

Supporting Statement For AmeriCorps Alumni Outcomes Survey

A. Justification

A1. Circumstances of Information Collection

The Corporation for National and Community Service (CNCS) is a federal agency that has helped more than 5 million Americans improve the lives of their fellow citizens through service. The AmeriCorps program engages more than 75,000 Americans in intensive service each year at nonprofits, schools, public agencies, and community and faith-based groups across the country. AmeriCorps provides opportunities for individuals to carry out national service as members within three program streams: AmeriCorps State and National (ASN), the National Civilian Conservation Corps (NCCC) and Volunteers in Service to America (VISTA). Through the AmeriCorps Alumni Outcomes Survey, CNCS aims to obtain solid, research-based information on the experiences of former national service members.

This survey will build on CNCS's previous work with the alumni outcomes survey exploring how national service experiences successfully encourage members to stay civically engaged, develop and utilize skills gained through service, and/or pursue service-oriented careers and post-secondary and employment outcomes for a representative sample of national service alumni across programs and cohorts. Findings from this study will help CNCS and other interested stakeholders answer the following three core research questions: (1) In what ways does participating in a national service program influence members' career pathways, civic engagement, development of career-oriented soft and hard skills, and sense of community?; (2) In what ways, if any, do member outcomes vary by life stage and by types of service experience?; (3) What are the post-secondary and employment outcomes of AmeriCorps alumni, and does national service serve as a pathway to post-secondary and/or employment success?

The AmeriCorps Alumni Outcomes survey is designed to collect information from ASN, NCCC, and VISTA alumni whose service ended in 2013, 2010, or 2005, corresponding to 2, 5, and 10 years post-service. This request for information is authorized by 42 U.S.C. §12639 In compliance with Section 3506(c) (2) (A) of the *Paperwork Reduction Act of 1995*, this submission requests OMB approval for CNCS to conduct revisions to the survey administered in 2015 (OMB Control Number 3045-0170) on the effect of AmeriCorps service on former members. Members of the target audience for the survey are three streams of AmeriCorps alumni (i.e. ASN, NCCC, and VISTA) from three cohorts. This survey is consistent with CNCS's mission to improve lives, strengthen communities, and foster civic engagement through service and volunteering.

A multi-modal approach will be employed for this survey, including online and phone. Measures will include outcomes associated with the following variables: how members' service experience influenced their education/career pathways; choices around and sense of civic engagement subsequent to AmeriCorps service; attainment of soft and hard skills such as cultural competency and self-efficacy; and post-secondary and employment outcomes. The survey will also collect information and details of each alumnus' service experience.

A2. Purpose and Uses of the Data

The AmeriCorps Alumni Outcomes survey will document the long-term civic participation, career pathways, education outcomes, and skill acquisition of AmeriCorps alumni. Data collected via the survey will enable AmeriCorps to increase its effectiveness in encouraging members to stay civically engaged, develop career focused soft and hard skills, and pursue service-oriented careers. It will also inform future policy and program decisions by helping CNCS learn about the types of national service programs and policies that most influence the long-term civic engagement and career choices of former members. Further, it will provide additional insight into how short-term benefits of service measured by the AmeriCorps Member Exit Survey grow, diminish, or change over time.

Although the survey is designed to provide direction for future AmeriCorps efforts, results from this survey are expected to be of interest and use to other agencies and organizations that support or provide similar opportunities to address community needs through service. In addition, in the future it may be possible to identify a counterfactual group in order to assess the added value of AmeriCorps service in developing long-term civic engagement and career choices related to service.

Given that the alumni being surveyed are, in some cases, more than 10 years removed from their last AmeriCorps service experience, this survey will use a multi-modal survey to ensure adequate response. Methods to verify contact information and follow up with non-respondents are detailed in Part B (B3. Methods to maximize response rates and deal with non-response).

A3. Use of Information Technology to Reduce Burden

The Alumni Outcomes survey will be distributed via email and telephone. We anticipate that an online survey will be the most appealing format to participants as well as the most convenient for them to complete. Further, using online surveys will allow for skip patterns to be employed where appropriate, reducing the total number of items that a respondent has to read and answer. In an effort to make the survey process as convenient as possible, we will first distribute advance post cards with return service requested. The advance post card will briefly describe the study, include a link to a page on the CNCS website providing more information, and provide more information for any questions.

A4. Efforts to Identify Duplication

Prior studies of members and alumni of National Civilian Community Corps (NCCC), Volunteers In Service To America (VISTA), and AmeriCorps State and National (ASN) showed that, when compared to a matched group of those who applied to serve but did not enroll, national service participants showed higher levels of civic engagement in several key domains (Corporation for National and Community Service, 2008a; Corporation for National and Community Service, 2008b). The areas in which national service participants showed stronger outcomes than comparison group members varied depending on the service program. While ASN and NCCC members were more likely than members of comparison groups to have strong connections to the community and feel empowered to work to better their community, VISTAs were more likely to vote and volunteer compared to nonparticipants. The AmeriCorps Member Exit Survey asks about member perceptions and predictions of their likely future behavior with

regard to community involvement, voting, and service, but is not timed to address engagement and career outcomes since it is administered to members as they are exiting their AmeriCorps program.

The objective of the proposed data collection is to understand and document the long-term civic engagement and career pathways of AmeriCorps alumni, increase the validity of previous study findings, and measure how different life stages affect civic engagement and career pathways. CNCS wants to use the Alumni Outcomes survey to expand on previous study findings by using a study framework based on an established theory of lifespan development for the current study to enhance validity. An earlier version of the Alumni Outcomes survey with fewer topic areas was fielded in 2015 with different cohorts of AmeriCorps alumni. The proposed data collection will allow for cross-sectional comparisons with the previous round of data collection.

During the development of this instrument, groups within and outside of CNCS were consulted, including CNCS staff members from all three AmeriCorps programs and the CNCS CEO and Chief of Staff. Plans to conduct the survey have been reviewed prior to implementation, and no potential duplication was identified in the review and approval process.

A5. Small Business

Participation of AmeriCorps alumni in the Alumni Outcomes survey data collection will not involve small businesses or small entities, or their workforces.

A6. Consequences of Not Collecting the Information

Without this data collection CNCS will not be able to measure the civic engagement, career skills, and employment and educational outcomes of AmeriCorps alumni.

The Alumni Outcomes survey will be administered to each respondent one time. Because the objective of the survey is not to monitor trends in variables over time or before and after an intervention, obtaining the data more frequently would be an unnecessary burden.

A7. Special Circumstances Justifying Inconsistencies with Guidelines in 5 CFR 1320.6

This information collection fully complies with 5 CFR 1320.6(d)(2) guidelines.

A8. Consultation Outside the Agency

A 60-day public comment Notice was published in the Federal Register on January 17, 2018, (Vol. 83, No. 11, Page 2429). The comment period ended March 17, 2018. No public comments were received.

Consultations on the design, sampling plan, instrumentation, and analysis of this data collection effort have occurred throughout the planning phase of this project. Both formal and informal consultations have occurred between the contractor and CNCS. These consultations have provided, and will continue to provide, the opportunity to ensure the technical quality and appropriateness of the overall survey design, sampling approaches, and data analysis plans; to obtain advice and recommendations concerning the instrumentation; and to structure the data

collection and instruments so as to minimize overall and individual response burden. In addition, a pilot test of the survey and administration protocols was conducted with a sample of 150 AmeriCorps alumni. The pilot tests and revisions to the instruments based on the pilot will be described in Part B (B4. Tests of Procedures or Methods to Be Used).

A9. Payment to Respondents

There will be no payment to respondents for participating in the survey

A10. Assurances of Confidentiality

Respondents will be advised that the Alumni Outcomes survey is entirely voluntary and that any information they provide will be combined and summarized with information provided by others, and no individually identifiable information will be released. All sampled alumni will be assured that no adverse consequences will accrue to non-respondents, and that their comments and opinions will be kept private. The basis for the assurance of privacy is from the privacy statement and nondisclosure agreement that is part of the project's contract. In addition, email cover letters will accompany all Alumni Outcome surveys generated by the online survey data collection software, indicating CNCS's federal status and the purpose of the survey.

Contractor support will be enlisted to administer, collect and analyze the data from this survey. The contract will require the Survey data to be stored on a computer that is protected by a firewall that monitors and evaluates all attempted connections from the Internet. Once a survey contract is completed, all private data on each respondent will be deleted, though it should be noted that the contractor maintains backup tapes for five years and transaction logs for seven years and these are not amenable to the deletion of particular files. The entire database will be encrypted so that any data stored will be further protected. Finally, access to any data with identifying information will be limited to contractor staff directly working on the survey. These staff have received appropriate security clearances as required by CNCS. The contractor will prepare restricted-use and public-use datasets, suppressing identifiers and quasi-identifiers as appropriate. Upon completion of the study, the contractor will destroy the database with individuals' names, addresses, and other identifying information.

A11. Questions of a Sensitive Nature

None of the questions will request any personally invasive or sensitive information. Respondents will be informed about the purpose of the data collection and that responding to all survey questions is voluntary.

A12. Estimates of Response Burden

Estimate the Annualized Hour Burden of the Collection of Information from Participants

Estimates for response burden were calculated based on online completion of the survey (Alumni Outcomes survey) being proposed. Based on the pilot data and revisions to the survey the average reported burden across pilot test respondents in the three different AmeriCorps branches (ASN, NCCC, VISTA) is estimated to be 0.36 hours per respondent or 1,155 total burden hours for the estimated respondents expected to participate. Exhibit A1 presents estimates of annualized burden based on pilot testing. Sampling procedures are discussed in Section B1.

Estimate the Annualized Cost Burden to Respondents for the Collection of Information from Participants

Estimates for response burden were calculated based on the methodology (multimodal survey data collection) being used and are based on previous experience collecting similar data and results of the pilot study. For emailed Alumni Outcome surveys, burden estimates of 0.36 hours (22 minutes) were used for former ASN, NCCC, and VISTA members.

There are no direct costs to respondents other than their time to participate in the study. The annual costs of the time respondents spend completing these surveys is \$ 28,378.35, calculated as the number of ASN, NCCC, and VISTA alumni respondent hours, which is 1,155, multiplied by the estimated average hourly wages for individuals working in all occupations as published by the Bureau of Labor Statistics which was \$24.57 (Bureau of Labor Statistics, 2018). Exhibit A1 contains estimated response burdens for the target audience (ASN, NCCC, and VISTA respondents) included in this survey.

Exhibit A1. Data Collection Burden for Alumni Outcomes Survey

Components of Burden Estimation	Alumni Survey
Number of Respondents ^a	3,150
Frequency of Response	1
Average Hours per Respondent	0.36
Total Annual and Total Aggregate Hours Burden	1,155
Estimated Annual Cost per Respondent	\$24.57
Annualized Cost to Respondents for the Hours Burden ^b	\$28,378.35

^a Total includes ASN, NCCC, and VISTA respondents

^b Total ASN, NCCC, and VISTA respondents' cost are calculated as hourly wage x time spent on survey x number of participants

A13. Estimate of Total Capital and Startup Costs/Operation and Maintenance Costs to Respondents or Record Keepers

No capital, startup, or operational and maintenance costs are incurred by study participants in this information collection activity.

A14. Estimates of Costs to the Federal Government

The total cost for the survey, which runs for a 1-year period, is estimated at \$ 400,000. These costs cover all aspects of meetings and logistics, survey design, testing, data collection, analysis, and reporting.

A15. Changes in Burden

The annualized cost burden to respondents has increased slightly since the previous survey project from \$26,565 to \$28,378.35 due it increases in the average hourly wage calculated by the Bureau of Labor Statistics. The number of survey respondents is expected to remain the same (3,150) and the survey length has also remained unchanged (22 minutes)

A16. Plans for Publication, Analysis, and Schedule

Time Schedule

The project covers a 1-year period from the beginning of October 2015 through the end of September 2016. Data collection activities and data analysis will be conducted over this time period. Exhibit A2 indicates when each of the activities associated with the project will occur.

Exhibit A2. Project Timeline

Project Activity	Timeframe
Verify Respondent Contact Information	March 2021
Field Alumni Outcomes Survey	April – June 2021
Analyze Survey Results	July 2021
Report Survey Results	August–September 2021

Publication Plans

Results of this survey will be presented to CNCS in a briefing to the agency during a project bimonthly meeting, accompanied by a written report and research brief. Upon CNCS approval, these documents will be made available for dissemination upon request. CNCS intends to publish the written report on its website and may further disseminate the results through conference presentations and peer-reviewed publications.

Analysis Plan

The analyses will be descriptive in nature and both quantitative and qualitative analyses will be conducted in order to document the long-term civic engagement, career pathways, sense of community, and development and retention of career-oriented soft and hard skills of AmeriCorps alumni. The results of these findings are primarily for internal use by CNCS and program staff, but may be shared with key government policy and management officials and the public.

Data Set Up, Cleaning, and Reliability and Validity Analysis

- **Data set up and cleaning.** Once the survey period has closed, the data will be downloaded and cleaned, applying any post-coding as needed for the analysis. Data files will be produced in restricted and public-use formats. Sampling weights will be calculated and applied to the survey results during analysis and reporting.
- **Response rates and nonresponse bias analysis.** The data analysis will calculate response rates (per OMB’s Standards and Guidelines for Statistical Surveys) for the overall sample and for all relevant subgroups. If the response rate is below 80 percent or the item response rate is below 70 percent, a nonresponse and response bias analysis for individual survey items will be conducted. See Section B3 for a detailed description of this analysis.
- **Response frequencies.** Response frequencies (i.e., counts and percentages) for each item and the mean, median, mode, standard deviation, and minimum and maximum values for

continuous survey questions will be calculated. Frequencies and descriptive statistics will be calculated for all participants combined and for each cohort and program separately.

- **Psychometric analysis.** Psychometric analysis of the data will be conducted to assess the quality and limits of the survey instrument and inform changes that will improve future AmeriCorps alumni surveys. Inter-item reliability will be calculated for items making up scales to assess internal consistency using Cronbach’s alpha. If internal consistency, as measured by Cronbach’s alpha, is below .70, alternative scales will be developed using factor analysis. Validation of the survey items will illustrate that the items on the survey are internally consistent.
- **Analysis for reporting.** Basic descriptive analyses (including frequencies, percentages, means, and standard deviations) will be calculated. Statistical associations will be calculated between respondent characteristics and any constructed scales’ factors using t-tests and ANOVA as necessary. Other analytic techniques (e.g., regression) may be employed if the final sample size permits. In addition, open-ended survey questions will be used to elicit more detailed information and to identify challenges and issues for further study. The analysis for open-ended questions will be qualitative and consist mostly of narrative summaries of the answers, as well as the examination of emerging themes.

Exhibit A3 details how the survey data will be used to answer each of the three core research questions, which are broken down into sub-questions in the exhibit. There are four outcomes: (a) career pathways, (b) civic engagement, (c) development of career focused soft and hard skills, and (d) sense of community. The analysis will be conducted for ordinal and continuous outcomes using ordered logit and OLS regression. Length of service will be used alongside demographic variables in the regression analysis to assess the effects of dosage on service outcomes. Differences between cohorts and programs will also be explored.

Exhibit A3. Research Questions and Proposed Analysis

RQ#	Research Question	Relevant Survey Items (see Appendix A for survey)	Analytical Methods
1.1	In what ways does participating in a national service program influence members' career pathways?	Career Pathways: 15, 16-23, 39b	Descriptive analysis
1.2	In what ways does participating in a national service program influence members' civic engagement?	Civic Engagement Pre-Service: 8 Civic Engagement Post-Service: 31, 34-37	Descriptive analysis Linear regression (post-service civic engagement, controlling for pre-service civic engagement)

1.3	In what ways does participating in a national service program influence members' development of career-oriented soft and hard skills?	Career Skills Pre-Service: 6-7 Career Skills Post-Service: 24-30	Descriptive analysis Linear regression (post-service career skills, controlling for pre-service career skills)
1.4	In what ways does participating in a national service program influence members' sense of community?	Sense of Community Pre-Service: 9 Sense of Community Post-Service: 32-33a, 38	Descriptive analysis Linear regression (post-service sense of community, controlling for pre-service sense of community)
2.1	In what ways, if any, do member outcomes vary by life stage?	Civic Engagement, Career Skills, and Sense of Community Indicators, Pre- and Post-Service (see previous rows for survey item numbers) Life Stage: 4-5, 40, cohort	Descriptive analysis Linear regression (life stage before/during AmeriCorps as a predictor of member post-service outcomes, controlling for pre-service outcomes; current life stage as a predictor of member post-service outcomes, controlling for pre-service outcomes)
2.2	In what ways, if any, do member outcomes vary by types of service experiences?	Civic Engagement, Career Skills, and Sense of Community Indicators, Pre- and Post-Service (see previous rows for survey item numbers) Service Experiences: 10-14, program	Descriptive analysis Linear regression (type of service experience as a predictor of member post-service outcomes, controlling for pre-service outcomes and demographics)
3.1	What are the employment outcomes of AmeriCorps alumni, and does national service serve as a pathway to employment success?	1, 1a, 1b, 2a, 2b, 15, 16-23, 39b	Descriptive analysis

3.2	What are the post-secondary outcomes of AmeriCorps alumni, and does national service serve as a pathway to post-secondary success?	1, 2, 5, 39a	Descriptive analysis This Research Question will also be answered through an analysis of administrative data on postsecondary enrollment and completion
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A17. Approval to Not Display Expiration Date

The expiration date will be displayed on all instruments approved for this study.

A18. Exceptions to Item 19 of OMB Form 83-I

This collection of information involves no exceptions to the Certification for Paperwork Reduction Act Submissions.

References

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Appendix A

OMB# 3045-0163; Expiration Date 10/31/17

AmeriCorps Alumni Outcomes Survey

[INTRO SCREEN]

Thank you for your commitment to service. To support current and future members and improve AmeriCorps programming, we are asking you to answer some brief questions so that we can better understand your AmeriCorps service experience. This survey is being conducted on behalf of the Corporation for National and Community Service (CNCS) by [CONTRACTOR NAME], a survey research firm, and is entirely voluntary. Your responses will remain private to the extent permitted by law, as is provided for in the Privacy Act of 1974. Your survey responses will be summarized in reports along with the responses of thousands of other AmeriCorps alumni in aggregate form only. CNCS will receive your responses with your name attached. All personally identifiable information will be removed from the data before they are made available to other researchers. This survey will take approximately 25 minutes to complete. [IF INCENTIVE: As a thank you for your time, a donation of \$2 will be made to the National Head Start Association for every survey completed.] The OMB control number for this collection is #3045-0163, which expires on 10/31/17. For questions/concerns about your rights as a study participant, please call the [CONTRACTOR NAME] Institutional Review Board at [CONTACT NUMBER].

[PROGRAMMER: Please soft prompt for nonresponse after all items unless otherwise specified. Soft prompt text (unless otherwise specified) is “We would be very appreciative if you could provide a response.”]

[PROGRAMMER: Each question should be on a separate screen unless otherwise indicated.]

[ASK ALL]

What are you doing now? Please select all that apply.

- 1 **Employed** part-time or full-time
- 2 **Enrolled in an education program** part-time or full-time
- 3 Doing **non-paid work** or engaged in other volunteer, community, military, or national **service**
- 4 **Seeking work**, providing **caregiving**, or occupied **outside of the workforce**

[IF 1=1 (respondent selected employed in Question 1), ASK 1.1:]

1.1 What type of work do you currently do? Please select all that apply.

- 1 Working in the nonprofit or social service sector
- 2 Working in the private sector
- 3 Working in government or in the public sector
- 4 Working for a nonprofit or social entrepreneurship venture that I founded
- 5 Working for a small business that I own
- 6 Self-employed (specify): [open ended text box]
- 7 Other (specify) : [open ended text box]

[IF 1=2 (respondent selected enrolled in education in Question 1), ASK 1.2:]

1.2 What education program are you currently engaged in? Please select all that apply.

- 1 High school or GED program
- 2 Earning college credits in a non-degree program
- 3 Enrolled in a certificate, technical, or vocational program
- 4 Attending community college
- 5 Attending a university or four-year degree program
- 6 Attending a graduate school program
- 7 Other (specify): [open ended text box]

[IF 1=3 (respondent selected doing non-paid work or service in Question 1), ASK 1.3:]

1.3 What type of service or non-paid work are you currently engaged in? Please select all that apply.

- 1 Working in an unpaid internship or apprenticeship
- 2 Enlisted in the military
- 3 Serving in another national service program (another AmeriCorps program, Senior Corps, NCCC, or VISTA project)
- 4 Serving with the Peace Corps
- 5 Serving on the board of a nonprofit or community organization or a membership-based association
- 6 Serving on the board of a for-profit corporation
- 7 Participating in a corporate giving or corporate volunteering program
- 8 Mentoring other AmeriCorps alumni
- 9 Volunteering in the community where I live or work (specify): [open ended text box]
- 10 Engaging in other volunteer service (specify): [open ended text box]

[IF 1=4 (respondent selected seeking work or caregiving in Question 1), ASK 1.4:]

1.4 What job seeking or caregiving are you currently engaged in? Please select all that apply.

- 1 Unemployed, looking for work
- 2 Unemployed, not looking for work
- 3 Staying at home to care for one or more family or household members
- 4 Not working because of a disability or health reasons
- 5 Other (specify) : [open ended text box]

[ASK ALL]

1a. All things considered, how satisfied are you with your overall career trajectory?

- 1 Very Dissatisfied
- 2 Dissatisfied
- 3 Neither Satisfied Nor Dissatisfied
- 4 Satisfied
- 5 Very Satisfied

[ASK ALL]

1b. Are you in the process of making a school or career transition?

- 1 Yes
- 2 No

[IF 1b=1, ASK 1c]

1c. Which school or career transition(s) are you currently in the process of making? Please select all that apply.

- 1 Saving money to pursue more education
- 2 Enrolling in or applying to an education program
- 3 Just finished school and applying for jobs
- 4 Changing jobs to improve career growth or pursue a different career path
- 5 Moving to a different locality, state, or country to improve job prospects
- 6 Other (specify): [open ended text box]

[ASK ALL]

How did you use your AmeriCorps education award? Please select all that apply.

- 1 I did not qualify to receive an education award [SINGLE PUNCH]
- 2 I chose to receive a stipend instead of an education award [SINGLE PUNCH]
- 3 I did not use my education award, and I do not plan to use it [SINGLE PUNCH]
- 4 I have not yet used my education award [SINGLE PUNCH]
- 5 To attend college
- 6 To repay student loans
- 7 To attend graduate school
- 8 To attend a technical or vocational training program
- 9 I transferred my education award to a family member
- 10 Other (specify): [open ended text box]

[If 2=6 (respondent selected “to repay student loans” in Question 2), ASK 2a:]

2a. Did student loan repayment from the Ed Award allow you to pursue a career path that you might otherwise not have been able to (for example, to start a small business or to take a lower-paying job)?

- 1 Yes
- 2 No

[If 2a=1 (respondent selected “yes” in Question 2a), ASK 2.1a:]

2.1a In what way did the use of the award for **student loan repayment** allow you to pursue a career path that you might otherwise not have been able to? [open-ended text box]

[If 2=5, 7, or 8 (respondent selected “to attend college, graduate school, or vocational training” in Question 2), ASK 2b:]

2b. Did using the Ed Award to attend an educational or training program allow you to pursue a career path that you might otherwise not have been able to (for example, in a career requiring further education)?

- 1 Yes
- 2 No

[If 2b=1 (respondent selected “yes” in Question 2b), ASK 2.1b:]

2.1b In what ways (if not for student loan repayment) did the Ed Award allow you to continue your education or pursue a career path that you might otherwise not have been able to?
[open-ended text box]

[ASK ALL]

Please select the highest level of education you have completed.

- 1 Less than high school
- 2 High school degree (HS Diploma or GED)
- 3 Some college
- 4 2-year college degree (AA)
- 5 Technical or vocational degree or certificate
- 6 4-year college degree (BA, BS)
- 7 Some graduate school
- 8 Graduate or professional degree (MA, MS, MD, JD, Ph.D., etc.)
- 9 Other (specify): [open-ended text box]

[ASK ALL]

What were you doing in the **six months before** you first entered AmeriCorps? Please select all that apply.

- 1 **Employed** part-time or full-time
- 2 **Enrolled in an education program** part-time or full-time
- 3 Doing **non-paid work** or engaged in other volunteer, community, military, or national **service**
- 4 **Seeking work**, providing **caregiving**, or occupied **outside of the workforce**

[ASK ALL]

What was the highest level of education you had completed **prior to first serving** in AmeriCorps?

- 1 Less than high school
- 2 High school degree (HS Diploma or GED)
- 3 Some college
- 4 2-year college degree (AA)
- 5 Technical or vocational degree or certificate
- 6 4-year college degree (BA, BS)
- 7 Some graduate school
- 8 Graduate or professional degree (MA, MS, MD, JD, Ph.D., etc.)
- 9 Other (specify): [open-ended text box]

[IF Q5>Q3, SOFT PROMPT: Earlier in the survey you reported that your highest level of education is [INSERT Q3 RESPONSE]. Please revise your response before continuing.]

Now we would like you to think back to the beliefs and attitudes you held **before your AmeriCorps service**. Please answer the following questions to the best of your ability.

[ASK ALL]

Please indicate how much you would have agreed or disagreed with the following statements **before** your AmeriCorps service.

- a. I enjoyed exploring differences between co-workers and/or friends from different cultures or backgrounds and me.
- b. I enjoyed interacting with people from different cultures and backgrounds.
- c. I respected the values of people from different cultures and backgrounds.
- d. I felt confident when interacting with people from different cultures and backgrounds.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

How much do you agree or disagree that each of the following statements described you **before** your AmeriCorps service?

- e. I always managed to solve difficult problems if I tried hard enough.
- f. If someone opposed me, I could find the means and ways to get what I wanted.
- g. It was easy for me to stick to my aims and accomplish my goals.
- h. I was confident that I could deal efficiently with unexpected events.
- i. Thanks to my resourcefulness, I knew how to handle unforeseen situations.
- j. I could solve most problems if I invested the necessary effort.
- k. I could remain calm when facing difficulties because I could rely on my coping abilities.
- l. When I was confronted with a problem, I could usually find several solutions.
- m. If I was in trouble, I could usually think of a solution.
- n. I could usually handle whatever came my way.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

Think about how likely you were to participate in the following activities **before** you did AmeriCorps. Prior to serving in AmeriCorps, how likely were you to:

- a. Participate in community organizations (school, religious, issue-based, recreational)
- b. Vote in elections
- c. Keep informed about news and public issues
- d. Help to keep the community safe and clean
- e. Volunteer for a cause or issue that you care about
- f. Donate money or goods to a cause or issue that you care about

- 1 Not at all likely
- 2 Slightly likely
- 3 Moderately likely
- 4 Very likely
- 5 Completely likely

[ASK ALL]

For the statements below, please indicate how much you would have agreed or disagreed **before** your AmeriCorps service.

- o. I had a strong and personal attachment to a particular community.
- p. I was aware of the important needs in the community.
- q. I felt a personal obligation to contribute in some way to the community.
- r. I was actively involved in issues that positively affected the community.
- s. I believed that voting in elections is a very important obligation that a citizen owes to the country.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

Did you perform the majority of your AmeriCorps service as part of a team of service members or in an individual placement?

- 1 Team-based service
- 2 Individual placement
- 3 There were other AmeriCorps members at my organization, but I did not typically work on a team with them
- 4 Other (please explain): [open-ended text box]

[ASK ALL]

In what type of service setting or for what type of host organization(s) did you perform your AmeriCorps service? Please select all that apply.

- 1 Preschool
- 2 K-12 public school
- 3 College campus
- 4 Nonprofit or community-based organization
- 5 Faith-based organization
- 6 Senior center
- 7 Environmental agency or park at the local, state, or national level
- 8 Other public agency (not related to the environment)
- 9 Other (please explain): [open-ended text box]

[ASK ALL]

Thinking about your AmeriCorps experience, please indicate how much you agree or disagree with each of the following statements:

- a. I felt I made a contribution to the community.
- b. I re-examined my beliefs and attitudes about myself.
- c. I was exposed to new ideas and ways of seeing the world.
- d. I felt part of a community.
- e. I learned more about the "real" world or "the rest" of the world.
- f. I gained an understanding of the community(s) where I served.
- g. I gained an understanding of the solutions to the challenges faced by the community(s) where I served.
- h. I spent a lot of time doing meaningless "make work" tasks.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

12 (cont). Thinking about your AmeriCorps experience, please indicate how much you agree or disagree with each of the following statements:

- i. The majority of my work did not make a difference in the community.
- j. I felt I made a difference in the life of at least one person.
- k. I did things I never thought I could do.
- l. I did not get along well with my supervisor and/or my teammates.
- m. I figured out what my next steps are in terms of educational goals.
- n. I figured out what my next steps are in terms of career/professional goals.
- o. I felt defeated by the scope of the problems I worked on.
- p. I re-examined my beliefs and attitudes about other people.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

All things considered, how satisfied are you with your overall AmeriCorps service?

- 1 Very Dissatisfied
- 2 Dissatisfied
- 3 Neither Satisfied Nor Dissatisfied
- 4 Satisfied
- 5 Very Satisfied

[ASK ALL]

13a. Your answer to this question is very important for helping CNCS understand the AmeriCorps service experience. Please tell us more about why you were [lower case fill from Q13] with your AmeriCorps service experience: [open-ended text box]

[ASK ALL]

How much do you agree or disagree that your AmeriCorps service was a defining **personal** experience? A defining experience is one that confirmed your beliefs and aspirations, or one that resulted in a change or shift in your beliefs and aspirations.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

14a. Please explain how AmeriCorps was or was not a defining personal experience: [open-ended text box]

[ASK ALL]

How much do you agree or disagree that your AmeriCorps service was a defining **professional** experience? A defining experience is one that confirmed your professional goals or one that resulted in a change or shift in your professional goals.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

15a. Please explain how AmeriCorps was or was not a defining professional experience:
[open-ended text box]

[ASK ALL]

What did you do in the **six months after** your AmeriCorps service? Please select all that apply.

- 1 **Employed** part-time or full-time
- 2 **Enrolled in an education program** part-time or full-time
- 3 Doing **non-paid work** or engaged in other volunteer, community, military, or national **service**
- 4 **Seeking work**, providing **caregiving**, or occupied **outside of the workforce**

[If 16=1 (respondent selected employed in Question 16), ASK 16.1:]

16.1 What type of work did you do? Please select all that apply.

- 1 Worked in the nonprofit or social service sector
- 2 Worked in the private sector
- 3 Worked in government or in the public sector
- 4 Worked for a nonprofit or social entrepreneurship venture that I founded
- 5 Worked for a small business that I owned
- 6 Self-employed (specify): [open ended text box]
- 7 Other (specify) : [open ended text box]

[If 16=2 (respondent selected enrolled in education in Question 16), ASK 16.2:]

16.2 What education program did you engage in? Please select all that apply.

- 1 High school or GED program
- 2 Earned college credits in a non-degree program
- 3 Enrolled in a certificate, technical, or vocational program
- 4 Attended community college
- 5 Attended a university or four-year degree program
- 6 Attended a graduate school program
- 7 Other (specify) : [open ended text box]

[If 16=3 (respondent selected doing non-paid work in Question 16), ASK 16.3:]

16.3 What type of service or non-paid work did you engage in? Please select all that apply.

- 1 Worked in an unpaid internship or apprenticeship
- 2 Enlisted in the military
- 3 Served in another national service program (another AmeriCorps program, Senior Corps, NCCC, or VISTA project)
- 4 Served with the Peace Corps
- 5 Served on the board of a nonprofit or community organization or a membership-based association
- 6 Served on the board of a for-profit corporation
- 7 Participated in a corporate giving or corporate volunteering program
- 8 Mentored recent AmeriCorps alumni
- 9 Volunteered in the community where I lived or worked (specify): [open ended text box]
- 10 Engaged in other volunteer service (specify): [open ended text box]

[If 16=4 (respondent selected seeking work or caregiving in Question 16), ASK 16.4:]

16.4 What job seeking or caregiving did you engage in? Please select all that apply.

- 1 Unemployed, looked for work
- 2 Unemployed, did not look for work
- 3 Stayed at home to take care of a family or household member or for other reasons
- 4 Didn't work because of a disability or health reasons
- 5 Other (specify) : [open ended text box]

[ASK ALL]

16a. In the **six months after** your AmeriCorps service, were you thinking about or were you in the process of making a school or career transition?

- 1 Yes
- 2 No

[IF 16a=1, ASK 16b]

16b. In the **six months after** your AmeriCorps service, which school or career transition(s) were you in the process of making? Please select all that apply.

- 1 Saving money to pursue more education
- 2 Enrolling in or applying to an education program
- 3 Just finished school and applying for jobs
- 4 Changing jobs to improve career growth or pursue a different career path
- 5 Moving to a different locality, state, or country to improve job prospects
- 6 Other (specify) : [open ended text box]

[ASK ALL]

After AmeriCorps, did you secure employment in an *existing position* at your AmeriCorps host organization?

- 1 Yes [SKIP TO 19]
- 2 No
- 3 Unsure

[If 17≠1 (respondent did not select Yes in Question 17), ASK 18]

After AmeriCorps, did you secure employment in a *new position* created for you at your host organization?

- 1 Yes
- 2 No
- 3 Unsure

[ASK ALL]

Was a new position created for the work you were doing at your host organization, even if you were not hired on to fill this position?

- 1 Yes
- 2 No
- 3 Unsure

[If 16=1 (respondent selected employed in Question 16), ASK 20:]

Was the job you got **after your AmeriCorps service** a result of a connection you made during your AmeriCorps service?

- 1 Yes
- 2 No
- 3 Unsure

[ASK ALL]

Did serving in AmeriCorps open up a career path for you that you might not have had otherwise?

- 1 Yes
- 2 No
- 3 Unsure

[ASK ALL]

21a. Your answer to this question is very important for helping CNCS understand the impacts of AmeriCorps service. Please tell us more about how your AmeriCorps service experience did or did not open up a career path for you: [open-ended text box]

[ASK ALL]

How frequently do you maintain contact with your ‘AmeriCorps network,’ meaning other members or people you first met or worked with through your AmeriCorps service (this includes people you still engage with socially, professionally, or educationally)?

- 1 Never
- 2 Once every few years
- 3 Once or twice a year
- 4 Every few months
- 5 Daily or weekly

[ASK ALL]

When you are seeking career advice, job opportunities, or doing professional networking, how frequently do you access your AmeriCorps network?

- 1 Never
- 2 Sometimes
- 3 Often
- 4 Always
- 5 Depends (please explain): [open-ended text box]

[ASK ALL]

To what extent did your AmeriCorps experience help you acquire or increase each of the following **interpersonal skills**?

- a. Verbally communicating your ideas to other people
- b. Listening to other people’s opinions or position on an issue
- c. Collaborating on projects as a team member to achieve a shared goal
- d. Getting along with other people in your work environment
- e. Resolving conflicts through discussion and dialog
- f. Treating clients or customers with courtesy and respect

- 1 Not at all
- 2 Very little
- 3 Somewhat
- 4 A great deal
- 5 Not sure

[ASK ALL]

To what extent did your AmeriCorps experience help you acquire or increase each of the following **personal conduct and workplace behaviors**?

- a. Conducting yourself in a professional manner
- b. Setting priorities for multiple tasks
- c. Adapting to new situations

- d. Being honest when you make a mistake
- e. Seeking new information to learn new or better ways of doing things
- f. Following through to complete assigned tasks

- 1 Not at all
- 2 Very little
- 3 Somewhat
- 4 A great deal
- 5 Not sure

[ASK ALL]

To what extent did your AmeriCorps experience help you acquire or increase each of the following **applied academic skills**?

- a. Reading and understanding work-related materials (e.g., emails, memos, reports)
- b. Writing to support project- or business-related activities (e.g., emails, memos, reports, grant proposals)
- c. Writing for public communication or educational purposes (e.g., newsletter articles, blog posts, brochures, training materials)
- d. Doing basic math calculations that support project- or business-related activities (e.g., keeping financial records, estimating costs, monitoring expenditures)

- 1 Not at all
- 2 Very little
- 3 Somewhat
- 4 A great deal
- 5 Not sure

[ASK ALL]

To what extent did your AmeriCorps experience help you acquire or increase each of the following **critical thinking skills**?

- a. Gathering, organizing, and maintaining information
- b. Summarizing information from different sources
- c. Defining and describing a problem for your supervisor, team, or other stakeholders
- d. Coming up with new ideas to make work more efficient or more effective
- e. Analyzing input from others to inform decision making
- f. Developing plans and agendas

- 1 Not at all
- 2 Very little
- 3 Somewhat

- 4 A great deal
- 5 Not sure

[ASK ALL]

To what extent did your AmeriCorps experience help you acquire or increase each of the following **workplace skills**?

- a. Recruiting, managing, or training volunteers
- b. Community outreach
- c. Project management
- d. Planning, coordinating, and managing meetings or events
- e. Using computers, software, and web-based applications
- f. Finding information online
- g. Grant writing or fundraising
- h. Working with the media and public relations
- i. Delivering presentations

- 1 Not at all
- 2 Very little
- 3 Somewhat
- 4 A great deal
- 5 Not sure

Now we would like you to think about the beliefs and attitudes you hold currently.

[ASK ALL]

Please indicate how much you agree or disagree with the following statements.

- t. I enjoy exploring differences between co-workers and/or friends from different cultures or backgrounds and me.
- u. I enjoy interacting with people from different cultures and backgrounds.
- v. I respect the values of people from different cultures and backgrounds.
- w. I feel confident when interacting with people from different cultures and backgrounds.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

How much do you agree or disagree that each of the following statements describes you?

- x. I can always manage to solve difficult problems if I try hard enough.
- y. If someone opposes me, I can find the means and ways to get what I want.
- z. It is easy for me to stick to my aims and accomplish my goals.
- aa. I am confident that I could deal efficiently with unexpected events.
- bb. Thanks to my resourcefulness, I know how to handle unforeseen situations.
- cc. I can solve most problems if I invest the necessary effort.
- dd. I can remain calm when facing difficulties because I can rely on my coping abilities.
- ee. When I am confronted with a problem, I can usually find several solutions.
- ff. If I am in trouble, I can usually think of a solution.
- gg. I can usually handle whatever comes my way.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

Think about how likely you are to participate in the following activities. How likely are you to:

- a. Participate in community organizations (school, religious, issue-based, recreational)
- b. Vote in elections
- c. Keep informed about news and public issues
- d. Help to keep the community safe and clean
- e. Volunteer for a cause or issue that you care about
- f. Donate money or goods to a cause or issue that you care about

- 1 Not at all likely
- 2 Slightly likely
- 3 Moderately likely
- 4 Very likely
- 5 Completely likely

[ASK ALL]

Did you serve on a diverse AmeriCorps team or work with a diverse group of people in your AmeriCorps placement? By diverse we mean people who are different from you in terms of race or ethnicity, age, religion, level of education, income level, physical or mental ability, place of origin, gender identity, or sexual orientation, and other characteristics.

- 1 Yes [CONTINUE TO Q32a]

2 No [SKIP TO Q33]

[IF Q32=1 (respondent selected Yes in Question 32), ASK 32a]

32a. How did your service experience change your view of people with different backgrounds than your own?

- 1 Very negative change
- 2 Somewhat negative change
- 3 No change
- 4 Somewhat positive change
- 5 Very positive change

[ASK ALL]

How much do you agree or disagree with the following statement? My AmeriCorps experience provided me with exposure to new communities and cultures.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[IF 33=4 OR 5 (respondent selected Strongly Agree or Agree in Question 33), ASK 33a:]

33a. How much do you agree or disagree with the following statement? My exposure to new communities and cultures through AmeriCorps broadened my perspective on society and understanding of different communities.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

Were you registered to vote in the last presidential election?

- 1 Yes
- 2 No
- 3 No, was not eligible to vote
- 4 Don't know

[If 34=1 (respondent selected Yes in Question 34), ASK 35:]

Did you vote in the last presidential election?

- 1 Yes
- 2 No
- 3 Don't know

[ASK ALL]

How often did you vote in the last 12 months?

- 1 I voted in all elections offered in my district.
- 2 I voted in some elections offered in my district.
- 3 I did not vote in any elections offered in my district.
- 4 No elections were offered in my district in the last 12 months.

[ASK ALL]

If you found out about a problem in your community that you wanted to do something about, how well do you think you would be able to do each of the following?

- a. Create a plan to address the problem
- b. Get other people to care about the problem
- c. Organize and run a meeting
- d. Express your views in front of a group of people
- e. Identify individuals or groups who could help you with the problem
- f. Express your views on the Internet or through social media
- g. Call someone on the phone you had never met before to get their help with the problem
- h. Contact an elected official about the problem

- 1 Definitely could not
- 2 Probably could not
- 3 Not sure
- 4 Probably could
- 5 Definitely could

[ASK ALL]

How much do you agree or disagree with the following statements:

- hh. I have a strong and personal attachment to a particular community.
- ii. I am aware of the important needs in the community.
- jj. I feel a personal obligation to contribute in some way to the community.
- kk. I am or plan to become actively involved in issues that positively affect the community.
- ll. I believe that voting in elections is a very important obligation that a citizen owes to the country.

- 1 Strongly Disagree

- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

How much do you agree or disagree with the following statements:

- a. Participating in AmeriCorps was a worthwhile experience in terms of furthering my **educational** goals and future educational endeavors.
- b. Participating in AmeriCorps was a worthwhile experience in terms of furthering my **professional** goals and future professional endeavors.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree

[ASK ALL]

In what year were you born? **[Programmer Note: In 2015, please show years 1925-1997. In 2016, please also show 1998.]** [PROGRAMMER NOTE: Do not include a soft prompt.]

Year [Drop down list of options]

[ASK ALL]

What is your gender? [PROGRAMMER NOTE: Do not include a soft prompt.]

- 1 Female
- 2 Male
- 3 Other gender

[ASK ALL]

Which of the following describes your race? Please select all that apply. [PROGRAMMER NOTE: Do not include a soft prompt.]

- 1 Black or African American
- 2 American Indian or Alaska Native
- 3 Asian
- 4 White
- 5 Native Hawaiian or Other Pacific Islander
- 6 Other

[ASK ALL]

Which of the following describes your ethnicity? Please select only one. [PROGRAMMER NOTE: Do not include a soft prompt.]

- 1 Hispanic or Latina/o
- 2 Not Hispanic or Latina/o

What is the highest level of education completed by the person or people who raised you?

- 1 Less than high school
- 2 High school degree (HS Diploma or GED)
- 3 Some college
- 4 2-year college degree (AA)
- 5 Technical or vocational degree or certificate
- 6 4-year college degree (BA, BS)
- 7 Some graduate school
- 8 Graduate or professional degree (MA, MS, MD, JD, Ph.D., etc.)
- 9 Other (specify): [open-ended text box]

[ASK ALL]

What U.S. state do you currently live in? [PROGRAMMER NOTE: Do not include a soft prompt.]

[Drop down list of options, include "I live outside the U.S." with Please Specify text box]

Alabama	1
Alaska	2
Arizona	3
Arkansas	4
California	5
Colorado	6
Connecticut	7
Delaware	8
District of Columbia	9
Florida	10
Georgia	11
Hawaii	12
Idaho	13
Illinois	14
Indiana	15
Iowa	16
Kansas	17
Kentucky	18
Louisiana	19
Maine	20
Maryland	21
Massachusetts	22
Michigan	23
Minnesota	24
Mississippi	25
Missouri	26
Montana	27
Nebraska	28
Nevada	29
New Hampshire	30
New Jersey	31
New Mexico	32
New York	33
North Carolina	34
North Dakota	35

Ohio	36
Oklahoma	37
Oregon	38
Pennsylvania	39
Puerto Rico	40
Rhode Island	41
South Carolina	42
South Dakota	43
Tennessee	44
Texas	45
Utah	46
Vermont	47
Virginia	48
Washington	49
West Virginia	50
Wisconsin	51
Wyoming	52
Other U.S. Territories (American Samoa, Guam, Northern Mariana Islands, U.S. Virgin Islands)	53
I live outside the U.S. (Please Specify)	54

[ASK ALL]

Would you be willing to take a follow-up alumni survey in the future? If so, please give your name, an updated email address, mailing address, and phone number. [Programmer note: Do not include any error messages for this item.]

First Name:

Last Name:

Email Address:

Street Address:

Apt:

City:

State:

Zip:

Country (if outside the United States):

Phone Number:

[THANK YOU SCREEN]

Your responses have been recorded. Thank you for taking the time to participate in the survey. We truly value the information you have provided and experiences you have shared to better understand your AmeriCorps service experience. Thank you.

The Privacy Act of 1974 (5 U.S.C § 552a) requires that the following notice be provided: The information requested in the Alumni Outcome 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 assessing the impact of the AmeriCorps program. 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 CNCS's contractors that have a need to know the information for the purpose of assisting CNCS'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 CNCS without prior written permission. Effects of Nondisclosure - The information requested is not mandatory.

PROGRAMMER NOTE:

Once survey has been completed, please direct to:

[INSERT LINK]