Community Programs Monitoring Customer Survey

Please take a few minutes to complete the 2019 Community Programs Monitoring Customer Service Questionnaire survey. Your feedback is important part of assessing the overall monitoring process.

Organization Information

Organization Name

Survey Completed by (select one)
- ○ Executive Director
- ○ Program Director
- ○ Other

Program Monitored (select one)
- ○ CSBG
- ○ EAP
- ○ IDA
- ○ Wx Programmatic
- ○ Wx Technical

Type of Monitoring Visit (select one)
- ○ On-site Review
- ○ Desk-top Review

Monitoring Process: Administration

Did the notification letter, received prior to monitoring, clearly identify the documents and program files that were to be reviewed?

○ Yes
○ No

During the exit conference, were a list of preliminary results (Findings/ Concerns or Partially/Not Mets) discussed?

○ Yes
○ No

During the exit conference, were you informed that the program specific report would be sent within 30 days of the exit conference?

○ Yes
○ No

During the exit conference, were you informed of the appeals process used to dispute the content of the program specific report?

○ Yes
○ No

Programmatic: Administration

Were there any resources that you feel conflicted with the administration of the program?

○ Yes
○ No

If you selected "yes" to the previous question, please explain why.

Monitor(s) Evaluation

Were the monitor(s) courteous to all staff/governing board members/clients that they communicated or interacted with?

○ Yes
○ No

Did the monitor(s) communicate effectively?

○ Yes
○ No

Are the monitor(s) knowledgeable about the program subject matter?

○ Yes
○ No

Were the monitor(s) fair and consistent when enforcing program policy and guidelines?

○ Yes
○ No

If you selected "no" to the previous question, please explain why.

Did the monitor(s) provide guidance, recommendations or best practices to assist in the agency's program operations?

○ Yes
○ No

Monitoring Experience

How would you rate the overall monitoring experience (from notification to completion)? (1=poor and 5=excellent)

Please share any comments you might have related to the

overall monitoring experience.

[ ]

How would you rate the overall customer service experience? (1=poor and 5=excellent).

Please share any comments you might have related to the overall customer service experience.

[ ]

What was your greatest takeaway from the monitoring?

[ ]

What is an example of how we exceeded your expectations during the monitoring?

[ ]

What is an example where we did not meet your expectation during the monitoring?

[ ]

Please share any additional comments you might have.

[ ]

How would you improve the monitoring process?

Submit