# NCCC Service Impact/Volunteer Survey

Hello Sponsor,

You are receiving this survey because one or more NCCC teams served with you in the last few months. We would like feedback on whether collaboration with NCCC helped your organization to meet the needs of the community. If you collaborated with NCCC on more than one project during this period, please answer the questions by considering all projects. Your responses are confidential and will not affect access to future NCCC services.

If you are not able to answer the questions, please consult with colleagues or return the survey and recommend another respondent to us.

1. According to our records, you recently collaborated with NCCC teams on a project. Is this correct?

mlj

Yes

mlj No

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The information requested in the AmeriCorps National Civilian Community Corps Sponsor Survey is collected pursuant to 42 U.S.C 12592 and 12615 of the National and Community Service Act of 1990 as amended, and 42 U.S.C. 4953 of the Domestic Volunteer Service Act of 1973 as amended, and 42 U.S.C. 12639. Purposes and Uses - The information requested is collected for the purposes of collecting sponsor data. Routine Uses - Routine uses may include disclosure of the information to federal, state, or local agencies pursuant to lawfully authorized requests. In some programs, the information may also be provided to federal, state, and local law enforcement agencies to determine the existence of any prior criminal convictions. The information may also be provided to appropriate federal agencies and Department contractors that have a need to know the information for the purpose of assisting the Department’s efforts to respond to a suspected or confirmed breach of the security or confidentiality or information maintained in this system of records, and the information disclosed is relevant and unnecessary for the assistance. The information will not otherwise be disclosed to entities outside of the Corporation for National and Community Service without prior written permission.  Effects of Nondisclosure - The information requested is not mandatory.  The OMB Control Number is 3045-0038 and the Expiration Date is Month, Day, Year.

# NCCC Service Impact

1. For this project, how many NCCC teams did your organization host?

mlj 1

mlj 2

mlj 3

mlj 4

mlj 5

mlj

Other (please specify)

# Service Impact

These answers will help NCCC evaluate the effectiveness of the NCCC team in helping to meet community need, sponsor program objectives and create sustainable outcomes.

1. To what extent did NCCC team’s contribution assist you in your ability to address the community need? (check one)

mlj

Made a significant difference

mlj

Made a moderate difference

mlj

Made a minor difference

mlj

Made no difference

mlj

Don’t know/ Not applicable

# Service Impact

1. What was your community need?

5

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1. What were your primary objectives for this project? Please list the top 3:

One

Two

Three

1. Were the project’s primary objectives met?

mlj

Project objectives were met and exceeded

mlj

Project objectives were met

mlj

Fell short of some of the project objectives

mlj

Did not meet any project objectives

mlj

Don’t know

# Service Impact

1. Please explain how the project exceeded its objectives:

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# Service Impact

1. Please explain why project objectives were not met or the project fell short:

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# Service Impact

1. Did your collaboration with NCCC enhance your organization’s ability to provide services?

mlj

Yes

mlj No

mlj

Don’t know/ Not applicable

# Service Impact

1. How did NCCC assistance enhance your organization’s ability to provide services? (check all that apply)

fec

We were able to provide services to more people

fec

We are able to extend the amount of service provided to individuals

fec

We were able to offer new services to people

fec

We were able to provide services to people quicker

# Service Impact

1. Can you estimate the percent increase in the number of people served? (check one)

mlj

Less than 5%

mlj

Between 5– 24% increase

mlj

Between 25 – 49% increase

mlj

Between 50 – 74% increase

mlj

Between 75 – 100% increase

mlj

More than 100% increase

mlj

Don’t know

# Service Impact

1. Because of your collaboration with NCCC, were you able to achieve your objectives faster than you would have otherwise? (check one)

mlj

Yes

mlj No

mlj

Don’t know/Not applicable

# Service Impact

1. If yes, what was the benefit? (Check all that apply)

fec

Able to meet timeline of another grant

fec

Able to start the next phase of the work

fec

Able to provide timely service to the community

fec

Able to manage an emergency situation

fec

Don’t know/ Not applicable

fec

Other (please specify)

5

6

1. How much longer would your organization have taken to complete the team’s work, if you had to do it without the team? (check one)

mlj

1­6 months longer

mlj

7­12 months longer

mlj

13­18 months (1 – 1 ½ years) longer

mlj

19­24 months (1 ½ ­ 2 years) longer

mlj

More than 2 years

mlj

The work would not have been done.

1. Will you be able to sustain the project’s outcome after the NCCC team(s) completed your project? For example, is a plan or process in place to continue the work begun by NCCC (e.g. steps are being taken to ensure an invasive species that was removed by NCCC does not return; a manual or curricula developed by NCCC is used in programming)? (check one)

mlj

No, not at all

mlj

Yes, to a small extent

mlj

Yes, to a large extent

mlj

Don’t know

mlj

Not applicable

# Service Impact

1. Please describe the outcome you are sustaining:

5

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# Service Impact

1. Please explain why sustainability is not applicable in this case:

5

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# Service Impact

1. Do you think that more people became aware of your organization and its mission as a result of your collaboration with NCCC (e.g. did you receive more inquiring phone calls, volunteer offers, local media inquiries, or donations than usual)? (check one)

mlj

No, no noticeable change in level of interest

mlj

Yes, the community showed somewhat more interest

mlj

Yes, the community showed a great deal more interest

mlj

Don’t know/ Not applicable

1. The collaboration with NCCC helped your organization or agency to (check all that apply):

fec

Develop new relationships/partnerships with other organizations/agencies

fec

Improve existing relationships/partnerships with other organizations/agencies

fec

Neither/not applicable

1. In your opinion, what was the major impact of the NCCC team’s service on the community?

5

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# Service Impact

Please tell us about the potential longer term results of your collaboration with NCCC.

1. During your collaboration with NCCC, were you able to build, improve, or implement something lasting for the community that you would not have been able to do otherwise

(i.e. a structure or system that will continue providing service well beyond NCCC’s involvement)? (check one)

mlj

Yes

mlj No

mlj

Not applicable to the work we were doing

# Service Impact

1. What was built, improved, or implemented? (check all that apply)

fec

New or improved infrastructure (Please explain on next page)

fec

System or service (Please explain on next page)

fec

Housing or shelter

fec

Public facility

fec

Public park or open space

fec

Protected ecosystem

fec

Other (please specify)

# Service Impact

1. Please explain

5

6

1. Will this put you in a better position to serve more people in the long run?

mlj

No, definitely not

mlj

No, probably not

mlj

Yes, probably

mlj

Yes, definitely

mlj

Not sure

mlj

Not applicable; we do not provide direct service to people

# Volunteer Service

These answers will help NCCC evaluate the effectiveness of the NCCC team in helping to meet community need, sponsor program objectives and create sustainable outcomes. We would like to ask you some questions about the volunteer service project that an NCCC team completed recently to help your organization utilize volunteers. An NCCC team may have helped recruit or support volunteers, or they may have set up logistics for volunteers in advance. (Note that the term “volunteer” refers to volunteers serving with your organization during the NCCC project, not the NCCC team members themselves or other AmeriCorps members.)

1. We would like to know a little about the NCCC team’s efforts. Did the NCCC team assist with volunteer recruitment? (check one)

mlj

Yes

mlj No

# Recruitment

1. How successful were the NCCC team’s recruitment efforts?

mlj

Not at all successful: no volunteers were recruited

mlj

Less than successful; not as many volunteers were recruited as we had expected

mlj

Successful; as many volunteers were recruited as we had expected

mlj

Very successful; more volunteers were recruited than we had expected

mlj

Don’t know

1. Did the NCCC team provide logistical support to help your organization get ready for volunteers helping on a project?

mlj

Yes

mlj No

# Logistical Support

1. Did the logistical support prepare your organization for the volunteers?

mlj

We were not prepared (please explain on following page)

mlj

We were somewhat prepared

mlj

We were well prepared

mlj

Don’t know

# Logistical Support

1. In the previous question you stated that your organization was not prepared for the volunteers. Please explain.

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# Volunteer Services

1. What type of direct support did the NCCC team provide to the volunteers? (check all that apply)

fec

NCCC team trained volunteers

fec

NCCC team coordinated volunteer tasks and/or equipment

fec

NCCC team supervised volunteers

fec

Not applicable; the NCCC team did not provide direct support to volunteers

fec

Other (please specify)

5

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# Volunteer Services

1. In general, how helpful was the NCCC team’s support to volunteers?

mlj

Not at all helpful (please explain on following page)

mlj

A little helpful

mlj

Helpful

mlj

Very helpful

# Volunteer Services

1. In the previous question you stated that the NCCC team's support to volunteers was not at all helpful. Please explain:

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# Volunteer Services

1. How do you think the NCCC team’s assistance affected the volunteers’ experience?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Never | Rarely | Sometimes | Usually | Don't Know |
| Volunteers had a good rapport with the NCCC team/members. | nmlkj | nmlkj | nmlkj | nmlkj | nmlkj |
| Volunteers were busy and productive. | mlj | mlj | mlj | mlj | mlj |
| Volunteers’ talents were utilized. | nmlkj | nmlkj | nmlkj | nmlkj | nmlkj |
| Volunteers understood how to do tasks. | mlj | mlj | mlj | mlj | mlj |
| Volunteers were energized and motivated. | nmlkj | nmlkj | nmlkj | nmlkj | nmlkj |
| Volunteers were having a good time. | mlj | mlj | mlj | mlj | mlj |

1. Please tell us about the results of your collaboration with NCCC on this project. In general, did the collaboration with NCCC improve your organization’s experience in working with volunteers, compared to previous experiences without NCCC assistance?

mlj

Experience was greatly improved

mlj

Experience was somewhat improved

mlj

Experience was the same

mlj

Experience was worse (please explain on following page)

mlj

Don’t know

mlj

Not applicable/no previous experience

# Volunteer Services

1. In the previous response you stated that your organization's experience working with volunteers on this project was worse when compared to previous experiences without NCCC assistance. Please explain.

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1. Compared to projects undertaken without the support of NCCC teams, did your collaboration with NCCC on this project help you to utilize the volunteers more effectively? For example, were you able to accomplish more work?

mlj

Less work was accomplished on this (NCCC) project (please explain on following page)

mlj

No difference in the amount of work accomplished

mlj

Somewhat more work was accomplished on this (NCCC) project

mlj

A great deal more work was accomplished on this (NCCC) project

mlj

Don’t know

mlj

Not applicable/no previous experience

# Volunteer Services

1. In the previous response, you stated that less work was accomplished on this (NCCC) project than other projects without the support of NCCC teams. Please explain.

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1. Was the overall quality of the work better, worse, or no different than other projects undertaken without NCCC teams?

mlj

The quality of work was much better (please give an example on following page)

mlj

The quality of work was somewhat better

mlj

No difference in the quality of work

mlj

The quality of work was worse (please explain on following page)

mlj

Don’t know

mlj

Not applicable/no previous experience

1. Please give an example of how the quality of work was much better on this project.

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# Volunteer Services

1. Please explain how the quality of work was worse on this project.

5

6

# Volunteer Services

1. Because of your collaboration with NCCC, were you able to mobilize more volunteers to serve on this project? (check one)

mlj

Yes

mlj No

mlj

Don’t know

mlj

Not applicable

1. Approximately how many more volunteers were you able to mobilize because of your collaboration with NCCC?
2. Did your collaboration with NCCC help you to enhance your organization’s visibility in the community (i.e. do more people know about your organization now)?

mlj

Definitely no

mlj

Probably no

mlj

Probably yes

mlj

Definitely yes

mlj

Don’t know

mlj

Not applicable

# Volunteer Services

1. Do you think more volunteers were drawn to your organization because of this enhanced visibility?

mlj

Definitely no

mlj

Probably no

mlj

Probably yes

mlj

Definitely yes

mlj

Don’t know

# Thank You For Your Participation

1. Do you have other comments about your experience with NCCC that you would like to share?

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1. Do you have any ongoing needs that NCCC could assist with?

5

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Thank you for your participation. Your feedback is important to improving NCCC programming and services.

# End Survey

Thank you for taking to time to complete our survey. You have stated that an NCCC team did not provide the services in the issue area cited in NCCC records. We will check our records and provide you with a corrected survey.

# End Survey

Thank you for taking the time to complete this survey. If you have any questions about the survey, please contact Laura Chaath. 202-606-6611 LCHAATH@CNS.GOV