

**The Office of Management and Budget  
Paperwork Reduction Act Submission**

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AmeriCorps Member Feedback Survey

*May 31, 2011*

**Prepared by:**

**THE CORPORATION FOR NATIONAL AND COMMUNITY SERVICE**

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## **Part B**

### **STATISTICAL METHODS OF DATA COLLECTION**

#### **B1 Potential Respondent Universe**

The potential respondent universe for the AmeriCorps member satisfaction survey consists of all current members in AmeriCorps State/ National, NCCC, and AmeriCorps VISTA who serve at least 100 hours and 15 percent of their required service time.

#### **B2 Sampling Method and Respondent Universe**

All exiting members are invited to complete the survey as a part of their close of service process through the My AmeriCorps Portal (including successful graduates, early termers, and delayed exits). The survey process is automated. There will be no samples drawn from each of those three groups.

##### **B2.2 Procedures to Deal With Non-Response**

A number of appropriate actions will be taken to ensure a high rate of response to the surveys covered in this submission.

The Corporation will closely monitor response rates of the surveys. We will communicate directly with programs and projects to ensure that they have delivered survey information to members. We will also follow up with members, sending them periodic reminders to complete the survey. We will send members an advance letter describing the survey and encouraging their participation. It will include information on the web site location and provide a unique username and password. The site will be designed so that potential respondents can answer the questionnaire in one sitting or can return to the site as often as necessary to complete it; it is not anticipated, however, that the short surveys will require multiple sessions in most instances. Prospective respondents will also be given a telephone number and e-mail address should they have any questions or require technical assistance.

Despite best efforts to reduce non-response, like most surveys there will likely be some non-response issues that need to be evaluated. This necessitates a careful look at patterns of non-response at each stage of data collection—not only reviewing the characteristics of members who are not participating but also reviewing instances where only partial information has been provided. Partial information includes item non-response to the surveys.

#### **B3 Pre-Testing of Procedures**

Pre-testing of the instruments will be done to evaluate wording, question order, and questionnaire length issues. Should that pre-testing experience result in the need to

change procedures or item wording, proposed changes will be submitted to OMB for consideration as an amendment to this package.

**B4 Persons Responsible for Statistical Aspects of the Design**

The person most directly responsible for statistical aspects of the design is:

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**Annex**

Notice of this submission appeared in the *Federal Register*, Vol. 75, No. 241, pages 78682 to 78683, on December 16, 2010 (“Corporation for National and Community Service, Renewal of a Currently Approved Information Collection”) and in Vol. 76, No. 83, pages 23999 and 24000, April 29, 2011 (“Corporation for National and Community Service, Information Collection; Submission for OMB Review, Comment Request”).