



## **What is GovGrader?**

GovGrader is an annual online survey that captures the experience of nonprofit organizations that hold City or State human service contracts. It offers program, fiscal, contract, and executive staff the opportunity to provide feedback and ratings on key dimensions of government contract management performance. Individual ratings will feed into an HSC contract management performance scorecard that will be released annually. The Scorecard will use crowd-sourced data on nonprofit vendor experience to jumpstart a public conversation about government's performance constraining business practice, customer relations, and oversight activities. This is a first in the human services sector in the US.

## **Who should take the survey?**

Organizations should designate specific staff members familiar with, and responsible for, the organization's government contracts, including Program Directors, Contract Managers, Finance staff, and Executives, to respond to this survey to rate City and/or State agency performance.

**This year, multiple responses from each organization to each program area or agency will be accepted to reduce coordination burdens.**

Each respondent can choose to rate multiple agency programs at the same time at the State and/or City level. This survey can also be filled out multiple times. For example, a staff person can rate one set of programs for one or several agencies one day and a different set of programs/agencies the next.

## **Is the survey anonymous?**

Yes, the survey is anonymous. HSC asks for identifying information to verify survey results, prevent duplication, and ensure - to the extent possible - that survey takers are part of organizations with government contracts. HSC will not share or publish any identifying information of survey takers.

## **How long will the survey take?**

The survey should take no more than 30 minutes of your time to complete, depending on the number of programs/agencies you choose to rate at one time.



## **Can I save my survey and come back later to complete it?**

Yes. At the top of each page in the survey, there is a gray bar that will say “Save and continue later.” Click on the bar and enter your email address. Once you submit, you should receive an email from SurveyGizmo with a link to continue the survey from where you left off.

## **How are the questions structured?**

The questions are multiple choice with the option to include comments at the end of each page. Respondents should base their responses on previous fiscal year experience. The survey may include questions you cannot answer. Please feel free to use the “Don’t Know” or “N/A” option as needed.

## **If we have multiple contracts with different agencies, how should we fill out the survey?**

Respondents can choose multiple City and State agencies and program areas at one time and then answer each question for multiple agencies, or they can complete the survey one agency at a time, whichever they prefer.

We do not limit the number of times a survey can be taken, and allow for multiple people at an organization to take the survey for various agencies and programs. Respondents should choose the experience that is easier for them and organizations should determine which staff should take the survey. As a reminder, this year we are allowing multiple people from the same organization to rate a program area or government agency to reduce coordination burdens.

The various ways one can take the survey include:

- The respondent can take the survey separately for each agency. On one day, they open the survey link and select just program areas for the Office of Children and Family Services. The next day they click on the survey link again to take the survey for the Human Resources Administration.
- The respondent wants to take the survey one time for multiple agencies. They click on the link and select all the City and State agencies and program areas they want to take the survey for, and then answer each question for all the selected areas.

## **Is there a PDF of the questions?**

Yes, please [click on this link](#) for a pdf version of the survey.



## **What should I do if my government agency or program area is not listed?**

Please email [wuj@humanservicescouncil.org](mailto:wuj@humanservicescouncil.org) and let us know which areas we missed. Also, if your program area fits under one of the designated program areas, please fill out the survey by selecting that area.

## **Who should I contact if I have questions?**

If you have any questions or if you experience any difficulties with the survey, please contact Jason Wu at [wuj@humanservicescouncil.org](mailto:wuj@humanservicescouncil.org).