

Peace Corps Conversion Loss

Final Questionnaire

4/22/11

SAMPLE REQUIREMENTS: [NO PAYMENT/INCENTIVE WILL BE PROVIDED]

Tag respondents based on sample:

- Applicant
- Returned volunteer

Introduction

Applicants:

Thank you for agreeing to take the Peace Corps survey and helping us inform our application process for potential future Volunteers. It will only take 20-minutes to complete. The survey is designed to be completed in a single session.

The Peace Corps abides by the OMB Paperwork Reduction Act.

(see link to [OMB Paperwork Reduction Act](#) for further guidance on paperwork reduction and privacy.)

Returned volunteers:

Thank you for agreeing to take the Peace Corps survey and helping us inform our application process for potential future Volunteers. It will only take 20-minutes to complete. The survey is designed to be completed in a single session.

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(see link to [OMB Paperwork Reduction Act](#) for further guidance on paperwork reduction and privacy.)

This section asks about your experience with the Peace Corps in general.

Section B – Introduction and Assessment of Peace Corps

1. [ASK ALL] When considering volunteering, what prompted you to inquire or apply to Peace Corps? (Randomize, mark as many as apply)
 - a. Advertisement
 - b. Newspaper or magazine article
 - c. Television news story
 - d. Regional recruitment staff or event
 - e. Social media network or website (like Facebook)
 - f. School advisor or mentor
 - g. Family
 - h. Friends
 - i. Co-workers
 - j. Classmates
 - k. Current or returned Peace Corps volunteer
 - l. Other (please specify) [ANCHOR]

2. [ASK ALL] Which, if any, of the following people, whom you know personally, are current or past Peace Corps volunteers? (Randomize, mark as many as apply)
 - a. Family
 - b. Friends
 - c. Co-workers
 - d. Classmates
 - e. Teacher, school advisor or mentor
 - f. Other, specify [ANCHOR]
 - g. I do not personally know any current or past Peace Corps volunteers [ANCHOR]

3. [ASK ALL] What is your overall opinion of the Peace Corps? Would you say it is...? (Mark one response)
 - a. Very favorable
 - b. Somewhat favorable
 - c. Somewhat unfavorable
 - d. Very unfavorable

4. [ASK ALL] People consider the Peace Corps for many reasons. How important were the following factors in learning more about Peace Corps? (Mark one response for each)

Randomize	Very important	Somewhat important	Slightly important	Not at all important	Don't know
Experiencing a different culture					
Work experience					
Helping others					
International experience					
Learning a new language					
	Very important	Somewhat important	Slightly important	Not at all important	Don't know
Personal growth					
State of the U.S. job market					
Serving my country					
Traveling or adventure					
Following in the footsteps of others, like family or friends					
Making a difference in the world					
Other, specify [ANCHOR]					
	Very important	Somewhat important	Slightly important	Not at all important	Don't know

5. [ASK APPLICANT ONLY] How informed do you feel about Peace Corps volunteering? (Mark one response)
- Very informed
 - Somewhat informed
 - Slightly informed
 - Not at all informed
6. [ASK APPLICANT ONLY] Which of the following areas of work were you most interested in exploring with the Peace Corps? (Randomize, mark as many as apply)
- Education
 - Youth and Community Development
 - Health and HIV/AIDS
 - Business and Information & Communication Technology
 - Agriculture
 - Environment
 - Other (please specify) [ANCHOR]
 - None of these [ANCHOR]
7. [ASK APPLICANT ONLY] Overall, did you get enough information about the area of work you were most interested in? (Mark one response)
- Yes
 - No
 - Don't know

8. [ASK APPLICANT ONLY] How informed were you about each of the following aspects of the Peace Corps process and what it takes to become or be a volunteer? (Mark one response for each)

Randomize	Very informed	Somewhat informed	Slightly informed	Not at all informed	Don't know
The application process					
The requirements of becoming a volunteer					
The medical clearance process					
The legal/background check clearance process					
The references needed					
The length of time the application process takes					
The length of the volunteer assignment					
Randomize	Very informed	Somewhat informed	Slightly informed	Not at all informed	Don't know
What Peace Corps provides while in service					
How much money you receive after completing your assignment					
Training provided by Peace Corps					
How Peace Corps matches you to a country					

The work you would do in your country of assignment					
Randomize	Very informed	Somewhat informed	Slightly informed	Not at all informed	Don't know

9. [ASK APPLICANT ONLY] Which of the following did you complete in inquiring or applying for the Peace Corps? (Mark all that apply)
- I attended a Recruitment Information session, but did not start the application
 - I completed the initial online application questionnaire but did not start the online application
 - I started the online application but did not submit it
 - I completed the online application but then notified the Peace Corps that I wanted to withdraw
 - I completed the online application but then decided that I did not want to move forward. I did not notify the Peace Corps.
- 10.[IF Q13 D OR E SELECTED] From the time you decided you were interested in Peace Corps, how long before you started your application? (Mark one response)
- Immediately
 - Less than 1 month
 - 1 month to less than 3 months
 - 3 months to less than 6 months
 - More than 6 months
- 11.[IF Q13 D OR E SELECTED] Which of the following did you complete after submitting your application? (Mark all that apply)
- I submitted the "legal kit" including: finger prints, National Agency Check (NAC) questionnaire
 - My three references were submitted
 - I interviewed
 - I was nominated
 - I received the medical kit and underwent the medical clearance process
 - I was medically and legally cleared
 - I was invited to serve as a Peace Corps Volunteer
 - I accepted the invitation

i. I completed visa and passport forms

12.[ASK APPLICANT ONLY] To what extent did any of the following requirements deter you from becoming a volunteer? (Mark one response for each)

Randomize	A great deal	Some	Not much	Not at all	Don't know
The medical kit clearance process					
The legal/background check kit clearance process					
Completion of the three references needed					
The interview needs					
The visa and/or passport needs					
Randomize	A great deal	Some	Not much	Not at all	Don't know

13.[IF Q13 D OR E SELECTED OR RETURNED VOLUNTEER] Overall, how satisfied were you with the Peace Corps application process? (Mark one response)

- a. Very satisfied
- b. Somewhat satisfied
- c. Somewhat dissatisfied
- d. Very dissatisfied

14.[ASK APPLICANT ONLY] What made you [A. satisfied/B. dissatisfied] with the Peace Corps application process? Please be as specific as possible. (open-end, verbatim only, not coded)

15. [IF Q13=D OR E SELECTED] To what extent do you agree or disagree with the following statements about the online application process? (Mark one response for each)

Randomize	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Is easy to understand					
Is easy to navigate					
Experienced technical problems					
Provides you with good instructions on the information needed to complete the application					
Takes too long to complete					
Randomize	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Requires too much information					
Completing the essay portions delayed or otherwise impacted my application submittal					

16.[IF Q13 D OR E SELECTED] To what extent do you agree or disagree with the following statements about the consideration process following the online application completion? (Mark one response for each)

Randomize	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/does not apply
I thought completing the legal kit was straightforward					
I thought the legal and background clearance was thorough					
I thought completing references online was convenient					
I thought scheduling and completing the interview with my recruiter was simple					
I thought understanding the nomination process was clear					
I thought the medical clearance was thorough					

I thought the medical clearance was straightforward					
Randomize	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
I thought it was easy to understand the invitation process					
I was aware that I would need to pay for additional medical expenses					
My Recruiter was helpful and accessible					
My Placement Officer was helpful and accessible					
Randomize	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know

17. [ASK APPLICANT ONLY] What made you change your mind and not want to pursue the Peace Corps? (Randomize, mark as many as apply)
- a. Financial situation improved
 - b. Financial situation worsened
 - c. My student loans could not be deferred
 - d. Got a job
 - e. Went back to school
 - f. Relationship issues
 - g. Family situation
 - h. Have not traveled a lot on my own
 - i. Concern about isolation
 - j. Concern for my safety
 - k. Concern for my health
 - l. Concern over not getting the work assignment I wanted
 - m. Concern over not being placed in the country I wanted
 - n. Concern over the length of the application process
 - o. Concern over the length of the 27 month commitment to the volunteer assignment
 - p. Concern that I wouldn't get the experience I wanted
 - q. Concern that I wouldn't gain the skills I wanted
 - r. Concern that it would be harder to enter / re-enter the workforce after the assignment
 - s. Concern that I would miss home
 - t. I decided that Peace Corps was not the right fit for me
 - u. Other, specify [ANCHOR]
 - v. None of these [ANCHOR]

18. [ASK APPLICANT ONLY] Which, if any, of the following information would have made you more willing to continue with your Peace Corps volunteer consideration? (Randomize, mark as many as apply)
- a. Understanding more about paid living expenses
 - b. Understanding more about the program completion pay
 - c. Knowing more about program assignments
 - d. Having more information about what Peace Corps provides in terms of safety and security
 - e. Personal contact with Peace Corps staff during the application process
 - f. Talking to current or returned volunteers about their experience
 - g. Having someone help me with the application process
 - h. Better understanding about the length of the application process
 - i. Understanding more about the length of the volunteer assignment
 - j. Knowing there would be work placement support after completing the program
 - k. Having more control over the region of placement
 - l. Having more control over the volunteer assignment
 - m. Gaining a better understanding of the career benefits of Peace Corps
 - n. Getting guidance about how to deal with student loans while in the application process
 - o. Getting guidance on how to deal with personal debt while in the application process
 - p. Getting more information on Peace Corps graduate school partnerships
 - q. Other, specify [ANCHOR]
 - r. None of these [ANCHOR]
19. [ASK ALL] How likely are you to recommend others apply to the Peace Corps? (Mark one response)
- a. Very likely
 - b. Somewhat likely
 - c. Somewhat unlikely
 - d. Very unlikely
20. [ASK ALL] What makes you [A. likely/B. unlikely] to recommend others apply to the Peace Corps? Please be as specific as possible. (open-end, verbatim only, not coded)

Section C – Volunteering Behaviors

21. [ASK ALL] In which of the following areas have you volunteered or helped others in the past? (Randomize, mark as many as apply)

- a. Political
- b. Professional
- c. Educational, literacy
- d. Youth
- e. Environmental or animal care
- f. Hospital or other health
- g. Public safety
- h. Religious/spiritual
- i. Social or community service
- j. Sports
- k. Hobby, cultural or arts
- l. Helping neighbors
- m. International
- n. Other, specify [ANCHOR]
- o. I have no prior experience with volunteering or helping others [ANCHOR]

22.[ASK ALL] Which of the following best describes your experience traveling?
(Mark as many as apply)

A. Domestic Travel

- a. I've traveled as a tourist
- b. I've studied in different parts of the US
- c. I've worked in different parts of the US
- d. I've not traveled domestically

B. International Travel

- a. I've traveled internationally as a tourist
- b. I've studied overseas
- c. I've worked overseas
- d. I've not traveled internationally

Section D – Final Demographics

We just have a few more questions. These will be used for classification purposes only.

23. [ASK ALL] Which of the following best describes your education status at the time of your application to the Peace Corps? (Mark one response)
- Full-time student
 - Part-time student
 - Not currently in school
24. [ASK ALL] What is the highest level of education you completed at the time of your application to the Peace Corps? (Mark one response)
- Did not complete high school
 - High school graduate / GED
 - Technical school graduate
 - One or two years of college completed
 - A.A. degree or equivalent
 - Third year of college completed
 - College graduate
 - Some graduate study completed
 - Graduate Degree
- 25.[ASK ALL] Were you employed at the time of your application?(Mark one response)
- Full time (work 35 hours or more a week at all jobs)
 - Part time (less than 35 hours a week at all jobs)
 - Not employed
- 26.[IF EMPLOYED] In which type of organization were you employed at the time of your application? (Mark one response)
- Public for-profit company, business or individual
 - Private for-profit company, business or individual
 - Private nonprofit, tax-exempt, or charitable organization
 - Local government agency
 - State government agency
 - Federal government agency
 - Self-employed in own or family business, professional practice or farm
 - Other, specify [ANCHOR]

- 27.[IF NOT EMPLOYED (Q28 = C) OR NOT IN SCHOOL (Q26 = C)] You indicated that you were not employed or going to school at the time of your application to the Peace Corps. Which of the following describe what you were doing at the time of your application? (Randomize, mark as many as apply)
- a. Volunteering
 - b. Traveling
 - c. Looking for work
 - d. Retired
 - e. Managing a household
 - f. Other, specify [ANCHOR]

The next few questions relate to financial status and student loans. Peace Corps needs to ask these questions to determine the extent to which financial concerns are a barrier to pursuing Peace Corps.

28. [ASK ALL] Which of the following best describe you at the time of your application to the Peace Corps? (Mark one response)
- a. I have my own personal income and do not rely on financial support from others
 - b. I have my own personal income, but also rely on financial support from others
 - c. I do not have my own personal income, and rely on others for support
- 29.[IF 31= A OR B] At the time of your application, what was your total personal annual income, before taxes? By income, we mean wages, salary, commissions, bonuses, tips, interest, dividends, royalties, disability, public assistance or other earned income. (Mark one response)
- a. Under \$15,000
 - b. \$15,000 to \$25,000
 - c. \$25,000-\$49,999
 - d. \$50,000-\$74,999
 - e. \$75,000-\$99,999
 - f. \$100,000-\$124,999
 - g. \$125,000-\$149,999
 - h. \$150,000 or more
 - i. I still rely on financial support from others
 - j. Decline to answer

30.[ASK ALL] [IF 31= B OR C] At the time of your application, if you were relying on other (family, student loans, etc...) support, what was your household income? (Mark one response)

- a. Under \$15,000
- b. \$15,000 to \$25,000
- c. \$25,000-\$49,999
- d. \$50,000-\$74,999
- e. \$75,000-\$99,999
- f. \$100,000-\$124,999
- g. \$125,000-\$149,999
- h. \$150,000 or more
- i. Don't know
- j. Decline to answer

31. [ASK ALL] At the time of your application to the Peace Corps, how much did you owe in student loans? (Mark one response)

- d. Under \$10,000
- e. \$10,000-\$20,000
- f. \$20,000-\$30,000
- g. \$30,000-\$40,000
- h. \$40,000-\$50,000
- i. Over \$50,000
- j. I did not have any outstanding student loans
- k. Don't know

32. [ASK ALL] How well does each of the following statements describe you at the time of your application? (Mark one response for each)

Randomize	Very well	Somewhat well	Slightly well	Not well at all	Don't know
I was living paycheck to paycheck					
I had financial debt (other than student loans) that influenced the job choices I					

made					
I was considering going back to school					
I was having a hard time finding a job					
I needed to find ways to make myself more marketable in the job market					
I was looking to make a change in my job or my life					
Randomize	Very well	Somewhat well	Slightly well	Not well at all	Don't know

33. [ASK ALL] At the time of your application to the Peace Corps, what was your marital status? (Mark one response)
- Single, never married
 - Engaged
 - Living with a partner
 - Married
 - Separated
 - Divorced
 - Widowed
34. [ASK ALL] What is the zip code for where you went to college most recently? [Code to regions: Northeast, Midwest, South, West][Provide don't know option]
35. [ASK ALL] What is your home or residential zip code? [Code to regions: Northeast, Midwest, South, West] [Provide don't know option]

Finally, we'd like to ask you a few questions for classification purposes only.

Section A – Demographics

36. [ASK ALL] What is your gender? (Mark one response)

- a. Male
- b. Female

37.[ASK ALL] What is your age? Please enter in the box below. (Enter exact below, code back to ranges)

[_____]

- a. 18 to 21
- b. 22-24
- c. 25-29
- d. 30- 39
- e. 40- 49
- f. 50+

38.[ASK ALL] Which of the following best describes your ethnicity? (Mark one response)

- a. Hispanic or Latino (Of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race)
- b. Not Hispanic or Latino

39.[ASK ALL] Which of the following best describes your race? (Mark one or more)

- a. American Indian or Alaska Native
- b. Asian
- c. Black or African American
- d. Native Hawaiian or Other Pacific Islander
- e. White

Thank you so much for completing this survey. Your feedback is very important to us.

Provide link to Peace Corps /OMB PRA (Paperwork Reduction Act):

OMB control number: 0420-####. The Peace Corps Act (22 USC § 2501 et seq.) authorizes this collection of information. It will be used to collect feedback from Peace Corps applicants and returned Volunteers to help understand factors that are driving recruitment attrition, as well as what information or education needs would increase the conversion ratio. Providing the information requested is voluntary. The Peace Corps may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The time required to complete this information collection is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments on this form to Peace Corps, Privacy Act Office, 1111 20th Street, NW, Washington, DC 20526.