

AmeriCorps NCCC Member Experience Survey

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 approximately 15 minutes to complete.

PUBLIC BURDEN STATEMENT: Public reporting burden for this collection is estimated to average 15 minutes per submission, including reviewing instructions, gathering and maintaining the data needed, completing the form, and reviewing the collection of information. Comments on the burden or content of this instrument may be sent to the Corporation for National and Community Service, Attn: Amy Borgstrom, 250 E. Street SW, Washington, D.C. 20525. You are not required to respond to the collection unless the OMB control number and expiration date displayed on page 1 are current and valid. (See 5 C.F.R. 1320.5(b)(2)(i).)

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.

OMB Control Number: 3045-0181

Expiration Date: 01/31/2023

In what region did you serve?

- Southern
 - North Central
 - Southwest
 - Pacific
-

Please specify which class number you served in.

In what Corps did you serve?

- Traditional Corps
 - FEMA Corps
 - Summer of Service
-

To what extent did the information and expectations shared by AmeriCorps NCCC, prior to your arrival day, accurately portray your service experience?

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

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
-

To what extent did your AmeriCorps NCCC team(s) strengthen the communities in which you served?

- To a large extent

To a moderate extent

To a small extent

Not at all

Not applicable



Lodging Accommodations, Tools, and Safety

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.
-

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.
-

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.
-

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.

| | Low | Medium-Low | Medium | Medium-High | High | 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"/> |

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.
-

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

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?

| | Not at all | To a small extent | To a moderate extent | To a large extent | 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"/> |

Team Member Skills and Abilities

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

| | Not at all | To a small extent | To a moderate extent | To a large extent | N/A |
|------------------------------|------------|-------------------|----------------------|-------------------|-----|
| Decision-making | 0 | 0 | 0 | 0 | 0 |
| Team-building | 0 | 0 | 0 | 0 | 0 |
| Cross-cultural Communication | 0 | 0 | 0 | 0 | 0 |
| Conflict Management | 0 | 0 | 0 | 0 | 0 |
| Career Planning | 0 | 0 | 0 | 0 | 0 |

How would you rate your change in the following skill sets during your AmeriCorps NCCC service?

| | No change | Little change | Some change | Significant change | Complete change | N/A |
|-------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Building trust | <input type="radio"/> | <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"/> | <input type="radio"/> |
| Aligning actions with shared values | <input type="radio"/> | <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"/> | <input type="radio"/> |
| Fostering collaboration | <input type="radio"/> | <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"/> | <input type="radio"/> |
| Demonstrating compassion | <input type="radio"/> | <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"/> | <input type="radio"/> |

To what extent did you develop a clear understanding of the missions and goals 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
-

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.

Financial Management

Health and Wellness Practices

Fitness Practices

Safety Practices

Stress Management

Sharing a Common Living Space

Nutrition Practices

None

Other _____



Project Quality and Engagement

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.)

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

Please note the extent to which there was an open and inclusive culture within:

| | Not at all | To a small extent | To a moderate extent | To a large extent | Not applicable |
|---|------------|-------------------|----------------------|-------------------|----------------|
| The local communities in which you served | 0 | 0 | 0 | 0 | 0 |
| The sponsoring organization(s) for which you served | 0 | 0 | 0 | 0 | 0 |
| The team(s) you served on | 0 | 0 | 0 | 0 | 0 |
| The AmeriCorps NCCC Campus | 0 | 0 | 0 | 0 | 0 |

How frequently in your service with AmeriCorps NCCC did you have the opportunity to:

| | Never | Rarely | Sometimes | Usually | Always |
|---|-------|--------|-----------|---------|--------|
| Be a role model for others | 0 | 0 | 0 | 0 | 0 |
| Step up as a leader | 0 | 0 | 0 | 0 | 0 |
| Demonstrate a commitment to community service | 0 | 0 | 0 | 0 | 0 |
| Hold yourself and others accountable for rules and responsibilities | 0 | 0 | 0 | 0 | 0 |

Describe the most rewarding service project during your term of service?

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
-

Did your NCCC service impact your immediate career plans (1-year post graduation)?

- Yes
 - No
 - Unsure
-

If your NCCC service did impact your immediate career plans, what element(s) of your service was most impactful? Check all that apply.

- 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 (please specify) _____

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

- 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 (please specify) _____

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)

- Certificate of High School Equivalency
- Credit towards a College or University Degree
- Certificate in a specific skillset
- A Completed Position Task Book (FEMA)
- First Aid or AED Certification
- U.S. Congressional Award
- President's Volunteer Service award
- Other (please specify)

None of the Above

Did you or are you about to depart service from AmeriCorps NCCC early?

- Yes
- No

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.

- 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 (please specify)
-

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

strength of the program?

area of improvement of the program?

Other (please specify) _____

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... _____

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
-

Overall, how satisfied were you with your AmeriCorps NCCC experience?

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

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

