

Part B. Collections of Information Employing Statistical Methods:

1. Respondent Universe and Sampling Methods

The potential respondent universe for this data collection includes all current CNCS service participants as well as recent alumni who have been out of their program for 1 – 2 years. This population numbers approximately 200,000 individuals. Approximately 300 service participants and recent alumni will be randomly selected from this population to receive the survey instrument.

2. Procedures for the Collection of Information

Individuals who complete the CNCS survey will be contacted via email, with a request for their participation in the data collection. The survey will be administered in an online format using Vovici EFM Community Web-based software. Participant email addresses will be uploaded into the Vovici Community secure Web site and each respondent will be sent a link to the survey via their email address. The emails that are sent to participants requesting participation will include a statement describing the confidential nature of the survey. If the respondent does not have an email account, participants can be directed to a URL address via alternate means (e.g., via agency memo with URL address, access to a common computer lab with the site loaded onto each computer). All data exported from the Vovici Community secure Web site will be kept in a secured folder.

ICF International will prepare a report that includes aggregate-level results of the survey. Additionally, at the conclusion of the data collection covered by this request, ICF will provide CNCS with organization-wide data that will be useful in providing information about the service member experience across programs.

3. Methods to Maximize Response Rates and Deal with Issues of Non-Response

The following strategies will be employed to maximize response rate and minimize issues associated with non-response during the survey process:

- Use of a well-designed, easy to use survey;
- Respondents will be assured that their responses will be handled in a confidential manner;
- Respondents will be provided with a contact name and telephone number for inquiries;
- Respondents will be given reminders to complete the survey. The link to the web-based survey will be provided each time a reminder is needed; and
- Respondents will be provided with an explanation of how their participation will help to inform positive changes to the service experience by CNCS and subsequently benefit current and future participants as well as the community they serve.

Employing these strategies will be helpful in gaining a high response rate across respondents.

4. Tests of Procedures of Methods to be Undertaken

The survey has been reviewed with five individuals. The purpose of this review was to determine the time required to complete the survey, the ease of responding to questions, and to ensure there was not duplicate information requested from participants. Suggested changes were incorporated into the survey instrument.

5. Individuals Consulted on Statistical Aspects of the Design and Organizations/Persons Collecting and Analyzing the Data

Beth Heinen, Ph.D.
Senior Associate
Applied Organizational Research
ICF International
(314) 918-0373