

## 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?**

Yes

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

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

1

2

3

4

5

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.

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

Made a significant difference

Made a moderate difference

Made a minor difference

Made no difference

Don't know/ Not applicable

# Service Impact

## 4. What was your community need?

  

## 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?

Project objectives were met and exceeded

  

Project objectives were met

  

Fell short of some of the project objectives

  

Did not meet any project objectives

  

Don't know

## Service Impact

**7. Please explain how the project exceeded its objectives:**



## Service Impact

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

## Service Impact

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

Yes

No

Don't know/ Not applicable

## Service Impact

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

We were able to provide services to more people

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

We were able to offer new services to people

We were able to provide services to people quicker



## Service Impact

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

Less than 5%



Between 5– 24% increase



Between 25 – 49% increase



Between 50 – 74% increase



Between 75 – 100% increase



More than 100% increase



Don't know



## Service Impact

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

Yes

No

Don't know/Not applicable

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

f Able to meet timeline of another grant  
 e  
 c

f Able to start the next phase of the work  
 e  
 c

f Able to provide timely service to the community  
 e  
 c

f Able to manage an emergency situation  
 e  
 c

f Don't know/ Not applicable  
 e  
 c

f Other (please specify)  
 e  
 c

5

6

**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)**

16 months longer  
 j  
 j

712 months longer  
 j  
 j

1318 months (1 – 1 ½ years) longer  
 j  
 j

1924 months (1 ½ 2 years) longer  
 j  
 j

More than 2 years  
 j  
 j

The work would not have been done.  
 j  
 j

**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)**

No, not at all  
 j  
 j

Yes, to a small extent

Yes, to a large extent

Don't know

Not applicable

## Service Impact

**16. Please describe the outcome you are sustaining:**

	5
	6

## Service Impact

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

## Service Impact

**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)**

No, no noticeable change in level of interest



Yes, the community showed somewhat more interest



Yes, the community showed a great deal more interest



Don't know/ Not applicable



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

Develop new relationships/partnerships with other organizations/agencies



Improve existing relationships/partnerships with other organizations/agencies



Neither/not applicable



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

5

6

## Service Impact

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)**

Yes

No

Not applicable to the work we were doing



## Service Impact

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

New or improved infrastructure (Please explain on next page)

System or service (Please explain on next page)

Housing or shelter

Public facility

Public park or open space

Protected ecosystem

Other (please specify)

## Service Impact

### 23. Please explain

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

No, definitely not

No, probably not

Yes, probably

Yes, definitely

Not sure

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.)

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

Yes

No

## Recruitment

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

- 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

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

- Yes
- No

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

We were not prepared (please explain on following page)

  
  

We were somewhat prepared

  

We were well prepared

  

Don't know

## Logistical Support

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

	5
	6

## Volunteer Services

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

f NCCC team trained volunteers

e  
 c

f NCCC team coordinated volunteer tasks and/or equipment

e  
 c

f NCCC team supervised volunteers

e  
 c

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

e  
 c

f Other (please specify)

e  
 c

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)

  
  

A little helpful

  

Helpful

  

Very helpful



## Volunteer Services

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

	5
	6

# Volunteer Services

## 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.					
Volunteers were busy and productive.					
Volunteers' talents were utilized.					
Volunteers understood how to do tasks.					
Volunteers were energized and motivated.					
Volunteers were having a good time.					

## 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?

- Experience was greatly improved
- Experience was somewhat improved
- Experience was the same
- Experience was worse (please explain on following page)
- Don't know
- Not applicable/no previous experience

## Volunteer Services

**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.**

5  
6

**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?**

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

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

## Volunteer Services

**37. 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.**

5

6

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

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

The quality of work was somewhat better

No difference in the quality of work

The quality of work was worse (please explain 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.**

	5
	6

## Volunteer Services

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

## Volunteer Services

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

Yes

No

Don't know

Not applicable

**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)?**

Definitely no

Probably no

Probably yes

Definitely yes

Don't know

Not applicable



## Volunteer Services

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

Definitely no

Probably no

Probably yes

Definitely yes

Don't know

## 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?**

  

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](mailto:LCHAATH@CNS.GOV)