

## New User Guide: CCAT Respondents

The Core Capacity Assessment Tool (CCAT), is a 146-question, online tool that measures an organization's effectiveness through an analysis of its four core capacities—adaptive, leadership, management, and technical—and organizational culture. At the end of this analysis, an organization will receive findings about its core and sub-capacity scores, life cycle stage placement, and prioritized and detailed capacity building plans that serve as a guide to determine "next steps" to improve effectiveness. Please refer to [www.tcccat.com](http://www.tcccat.com) for more details on the core capacities and life cycle continuum.

Your organization has the opportunity to assess its effectiveness using the CCAT. Your organization's lead for the CCAT determined that you should be a respondent. You must complete the CCAT survey in order for your organization to receive its final CCAT report about its effectiveness. Below are some common questions and answers that will give you greater insight into your role in this assessment.

### **Someone at my organization asked me to do this. How do I get started?**

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The person at your organization responsible for administering the assessment, also known as the "organizational lead," will use the online CCAT interface to send you an email with a username and password that is specifically assigned to you.

This email will come from [CCATHelp@tccgrp.com](mailto:CCATHelp@tccgrp.com) and will have a subject line that reads "How to Get Started with your CCAT Organizational Assessment." It begins as follows:

Dear Jane Doe,

Your organization has the opportunity to assess its effectiveness using TCC Group's online Core Capacity Assessment Tool (CCAT). Your organization has requested that you complete the CCAT.

#### WHAT YOU NEED TO KNOW TO GET STARTED

To Access the Assessment

Click on the following link or copy and paste the link into the address bar of your Internet browser:  
<http://www.tcc-org-assess.com>

Your User Name and Password:

User Name: [janedoe@janepublic.com](mailto:janedoe@janepublic.com)

Password: password

As the email states, you need to only click the link in the email and then use the specific username and password assigned to you in order to start the assessment. In most cases, your username will be the email address at which you received the message. Please also note that passwords are case sensitive and must be entered exactly as they appear.

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**What should I do if I did not receive the username and password email?**

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Please check your spam folder as this message has occasionally been caught by users' spam filters. Additionally, you may want to check with your organizational lead to know when to expect this message, or when it was sent.

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**If I am unable to complete the assessment in one sitting, will the CCAT save my answers?**

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Yes, you may log out of the CCAT, log in again, and start at the point where you left off in the 146-question survey. Your answers are saved after each question.

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**When the survey mentions “volunteers,” does that include board members?**

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No, in this situation the survey takes “volunteers” to mean those who do everyday volunteer work for the organization, not uncompensated board members.

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**What are the background questions?**

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The background questions are a part of the CCAT that ask for some historical and budget information about your organization. You will only need to complete this section if your organizational lead has assigned it to you. When you log in for the first time, you will be notified if the background questions have been assigned to you. Please note that these questions are in addition to the 146 questions of the assessment.

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**What do I do if I don't know the answer to a question?**

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It is fine if you do not feel that you are able to respond to all the questions. Whenever this happens, please use the “Skip” button. Your organization will not be penalized if you skip a question, nor will your organization's scores go down as a result of skipping a question. Please choose “Skip” rather than the “Neither agree nor disagree” option if you do not know the answer.

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**Additional Assistance:**

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Please refer to the online resources at [www.tcccat.com](http://www.tcccat.com) if you have further questions about the CCAT, or getting started with the assessment. If you require additional assistance, or if you are experiencing technical difficulties, please contact our CCAT Help Desk at: [CCATHelp@tccgrp.com](mailto:CCATHelp@tccgrp.com) or 866- 470-2258.