Technical Support Survey

Please share your feedback on the technical assistance provided by JFNA for your grant. This information will help improve future technical assistance provided through the program.

This form will take approximately 10-15 minutes to complete. Your feedback will remain anonymous.

If you would like to provide more feedback or experience technical issues with the form, please reach out to your JFNA point-of-contact and email JFNA at Aging@JewishFederations.org.

Thank you for helping JFNA improve future programming.

Please select the program through which your organization receives a grant from JFNA. *

◯ Expanded Critical Supports Program

◯ Innovations Program

◯ National Networks Program

1. Check-In Calls

1a. Please rate the frequency of the check-in calls with JFNA: *

○ Too frequent

○ The right amount

○ Not frequent enough

1b. How helpful are the JFNA check-in calls to your program? *

○ Very helpful

○ Helpful

○ Somewhat helpful

○ Not at all helpful

1c. If you have feedback on how to make the JFNA check-in calls more helpful, please elaborate below.

Type here...

2. Email Inquiries

2a. Please rate JFNA's timeliness of responding to email inquiries. *

- ○ Excellent
- ○ Good
- ○ Fair
- ○ Poor
- ○ Very Poor
- ○ Not Applicable

2b. How helpful are JFNA's responses to email inquiries? *

- ○ Very helpful
- ○ Helpful
- ○ Somewhat helpful
- ○ Not at all helpful
- ○ Not Applicable

2c. Please elaborate on your answers above.

Type here...

3. Telephone Inquiries

3a. Please rate JFNA's timeliness of responding to telephone inquiries. *

○ Excellent

○ Good

○ Fair

○ Poor

○ Very Poor

○ Not Applicable

3b. How helpful are JFNA's responses to telephone inquiries? *

○ Very helpful

○ Helpful

○ Somewhat helpful

○ Not at all helpful

○ Not Applicable

3c. Please elaborate on your answers above.

Type here...

4. Individual Consultations

4a. Please rate the helpfulness of individual consultations with JFNA on program planning and implementation. *

○ Very helpful

○ Helpful

○ Somewhat helpful

○ Not at all helpful

○ Not Applicable

4b. Please elaborate on your answer above.

Type here...

4c. Please rate the helpfulness of individual consultations with JFNA on program evaluations. *

○ Very helpful

○ Helpful

○ Somewhat helpful

○ Not at all helpful

○ Not Applicable

4d. Please elaborate on your answer above.

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  <textarea>Type here...</textarea>
</div>

4e. Please rate the helpfulness of individual consultations with JFNA on program financial practices. *

- ⚪ Very helpful
- ⚪ Helpful
- ⚪ Somewhat helpful
- ⚪ Not at all helpful
- ⚪ Not Applicable

4f. Please elaborate on your answer above.

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  <textarea>Type here...</textarea>
</div>

5. Communication with Other Cohort Members

5a. About how often do you communicate with other members of your program cohort? *

○ Once a week

○ Once a month

○ Once a quarter

○ Once every six months

○ Never

○ Other

5b. Please rate the helpfulness of JFNA in facilitating communication with other members of the program cohort. *

○ Very helpful

○ Helpful

○ Somewhat helpful

○ Not at all helpful

○ Not Applicable
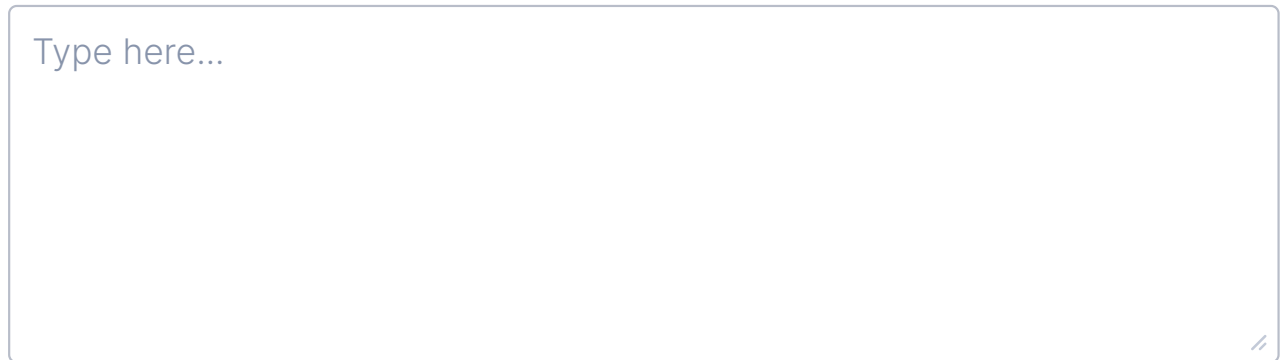
5c. Please elaborate on your answers above.

Type here...

5d. Please rate the helpfulness of communications with members of your program cohort. *

○ Very helpful

○ Helpful

○ Somewhat helpful

○ Not at all helpful

○ Not Applicable

5e. If you have feedback on how to make networking among program cohorts more helpful, please elaborate below.
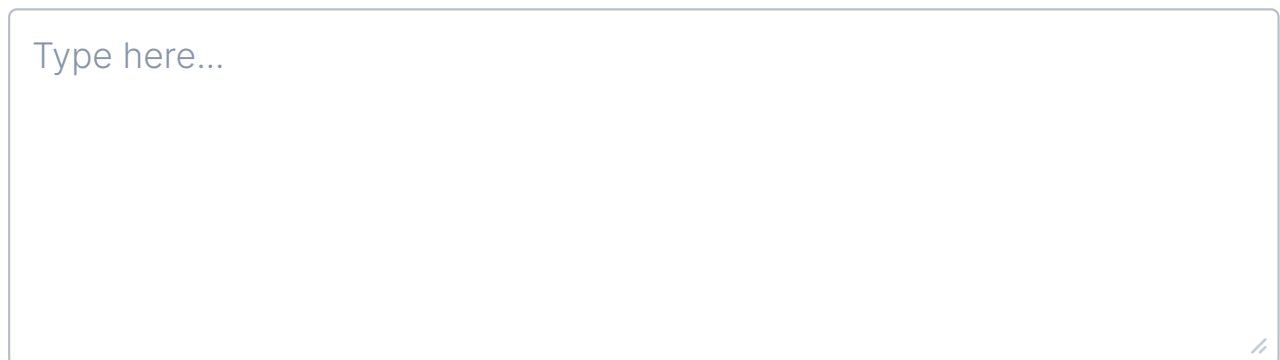
Type here...

6. Quarterly Reports

6a. If you have feedback on how to improve Semiannual Programmatic Reports, please elaborate below.

Type here...

6b. If you have feedback on how to improve the Financial Reporting Form please elaborate below.

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Type here...

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6c. If you have feedback on how to improve Quarterly Program Participant Reports, please elaborate below.

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Type here...

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7. Evidence of Match Forms and Work Plans

7a. If you have feedback on how to improve the Evidence of Match form, please elaborate below.

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Type here...

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7b. If you have feedback on how to improve the Work Plan form, please elaborate below.

> Type here...

8. End of Program Summary

8a. If you have feedback on how to improve the End of Program Summary Report, please elaborate below.

> Type here...

9. Evaluation Update Report and Annual Evaluation Report

9a. If you have feedback on how to improve the mid-year Evaluation Update Report, please elaborate below.

> Type here...

9b. If you have feedback on how to improve the end-of-year Annual Evaluation Report, please elaborate below.

Type here...

10. Additional Feedback

10a. Please add any ideas you may have for future training webinar topics or Training Workshop sessions.

Type here...

10b. Please add any additional comments, ideas, and suggestions about how JFNA can better support future programs.

Type here...

Thank you for completing the Technical Support Survey.

Please use the 'Print' button to save a copy of this survey for your records.

After printing, please click the 'Submit' button below.

Print   Save   Submit