see on the VISTA Campus learning site?
(Open text)
29. VISTA Connect is a social site where VISTA sponsors, member supervisors, leaders, and members can network with one another. How often do you use VISTA Connect?
- Weekly (Go to #32)
 - Twice a month (Go to #32)
 - Monthly (Go to #32)
 - Quarterly (Go to #30)
 - Annually (Go to #30)
 - Never (Go to #31)
 - Other: _____
30. What would make you more likely to use VISTA Connect?
(Open text)
31. Please explain why you never use VISTA Connect.
(Open text)
32. How often would you like to connect with other VISTA sponsors?
- Monthly
 - Twice a month
 - Once per quarter
 - Once or twice per year
 - Never
 - Other: _____
33. Describe the ways in which you would like to connect with other VISTA sponsors.
(Open text)
34. How often do you attend the live monthly VISTA sponsor and supervisor webinars hosted by VISTA headquarters?
- Monthly (Go to #36)
 - Every other month (Go to #35)
 - Once a quarter (Go to #35)
 - Once or twice a year (Go to #35)
 - Never (Go to #35)
 - Other: _____ (Go to #35)
35. What would make you more likely to attend the VISTA sponsor and supervisor webinars?
(Open text)
36. Which other VISTA webinars do you join live? Select all that apply.
- VISTA member webinars
 - VISTA leader webinars
 - Webinars hosted by Portfolio Managers or Regional Office staff
 - None

- Other: _____
37. How often do you watch on-demand (recorded) VISTA webinars on the VISTA campus?
- Monthly
 - Every other month
 - Once a quarter
 - Once or twice a year
 - Never
 - Other: _____

38. What topics would you like to see addressed in future VISTA webinars?
(Open text)

39. On which topics do you feel you need more training? Select all that apply.

- Understanding terms and conditions
- Understanding governing authorities and guidance
- Using eGrants
- Recruiting members
- Enrolling members
- Managing members
- Establishing performance measures
- Submitting progress reports
- Evaluating my program
- Managing my budget and conducting drawdowns
- Submitting a Federal Financial Report (FFR)
- Responding to a Monitoring request
- Submitting a continuation or renewal
- Closing out awards
- Site supervisor orientation and training
- National Service Criminal History Check (NSCHC)
- Diversity, Equity, Inclusion, and Accessibility (DEIA)
- None
- Other: _____

40. Do you have any additional comments regarding VISTA training and technical assistance? Please be as specific as possible.
(Open text)

Section 5: AmeriCorps State and National (ASN)

In this section, we would like to gather information on AmeriCorps State and National (ASN)-specific training and technical assistance.

41. Does your organization have some type of AmeriCorps State and National (ASN) grant?
- Yes (Proceed to next question)
 - No (Go to Section 6)

42. Do you work on the AmeriCorps State and National (ASN) grant for your organization?

- Yes (Proceed to next question)
- No (Go to Section 6)

43. How much experience do you personally have working on an AmeriCorps State and National (ASN) grant?

- 0-12 months
- 1-2 years
- 2-5 years
- 5-10 years
- 10+ years

44. Do you have a clear understanding of your job responsibilities as they relate to your role as an AmeriCorps State and National grantee?

- Yes
- No

45. Please explain your answer.

46. When you need information or a resource to support your work as an ASN grantee, where do you seek it? Select the **three** main resources you consult.

- Portfolio manager
- Website: Americorps.gov
- Litmos
- AmeriCorps webinars
- State Commissions
- America's Service Commissions
- Directly with other ASN grantees
- None
- Other: _____

47. If you attended the grant applicant training and technical assistance webinars hosted by AmeriCorps, how helpful were they when you submitted your grant application?

- Not helpful
- Somewhat helpful
- Very helpful
- I did not attend the applicant TTA webinars. (Go to #49)

48. What additional training would have made the grant application process easier?
(Open text)

49. How often do you view the monthly webinars (live or recorded) hosted by AmeriCorps State and National headquarters?

- Monthly (Go to #52)
- Every other month (Go to #50)
- Once a quarter (Go to #50)
- Once or twice a year (Go to #50)
- Never (Go to #50)

- Other: _____ (Go to #50)
50. What would make you more likely to attend the monthly ASN webinars?
(Open text)
51. What topics would you like to see addressed in future ASN webinars?
(Open text)
52. On which topics do you feel you need more training? Select all that apply.
- Understanding terms and conditions
 - Understanding governing authorities and guidance
 - Using eGrants
 - Recruiting members
 - Enrolling members
 - Managing members
 - Establishing performance measures
 - Submitting progress reports
 - Evaluating my program
 - Managing my budget and conducting drawdowns
 - Submitting a Federal Financial Report (FFR)
 - Responding to a Monitoring request
 - Submitting a continuation or renewal
 - Closing out awards
 - National Service Criminal History Check (NSCHC)
 - Diversity, Equity, Inclusion, and Accessibility (DEIA)
 - None
 - Other: _____

53. Do you have any additional comments regarding AmeriCorps State and National training and technical assistance? Please be as specific as possible.
(Open text)

Section 6: AmeriCorps Seniors

In this section, we would like to gather information on AmeriCorps Seniors (ACS)-specific training and technical assistance.

54. Does your organization have an AmeriCorps Seniors (ACS) grant? This includes Foster Grandparent Program, Senior Companion Program, RSVP, and/or Senior Demonstration Grant.
- Yes (Proceed to next question)
 - No (Go to Section 7)
55. Do you work on the AmeriCorps Seniors (ACS) grant for your organization?
- Yes (Proceed to next question)
 - No (Jump to Section 7)
56. How much experience do you personally have working on an AmeriCorps Seniors (ACS) grant?
- 0-12 months

- 1-2 years
- 2-5 years
- 5-10 years
- 10+ years

57. Do you have a clear understanding of your job responsibilities as they relate to your role as an AmeriCorps Seniors grantee?

- Yes
- No

58. Please explain your answer.

59. When you need information or a resource to support your work as an ACS grantee, where do you seek it? Select the **three** main resources you consult.

- Portfolio manager
- Website: Americorps.gov
- Litmos
- AmeriCorps webinars
- State Commissions
- America's Service Commissions
- AmeriCorps Seniors Associations
- Directly with other ACS grantees
- AmeriCorps Seniors Grantee Operations Handbook
- None
- Other: _____

60. If you attended the applicant training and technical assistance webinars, how helpful were they when you submitted your grant application?

- Not helpful
- Somewhat helpful
- Very helpful
- I did not attend the applicant TTA webinars. (Go to #62)

61. What additional training would have made the application process easier?

(Open text)

62. How often do you view monthly training webinars (live or recorded) hosted by AmeriCorps Seniors headquarters?

- Monthly (Go to #64)
- Every other month (Go to #63)
- Once a quarter (Go to #63)
- Once or twice a year (Go to #63)
- Never (Go to #63)
- Other: _____ (Go to #63)

63. What would make you more likely to attend the monthly ACS webinars?

(Open text)

64. What topics would you like to see addressed in future ACS webinars?
(Open text)

65. On which topics do you feel you need more training? Select all that apply.

- Understanding terms and conditions
- Understanding governing authorities and guidance
- Using eGrants
- Recruiting volunteers
- Enrolling volunteers
- Managing volunteers
- Establishing performance measures
- Submitting progress reports
- Evaluating my program
- Managing my budget and conducting drawdowns
- Submitting a Federal Financial Report (FFR)
- Responding to a Monitoring request
- Submitting a continuation or renewal
- Closing out awards
- National Service Criminal History Check (NSCHC)
- Diversity, Equity, Inclusion, and Accessibility (DEIA)
- None
- Other: _____

66. Do you have any additional comments regarding AmeriCorps Seniors training and technical assistance? Please be as specific as possible.
(Open text)

Section 7: Days of Service

In this section, we would like to gather information on Day of Service-specific training and technical assistance.

67. Does your organization have a Day of Service grant? This includes MLK, 9/11, and Volunteer Generation Fund (VGF) grants.

- Yes (Go to next question)
- No (Go to Section 8)

68. Do you work on the Day of Service grant for your organization?

- Yes (Proceed to next question)
- No (Go to section 8)

69. How much experience do you personally have working on a Day of Service grant?

- 0-12 months
- 1-2 years
- 2-5 years
- 5-10 years
- 10+ years

70. Do you have a clear understanding of your job responsibilities as they relate to your role as an AmeriCorps Day of Service grantee?
- Yes
 - No
71. Please explain your answer.
72. When you need information or a resource to support your work as a Day of Service grantee, where do you seek it? Select the **three** main resources you consult.
- Portfolio manager
 - Website: Americorps.gov
 - Litmos
 - AmeriCorps webinars
 - State Commissions
 - America's Service Commissions
 - Directly with other Day of Service grantees
 - None
 - Other: _____
73. If you attended the applicant training and technical assistance webinars, how helpful were they when you submitted your grant application?
- Not helpful
 - Somewhat helpful
 - Very helpful
 - I did not attend the applicant TTA webinars. (Go to #75)
74. What additional training would have made the application process easier?
(Open text)
75. AmeriCorps plans to start offering monthly webinars for Day of Service (9/11, MLK, VGF) grantees. What topics would you like to see addressed in future webinars?
(Open text)
76. On which topics do you feel you need more training? Select all that apply.
- Understanding terms and conditions
 - Understanding governing authorities and guidance
 - Using eGrants
 - Recruiting volunteers
 - Enrolling volunteers
 - Managing volunteers
 - Establishing performance measures
 - Submitting progress reports
 - Evaluating my program
 - Managing my budget and conducting drawdowns
 - Submitting a Federal Financial Report (FFR)
 - Responding to a Monitoring request

- Submitting a continuation or renewal
- Closing out awards
- National Service Criminal History Check (NSCHC)
- Diversity, Equity, Inclusion, and Accessibility (DEIA)
- None
- Other: _____

77. Do you have any additional comments regarding AmeriCorps Day of Service training and technical assistance? Please be as specific as possible.
(Open text)

Section 8: Office of Monitoring

In this section, we would like to gather information on training and technical assistance provided by the Office of Monitoring.

78. Have you participated in a monitoring activity by the AmeriCorps Office of Monitoring?

- Yes (Go to next question)
- No (Go to #84)

79. The Introductory Monitoring Overview helped my program or organization move through the monitoring process.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- N/A

80. The Report and Results informational webinar helped my program or organization move through the monitoring process.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- N/A

81. Here is a list of resources available on the AmeriCorps website from the Office of Monitoring (<https://americorps.gov/grantees-sponsors/monitoring>). Which of these resources have been helpful to you as an AmeriCorps grantee or sponsor? Select all that apply.

- On-Site Monitoring - At a Glance
- Remote Monitoring - At a Glance
- Document Request Grantee Resource
- Overview of Uniform Monitoring Package (UMP)
- Guide to Developing Corrective Action Plans
- Segregation of Duties Worksheet
- List of Subawards Worksheet

- Office of Monitoring FAQs
- None
- Other: _____

82. Do you have any additional comments regarding Monitoring training and technical assistance?

Please be as specific as possible.

(Open text)

Sectional 9: Additional Feedback

83. Do you have any additional comments regarding training and technical assistance related to your AmeriCorps grant or award? Please be as specific as possible.

(Open text)

End of Survey Message

Thank you for taking the time to respond to this survey. The information you provided will help us improve the training and technical assistance we provide to our grantees and sponsors.