

U.S. Department of Energy Weatherization Assistance Program (WAP) Grantee Satisfaction Survey 2016

Introduction

The U.S. Department of Energy's Weatherization Assistance Program (DOE WAP) seeks feedback from our Grantees. We expect the results of this survey to provide DOE WAP with information to inform our training and technical assistance efforts and assist us in identifying areas for improvement in service delivery.

Your participation, while voluntary, is critical for us to understand how well we are delivering service to you. This information will be used by DOE WAP to make improvements to ensure the best possible customer experience. *This is a sample survey, please refer to the email and custom web link to your survey for completion.*

This survey is being administered by CFI Group, an independent third-party research group. Your answers will remain anonymous and will be combined with those from other respondents to identify opportunities for improvement.

This survey will take approximately 10-12 minutes and will be open through November 2, 2016. It is authorized by the U.S. Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2018.

Plan Review and Acceptance

Please think about the State Plan most recently submitted to DOE WAP and the response you received from DOE WAP. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

1. Ease of submitting the State Plan
2. Timeliness of DOE WAP response to your inquiries
3. Clarity of the feedback from DOE WAP
4. Consistency of the feedback from DOE WAP
5. Usefulness of the feedback from DOE WAP
6. Relevancy of reasons given for rejection of the State Plan

Open-Ended Question

7. How could WAP improve the process for submitting the State Plan?
8. What training do you need regarding the State Plan?

Grant Monitoring and Corrective Action

Please think about the monitoring activities conducted by DOE WAP. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent* please rate the following:

9. Relevance of the monitoring procedures
10. Usefulness of the training and technical assistance provided during the monitoring visit
11. Clarity of feedback provided in the monitoring report
12. Usefulness of feedback provided in the monitoring report
13. Timeliness of feedback provided in the monitoring report
14. Clarity of the assistance DOE WAP personnel provided in the development of any Corrective Action Plan

Open-Ended Question

15. What suggestions do you have for how DOE WAP could improve its monitoring process?

Technical Assistance Provided by DOE WAP Staff

Please think about the Technical Assistance provided by DOE WAP staff. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

16. Ability of DOE WAP staff to answer your questions about grant policies, procedures and regulations, performance and best practices
17. Timeliness of receiving requested information
18. Ability of DOE WAP staff to direct you to useful resources/information that address your concerns
19. Responsiveness of DOE WAP staff to your requests for technical assistance
20. Clarity and consistency of assistance/guidance provided
21. Effectiveness of the technical assistance provided by DOE WAP staff

Open-Ended Question

22. What training needs would you like DOE WAP to address?

Training Provided by Third Parties

Please think about the training provided by third-party sources, i.e., the Accredited Training Centers or other independent trainers. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

23. Accessibility of training
24. Scheduling of training
25. Cost of training
26. Quality of training

Open-Ended Question

27. What recommendations do you have for improving the accessibility and quality of technical training provided by third-party sources?

Communication

Please think about DOE WAP's communication efforts. Using a scale from 1 to 10, where 1 is *poor* and 10 is *excellent*, please rate the following:

- 28. Effectiveness of program guidance provided
- 29. Clarity of guidance provided
- 30. Sufficiency of information provided by DOE WAP to keep you informed

Open-Ended Question

- 31. In what areas do you need more written guidance?

Overall Satisfaction

- 32. Overall, how satisfied are you with the services provided by DOE WAP? Please use a scale from 1 to 10, where 1 is *very dissatisfied* and 10 is *very satisfied*?
- 33. How well do the services from DOE WAP meet your expectations? Please use a scale from 1 to 10, where 1 means *falls short of your expectations* and 10 means *exceeds your expectations*.
- 34. How do the services from DOE WAP compare to an ideal grant awarding agency? Please use a scale from 1 to 10, where 1 means *not very close to the ideal* and 10 means *very close to the ideal*.

Outcome Behaviors

- 35. How confident are you that DOE WAP is fulfilling its mission of supporting the Grantees in their efforts to assist low-income families? Please use a scale from 1 to 10, where 1 means *not very confident* and 10 means *very confident*.
- 36. How much do you trust DOE WAP to work with you to meet your organization's needs? Please use a scale from 1 to 10, where 1 means *do not trust at all* and 10 means *trust completely*.

Open-Ended Questions

- 37. Is there anything else you would like to comment on?

Closing

Thank you very much for providing your input. Your feedback is greatly appreciated.