

## AmeriCorps NCCC Member Experience Survey

### Introductory Page

Thank you for your service with AmeriCorps National Civilian Community Corps (NCCC). Below are a series of questions regarding your interactions and experiences while serving in the program. It should take between 20 and 25 minutes to complete.

OMB Control Number: TBD

Expiration Date: TBD

Privacy Notice: Respondents are informed that their responses to this survey will be used and may be disclosed by CNCS in accordance with federal law

\* 1. Prior to your arrival to Campus, to what extent did AmeriCorps NCCC accurately portray the program?

- Completely
- To a large extent
- To a moderate extent
- To a small extent
- Not at all

\* 2. To what extent did AmeriCorps NCCC help you to set reasonable expectations for your service experiences?

- Completely
- To a large extent
- To a moderate extent
- To a small extent
- Not at all

## AmeriCorps NCCC Member Experience Survey

### Community Impact

\* 3. To what extent do you believe your service on the project(s) you served on empowered citizens in local communities to be able to meet their own needs?

- Completely
- To a large extent
- To a moderate extent
- To a small extent
- Not at all
- Not applicable

\* 4. To what extent did the efforts of the AmeriCorps NCCC team(s) you served on strengthen the communities in which the team(s) served?

- To a large extent
- To a moderate extent
- To a small extent
- Not at all
- Not applicable

## AmeriCorps NCCC Member Experience Survey

### Lodging Accommodations, Tools, and Safety

\* 5. Overall, how would you describe the lodging accommodations that were provided to your team?

- The accommodations were both safe and adequate
- The accommodations were safe, but were inadequate for my team
- The accommodations were adequate for my team, but they were not safe
- The accommodations were neither safe nor adequate
- Not applicable

\* 6. To what degree do you agree or disagree with the following statement: "I felt safe and secure while serving on projects."

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable, I left service before completing any projects

\* 7. If you operated motor vehicles while serving with AmeriCorps NCCC, did you find those vehicles to be safe and did you receive proper training on their use?

- The vehicle(s) were safe, and I received proper training
- The vehicle(s) were safe, but I did not receive proper training
- The vehicle(s) were unsafe, but I did receive proper training
- The vehicle(s) were unsafe, and I did not receive proper training
- I did not operate any motor vehicles during my service term

## AmeriCorps NCCC Member Experience Survey

### Member Training

\* 8. Please specify the level of quality and how useful you found the CTI and transition week training you received from NCCC before deploying to your service projects.

	High	Medium-High	Medium	Medium-Low	Low	N/A
Level of Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Usefulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 9. To what extent did the training you received from AmeriCorps NCCC help you to develop your team-building skills?

- Significantly improved my team-building skills
- Slightly improved my team-building skills
- Neither improved nor hindered my team-building skills
- Slightly hindered my team-building skills
- Significantly hindered my team-building skills

\* 10. To what extent do you believe that your skill sets in the following areas were strengthened by the trainings you participated in throughout the course of your service with AmeriCorps NCCC?

	To a large extent	To a moderate extent	To a small extent	Not at all	N/A
Problem-solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effective communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forming cooperative relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conflict resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting of goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 11. To what extent did the training you received from your AmeriCorps NCCC Campus contribute to your safety on project sites?

- Completely
- To a large extent
- To a moderate extent
- To a small extent
- Not at all
- Not applicable

## AmeriCorps NCCC Member Experience Survey

### Team Member Skills and Abilities

\* 12. To what extent do you believe you were challenged to improve each of the following skill-sets by the project(s) in which you participated?

	To a large extent	To a moderate extent	To a small extent	Not at all	N/A
Decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team-building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cross-cultural communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conflict management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 13. How would you rate your change in the following skills sets during your AmeriCorps NCCC service?

	Large positive change	Moderate positive change	Small positive change	No notable change	Negative change
Building trust	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enlisting others in a common vision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aligning actions with shared values	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitating relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying innovative ways to improve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fostering collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating a spirit of community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrating compassion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Showing appreciation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 14. To what extent did you develop a clear understanding of the roles and responsibilities of all the organizations you were serving alongside?

- To a large extent
- To a moderate extent
- To a small extent
- Not at all
- Not applicable

\* 15. What independent living skills gained in your service with AmeriCorps NCCC do you believe you will carry over into your life after your AmeriCorps NCCC service? Please select all that apply.

- Fiscal Management
- Health and Wellness Practices
- Fitness Practices
- Safety Practices
- Other (please specify)
- Stress Management
- Sharing a Common Living Space
- Nutrition Practices
- None

## AmeriCorps NCCC Member Experience Survey

### Project Quality and Engagement

\* 16. While serving with AmeriCorps NCCC, to what extent were you engaged by the projects you participated in?

Engagement is being provided with enough task throughout the day to be committed to an organization's goals and values and motivated to contribute to organizational success.

- Completely
- To a large extent
- To a moderate extent
- To a small extent
- Not at all
- N/A

\* 17. Please note the extent to which there was an open and inclusive culture within:

	To a large extent	To a moderate extent	To a small extent	Not at all	Not applicable
The local communities in which you served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The sponsoring organization(s) for which you served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The team(s) you served on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The AmeriCorps NCCC Campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 18. How frequently in your service with AmeriCorps NCCC did you have the opportunity to:

	Very frequently (multiple daily opportunities)	Fairly frequently (daily opportunities)	Occasionally (multiple times per week)	Rarely (once per week or less)	Never (not once)
Be a role model for others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Step up as a leader	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrate a commitment to community service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hold yourself and others accountable for rules and responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 19. Describe the most rewarding service project during your term of service?

## AmeriCorps NCCC Member Experience Survey

### Benefits to Members

\* 20. To what extent did your AmeriCorps NCCC service help you to develop as a leader?

- To a large extent
- To a moderate extent
- To a minimal extent
- Not at all

\* 21. What element of your AmeriCorps NCCC service did you find to be the most influential in your personal growth?

[Response Options Include:]

- Opportunity to teach others
- Diversity of service experiences
- Working in teams
- Interactions with the community
- Interactions with the project sponsors
- Challenges with the community
- Challenges with the project sponsors
- Training and education received from NCCC
- Training and education received from project sponsors
- Other:

\* 22. As a result of the support and encouragement you received from AmeriCorps NCCC, during my NCCC service I earned:

(Please select all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Certificate of High School Equivalency | <input type="checkbox"/> Credit towards a College or University Degree                                   |
| <input type="checkbox"/> Certificate in a specific skillset     | <input type="checkbox"/> A Completed Position Task Book (FEMA)   |
| <input type="checkbox"/> CPR, First Aid, AED Certification      | <input type="checkbox"/> Earned a Certificate or Degree outside of the support and encouragement of NCCC |
| <input type="checkbox"/> U.S. Congressional Award               | <input type="checkbox"/> None of the above   |
| <input type="checkbox"/> President's Volunteer Service Award    |  |

Other (please specify)

\* 23. What did you accomplish from your Individual Learning Plan over the course of your service with AmeriCorps NCCC?

\* 24. Did you or are you about to depart service from AmeriCorps NCCC early?

- No
- Yes



## AmeriCorps NCCC Member Experience Survey

### Early Departure

- \* 25. Please provide the reason you departed or are about to depart AmeriCorps NCCC early. Individual responses will remain confidential from AmeriCorps NCCC Campus staff.

[Response Options Include:]

Academic Opportunity (Resigned)  
Career Opportunity (Resigned)  
Financial Hardship (Resigned)  
In Lieu of Dismissal (Resigned)  
Medical Issue – Member (Resigned)  
Medical – Family Member (Resigned)  
Family or Personal Issues (Resigned)  
Program Not for Me / Dissatisfied - Team / TL Issues (Resigned)  
Program Not for Me / Dissatisfied - Program too Structured/Strict (Resigned)  
Program Not for Me / Dissatisfied - Not Enough Work / Poor Quality of Work (Resigned)  
Program Not for Me / Dissatisfied - Dislike Type of Work (Resigned)  
Program Not for Me / Dissatisfied - Program Lodging / Dietary Structure (Resigned)  
Disciplinary – Serious Misconduct (Dismissed)  
Disciplinary – Pattern of Misconduct (Dismissed)  
AWOL (Dismissed)  
Positive Drug Screen (Dismissed)  
Medical (Dismissed)  
Unsuitable Employment Placement - FEMA background check (Dismissed)  
Not Eligible to Serve (Dismissed)  
Other:

\* 26. Based on your latest experience with AmeriCorps NCCC, what would you consider to be the greatest...

Responses:

Strength of the program?

Area for improvement of the program?

Other (please specify)

[Response Options Include:]

- Diversity of Experiences
- Member Training
- Staff Support
- Team Leader Support
- Interactions with the Communities
- Opportunities to Strengthen Communities
- Travel
- Project Supervision
- Team Building or Dynamics
- Leadership Opportunities
- Opportunities for Personal Growth
- Independent Skills Development
- Opportunities to Rise to Challenges or Greater Responsibilities
- Level of Project Engagement
- Adaptability or Flexibility

\* 27. If given the opportunity, would you participate in another AmeriCorps NCCC term in the future? Please explain why or why not?

Yes, because...

No, because...

\* 28. How satisfied were you with the level of communication with AmeriCorps NCCC staff throughout the program?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

29. What other comments about your experience with AmeriCorps NCCC would you like to share?

\* 30. Overall, how satisfied were you with your AmeriCorps NCCC experience?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied