

AmeriCorps National Service Criminal History Checks – Combined Vendor Survey

AmeriCorps currently contracts with two vendors, Truescreen and Fieldprint, to support grantees in completing compliant National Service Criminal History Checks (NSCHCs). Truescreen provides state and NSOPW and checks. Fieldprint provides fingerprint FBI checks. AmeriCorps plans to contract with one vendor to provide all three check components through one system. We are seeking feedback from grant recipient or subrecipient staff who currently use Truescreen and/or Fieldprint to conduct NSCHC. This survey will take approximately five minutes to complete. Please keep in mind that your responses are completely anonymous.

1. Which AmeriCorps grant program do you work on the most?
 - a. AmeriCorps State and National
 - b. AmeriCorps Seniors
 - c. AmeriCorps VISTA Program or Support Grant
 - d. Martin Luther King, Jr. or September 11th Day of Service
 - e. Volunteer Generation Fund
2. (survey logic: if answer a or b to question 1) How would you describe the computer proficiency of your program's member or volunteer applicants undergoing NSCHC?
 - a. Very advanced
 - b. Above average
 - c. Average
 - d. Very basic
 - e. Non-computer users
3. How would you describe your computer proficiency?
 - a. Very advanced
 - b. Above average
 - c. Average
 - d. Very basic
 - e. Non-computer user
4. Rank the following factors that matter the most to you when using an approved vendor to conduct National Service Criminal History Checks. Click and drag the tiles to reorder, placing the most important at the top.
 - a. Ease of system use
 - b. Close proximity of electronic (Livescan) fingerprinting sites
 - c. Customer service
 - d. Availability of user guides and demonstration videos
 - e. Reporting features, such as compliance monitoring reports
 - f. Price of checks
5. Other than the factors listed above, please list any other factors that are important to you when using an approved vendor. (optional)

6. What do you like most about using Truescreen, the current approved vendor for NSOPW and state checks? If you do not use Truescreen, please enter N/A.
7. What do you like least about using Truescreen, the current approved vendor for NSOPW and state checks? If you do not use Truescreen, please enter N/A.
8. What do you like most about using Fieldprint, the current approved vendor for FBI checks? If you do not use Fieldprint, please enter N/A.
9. What do you like least about using Fieldprint, the current approved vendor for FBI checks? If you do not use Fieldprint, please enter N/A.
10. Please provide any other feedback you would like AmeriCorps to consider as we pursue a vendor to provide all three required check components. (optional)