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Iello, we are con NCCC) project s	-	RO1 comes to the phone)
NCCC) project s	ducting research abo	
sCorporation. The put thers like it. This su	sponsors are satisfied National and Commu calling from urpose of this research is urvey is being conducted	out the degree to which AmeriCorps NCCC I with services provided by NCCC and the unity Service (the Corporation). Hello, my name on behalf of AmeriCorps NCCC and the to help improve services to your organization and I both by phone and on the internet. Do you recall cline?
		ight now over the phone? The survey should take
F RESPONDED NO nd thank] hone (skip to INTR	O TO INTRO1A. Would RO2)	d like to take on-line [capture email address for
When responding, please answer on behalf of the collective experiences of your organization, from your current project year to the present. If the survey asks about experiences that you are not that familiar with, pleasefeel free to ask a colleague for assistance. We want and need to hear from you. In doing so, it is important that the survey is completed in its entirety.		
eports prepared for ssociate response information that id equired by law. T	or this study will sumn is with a specific organ lentifies individuals to This interview is authon	used only for purposes of this research. The marize findings across the sample and will not nization or individual. We will not provide anyone outside the study team, except as rized by Office of Management and Budget time?
Yes No	(Continue) "Can we schedule a tim	ne that is more convenient for you?"
Vb VFribo Vrxsu Resnes	proporation. The purpose of the policy of th	orporation. The purpose of this research is hers like it. This survey is being conducted ceiving an invitation to take the survey on- Yes [skip to INTRO1a1] No [skip to INTRO1a.B] Yould you like to take the survey with me report 8-10 minutes to complete. Yes [thank and terminate] RESPONDED NO TO INTRO1A. Would ad thank] Hone (skip to INTRO2) Ho not plan to participate [thank and terminate] Responding, please answer on being anization, from your current project of the properties of the proper

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DEMOGRAPHIC QUESTIONS (Do not read)

Please consider only your organization's experience as a NCCC Project Sponsor, and not with any other programs with which your organization may be affiliated.

DEM1 When did you last receive a team of NCCC members?

- a. less than 4 months ago
- b. 5-7 months ago
- c. 8-9 months ago
- d. 10-11 months ago
- e. More than 12 months ago

Becoming informed about how to apply to NCCC (Do not read)

We first want to ask about your experience in obtaining the procedures for receiving an AmeriCorps NCCC team.

Qapp1 Did your organization download the service project application guidelines and forms from the Corporation's OFFICIAL NCCC Website, accessible at http://www.americorps.gov/about/programs/nccc.asp?

- a. Yes
- b. No

(Qapp1= a) ONLY ASKED TO THE WEBSITE USERS:

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," please rate the

Qapp2 Clarity of the procedures for submitting a project application

Qapp3 Ease of locating the service project application guidelines and forms (on the website)

Qapp4 Ease of navigating through the website

Qapp5 General Open-End: In what areas could the AmeriCorps NCCC website improve so that the procedures for receiving a NCCC team are more readily accessible? (capture verbatim response)

(NEWQapp1= b) How did your organization obtain the service project application guidelines and forms? (capture verbatim response)

APPLICATION PROCESSES (Do not read)

The next series of questions relates to the official process that organizations go through to apply to receive AmeriCorps NCCC teams.

Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," please rate the application processes on the:

ASK ALL

Qapp6 Ease of obtaining the service project application guidelines and forms

Qapp7. Clarity of the application instructions and application forms

Qapp8. Timeliness of information about the application process

Qapp9. NCCC's assistance in helping you prepare your application or develop your project proposal

Qapp10. Amount of time it takes to complete the application

PROJECT APPLICATION REVIEW AND APPROVAL PROCESS (Do not read)

Now please think about the AmeriCorps NCCC processes for reviewing and approving sponsor applications. Using the same 1 to 10 scale, please rate:

Qpar1. How well the NCCC Project Staff kept your project informed of the status of applications

 Qpar2. The fairness of the sponsor approval process Qpar3. The timeliness of being notified of approval decisions Qpar4. The reasonableness of sponsor requirements and provisions Qpar5. The ease of the service project negotiation and revision process Qpar6. General/Open-Ended: What could NCCC do to improve the NCCC Service Project Sponso Application process? 	or
ORIENTATION AND TECHNICAL ASSISTANCE (Do not read)	
The next set of questions relate to the AmeriCorps NCCC processes for orienting and providing techn support to recently approved sponsors.	ical
Qtta1. How was your organization oriented to its role as a NCCC Project Sponsor? (select all that apply) □ Electronic Mail □ Other internet and web-resources □ Phone Consultations □ Site Visits □ Printed Materials	
Thinking about the orientation and technical assistance provided to Project Sponsors overall, and usin scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," please rate: Qtta2. The usefulness of the orientation, technical assistance and other materials NCCC provides Qtta3. The relevance of the topics covered	g a
Qtta4. General/Open-Ended: What can NCCC do to improve the orientation and technical assistance provided to Project Sponsors?	e
PROJECT DEVELOPMENT AND MANAGEMENT (Do not read)	
Now please think about AmeriCorps NCCC processes for developing projects, deploying teams and monitoring projects.	
Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," how would you rate the extent to which NCCC staff have been effective in helping you: Qpm1 Prepare for an NCCC project Qpm2 Implement the work plan	
 Address and adapt to changes in the project between time of award and NCCC Team arrival Resolve project challenges Address and resolve NCCC member performance issues 	al
Qpm6 Once your project was approved to receive an NCCC team, were you visited by an NCCC statement before the arrival of the team? ☐ Yes ☐ No (Skip to QPm8)	aff
Qpm7 If yes, Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," how would you rat following: The usefulness of the pre-site visit	e the
Qpm8 Once the NCCC team arrived at your project, were you visited by an NCCC staff member? ☐ Yes ☐ No (Skip to Qpm10)	
If yes, Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," how would you rethe following:	ate

Qpm9. The usefulness of the mid-site visit Qpm10: Do you have any additional comments regarding either the pre-site visit or mid-site visit? STAFF SUPPORT (Do not read) Now, please think of your project's interactions with staff with whom you work with during the planning and implementation phases of the project. **NCCC Team Leaders** Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," how would you rate: The overall effectiveness of the Team Leader in managing the NCCC team The Team Leader's knowledge of AmeriCorps NCCC requirements Qss2. Qss3. The courteousness of the Team Leader Qss4. The Team Leader's responsiveness to your inquiries and concerns NCCC Staff (not including NCCC Team Leaders) Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," how would vou rate: Qss5. The ease of knowing which NCCC Staff to contact with questions or concerns Qss6. The availability of NCCC Staff Qss7. The NCCC Staff's knowledge of AmeriCorps NCCC requirements The courteousness of NCCC Staff Qss8. The timeliness of their response to inquiries and concerns Qss9. Qss10. Their sharing of information about effective practices Oss11. With which of the following NCCC staff has your organization directly interacted? (select all that apply) □ NCCC Unit Leader □ NCCC Assistant Program Director □ NCCC Service Learning Coordinator □ NCCC Region Director ☐ Don't Know ☐ Other (do not include NCCC Team Leader) Please specify:___ If yes to NCCC Unit Leader, Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," how would you rate: Oss12 The responsiveness of the Unit Leader Qss13 The courteousness of the Unit Leader Oss14 The Unit Leader's guidance in helping you to adapt to/solve project changes The effectiveness of Unit Leader in helping you resolve project challenges or address project Qss15 changes If yes to NCCC Assistant Program Director, Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," how would you rate: The responsiveness of the Assistant Program Director Qss16 Oss17 The courteousness of the Assistant Program Director The Assistant Program Director's guidance in helping you prepare for an NCCC project Oss18 The effectiveness of the Assistant Program Director in preparing you for an NCCC project Qss19

Qss20. Open-Ended: If you have additional comments regarding the quality of your interactions with any

NCCC staff, please note them.

PERFORMANCE INDICATORS (Do not read)

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Qout1. Overall, the project's obje	to what extent, if at all, were the projects completed by NCCC teams successful in meeting
	A large extent (skip to Qout3)
	A moderate extent (skip to Qout3)
	A small extent
	Not at all successful
	(Don't Know) Not Applicable (skip to Qout3)
Qou2. Why do y	ou believe they fell short of their goals?
Qout3. To what	extent, if at all, did the NCCC teams_help your project leverage additional volunteers?
	A large extent
	A moderate extent A small extent
	Not at all successful
	(Don't Know) Not Applicable
expanding existi	extent, if at all, did the NCCC teams increase the number of persons served (such as by ng programs or services or offering new programs or services)? A large extent A moderate extent A small extent
	Not at all successful
	(Don't Know) Not Applicable
other organizatio	extent, if at all, did the NCCC teams help your organization increase involvement with ons, for example by building or increasing involvement in collaborative efforts? A large extent A moderate extent A small extent Not at all successful (Don't Know) Not Applicable
	ge, to what extent, if at all, did the support provided by NCCC (including the Campus) and enhance your project's ability to provide services? A large extent (skip to Qbmk1) A moderate extent (skip to Qbmk1) A small extent Not at all successful
Qout7. What ac	lditional support could have been provided?
ACSI BENCHM	ARK QUESTIONS (Do not read)

Qbmk1. Again, thinking of your experiences only as a NCCC Project Sponsor, and using a 10-point scale on which "1" means "Very Dissatisfied" and "10" means "Very Satisfied," how satisfied are you with NCCC (including the Campus) and the Corporation's programs and services?

Qbmk2. Using a 10-point scale on which "1" now means "Falls Short of your Expectations" and "10" means "Exceeds your Expectations," to what extent have NCCC (including the Campus) and the Corporation's programs and services fallen short of or exceeded your expectations.

Qbmk3. Forget for a moment your experience as a Project Sponsor of NCCC. Now, imagine what an *ideal* institution allocating volunteer resources would be like. How well do you think the resources received as a Project Sponsor of NCCC compare with that ideal institution you just imagined? Please use a 10-point scale on which 1 means "Not at all Close to the Ideal "and 10 means "Very Close to the Ideal."

Strategic Plan and Performance (do not read)

SP1 To what extent has CNCS communicated its strategic goals effectively to your organization?

- A large extent
- A moderate extent
- A small extent
- Not effectively at all
- Not applicable

SP2 Please select your level of agreement with the following statement: If I have a question, concern, or suggestion about CNCS' strategic goal, I know how to raise the issue.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

SP3 Please select your level of agreement with the following statement: If I have a question, concern, or suggestion about CNCS' strategic goal, I know where to send it.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

SP4 Please select your level of agreement with the following statement: When I have shared a comment about CNCS' strategic goals, I feel it was taken into consideration.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

SP5 Please select your level of agreement with the following statement: Measuring program impact and demonstrating performance is of high importance to CNCS.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

SP6 Please select your level of agreement with the following statement: CNCS offers guidance, support, and assistance to my organization to help it demonstrate results and measure impacts.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not applicable

SP7 To what extent are the performance measures drafted by CNCS helping to enhance your organization's ability to measure its impacts?

- A large extent
- A moderate extent
- A small extent
- Not effectively at all
- Not applicable

SP8 To what extent are the performance measures drafted by CNCS helping to enhance your organization's ability to articulate its impacts?

- A large extent
- A moderate extent
- A small extent
- Not effectively at all
- Not applicable

CLOSING (Do not read)

Qbmk4 If the opportunity/need arose, would you submit another NCCC Service Project Application?

- Yes (SKIP TO CLOSING1)
- □ No

Qbmk5 If no, please explain why you would not submit another NCCC Service Project Application.

CLOSING1Those are all the questions we have for you today. Do you have any other comments you'd like to make about how NCCC, (including the Campus) and the Corporation, can better support your organization?