

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.

1. In what region did you serve?
 - a. Southern
 - b. North Central
 - c. Southwest
 - d. Pacific
2. To what extent did the information and expectations shared by AmeriCorps NCCC, prior to your arrival day, accurately portray your service experience?
 - a. Completely
 - b. To a large extent
 - c. To a moderate extent
 - d. To a small extent
 - e. Not at all
3. To what extent did AmeriCorps NCCC help you to set reasonable expectations for your service experiences?
 - a. Completely
 - b. To a large extent
 - c. To a moderate extent
 - d. To a small extent
 - e. Not at all

Community Impact

4. To what extent did your AmeriCorps NCCC team(s) strengthen the communities in which you served?
 - a. To a large extent
 - b. To a moderate extent
 - c. To a small extent
 - d. Not at all
 - e. Not applicable

Lodging Accommodations, Tools, and Safety

5. Overall, how would you describe the lodging accommodations that were provided to your team?
 - a. The accommodations were both safe and adequate.
 - b. The accommodations were safe but were inadequate for my team.
 - c. The accommodations were adequate for my team, but they were not safe.
 - d. The accommodations were neither safe nor adequate.
 - e. Not applicable.
6. To what degree do you agree or disagree with the following statement: "I felt safe and secure while serving on projects."
 - a. Strongly agree

- b. Agree
 - c. Neither agree nor disagree
 - d. Disagree
 - e. Strongly disagree
 - f. 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?
- a. The vehicle(s) were safe, and I received proper training.
 - b. The vehicle(s) were safe, but I did not receive proper training.
 - c. The vehicle(s) were unsafe, but I did receive proper training.
 - d. The vehicle(s) were unsafe, and I did not receive proper training.
 - e. I did not operate any motor vehicles during my service term.

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.
- a. Level of Quality
 - b. Level of Usefulness
- a. High
 - b. Medium-High
 - c. Medium
 - d. Medium-Low
 - e. Low
 - f. N/A
9. To what extent did the training you received from AmeriCorps NCCC help you to develop your team-building skills?
- a. Significantly improved my team-building skills.
 - b. Slightly improved my team-building skills.
 - c. Neither improved nor hindered my team-building skills.
 - d. Slightly hindered my team-building skills.
 - e. 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?
- a. Problem-solving
 - b. Effective Communication
 - c. Forming Cooperative Relationships
 - d. Conflict Resolution
 - e. Setting of Goals
- a. To a large extent
 - b. To a moderate extent
 - c. To a small extent
 - d. Not at all
 - e. N/A
11. To what extent did the training you received from your AmeriCorps NCCC Campus contribute to your safety on project sites?

- a. Completely
- b. To a large extent
- c. To a moderate extent
- d. To a small extent
- e. Not at all
- f. Not applicable

Team Member Skills and Abilities

12. To what extent were you challenged to improve in each of the following skillsets by the project(s) in which you participated?

- a. Decision-making
- b. Team-building
- c. Cross-cultural Communication
- d. Conflict Management
- e. Career Planning

- a. To a large extent
- b. To a moderate extent
- c. To a small extent
- d. Not at all
- e. N/A

13. On a scale of 1-5, please indicate how would you rate your change in the following skillsets during your AmeriCorps NCCC service?

- a. Building trust
- b. Enlisting others in a common vision
- c. Aligning actions with shared values
- d. Facilitating relationships
- e. Fostering collaboration
- f. Creating a spirit of community
- g. Demonstrating compassion
- h. Showing appreciation

14. To what extent did you develop a clear understanding of the missions and goals of all the organizations you were serving alongside?

- a. To a large extent
- b. To a moderate extent
- c. To a small extent
- d. Not at all
- e. 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.

- a. Financial Management
- b. Health and Wellness Practices
- c. Fitness Practices
- d. Safety Practices
- e. Stress Management
- f. Sharing a Common Living Space

- g. Nutrition Practices
- h. None
- i. Other (please specify)

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 tasks throughout the day to be committed to an organization's goals and values and motivated to contribute to organizational success.
- a. Completely
 - b. To a large extent
 - c. To a moderate extent
 - d. To a small extent
 - e. Not at all
 - f. N/A
17. Please note the extent to which there was an open and inclusive culture within:
- a. The local communities in which you served
 - b. The sponsoring organization(s) for which you served
 - c. The team(s) you served on
 - d. The AmeriCorps NCCC Campus
- a. To a large extent
 - b. To a moderate extent
 - c. To a small extent
 - d. Not at all
 - e. Not applicable
18. How frequently in your service with AmeriCorps NCCC did you have the opportunity to:
- a. Be a role model for others
 - b. Step up as a leader
 - c. Demonstrate a commitment to community service
 - d. Hold yourself and others accountable for rules and responsibilities
19. Describe the most rewarding service project during your term of service? [Open Response]

Benefits to Members

20. To what extent did your AmeriCorps NCCC service help you to develop as a leader?
- a. To a large extent
 - b. To a moderate extent
 - c. To a minimal extent
 - d. Not at all
21. Did your NCCC service impact your immediate career plans (1-year post graduation)? If your NCCC service did impact your immediate career plans, what element(s) of your service was most impactful? Check all that apply. What element of your AmeriCorps NCCC service did you find to be the most influential in your personal growth?
- a. Opportunity to teach others
 - b. Diversity of service experiences
 - c. Working in teams

- d. Interactions with the community
 - e. Interactions with the project sponsors
 - f. Challenges with the community
 - g. Challenges with the project sponsors
 - h. Training and education received from NCCC
 - i. Training and education received from project sponsors
 - j. Other (please specify)
22. As a result of the support and encouragement you received from AmeriCorps NCCC or a sponsoring organization, during your NCCC service you earned: (please select all that apply)
- a. Certificate of High School Equivalency
 - b. Credit towards a College or University Degree
 - c. Certificate in a specific skillset
 - d. A Completed Position Task Book (FEMA)
 - e. First Aid or AED Certification
 - f. U.S. Congressional Award
 - g. President's Volunteer Service Award
 - h. None of the Above
 - i. Other (please specify)
23. What did you accomplish from your Individual Learning Plan over the course of your service with AmeriCorps NCCC? [Open Response]
24. Did you or are you about to depart service from AmeriCorps NCCC early?
- a. No
 - b. Yes

Early Departure

25. Please provide the reason why you departed or are about to depart AmeriCorps NCCC early. Individual responses will remain confidential from AmeriCorps NCCC Campus staff.
- a. Academic Opportunity (Resigned)
 - b. Career Opportunity (Resigned)
 - c. Financial Hardship (Resigned)
 - d. In Lieu of Dismissal (Resigned)
 - e. Medical Issue – Member (Resigned)
 - f. Medical – Family Member (Resigned)
 - g. Family or Personal Issues (Resigned)
 - h. Program Not for Me/Dissatisfied – Team/TL Issues (Resigned)
 - i. Program Not for Me/Dissatisfied – Program too Structured/Strict (Resigned)
 - j. Program Not for Me/Dissatisfied – Not Enough Work/Poor Quality of Work (Resigned)
 - k. Program Not for Me/Dissatisfied – Dislike Type of Work (Resigned)
 - l. Program Not for Me/Dissatisfied – Program Lodging/Dietary Structure (Resigned)
 - m. Disciplinary – Serious Misconduct (Dismissed)
 - n. Disciplinary – Pattern of Misconduct (Dismissed)
 - o. AWOL (Dismissed)
 - p. Positive Drug Screen (Dismissed)
 - q. Medical (Dismissed)
 - r. Unsuitable Employment Placement – FEMA Background Check (Dismissed)

- s. Not Eligible to Serve (Dismissed)
- t. Resigned Other (please specify)

Final Page

26. Based on your latest experience with AmeriCorps NCCC, what would you consider to be the greatest...
- a. strength of the program? [Open Response]
 - b. area of improvement of the program? [Open Response]
 - c. Other (please specify)
27. If given the opportunity, would you participate in another AmeriCorps NCCC term in the future? Please explain why or why not?
- a. Yes, because.... [Open Response]
 - b. No, because.... [Open Response]
28. How satisfied were you with the level of communication with AmeriCorps NCCC staff throughout the program?
- a. Very satisfied
 - b. Satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Dissatisfied
 - e. Very dissatisfied
29. What other comments about your experience with AmeriCorps NCCC would you like to share? [Open Response]
30. Overall, how satisfied were you with your AmeriCorps NCCC experience?
- a. Very satisfied
 - b. Satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Dissatisfied
 - e. Very dissatisfied