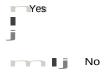
NCCC Service Impact/Volunteer Survey

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?



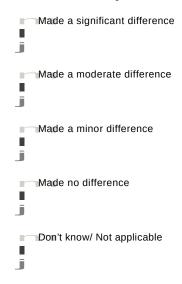
PUBLIC BURDEN STATEMENT: Public reporting burden for this collection of information is estimated to average 8 minutes per submission, including reviewing instructions, gathering and maintaining the data needed, and completing the form. Comments on the burden or content of this instrument may be sent to the Corporation for National and Community Service, Attn: Amy Borgstrom, 1201 New York Avenue, NW, Washington, D.C. 20525. The Corporation informs people who may respond to this collection of information that they are not required to respond to the collection of information unless the OMB control number and expiration date displayed on page 1 are current and valid. (See 5 C.F.R. 1320.5(b)(2)(i).)

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.

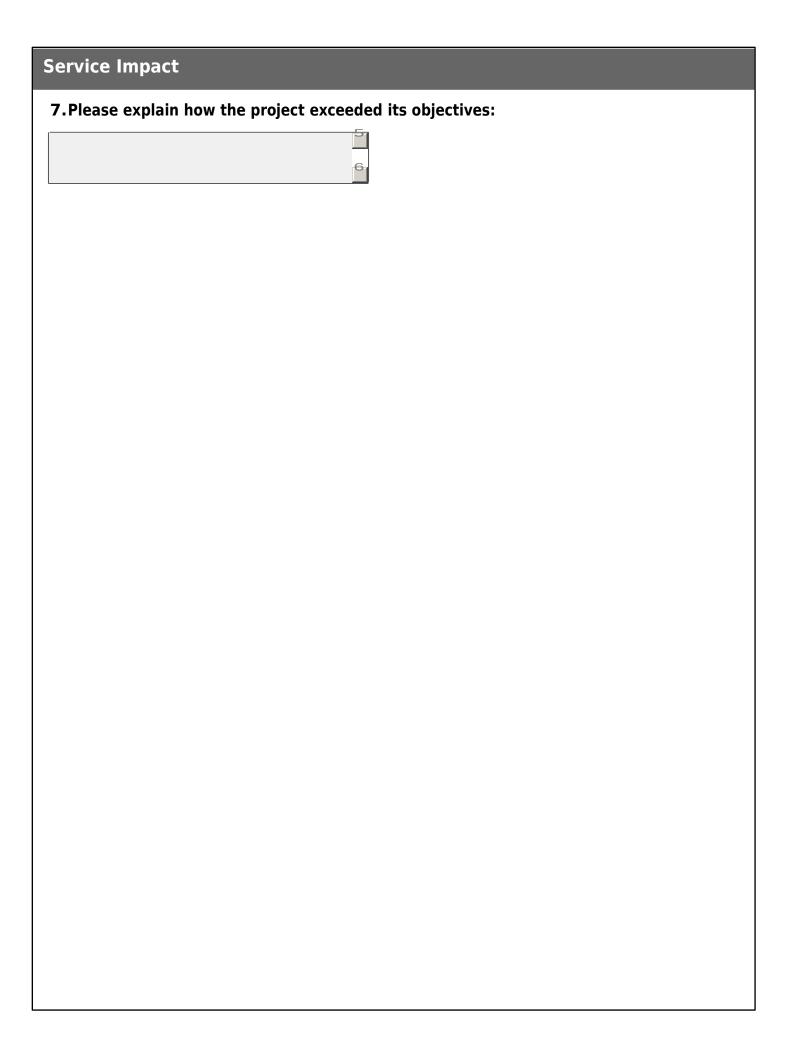
NCCC Service Impact 2. For this project, how many NCCC teams did your organization host? m lj 1 2 **1** 3 **1** 4 **1** 5 Other (please specify)

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.

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

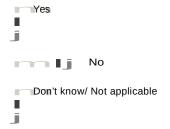


Service Impact	
4. What was your community need?	
6	
5. What were your primary objectives for this project? Please	list the top 3:
One	
Two	
Three	
6.Were the project's primary objectives met?	l.
Project objectives were met and exceeded	
j	
Project objectives were met	
Fell short of some of the project objectives	
Did not meet any project objectives	
j	
Don't know	
j	



Service Impact
8.Please explain why project objectives were not met or the project fell short:
6.

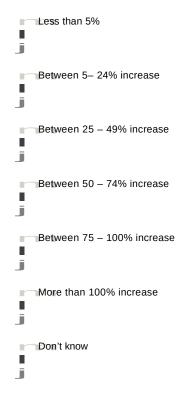
9. Did your collaboration with NCCC enhance your organization's ability to provide services?



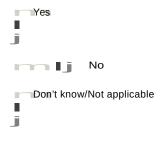
10. How did NCCC assistance enhance your organization's ability to provide services? (check all that apply)

261	vices: (check all that apply)
f e c	We were able to provide services to more people
f e c	We are able to extend the amount of service provided to individuals
f e c	We were able to offer new services to people
f e c	We were able to provide services to people quicker

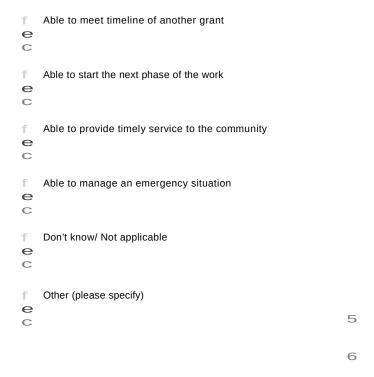
11. Can you estimate the percent increase in the number of people served? (check one)



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



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

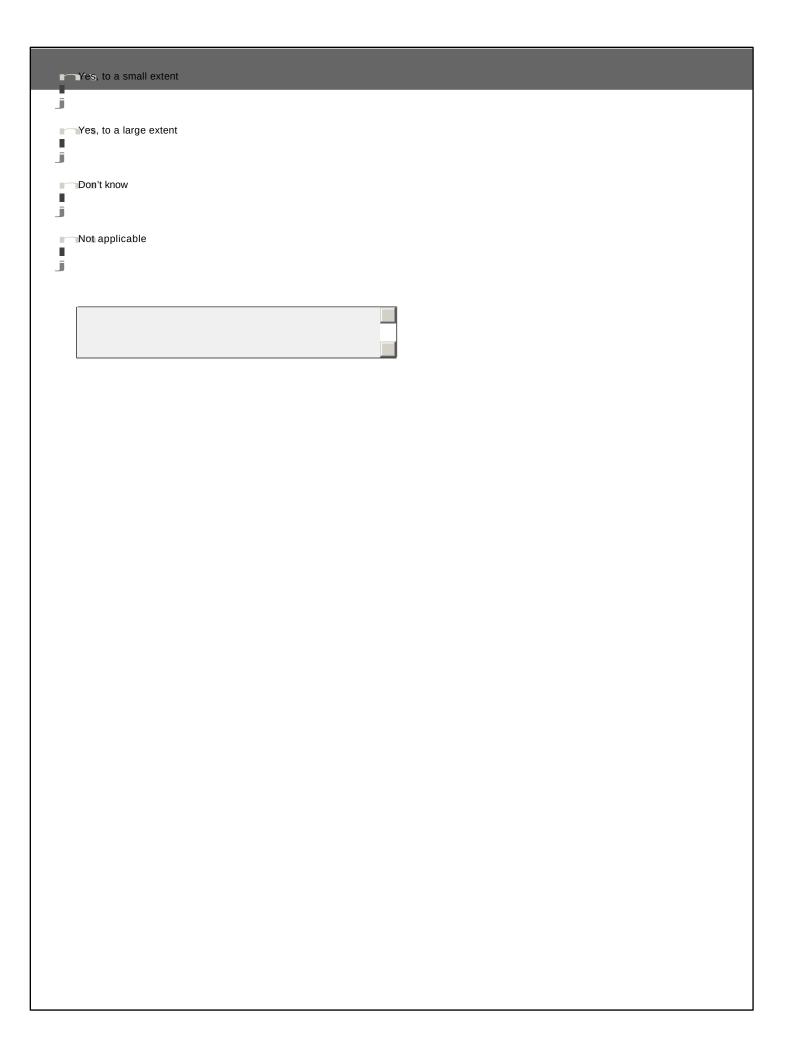


14. How much longer would your organization have taken to complete the team's work, if you had to do it without the team? (check one)



15. 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)

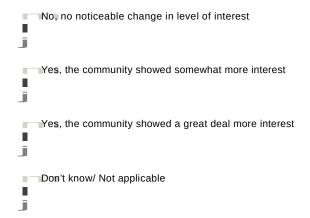




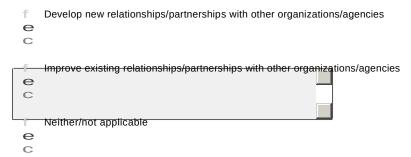
Service Impact	
Service impact	
16. Please describe the outcome you are s	sustaining:
5	
6	

Service Impact	
17. Please explain why sustainability is not applicable in this case:	
6	

18. 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)



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



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

5

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

- 21. 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)

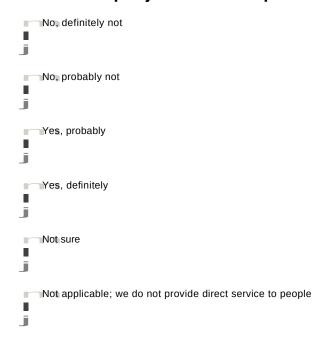


22	. What was built, improved, or implemented? (check all that apply)
f e c	New or improved infrastructure (Please explain on next page)
f e c	System or service (Please explain on next page)
f e c	Housing or shelter
f e c	Public facility
f e c	Public park or open space
f e c	Protected ecosystem
f e c	Other (please specify)

23. Please explain

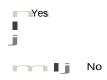


24. Will this put you in a better position to serve more people in the long run?



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.)

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



Recruitment

26. How successful were the NCCC team's recruitment efforts?

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Not at all successful: no volunteers were recruited

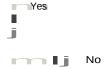
Less than successful; not as many volunteers were recruited as we had expected

Successful; as many volunteers were recruited as we had expected

Very successful; more volunteers were recruited than we had expected

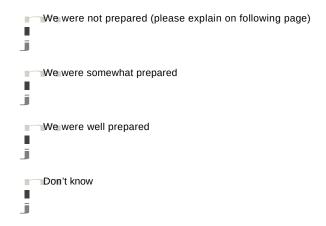
Don't know
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27. Did the NCCC team provide logistical support to help your organization get ready for volunteers helping on a project?



Logistical Support

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



Logistical Support	
29. In the previous question you stated that your organization was not prepared for the volunteers. Please explain.	
6	

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

(CII	eck an that apply)
f e c	NCCC team trained volunteers
f e c	NCCC team coordinated volunteer tasks and/or equipment
f e c	NCCC team supervised volunteers
f e c	Not applicable; the NCCC team did not provide direct support to volunteers
f e	Other (please specify)
С	5 6

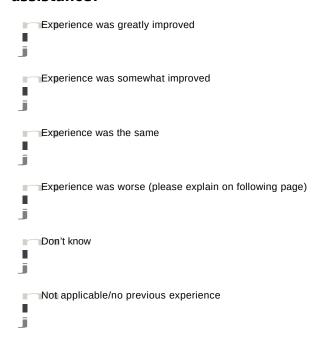
Volunteer Services 31. In general, how helpful was the NCCC team's support to volunteers? Not at all helpful (please explain on following page) j A little helpful j Helpful j Very helpful j

Volunteer Services
32. In the previous question you stated that the NCCC team's support to volunteers was not at all helpful. Please explain:
6

33. 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.	m l	m	m	m	m
Volunteers were busy and productive.	j I				
Volunteers' talents were utilized.	m	m	m	m	m
Volunteers understood how to do tasks.	j I				
Volunteers were energized and motivated.	mı	m	m	m	im
Volunteers were having a good time.	j				

34. 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?



35. 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.

36. 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?

6

j	Less work was accomplished on this (NCCC) project (please explain on following page)
J	No difference in the amount of work accomplished
	Somewhat more work was accomplished on this (NCCC) project
	A great deal more work was accomplished on this (NCCC) project
	Don't know
	Not applicable/no previous experience

	6	
. Was the overall quality of	f the work better, worse, or no different than other	
jects undertaken without		
The quality of work was much better (pleas	se give an example on following page)	
The quality of work was somewhat better		
and quality of work was somewhat better		
No difference in the quality of work		
The quality of work was worse (please expl	ain on following page)	
Don't know		
Not applicable/no previous experience		

39. Please give an example of how the quality of work was much better on this project.	
6	

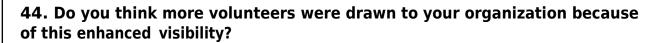
Volunteer Services
40. Please explain how the quality of work was worse on this project.
6

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



- 42. Approximately how many more volunteers were you able to mobilize because of your collaboration with NCCC?
- 43. 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)?







Thank You For Your Participation	
45. Do you have other comments about your experience with NCCC that you would like to share?	
46. Do you have any ongoing needs that NCCC could assist with?	
5	
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