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AmeriCorps Outcomes Assessment

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AMERICORPS OUTCOMES ASSESSMENT

An Interactive Qualifying Project Report
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by

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Abstract

This project, conducted under the sponsorship of the Urban Institute, provided the Corporation for National and Community Service with an assessment of the outcomes of AmeriCorps. We analyzed data received from six surveys given to members, organizations, and end beneficiaries of AmeriCorps. Using our analysis, we provided detailed results as well as recommendations for the survey questionnaires and the survey interviewers to help develop a more effective survey.

Authorship Page

This project was a collaborative effort by all three team members. In the following documentation, next to each section will be the initials of the person who wrote that section. In the sections that were a collaborative effort we will use the word 'ALL' to indicate that.

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1. Executive Summary

AmeriCorps is a government-funded agency which plays a large role in contributing to local communities in areas like education and health. As part of an assessment of the AmeriCorps program, the Corporation for National and Community Service, the umbrella organization over AmeriCorps and other non-profit agencies, commissioned six surveys of AmeriCorps members, service delivery organizations, and end beneficiaries. The Urban Institute was retained to design the survey instruments and to analyze the survey results. The surveys were conducted by Princeton Survey Research Associates International.

The goals of our project were:

- To provide the Urban Institute with an analysis of the data collected through six surveys to support an assessment on AmeriCorps.

- To recommend improvements and make suggestions for the design and analysis of future surveys.

Our data analysis relied on two methodologies: analysis of cross tabulations arising from closed questions and content analysis of open-ended questions. The former focused on numbers, percentages, rankings, and cross tabulations of different survey questions. Whenever a closed question was answered negatively, an open-ended question asking "why" or "how" was posed. For these longer responses, content analysis was used to sort, group, and tally responses so that common themes or trends could be identified.

Upon completion of this analysis, we also reviewed each survey instrument and proposed new questions to be asked that may give a better understanding of survey responses. Many of our questions were probing questions, though we also suggested the rewording or reordering of certain questions in order to create smoother flowing surveys.

Our main findings are:

- Responses to closed-ended questions vary distinctly different among sub groups of the population. Specifically, patterns of response vary with age, ethnicity, gender, and other demographics.

- Responses to open-ended questions indicate dissatisfaction to varying degrees with living allowances, administration of the education award, communication with various levels of AmeriCorps staff, the organization of projects and programs, and training.

It is important to realize that the majority of those sampled responded positively or favorably to the questions asked. Negative responses received through open-ended questions came from the minority of respondents, though they do indicate areas of AmeriCorps that could use improvement or future investigation by the Corporation. In general however, most outcomes of AmeriCorps have included favorable experiences among members, organizations, and end beneficiaries.

Our main recommendations for future questionnaires involve survey format, survey questions, and survey interviewers. We suggest that some questions be added to various surveys, while the order or wording of other questions be reconsidered. We also recommend that survey interviewers have an understanding of AmeriCorps before administering the survey and that they focus on keeping survey respondents on track.

2. Introduction

Congress has sought to reduce waste and inefficiency by holding Federal agencies accountable for achieving program results. Legislation with this goal in mind, the Government Performance Results Act, was passed by Congress on January 5, 1993. The purpose of the act is to provide for the establishment of strategic planning and performance measurement in the Federal Government (Foley & Gore, 1993, "Findings and Purposes"). Waste and inefficiency in Federal programs weakens the confidence the citizens of the United States have in the government, and reduces the Federal government's ability to address the needs of the public adequately.

AmeriCorps is a government-funded agency, which plays a large role in contributing to local communities in areas like education and health. AmeriCorps was created in 1993 as part of the Corporation for National and Community Service (the Corporation). AmeriCorps also offers services in many areas including education and health (AmeriCorps, 2004, "Who We Are"). With all that AmeriCorps does, it is important to understand what the effects of its services are and how well its work contributes to the community.

Since the Performance and Results Act, it is necessary for the Corporation to notify the government about how organizations such as AmeriCorps are helping the communities they work for, how the organization is improving on a yearly basis, and how well the administrative processes are being carried out. It is important to know what AmeriCorps is doing and how the beneficiaries have responded to the services it delivers. The Corporation addressed this need for performance information by engaging the services of the Urban Institute to design a series of surveys to determine satisfaction among AmeriCorps beneficiaries, members, and organizations. Results from these surveys will also inform the Corporation on how well the Corporation's

administrative jobs as well as the administrative services in AmeriCorps are being viewed and what should be changed. The six surveys created by the Urban Institute were conducted by Princeton Survey Research Associates International (PSRAI). The Urban Institute, which is a nonprofit, nonpartisan policy research and educational organization, was responsible for the subsequent analysis of survey results to yield the required satisfaction measures.

PSRAI conducted the surveys over the phone and the web to randomly selected members, beneficiaries, and organizations. The survey participants include past and present members of AmeriCorps, supporting organizations, and end beneficiaries: volunteers, youth development, and homeland security. We, as a team, were to come to the Urban Institute and participate in and contribute to the process of coding, analysis, and recommendation framing already begun by the Urban Institute. Before we arrived at the Urban Institute, we knew that they had received all the data from PSRAI and had begun to code the data. Moreover, the initial data analysis had also raised questions that need to be answered. The Urban Institute also wants to develop faster and more efficient survey methods for 2005. Due to shortage of available staff and time, the Urban Institute has yet to complete these data analysis objectives. The data are very useful and would go to waste if the Urban Institute did not find someone to help them go through this process of analysis and assessment.

The goals of this project were a) to complete an analysis of the six surveys that were given to current members of AmeriCorps, former members of AmeriCorps, organizations that had received resources from AmeriCorps, and three sets of end-beneficiaries: volunteers, youth development, and homeland security, and b) to recommend improvements for future surveys. As we were processing the data and analyzing the responses we ran into many challenges concerning how the survey was given, who it was given by, how the data were presented to us,

and many other issues. Based on the main questions asked in these surveys, we assessed the

outcomes of the performance data that were received and generated a report to give to both the

Urban Institute and the Corporation about AmeriCorps' effectiveness so that further

improvements can be made for the members and for the Corporation.

3. Background

Our project required an understanding of AmeriCorps and the programs that constitute it. In order to understand the answers provided to open-ended questions, it was necessary to have an understanding of the language spoken by those replying to the surveys. How the results of surveys are affected by the way in which they were conducted was also important to recognize. This understanding allowed for an appropriate use of methods to effectively analyze the data from the surveys. Application of knowledge of AmeriCorps to the evaluations of the surveys was necessary in order to provide an assessment of AmeriCorps outcomes. Information on previous research about AmeriCorps, as well as processes and concepts used to evaluate service organizations, aided in a better comprehension of the material presented through the surveys.

3.1 AmeriCorps

AmeriCorps is an organization designed to help communities in areas such as health, education, public safety, and the environment (AmeriCorps, 2004, "Who We Are"). AmeriCorps members provide service through 2,100 non-profits, public agencies, and faith-based organizations. AmeriCorps members receive stipends and education rewards based on their service, and are therefore referred to as members, not volunteers. In 1993, AmeriCorps was created as part of the Corporation for National and Community Service, which also handles Senior Corps and Learn and Serve America. AmeriCorps members provide tutoring and mentoring programs, recruit volunteers, and participate in many community activities such as building affordable housing, teaching computer skills, cleaning parks and streams, running after-school programs, and helping communities respond to disasters.

AmeriCorps consists of three programs: AmeriCorps*State and National, AmeriCorps*VISTA, and AmeriCorps*National Civilian Community Corps (NCCC) (AmeriCorps, 2004, "Overview"). Each of these programs offers services to better the community and provide aid in different areas.

3.1.1 AmeriCorps*VISTA

The goal of AmeriCorps*VISTA is to help bring individuals, families, and communities out of poverty, which they have been doing for 35 years (AmeriCorps, 2004, "AmeriCorps*VISTA"). AmeriCorps*VISTA members help educate communities in order to get rid of illiteracy, improve health services, create businesses, and increase opportunities for housing. They work and live in the communities where they are carrying out service and create programs that can survive after they have completed their work. In 2001, it was recorded that approximately 6,000 AmeriCorps*VISTA members participated in about 1,200 community programs.

In the early years, there were more than 2,000 members; that number has now tripled to 6,000 members (AmeriCorps*VISTA, 2004). In 1963, President John F. Kennedy wanted to create a local volunteer program that would be similar to the newly created Peace Corps. It was in the next year that President Lyndon B. Johnson declared a "war on poverty" and realized President Kennedy's dream through the Economic Opportunity Act of 1964. With this act the Volunteers in Service to America (VISTA) was created. Since 1964, VISTA has been working with other service organizations, such as the Peace Corps, and was merged with AmeriCorps when President William J. Clinton created it in the 1990's with the signing of the National Community Service Trust Act.

AmeriCorps*VISTA members have the option of receiving an education award of $4,725 or a stipend of $1,200 after one full year of service. Members may be as young as 18 years old. They serve for an average of 18 months in local organizations that provide training, supervision, and logistical support.

Local, state, or federal agencies, as well as public, private, or faith-based non-profit organizations can apply for assistance from AmeriCorps*VISTA (Corporation for National and Community Service [CNCS], 2004, "AmeriCorps Volunteers in Service to America"). Organizations are encouraged to reimburse the government for direct support of members but are not required to match any funds.

3.1.2 AmeriCorps*NCCC

Modeled after the Civilian Conservation Corps (CCC) of the 1930's, the National Civilian Community Corps (NCCC) was established in 1994. Being part of AmeriCorps, the NCCC works as a nonprofit organization "providing disaster relief, tutoring children, building homes for low-income families, helping preserve the environment, and helping communities meet their challenges" (AmeriCorps*NCCC, 2004). Members tend to be between the ages of 18 and 24 and work to solve local problems and to build leadership roles on a community-level basis, closely emulating military service. They serve for 10 months during which they are provided with $4,000 as a living allowance as well as other benefits. Following satisfactory completion of service, they are awarded $4,725 to help fund tuition or repay student loans.

After being recruited by the CNCS, members must live and train at one of five regional campuses. During this general training, members begin to learn what it is going to be like to live with others, and what the expectations of the NCCC as well as their supervisors are. Following

this training, organizations send requests for the assistance of an NCCC team and further, more specific, training is carried out by these project sponsors. Projects are generally located within the region of the campus, though in extreme cases of natural disasters, teams may be called further out.

AmeriCorps NCCC operates continuously throughout the year. "Member service has a special focus on environmental issues and disaster relief" (CNCS, 1997). In recent months, they worked and provided help in Florida and other coastal states for those affected by the recent series of hurricanes, and in California for those evacuated in the wake of forest fires. For any natural disaster or state of emergency, one can expect the NCCC to be present and helping in some way or another. Issues affecting the environment are also a large part of NCCC activity. Clearing trails of brush and debris, cleaning streams and rivers, and helping deter forest fires are all experiences members may be involved in. In urban settings, common activities include informing citizens on more efficient use of energy (CNCS, 1997) and park conservation.

Perusing member stories in the "Pass the Fire" section of the NCCC website (Pass the Fire, 2004), readers can get a good idea of the work done by these dedicated civilians. For instance, Gina Perfetto (2004) tells of her 5-person group working on Polomar Mountain, north of San Diego. Their job was to clear brush and felled trees along trails up the mountain so that tourists and hikers could climb the mountain safely and enjoy the outdoors. After seriously doubting the competency of her teammates who were all younger than she was, she quickly learned that they were more skilled in hiking than she was and proved to be invaluable team members. Realizing she had been wrong in her original thoughts, she quickly began to appreciate the word "teamwork", the essence of the NCCC.

Another story listed in this section of the website tells of a group of people working to weatherproof homes for low-income families in South Carolina (Horan, 2004). Jen Horan was one of the members, and after her mother passed away during her service, she learned a great lesson from an old man in whose trailer she and her team had installed new vents. Since the death of her mother, depression had taken hold of Jen. Taking the fact that she was still alive for granted, she realized her selfishness only after this old man whom she didn't even know gave her bags of pecans as payment for her work. This poor man had the power to give, and in her own words "To give is to live", one of the defining concepts of the NCCC.

Volunteering to help others is a very honorable thing to do. In the same respect as joining the military, NCCC members devote a portion of their lives to the advancement of others. Living life as givers and not receivers, NCCC members develop skills in teamwork and leadership.

3.1.3 AmeriCorps*State and National

The third division of AmeriCorps programs is State and National. AmeriCorps*State and National is extensive. The national service programs that are supported with Corporation funds are community corps, full-time youth corps programs, programs emphasizing individual placement, campus-based programs, professional corps and intergenerational programs to name a few. Although the Corporation helps applicants with local programs, the grantees are responsible for recruitment, selection, and placement (CNCS, 1997).

AmeriCorps*State supports local non-profit organizations, governments, educational institutions, Indian tribes, community and faith-based organizations. The purpose of the State program is to engage AmeriCorps members in providing direct service to deal with community

needs. Local programs design service activities for a team of AmeriCorps members who serve full-time or part-time for a full year or for a summer (CNCS, 2004). For example, members restore parks, tutor children, assist crime victims, and build homes.

AmeriCorps*National is a non-profit organization that operates in two or more states. The Red Cross and Habitat for Humanity are both organizations that help those in need, operate in more than two states, and receive funding from AmeriCorps*National. Organizations like The Red Cross and Habitat for Humanity make it known to AmeriCorps that they have a project that they would like help on from AmeriCorps members. These organizations are not part of AmeriCorps; AmeriCorps just helps them find members to help keep the organizations running.

More than three-quarters of AmeriCorps grant funding is directed to governor-appointed state commissions. State commissions distribute grants to local nonprofits and agencies, and then monitor how they are used. The organizations that receive these grants are responsible for recruiting, selecting, and supervising AmeriCorps members (AmeriCorps, 2004). A few of the recipients of these grants are Habitat for Humanity, American Red Cross, and Boys and Girls Clubs. These organizations receive the governmentally funded grants and are then observed by the State Commission in order to make sure the money is being used wisely. In 2001 approximately 44,000 members served in AmeriCorps*State and National Programs (AmeriCorps, 2004). The grantees receiving AmeriCorps*State and National funding must contribute a substantial amount of matching funds in order to qualify for federal support (CNCS, 1997).

3.2 Surveys and Evaluations

An understanding of the surveys and methods by which to evaluate them was a vital part of our project. We looked at many surveys and analyzed them in order to present objective information to the Urban Institute, the Corporation, and AmeriCorps. How the surveys were conducted and the methods by which to analyze the surveys were key concepts requiring our understanding. A general knowledge of how to evaluate service organizations gave a basis for how to describe, as well as recognize, where improvements may be made in AmeriCorps services.

3.2.1 The Surveys

The Urban Institute was contracted by the Corporation for National and Community Service to create six surveys to be given to former and current members of AmeriCorps, organizations where AmeriCorps members served, and three types of end beneficiaries: volunteers working with or recruited by AmeriCorps, individuals benefiting from youth development programs, and organizations or individuals benefiting from homeland security programs. The questionnaires, which can be found in Appendices B through H, were prepared for phone interviews (one doubled as a web-based version for organizations) and conducted by Princeton Survey Research Associates International. The data were then transmitted to the Urban Institute for analysis.

3.2.2 Conducting Surveys

Survey evaluation requires that one know the sampling procedure employed (Fowler, 2002, pp. 11-18). The procedure establishes what population the data represents as well as how

precisely the analysis results describe the whole population. There are several ways to go about choosing the sample from the population, the easiest of which is through simple random sampling, a method used to randomly and independently pick from a population that can be numbered.

The total survey design, which considers all aspects of the data collection process, is vital to properly evaluating the data quality and effectively reporting on the survey details (Fowler, 2002, pp. 159-160). Any errors must be taken into account in terms of sampling, the response rate, the data collection process, the quality of those conducting interviews, and the quality of the survey questions. If any errors occur within these processes, the resulting analysis could inevitably be inaccurate and would not represent the true value of the data. Understanding the aspects of the survey design will allow for an appropriate analysis of the data and an accurate representation of the total population being studied.

3.2.3 Analyzing Surveys

Most of the questions addressed within the six surveys were closed questions (M. Abravanel & H. Hatry, personal communication, September 23, 2004). The responses may be analyzed using software such as SAS, SPSS, or Microsoft Excel to display frequencies and outliers (J. Miller, personal communication, September 29, 2004). Because there were six different surveys, once each question has been looked at and analyzed, comparisons may be made between similarities and differences that relate questions from the separate surveys. For example, these comparisons may show that current members have a different opinion of a particular AmeriCorps program than former members of the same AmeriCorps program.

Assuming a sample selected by simple random sampling or another probability-based sampling scheme, statistical tests of hypotheses about the target population may be conducted. A statistical test results in a p-value, a measure of the strength of evidence contained in the sample against the null hypothesis. The p-value is "the probability of observing a difference as large or larger than you observed if the null hypothesis were true" (Motulsky, 1999, p. 9). So, if the p-value is small, it can be concluded that the pattern observed in the data is not due to chance. Put another way, if the null hypothesis is true, the p-value is the proportion of random samples of the population that yield a pattern with as much or more evidence against the null hypothesis than the pattern in the observed sample. In our project, Fisher's exact test and the Chi-Square test were used to test for differences in patterns of response to closed questions among subpopulations of the target population and between different target populations surveyed.

Although most of the questions were closed, open-ended questions were used to expand upon the answers given to the closed questions (M. Abravanel & H. Hatry, personal communication, September 23, 2004). The analysis of open-ended questions relies on a way to effectively evaluate the content of the answers (Ryan & Weisner, 1998, pp. 57-66). The data must be organized in a fashion that will allow for an accurate interpretation. A word processor is an easy way to organize and reorganize the actual words in order to come up with a meaningful interpretation. Unique word lists can be generated and the number of words may be counted to look into the differences in response. Frequencies of words help point out some of the key features that are similar among many responses. These are just a few ways to begin to think about the data that have been received in open-ended questions.

As well as considering word usage within the responses, one must also look at the overall idea and the concepts introduced. We will need to look at the responses to the open-ended

questions and use methods of content analysis to evaluate the data. When trying to understand

the data, it will be important to know the language and the vocabulary within the responses. By

understanding AmeriCorps in general we were able to have an idea of what the respondents were

commenting on, and by comparing the individual responses we were able to understand the

overall style.

Once the data have been sorted and coded, a process that involves assigning numerical

values to data, these need to be analyzed in some fashion (Fowler, 2002, pp. 137-140). Some

basic tools used for statistical analysis include looking at the distribution of the data by

determining frequencies within the data and observing where the average, or the center, of the

data lies. These tools are primarily used with numerical data, but can effectively be applied to

content data that has been coded. It is often good to analyze data with statistical and

mathematical tools in order to understand the strength of the data being analyzed.

3.2.4 Evaluating Service Organizations

Effective evaluation of social programs requires an understanding of the effect of the

programs (Cain & Hollister, 1972, pp. 109-112). There are two major types of evaluations that

may be implemented. These are process evaluation and outcome evaluation. The first is used

mainly to monitor administrative procedures of a program, while the latter is used to understand

and measure the outcomes of a particular program. Because we were interested in understanding

the effectiveness of AmeriCorps outcomes, our focus was on outcome evaluation. Though the

study of social programs is particularly difficult, it is important to evaluate all aspects of the

programs in order to help improve their effectiveness.

Problem areas and progress made by an organization may be tracked if studies are conducted annually (Hatry et al., 1977, pp.195-205). Progress and time trends may help reveal the adequacy of the services produced by a particular organization. The surveys conducted by the Urban Institute about AmeriCorps that were analyzed in this project had not been conducted in the past (M. Abravanel & H. Hatry, personal communication, September 23, 2004). However, as the Urban Institute plans to conduct these surveys annually in order to report on AmeriCorps program results, it was important to recognize if the survey covers all areas that should be compared from year to year.

Past evaluations and reports of AmeriCorps as well as similar organizations helped us with our current evaluation. Aguirre International (1999, p.1) reported on the impact of AmeriCorps over the 5-year period from 1994 to 1999 and the effectiveness of AmeriCorps programs on building stronger communities. The information presented through this report gave us an idea of what AmeriCorps was successful with in the past and how AmeriCorps improved or did not improve over the past 5 years. The results of this study provided us with a benchmark for evaluating how successful AmeriCorps had been since 1999.

Overall, the study conducted by Aguirre International (1999) is very optimistic about AmeriCorps' past performances. The study found that 57 percent of the programs in existence in 1994 were still in existence in 1999 (p. 6). The programs had adapted based on community needs and had matured by building strength and identity. One major improvement from 1994 to 1999 was that AmeriCorps had become successful in acquiring partnerships with a wide variety of community organizations (p. 14).

Appendix I displays an assessment of AmeriCorps' performance and management (OMB, 2004). This is less optimistic than the study by Aguirre International in 1999. However,

this was a more recent evaluation of AmeriCorps that reflects what improvements could have been made in the recent past. It indicated that AmeriCorps focused more on the amount of time put in by a member rather than societal impact of the program. As we investigated the surveys completed by those who have benefited from AmeriCorps services, we were able to evaluate if any changes had been made towards focusing on the community impact.

4. Methodology

The main goal of this project was to support an analysis by the Urban Institute (UI) on the results of surveys conducted for the Corporation for National and Community Service (the Corporation) to assess AmeriCorps performance. We were also asked to identify questions that could be asked of participants to possibly obtain more accurate data. These questions were then posed to our liaisons and evaluated for use in the 2005 questionnaire on top of other suggestions we made regarding future surveys that they conduct on AmeriCorps. The methods we used in order to accomplish our objectives are detailed below.

4.1 Analysis Procedures

Based on guidance from our liaison, Mr. Hatry, Elizabeth focused on the data analysis of the closed responses of the six different surveys. Elizabeth Cove, a staff member at UI, addressed content analysis and the open-ended responses with Tom and Kelly. Our procedures were fairly in-depth, requiring attention to detail, and are explained below.

4.1.1 Data Analysis

An inductive and exploratory process was used during the analysis of the data. The main research question that was to be answered by the data analysis was: Are there differences among sub-groups of the population? In other words, we were asking if gender, race, age, etc. made a difference in the responses given. With this research question in mind, the data were examined and statistical tests were used to back up what was observed. The Corporation wanted the Urban

Institute to indicate where it was observed these differences could be, and then the Corporation would take those data a step further and investigate if there were actual reasons for the differences within the population.

During the initial stage of the data analysis, the Urban Institute provided the Corporation with highlights of the questions across the three programs - State/National, VISTA, and NCCC. The highlights are comments on the data that were made based on certain criteria. One such criterion was if the percentage of a particular sub-group in the most favorable response category was above 80%, as in Appendix J, Q7. Another was if the percentages in the least favorable response categories were above 20%, as in Appendix J, Q6B. The last major criterion was if the percentages in the most favorable response category were substantially higher in one or two programs than in the others, as in Appendix J, Q4B. Differences of 10 percentages points or more were our benchmark for considering that difference substantial.

The next step was to look at cross-tabulations that were constructed in order to compare responses within sub-groups of the population defined by such variables as race, age, and gender. The cross-tabulation table displays the amount or, in this case, the percentages of the responses for each category, such as male and female for the gender sub-group. Appendix K shows an example of one cross-tabulation. During this stage, when differences of 10 percentage points or more were observed, a statistical test was conducted as follows. First, a contingency table was constructed displaying the number, not percentage, of respondents for each category (omitting those who responded "not applicable" and comparing the most favorable response category versus the combination of the others). Second, we used Fisher's exact test for 2 by 2 contingency tables and the Chi Square test for other contingency tables to test the null hypothesis that there are no differences between any sub-groups in the population pattern response. Though

we are aware that choosing the comparisons to be tested biases the p-values, if the nominal p-value was small we reported the difference. Generally, it is accepted that if a p-value is less than 0.05 the observed difference is considered statistically significant, but for the purpose of indicating a possibly significant difference, we reported any nominal p-value less than 0.10.

Example: Looking at the question in Appendix K, we observed a difference of 25 percentage points between non-Hispanic White children and non-Hispanic Black children. Because this exceeds our benchmark of 10 percentage points, we proceeded with testing the difference between the two groups. Appendix L displays the contingency table (note the omission of those responding "not applicable") for this test that was put into a calculator found on the Internet to calculate the p-value from Fisher's exact test. One can see that the nominal p-value is less than 0.0001, or less than 0.01%. As this is less than 0.10, the result was reported to the Corporation.

4.1.2 Ranking

In order to more fully understand responses generated in cross tabulations, we ranked percentage values for responses against each other. Focusing on the "most favorable" sets of response percentages rather than the "less favorable" response percentages, we followed a reverse ranking procedure - the highest percentage in the demographic received a ranking of "1", whereas the lowest percentage in the demographic received a ranking of "5", assuming there were 5 items to rank. Once the highest percentage had been ranked, the difference of all the other percentages with respect to it was calculated. By combining the rankings and differences for each outcome, we were able to determine the average rank and the average difference of each demographic from the highest percentage, and note these findings in our report.

Example: If ten questions were asked, each with a set of demographics depending on the respondent, we would focus on just the "most favorable" response column, as these percentages tended to be the main focus of our analysis.

Table 4.1: Cross-tab

Q4A. To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has (benefited citizens in the community)–to a large extent, to a moderate extent, to a small extent, or not at all?

	Total	Large extent	Moderate extent	Small extent	Not at all	Don't know
Previous Volunteer Work?						
Yes	106	58%	29%	6%	1%	6%
No	42	55%	38%	2%		5%
Gender						
Male	55	64%	31%	4%		2%
Female	93	54%	32%	5%	1%	8%
Age						
18-25	19	42%	58%			
26-36	14	79%	14%	7%		
37-55	43	63%	28%	7%	2%	
Over 55	72	54%	31%	4%		11%

In this case, we would focus solely on the "Large extent" response column. The highest percentage for each demographic would then be ranked as "1" with the ranks increasing as the percentages decreased. The difference between the percentage ranked "1" and any other percentage was also calculated and recorded next to its rank. In the case of "Age" from the above table, 79% would be ranked "1", 63% would be ranked 2 with a difference of (-16%), 54% would be ranked 3 with a difference of (-25%), and finally, 42% would be ranked as 4 with a difference of (-37%).

Over the ten questions, these "most favorable" rankings and differences would be calculated for each question and then averaged for each demographic. This would give us the average ranks and percentage point differences of various demographics to respond favorably to a question.

Upon completing this ranking procedure, summaries for each demographic were constructed that pointed out any high, average percentage point differences. Whenever an average difference was higher than 10 percentage points for a demographic, it was usually noted in the summary along with possible reasons for the differences. For example, if the average percentage point difference for Hispanics to respond more favorably to a set of questions than Whites was 17%, we may be able to relate this to the fact that more Hispanics were in the sample than were Whites, and thus their responses were much more spread out. If only two whites were surveyed, both responding with the "most favorable" category, they would receive a 100% "favorable" response rating. Opposing this, if 500 Hispanics were surveyed, the chances of all of them responding with the "most favorable" category are very slim. Appendix M portrays a common ranking summary.

4.1.3 Trends

We were also asked to determine if any trends existed between certain demographics and among programs by looking at cross-tabulations. Focusing on the current member, former member, volunteers and youth development cross-tabs, as the cross-tabs for homeland security and organizations were not of interest, we first compared the percentages of blacks and whites responding "most favorably" to questions. We did the same for males and females, where within a spreadsheet we listed the closed questions that had cross-tabs associated with them, the percentages of each sub-group to respond with the most favorable response, and finally the difference between each percentage: blacks versus whites and males versus females. Our results were summarized in tables and are presented in Appendices V through CC.

4.2 Content Analysis

On the other end of the response spectrum from closed responses are the longer, open-ended responses that require a bit more open-mindedness of the analyst than do strict numbers. Content analysis is generally described as the sorting or categorizing of responses based on common themes, words, or phrases. Since some of the open-ended questions asked during the surveys resulted from either a "yes" or "no" response to a previous question, not every survey participant was asked the same set of questions. In this respect, many, but not all, of the survey participants were asked why they felt a certain way, or if they had any suggestions for AmeriCorps programs and many of their responses tended to overlap in one way or another. Kelly and Tom went through each survey and determined categories into which to place each response.

4.2.1 Sorting

Upon reading through a set of responses to a survey, typically in an Excel spreadsheet, it is fairly easy to get a general understanding of what the respondents are saying. Appendix N portrays what a typical response spreadsheet looks like. The first column on the left indicates the response number, followed on the right by the word-for-word response, and then again to the right by the number 1,2, or 3, corresponding with the respective AmeriCorps program. With this information in mind, we chose arbitrary categories based upon common responses that we saw, and then proceeded to sort through hundreds and sometimes thousands of responses, placing them into one of these categories. By compacting our data sets in this manner, a much more readable and understandable data sheet, known as a tally, was created.

4.2.2 Tallies

When working with large amounts of data, simplifying what is being said into a tally is helpful to anyone who wishes to get a quick and easy understanding of what the data are saying. After sorting through the information gathered, we tallied up the responses in certain categories and presented them in an Excel spreadsheet. An example of this can be seen in Appendix O. Within this tally, the categories we had chosen are listed on the left, with the corresponding number of responses fitting into that category on the right. By listing the most common responses at the top of the worksheet, it became easy to see where higher response rates lay; this information proved to be more helpful to us than did single responses because it revealed common interests or concerns. Once a tally was complete, we then compared our arbitrary categories and response rates with those created by Elizabeth Cove in order to provide a second opinion or "re-analysis." Tallies also allowed us to quickly compare surveys. If similar categories and response rates appeared in different tallies, then this category was worth noting and investigating further.

4.3 Posing Questions

Once our set of data was completely analyzed, we also came up with other questions that could be asked within each survey to obtain a better understanding of responses. By reading through each survey, we have identified areas where questions are either lacking or could be reworded, and have included our revisions in Appendix T. In some cases, open-ended, probing questions were asked following negative responses to closed questions where a respondent may be asked why they responded a certain way. Most of the questions we have posed were suggested in order to acquire more precise information in future surveys. The logical flow of

each survey was also considered, and we suggested that some questions be reordered to provide a more smooth flowing survey.

In suggesting additional questions to be added to the surveys, we also had to provide reasoning to the Urban Institute as to why we believed each question should be either changed or included. In doing so, we justified each question with a rationale for asking the question, and explained what data the question would generate, as well as how the Corporation would act on that data. Our reasoning for each question is included in Appendix T.

Additional questions were also posed by University of Southern California student groups. Most of the questions they came up with were also probing questions and helped serve as background to the questions we have determined. Appendix U lists these USC questions in bulleted form.

We also had to keep in mind that the questions we suggested had to be concise enough to be contained within the time limit of each survey. If a survey ended up taking to long to complete, respondents would become disinterested and bored, so our questions take this into account and add little extra time to survey length.

5. Results and Discussion

Through our analysis of six surveys that the Urban Institute was contracted to conduct, we have come up with findings that have been reported to the Corporation for further investigation.

Through our two methods of analysis, data analysis and content analysis, we have discovered different, though complementary, results from the data. The findings from the data analysis deal with those responses to the closed questions. The content analysis allows for an understanding of the main ideas reported by the survey respondents through the open-ended questions. These two areas produce separate areas of our results and have also been tied together in order to allow for an overall understanding of the data from the surveys.

5.1 Data Analysis of Closed Responses

There were two main methods of data analysis used: statistical tests as an exploratory tool to suggest differences between subpopulations and a ranking and counting method. Using the first method, as described in our Methodology section, we found associations between two different sub-groups with Fisher's exact test and multiple sub-groups with the Chi Square test. The results from these tests were reported to the Corporation indicating areas that are possibly significantly different. From the second method, we determined trends across the tables of all the questions within a survey and recorded ranks and differences between percentages to evaluate the strength of those observed trends. A third method was also used to determine specific demographic trends across the AmeriCorps programs within a survey.

5.1.1 Current Members

Higher percentages of females gave the most favorable response on more questions than males across all three programs: 9 out of 9 for NCCC; 9 out of 10 for State/National; 8 out of 10 for VISTA. Higher percentages of older members gave the most favorable response on more questions than younger members across all three programs: 10 out of 10 for VISTA; 9 out of 10 for State/National; 8 out of 9 for NCCC. The most favorable response was given by higher percentages of 2 of the NCCC campuses, Central and Southeast, than the other 3 campuses, Northeast, Western, and Capital Region, to 6 out of 9 questions -- the average rankings of the campuses, where the lowest rank indicates higher percentages within the most favorable response category, are: Southeast = 1.67, Central = 2.00, Northeast = 3.44, Western = 3.56, and Capital Region = 4.22. No distinct patterns arose across all of the questions among the race/ethnicity and previous volunteer work sub-groups.

5.1.2 Former Members

There were no distinct patterns among gender across all of the programs, though within NCCC, the most favorable response was given by higher percentages of females than males on 9 out of 10 questions. Again, there were no distinct patterns among age across all of the programs, though within NCCC, the most favorable response was given by higher percentages of younger members than older members on 8 out of 10 questions. The number of months since the respondents' service completion only made a distinct difference in NCCC where the most favorable response was given by higher percentages of members who had completed service a year or more before the interview than members who had completed service less than a year before the interview on 8 out of 10 questions. In State/National, the most favorable response was

given by higher percentages of members who completed service within their home community on 9 out of 10 questions. It should be noted that comparison between members who had and had not completed service within their home communities is of questionable relevance for NCCC since members are sent to one of five campuses across the United States. No distinct pattern arose among the race/ethnicity sub-group and sample sizes became too small when looking across the five NCCC campuses to make adequate comparisons.

5.1.3 Organizations

Across all sub-groups within NCCC having at least 10 respondents, high percentages of respondents representing organizations reported they would definitely recommend using NCCC teams to similar organizations. These percentages ranged from 80% to 100%. Similarly, across all sub-groups within State/National having at least 10 respondents, high percentages of respondents representing organizations reported they would definitely recommend using State/National members to similar organizations. These percentages ranged from 78% to 100%.

Across all three programs and over all sub-groups, about 20% of respondents reported small or no increase in the number of persons served over the last twelve months. One clear exception is only 8% of respondents representing school systems receiving service from State/National members reported small or no increase in the number of persons served, with 91% reporting a considerable amount of increase.

5.1.4 Youth Development

Only two of the programs, State/National and VISTA, were closely analyzed. The third, NCCC, had too small of a sample size with 16 respondents. It should also be noted that the parents of children who participated in youth development programs completed this survey.

In State/National, the most favorable response was given by higher percentages of parents of female children than parents of male children on 11 out of 12 questions. No distinct pattern arose across all of the questions based on child's age; however, there were several questions in which there were distinct differences in responses between the older and younger children. In both State/National and VISTA, the most favorable response was given by higher percentages of parents with lower levels of formal education than parents with higher levels of formal education on a majority of the questions.

One major trend was observed regarding the child's race/ethnicity. There were two distinct types of questions in this survey: 10 closed questions measuring the outcomes of the program directly relating to the child and 2 closed-questions measuring the quality of service provided. In State/National, when comparing the two largest groups, non-Hispanic Whites and non-Hispanic Blacks, the most favorable response was given by higher percentages of parents of non-Hispanic Black children on all of the program outcome questions and the most favorable response was given by higher percentages of parents of non-Hispanic White children on both of the quality of service questions.

5.1.5 Volunteers

Only two of the programs, State/National and VISTA, were closely analyzed. The third, NCCC, had too small of a sample size with 17 respondents. Overall, no substantial patterns were

observed among the volunteers' gender, age, employment status, or experience with previous volunteer work. Regarding the race/ethnicity of the volunteers, non-Hispanic Black volunteers tended to give higher ratings than non-Hispanic White volunteers to most of the questions.

The Volunteers survey contained two distinct types of questions: 8 closed-questions measuring the effects of the program and 6 closed-questions measuring the support provided by the organizations. In both programs, the most favorable response tended to be given by volunteers with less formal education to questions regarding the effects of the program and the most favorable response tended to be given by volunteers with more formal education to questions regarding the support provided by the organizations.

5.1.6 Homeland Security

Because there were only 100 respondents across all three surveys, very little could be adequately analyzed. VISTA had the most respondents with 77, State/National had 22 respondents, and NCCC had only 1 respondent. There was only one cross-tabulation that was made between respondents that received training and respondents that received other assistance because this was the only demographic in which distinctions could be made. Within this group, the most favorable response was given by higher percentages of those that received training than those that received other assistance to 9 out of 10 questions.

5.1.7 Trends across AmeriCorps programs

After going through each survey and looking across all three programs, we have identified some trends among the demographics of survey participants responding "most

favorably." First, as can be seen in Appendices V through Y, the most favorable response was given by higher percentages of blacks than whites in 143 out of 196 tabulations. Since these trends were across AmeriCorps programs, each question generated either 2 (in the youth development and volunteers surveys) or 3 (in the current and former member surveys) tabulations that were counted separately. It is possible that this trend may be attributable to the fact that whites were the majority of the survey respondents, and thus a wider array of opinions was generated.

Second, as can be seen in Appendices Z through CC, the most favorable response was given by higher percentages of females than males in 132 out of 192 tabulations. It is possible that this trend may be attributable to the fact that females were the majority of survey respondents, and thus offering a wider array of opinions.

5.2 Content Analysis of Open-Ended Responses

By sorting the open-ended responses of five of the six surveys, we have identified some common areas of concern of many of those who were surveyed. Spreading across the surveys, a good number of the categories we selected seemed to overlap in one way or another. Throughout the member surveys, responses from each of the three AmeriCorps programs also tended to share some of these categories, though many were program-specific.

The tallies created for the five surveys that we analyzed are included as Appendices P through S for reference. We will focus this section of our project on the top responses listed in each tally, as these are the most pertinent to our analysis.

5.2.1 Current Members

Looking through twelve open-ended questions in this survey, we have come across a few points of interest in responses. It is important to note however, that the majority of people responded favorably to questions asked, and these, more negative responses, are given by the minority of survey respondents, indicating why some of the numbers are small. Also, in some cases, respondents gave more than one response, which is why sentences like "Out of 63 respondents, 16 responses mentioned benefits not being clearly stated,…" are worded the way they are. A couple examples of the tallies for this survey are found in Appendix P. Our most notable findings are:

Goals - Survey participants were asked if they have any other goals to accomplish while serving with AmeriCorps. Of 509 respondents to the question "Were there any other important goals you had when you decided to join [VISTA/NCCC/AmeriCorps]", 78 responses of members involved traveling and seeing different parts of the country, as opposed to those goals listed by the interviewer. On top of this, becoming more independent and attaining knowledge through service was another "other" goal seen through 86 responses of AmeriCorps members. VISTA and State/National members were also planning on gaining experience for the future as well as being heavily interested in helping others and informing communities on ways to solve problems.

Dissatisfaction - Across the three programs, communication among members and staff seemed to be a problem, making up 23 responses of 122 respondents to the question "and what exactly happened to make you dissatisfied [with your overall experience]?" From the program headquarters down through the members working with individual organizations, the chain of communication appeared to be broken in some respects. Members want more frequent and

clearer information about projects, as well as an increase in planning and funding to these projects. Of 61 respondents to a question about living allowance dissatisfaction, 36 members said that it is too little for the work done and insufficient to support them. Specifically VISTA members responded that they would be unlikely to join the program again because of this small stipend. Health insurance, benefits, and obtainment of the education award were also things that members reported as being either not clearly defined or insufficient.

Reservations with recommendation of the program - Based on 102 responses from 375 respondents, AmeriCorps members in general seem to believe that not everyone is capable of performing the tasks required of projects. Each program requires a mindset that could be hard to adjust to. Problems with the organization and administration of programs was also a response that was fairly common, as 57 responses from this same set of respondents showed unhappiness with the way AmeriCorps is run. Finally, getting more work than they expected, or getting a service experience different than advertised were also reservations given in 56 responses.

Volunteering - With 139 responses from 150 respondents dealing with "no time", "school", or "another job" to a question about more frequent volunteering, most current members were unable to volunteer beyond their primary service activities.

Recommendations for improvement - Along with improving communication among members and various levels of staff, 138 responses of 1270 current members relate to the improvement of communication within the three AmeriCorps programs. Many members suggested greater interaction among different project teams to give them chances to bond and reflect. Improving the relevance of training (Pre-Service Orientation (PSO) and Early Service Training (EST) for VISTA members) also came up frequently. Training members directly to perform those tasks required by the project they will be working on, as well as shortening

training altogether was suggested in 108 responses from these 1270 respondents. In many cases, members requested higher living allowances and more benefits from AmeriCorps in order to lead a more sustainable lifestyle. Other suggestions included supplying more funding to projects and giving AmeriCorps more exposure to the public.

5.2.2 Former Members

Being asked an almost identical set of questions, the former members responded with many of the same comments as did the current members. A couple examples of the tallies for this survey are found in Appendix P. Our most notable findings are:

Goals - When asked "Were there any other important goals you had when you decided to join [VISTA/NCCC/AmeriCorps]", 21 responses of 41 NCCC respondents listed their "other" goal as wanting to travel and visit other parts of the country. On the other hand, 28 responses from 98 VISTA and State/National members focused more on informing their communities, helping others, and gaining experience for the future.

Dissatisfaction - Again, the organization of paperwork and the structure of programs came up in a large percentage of the responses of former members. Without adequate information or a good idea of how their project was to progress, members quickly lost interest. Similarly, NCCC members were dissatisfied with the communication between members and various levels of staff. Following closely with the responses of current members, 9 responses out of 13 former member respondents to a question about living allowance dissatisfaction indicated that stipends were too little. Out of 63 respondents, 16 responses mentioned benefits not being clearly stated, and 14 of 33 respondents to a question about why they have not recommended

AmeriCorps to others say that they feel the programs require training that not everyone may want to go through.

Dissatisfied with obtaining education award - Receiving the education award was a problem that many people had. Of 55 members questioned, 30 responses indicate that by not being distributed in a timely manner, as well as requiring too much bureaucracy and paperwork to get to, the award was difficult to access. Of 55 members, 12 responses entail never even receiving an award for their service, which led to great dissatisfaction.

Volunteering - With 30 out of 50 responses dealing with "no time", "school", or "another job", most former members were unable to volunteer frequently in their communities. However, when they were able to volunteer, most former State/National members were involved in youth and educational programs, former VISTA members took part in educational programs, and most of the former NCCC members participated in Habitat for Humanity - these responses making up the types of programs members participated in that were not mentioned by survey administrators.

Recommendations for improvement - Most recommendations made by former members were identical to those made by current members. From each AmeriCorps program, down to the member in service, communication could be improved. A greater stipend and better benefits would allow for more enjoyable living conditions. Shortening training, PSO, and EST while making it more relevant to individual projects was suggested frequently. Improving the education award by making it tax-free and easier to obtain to those participating in AmeriCorps was another notable suggestion.

5.2.3 Volunteers

In AmeriCorps parlance, a volunteer refers to a community member recruited as a helper by an AmeriCorps member. Volunteers do not get paid nor do they get a stipend or benefits. Appendix Q contains an example of the tallies for the survey of volunteers.

Of the survey respondents, the main types of services that the NCCC volunteers performed were mostly construction or carpentry jobs: 9 out of 25 of NCCC volunteers who responded to the question answered this way, followed by fundraising, 6 out of 25, and helping people with their taxes, also 6 out of 25. The VISTA volunteers worked mostly in schools or youth groups: 46 of the 237 respondents, and 35 out of 237 of volunteers worked in tutoring and mentoring programs for children and teenagers. Of the State/National volunteers, 36 out of 157 respondents worked in tutoring and mentoring programs, followed closely by 28 respondents, which worked in reading assistance programs, and 27 respondents that worked in construction/carpentry jobs,

The volunteers were asked how they benefited from their volunteer experience. The majority, 7 out of 22 respondents of NCCC indicated that the biggest benefit was getting to know others and 4 out of 22 respondents of the NCCC volunteers said the biggest benefit was the self-satisfaction of helping others. For VISTA volunteers 29 of 154 respondents of the volunteers said the biggest benefit was the increase in community awareness of these types of organizations, and 27 of 154 respondents felt that they were happiest with the way the youth were affected, and of those 154 respondents 26 of the of volunteers felt the self-satisfaction of helping others. For the State/National volunteers the most frequently-mentioned benefits were helping those that needed it (22 out of 114), and the way the youth were affected and getting to know other people, such as other volunteers, or members of AmeriCorps (15 out of 114).

When asked about the negative aspects of their experience, 15 of 16 respondents of the NCCC volunteers felt that the sponsoring organization was not organized very well and that there was not enough motivation; 6 out of the 42 VISTA volunteers felt there was no personal time; 5 felt that their lives became complicated; and 10 of the 42 felt that there was poor treatment of the volunteers by AmeriCorps members and staff. The State/National volunteers responded that not enough work was getting done (7 of 36), and there were too many personal problems being dealt with at work (also 7 out of 36 respondents).

The fourth open-ended question asked the volunteers what suggestions they had for improvements. 3 out of 8 NCCC volunteers suggested more adequate training from the government. 51 out of 79 VISTA volunteers suggested more funding, better benefits, and more community awareness about the programs they ran. Lastly, 15 out of 45 State/National volunteers would like to have more community awareness about the programs they ran.

All of the NCCC volunteers who answered this question, "Why did you rate the training you received to help you do your volunteer work as inadequate?" reported the training was done in a rushed manner, half of the State/National volunteers indicated the trainer was rude, and 75% of the VISTA and State/National volunteers reported that the training was uninformative.

In the seventh open-ended question that asked why the volunteer rated the supervision that was received to help them with the volunteer work as inadequate, 10 out of 16 VISTA and State/National volunteers responded that it was uninformative and unorganized.

The last question asked of the volunteers read, "are you not employed because you are: retired, a homemaker, temporarily unemployed, a student, disabled, or for some other reason?" 35% of VISTA volunteers responded that they were in fact still volunteering and 25% of the

State/National volunteers responded that they were either employed from home, in a career change, laid off, or could not find a job in the area.

5.2.4 Youth Development

The Youth Development surveys asked questions of those parents whose children were involved in an activity or program that AmeriCorps members started or ran. Please see Appendix R for an example of the tallies for the Youth Development Survey.

The first open-ended question asked if any other good things resulted from the child's participation in the program. 6 out of 20 parents whose children were involved in NCCC programs responded that their children became more open and outgoing. 91 out of 363 parents with children involved in VISTA programs believed that relationships, communication, social skills, and activity levels all increased because of the programs. Lastly, 31 out of 170 of those with children in State/National programs felt that their children also became more social and outgoing.

Asked if they thought anything negative resulted because of their child's participation in the AmeriCorps program, all the respondents of the parents with children who were active in NCCC programs felt that the leaders were short with the children. Those with children in VISTA programs said that their children became more violent and started fighting with other children, 4 out of 19 of parents felt this way. As well as 2 of 11 of parents with children in State/National programs felt that the programs themselves should be more organized and should be more informative to the parents.

The last question asked the parents to give suggestions for future programs. Of those involved with NCCC, 3 out 4 suggested that the program provide better food to the children, that

the Corporation become more involved, and include more activities besides counseling. Of those with children in VISTA programs, 20 out of 142 suggested more educational projects and a bigger and closer facility. Of those involved with State/National, 8 out of 46 suggested that there be more parent participation and more communication to the parents about what is going on at the programs. All three AmeriCorps groups suggested that the program provide transportation to and from site location, 30 out of 192 respondents, as some parents cannot leave work to bring their children, and some do not have their license or do not have a car.

5.2.5 Organizations

The organizations involved with AmeriCorps are the groups that support and/or hire AmeriCorps to come into their community to work. Please see Appendix S for an example of the tallies for the Organizations Survey.

Asked, "Why would you rate AmeriCorps members or teams as fair or poor?" as a follow-up question to, Q2a: "Overall, how would you rate [IF AmeriCorps: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams], considering such factors as their work ethic, attendance, motivation, and professionalism. Would you rate [IF AmeriCorps: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] as excellent, good, fair or poor?" Organizations involved with the NCCC program gave ratings of fair or poor because of lack of motivation, work ethic, and too much time spent training. Of the 91 respondents 29 felt that organizations involved with VISTA and State/National gave ratings of fair or poor because of poor attendance and work ethic.

The next question asked the organizations why they probably would not recommend using NCCC teams or VISTA members. all responded that they would not use NCCC teams

because it was hard to keep members busy with meaningful work; they had poor work ethic and poor attendance. Also 4 out of 13 of the organizations would not recommend using VISTA members because they also had poor work ethic as well as poor attendance and the members needed too much supervision.

The next questions just asked those that worked with VISTA, "Why did you rate VISTA's training of your own personnel who supervise members as fair or poor?" Of the organizations that responded, 15 of 63 respondents felt that the training dealt more with icebreakers and feelings than with information on AmeriCorps and VISTA. 15 also felt that it was uninformative and confusing.

Another question asked why the organizations felt that the technical assistance was fair or poor. Of the organizations working with VISTA, 14 out of 77 felt that it was fair or poor because there was poor communication, another 14 felt that there were problems with the state office, and 13 felt that there problems with timeliness. Of the organizations working with State/National programs, 15 of 64 had problems with e-grants, Webbers (an online AmeriCorps program), and 9 had general website problems.

Those organizations working with NCCC and VISTA were asked, "Why do you rate the assistance in helping you prepare your application or develop your project as fair or poor?" Of those organizations working with NCCC, half responded as fair or poor because of poor communication with the five campuses. Of those working with VISTA, 22 out of 58 of the of the organizations responded negatively because they received no feedback, support, or assistance.

The next question asked how the organizations would rate NCCC's efforts in preparing the organization to receive and utilize the teams. Those that rated fair or poor, half of the

organizations rated that way because the organizations felt there was a lack of communication with the teams.

The organizations also dealing with NCCC were asked why they rated the on-site leadership as fair or poor and all of the organizations responded that the rating was because the team members did not respect the leaders.

The seventh open-ended question was asked of those organizations working with VISTA and State/National members. It asked why the organizations had not used the online recruitment system. 166 out of 293 organizations that responded of organizations using State/National and VISTA members said that they recruit enough volunteers locally or did not need to recruit at all

The next question again asked only those organizations working with VISTA or State/National if they had any recommendations for the online recruitment system. Of those organizations working with VISTA, 64 out of 138 organizations responded that the system should be more user-friendly, they should have the ability to delete old or withdrawn applications and that the search ability of the database should be increased. Also, the organizations working with State/National 61 out of 170 respondents felt that they should have the ability to delete old or withdrawn applications and that the database should be user-friendlier

The next question asked for overall suggestions for improving AmeriCorps programs. The most frequent answer of organizations working with NCCC was to improve communication among various program members as well as campuses. For those working with VISTA, the most frequent answer was to improve communication between various program members as well as federal and state offices. Lastly, the most frequent answers of organizations working with State/National were to improve communication between various program members as well as federal and state offices and a clearer application, website, and information.

This next question sorted the three branches of AmeriCorps by the types of service they provided. The highest response of NCCC-affiliated organizations was that 3 out of 10 work with non-profit organizations. The organizations that VISTA worked with 9 out of 31 respondents did non-profit and youth development work. The State/National organizations 7 out of 36 respondents worked in health care centers.

The last question asked what the primary service was to which members or teams were assigned in the past 12 months. Of the organizations' working with NCCC teams assigned 3 out of 9 of the members did work within environmental services in the past twelve months. Those organizations working with VISTA members had 21 out of 58 of the members working mainly in programs dealing with community and economic development, and 7 out 29 of the State/National members were working mostly with youth development and mentoring programs

6. Conclusions

Throughout our analysis we have found that the majority of responses received through the administration of these six surveys have been positive. Those who were asked follow-up, open-ended questions after responding unfavorably to a closed question only made up about 5 to 10 percent of the survey sample. Though the minority of the responses were negative, they do indicate areas of AmeriCorps that could use investigation.

By analyzing the closed-ended questions collected throughout these surveys, we have noticed that responses appear to be distinctly different among sub groups of the populations surveyed. In general, females, as well as the parents of female children have responded more favorably than have males or the parents of male children. Older members have responded more favorably than younger members. Ethnicity also seems to play a role in the respondents' feelings. In general, compared to responses of whites, blacks have responded more favorably throughout the six surveys.

In addition to analyzing data from closed-ended questions, open-ended responses gave us direction in determining concerns of survey respondents. If a negative answer was received to a closed question, in most cases a follow-up, probing question was asked to get a better understanding of why that respondent felt a certain way. For example, responding with "fair" or "poor" to the question "Overall, would you say your experience with [program] was excellent, good, fair, or poor?" would promote the open-ended question "And what exactly happened to make you dissatisfied?" These types of responses pinpointed areas of concern of members, organizations, and end beneficiaries. Moreover, many of the responses received targeted similar concerns, allowing us to identify common trends and themes.

Not all open-ended questions were negative, however. In many cases, respondents were asked for any recommendations they could give to improve AmeriCorps. Based on these comments and those concerns aforementioned, we determined some areas of AmeriCorps that could use improvement and/or future investigation.

Of the minority who responded to certain questions negatively, our conclusions are as follows. Many of these members and organizations believe that communication among various levels of AmeriCorps could be streamlined. Members want faster and more clearly explained information from AmeriCorps program headquarters. Most of these members agree that the stipend given to them is too little and hard to live on. Many see funding given to programs as insufficient. Some respondents believe that the education award is too difficult to acquire - requiring too much paperwork and bureaucracy. Supervision was believed to be uninformative and not helpful. Some report training to be too long and not directly related to fieldwork. Finally, the organization of applications, paperwork, and the structure of programs had some of these members confused.

7. Recommendations

Through our analysis of the data, we have found some areas that could be improved in the administration of the surveys as well as the structure of the questionnaires.

7.1 Recommendations for Survey Interviewers

Recommendation 1: Survey interviewers should be educated about the Corporation, AmeriCorps, and all three AmeriCorps programs. They should understand the structure of AmeriCorps and acquire a basic idea of the function and purpose of each program and what their administrative processes are. By having knowledge of what a survey participant is trying to tell them, there will be a number of improvements in the recording of responses. They will be able to keep the survey participant on topic, discussing only what the particular question is asking. The interviewer will know whether or not the response being given by the participant is relevant to the question being asked and, if not, could then direct the participant to properly answer the question. Also, they will know when to probe the participant and encourage them to explain more about the response being given.

Recommendation 2: Survey interviewers should be given a uniform way to input the data. There were inconsistencies, including all uppercase text versus all lower case text, which made the responses confusing and difficult to analyze. Because of the difference in the way the responses were input, it was unknown as to whether or not these held any specific meaning.

Recommendation 3: Survey interviewers should be given a clear way to record "No" answers. The distinction must be made between participants who did not answer a particular

question and participants who responded "No" to the question. This is necessary to ensure that the analysis of the open-ended responses is accurate and adequately reflects the opinions of the participants.

7.2 Recommendations for Questionnaires

Recommendation 1: Reword some of the questions. Question five in the volunteers survey asks, "Why did you say your work as a volunteer [has/has only slightly or not] benefited citizens in the community?" In the returned responses from PSRAI not one participant answered the question as to how they benefited the community; all of the responses told us what type of volunteer work they had done within the community. A better version of this question might be, "What benefits did the community receive, partly receive, or not receive as a result of your volunteer work?" The rewording of the question not only provides that participant with a better understanding of what the survey administrator is asking, but also provides the organization receiving the information with more accurate data.

Recommendation 2: Add additional questions to the survey. Probing questions should be included on the surveys to understand why some survey participants would answer certain questions negatively. For example, in the volunteers survey, question seven asks, "Have you, since beginning this volunteer work, suggested to other people you know that they volunteer?" If a follow up question (see Appendix T for follow-up question) were asked, it would give the Corporation an idea of what the members like and dislike about the AmeriCorps program. Using such information the Corporation could effectively target those program areas that require the

most improvement. This could also make for a larger feeling of respect between the AmeriCorps volunteers and members.

In our analysis of the data from the open-ended questions we came across a general unhappiness with the stipend members receive upon completion of their service with AmeriCorps, yet there are no questions in any of the member surveys asking about this. Additional questions were developed (See Appendix T) to get a better feel for the problems the members have with the stipend.

The third set of additional questions was developed in regards to volunteer training and member training (See Appendix T). Both surveys had few or no questions at all on training procedures, and in our analysis of the open-ended questions both the volunteers and members were unhappy with some aspect of the training.

This being said, it is important for those making changes to the surveys to keep a time limit in mind. Since these surveys are being done over the phone it is important to make the survey short in order to get all the data that are needed but to also keep the participant interested.

Recommendation 3: Obtain demographic data at the time of the interview. Failure to do so with the present surveys resulted in missing demographic information. This made the analysis less accurate and harder to complete.

In addition to these recommendations we have many specific recommendations to several questions in the six surveys. A detailed list of these additional questions can be found in Appendix T. Also, students attending an evaluation seminar at the University of Southern California were asked by Professor Joseph S. Wholey to "Develop good open-ended questions that could be added to the AmeriCorps survey(s): (1) To explore what it meant when the respondent selected 'excellent'… and (2) To explore what difference it made to have the

AmeriCorps member." The questions created by the USC students are found in Appendix U.

Although we had seen the questions developed by the USC students prior to coming up with our

additional questions, we did not base our questions of the surveys on theirs. Nevertheless, some

of our questions overlap with some of theirs.

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Appendix A: About the Urban Institute

The Urban Institute (UI) is a non-profit, nonpartisan organization whose mission is to "examine the social, economic, and governance problems facing the nation. It provides information and analysis to public and private decision makers to help them address these challenges and strives to raise citizen understanding of the issues and tradeoffs in policy making" (2004, "Mission"). They are funded by "government agencies, foundations, and multi-lateral institutions such as the World Bank" (Urban Institute [UI], 2004, "Mission: Our Funding"). Broader research is based on the ability of said foundations as well as the government to support them.

Though they are headquartered in Washington D.C., the Urban Institute has staff working in more than 25 countries. Focusing to "promote sound economic and social policy and public debate on national priorities," (Kathleen Courrier, personal communication, November 2, 2004) the Urban Institute gathers and analyzes data to evaluate a multitude of programs, organizations and services provided throughout the world. Policy research is also conducted to help keep Americans up-to-date with constantly changing issues facing the nation.

The Urban Institute staff includes an array of members throughout ten policy centers and various branches of labor including: Communications, Information Technology, Contracts, Executives, and Human Resources and Facilities (2004, "Staff"). Senior fellows are also part of the UI who come from "distinguished careers in government service, academia, community leadership, journalism and business" (2004, "Senior Fellows"). They assist in conducting major research projects as well as reporting to Congress on UI findings.

Appendix B: Survey of Service Organizations (phone version)

Final Questionnaire

Phone Version

AmeriCorps Survey of Service Organizations - 2004

Prepared by Princeton Survey Research Associates International
for the Urban Institute and the Corporation for National & Community
Service

I am _____. [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] and the Corporation for National and Community Service has asked that your organization be contacted as part of a review of its programs. May I please speak to (name)?

[(IF TRANSFERRED TO A DIFFERENT PERSON): I am _____. We have been asked by [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] and the Corporation for National and Community Service to review the quality of its services.]

I am from Princeton Survey Research Associates International. Recently we sent you a letter detailing an upcoming survey we have been asked to conduct for [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]. As part of the survey, we would like to hear about your experience with, and the helpfulness of, [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] members. This is a review of the [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] program and not your organization.

This information will be used by [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] to improve its performance and programs in the future. This is a short survey. It should take approximately 10 minutes. Please be assured that your responses will be kept strictly confidential, meaning that your answers will be combined with answers from other organizations and reported to [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] in summarized form only. Your name and your organization's name will not be given to [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]. Although your participation is voluntary, it is very much appreciated.

Ask all

S1a   To start, in the last 12 months have [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] served in your organization?

    1   Yes [GO TO S1b]
    2   No [GO TO S2a]

Ask if members/teams serve in organization (S1a=1)

S1b   And are you familiar with the work these [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] performed for your organization?

    1   Yes [GO TO Q1a]
    2   No [GO TO S1c]

Ask if respondent is not familiar with the work of members/teams (S1b=2)

S1c   Is there someone else in your organization who is familiar with the work [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] performed for your organization?

    1   Yes [GO TO S1d]
    2   No [TERMINATE]
    8   Don't know [TERMINATE]
    9   Refused [TERMINATE]

Ask if there is someone else familiar (S1c=1)

S1d   And would you please tell us his/her name or names.

    1   Gave response [GO TO S1e]
    8   Don't know [TERMINATE]
    9   Refused [TERMINATE]

Ask if provided person's name above (S1d=1)

S1e   And do you have a phone number where this person or these people can be reached?

    1   Gave response [TERMINATE]
    8   Don't know [TERMINATE]
    9   Refused [TERMINATE]

Ask if has not had members serve in organization (S1a=2)

S2a	In the last 12 months has your organization provided [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] to other organizations?

    1   Yes [GO TO S2b]
    2   No [TERMINATE]

Ask if provides all members to other organizations (S2a=1)

S2b	And are you familiar with the work of the [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] to answer questions about the helpfulness of their service to the organization or organizations where they served?

    1   Yes [GO TO Q1a]
    2   No [GO TO S2c]

Ask if respondent is not familiar with the work and affect on organization (S2b=2)

S2c	Is there someone else in your organization who is familiar with the work of [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] to answer questions about the helpfulness of their service to the organization or organizations they serve?

    1   Yes [GO TO S2d]
    2   No [GO TO S2f]
    8   Don't know [GO TO S2f]
    9   Refused [GO TO S2f]

Ask if there is someone else is familiar (S2c=1)

S2d	And would you please tell us his/her name or names?

    1   Gave response [GO TO S2e]
    9   Refused [TERMINATE]

Ask if provided person's name above (S2d=1)

S2e	And do you have a phone number where this person or these people can be reached?

    1   Gave response [TERMINATE]
    9   Refused [TERMINATE]

Ask if provides all members to other organizations and no one else familiar with work (S2c=2, 8 or 9)

S2f   To approximately how many organizations have you assigned [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams] over the past 12 months? Your best guess is fine.

0   [TERMINATE]
1   [GO TO S2g]
2   [GO TO S2g]
3   [GO TO S2g]
4+   [GO TO S2g]
8   Don't know [GO TO S2h]
9   Refused [GO TO S2h]

Ask if has one or more partner organizations (S2f=1, 2, 3 or 4)

S2g   What [IF S2f=1: is the name of this organization] [IF S2f=2-3: are the names of these organizations] [IF S2f=4: are the names of the THREE organizations you sent most of your members to over the last 12 months]? [INTERVIEWER: Tell the respondent that this does not need to be precise, just their best guess about which are the top three is fine.]

1   Gave response
8   Don't know [TERMINATE]
9   Refused [TERMINATE]

Ask if gave name of organization or DK or Refused to how many orgs you assigned teams/members to (S2g=1 or S2f=8 or 9)

S2h   It would be a big help if you had the phone number of [IF S2f=1: this organization] [IF S2f=2-4: these organizations] handy along with the name of the person who is likely to be able to provide information about the [IF AMERICORPS: members'] [IF VISTA: members'] [IF NCCC: teams'] work.

1   Gave response [TERMINATE]
8   Don't know [TERMINATE]
9   Refused [TERMINATE]

Q1a   For approximately how many years in total has your organization received [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA resources] [IF NCCC: NCCC teams]?

Record number 1-97
98   Don't know
99   Refused

Ask if NCCC

Q1b   About how many NCCC projects has your organization had over the last 24 months?

Record number 1-97
98   Don't know
99   Refused

IF S1a=1: For the next questions please think about your organization's experience with [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] over the last 12 months. [INTERVIEWER, IF ASKED OR CLARIFICATION NEEDED: Consider your experience with all members about which you have at least some knowledge or where you can provide your organization's views.]

IF S2a=1: For the next questions please think about the experiences of the organization or organizations where the [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] have served over the past 12 months. [INTERVIEWER, IF ASKED OR CLARIFICATION NEEDED: Please think about the organizations about which you have at least some knowledge of their experience with (IF AMERICORPS: AmeriCorps members) (IF VISTA: VISTA members) (IF NCCC: NCCC teams)].

Q2a Overall, how would you rate [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams], considering such factors as their work ethic, attendance, motivation, and professionalism. Would you rate [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] as excellent, good, fair or poor? [IF NCCC: (INTERVIEWER, IF NEEDED: Think about the last team you had)]

    1   Excellent
    2   Good
    3   Fair
    4   Poor
    8   Don't know
    9   Refused

Ask if fair or poor (Q2a=3 or 4)

Q2b Why do you rate them as fair or poor?

    1   Gave response
    98   Don't know
    99   Refused

Ask all

Q3a To what extent would you recommend using [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] to other organizations similar to yours—would you definitely recommend, probably recommend, probably not recommend, or definitely not recommend using [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] to organizations similar to yours.

    1   Definitely recommend
    2   Probably recommend
    3   Probably not recommend
    4   Definitely not recommend
    8   Don't know
    9   Refused

Ask if probably or definitely not recommend (Q3a=3 or 4)

Q3b   Why do you say that you would probably not or definitely not recommend using [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams]?

1   Gave response
98   Don't know
99   Refused

Ask all

Q4   Over the last 12 months, how would you rate your interactions with [IF STATE AND NATIONAL: AmeriCorps and State Commissions] [IF VISTA: State Offices or Corporation headquarters] [IF NCCC: NCCC campuses] [IF NATIONAL DIRECT: AmeriCorps and your parent organization? IF NEEDED: The organization that provides you with your AmeriCorps members.] Would you rate your interaction as excellent, good, fair or poor? -

1   Excellent
2   Good
3   Fair
4   Poor
7   Not applicable (Volunteered)
8   Don't know
9   Refused

Ask VISTA

Q5a   How would you rate the adequacy of VISTA's training of your own personnel who supervise VISTA members? Would you rate it as excellent, good, fair or poor?

1   Excellent
2   Good
3   Fair
4   Poor
5   None received nor needed (Volunteered)
8   Don't know
9   Refused

Ask if fair or poor (Q5a=3 or 4)

Q5b   Why do you rate VISTA's training of your own personnel who supervise members as fair or poor?

1   Gave response
98   Don't know
99   Refused

Ask if AmeriCorps or VISTA

Q6a   Still thinking about the last 12 months, overall, how would you rate the technical assistance provided? "Technical assistance" includes such things as help with program issues and with policies, procedures, regulations, and eGrants. The assistance might be in any form, including e-mail, web-based, telephone, or in-person. Would you rate it as excellent, good, fair or poor?

[INTERVIEWER, IF ASKED: Technical assistance is direct support provided in the following ways:
   1   Troubleshooting programmatic issues
   2   Troubleshooting technical issues related to administrative systems, such as with eGrants
   3   Clarifying policies, procedures, statutes, provisions and regulations
   4   Providing guidance and opportunities for training
   5   Providing direct support for the recruitment of members or facilitating access to the national recruitment system
   6   Assisting with program/project start-up
   7   Promoting awareness of available resources, including toolkits, manuals, and training opportunities
   8   Helping organizations establish and maintain partnerships and collaborative opportunities]

   1   Excellent
   2   Good
   3   Fair
   4   Poor
   5   Did not use technical assistance (Volunteered)
   8   Don't know
   9   Refused

Ask if fair or poor (Q6a=3 or 4)

Q6b   Why do you say that and which organization or type of assistance fell short?

   1   Gave response
   98   Don't know
   99   Refused

Ask if VISTA or NCCC

Q7a　How would you rate [IF VISTA: VISTA's] [IF NCCC: NCCC's] assistance in helping you prepare your application or develop your project? Would you rate it as excellent, good, fair or poor?

1　　Excellent
2　　Good
3　　Fair
4　　Poor
8　　Don't know
9　　Refused

Ask if fair or poor (Q7a=3 or 4)

Q7b　Why do you rate the assistance as fair or poor?

1　　Gave response
98　　Don't know
99　　Refused

Ask if NCCC

Q7c　How would you rate NCCC's efforts in preparing your organization to receive and utilize NCCC teams? Would you rate them as excellent, good, fair or poor?

1　　Excellent
2　　Good
3　　Fair
4　　Poor
8　　Don't know
9　　Refused

Ask if fair or poor (Q7c=3 or 4)

Q7d　Why do you rate the efforts to prepare your organization as fair or poor?

1　　Gave response
98　　Don't know
99　　Refused

Ask if NCCC

Q8a How would you rate the on-site leadership of the teams? Would you rate it as excellent, good, fair or poor? [INTERVIEWER, IF NEEDED: Think about the last team you had.]

1 Excellent
2 Good
3 Fair
4 Poor
8 Don't know
9 Refused

Ask if fair or poor (Q8a=3 or 4)

Q8b Why do you rate the on-site leadership of teams as fair or poor?

1 Gave response
98 Don't know
99 Refused

Ask if NCCC

Q8c Has your organization used teams provided by organizations other than NCCC?

1 Yes
2 No
8 Don't know
9 Refused

Ask if yes (Q8c=1)

Q8d How would you rate the NCCC teams compared to those other teams, considering such factors as being disciplined, showing up on time, being productive, motivation, and work ethic? Would you say the NCCC teams were considerably better, somewhat better, about the same or worse than teams provided by other organizations?

1 Considerably better
2 Somewhat better
3 About the same
4 Worse
8 Don't know
9 Refused

Ask all

Q9a   Did the assistance provided by [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: NCCC teams] enable [IF S1a=1: your organization] [IF S2a=1: the organization or organizations where they have served over the past 12 months] to increase the number of persons served over the last 12 months, such as by expanding existing programs or services or offering new programs or services [IF NCCC: or by building new facilities that increase capacity] by a considerable amount, a small amount or not at all. [IF PROVIDES MEMBERS TO OTHER ORGANIZATIONS: (S2a=1)] [INTERVIEWERS, IF MEMBERS/TEAMS SERVING MANY DIFFERENT ORGANIZATIONS: tell respondent to think about the organization where they sent the largest number of members/teams.]

1   A considerable amount
2   A small amount
3   Not at all
7   Not Applicable (Volunteered)
8   Don't know
9   Refused

Ask if AmeriCorps or VISTA and a considerable or small amount (Q9a=1 or 2)

Q9b   How likely is [IF S1a=1: your organization] [IF S2a=1: the organization or organizations where members have served over the past 12 months] to continue providing these new or expanded programs in the future after all members associated with them have completed their service?

1   Definitely likely to continue
2   Probably likely to continue
3   Probably not likely to continue
4   Definitely not likely to continue
7   Not applicable (Volunteered)
8   Don't know
9   Refused

Ask if NCCC and a considerable or small amount (Q9a=1 or 2)

Q9c   For the most part, did [IF S1a=1: your organization] [IF S2a=1: the organization or organizations where the teams have served over the past 12 months] continue providing those particular expanded or new programs or services after the NCCC teams left?

1   Yes
2   No
3   Not yet but plan to do so (Volunteered)
8   Don't know
9   Refused

Ask all

Q10   To what extent, if at all, did the services of [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] help [IF S1a=1: your organization] [IF S2a=1 the organization or organizations where they have served over the past 12 months] (insert)? Would you say the services of [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams] helped considerably, moderately, slightly, or not at all?

Rotate Items

a   bring in additional funds

b   bring in donations of goods or services (including "in kind" donations)

c   leverage additional volunteers

d   build or increase [IF S1a=1: your organization's] [IF S2a=1: the organization or organizations'] involvement in coalitions or partnerships with other organizations

1   Considerably helped
2   Moderately helped
3   Slightly helped
4   Not at all
8   Don't know
9   Refused

Ask all

Q11   Does [IF S1a=1: your organization] [IF S2a=1: the organization or organizations where (IF AMERICORPS: members) (IF VISTA: members) (IF NCCC: teams) have served over the past 12 months] receive income for services provided by [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams] (such as fee-for-service)?

1   Yes
2   No
8   Don't know
9   Refused

Q12   Overall, how successful were the projects or programs on which [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams] served on over the past 12 months? Would you say that they were very successful, somewhat successful, not too successful or not successful at all?

    1   Very successful
    2   Somewhat successful
    3   Not too successful
    4   Not successful at all
    8   Don't know
    9   Refused

Ask if VISTA or AmeriCorps

Q13   Have you in the past 12 months used [IF AMERICORPS: AmeriCorps'] [IF VISTA: AmeriCorps and VISTA's] online recruitment system to help you identify qualified applicants? [INTERVIEWER, IF A RESPONDENT ASKS: only "posting" positions on the system and nothing else is enough to be considered as using the system.]

    1   Yes
    2   No
    8   Don't know
    9   Refused

Ask if has not used online recruitment system in past 12 months (Q13=2)

Q14   And can you tell me why you haven't used the online recruitment system?

    1   Gave response
    98   Don't know
    99   Refused

Ask if used online recruitment system in past 12 months (Q13=1)

Q15   Overall, how would you rate the online recruitment system? Would you rate it as excellent, good, fair or poor? -

    1   Excellent
    2   Good
    3   Fair
    4   Poor
    8   Don't know
    9   Refused

Ask if used online recruitment system in past 12 months (Q13=1)

Q16   Overall, what suggestions, if any, do you have for improving the online recruitment system?

      1   Gave response
      2   No suggestions
      98   Don't know
      99   Refused

Ask all

Q17   Overall, what suggestions, if any, do you have for improving the [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] program, including suggestions for improving interactions with [IF STATE AND NATIONAL: AmeriCorps and State Commissions] [IF VISTA: State Offices or Corporation headquarters] [IF NCCC: NCCC campuses] [IF NATIONAL DIRECT: AmeriCorps and your parent organization (IF NEEDED: The organization that provides you with your AmeriCorps members)].

      1   Gave response
      2   No suggestions
      98   Don't know
      99   Refused

I have one last set of questions to help us better understand the organizations that took part in our survey.

Ask all

Q18   I am going to read a list of six different types of organizations. Which type of organization are you?

      1   Community Action Agency
      2   Non-religious non-profit organization
      3   Faith-based non-profit organization
      4   Government agency
      5   School or school district
      6   Higher education institution
      97   Other (Specify)
      98   Don't know
      99   Refused

Q19a Not counting [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams], approximately how many paid staff members does your organization have? [INTERVIEWER: Record the total number of employees regardless of whether they are full or part-time.]

1   Gave response
2   No paid staff members
98   Don't know
99   Refused

Ask if have paid staff members (Q19a=1)

Q19b Not counting [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams], approximately how many of those are full-time employees [INTERVIEWER: Record the number of full-time employees. Do not record a percentage of the number of employees given above.]

1   Gave response
2   No full time employees
98   Don't know
99   Refused

Ask all

Q20   What was the primary type of service to which [IF AMERICORPS: members were assigned] [IF VISTA: members were assigned] [IF NCCC: teams were assigned] during the past 12 months? [INTERVIEWER: 1) If answer does NOT clearly fit into one of the categories below, record full answer in other specify. 2) If says one of the "educational" services (such as GED, ESL, Vocational Education) but does not specify if it is for youth or adults, ask if the program focuses on youth or adults and code as 1 or 2. If says program serves both youth and adults, ask if mainly serves youth or mainly serves adults and code accordingly. 3) **GED** stands for Graduate Equivalency Degree and **ESL** stands for English as a Second Language.]

1   Youth Development and Education (for example, vocational education, tutoring, literacy, mentoring, GED, child care/daycare/Headstart, and recreation/youth programs, ESL)

2   Adult Education (for example, ESL, literacy, GED, vocational education, computer literacy)

3   Housing and Homelessness (for example, rehabilitation/construction, referrals, independent living for disabled or seniors, transitional housing)

4   Community & Economic Development (for example, job development or placement, small business development, neighborhood revitalization, community gardens/food production)

5   Health and Nutrition (for example, food distribution/meals, health education/screening, maternal/child health services, mental health, mental retardation, physical disabilities, substance abuse)

6   Special Needs Services (for example, persons with disabilities, immigrants, teen pregnancy)

7   Public Safety (for example, community policing, neighborhood watch, conflict resolution, mediation, juvenile delinquency/gangs, legal assistance, violence, abuse or neglect, fire/accident prevention)

8   Homeland Security and Disaster Assistance (for example, disaster preparedness, response, recovery, relief)

9   Environmental Services (for example, conservation; pollution control; maintenance of trails, parks, or roads; flood control)

10   Recruitment and Management of Volunteers

97   Other (specify)

98   Don't know

99   Refused

Thank You for Your Help!

Appendix C: Survey of Service Organizations (online version)

Final Questionnaire

Online Version

AmeriCorps Survey of Service Organizations – 2004

Prepared by Princeton Survey Research Associates International
for the Urban Institute and the Corporation for National & Community
Service

As part of a review of its services, [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] and the Corporation for National and Community Service would like to hear about your experiences with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] members. The information you provide will help identify the extent to which the [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] program of the Corporation is achieving desired outcomes; provide information on program outcomes as required by Congress and the U.S. Office of Management and Budget; and provide guidance to the Corporation, [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], and the organizations in which members are placed to help improve the services they provide in the future. This short 10 minute survey a review of the [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] program and not your organization.

Princeton Survey Research Associates International is conducting this survey on behalf of [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] and the Corporation. We are a nonpartisan survey research firm specializing in social policy research. Your responses will be kept strictly confidential and will only be reported to [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] in summarized form. Your name will not be given to [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] or to the Corporation.

When filling out the questionnaire, if none of the choices provided to a particular survey question exactly fit your answer, please choose the response that most closely matches your view. If at any time you wish to close out of the survey and finish taking it at a different time, click on the "finish survey later" button at the bottom of your screen. Please, then, log in again to the survey at your convenience and submit it when you have completed it.

Ask all

S1a   To start, in the last 12 months have [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] served in your organization?

1   Yes [GO TO S1b]
2   No [GO TO S2a]
      [No answer GO TO Q1a]

Ask if members/teams serve in organization (S1a=1)

S1b   And are you familiar with the work these [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] performed for your organization?

1   Yes [GO TO Q1a]
2   No [GO TO S1c]
      [No answer GO TO Q1a]

Ask if respondent is not familiar with the work of members/teams (S1b=2)

S1c   Is there someone else in your organization who is familiar with the work [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] performed for your organization?

1   Yes [GO TO S1d]
2   No [TERMINATE]
      [No answer GO TO S1D]

Ask if there is someone else is familiar (S1c=1)

S1d   Would you please pass along the information about this survey including the username and password to someone in your organization who is familiar with the work of [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] so that he/she can complete the survey. And it would be very helpful if you would please provide us with contact information for this person or persons.

Record response [TERMINATE]
[No answer TERMINATE]

Ask if has not had members serve in organization (S1a=2)

S2a   In the last 12 months has your organization provided [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] to other organizations?

   1   Yes [GO TO S2b]
   2   No [TERMINATE]
          [No answer GO TO S2b]

Ask if provides all members to other organizations (S2a=1)

S2b   And are you familiar with the work of the [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] to answer questions about the helpfulness of their service to the organization or organizations where they served?

   1   Yes [GO TO Q1a]
   2   No [GO TO S2c]
          [No answer GO TO Q1a]

Ask if respondent is not familiar with the work and affect on organization (S2b=2)

S2c   Is there someone else in your organization who is familiar with the work of [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] to answer questions about the helpfulness of their service to the organization or organizations they serve?

   1   Yes [GO TO S2d]
   2   No [GO TO S2f]
          [No answer GO TO S2f]

Ask if there is someone else is familiar (S2c=1)

S2d   Would you please pass along the information about this survey including the username and password so that the person or persons more familiar with the work of [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams] can complete the survey. And it would be very helpful if you would please provide us with contact information for this person or persons. {matrix for contact info}

   Record response [TERMINATE]
   [No answer TERMINATE]

Ask if provides all members to other organizations (S2c=2, 8 or 9)

S2f   To approximately how many organizations have you assigned [IF AMERICORPS: members] [VISTA: members] [IF NCCC: teams] over the past 12 months? Your best guess is fine.

    0   [TERMINATE]
    1   [GO TO S2g]
    2   [GO TO S2g]
    3   [GO TO S2g]
    4+   [GO TO S2g]
             [No answer TERMINATE]

Ask if has one or more partner organizations (S2f=1, 2, 3 or 4)

S2g   It would be very helpful if you would provide contact information for [IF S2f=1: this organization] [IF S2f=2-3: these organizations] [IF S2f=4: the THREE organizations you sent most of your members to over the last 12 months]. If possible, this should be a person in each organization who is likely to be able to provide information about the [IF AMERICORPS: members] [IF VISTA: members'] [IF NCCC: teams'] work. {matrix for contact information}

    Record response [TERMINATE]
    [No answer TERMINATE]

Ask all

Q1a   For approximately how many years in total has your organization received [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA resources] [IF NCCC: NCCC teams]?

    Record number 1-97

Ask if NCCC

Q1b   About how many NCCC projects has your organization had over the last 24 months?

    Record number 1-97

    IF S1a≠2: For the next questions please think about your organization's experience with [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams]

    IF S1a=2: For the next questions please think about the experiences of the organization or organizations where the [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] have served over the past 12 months.

Ask all

Q2a   Overall, how would you rate [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams], considering such factors as their work ethic, attendance, motivation, and professionalism.

    1   Excellent
    2   Good
    3   Fair
    4   Poor

Ask if fair or poor (Q2a=3 or 4)

Q2b   Why do you rate them as fair or poor?

    Record response

Ask all

Q3a   To what extent would you recommend using [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] to other organizations similar to yours? Would you…

    1   Definitely recommend
    2   Probably recommend
    3   Probably not recommend
    4   Definitely not recommend

Ask if probably or definitely not recommend (Q3a=3 or 4)

Q3b   Why do you say that you would probably not or definitely not recommend using [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams]?

    Record response

Ask all

Q4   Over the last 12 months, how would you rate your interactions with [IF STATE AND NATIONAL: AmeriCorps and State Commissions] [IF VISTA: State Offices or Corporation headquarters] [IF NCCC: NCCC campuses] [IF NATIONAL DIRECT: AmeriCorps and your parent organization]?

    1   Excellent
    2   Good
    3   Fair
    4   Poor
    7   Not applicable

Ask VISTA

Q5a   How would you rate the adequacy of VISTA's training of your own personnel who supervise VISTA members?

1   Excellent
2   Good
3   Fair
4   Poor
5   None received nor needed

Ask if fair or poor (Q5a=3 or 4)

Q5b   Why do you rate VISTA's training of your own personnel who supervise members as fair or poor?

Record response

Ask if AmeriCorps or VISTA

Q6a   Still thinking about the last 12 months, overall, how would you rate the technical assistance provided? "Technical assistance" includes such things as help with program issues and with policies, procedures, regulations, and eGrants. The assistance might be in any form, including e-mail, web-based, telephone, or in-person.

1   Excellent
2   Good
3   Fair
4   Poor
5   Did not use technical assistance

Ask if fair or poor (Q6a=3 or 4)

Q6b   Why do you rate the assistance as fair or poor? Please indicate in your answer which organization or type of assistance fell short.

Record response

Ask if VISTA or NCCC

Q7a   How would you rate [IF VISTA: VISTA's] [IF NCCC: NCCC's] assistance in helping you prepare your application or develop your project?

1   Excellent
2   Good
3   Fair
4   Poor

Ask if fair or poor (Q7a=3 or 4)

Q7b   Why do you rate the assistance as fair or poor?

Record response

Ask if NCCC

Q7c   How would you rate NCCC's efforts in preparing your organization to receive and utilize NCCC teams?

1   Excellent
2   Good
3   Fair
4   Poor

Ask if fair or poor (Q7c=3 or 4)

Q7d   Why do you rate the efforts to prepare your organization as fair or poor?

Record response

Ask if NCCC

Q8a   How would you rate the on-site leadership of the teams?

1   Excellent
2   Good
3   Fair
4   Poor

Ask if fair or poor (Q8a =3 or 4)

Q8b   Why do you rate the on-site leadership of teams as fair or poor?

Record response

Ask if NCCC

Q8c   Has your organization used teams provided by organizations other than NCCC?

1   Yes
2   No

Ask if yes (Q8c=1)

Q8d How would you rate the NCCC teams compared to those other teams, considering such factors as being disciplined, showing up on time, being productive, motivation, and work ethic? Compared to those other teams, would you say the NCCC teams were…

1 Considerably better
2 Somewhat better
3 About the same
4 Worse

Ask all

Q9a Did the assistance provided by [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: NCCC teams] enable [IF S1a≠2: your organization] [IF S1a=2 the organization or organizations where they have served over the past 12 months] to increase the number of persons served over the last 12 months, such as by expanding existing programs or services or offering new programs or services [IF NCCC: or by building new facilities that increase capacity] by a considerable amount, a small amount or not at all?

1 A considerable amount
2 A small amount
3 Not at all
4 Don't have enough information to answer
7 Not Applicable

Ask if AmeriCorps or VISTA and a considerable or small amount (Q9a=1 or 2)

Q9b How likely is [IF S1a≠2: your organization] [IF S1a=2 the organization or organizations where members have served over the past 12 months] to continue providing these new or expanded programs in the future after all members associated with them have completed their service?

1 Definitely likely to continue
2 Probably likely to continue
3 Probably not likely to continue
4 Definitely not likely to continue
5 Don't have enough information to answer
7 Not applicable

Ask if NCCC and a considerable or small amount (Q9a=1 or 2)

Q9c For the most part, did [IF S1a≠2: your organization] [IF S1a=2 the organization or organizations where the teams have served over the past 12 months] continue providing those particular expanded or new programs or services after the NCCC teams left?

1 Yes
2 No

3   Not yet but plan to do so
4   Don't have enough information to answer

Ask all

Q10   To what extent, if at all, did the services of [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] help [IF S1a≠2: your organization] [IF S1a=2 the organization or organizations where they have served over the past 12 months] (insert)? Would you say the services of [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams] helped [IF S1a≠2: your organization…] [IF S1a=2 the organization or organizations…]?

Rotate items
a   bring in additional funds
b   bring in donations of goods or services (including "in kind" donations)
c   leverage additional volunteers
d   build or increase [IF S1a≠2: your organization's] [IF S1a=2 the organization or organizations'] involvement in coalitions or partnerships with other organizations

1   Considerably
2   Moderately
3   Slightly
4   Not at all
5   Don't have enough information to answer

Ask all

Q11   Does [IF S1a≠2: your organization] [IF S1a=2 the organization or organizations where (IF AMERICORPS: members) (IF VISTA: members) (IF NCCC: teams) have served over the past 12 months] receive income for services provided by [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams] (such as fee-for-service)?

1   Yes
2   No
3   Don't have enough information to answer

Ask all

Q12   Overall, how successful were the projects or programs on which [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams] served over the past 12 months?

1   Very successful
2   Somewhat successful
3   Not too successful
4   Not successful at all

Ask if VISTA or AmeriCorps

Q13   Have you in the past 12 months used [IF AMERICORPS: AmeriCorps's] [IF VISTA: AmeriCorps* VISTA's] online recruitment system to help you identify qualified applicants?

1   Yes
2   No

Ask if has not used online recruitment system in past 12 months (Q13=2)

Q14   And can you tell us why you haven't used the online recruitment system?

Record response

Ask if used online recruitment system in past 12 months (Q13=1)

Q15   Overall, how would you rate the online recruitment system?

1   Excellent
2   Good
3   Fair
4   Poor

Ask if used online recruitment system in past 12 months (Q13=1)

Q16   Overall, what suggestions, if any, do you have for improving the online recruitment system?

Record response

Ask all

Q17   Overall, what suggestions, if any, do you have for improving the [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] program, including suggestions for improving interactions with [IF STATE AND NATIONAL: AmeriCorps and State Commissions] [IF VISTA: State Offices or Corporation headquarters] [IF NCCC: NCCC campuses] [IF NATIONAL DIRECT: AmeriCorps and your parent organization]?

Record response

There are just a few more questions to help us better understand the organizations that are taking part in our survey.

Ask all

Q18   Which of the following six different types of organizations best fits your organization?

1   Community Action Agency
2   Non-religious non-profit organization
3   Faith-based non-profit organization
4   Government agency
5   School or school district
6   Higher education institution
97   Other (specify)

Ask all

Q19a   Not counting [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams], approximately how many paid staff members does your organization have?

Record response

Ask all

Q19b   Not counting [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams], approximately how many of those are full-time employees? Please enter the number of full-time employees.

Record response

Q20   What was the primary type of service to which [IF AMERICORPS: members were assigned] [IF VISTA: members were assigned] [IF NCCC: teams were assigned] during the past 12 months?

1   Youth Development and Education (for example, vocational education, tutoring, literacy, mentoring, GED, child care/daycare/Headstart, and recreation/youth programs, ESL)

2   Adult Education (for example, ESL, literacy, GED, vocational education, computer literacy)

3   Housing and Homelessness (for example, rehabilitation/construction, referrals, independent living for disabled or seniors, transitional housing)

4   Community & Economic Development (for example, job development or placement, small business development, neighborhood revitalization, community gardens/food production)

5   Health and Nutrition (for example, food distribution/meals, health education/screening, maternal/child health services, mental health, mental retardation, physical disabilities, substance abuse)

6   Special Needs Services (for example, persons with disabilities, immigrants, teen pregnancy)

7   Public Safety (for example, community policing, neighborhood watch, conflict resolution, mediation, juvenile delinquency/gangs, legal assistance, violence, abuse or neglect, fire/accident prevention)

8   Homeland Security and Disaster Assistance (for example, disaster preparedness, response, recovery, relief)

9   Environmental Services (for example, conservation; pollution control; maintenance of trails, parks, or roads; flood control)

10   Recruitment and Management of Volunteers

97   Other (specify)

Thank You for Your Help!

Appendix D: Survey of Current Members

Final Questionnaire

AmeriCorps Survey of Current Members
- 2004

Prepared by Princeton Survey Research Associates International
for the Urban Institute and the Corporation for National & Community
Service

I am _____. [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA]
[IF NCCC: NCCC] and the Corporation for National and Community Service has asked
that current [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members]
[IF NCCC: NCCC members] be contacted as part of a review of its programs. May I
please speak to (name)?

[(IF TRANSFERRED TO A DIFFERENT PERSON): I am _____.
We have been asked by [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF
NCCC: NCCC] and the Corporation for National and Community Service to review the
quality of its services.]

I am from Princeton Survey Research Associates International. Recently we sent you a
letter detailing an upcoming survey we have been asked to conduct for [IF
AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]. As part of the
survey, we would like to hear about your experience with [IF AMERICORPS:
AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC].

This information will be used by [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] to improve its performance and programs in the future. This is a short survey. It should take approximately 10 minutes. Please be assured that your responses will be kept strictly confidential, meaning that your answers will be combined with answers from other members and reported to [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] in summarized form only. Neither your name nor your organization will be given to [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]. Although your participation is voluntary, it is very much appreciated.

S1   First off, just to verify, are you a current member of [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]?

1   Yes
2   No [TERMINATE]
9   Refused [TERMINATE]

S2   And will you be finishing your [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] service within the next few months?

1   Yes
2   No [TERMINATE]
9   Refused [TERMINATE]

Now, I'd like to ask you about some things you may or may not have done prior to the time you began your service with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC].

Ask all

Q1   Before you joined [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], did you ever (insert), or not?

Rotate items (always ask g and h together)

a   donate any money, assets or other property to a charitable organization

b   work on a community project

c   do any volunteer work

d   attend any public meeting to discuss community issues

e   attend a club or organizational meeting, not including meetings for work

f   serve as an officer or serve on a committee of any local club or organization

g   register to vote

h   vote in a local, state or federal election

1   Yes
2   No
8   Don't know
9   Refused

Q2   Next I will read a list of possible goals people may or may not have for joining [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]. Please tell me if each was very important, somewhat important, not too important, or not important at all when you personally decided to join. First/Next (insert)—was this very important, somewhat important, not too important, or not important at all?

Rotate items

a   learning skills that would be useful in school, work or for a career
b   a chance to work with people who share your ideals
c   to support your belief that volunteering is important
d   fulfilling your duty as a citizen
e   the education award
f   benefits such as health insurance
g   needing a job
h   helping the community
i   making friends and meeting people

1   Very important
2   Somewhat important
3   Not too important
4   Not important at all
8   Don't know
9   Refused

Q3   And to what extent would you say you have achieved your goal of (insert)—to a great extent, a moderate extent, a small extent, or not at all?

Rotate items

Ask if Q2a=1

a   learning skills that would be useful in school, work or for a career

Ask if Q2b=1

b   working with people who share your ideals

Ask if Q2c=1

c   supporting your belief that volunteering is important

Ask if Q2d=1

d   fulfilling your duty as a citizen

Ask if Q2e=1

e   receiving the education award

Ask if Q2f=1

f   receiving benefits such as health insurance

Ask if Q2g=1

g   getting a job

Ask if Q2h=1

h   helping the community

Ask if Q2i=1

i   making friends and meeting people

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Ask all

Q2j   Were there any other important goals you had when you decided to join [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]? [INTERVIEWER, IF YES: What are they?]

1   Yes (Specify)
2   No
98   Don't know
99   Refused

Ask if gave response to Q2j (Q2j=1)

Q3j   And to what extent would you say you have achieved your goal of (Insert answer from Q2j)—to a great extent, a moderate extent, a small extent, or not at all?

       1   Great extent
       2   Moderate extent
       3   Small extent
       4   Not at all
       8   Don't know
       9   Refused

       Next, I'd like to ask some questions about your general experience with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC].

Ask all

Q4a   Overall, would you say your experience with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] has been excellent, good, fair, or poor?

       1   Excellent
       2   Good
       3   Fair
       4   Poor
       8   Don't know
       9   Refused

Ask if fair or poor (Q4a=3 or 4)

Q4b   And what exactly happened to make you dissatisfied? (open end)

       1   Gave response
       98   Don't know
       99   Refused

Ask all

Q5a   To what extent, if at all, would you recommend participation in [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] to a friend or family member? Would you highly recommend it, recommend it but with reservations, or not recommend it?

       1   Highly recommend
       2   Recommend with reservations
       3   Not recommend
       8   Don't know
       9   Refused

Ask if recommend with reservations (Q5a=2)

Q5b   What are your reservations?

1   Gave response
98   Don't know
99   Refused

Ask if would not recommend (Q5a=3)

Q5c   Why not?

1   Gave response
98   Don't know
99   Refused

Ask all

Q6   To what extent, if at all, has your experience with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] increased (insert)—to a great extent, a moderate extent, a small extent, or not at all?

Rotate items

a   your interest in making your community better
b   the feeling that you, personally, either working alone or with others, can make-your community better

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Ask all

Q6c   To what extent, if at all, has your [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] experience increased your life skills such as leadership, teamwork, communications, time management, and decision making—to a great extent, a moderate extent, a small extent, or not at all?

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Q7a   Since joining [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], to what extent, if at all, have you done any volunteer work beyond your primary service activities? Have you volunteered a great deal, a moderate amount, a small amount, or not at all?

     1   A great deal
     2   Moderate amount
     3   Small amount
     4   Not at all
     8   Don't know
     9   Refused

Q7b   Why is this the case?

     1   Gave response
     98   Don't know
     99   Refused

Q8   Since joining [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], approximately how much of your time have you spent recruiting community volunteers? Would you say you've spent no time, 1 to 10 percent of your time, 11 to 25 percent of your time, between 26 percent and 50 percent of your time, between 51 percent and 75 percent of your time, or more than 75 percent of your time recruiting volunteers?

     1   No time
     2   1-10 percent
     3   11-25 percent
     4   26-50 percent
     5   51-75 percent
     6   More than 75 percent
     8   Don't know
     9   Refused

Ask all

Q9   As a result of your service experience, do you think you will be much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you would have been had you not served?

1   Much more
2   Somewhat more
3   Somewhat less
4   Much less
5   No impact (Volunteered)
8   Don't know
9   Refused

Ask all

Q10a   Still thinking about your life after you leave [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], suppose a problem arose in your community, say one involving the environment, health, education, hunger, or some other important matter. If such a problem arose, how likely would you be to try to do something about it? Would you be very likely, somewhat likely, not too likely or not likely at all?

1   Very likely
2   Somewhat likely
3   Not too likely
4   Not likely at all
8   Don't know
9   Refused

Ask all who answer Q10a (Q10a=1, 2, 3 or 4)

Q10b   Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?

1   Yes, result of service experience
2   No, not result of service experience
8   Don't know
9   Refused

Ask all who answer Q10a (Q10a=1, 2, 3 or 4)

Q10c   And if you did try to solve the problem, either working alone or with others, what do you think would be your chances of succeeding? Would they be very likely, somewhat likely, not too likely, or not likely at all to succeed?

1   Very likely
2   Somewhat likely
3   Not too likely
4   Not likely at all
8   Don't know
9   Refused

Ask all

Q11a   On the whole, how would you rate the experience you've had obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]? Would you say your experience was excellent, good, fair or poor?

1   Excellent
2   Good
3   Fair
4   Poor
5   Not applicable (Volunteered)
8   Don't know
9   Refused

Ask if fair or poor (Q11a=3 or 4)

Q11b   Which experience or experiences were you dissatisfied with? [ACCEPT MULTIPLE RESPONSES]

1   Living allowance
2   Health insurance
3   Reimbursements
97   Other (Specify)
98   Don't know
99   Refused

Ask if responds to Q11b (Q11b=1, 2, 3 or 97)

Q11c   And what exactly happened to make you dissatisfied with the [INSERT FROM Q11b]? [INTERVIEWER: probe "what happened" for each response above]

1   Gave response
98   Don't know
99   Refused

Q12   How would you rate (insert)—was it excellent, good, fair, or poor?

Rotate items

Ask all

a   the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC]

Ask VISTA

b   the adequacy of the pre-service orientation you received to carry out your service assignments or work plan

Ask all

c   the adequacy of the training you received during service to carry out your service assignments or work plan

1   Excellent
2   Good
3   Fair
4   Poor
8   Don't know
9   Refused

Ask if AmeriCorps or VISTA

Q13   To what extent, if at all, do you think your service has benefited the organization within which you are serving—to a great extent, moderate extent, small extent, or not at all?

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Ask all

Q14   To what extent, if at all, do you think your service has benefited the people and communities you are serving—to a great extent, moderate extent, small extent, or not at all?

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Ask all

Q15   In the future, are you very likely, somewhat likely, not too likely, not likely at all, or have you already chosen a job or career that involves (insert)?

Rotate items

a   working with disadvantaged or special needs populations

b   working with high poverty populations

c   helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government, or the like

1   Very likely
2   Somewhat likely
3   Not too likely
4   Not likely at all
5   Already chosen
8   Don't know
9   Refused

Q16   And would you say your service with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves (insert)?

Rotate items

Ask if very or somewhat likely in Q15a (Q15a=1 or 2)

a   working with disadvantaged or special needs populations

Ask if very or somewhat likely in Q15b (Q15b=1 or 2)

b   working with high poverty populations

Ask if very or somewhat likely in Q15c (Q15c=1 or 2)

c   helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like

1   Much more
2   Somewhat more
3   Somewhat less
4   Much less
5   No impact (Volunteered)
8   Don't know
9   Refused

Q17 To what extent, if at all, did you end up doing what you thought you were going to do when you enrolled in [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]—to a great extent, a moderate extent, a small extent, or not at all?

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Ask all

Q18a Knowing what you now know, if you had to do it over again, how likely would you be to enroll in [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]? Would you be very likely, somewhat likely, not too likely or not likely at all?

1   Very likely
2   Somewhat likely
3   Not too likely
4   Not likely at all
8   Don't know
9   Refused

Ask if not too likely or not likely at all (Q18a=3 or 4)

Q18b Why would you be unlikely to do it over again?

1   Gave response
98   Don't know
99   Refused

Ask all

Q19 Do you have any recommendations for improving the [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] program? By this I mean not the specific program, project, or organization you are serving but [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC as a whole].

1   Gave response
98   Don't know
99   Refused

I have just a couple more questions to help us understand the people who are taking part in our survey

D1   Are you yourself of Latino or Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

1   Yes
2   No
8   Don't know
9   Refused

D2   What is your race? Are you white, black or African American, Asian, American Indian or Alaska Native, or Native Hawaiian or other Pacific Islander? You may select more than one race. [ACCEPT MULTIPLE RESPONSES]

1   White
2   African American/Black
3   Asian
4   American Indian or Alaska Native
5   Native Hawaiian or other Pacific Islander
6   Other
8   Don't know
9   Refused

Thank You for Your Help!

Appendix E: Survey of Former Members

Final Questionnaire

AmeriCorps Survey of Former Members - 2004

Prepared by Princeton Survey Research Associates International
for the Urban Institute and the Corporation for National & Community
Service

I am _____. [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] and the Corporation for National and Community Service has asked that former [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC members] be contacted as part of a review of its programs. May I please speak to (name)?

[(IF TRANSFERRED TO A DIFFERENT PERSON): I am _____. We have been asked by [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] and the Corporation for National and Community Service to review the quality of its services.]

I am from Princeton Survey Research Associates International. Recently we sent you a letter detailing an upcoming survey we have been asked to conduct for [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]. As part of the survey, we would like to hear about your experience with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC].

This information will be used by [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] to improve its performance and programs in the future. This is a short survey. It should take approximately 10 minutes. Please be assured that your responses will be kept strictly confidential, meaning that your answers will be combined with answers from other members and reported to [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] in summarized form only. Neither your name nor your organization will be given to [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]. Although your participation is voluntary, it is very much appreciated.

S1   First off, just to verify, have you previously served as a [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] member?

1   Yes
2   No [TERMINATE]
9   Refused [TERMINATE]

S2   And could you tell me approximately when you finished your service with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]? [INTERVIEWER: Prompt for month and year if necessary]

Record number 0100-1299
9998   Don't know
9999   Refused

Ask all

Q1a   Was your [IF AMERICORPS: AmeriCorps service done] [IF VISTA: VISTA service done] [IF NCCC: NCCC campus located] in the community or metropolitan area in which you had lived immediately prior to joining [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]?

1   Yes
2   No
8   Don't know
9   Refused

Ask all

Q1b   And are you now living in the community or metropolitan area in which you served?

1   Yes
2   No
8   Don't know
9   Refused

Ask all

Q2   Next I will read a list of possible goals people may or may not have for joining [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]. Please tell me if each was very important, somewhat important, not too important, or not important at all when you personally decided to join. First/Next (insert)—was this very important, somewhat important, not too important, or not important at all?

Rotate items

a   learning skills that would be useful in school, work or for a career
b   a chance to work with people who share your ideals
c   to support your belief that volunteering is important
d   fulfilling your duty as a citizen
e   the education award
f   benefits such as health insurance
g   needing a job
h   helping the community
i   making friends and meeting people

1   Very important
2   Somewhat important
3   Not too important
4   Not important at all
8   Don't know
9   Refused

Ask all

Q3   And to what extent, if at all, would you say you achieved your goal of (insert)—to a great extent, a moderate extent, a small extent, or not at all?

Rotate items

Ask if Q2a=1

a   learning skills that would be useful in school, work or for a career

Ask if Q2b=1

b   working with people who share your ideals

Ask if Q2c=1

c   supporting your belief that volunteering is important

Ask if Q2d=1

d   fulfilling your duty as a citizen

Ask if Q2e=1

e   receiving the education award

Ask if Q2f=1

f   receiving benefits such as health insurance

Ask if Q2g=1

g   getting a job

Ask if Q2h=1

h   helping the community

Ask if Q2i=1

i   making friends and meeting people

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Ask all

Q2j   Were there any other important goals you had when you decided to join [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]? [INTERVIEWER, IF YES: what were they?]

1   Yes (Specify)
2   No
98   Don't know
99   Refused

Ask if gave response to Q2j (Q2j=1)

Q3j   And to what extent, if at all, would you say you achieved your goal of [INSERT ANSWER FROM Q2j]—to a great extent, a moderate extent, a small extent or not at all?

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Ask all

Q4a   Overall, would you say your experience with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] was excellent, good, fair, or poor?

1   Excellent
2   Good
3   Fair
4   Poor
8   Don't know
9   Refused

Ask if fair or poor (Q4a=3 or 4)

Q4b   And what exactly happened to make you dissatisfied? (open end)

1   Gave response
98   Don't know
99   Refused

Ask all

Q5a   Have you recommended participation in [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] to a friend or family member?

1   Yes
2   No
8   Don't know
9   Refused

Ask if no (Q5a=2)

Q5b   Why not?

    1   Gave response
    98   Don't know
    99   Refused

Ask if no (Q5a=2)

Q5c   In the future, how likely are you to recommend participation in [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] to a friend or family member— very likely, somewhat likely, not too likely or not likely at all.

    1   Very likely
    2   Somewhat likely
    3   Not too likely
    4   Not likely at all
    8   Don't know
    9   Refused

Ask all

Q6a   On the whole, how would you rate the experience you've had obtaining or trying to obtain your education award? Would you say your experience has been excellent, good, fair, or poor?

    1   Excellent
    2   Good
    3   Fair
    4   Poor
    5   Not applicable (Volunteered)
    8   Don't know
    9   Refused

Ask if fair or poor (Q6a=3 or 4)

Q6b   What exactly happened to make you dissatisfied?

    1   Gave response
    98   Don't know
    99   Refused

Q7a   Overall, how would you rate the experience you've had in obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] —excellent, good, fair or poor?

    1   Excellent
    2   Good
    3   Fair
    4   Poor
    5   Not applicable (Volunteered)
    8   Don't know
    9   Refused

Ask if fair or poor (Q7a=3 or 4)

Q7b   Which experience or experiences were you dissatisfied with? [ACCEPT MULTIPLE RESPONSES]

    1   Living allowance
    2   Health insurance
    3   Reimbursements
    97   Other (Specify)
    98   Don't know
    99   Refused

Ask if responds to Q7b (Q7b=1, 2, 3 or 97)

Q7c   And what exactly happened to make you dissatisfied? [INTERVIEWER: Probe "what happened" for each response above]

    1   Gave response
    98   Don't know
    99   Refused

Q8   How would you rate (insert)—was it excellent, good, fair, or poor?

Rotate items

Ask all

a   the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC]

Ask VISTA

b   the adequacy of the pre-service orientation you received to carry out your service assignments or work plan

Ask all

c   the adequacy of the training you have received during service to carry out your service assignments or work plan

1   Excellent
2   Good
3   Fair
4   Poor
8   Don't know
9   Refused

Now I'd like to ask about the possible effects your service experience with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] may have had on you.

Ask all

Q9   To what extent, if at all, did your experience with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] increase (insert)—to a great extent, a moderate extent, a small extent, or not at all?

Rotate items

a   your interest in making your community better

b   your feeling that you, personally, either working alone or with others, can make your community better

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Q10   To what extent, if at all, have the skills you learned during your service with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] helped in your current job, educational pursuits, or community service activities—to a great extent, a moderate extent, a small extent, or not at all?

    1   Great extent
    2   Moderate extent
    3   Small extent
    4   Not at all
    8   Don't know
    9   Refused

Ask all

Q11   To what extent, if at all, did your service experience help you better define or set your career, educational or professional goals—to a great extent, a moderate extent, a small extent, or not at all?

    1   Great extent
    2   Moderate extent
    3   Small extent
    4   Not at all
    8   Don't know
    9   Refused

Ask all

Q12a   As a result of your service experience with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], have you become much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you were before your service?

    1   Much more
    2   Somewhat more
    3   Somewhat less
    4   Much less
    5   No impact (Volunteered)
    8   Don't know
    9   Refused

Ask if somewhat less or much less involved (Q12a=3 or 4)

Q12b   Why are you less involved in community activities?

1   Gave response
98   Don't know
99   Refused

Ask all

Q13   In the future, are you very likely, somewhat likely, not too likely, not likely at all, or have you already chosen a job or career that involves (insert)?

Rotate items

a   working with disadvantaged or special needs populations

b   working with high poverty populations

c   helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government, or the like

1   Very likely
2   Somewhat likely
3   Not too likely
4   Not likely at all
5   Already chosen
8   Don't know
9   Refused

Q14 And did your service with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], make you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves (insert)

Rotate items
Ask if very or somewhat likely in Q13a (Q13a=1 or 2)
a working with disadvantaged or special needs populations
Ask if very or somewhat likely in Q13b (Q13b=1 or 2)
b working with high poverty populations
Ask if very or somewhat likely in Q13c (Q13c=1 or 2)
c helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like

1 Much more
2 Somewhat more
3 Somewhat less
4 Much less
5 No impact (Volunteered)
8 Don't know
9 Refused

Q15 Since you completed your service experience with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], have you stayed in contact with (insert)?

Rotate items a and b
Ask VISTA and AmeriCorps
a any people from the organization with which you worked
Ask VISTA and AmeriCorps
b any people in the community in which you worked
Ask NCCC
c any people from one or more of the communities in which you worked

1 Yes
2 No
8 Don't know
9 Refused

Ask all

Q16   Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next (insert).

Rotate items

a   My service experience made me feel a stronger community attachment than I would otherwise have felt.

b   My service experience made me more likely to discuss and think about how larger political and social issues affect my community than I otherwise would have.

c   My service experience made me more aware of what can be done to meet important needs in my community than I otherwise would have been.

d   My service experience made me more likely to feel I have the ability, working alone or with others, to make a difference in my community than I otherwise would have felt.

e   My service experience made me more likely to find the time or a way to make a positive difference in my community than I otherwise would have.

1   Strongly agree
2   Somewhat agree
3   Somewhat disagree
4   Strongly disagree
5   Neither agree nor disagree (Volunteered)
8   Don't know
9   Refused

Ask all

Q17   To what extent, if at all, has your [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] experience increased your life skills, such as leadership, teamwork, communications, time management, and decision making—to a great extent, a moderate extent, a small extent, or not at all.

1   Great extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Now I'd like to ask you about a few other issues

Ask all

Q18a   Suppose a problem arose in your community, say one involving the environment, health, education, hunger, or some other important matter. If such a problem arose, how likely would you be to try to do something about it—would you be very likely, somewhat likely, not too likely, or not likely at all?

    1   Very likely
    2   Somewhat likely
    3   Not too likely
    4   Not likely at all
    8   Don't know
    9   Refused

Ask if answered q18a (q18a=1, 2, 3 or 4)

Q19a   Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?

    1   Yes, result service experience
    2   No, not result service experience
    8   Don't know
    9   Refused

Ask if answered q18a (q18a=1, 2, 3 or 4)

Q19b   And if you did try to solve the problem, either working alone or with others, what do you think are your chances of succeeding—would you be very likely, somewhat likely, not too likely, or not likely at all to succeed?

    1   Very likely
    2   Somewhat likely
    3   Not too likely
    4   Not likely at all
    8   Don't know
    9   Refused

Q20 Since completing your service with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], have you (insert), or not?

Rotate items (always ask g and h together)

a donated money, assets or other property to any charitable organization

b worked on a community project

c done any volunteer work

d attended any public meeting to discuss community issues

e attended a club or organizational meeting, not including meetings for work (INTERVIEWER, IF ASKS: club meetings involving church or school may be included)

f served as an officer or served on a committee of any local club or organization

g registered to vote

h voted in a local, state or federal election

1 Yes
2 No
8 Don't know
9 Refused

Ask all

Q21 To what extent, if at all, did your [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] experience effect your decision to (insert)—a great extent, a moderate extent, a small extent or not at all?

Rotate items

Ask if has worked on a community project (Q20b=1)

a work on a community project

Ask if has not worked on a community project (Q20b=2)

b not work on a community project

Ask if has done volunteer work (Q20c=1)

c do volunteer work

Ask if has not done volunteer work (Q20c=2)

d not do any volunteer work

1 Great extent
2 Moderate extent
3 Small extent
4 Not at all
8 Don't know
9 Refused

Ask if has done volunteer work since completing service (Q20c=1)

Q22 Please tell me if you have volunteered in any of these types of organizations since you completed your service with [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], or not? First/Next (insert).

Rotate items

a a religious organization, such as a church, mosque or synagogue

b an organization related to health care or fighting particular diseases

c a school or youth program

d an organization that helps the poor or elderly

e an arts or cultural organization

f a neighborhood or civic group

g an environmental group

1 Yes
2 No
8 Don't know
9 Refused

Ask if has done volunteer work since completing service (Q20c=1)

Q22h Are there any other types of groups you have volunteered for that were not mentioned? [INTERVIEWER, IF YES: Please tell me what kind of group or groups]

1 Yes (Specify)
2 No
98 Don't know
99 Refused

Ask all

Q23a Knowing what you now know, if you had to do it over again, how likely would you be to enroll in [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]— very likely, somewhat likely, not too likely or not likely at all?

1 Very likely
2 Somewhat likely
3 Not too likely
4 Not likely at all
8 Don't know
9 Refused

Q23b   Why would you be unlikely to do it all over again [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]?

1   Gave response
98   Don't know
99   Refused

Ask all

Q24   Do you have any recommendations for improving the [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] program? By this I mean not the specific program, project, or organization you served but [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] as a whole.

1   Gave response
2   No recommendations
98   Don't know
99   Refused

I have just a couple more questions to help us understand the people who are taking part in our survey

D1   Are you yourself of Latino or Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

1   Yes
2   No
8   Don't know
9   Refused

D2   What is your race? Are you white, black or African American, Asian, American Indian or Alaska Native, or Native Hawaiian or other Pacific Islander? You may select more than one race. [ACCEPT MULTIPLE RESPONSES]

1   White
2   African American/Black
3   Asian
4   American Indian or Alaska Native
5   Native Hawaiian or other Pacific Islander
6   Other
8   Don't know
9   Refused

Thank You for Your Help!

Appendix F: Survey of End Beneficiaries: Homeland Security

Final Questionnaire

**AmeriCorps Survey of End Beneficiaries:
Homeland Security - 2004**

Prepared by Princeton Survey Research Associates International
for the Urban Institute and the Corporation for National & Community
Service

I am _____. May I please speak to (name)?

[(IF TRANSFERRED TO A DIFFERENT PERSON): I am _____.]

I am from Princeton Survey Research Associates International and we understand you received emergency preparedness [IF TA=1: training] [IF TA=2: assistance] that [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] helped provide. We would like to hear about your experience with this [IF TA=1: training] [IF TA=2: assistance].

This information will be used to help improve the type of [IF TA=1: training] [IF TA=2: assistance] you received. This is a short survey. It should take less than 10 minutes. Please be assured that your responses will be kept strictly confidential, meaning that your answers will be combined with answers from other people and organizations and reported in summarized form only. Although your participation is voluntary, it is very much appreciated.

Q1   To start, to what extent, if at all, did you or your organization gain important new knowledge as a result of the [IF TA=1: training] [IF TA=2: assistance] received? Would you say to a large extent, to a moderate extent, to a small extent, or not at all?

    1   Large extent
    2   Moderate extent
    3   Small extent
    4   Not at all
    5   Not applicable (Volunteered)
    8   Don't know
    9   Refused

Q2a   And to what extent, if at all, do you believe that once an emergency situation is identified you or your organization will be better prepared to deal with it as a result of the [IF TA=1: training] [IF TA=2: assistance] you received? Do you believe you or your organization are considerably better prepared, moderately better prepared, slightly better prepared, or no better prepared to deal with emergencies as a result of the [IF TA=1: training] [IF TA=2: assistance] received?

    1   Considerably better prepared
    2   Moderately better prepared
    3   Slightly better prepared
    4   No better prepared
    5   Not applicable (Volunteered)
    8   Don't know
    9   Refused

Ask if no better prepared (Q2a=4)

Q2b   Why do you believe that?

    1   Gave response
    98   Don't know
    99   Refused

Q3 To what extent, if at all, do you believe you or your organization are better able to identify an emergency situation as a result of the [IF TA=1: training] [IF TA=2: assistance] you received? Do you believe you or your organization are considerably more able, moderately more able, slightly more able, or no more able to identify an emergency situation?

    1   Considerably more able
    2   Moderately more able
    3   Slightly more able
    4   No more able
    5   Not applicable (Volunteered)
    8   Don't know
    9   Refused

Q4a And to what extent, if at all, do you believe the community as a whole is better prepared to respond effectively to an emergency situation, such as natural or manmade disasters, as a result of the [IF TA=1: training] [IF TA=2: assistance] received? Do you feel the community as a whole is considerably better prepared, moderately better prepared, slightly better prepared, or no better prepared?

    1   Considerably better prepared
    2   Moderately better prepared
    3   Slightly better prepared
    4   No better prepared
    5   Not applicable (Volunteered)
    8   Don't know
    9   Refused

Ask if no better prepared (Q4a=4)

Q4b Please explain why you believe that.

    1   Gave response
    98   Don't know
    99   Refused

Q5a Have you or your organization done anything to follow up on the emergency-readiness [IF TA=1: training] [IF TA=2: assistance] given to you, such as by preparing emergency kits, conducting emergency drills, changing the way you do things, or something else?

1   Yes
2   No
3   Not applicable (Volunteered)
8   Don't know
9   Refused

Ask if yes (Q5a=1)

Q5b What actions have you or your organization taken?

1   Gave response
98   Don't know
99   Refused

Q6a Overall, to what extent, if at all, do you believe the community is now able to reduce the effects of emergency incidents as a result of the [IF TA=1: training] [IF TA=2: assistance] provided? Do you believe the community is considerably more able, moderately more able, slightly more able, or no more able to reduce the effects of emergency incidents?

1   Considerably more able
2   Moderately more able
3   Slightly more able
4   No more able
5   Not applicable (Volunteered)
8   Don't know
9   Refused

Ask if considerably or moderately more able (Q6a=1 or 2)

Q6b In your own words, how did the [IF TA=1: training] [IF TA=2: assistance] contribute to the community's increased ability to reduce the effects of emergency incidents?

1   Gave response
98   Don't know
99   Refused

Q7   Would you say that the amount of emergency-readiness [IF TA=1: training] [IF TA=2: assistance] provided was very adequate, somewhat adequate, somewhat inadequate or very inadequate?

1   Very adequate
2   Somewhat adequate
3   Somewhat inadequate
4   Very inadequate
5   Not applicable (Volunteered)
8   Don't know
9   Refused

Q8   How would you rate the knowledge of emergency readiness of the person or persons, who provided the [IF TA=1: training] [IF TA=2: assistance] to you? Was it excellent, good, fair or poor?

1   Excellent
2   Good
3   Fair
4   Poor
5   Not applicable (Volunteered)
8   Don't know
9   Refused

Q9a   And how would you rate the ability of the person or persons providing the [IF TA=1: training] [IF TA=2: assistance] to communicate that information? Was it excellent, good, fair or poor?

1   Excellent
2   Good
3   Fair
4   Poor
5   Not applicable (Volunteered)
8   Don't know
9   Refused

Ask if fair or poor (Q9a=3 or 4)

Q9b   Why did you say that?

1   Gave response
98   Don't know
99   Refused

Ask only if got training (TA=1)

Q10   Overall, how useful were emergency readiness materials, such as brochures, videos, handouts, and other materials, that were provided? Would you say they were very useful, moderately useful, slightly useful, not useful, or were no materials provided?

        1   Very useful
        2   Moderately useful
        3   Slightly useful
        4   Not useful
        5   No materials provided
        8   Don't know
        9   Refused

Q11   To what extent, if at all, would you recommend the emergency-readiness [IF TA=1: training] [IF TA=2: assistance] to others? Would you highly recommend it, recommend it but with reservations, or not recommend it?

        1   Highly recommend
        2   Recommend with reservations
        3   Not recommend
        4   Not applicable (Volunteered)
        8   Don't know
        9   Refused

Q12   What suggestions, if any, do you have for improving the emergency preparedness [IF TA=1: training] [IF TA=2: assistance] you received?

        1   Gave response
        2   No suggestions
        98   Don't know
        99   Refused

Thank You for Your Help!

Appendix G: Survey of End Beneficiaries: Volunteers

Final Questionnaire

AmeriCorps Survey of End Beneficiaries: Volunteers - 2004

Prepared by Princeton Survey Research Associates International
for the Urban Institute and the Corporation for National & Community
Service

I am _____. May I please speak to (name)?

[(IF TRANSFERRED TO A DIFFERENT PERSON): I am
_____.]

I am from Princeton Survey Research Associates International and I would like to hear about your experience as a volunteer with the (insert name of program or organization), for which [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] provided assistance. [add more information to help identify volunteer experience if provided in sample]

This information will be used by [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] to improve the performance of programs that use volunteers in the future. This is a short survey and should take approximately 10 minutes. Please be assured that your responses will be kept strictly confidential, meaning that your answers will be combined with answers from other volunteers and reported in summarized form only. Although your participation is voluntary, it is very much appreciated.

S1a   Are you 18 years of age or older?

1   Yes
2   No [TERMINATE]
8   Don't know
9   Refused

S1b   Over the past 12 months, approximately how many hours of volunteer time did you provide for the (Insert name of program)?

    1   Under 20 hours [TERMINATE]
    2   20 or more hours
    8   Don't know
    9   Refused

Q1   What type of service did you provide as a volunteer?

    1   Gave response
    8   Don't know
    9   Refused

Q2   Did you do any volunteer work in your community before you began your volunteer work for the (Insert name of program)?

    1   Yes
    2   No
    8   Don't know
    9   Refused

Ask if yes (Q2=1)

Q3   At what age did you first volunteer?

Range 1-97
98   Don't know
99   Refused

Ask all

Q4 To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has (insert)–to a large extent, to a moderate extent, to a small extent, or not at all?

Rotate items

a benefited citizens in the community

b benefited the organization you served

1 Large extent
2 Moderate extent
3 Small extent
4 Not at all
8 Don't know
9 Refused

Ask all who answered Q4a (Q4a=1, 2, 3 or 4)

Q5 Why did you say your work as a volunteer [IF Q4a=1 or 2: has] [If Q4a=3 or 4: has only slightly or not] benefited citizens in the community?

1 Gave response
8 Don't know
9 Refused

Ask all

Q6 To what extent, if at all, has this volunteer work (Insert)—to a large extent, to a moderate extent, to a small extent, or not at all?

Rotate items

a helped you develop new and useful job-related skills

b increased your awareness of community needs

c increased your life skills such as leadership, teamwork, communications, time management and decision making

1 Large extent
2 Moderate extent
3 Small extent
4 Not at all
8 Don't know
9 Refused

Ask all

Q7   Have you, since beginning this volunteer work, suggested to other people you know that they volunteer?

1   Yes
2   No
8   Don't know
9   Refused

Ask all

Q8   To what extent, if at all, has your volunteer work in (insert name of program) (insert)—to a large extent, to a moderate extent, to a small extent, or not at all.

Rotate items

a   increased your involvement in other community activities

b   been a worthwhile use of your time

1   Large extent
2   Moderate extent
3   Small extent
4   Not at all
8   Don't know
9   Refused

Ask all

Q9   To what extent did the organization provide adequate recognition to its volunteers, such as special acknowledgement, ceremonies, or identification in newsletters? Would you say they very adequately, somewhat adequately, somewhat inadequately or very inadequately recognized volunteer service?

1   Very adequate
2   Somewhat adequate
3   Somewhat inadequate
4   Very inadequate
8   Don't know
9   Refused

Ask all

Q10 How likely, if at all, are you to volunteer again—are you very likely, somewhat likely, somewhat unlikely, or very unlikely to volunteer again?

    1   Very likely
    2   Somewhat likely
    3   Somewhat unlikely
    4   Very unlikely
    8   Don't know
    9   Refused

Ask all

Q11 What positive things, if any, have resulted from your volunteer work in the (insert name of program)?

    1   Gave response
    2   None
    8   Don't know
    9   Refused

Ask all

Q12 What negative things, if any, have resulted from your volunteer work in the (insert name of program)?

    1   Gave response
    2   None
    8   Don't know
    9   Refused

Ask all

Q13 Do you have any suggestions for improving the volunteer experience provided by the (insert name of program)?

    1   Gave response
    2   No suggestions
    8   Don't know
    9   Refused

Ask all

Q14   Were you recruited for this volunteer work or did you make contact with (insert name of program) on your own?

1   Recruited
2   Made contact on own
8   Don't know/can't remember
9   Refused

Ask if recruited (Q14=1)

Q15   How would you rate the process used to recruit you? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?

1   Very adequate
2   Somewhat adequate
3   Somewhat inadequate
4   Very inadequate
8   Don't know
9   Refused

Ask all

Q16   Did (insert name of program) provide training to you for your volunteer work?

1   Yes
2   No
8   Don't know/don't remember
9   Refused

Ask if no or don't know or don't remember (Q16=2 or 8)

Q17   Do you believe you needed training for your volunteer work?

1   Yes
2   No
8   Don't know
9   Refused

Q18   How would you rate the training you received to help you do your volunteer work ? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?

    1   Very adequate
    2   Somewhat adequate
    3   Somewhat inadequate
    4   Very inadequate
    8   Don't know
    9   Refused

Ask all

Q19   How would you rate the supervision you received to help you with your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?

    1   Very adequate
    2   Somewhat adequate
    3   Somewhat inadequate
    4   Very inadequate
    8   Don't know
    9   Refused

Q20   Why did you rate (insert) as inadequate?

Rotate items

Ask if process to recruit inadequate (Q15=3 or 4)

a   the process used to recruit you

Ask if training received inadequate (Q18=3 or 4)

b   the training you received to help you do your volunteer work

Ask if supervision to help with volunteer work inadequate (Q19=3 or 4)

c   the supervision you received to help you with your volunteer work

    1   Gave response
    8   Don't know
    9   Refused

Ask if recruited (Q14=1)

Q21 How would you rate the helpfulness of the person or persons who recruited you to be a volunteer—were they very helpful, somewhat helpful, somewhat unhelpful or very unhelpful?

1 Very helpful
2 Somewhat helpful
3 Somewhat unhelpful
4 Very unhelpful
8 Don't know
9 Refused

Ask if unhelpful (Q21=3 or 4)

Q22 Why do you say that the person or persons who recruited you to be a volunteer was/were unhelpful?

1 Gave response
8 Don't know
9 Refused

Ask all

Q23 Before starting your volunteer work, did you talk with someone from (insert name of program) to discuss your interests and skills?

1 Yes
2 No
8 Don't know/can't remember
9 Refused

I have just a few more questions to help us understand the people who are taking part in our survey

Ask all

D1 Record sex

1 Male
2 Female

D2   How old are you?

1   18-25
2   26-36
3   37-55
4   Over 55
8   Don't know
9   Refused

Ask all

D3   What is the last grade or class you completed in school?

Do not read responses

1   None, or grade 1-8
2   Some high school (grades 9-11)
3   High school graduate (grade 12 or GED certificate)
4   Technical or vocational school after high school
5   Some college, no four-year degree
6   AA degree
7   College graduate (BS, BA or other four-year degree)
8   Post-graduate training or professional schooling after college (e.g., toward a master's degree or PhD, law, business or medical school)
98   Don't know
99   Refused

Ask all

D4a   Are you currently employed in a paid job?

1   Yes
2   No
8   Don't know
9   Refused

Ask if employed (D4a=1)

D4b   Is it full time or part time?

1   Full time
2   Part time
8   Don't know
9   Refused

Ask if not employed (D4a=2)

D4c   Are you not employed because: you are retired, a homemaker, temporarily unemployed, a student, disabled, or for some other reason?

     1   Retired
     2   Homemaking
     3   Temporarily unemployed
     4   Student
     5   Disabled
     6   Some other reason (Specify)
     8   Don't know
     9   Refused

Ask all

D5   Are you yourself of Latino or Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

     1   Yes
     2   No
     8   Don't know
     9   Refused

Ask all

D6   What is your race? Are you white, black or African American, Asian, American Indian or Alaska Native, or Native Hawaiian or other Pacific Islander? You may select more than one race. [ACCEPT MULTIPLE RESPONSES]

     1   White
     2   African American/Black
     3   Asian
     4   American Indian or Alaska Native
     5   Native Hawaiian or other Pacific Islander
     6   Other
     8   Don't know
     9   Refused

Thank you for your help!

Appendix H: Survey of End Beneficiaries: Youth Development

Final Questionnaire

AmeriCorps Survey of End Beneficiaries:
Youth Development - 2004

Prepared by Princeton Survey Research Associates International
for the Urban Institute and the Corporation for National & Community Service

I am _____. May I please speak to (name)?

[(IF TRANSFERRED TO A DIFFERENT PERSON): I am
_____.]

I am from Princeton Survey Research Associates International and I would like to ask you about the (insert program name) program your child participated in. As you may know, this program received assistance or support from [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC].

This survey will be used to improve the performance of the programs [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] provides for children. This is a short survey and should take approximately 10 minutes. Please be assured that your responses will be kept strictly confidential, meaning that your answers will be combined with answers from other parents and reported in summarized form only. Although your participation is voluntary, it is very much appreciated.

Ask all

Q1   Do you remember (Insert child's name from sample) participation in the (Insert program name from sample) program?

1   Yes
2   No
8   Don't know
9   Refused

Ask all

Q1a   Was your child under 18 years of age [IF Q1=1: while participating in this program] [IF Q1=2, 8 or 9: during (Insert time period from sample)]?

1   Yes
2   No
8   Don't know
9   Refused

Ask all

Q2   Would you say your child's (Insert) has increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?

Rotate items

a   interest in reading

b   interest in school

c   homework habits

1   A lot
2   A fair amount
3   A little
4   Not increased
5   Not Applicable (Volunteered)
8   Don't know
9   Refused

Ask all

Q3a Now thinking about whether your child had any behavior problems, whether inside or outside school, before [IF Q1=1: starting the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]. Would you say your child had a lot, some, a few or no behavior problems before [IF Q1=1: starting the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]?

1 A lot
2 Some
3 A few
4 No problems
8 Don't know
9 Refused

Ask if child had behavior problems before starting the program (Q3a=1, 2 or 3)

Q3b Since [If Q1=1: participating in the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] have these behavior problems improved a lot, somewhat, a little or has it not improved?

1 A lot
2 Somewhat
3 A little
4 Not improved
8 Don't know
9 Refused

Ask all

Q4 How has your child's self-confidence changed since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]? Would you say your child's confidence has increased a lot, a fair amount, a little or has it not changed?

1 A lot
2 A fair amount
3 A little
4 Not changed
8 Don't know
9 Refused

Q5 Now thinking about your child's attendance habits—that is how often he/she has been late for school, or had unexcused absences from school since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]. Would you say that your child's attendance is now a lot better than before he/she started the program, somewhat better, a little better or has it not improved?

    1   A lot better
    2   Somewhat better
    3   A little better
    4   Not improved
    5   Attendance wasn't a problem before started program (Volunteered)
    8   Don't know
    9   Refused

Ask all

Q6 Have/has (insert) improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?

Rotate items

a relations between your child and other members of your family, including yourself

b your child's relationships with other youth, both inside and outside school,

c your child's overall academic performance, such as school grades and test scores

d your child's interest in helping others

    1   A lot
    2   A fair amount
    3   A little
    4   Not improved
    8   Don't know
    9   Refused

Ask if remembers child's participation in program (Q1=1)

Q7 How would your child rate the helpfulness of the people he/she worked with in the program--excellent, good, fair or poor?

    1   Excellent
    2   Good
    3   Fair
    4   Poor
    8   Don't know
    9   Refused

Ask if remembers child's participation in program (Q1=1)

Q8   And how would you rate the amount of assistance provided by the program-- excellent, good, fair or poor?

    1   Excellent
    2   Good
    3   Fair
    4   Poor
    8   Don't know
    9   Refused

Ask if remembers child's participation in program (Q1=1)

Q9   Have any other good things resulted from your child's participation in the (Insert program name) program? [IF YES: What were they?]

    1   Yes (Specify)
    2   No
    98   Don't know
    99   Refused

Ask if remembers child's participation in program (Q1=1)

Q10   Have any negative things resulted from your child's participation in the (Insert program name) program? [IF YES: What were they?]

    1   Yes (Specify)
    2   No
    98   Don't know
    99   Refused

Ask if remembers child's participation in program (Q1=1)

Q11   Overall, how would you rate your child's participation in the (Insert program name) program? Do you feel it was very worthwhile, somewhat worthwhile, not very worthwhile, or not worthwhile?

    1   Very worthwhile
    2   Somewhat worthwhile
    3   Not too worthwhile
    4   Not worthwhile
    8   Don't know
    9   Refused

Ask if feels program was not worthwhile (Q11=3 or 4)

Q12   Why do you say that?

    1   Gave response
    98   Don't know
    99   Refused

Ask if remembers child's participation in program (Q1=1)

Q13   Now thinking about whether you would recommend to other parents that their children participate in the (Insert program name) program--would you highly recommend it, recommend it but with reservations, or not recommend it?

    1   Highly recommend
    2   Recommend with reservations
    3   Not recommend
    8   Don't know
    9   Refused

Ask if remembers child's participation in program (Q1=1)

Q14   Do you have any suggestions for improving the (Insert name from sample) program?

    1   Gave response
    2   No suggestions
    98   Don't know
    99   Refused

I have one last set of questions to help us better understand the people who took part in our survey.

Ask all

D1   Is your child male or female?

    1   Male
    2   Female

D2   How old is your child?

Range 0-21
    98   Don't know
    99   Refused

D3   Is your child Latino or Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

1   Yes
2   No
8   Don't know
9   Refused

D4   What is your child's race? Is your child white, black or African American, Asian, American Indian or Alaska Native, or Native Hawaiian or other Pacific Islander? You may select more than one race. You may select more than one race. [ACCEPT MULTIPLE RESPONSES]

1   White
2   African American/Black
3   Asian
4   American Indian or Alaska Native
5   Native Hawaiian or other Pacific Islander
6   Other
8   Don't know
9   Refused

D5   What is the last grade or class you completed in school?

Do not read responses
1   None, or grade 1-8
2   Some high school (grades 9-11)
3   High school graduate (grade 12 or GED certificate)
4   Technical or vocational school after high school
5   Some college, no four-year degree
6   AA degree
7   College graduate (BS, BA or other four-year degree)
8   Post-graduate training or professional schooling after college (e.g., toward a master's degree or PhD, law or medical school)
98   Don't know
99   Refused

Thank you for your help!

Appendix I: AmeriCorps Performance and Management

Program: *AmeriCorps*

Agency: Corporation for National and Community Service
Bureau: Corporation for National and Community Service

Purpose	
Planning	60
Management	71

Results / Accountability: 20 27

Scale: 0 ... 20 ... 60 ... 71 ... 100
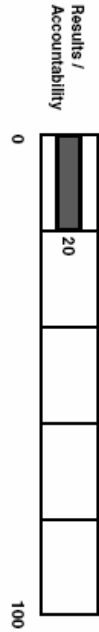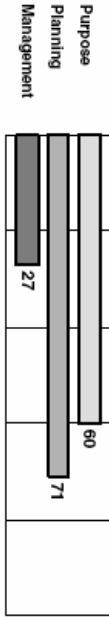
☐ Results Achieved
☑ Results Not Demonstrated

☐ Measures Adequate
☑ New Measures Needed

Key Performance Measures

	Year	Target	Actual
Long-term Measure: Measures under development			
Annual Measure: Measures under development			
Annual Measure: Measures under development			

Rating: *Results Not Demonstrated*

Program Type: Competitive Grants

Program Summary:

The AmeriCorps program makes competitive grants to states and national organizations to support people to provide community services. These services include tutoring children, responding to natural disasters, establishing or expanding neighborhood safety patrols, and building and rehabilitating homes for the homeless. Participants are eligible to receive a $4,725 education award and for each year of full-time service completed to help pay for college, job training or pay back student loans.

Key PART findings include:

1. The PART identified that while AmeriCorps makes a contribution in addressing community needs for volunteer services, AmeriCorps has not been able to demonstrate results. Its current focus is on the amount of time a person serves, as opposed to the impact on the community or participants.

2. The program has limited data to show progress on performance measures, and current CNCS goals are neither specific nor measurable. For example, "Meeting Community Needs" is one of the program's long-term performance goals, but since CNCS does not provide a numerical target or baseline to explain how it will achieve this goal, it is difficult to determine what progress if any will be made. CNCS acknowledges the need to improve its performance measures and will begin to adopt new goals and indicators in 2003.

3. CNCS has made significant improvements in addressing past financial management problems. In 2001, the agency received an unqualified audit for the second consecutive year, with no material weaknesses identified. However, CNCS has found weaknesses in recording education awards and approved AmeriCorps positions in excess of budgeted levels. CNCS is implementing a corrective action plan to address these issues.

4. AmeriCorps does not have a limited number of annual performance goals that demonstrate progress toward achieving its long-term goals. CNCS will begin to adopt quantifiable goals by which performance outcomes can be measured.

In response to these findings, CNCS will:

1. Continue to work on strengthening performance measures and indicators.
2. Establish new financial management procedures to ensure that the Corporation has timely and accurate information on AmeriCorps enrollments that are within budgeted levels and properly records education award obligations.
3. Develop more outcome-oriented long-term and annual performance measures for the 2005 Budget.

Program Funding Level (in millions of dollars)

2002 Actual	2003 Estimate	2004 Estimate
240	403	313

280

(OMB, 2004)

Appendix J: Example of Response Distribution

Q7. Have you, since beginning this volunteer work, suggested to other people you know that they volunteer?

	Program 1	Program 2	Program 3	Total
Yes	94%	93%	100%	94%
No	5%	7%		6%
Don't know	1%			1%
Number of Respondents	148	197	17	362

Q6B. Have/has your child's relationships with other youth, both inside and outside school, improved a lot, a fair amount, a little or have they not improved?

	Program 1	Program 2	Program 3	Total
A lot	39%	35%	44%	36%
A fair amount	24%	34%	38%	31%
A little	17%	15%	13%	16%
Not improved	15%	14%	6%	14%
Don't know	5%	2%		3%
Refused		1%		0%
Number of Respondents	180	414	16	610

Q4B. To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has (benefited the organization you served)–to a large extent, to a moderate extent, to a small extent, or not at all?
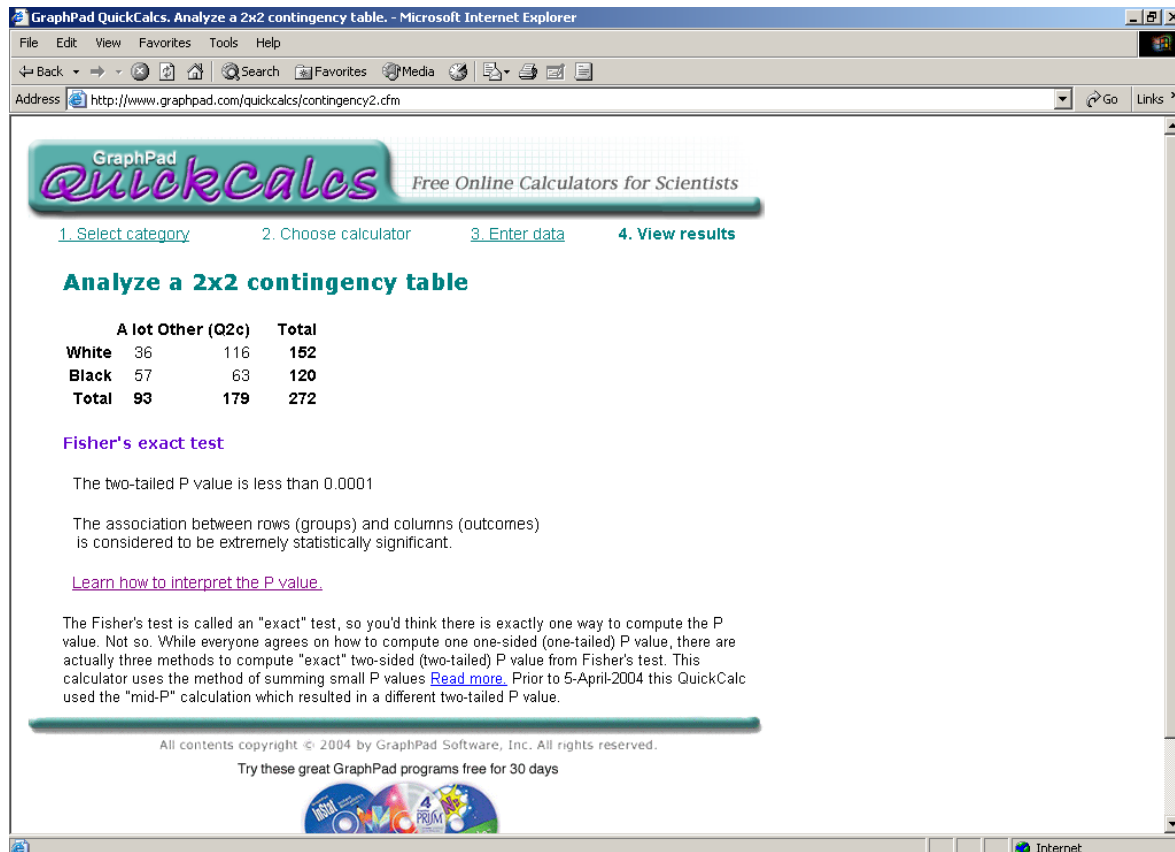
	Program 1	Program 2	Program 3	Total
Large extent	68%	53%	53%	59%
Moderate extent	24%	37%	35%	31%
Small extent	5%	7%		6%
Not at all	1%		6%	1%
Don't know	3%	4%	6%	4%
Number of Respondents	148	197	17	362

Appendix K: Example of Cross-tab

Q2C. Would you say your child's homework habits has increased since in the program/since(Insert time period from sample), a lot, a fair amount, a little or has it not increased?

	Total	A lot	A fair amount	A little	Not increased	Not Applicable	Don't know	Refused
Child's Gender								
Male	188	28%	25%	14%	19%	12%	1%	
Female	226	35%	24%	11%	19%	7%	3%	0%
Child's Age								
under 5	2					100%		
5 - 8	69	38%	14%	16%	19%	12%	1%	
9 - 12	149	33%	28%	15%	17%	5%	2%	
13 - 15	93	33%	27%	11%	17%	9%	3%	
16 - 19	95	25%	24%	8%	27%	12%	2%	1%
20 or older	3		67%			33%		
Don't Know	1			100%				
Refused	2	50%				50%		
Child's Race/Ethnicity								
White, non-Hispanic	179	20%	25%	18%	20%	15%	2%	
Black, non-Hispanic	126	45%	21%	6%	20%	5%	2%	1%
Hispanic	69	42%	30%	7%	14%	4%	1%	
Other/Mixed	37	22%	24%	16%	24%	11%	3%	
Don't Know/Refused	3	33%		67%				
Last Grade/Class Completed								
None, or grade 1-8	23	30%	48%	9%	9%	4%		
Some high school (grades 9-11)	20	40%	20%	5%	15%	10%	10%	
High School Graduate (or GED)	122	37%	25%	13%	20%	5%		
Technical or Vocational school after high school	9	44%	11%	22%	11%	11%		
Some college, no four-year degree	105	33%	26%	14%	14%	10%	2%	
AA degree	21	38%	14%	10%	24%	14%		
College graduate (BS, BA, or other four-year degree)	85	22%	26%	13%	28%	9%	1%	
Post-graduate training/ schooling after college	29	17%	10%	10%	21%	24%	14%	3%
Total	414	32%	25%	13%	19%	9%	2%	0%

Appendix L: Screenshot of Fisher's Test Calculator

(GraphPad, 2004)

Appendix M: Example of Ranking Summary

The Urban Institute
Current Members
NCCC

Findings Across these Questions -- NCCC Program

- **Previous volunteer work:** There were no significant patterns or distinctions to be made due to whether or not one had previous volunteer work.

- **Race/Ethnicity:** There were no significant patterns or distinctions to be made due to one's race or ethnicity though a large sample of members were White, as opposed to Black, Hispanic, or Other. Blacks also tended to answer with the greatest variation. On average, their responses were 14.7 percentage points away from the normal value. Also, on a side note, when asked to rate their overall experience with the NCCC the majority of responses were good, though an "Excellent" rating of 59% is fairly low.

- **Age:** Higher percentages of members ages 24-29 responded more favorably than did members ages 17-23 to 8 out of 9 questions. An increase in one's life skills was the only question where younger members responded more favorably due to the fact that they may have had more to learn than older members.

- **Gender:** Higher percentages of female members responded more favorably than did male members to 9 out of 9 questions.

Appendix N: Example of Response Spreadsheet

record	Q2j Were there any other important goals you had when you decided to join [VISTA/NCCC/AmeriCorps]? [IF YES: What are they?]	1=Program 1, 2=Program 2, 3=Program 3
43	just one - I wanted to show myself I could finish something that I started.	3
49	I think one goes to persevere for 10 months; one of my goals is to finish 10 months.	3
65	I really wanted to work with the issues that were mentioned on web sites, such as disaster relief, educational, environmental and unmet human needs.	3
72	to travel	3
86	TRYING TO FIGURE OUT WHAT SERVICE FIELD WAS GOING TO BE APPROPRIATE FOR ME TO FIND A JOB; CHOOSING A CAREER	3
87	excited about traveling, seeing new parts of the country	3
103	to travel	3
168	to travel	3
206	I wanted to become independent.	3
210	travel	3
211	I wanted to figure out what I wanted to do next in life, I just graduated college and I achieved that goal.	3
218	to travel around the country, places I haven't been before	3
245	opportunity to travel, and the opportunity to work in disaster relief	3
247	NOT THAT I CAN THINK OF OFF HAND	3
249	TRAVEL	3
278	to learn how non-profit organizations worked	3
294	leadership skills	3
395	Networking, learning about organizations and what's out there; the greater awareness of social issues	3
402	to be able to travel and what other parts of the states look like	3
403	just to serve and to grow as a person	3
410	LEARNING ABOUT DIFFERENT CULTURES	3
417	because I had been given a lot in my life - time to give back to the society	3
421	travel	3
428	traveling	3
456	Expanding my horizons as in travel and doing projects I have never done before	3
482	the opportunity for travel and possibility make future contacts with employers and also I guess to meet people with diverse backgrounds	3
483	It was exciting to get to travel.	3
486	travel, but it was the team	3
504	greater idea of my interests in life	3
508	traveling	3
511	I wanted to have an opportunity to learn about an organization where you can help people and spread the word volunteer and help the community so that I can start work and get other people involved and get in touch with other organizations that are non-pro	3
512	fulfill a commitment to a higher power; to travel	3

Appendix O: Example of Tally Spreadsheet

Were there any other important goals you had when you decided to join [VISTA/NCCC/AmeriCorps]?	
CURRENT MEMBERS	
PROGRAM NAME	
Travel	46
Attainment of personal goals/knowledge/independence	25
Satisfaction of NCCC issues/morals	7
Educational benefits - learning something	7
Irrelevant	5
The idea of committing to service	5
Giving back to the community	2
Earn money or Pay off loans	1
PROGRAM NAME	
Informing/helping people and communities	45
Attaining the ideal work/job/experience	23
Attainment of personal goals/knowledge/independence	18
Educational benefits - learning something	18
Travel/Move	12
Irrelevant	10
Making a difference	6
The idea of committing to service	2
PROGRAM NAME	
Informing/helping people, children and communities	86
Attainment of personal goals/knowledge/independence	43
Attaining the ideal work/job/experience	40
Educational benefits - learning something	39
Travel/Move	20
Irrelevant	19
The idea of committing to service	18
Monetary interests, such as the educational award	8
Living with others/being part of a team	5

Appendix P: Current and Former Members Survey Tallies by Question

Q2j: Were there any other important goals you had when you decided to join [VISTA/NCCC/AmeriCorps]?

Were there any other important goals you had when you decided to join [VISTA/NCCC/AmeriCorps]?			
CURRENT MEMBERS		**FORMER MEMBERS**	
NCCC		*NCCC*	
Attainment of personal goals/knowledge/independence	25	Attainment of personal goals/knowledge/independence	6
No response given	5		
Satisfaction of NCCC issues/morals	7	Satisfaction of NCCC issues/morals	3
Travel	46	Travel	21
Earn money or pay off loans	1		
Giving back to the community	2	Giving back to the community	4
Educational benefits - learning something	7	Educational benefits - learning something	4
The idea of committing to service	5	The idea of committing to service	3
VISTA		*VISTA*	
Making a difference	6	Making a difference	4
Attaining the ideal work/job/experience	23	Attaining the ideal work/job/experience	6
Attainment of personal goals/knowledge/independence	18	Attainment of personal goals/knowledge/independence	3
Travel/move	12	Travel/move	1
Informing/helping people and communities	45	Informing/helping people and communities	9
Educational benefits - learning something	18	Educational benefits - learning something	5
No response given	10	No response given	1
The idea of committing to service	2	The idea of committing to service	1
State/National		*State/National*	
Living with others/being part of a team	5	Living with others/being part of a team	1
Attaining the ideal work/job/experience	40	Attaining the ideal work/job/experience	21
Attainment of personal goals/knowledge/independence	43	Attainment of personal goals/knowledge/independence	3
Travel/move	20	Travel/move	2
Informing/helping people, children and communities	86	Informing/helping people, children and communities	19
Educational benefits - learning something	39	Educational benefits - learning something	13
The idea of committing to service	18	The idea of committing to service	7
Monetary interests, such as the educational award	8	Build/learn about community	2
No response given	19		

Q19 (Current Members), Q24 (Former Members): Do you have recommendations for improving the program?

Recommendations for improving the [VISTA/NCCC/AmeriCorps] program?		Do you have any recommendations for improvement?	
CURRENT MEMBERS		**FORMER MEMBERS**	
NCCC		*NCCC*	
Re-evaluate strict rules and regulations	12	Make rules and living conditions more strict/secure	4
Make campuses similar	10	Make campuses similar	4
		Better training for team leaders and management	6
Shorten training and make it more relevant	19	Reconsider training length and relevance	6
Communication among members, staff and supervisors	21	Improve communication/trust with and among members	10
Provide better insurance and benefits (health, dental)	3	More sufficient health care/benefits	8
		Improve education award - do not tax it, more availability	1
		Communicate/survey projects sponsors for better understanding	4
		Focus on service goals	1
Organization of paperwork and services	4	Organize paperwork and programs better - less red tape and bureaucracy	5
Better exposure/more recruits	11	Better exposure/diversity to/of people	3
Rearrange teams every so often, group compatible members	14	Rearrange teams every so often, group compatible members	6
		Meet deadlines of projects	2
		Re-evaluate member age, not just 18-24	2
Higher living allowance and pay	4	Increase pay and living allowance	1
No response given	86	No response given	28
Trusting members rather than being too strict	4		
Extend service limit	1		
Improve project selection and placement	9		
Onsite desecration	1		
VISTA		*VISTA*	
More sufficient dental Insurance/childcare/benefits	23	More sufficient health care/benefits	5
Communication and networking of members with other sites and staff	53	Better communication for/with/among participants	4
Improvement/Relevance of PSO/EST	48	PSO improvement - more relevant to specific projects	4
		Early training improvement - shorter and more relevant	7
Organization of paperwork and services	11		
Include end-of-service training	4		
Higher pay and living allowance	33	Increase pay and living allowance	6

Dissatisfied with supervisors	16	Better training for supervisors/supervision	4
Extend service limit for volunteers	12	Extend service time, allow more than 2 or 3 years	1
Improve education reward - better availability and information	10	Improve education award - do not tax it, more availability	6
Higher funding to programs	2	More funding to the program, do not let it fold	2
Better/more training for specific jobs	15		
More opportunities or jobs	5		
More exposure of VISTA to the public	9	Better exposure/diversity to/of people	1
No response given	119	No response given	26
		Include educational program	1
		More specific work on site	4
State/National		***State/National***	
More sufficient benefits/health care	29	More sufficient health care/benefits	10
Shorten training and make it more relevant	26	Reconsider training length and relevance	6
Better communication for/with/among participants	64	Better communication for/with/among participants	11
Better supplies/more funding	41	More funding, make more resources available	8
Easier rules and regulations	8		
Improve religious aspects/projects	4		
Better living allowance	51	Increase pay and living allowance	8
Improve team structure/rearrange teams over time	2		
Better screening of organizations and members	2	Better screening of organizations and members before participation	2
More variety of projects on sites	9	More variety of projects on sites	3
Extend service time	14	Extend service time, allow more than 2 or 3 years	2
Organization of paperwork and projects	9	Organize programs and paperwork more efficiently, less red tape	5
Improve award liability	18	Improve education award - do not tax it, more availability	17
More exposure/recruitment	40	More exposure/recruitment	6
Have a single project focus on sites	3		
Diversity of members	2		
Better training for supervisors/supervision	4	Better training for supervisors/supervision	4
More flexible hour requirement	7		
Improve website	3		
Change motto	1		
No response given	385	No response given	98

Appendix Q: End Beneficiary: Volunteers Survey Tallies by Question

Q13: Do you have any suggestions for improving the volunteer experience provided by the (insert name of program)?

Do you have any suggestions for improving the volunteer experience provided by the (insert name of program)?	
NCCC	
No response given	9
More adequate training from the government	3
Person who oversees organization should be more involved with volunteers	1
More hands-on work in the program	1
Better communication	1
Better organized	1
More interaction with family and volunteers	1
VISTA	
No response given	116
Create community awareness	31
Better organized	13
More funding/benefits	7
More adequate training from the government	6
More available resources and facilities	6
Better communication	5
Different activities	4
Support group	2
Parental interaction	2
Let students choose own placement	1
More recognition	1
More diversity among volunteers	1
State/National	
No response given	105
Create community awareness	15
More adequate training from the government	8
Better organized	7
Better communication	7
Parents more involved	2
More time allotted for volunteers in program	2
Better facilities	1
More tutors	1
Combine classes	1
Support group	1

Appendix R: End Beneficiary: Youth Development Survey Tallies by Question

Q10: Have any negative things resulted from your childs participation?

Q10: Have any negative things resulted from your childs participation?	
NCCC	
No response given	13
Leaders were short with the kids	1
VISTA	
No response given	398
Fighting with other kids	4
Members need to be better at informing parents	2
Quality of programs/projects has gone downhill	2
Didn't like some of the tutors, need to screen leaders	2
Took to long to start reading program, boredom	2
Not comfortable with the required performance and homework	2
Hard because of involvement in many programs, not enough time	2
Ran out of food one day	1
Age limitation	1
No teenage program	1
State/National	
No response given	168
Should be organized as far as letting parents know schedules in advance	2
Upset when it ended, not long enough	2
Some of the teachers leave early	1
Too many boys calling	1
Too shy	1
Some of the members were prejudiced	1
Flexible days	1
More members for more attention is needed	1
Doesn't wash dishes/help clean up	1

Appendix S: Organizations Survey Tallies by Question

Q17: Overall, what suggestions, if any, do you have for improving the [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] program, including suggestions for improving interactions with [IF STATE AND NATIONAL: AmeriCorps and State Commissions] [IF VISTA: State Offices or Corporation headquarters] [IF NCCC: NCCC campuses] [IF NATIONAL DIRECT: AmeriCorps and your parent organization]?

Overall, what suggestions, if any, do you have for improving the [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC] program, including suggestions for improving interactions with [IF STATE AND NATIONAL: AmeriCorps and State Commissions] [IF VISTA: State Offices or Corporation headquarters] [IF NCCC: NCCC campuses] [IF NATIONAL DIRECT: AmeriCorps and your parent organization]?	
NCCC	
No response given	77
Improve communication between various program members as well as campuses	15
More effective teams leaders needed	8
Clearer information, applications and website	7
Because timing is sometimes hard, provide teams throughout the year rather than only at specific times	7
Provide better, more specific and more frequent training	6
Organizations would like to keep receiving teams	5
More recruitment/exposure/diversity	5
Funding/resources/sustainability need to be improved	4
Provide housing for the teams	4
Option for teams to spend more time with organizations	4
Better management needed	3
More specific team roles and jobs	3
Have teams be on time	3
Cut down on the amount of rules and regulations, be more flexible	2
Training the teams can sometimes take too long and reduce the amount of time they can actually be working - provide more time	2
Organize programs and paperwork more carefully and with greater consistency	1
Create a program for grooming members for leadership positions	1
More focus on current projects	1
Faster approval of applications	1
Provide more projects for teams	1
Provide a tracking of member experience to better utilize specific members	1
Members need more supervision	1

VISTA	
No response given	218
Improve communication between various program members as well as federal and state offices	81
Provide better, more specific and more frequent training, with emphasis on PSO and EST	52
Clearer information, applications and website	42
Funding/resources/sustainability need to be improved	25
Organize programs and paperwork more carefully and with greater consistency	20
Less paperwork and reporting	17
Increase the stipend	17
Better and more staff members needed	16
Training of supervisors needs to be more adequate and earlier than VISTA training	16
More recruitment/exposure	15
VISTA's should be able to attend schools and other jobs	13
On-site visits by commissions	10
Disperse information in a more timely manner	10
Enhance health care and benefits	8
Extend the service limit	7
Cut down on the amount of rules and regulations	6
Increase the education award/be able to defer it to grandchildren, etc.	6
Provide more affordable housing	4
Train VISTA's in areas of professionalism in the workplace	4
Provide direct assistance with projects	4
Provide more activities for project groups	4
In-service training	3
Better screening of members	3
More time to start programs	3
Focus on direct service	2
Do not interfere with organizations	2
Do not tax the education award or stipend	1
Websites need to be more user friendly	1
Orientations are not too helpful	1
State by state PSO	1
Limit the amount of conference calls	1
Be able to replace lost members during projects	1

State/National	
No response given	235
Improve communication between various program members as well as federal and state offices	65
Funding/resources/sustainability need to be improved	63
Clearer information, applications and website	37
Provide better and more frequent training	32
Overhaul Webbers and eGrant system to be more user friendly	28
Less paperwork and reporting	27
Increase the award/be able to defer it to grandchildren, etc.	27
Extend the service limit/split up term limits	18
Organize programs and paperwork more carefully and with greater consistency	17
More recruitment/exposure	16
Cut down on the amount of rules and regulations	15
Replacing lost members during projects	15
Increase the stipend	15
Do not tax the education award or stipend	14
Enhance health care and benefits	13
Change the grant cycle and approval timing	13
Provide more time for information implementation into programs	11
Re-evaluate the federal match	8
Meet deadlines on time	6
Focus on direct service and volunteers	5
Better and more staff members needed	5
Pay by the hour	3
Provide on-site assistance	3
Better screening of members	2
Develop state evaluations	2
Stagger teams to provide better coverage time	2
Keep the conferences	1
Create standardized tests for tutoring	1
Minimize corporation involvement in elections	1
Increase the cost per member	1
Create online forums/boards	1
Create Alumni program	1

Appendix T: Our Creative Questions

Current Members Survey

- Q1: Before you joined [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], did you ever do any volunteer work, or not?
    - Additional question – How active as a volunteer were you on a regular basis?
        - Less than 5 hours per week
        - Between 5 and 10 hours per week
        - Between 10 and 15 hours per week
        - More than 15 hours per week
    - **Reasoning:** Knowing how active members were before joining AmeriCorps may explain more insightful data received from those with more experience. Having this knowledge would help in the future as those with more experience may serve more efficiently in leadership roles. This information may serve as one of the factors in determining a leader, especially for NCCC teams.

- Q7a: Since joining [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC], to what extent, if at all, have you done any volunteer work beyond your primary service activities? Have you volunteered a great deal, a moderate amount, a small amount, or not at all?
    - **Exclude** this question because members cannot volunteer for other organizations as said by their contact with AmeriCorps. Also exclude Q7b, as it is a follow up to this question. This question should be excluded because it does not seem like the answers to this question could serve a purpose to the Corporation. Although a small percentage of the current members who took the survey answered this question (7.5%) It was largest response across all three surveys. If 84% of current members felt that they could not volunteer outside of AmeriCorps or felt to overwhelmed with the work they had to do with AmeriCorps maybe there is a lack of communication. This could be solved in training. I do still believe the question should be excluded because I do not believe the questions adds any helpful information to the Corporation.

- Q11b: Which experience or experiences were dissatisfied with? [Accept multiple response]
    - Suggestion – Add stipend as an option.
    - Suggestion – Add training as an option.
    - **Reasoning:** With our analysis of the data of the open-ended questions, we have found that members are largely dissatisfied with the stipend and with member training. These two items are not mentioned as options when the question is

asked. It has been seen that the members feel strongly about these two things therefore to get more feedback on what exactly it is that the members are dissatisfied with in regards to the stipend and the member training. If these two options are added then the Corporation can get a better sense of what about the stipend and training the members are unhappy with and possibly make positive changes.

- Q12: How would you rate the supervision of AmeriCorps — was it excellent, good, fair, or poor?
    - o Additional question – Which specific levels (in the organization, the state offices, the campuses, the Corporation) of supervision were fair or poor?
    - o **Reasoning:** Asking this as a probing question would allow for a better understanding of the response. When going through the open-ended responses of these surveys, we noticed that some people were dissatisfied with the supervision they received, so knowing exactly what is/was wrong with specific parts of AmeriCorps supervision would help the Corporation to make changes in the future.

- Q16: Did (insert name of program) provide training for you for your volunteer work?
    - o Additional question – Was the training helpful?
    - o Additional question – Why or why not?
    - o **Reasoning:** Many of the responses we received on dissatisfaction were about training and that the training was irrelevant, asking this question will allow AmeriCorps and the Corporation to understand what the members think the most effective way to train other members would be.

- Q18a: Knowing what you now know, if you had to do it over again, how likely would you be to enroll in [IF AMERICORPS: AmeriCorps] [IF VISTA: VISTA] [IF NCCC: NCCC]? Would you be very likely, somewhat likely, not too likely or not likely at all?
    - o Additional question – Ask if the member has or will with this service, complete their full two terms with AmeriCorps.
    - o **Reasoning:** AmeriCorps members are only allowed to serve two terms with AmeriCorps (length of time dependent on program) therefore before asking whether or not they'd be likely to have this experience again, ask them if they have fulfilled their amount of time with AmeriCorps.

End Beneficiaries: Homeland Security Survey

- Q1: To start, to what extent, if at all, did you or your organization gain important new knowledge as a result of the training or assistance received? Would you say to a large extent, to a moderate extent, to a small extent, or not at all?

- o Additional question – What new knowledge was gained?
- o **Reasoning:** It is important to know what knowledge was gained, based on what that organizations and AmeriCorps goals are, it is necessary to know if those goals are being met. If these goals are not being met it is important for the Corporation to know so that future changes can be made to make sure the goals are met.

- Q2a: And to what extent, if at all, do you believe that once an emergency situation is identified you or your organization will be better prepared to deal with it as a result of the training or assistance you received? Do you believe you or your organization are considerably better prepared, moderately better prepared, slightly better prepared, or no better prepared to deal with emergencies as a result of the training or assistance received?
    - o Additional question – What kind of preparation have you learned?
    - o **Reasoning:** Another probing question, asking for preparation specifics would allow for a better understanding of responses and would point out strong areas of training. Knowing which specific emergency training programs are working well or not would allow the Corporation to not send members to organizations whose training programs are leaving participants no better prepared

End Beneficiaries: Volunteers Survey

- Q7: Have you, since beginning this volunteer work, suggested to other people you know that they volunteer?
    - o Additional question – Ask the participant why they said yes or why they said no.
    - o **Reasoning:** In some responses the volunteer offered an explanations as to why they would not suggest volunteer work to other friends or family members, but some of their reasons were not mentioned and could be important for AmeriCorps to recognize. It could be important to recognize because AmeriCorps could then target certain groups of people to volunteer based on the responses of the survey participants. For example, if younger males respond that they would recommend AmeriCorps to friends and family because certain groupings of people enjoy being outside. Then using that information AmeriCorps can target those groups of people as potential volunteers and use information about nature and being outdoors to get them to volunteer.

- Q17: Do you believe you needed training for your volunteer work?
    - o Additional question – why or why not?
    - o **Reasoning:** As stated previously, many volunteers were unhappy with the training they received or that they didn't receive any training. Asking why they felt they needed training or why they did not need training could influence how training is done in the future. Training can be costly to the Corporation and if

volunteers in certain communities or jobs do not need training it could save valuable money.

End Beneficiaries: Youth Development Survey

- Q2: Would you say your child's (interest in reading, interest in school, homework habits) has increased…a lot, a fair amount, a little or has it not increased?
    - o Additional question – Which programs did not make these interests increase?
    - o **Reasoning:** This would pinpoint exact areas of each program that have been most effective in altering a child's interests. AmeriCorps would then know which areas of programs work better than others and could inform members or organizations to focus more on improving areas that aren't as efficient. If a program is not working, then time spent by the members may be more valuable in other programs.

- Q3a: Now thinking about whether your child had any behavior problems, whether inside or outside school, before starting the program. Would you say your child had a lot, some, a few or no behavior problems before starting the program?
    - o Additional question - What behavior problems did your child have before the start of this program that made you want to send him/her to this program?
    - o Additional question - Were the behavior problems severe, moderate, or slight?
    - o **Reasoning:** Many of the parents had positive responses as a reaction to their child(ren) being involved in the AmeriCorps programs, and that their child(ren)'s behavior problems had decreased, in order to make a fair analysis of this it is important to know how severe the child(ren)'s behavior was before they were involved in the AmeriCorps program. Is the program making a difference or is it just change with maturity? If the program isn't what is making a difference in the child's behavior it could be beneficial to exclude this question, because these surveys are expensive the less questions that are asked and the more quality answers we receive, the better for the Corporation.

- Q5: Now thinking about your child's attendance habits -- that is how often he/she has been late for school, or had unexcused absences from school since [IF Q1=1: he/she began the program] [IF Q1=2, 8, or 9: (Insert time period from sample)]. Would you say that your child's attendance in now a lot better than before he/she started the program, somewhat better, a little better or has not improved?
    - o Make two separate questions
        - ▪ Now thinking about your child's attendance habits -- were there any problems with attendance or tardiness before starting the program?
        - ▪ If so, would you say that your child's attendance in now a lot better than before he/she started, somewhat better, a little better, or has not improved?

- **Reasoning:** The original question was asked to all participants, so the tables that were looked at during analysis showed percentages of participants for each response out of the total number surveyed. This made it difficult, because we were only interested in the children who had a problem before the program to see if there were large percentages of those children who had improved due to the program itself. Thus, splitting the question in two would make the data easier to read and see if a large portion of the children who did initially have a problem with attendance improved those habits.

Organizations Survey

- QS1a: To start, in the last 12 months have [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] served in your organization?
    - Additional question – How many times in the past 5 years have you applied for and received AmeriCorps members?
        - 1-3 times
        - 4-7 times
        - 8-10 times
        - 11+ times
    - **Reasoning:** This would allow interviewers and analysts to know how active this organization is in requesting or receiving members/teams. The Corporation would then know which organizations have had frequent experience with AmeriCorps in the past and could promote more assistance to those organizations that have sponsored more members/teams. Organizations who have had members/teams in the past would be better at handling and using them than organizations who have had no previous AmeriCorps experience.

- Q1a: For approximately how many years in total has your organization received [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA resources] [IF NCCC: NCCC teams]?
    - Additional questions - How many years have you been working with the organization and AmeriCorps?
    - Additional questions – Ask how long the survey participant has worked for the organization.
    - **Reasoning:** Although the participant from the organization may be willing to answer the questions sometimes those who answer the surveys haven't worked for the organization for long enough to know what's going on with AmeriCorps, which makes it hard for them to judge how well AmeriCorps and their organization are running together.

- Q10a: To what extent, if at all, did the services of [IF AMERICORPS: AmeriCorps members] [IF VISTA: VISTA members] [IF NCCC: NCCC teams] help (insert)? Would

you say the services of [IF AMERICORPS: members] [IF VISTA: members] [IF NCCC: teams] your organization?

- ▪ ***Rotate items***
- ▪ A: bring in additional funds
- ▪ B: bring in donations of goods or services (including "in kind" donations)
- ▪ C: leverage additional volunteers
- ▪ D: build or increase your organization's involvement in coalitions or partnerships with other organizations
- o Additional question – Positives, negatives, and why?
- o **Reasoning:** Is it a valuable organization? Is what AmeriCorps doing with the organization making a difference within the community? This will help the Corporation be aware if the organization is one that is worthwhile to work alongside.

- o **Reasoning:** Rearrange survey questions, because there are multiple questions that ask "in the past 12 months…" those survey questions should be grouped together. They should be grouped together because it is costly to keep a participant on the phone for extended amounts of time. If the questions are grouped together it saves time because the subject is still thinking about the same things. Below is the order in which the questions should be asked.
  - o Q4 should follow Q1b
  - o Q6a and Q6b should follow Q4
  - o Q10 should follow Q6b
  - o Q13, Q14, Q15, and Q16 should follow Q10
  - o After Q16 the questions can start with Q2 and continue as usual

- o Q4: Over the last 12 months, how would you rate your interactions with [IF STATE AND NATIONAL: AmeriCorps and State Commissions] [IF VISTA: State Offices or Corporation headquarters] [IF NCCC: NCCC campuses] [IF NATIONAL DIRECT: AmeriCorps and your parent organization? IF NEEDED: The organization that provides you with your AmeriCorps members.] Would you rate your interaction as excellent, good, fair or poor?
  - o Additional question - Which relationship is fair or poor?
  - o Additional question - Why is it fair or poor?
  - o **Reasoning:** Part of our analysis indicated that communication of members and organizations with AmeriCorps is difficult at times, so asking this question in future surveys may reveal similar trends. Having definitive knowledge with whom or how communication is lacking would allow the Corporation to take strides to fix it.

- o Q8c: Has your organization used teams provided by organizations other than NCCC?
  - o Additional question – Which other organizations, besides NCCC are providing teams?

- o **Reasoning:** Asking this question may help to provide some sort of networking for AmeriCorps with other nonprofit agencies or organizations. If an organization unrelated to AmeriCorps is mentioned, then possibly interaction between AmeriCorps and the organization could provide more recruitment throughout the country. With more recruitment, AmeriCorps would have more people to choose from, and performance would improve.

Appendix U: USC Creative Questions

Students attending an evaluation seminar at the University of Southern California developed the following questions (J. Wholey, personal communication, October 29, 2004). They were asked by Professor Joseph S. Wholey to "Develop good open-ended questions that could be added to the AmeriCorps survey(s): (1) To explore what it meant when the respondent selected 'excellent'…; and (2) To explore what difference it made to have the AmeriCorps member."

Former Members Survey

- Q3j: And to what extent, if at all, would you say you achieved your goal – to a great extent, a small extent or not at all?
  - The students at USC thought this question should be added: What aspect of the program was most helpful in achieving the goal?

- Q7a: Overall, how would you rate the experience you've had in obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you – excellent, good, fair or poor?
  - Additional USC question, if answered excellent, please describe your specific experiences

- Q10: To what extent, if at all, have the skills you learned during your service helped in your current job, educational pursuits, or community service activities – to a great extent, a moderate extent, a small extent, or not at all?
  - Add Q10a - What are the most important skills you feel you have learned? In what way are they helping you now?

- Q11: To what extent, if at all, did your service experience help you better define or set your career, educational or professional goals – to a great extent, a moderate extent, a small extent, or not at all?
  - Add Q11a – if answered question with 'great extent' ask, in what way did they help you?
  - Add Q11b – ask, how have your goals become more focused?

- Q17: To what extent, if at all, has your experiences increased your life skills, such as leadership, teamwork, communications, time management, and decision making – to a great extent, a moderate extent, a small extent, or not at all?
  - Additional questions that could be asked:

- o What life skill has had the greatest value to you?
- o What specifically has helped you gain that skill?
- o How is it helping you know?
- o Are there any additional skills you wished you had learned?
- o How could the program have been better designed to help you learn that skill?

Current Members Survey

- Q2: Next I will read a list of possible goals people may or may not have for joining. Please tell me if each was very important, somewhat important, not to important, or not important at all when you personally decided to join.
  - o Add Q2b – What did you know about AmeriCorps before joining that led you to believe it would help you meet your goals?

- Q3j: And to what extent would you say you have achieved your goal – to a great extent, a moderate extent, a small extent, or not at all?
  - o Additional question: Give a specific example.

- Q4a: Overall, would you say your experience has been excellent, good, fair, or poor?
  - o Add Q4c – What aspects of your experience were most satisfying?

- Q5a: To what extent, if at all, would you recommend participation to a friend or family member? Would you highly recommend it, recommend it but with reservations, or not recommend it?
  - o Additional question: What would that person get out of it?

- Q7a: Since joining, to what extent, if at all, have you done any volunteer work beyond your primary service activities? Have you volunteered a great deal, a moderate amount, a small amount, or not at all?
  - o Additional question: Where/What how did you experience with AmeriCorps influence your volunteerism?
  - o Additional Question -if you have volunteered what types of volunteer activities have you participated in?

- Q9: As a result of your service experience, do you think you will be much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you would have been had you not served?
  - o Additional question - Which skills do you want to cultivate in your future experiences?

- Q14: To what extent, if at all, do you think your service has benefited the people and communities you are serving—to a great extent, moderate extent, small extent, or not at all?
    - Additional question - How did AmeriCorps provide opportunities for you to witness the fruits of your labor?
    - Add QD3: How do you feel about the level of diversity in the AmeriCorps ranks?

End Beneficiaries: Homeland Security Survey

- Q1: To start, to what extent, if at all, did you or your organization gain important new knowledge as a result of the training or assistance received? Would you say to a large extent, to a moderate extent, to a small extent, or not at all?
    - What knowledge from your training or assistance was most valuable plus applicable?
    - To start, to what extent, if at all, did your organization gain important knowledge?
    - If your answer is 1,2,3 go to Q1a
    - Q1a: What new knowledge do you consider most helpful?

- Q2b: Why do you believe that?
    - Additional Question – What aspects of the program led to better preparedness?

- Q3: To what extent, if at all, do you believe you or your organization are better able to identify an emergency situation as a result of the training or assistance you received? Do you believe you or your organization is considerably more able, moderately more able, slightly more able, or no more able to identify an emergency situation?
    - Q3b: Which aspects of the program led to better I.D. skills and which did not?
    - Additional question - Do you believe you organization is better able to identify an emergency situation? If your answer is "no more able, not applicable" please state the reason why.

- Q4a: And to what extent, if at all, do you believe the community as a whole is better prepared to respond effectively to an emergency situation, such as natural or manmade disasters, as a result of the training or assistance received? Do you feel the community, as a whole is considerably better prepared, moderately better prepared, slightly better prepared, or no better prepared?
    - Provide examples

- Q5b: What actions have you or your organization taken?

- o Why those actions versus others? Did it relate to dynamics in your particular community?

- Q7: Would you say that the amount of emergency-readiness training or assistance provided was very adequate, somewhat adequate, somewhat inadequate or very inadequate?
  - o What knowledge/resources do you still need or want to improve?

- Q10: Overall, how useful were emergency readiness materials, such as brochures, videos, handouts, and other materials, that were provided? Would you say they were very useful, moderately useful, slightly useful, not useful, or were no materials provided?
  - o Additional question - If your answer is "useful" please answer the question: "what is the most useful materials that were provided?"
  - o Additional question - Which materials were more useful than others?

- Q11: To what extent, if at all, would you recommend the emergency-readiness training or assistance to others? Would you highly recommend it, recommend it but with reservations, or not recommend it?
  - o Additional question - For what reason would you recommend or not?

- Q12: What suggestions, if any, do you have for improving the emergency preparedness training or assistance you received?
  - o Additional question - What suggestions will you give to them to improve the emergency preparedness?

End Beneficiaries: Volunteers Survey

- Q4: To what extent, if at all, do you believe that your volunteer work has benefited the community - to a large extent, to a moderate extent, to a small extent, or not at all?
  - o Which area of your volunteer work do you think you have contributed to citizens in the community the most?
  - o Why?

- Q6: To what extent, if at all, has this volunteer work (Insert)—to a large extent, to a moderate extent, to a small extent, or not at all?
    - *Rotate items*
    - a   helped you develop new and useful job-related skills
    - b   increased your awareness of community needs
    - c   increased your life skills such as leadership, teamwork, communications, time management and decision making
  - Q6a: What kind of job-related skills did you develop from the volunteer work?
  - Q6b: In what ways has this volunteer work increased your life skills sucks as leadership, teamwork, community, time management, and decision-making?

- To what extent, if at all, has your volunteer work in (insert name of program) (insert)—to a large extent, to a moderate extent, to a small extent, or not at all.
    - *Rotate items*
    - a   increased your involvement in other community activities
    - b   been a worthwhile use of your time
  - Additional question - How has your volunteer work with AmeriCorps increased your involvement with other communities?

- Q10: How likely, if at all, are you to volunteer again—are you very likely, somewhat likely, somewhat unlikely, or very unlikely to volunteer again?
  - Additional question: Why do you think you are very likely to come back again?

- Q19: How would you rate the supervision you received to help you with your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?
  - Provide examples that led to that result

End Beneficiaries: Youth Development Survey

- Q2: Would you say your child's interest in reading/school has increased since beginning the program a lot, a fair amount, a little or has it not increased?
  - Additional question – What changes have you seen in the youth?

- Q3: Now thinking about whether your child had any behavior problems, whether inside or outside school, before starting the program. Would you say your child had a lot, some, a few or no behavior problems before starting the program?
  - Describe changes in behavior

- Q4: How has your child's self-confidence changed since he/she began the program? Would you say your child's confidence has increased a lot, a fair amount, a little or has it not changed?
  - Give examples of how self-confidence has changed

- Q7: How would your child rate the helpfulness of the people he/she worked with in the program--excellent, good, fair or poor?
  - Give an example
  - Additional question - How would your child describe his or her mentor or tutor?

- Q11: Overall, how would you rate your child's participation in the (Insert program name) program? Do you feel it was very worthwhile, somewhat worthwhile, not very worthwhile, or not worthwhile?
  - Additional question – Why or why not?

- Q13: Now thinking about whether you would recommend to other parents that their children participate in the (Insert program name) program--would you highly recommend it, recommend it but with reservations, or not recommend it?
  - Additional question - Why would you recommend or not recommend this program to other parents?

Organizations Survey

- Q2a: Overall, how would you rate AmeriCorps members, VISTA members, or NCCC teams, considering such factors as their work ethic, attendance, motivation, and professionalism. Would you rate them as excellent, good, fair or poor?
  - Additional question: What combination of factors made you rate excellent

- Q3a: To what extent would you recommend using AmeriCorps members, VISTA members, or NCCC teams to other organizations similar to yours—would you definitely recommend, probably recommend, probably not recommend, or definitely not recommend using to organizations similar to yours?
  - Describe the reason for recommendation

- Q4: Over the last 12 months, how would you rate your interactions with AmeriCorps and State Commissions, State Offices or Corporation headquarters, or NCCC campuses and if National AmeriCorps and your parent organization? Would you rate your interaction as excellent, good, fair or poor? -
  - Additional question – What form of interactions took place?

- o Additional question – What contributed to make the interactions positive?
- o Additional question - What happened with the organization to enhance future interaction?

- Q5a: How would you rate the adequacy of VISTA's training of your own personnel who supervise VISTA members? Would you rate it as excellent, good, fair or poor?
    - o Additional question – What training sessions did you find useful?
    - o Additional question - What new insights did the volunteers to your organization provide?

- Q6a: Still thinking about the last 12 months, overall, how would you rate the technical assistance provided? "Technical assistance" includes such things as help with program issues and with policies, procedures, regulations, and eGrants. The assistance might be in any form, including e-mail, web-based, telephone, or in-person. Would you rate it as excellent, good, fair or poor?
    - o Additional questions - What type of TA was useful? Why?

- Q7a: How would you rate VISTA's or NCCC's assistance in helping you prepare your application or develop your project? Would you rate it as excellent, good, fair or poor?
    - o Additional question – What is the size of your organization?

Appendix V: Current Members – Differences between non-Hispanic Black and non-Hispanic White Respondents

	Difference in Percentage Points			
State/National	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	1	0	0	1
Number of Questions with B > W	5	5	9	19
Number of Questions with W = B	-	-	-	1

	Difference in Percentage Points			
VISTA	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	0	0	0	0
Number of Questions with B > W	0	2	20	22
Number of Questions with W = B	-	-	-	0

	Difference in Percentage Points			
NCCC	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	1	4	5	10
Number of Questions with B > W	2	1	4	7
Number of Questions with W = B	-	-	-	3

In both VISTA and State/National, blacks responded more favorably than did whites to all but 1 question (S/N Question 18a). Those questions involved their overall experience, likeliness to enroll again, and increased future involvement in their communities. For NCCC, whites responded more favorably to these questions. When asked how they thought their services benefited people, and the organizations in which members were serving, blacks responded more favorably than did whites.

	Number of Respondents	
	Non-Hispanic Blacks	Non-Hispanic Whites
State/National	164	634
VISTA	113	287
NCCC	25	415

Current Members			
Percentage responding "most favorably"			
State/National	White (%)	Black (%)	Difference (W-B)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	76	81	-5
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	70	79	-9
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] has been excellent, good, fair, or poor?	49	50	-1
Q5a: To what extent, if at all, would you recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member? Would you highly recommend it, recommend it but with reservations, or not recommend it?	73	76	-3
Q6a: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	65	77	-12
Q6b: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased the feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	66	73	-7
Q6c: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] experience increased your life skills such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all?	55	72	-17
Q7a: Since joining [AmeriCorps/NCCC/VISTA], to what extent, if at all, have you done any volunteer work beyond your primary service activities? Have you volunteered a great deal, a moderate amount, a small amount, or not at all?	21	41	-20
Q9: As a result of your service experience, do you think you will be much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you would have been had you not served?	37	48	-11
Q10b: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	75	78	-3
Q10c: And if you did try to solve the problem, either working alone or with others, what do you think would be your chances of succeeding? Would they be very likely, somewhat likely, not too likely, or not likely at all to succeed?	38	60	-22

	White (%)	Black (%)	Difference (W-B)
Q11a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by {AmeriCorps/NCCC/VISTA}? Would you say your experience was excellent, good, fair or poor?	33	33	0
Q12a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	51	53	-2
Q12c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	34	46	-12
Q13: To what extent, if at all, do you think your service has benefited the organization within which you are service - to a great extent, moderate extent, small extent, or not at all?	63	68	-5
Q14: To what extent, if at all, do you think your service has benefited the people and communities you are serving - to a great extent, moderate extent, small extent, or not at all?	65	74	-9
Q16a: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with disadvantaged or special needs populations?	43	57	-14
Q16b: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with high poverty populations?	40	59	-19
Q16c: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	51	72	-21
Q17: To what extent, if at all, did you end up doing what you thought you were going to do when you enrolled in [AmeriCorps/NCCC/VISTA] - to a great extent, a moderate extent, a small extent, or not at all?	52	56	-4
Q18a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA]? Would you be very likely, somewhat likely, not too likely or not likely at all?	78	76	+2
VISTA	White (%)	Black (%)	Difference (W-B)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	77	86	-9

Question			
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	66	84	-18
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] has been excellent, good, fair, or poor?	47	59	-12
Q5a: To what extent, if at all, would you recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member? Would you highly recommend it, recommend it but with reservations, or not recommend it?	58	79	-21
Q6a: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	69	83	-14
Q6b: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased the feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	63	86	-23
Q6c: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] experience increased your life skills such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all?	52	78	-26
Q7a: Since joining [AmeriCorps/NCCC/VISTA], to what extent, if at all, have you done any volunteer work beyond your primary service activities? Have you volunteered a great deal, a moderate amount, a small amount, or not at all?	30	41	-11
Q9: As a result of your service experience, do you think you will be much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you would have been had you not served?	44	55	-11
Q10b: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	68	79	-11
Q10c: And if you did try to solve the problem, either working alone or with others, what do you think would be your chances of succeeding? Would they be very likely, somewhat likely, not too likely, or not likely at all to succeed?	39	63	-24
Q11a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by {AmeriCorps/NCCC/VISTA]? Would you say your experience was excellent, good, fair or poor?	35	42	-7
Q12a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	53	63	-10

Q12b: How would you rate the adequacy of pre-service orientation you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	25	55	-30
Q12c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	31	48	-17
Q13: To what extent, if at all, do you think your service has benefited the organization within which you are service - to a great extent, moderate extent, small extent, or not at all?	66	78	-12
Q14: To what extent, if at all, do you think your service has benefited the people and communities you are serving - to a great extent, moderate extent, small extent, or not at all?	56	73	-17
Q16a: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with disadvantaged or special needs populations?	39	63	-24
Q16b: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with high poverty populations?	37	72	-35
Q16c: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	47	74	-27
Q17: To what extent, if at all, did you end up doing what you thought you were going to do when you enrolled in [AmeriCorps/NCCC/VISTA] - to a great extent, a moderate extent, a small extent, or not at all?	40	58	-18
Q18a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA]? Would you be very likely, somewhat likely, not too likely or not likely at all?	69	87	-18
NCCC	White (%)	Black (%)	Difference (W-B)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	66	50	+16
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	67	67	0
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] has been excellent, good, fair, or poor?	59	48	+11

Q5a: To what extent, if at all, would you recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member? Would you highly recommend it, recommend it but with reservations, or not recommend it?	67	52	+15
Q6a: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	68	60	+8
Q6b: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased the feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	67	60	+7
Q6c: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] experience increased your life skills such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all?	60	60	0
Q7a: Since joining [AmeriCorps/NCCC/VISTA], to what extent, if at all, have you done any volunteer work beyond your primary service activities? Have you volunteered a great deal, a moderate amount, a small amount, or not at all?	20	20	0
Q9: As a result of your service experience, do you think you will be much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you would have been had you not served?	45	28	+17
Q10b: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	87	84	+3
Q10c: And if you did try to solve the problem, either working alone or with others, what do you think would be your chances of succeeding? Would they be very likely, somewhat likely, not too likely, or not likely at all to succeed?	40	52	-12
Q11a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by {AmeriCorps/NCCC/VISTA]? Would you say your experience was excellent, good, fair or poor?	33	28	+5
Q12a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	33	40	-7
Q12c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	20	40	-20
Q14: To what extent, if at all, do you think your service has benefited the people and communities you are serving - to a great extent, moderate extent, small extent, or not at all?	61	76	-15

Q16a: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with disadvantaged or special needs populations?	38	40	-2
Q16b: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with high poverty populations?	36	29	+7
Q16c: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	45	64	-19
Q17: To what extent, if at all, did you end up doing what you thought you were going to do when you enrolled in [AmeriCorps/NCCC/VISTA] - to a great extent, a moderate extent, a small extent, or not at all?	30	32	-2
Q18a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA]? Would you be very likely, somewhat likely, not too likely or not likely at all?	74	60	+14

Appendix W: Former Members – Differences between non-Hispanic Black and non-Hispanic White Respondents

	Difference in Percentage Points			
State/National	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	3	3	2	8
Number of Questions with B > W	4	7	7	18
Number of Questions with W = B	-	-	-	1

	Difference in Percentage Points			
VISTA	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	1	0	10	11
Number of Questions with B > W	3	3	10	16
Number of Questions with W = B	-	-	-	1

	Difference in Percentage Points			
NCCC	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	2	0	5	7
Number of Questions with B > W	3	5	11	19
Number of Questions with W = B	-	-	-	0

When asked questions involving their overall experience, if they would recommend the program to a friend or family member, and if they would enroll again, there were no distinct trends to be seen between the 2 demographics across the 3 programs. However, blacks responded more favorably to a question regarding future involvement in their communities across all 3 programs.

	Number of Respondents	
	Non-Hispanic Blacks	Non-Hispanic Whites
State/National	54	175
VISTA	14	70
NCCC	7	174

Former Members			
Percentage responding "most favorably"			
State/National	White (%)	Black (%)	Difference (W-B)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	79	80	-1
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	64	75	-11
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] was excellent, good, fair, or poor?	58	57	+1
Q5a: Have you recommended participation in [AmeriCorps/NCCC/VISTA] to a friend or family member?	85	87	-2
Q5c: In the future, how likely are you to recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member - very likely, somewhat likely, not too likely or not likely at all.	37	29	+8
Q6a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your education award? Would you say your experience has been excellent, good, fair, or poor?	42	50	-8
Q7a: Overall, how would you rate the experience you've had in obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by [AmeriCorps/NCCC/VISTA] - excellent, good, fair or poor?	41	26	+15
Q8a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	46	46	0
Q8c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	38	44	-6
Q9a: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	69	64	+5
Q9b: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	59	76	-17
Q10: To what extent, it at all, have the skills you learned during your service with [AmeriCorps/NCCC/VISTA] helped in your current job, educational pursuits, or community service activities - to a great extent, a moderate extent, a small extent, or not at all?	60	65	-5

Q11: To what extent, it at all, did your service experience help you better define or set your career, educational or professional goals - to a great extent, a moderate extent, a small extent, or not at all?	51	54	-3
Q12a: As a result of your service experience with [AmeriCorps/NCCC/VISTA], have you become much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you were before your service?	24	33	-9
Q14a,b,c: And did your service with [AmeriCorps/NCCC/VISTA] make you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves: working with disadvantaged or special needs populations, working with high poverty populations, or helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	52	63	-11
Q15a: Since you completed your service experience with [AmeriCorps/NCCC/VISTA], have you stayed in contact with any people from the organization with which you worked?	88	93	-5
Q15b: Since you completed your service experience with [AmeriCorps/NCCC/VISTA], have you stayed in contact with any people in the community in which you worked?	85	81	+4
Q16a: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me feel a stronger community attachment than I would otherwise have felt.	59	61	-2
Q16b: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to discuss and think about how larger political and social issues affect my community than I otherwise would have.	59	65	-6
Q16c: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more aware of what can be done to meet important needs in my community than I otherwise would have been.	59	80	-21
Q16d: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to feel I have the ability, working alone or with others, to make a difference in my community that I otherwise would have felt.	63	74	-11
Q16e: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to find the time or a way to make a positive difference in my community than I otherwise would have.	54	70	-16

Q17: To what extent, if at all, has your [AmeriCorps/NCCC/VISTA] experience increased your life skills, such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all.	55	63	-8
Q19a: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	77	70	+7
Q19b: And if you did try to solve the problem, either working alone or with others, what do you think are you chances of succeeding - would you be very likely, somewhat likely, not too likely, or not likely at all to succeed.	42	60	-18
Q21c: To what extent, if at all, did your [AmeriCorps/NCCC/VISTA] experience effect your decision to do volunteer work - a great extent, a moderate extent, a small extent or not at all?	19	8	11
Q23a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA] - very likely, somewhat likely, not too likely or not likely at all?	75	72	+3
VISTA	White (%)	Black (%)	Difference (W-B)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	71	60	+11
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	52	67	-15
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] was excellent, good, fair, or poor?	50	29	+21
Q5a: Have you recommended participation in [AmeriCorps/NCCC/VISTA] to a friend or family member?	83	93	-10
Q5c: In the future, how likely are you to recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member - very likely, somewhat likely, not too likely or not likely at all.	25	0	+25
Q6a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your education award? Would you say your experience has been excellent, good, fair, or poor?	31	21	+10
Q7a: Overall, how would you rate the experience you've had in obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by [AmeriCorps/NCCC/VISTA] - excellent, good, fair or poor?	34	14	+20
Q8a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	46	29	+17

Question			
Q8b: How would you rate the adequacy of the pre-service orientation you received to carry out your service assignments or work plan - was it excellent, good, fair, or poor?	16	36	-20
Q8c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	21	43	-22
Q9a: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	51	64	-13
Q9b: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	59	64	-5
Q10: To what extent, it at all, have the skills you learned during your service with [AmeriCorps/NCCC/VISTA] helped in your current job, educational pursuits, or community service activities - to a great extent, a moderate extent, a small extent, or not at all?	57	64	-7
Q11: To what extent, it at all, did your service experience help you better define or set your career, educational or professional goals - to a great extent, a moderate extent, a small extent, or not at all?	50	36	+14
Q12a: As a result of your service experience with [AmeriCorps/NCCC/VISTA], have you become much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you were before your service?	16	29	-13
Q14a,b,c: And did your service with [AmeriCorps/NCCC/VISTA] make you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves: working with disadvantaged or special needs populations, working with high poverty populations, or helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	67	56	+11
Q15a: Since you completed your service experience with [AmeriCorps/NCCC/VISTA], have you stayed in contact with any people from the organization with which you worked?	93	93	0
Q15b: Since you completed your service experience with [AmeriCorps/NCCC/VISTA], have you stayed in contact with any people in the community in which you worked?	80	64	+16
Q16a: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me feel a stronger community attachment than I would otherwise have felt.	51	71	-20
Q16b: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to discuss and think about how larger political and social issues affect my community than I otherwise would have.	61	64	-3

Q16c: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more aware of what can be done to meet important needs in my community than I otherwise would have been.	61	64	-3
Q16d: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to feel I have the ability, working alone or with others, to make a difference in my community that I otherwise would have felt.	51	64	-13
Q16e: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to find the time or a way to make a positive difference in my community than I otherwise would have.	51	57	-6
Q17: To what extent, if at all, has your [AmeriCorps/NCCC/VISTA] experience increased your life skills, such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all.	53	50	+3
Q19a: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	70	71	-1
Q19b: And if you did try to solve the problem, either working alone or with others, what do you think are you chances of succeeding - would you be very likely, somewhat likely, not too likely, or not likely at all to succeed.	29	43	-14
Q21c: To what extent, if at all, did your [AmeriCorps/NCCC/VISTA] experience effect your decision to do volunteer work - a great extent, a moderate extent, a small extent or not at all?	16	5	+11
Q23a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA] - very likely, somewhat likely, not too likely or not likely at all?	71	86	-15
NCCC	White (%)	Black (%)	Difference (W-B)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	73	80	-7
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	69	86	-17
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] was excellent, good, fair, or poor?	74	71	+3

Q5a: Have you recommended participation in [AmeriCorps/NCCC/VISTA] to a friend or family member?	98	100	-2
Q5c: In the future, how likely are you to recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member - very likely, somewhat likely, not too likely or not likely at all.	67	None	+67
Q6a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your education award? Would you say your experience has been excellent, good, fair, or poor?	45	14	+31
Q7a: Overall, how would you rate the experience you've had in obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by [AmeriCorps/NCCC/VISTA] - excellent, good, fair or poor?	26	57	-31
Q8a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	38	43	-5
Q8c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	26	29	-3
Q9a: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	66	86	-20
Q9b: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	71	100	-29
Q10: To what extent, it at all, have the skills you learned during your service with [AmeriCorps/NCCC/VISTA] helped in your current job, educational pursuits, or community service activities - to a great extent, a moderate extent, a small extent, or not at all?	45	71	-26
Q11: To what extent, it at all, did your service experience help you better define or set your career, educational or professional goals - to a great extent, a moderate extent, a small extent, or not at all?	43	71	-28
Q12a: As a result of your service experience with [AmeriCorps/NCCC/VISTA], have you become much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you were before your service?	21	29	-8
Q14a,b,c: And did your service with [AmeriCorps/NCCC/VISTA] make you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves: working with disadvantaged or special needs populations, working with high poverty populations, or helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	61	40	+21
Q15c: Since you completed your service experience with [AmeriCorps/NCCC/VISTA], have you stayed in contact with any people from one or more of the communities in which you worked?	61	71	-10

Q16a: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me feel a stronger community attachment than I would otherwise have felt.	53	86	-33
Q16b: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to discuss and think about how larger political and social issues affect my community than I otherwise would have.	59	29	+30
Q16c: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more aware of what can be done to meet important needs in my community than I otherwise would have been.	61	57	+4
Q16d: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to feel I have the ability, working alone or with others, to make a difference in my community that I otherwise would have felt.	62	71	-9
Q16e: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to find the time or a way to make a positive difference in my community than I otherwise would have.	53	71	-18
Q17: To what extent, if at all, has your [AmeriCorps/NCCC/VISTA] experience increased your life skills, such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all.	67	86	-19
Q19a: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	82	86	-4
Q19b: And if you did try to solve the problem, either working alone or with others, what do you think are you chances of succeeding - would you be very likely, somewhat likely, not too likely, or not likely at all to succeed.	39	57	-18
Q21c: To what extent, if at all, did your [AmeriCorps/NCCC/VISTA] experience effect your decision to do volunteer work - a great extent, a moderate extent, a small extent or not at all?	35	2	+33
Q23a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA] - very likely, somewhat likely, not too likely or not likely at all?	78	86	-8

Appendix X: Youth Development – Differences between Responding Parent of non-Hispanic Black and non-Hispanic White Youth

State/National	Difference in Percentage Points			
	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	0	0	2	2
Number of Questions with B > W	0	4	6	10
Number of Questions with W = B	-	-	-	0

VISTA	Difference in Percentage Points			
	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	0	2	0	2
Number of Questions with B > W	1	0	9	10
Number of Questions with W = B	-	-	-	0

In both State/National and VISTA, parents of black children responded more favorably to all survey questions except Q7 - "How would your child rate the helpfulness of the people he/she worked with in the program" and Q8 - "And how would you rate the amount of assistance provided by the program?" Interest in school, reading, and homework habits among children as well as improved relationships with others and behavior received higher percentages of the "most favorable" category from parents of black children. When asked about the helpfulness of the people within each program with both the child and parent, parents of white children from both programs responded more favorably.

	Number of Respondents	
	Non-Hispanic Blacks	Non-Hispanic Whites
State/National	92	59
VISTA	126	179

Youth Development			
Percentage responding "most favorably"			
State/National	White (%)	Black (%)	Difference (W-B)
Q2a: Would you say your child's interest in reading has increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	32	50	-18
Q2b: Would you say your child's interest in school has increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	20	51	-31
Q2c: Would you say your child's homework habits have increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	34	39	-5
Q3b: Since [IF Q1=1: participating in the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] have these behavior problems improved a lot, somewhat, a little or has it not improved?	33	42	-9
Q4: How has your child's self-confidence changed since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]? Would you say your child's confidence has increased a lot, a fair amount, a little or has it not changed?	46	51	-5
Q5: Now thinking about your child's attendance habits - that is how often he/she has been late for school, or had unexcused absences from school since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]. Would you say that your child's attendance is now a lot better than before he/she started the program, somewhat better, a little better or has it not improved?	7	22	-15
Q6a: Have/has relations between your child and other members of your family, including yourself improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	22	33	-11
Q6b: Have/has your child's relationships with other youth, both inside and outside school, improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	27	48	-21
Q6c: Have/has your child's overall academic performance, such as school grades and test scores improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	29	46	-17
Q6d: Have/has your child's interest in helping others improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	47	53	-6

	White (%)	Black (%)	Difference (W-B)
Q7: How would your child rate the helpfulness of the people he/she worked with in the program - excellent, good, fair or poor?	76	64	+12
Q8: And how would you rate the amount of assistance provided by the program - excellent, good, fair or poor?	76	59	+17
VISTA	White (%)	Black (%)	Difference (W-B)
Q2a: Would you say your child's interest in reading has increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	25	46	-21
Q2b: Would you say your child's interest in school has increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	23	48	-25
Q2c: Would you say your child's homework habits have increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	20	45	-25
Q3b: Since [IF Q1=1: participating in the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] have these behavior problems improved a lot, somewhat, a little or has it not improved?	29	49	-20
Q4: How has your child's self-confidence changed since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]? Would you say your child's confidence has increased a lot, a fair amount, a little or has it not changed?	32	54	-22
Q5: Now thinking about your child's attendance habits - that is how often he/she has been late for school, or had unexcused absences from school since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]. Would you say that your child's attendance is now a lot better than before he/she started the program, somewhat better, a little better or has it not improved?	11	13	-2
Q6a: Have/has relations between your child and other members of your family, including yourself improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	16	43	-27
Q6b: Have/has your child's relationships with other youth, both inside and outside school, improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	21	52	-31
Q6c: Have/has your child's overall academic performance, such as school grades and test scores improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	17	47	-30
Q6d: Have/has your child's interest in helping others improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	39	59	-20

Q7: How would your child rate the helpfulness of the people he/she worked with in the program - excellent, good, fair or poor?	72	63	+9
Q8: And how would you rate the amount of assistance provided by the program - excellent, good, fair or poor?	65	60	+5

Appendix Y: Volunteers – Differences between non-Hispanic Black and non-Hispanic White Respondents

	Difference in Percentage Points			
State/National	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	2	2	1	5
Number of Questions with B > W	0	1	8	9
Number of Questions with W = B	-	-	-	0

	Difference in Percentage Points			
VISTA	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with W > B	0	0	1	1
Number of Questions with B > W	3	0	10	13
Number of Questions with W = B	-	-	-	0

In general, blacks tended to respond more favorably than whites. In VISTA for example, blacks responded more favorably to all but one question, Q15 - "How would you rate the process used to recruit you?" When asked about their services benefiting organizations and communities, becoming more aware of community needs, developing new job and life skills, and whether or not they would be more involved in community activities, blacks responded more favorably than did whites. However, in both programs, whites responded more often with the "most favorable" response to a question about the process used to recruit them.

	Number of Respondents	
	Non-Hispanic Blacks	Non-Hispanic Whites
State/National	40	91
VISTA	30	128

Volunteers

Percentage responding "most favorably"

State/National	White (%)	Black (%)	Difference (W-B)
Q4a: To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has benefited citizens in the community - to a large extent, to a moderate extent, to a small extent, or not at all?	55	65	-10
Q4b: To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has benefited the organization you served - to a large extent, to a moderate extent, to a small extent, or not at all?	62	78	-16
Q6a: To what extent, if at all, has this volunteer work helped you develop new and useful job-related skills - to a large extent, to a moderate extent, to a small extent, or not at all?	31	38	-7
Q6b: To what extent, if at all, has this volunteer work increased your awareness of community needs - to a large extent, to a moderate extent, to a small extent, or not at all?	60	88	-28
Q6c: To what extent, if at all, has this volunteer work increased your life skills such as leadership, teamwork, communications, time management and decision making - to a large extent, to a moderate extent, to a small extent, or not at all?	45	55	-10
Q7: Have you, since beginning this volunteer work, suggested to other people you know that they volunteer?	95	90	+5
Q8a: To what extent, if at all, has your volunteer work (insert name of program) increased your involvement in other community activities - to a large extent, to a moderate extent, to a small extent, or not at all?	20	38	-18
Q8b: To what extent, if at all, has your volunteer work (insert name of program) been a worthwhile use of your time - to a large extent, to a moderate extent, to a small extent, or not at all?	85	78	+7
Q9: To what extent did the organization provide adequate recognition to its volunteers, such as special acknowledgement, ceremonies, or identification in newsletters? Would you say they very adequately, somewhat adequately, somewhat inadequately or very inadequately recognized volunteer service?	71	70	+1
Q10: How likely, it at all, are you to volunteer again - are you very likely, somewhat likely, somewhat unlikely, or very unlikely to volunteer again?	97	93	+4
Q15: How would you rate the process used to recruit you? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	77	67	+10
Q18: How would you rate the training you received to help you do your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	70	82	-12

	White (%)	Black (%)	Difference (W-B)
Q19: How would you rate the supervision you received to help you with your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	70	80	-10
Q21: How would you rate the helpfulness of the person or persons who recruited you to be a volunteer - were they very helpful, somewhat helpful, somewhat unhelpful, or very unhelpful?	81	93	-12
VISTA	White (%)	Black (%)	Difference (W-B)
Q4a: To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has benefited citizens in the community - to a large extent, to a moderate extent, to a small extent, or not at all?	55	57	-2
Q4b: To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has benefited the organization you served - to a large extent, to a moderate extent, to a small extent, or not at all?	52	67	-15
Q6a: To what extent, if at all, has this volunteer work helped you develop new and useful job-related skills - to a large extent, to a moderate extent, to a small extent, or not at all?	30	47	-17
Q6b: To what extent, if at all, has this volunteer work increased your awareness of community needs - to a large extent, to a moderate extent, to a small extent, or not at all?	63	80	-17
Q6c: To what extent, if at all, has this volunteer work increased your life skills such as leadership, teamwork, communications, time management and decision making - to a large extent, to a moderate extent, to a small extent, or not at all?	41	67	-26
Q7: Have you, since beginning this volunteer work, suggested to other people you know that they volunteer?	92	93	-1
Q8a: To what extent, if at all, has your volunteer work (insert name of program) increased your involvement in other community activities - to a large extent, to a moderate extent, to a small extent, or not at all?	20	33	-13
Q8b: To what extent, if at all, has your volunteer work (insert name of program) been a worthwhile use of your time - to a large extent, to a moderate extent, to a small extent, or not at all?	83	93	-10
Q9: To what extent did the organization provide adequate recognition to its volunteers, such as special acknowledgement, ceremonies, or identification in newsletters? Would you say they very adequately, somewhat adequately, somewhat inadequately or very inadequately recognized volunteer service?	62	83	-21
Q10: How likely, it at all, are you to volunteer again - are you very likely, somewhat likely, somewhat unlikely, or very unlikely to volunteer again?	88	100	-12
Q15: How would you rate the process used to recruit you? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	88	77	+11

Q18: How would you rate the training you received to help you do your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	64	87	-23
Q19: How would you rate the supervision you received to help you with your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	62	87	-25
Q21: How would you rate the helpfulness of the person or persons who recruited you to be a volunteer - were they very helpful, somewhat helpful, somewhat unhelpful, or very unhelpful?	82	85	-3

Appendix Z: Current Members – Differences between Male and Female Respondents

	Difference in Percentage Points			
State/National	1 - 4 PP	5 - 9 PP	10+ PP	# of questions
Number of questions with F > M	11	6	0	17
Number of questions with M > F	3	0	0	3
Number of questions with F = M				1
Total number of Male responses to survey	**300**			
Total number of Female responses to survey	**692**			
	Difference in Percentage Points			
VISTA	1 - 4 PP	5 - 9 PP	10+ PP	# of questions
Number of questions with F > M	7	8	2	17
Number of questions with M > F	3	0	1	4
Number of questions with F = M				0
Total number of Male responses to survey	**98**			
Total number of Female responses to survey	**382**			
	Difference in Percentage Points			
NCCC	1 - 4 PP	5 - 9 PP	10+ PP	# of questions
Number of questions with F > M	4	7	8	19
Number of questions with M > F	0	1	0	1
Total Number of Male responses to suret	**165**			
Total number of Female responses to survey	**346**			

Across all three programs, females responded more favorably than did males to the majority of the questions. Females responded more favorably to the question that asked whether or not their service would make them more likely to consider a job that helps the disadvantaged, across all three programs. In the State/National and VISTA programs the males responded more favorably than the females when asked if they have done any volunteer work beyond their primary service activities. In the VISTA and NCCC programs, males responded more favorably when asked how they would rate the experience of trying to obtain living allowances, health insurance, reimbursements, and other benefits.

Current Members			
Percentages responding "most favorably"			
State/National	Male %	Female %	Difference (M - F)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	75	78	-3
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	69	73	-4
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] has been excellent, good, fair, or poor?	44	51	-7
Q5a: To what extent, if at all, would you recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member? Would you highly recommend it, recommend it but with reservations, or not recommend it?	68	76	-8
Q6a: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	63	68	-5
Q6b: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased the feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	64	68	-4
Q6c: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] experience increased your life skills such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all?	64	61	3
Q7a: Since joining [AmeriCorps/NCCC/VISTA], to what extent, if at all, have you done any volunteer work beyond your primary service activities? Have you volunteered a great deal, a moderate amount, a small amount, or not at all?	25	24	1

Q9: As a result of your service experience, do you think you will be much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you would have been had you not served?	36	43	-7
Q10b: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	74	76	-2
Q10c: And if you did try to solve the problem, either working alone or with others, what do you think would be your chances of succeeding? Would they be very likely, somewhat likely, not too likely, or not likely at all to succeed?	44	42	2
Q11a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by {AmeriCorps/NCCC/VISTA]? Would you say your experience was excellent, good, fair or poor?	32	34	-2
Q12a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	49	51	-2
Q12c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	36	37	-1
Q13: To what extent, if at all, do you think your service has benefited the organization within which you are service - to a great extent, moderate extent, small extent, or not at all?	60	64	-4
Q14: To what extent, if at all, do you think your service has benefited the people and communities you are serving - to a great extent, moderate extent, small extent, or not at all?	66	66	0
Q16a: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with disadvantaged or special needs populations?	41	50	-9

	Male %	Female %	Difference (M - F)
Q16b: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with high poverty populations?	41	46	-5
Q16c: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	52	56	-4
Q17: To what extent, if at all, did you end up doing what you thought you were going to do when you enrolled in [AmeriCorps/NCCC/VISTA] - to a great extent, a moderate extent, a small extent, or not at all?	50	52	-2
Q18a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA]? Would you be very likely, somewhat likely, not too likely or not likely at all?	77	78	-1
VISTA	Male %	Female %	Difference (M - F)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	76	80	-4
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	68	71	-3
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] has been excellent, good, fair, or poor?	51	49	2
Q5a: To what extent, if at all, would you recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member? Would you highly recommend it, recommend it but with reservations, or not recommend it?	61	64	-3

Q6a: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	67	73	-6
Q6b: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased the feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	65	71	-6
Q6c: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] experience increased your life skills such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all?	54	62	-8
Q7a: Since joining [AmeriCorps/NCCC/VISTA], to what extent, if at all, have you done any volunteer work beyond your primary service activities? Have you volunteered a great deal, a moderate amount, a small amount, or not at all?	32	35	-3
Q9: As a result of your service experience, do you think you will be much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you would have been had you not served?	56	46	10
Q10b: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	70	69	1
Q10c: And if you did try to solve the problem, either working alone or with others, what do you think would be your chances of succeeding? Would they be very likely, somewhat likely, not too likely, or not likely at all to succeed?	40	49	-9
Q11a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by {AmeriCorps/NCCC/VISTA]? Would you say your experience was excellent, good, fair or poor?	37	35	2

Q12a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	51	52	-1
Q12c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	32	34	-2
Q13: To what extent, if at all, do you think your service has benefited the organization within which you are service - to a great extent, moderate extent, small extent, or not at all?	65	70	-5
Q14: To what extent, if at all, do you think your service has benefited the people and communities you are serving - to a great extent, moderate extent, small extent, or not at all?	57	62	-5
Q16a: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with disadvantaged or special needs populations?	40	49	-9
Q16b: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with high poverty populations?	40	51	-11
Q16c: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	43	58	-15
Q17: To what extent, if at all, did you end up doing what you thought you were going to do when you enrolled in [AmeriCorps/NCCC/VISTA] - to a great extent, a moderate extent, a small extent, or not at all?	38	45	-7
Q18a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA]? Would you be very likely, somewhat likely, not too likely or not likely at all?	69	73	-4

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NCCC	Male	Female	Difference (M - F)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	61	69	-8
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	59	69	-10
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] has been excellent, good, fair, or poor?	48	61	-13
Q5a: To what extent, if at all, would you recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member? Would you highly recommend it, recommend it but with reservations, or not recommend it?	52	72	-20
Q6a: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	53	74	-21
Q6b: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] increased the feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	61	70	-9
Q6c: To what extent, it at all, has your experience with [AmeriCorps/NCCC/VISTA] experience increased your life skills such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all?	53	65	-12
Q7a: Since joining [AmeriCorps/NCCC/VISTA], to what extent, if at all, have you done any volunteer work beyond your primary service activities? Have you volunteered a great deal, a moderate amount, a small amount, or not at all?	19	22	-3

Q9: As a result of your service experience, do you think you will be much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you would have been had you not served?	37	50	-13
Q10b: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	82	88	-6
Q10c: And if you did try to solve the problem, either working alone or with others, what do you think would be your chances of succeeding? Would they be very likely, somewhat likely, not too likely, or not likely at all to succeed?	40	41	-1
Q11a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by {AmeriCorps/NCCC/VISTA]? Would you say your experience was excellent, good, fair or poor?	37	30	7
Q12a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	29	36	-7
Q12c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	16	23	-7
Q14: To what extent, if at all, do you think your service has benefited the people and communities you are serving - to a great extent, moderate extent, small extent, or not at all?	54	65	-11
Q16a: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with disadvantaged or special needs populations?	33	41	-8
Q16b: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves working with high poverty populations?	34	37	-3

Q16c: And would you say your experience with [AmeriCorps/NCCC/VISTA] made you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	40	48	-8
Q17: To what extent, if at all, did you end up doing what you thought you were going to do when you enrolled in [AmeriCorps/NCCC/VISTA] - to a great extent, a moderate extent, a small extent, or not at all?	30	32	-2
Q18a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA]? Would you be very likely, somewhat likely, not too likely or not likely at all?	67	77	-10

Appendix AA: Former Members – Differences between Male and Female Respondents

State/National	Difference in Percentage Points			
	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with F > M	9	4	2	15
Number of Questions with M > F	4	4	2	10
Number of Questions with M =F	-	-	-	2
Total number of Male responses to survey	**68**			
Total number of Female responses to survey	**215**			
	Difference in Percentage Points			
VISTA	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with F > M	6	2	4	12
Number of Questions with M > F	6	2	5	13
Number of Questions with M = F	-	-	-	2
Total number of Male responses to survey	**21**			
Total number of Female responses to survey	**74**			
	Difference in Percentage Points			
NCCC	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with F > M	4	1	15	20
Number of Questions with M > F	3	1	0	4
Number of Questions with M = F	-	-	-	1
Total number of Male responses to survey	**49**			
Total number of Female responses to survey	**104**			

In theses surveys there seems to be a more balanced response rate between males and females in the State/National and VISTA programs, and like the Current Members surveys the NCCC program has a large response rate of females and a small response rate of males. Females, across all three programs responded more favorably to the question which asked, knowing what you know now, how likely would you be to re-enroll in AmeriCorps. Males responded more favorably across all three programs to the question, which asked, how would you rate your ability to obtain living allowances, health insurance, reimbursements, or other benefits.

Former Members			
Percentage responding "most favorably"			
State/National	Male (%)	Female (%)	Difference (M-F)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	78	80	-2
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	67	70	-3
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] was excellent, good, fair, or poor?	57	62	-5
Q5a: Have you recommended participation in [AmeriCorps/NCCC/VISTA] to a friend or family member?	90	86	16
Q5c: In the future, how likely are you to recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member - very likely, somewhat likely, not too likely or not likely at all.	43	32	11
Q6a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your education award? Would you say your experience has been excellent, good, fair, or poor?	35	47	-12
Q7a: Overall, how would you rate the experience you've had in obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by [AmeriCorps/NCCC/VISTA] - excellent, good, fair or poor?	37	34	3

Q8a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	51	45	6
Q8c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	38	41	-3
Q9a: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	69	64	5
Q9b: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	72	65	7
Q10: To what extent, it at all, have the skills you learned during your service with [AmeriCorps/NCCC/VISTA] helped in your current job, educational pursuits, or community service activities - to a great extent, a moderate extent, a small extent, or not at all?	66	62	4
Q11: To what extent, it at all, did your service experience help you better define or set your career, educational or professional goals - to a great extent, a moderate extent, a small extent, or not at all?	44	56	-12
Q12a: As a result of your service experience with [AmeriCorps/NCCC/VISTA], have you become much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you were before your service?	26	27	-1

Q14a,b,c: And did your service with [AmeriCorps/NCCC/VISTA] make you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves: working with disadvantaged or special needs populations, working with high poverty populations, or helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	61	57	4
Q15a: Since you completed your service experience with [AmeriCorps/NCCC/VISTA], have you stayed in contact with any people from the organization with which you worked?	88	89	-1
Q15b: Since you completed your service experience with [AmeriCorps/NCCC/VISTA], have you stayed in contact with any people in the community in which you worked?	85	86	-1
Q16a: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me feel a stronger community attachment than I would otherwise have felt.	56	64	-8
Q16b: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to discuss and think about how larger political and social issues affect my community than I otherwise would have.	65	60	5

Q16c: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more aware of what can be done to meet important needs in my community than I otherwise would have been.	65	65	0
Q16d: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to feel I have the ability, working alone or with others, to make a difference in my community that I otherwise would have felt.	69	66	3
Q16e: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to find the time or a way to make a positive difference in my community than I otherwise would have.	59	62	-3
Q17: To what extent, if at all, has your [AmeriCorps/NCCC/VISTA] experience increased your life skills, such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all.	59	59	0
Q19a: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	71	77	-6
Q19b: And if you did try to solve the problem, either working alone or with others, what do you think are you chances of succeeding - would you be very likely, somewhat likely, not too likely, or not likely at all to succeed.	46	49	-3

	Male (%)	Female (%)	Difference (M-F)
Q21c: To what extent, if at all, did your [AmeriCorps/NCCC/VISTA] experience effect your decision to do volunteer work - a great extent, a moderate extent, a small extent or not at all?	41	48	-7
Q23a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA] - very likely, somewhat likely, not too likely or not likely at all?	75	78	-3
VISTA	Male (%)	Female (%)	Difference (M-F)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	75	10	65
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	47	-15	62
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] was excellent, good, fair, or poor?	43	-4	47
Q5a: Have you recommended participation in [AmeriCorps/NCCC/VISTA] to a friend or family member?	76	-9	85
Q5c: In the future, how likely are you to recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member - very likely, somewhat likely, not too likely or not likely at all.	40	13	27
Q6a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your education award? Would you say your experience has been excellent, good, fair, or poor?	43	15	28

Question			
Q7a: Overall, how would you rate the experience you've had in obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by [AmeriCorps/NCCC/VISTA] - excellent, good, fair or poor?	52	28	24
Q8a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	48	9	39
Q8c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	29	3	26
Q9a: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	52	-2	54
Q9b: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	62	0	62
Q10: To what extent, it at all, have the skills you learned during your service with [AmeriCorps/NCCC/VISTA] helped in your current job, educational pursuits, or community service activities - to a great extent, a moderate extent, a small extent, or not at all?	57	-2	59
Q11: To what extent, it at all, did your service experience help you better define or set your career, educational or professional goals - to a great extent, a moderate extent, a small extent, or not at all?	52	2	50

Q12a: As a result of your service experience with [AmeriCorps/NCCC/VISTA], have you become much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you were before your service?	24	4	20
Q14a,b,c: And did your service with [AmeriCorps/NCCC/VISTA] make you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves: working with disadvantaged or special needs populations, working with high poverty populations, or helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	64	1	63
Q15a: Since you completed your service experience with [AmeriCorps/NCCC/VISTA], have you stayed in contact with any people from the organization with which you worked?	95	4	91
Q15b: Since you completed your service experience with [AmeriCorps/NCCC/VISTA], have you stayed in contact with any people in the community in which you worked?	76	-2	78
Q16a: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me feel a stronger community attachment than I would otherwise have felt.	48	-10	58
Q16b: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to discuss and think about how larger political and social issues affect my community than I otherwise would have.	62	1	61

Q16c: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more aware of what can be done to meet important needs in my community than I otherwise would have been.	62	-4	66
Q16d: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to feel I have the ability, working alone or with others, to make a difference in my community that I otherwise would have felt.	52	-5	57
Q16e: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to find the time or a way to make a positive difference in my community than I otherwise would have.	62	11	51
Q17: To what extent, if at all, has your [AmeriCorps/NCCC/VISTA] experience increased your life skills, such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all.	57	6	51
Q19a: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	52	-22	74
Q19b: And if you did try to solve the problem, either working alone or with others, what do you think are you chances of succeeding - would you be very likely, somewhat likely, not too likely, or not likely at all to succeed.	33	-1	34

	Male (%)	Female (%)	Difference (M-F)
Q21c: To what extent, if at all, did your [AmeriCorps/NCCC/VISTA] experience effect your decision to do volunteer work - a great extent, a moderate extent, a small extent or not at all?	29	0	29
Q23a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA] - very likely, somewhat likely, not too likely or not likely at all?	62	-11	73
NCCC	Male (%)	Female (%)	Difference (M-F)
Q3a: And to what extent would you say you have achieved your goal of learning skills that would be useful in school, work or for a career - to a great extent, a moderate extent, a small extent, or not at all?	58	70	-12
Q3h: And to what extent would you say you have achieved your goal of helping the community - to a great extent, a moderate extent, a small extent, or not at all?	67	65	2
Q4a: Overall, would you say your experience with [AmeriCorps/NCCC/VISTA] was excellent, good, fair, or poor?	65	66	-1
Q5a: Have you recommended participation in [AmeriCorps/NCCC/VISTA] to a friend or family member?	94	98	-4
Q5c: In the future, how likely are you to recommend participation in [AmeriCorps/NCCC/VISTA] to a friend or family member - very likely, somewhat likely, not too likely or not likely at all.	33	50	-17
Q6a: On the whole, how would you rate the experience you've had obtaining or trying to obtain your education award? Would you say your experience has been excellent, good, fair, or poor?	41	45	-4

Q7a: Overall, how would you rate the experience you've had in obtaining or trying to obtain your living allowance benefits, health insurance benefits, reimbursements or other benefits provided to you by [AmeriCorps/NCCC/VISTA] - excellent, good, fair or poor?	35	28	7
Q8a: How would you rate the supervision provided by [IF AMERICORPS: your host organization] [IF VISTA: your host organization] [IF NCCC: NCCC] - was it excellent, good, fair or poor?	37	38	-1
Q8c: How would you rate the adequacy of the training you received during service to carry out your service assignments or work plan - was it excellent, good, fair or poor?	29	25	4
Q9a: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your interest in making your community better - to a great extent, a moderate extent, a small extent, or not at all?	53	66	-13
Q9b: To what extent, if at all, did your experience with [AmeriCorps/NCCC/VISTA] increase your feeling that you, personally, either working alone or with others, can make your community better - to a great extent, a moderate extent, a small extent, or not at all?	59	81	-22
Q10: To what extent, it at all, have the skills you learned during your service with [AmeriCorps/NCCC/VISTA] helped in your current job, educational pursuits, or community service activities - to a great extent, a moderate extent, a small extent, or not at all?	33	48	-15
Q11: To what extent, it at all, did your service experience help you better define or set your career, educational or professional goals - to a great extent, a moderate extent, a small extent, or not at all?	39	51	-12

Q12a: As a result of your service experience with [AmeriCorps/NCCC/VISTA], have you become much more involved in community activities, somewhat more involved, somewhat less involved, or much less involved than you were before your service?	10	24	-14
Q14a,b,c: And did your service with [AmeriCorps/NCCC/VISTA] make you much more likely, somewhat more likely, somewhat less likely, or much less likely to consider a job or career that involves: working with disadvantaged or special needs populations, working with high poverty populations, or helping people, such as a teacher, social worker, nurse, non-profit professional or working for the government or the like?	46	71	-25
Q16a: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me feel a stronger community attachment than I would otherwise have felt.	45	58	-13
Q16b: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to discuss and think about how larger political and social issues affect my community than I otherwise would have.	45	63	-18
Q16c: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more aware of what can be done to meet important needs in my community than I otherwise would have been.	49	67	-18

Q16d: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to feel I have the ability, working alone or with others, to make a difference in my community that I otherwise would have felt.	41	76	-35
Q16e: Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements. First/Next - My service experience made me more likely to find the time or a way to make a positive difference in my community than I otherwise would have.	43	62	-19
Q17: To what extent, if at all, has your [AmeriCorps/NCCC/VISTA] experience increased your life skills, such as leadership, teamwork, communications, time management, and decision making - to a great extent, a moderate extent, a small extent, or not at all.	49	71	-22
Q19a: Is that a result of your service experience, or did your service experience not have any effect on the likelihood you would try to do something?	76	87	-11
Q19b: And if you did try to solve the problem, either working alone or with others, what do you think are you chances of succeeding - would you be very likely, somewhat likely, not too likely, or not likely at all to succeed.	39	39	0
Q21c: To what extent, if at all, did your [AmeriCorps/NCCC/VISTA] experience effect your decision to do volunteer work - a great extent, a moderate extent, a small extent or not at all?	50	49	1

Q23a: Knowing what you now know, if you had to do it all over again, how likely would you be to enroll in [AmeriCorps/NCCC/VISTA] - very likely, somewhat likely, not too likely or not likely at all?	69	74	-5

Appendix BB: Youth Development – Differences between Responding Parents of Male and Female Youth

State/National	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with F > M	1	4	6	11
Number of Questions with M > F	0	0	0	0
Number of Questions with M = F				1
Total number of Male responses to survey	**55**			
Total number of Female responses to survey	**93**			
VISTA	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with F > M	4	1	0	5
Number of Questions with M > F	2	3	0	5
Number of Questions with M = F				2
Total number of Male responses to survey	**70**			
Total number of female responses to survey	**127**			

In the State/National program, parents of female youth responded more favorably to 11 out of 12 questions. Although with the VISTA programs, parents of the female youth and parents of the male youth answered more favorably each to 5 out of 12 questions. There are no distinctive patterns in these survey responses.

Youth Development			
Percentage responding "most favorably"			
State/National	Male (%)	Female (%)	Difference (M-F)
Q2a: Would you say your child's interest in reading has increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	35	46	-11
Q2b: Would you say your child's interest in school has increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	34	43	-9
Q2c: Would you say your child's homework habits have increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	29	42	-13
Q3b: Since [IF Q1=1: participating in the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] have these behavior problems improved a lot, somewhat, a little or has it not improved?	33	59	-26
Q4: How has your child's self-confidence changed since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]? Would you say your child's confidence has increased a lot, a fair amount, a little or has it not changed?	44	55	-11

Q5: Now thinking about your child's attendance habits - that is how often he/she has been late for school, or had unexcused absences from school since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]. Would you say that your child's attendance is now a lot better than before he/she started the program, somewhat better, a little better or has it not improved?	14	20	-6
Q6a: Have/has relations between your child and other members of your family, including yourself improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	25	36	-11
Q6b: Have/has your child's relationships with other youth, both inside and outside school, improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	39	39	0
Q6c: Have/has your child's overall academic performance, such as school grades and test scores improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	31	47	-16
Q6d: Have/has your child's interest in helping others improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	49	58	-9
Q7: How would your child rate the helpfulness of the people he/she worked with in the program - excellent, good, fair or poor?	68	71	-3

	Male (%)	Female (%)	Difference (M-F)
Q8: And how would you rate the amount of assistance provided by the program - excellent, good, fair or poor?	63	70	-7
VISTA	Male (%)	Female (%)	Difference (M-F)
Q2a: Would you say your child's interest in reading has increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	34	35	-1
Q2b: Would you say your child's interest in school has increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	38	38	0
Q2c: Would you say your child's homework habits have increased [IF Q1=1: since beginning the program] [IF Q1=2, 8 or 9: since (Insert time period from sample)] a lot, a fair amount, a little or has it not increased?	28	35	-7
Q3b: Since [IF Q1=1: participating in the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] have these behavior problems improved a lot, somewhat, a little or has it not improved?	34	36	-2
Q4: How has your child's self-confidence changed since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]? Would you say your child's confidence has increased a lot, a fair amount, a little or has it not changed?	43	43	0

Q5: Now thinking about your child's attendance habits - that is how often he/she has been late for school, or had unexcused absences from school since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)]. Would you say that your child's attendance is now a lot better than before he/she started the program, somewhat better, a little better or has it not improved?	14	15	-1
Q6a: Have/has relations between your child and other members of your family, including yourself improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	33	26	7
Q6b: Have/has your child's relationships with other youth, both inside and outside school, improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	34	35	-1
Q6c: Have/has your child's overall academic performance, such as school grades and test scores improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	37	31	6
Q6d: Have/has your child's interest in helping others improved since [IF Q1=1: he/she began the program] [IF Q1=2, 8 or 9: (Insert time period from sample)] a lot, a fair amount, a little or have they not improved?	47	45	2
Q7: How would your child rate the helpfulness of the people he/she worked with in the program - excellent, good, fair or poor?	73	70	3

Q8: And how would you rate the amount of assistance provided by the program - excellent, good, fair or poor?	67	59	8

Appendix CC: Volunteers – Differences between Male and Female Respondents

State/National	Difference in Percentage Points			
	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with F > M	3	2	0	5
Number of Questions with M > F	5	2	1	8
Number of Questions with F = M	-	-	-	1
Total number of Male responses to surveys	**85**			
Total number of Female responses to surveys	**95**			
VISTA	Difference in Percentage Points			
	1-4 pp	5-9 pp	10+ pp	# of questions
Number of Questions with F > M	4	3	4	11
Number of Questions with M > F	2	0	0	2
Number of Questions with M = F				0
Total number of Male responses to surveys	**188**			
Total number of Female responses to surveys	**226**			

In the State/National surveys male volunteers responded more favorably then females. Although for the VISTA surveys the females responded more favorably than the males. Although there are no patterns in the male responses across both surveys, females in both programs responded more favorably to the question, which asked, do you believe your volunteer work has benefited the organization you served.

Volunteers			
Percentage responding "most favorably"			
State/National	Male (%)	Female (%)	Difference F - M
Q4a: To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has benefited citizens in the community - to a large extent, to a moderate extent, to a small extent, or not at all?	64	54	10
Q4b: To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has benefited the organization you served - to a large extent, to a moderate extent, to a small extent, or not at all?	62	71	-9
Q6a: To what extent, if at all, has this volunteer work helped you develop new and useful job-related skills - to a large extent, to a moderate extent, to a small extent, or not at all?	33	33	0
Q6b: To what extent, if at all, has this volunteer work increased your awareness of community needs - to a large extent, a moderate extent, to a small extent, or not at all?	69	68	1
Q6c: To what extent, if at all, has this volunteer work increased your life skills such as leadership, teamwork, communications, time management and decision making - to a large extent, to a moderate extent, to a small extent, or not at all?	47	49	-2
Q7: Have you, since beginning this volunteer work, suggested to other people you know that they volunteer?	96	92	4

Q8a: To what extent, if at all, has your volunteer work (insert name of program) increased your involvement in other community activities - to a large extent, to a moderate extent, to a small extent, or not at all?	29	25	4
Q8b: To what extent, if at all, has your volunteer work (insert name of program) been a worthwhile use of your time - to a large extent, to a moderate extent, to a small extent, or not at all?	87	81	6
Q9: To what extent did the organization provide adequate recognition to its volunteers, such as special acknowledgement, ceremonies, or identification in newsletters? Would you say they very adequately, somewhat adequately, somewhat inadequately or very inadequately recognized volunteer service?	71	70	1
Q10: How likely, it at all, are you to volunteer again - are you very likely, somewhat likely, somewhat unlikely, or very unlikely to volunteer again?	95	96	-1
Q15: How would you rate the process used to recruit you? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	74	77	-3
Q18: How would you rate the training you received to help you do your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	78	73	5
Q19: How would you rate the supervision you received to help you with your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	71	76	-5

	Male (%)	Female (%)	Difference (M-F)
Q21: How would you rate the helpfulness of the person or persons who recruited you to be a volunteer - were they very helpful, somewhat helpful, somewhat unhelpful, or very unhelpful?	87	85	2
VISTA	Male (%)	Female (%)	Difference (M-F)
Q4a: To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has benefited citizens in the community - to a large extent, to a moderate extent, to a small extent, or not at all?	54	57	-3
Q4b: To what extent, if at all, do you believe that your volunteer work for the (Insert name of program) has benefited the organization you served - to a large extent, to a moderate extent, to a small extent, or not at all?	46	57	-11
Q6a: To what extent, if at all, has this volunteer work helped you develop new and useful job-related skills - to a large extent, to a moderate extent, to a small extent, or not at all?	27	39	-12
Q6b: To what extent, if at all, has this volunteer work increased your awareness of community needs - to a large extent, to a moderate extent, to a small extent, or not at all?	19	21	-2
Q6c: To what extent, if at all, has this volunteer work increased your life skills such as leadership, teamwork, communications, time management and decision making - to a large extent, to a moderate extent, to a small extent, or not at all?	39	50	-11

Q7: Have you, since beginning this volunteer work, suggested to other people you know that they volunteer?	93	94	-1
Q8a: To what extent, if at all, has your volunteer work (insert name of program) increased your involvement in other community activities - to a large extent, to a moderate extent, to a small extent, or not at all?	20	25	-5
Q8b: To what extent, if at all, has your volunteer work (insert name of program) been a worthwhile use of your time - to a large extent, to a moderate extent, to a small extent, or not at all?	83	87	-4
Q9: To what extent did the organization provide adequate recognition to its volunteers, such as special acknowledgement, ceremonies, or identification in newsletters? Would you say they very adequately, somewhat adequately, somewhat inadequately or very inadequately recognized volunteer service?	59	68	-9
Q10: How likely, it at all, are you to volunteer again - are you very likely, somewhat likely, somewhat unlikely, or very unlikely to volunteer again?	84	94	-10
Q15: How would you rate the process used to recruit you? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	82	78	4
Q18: How would you rate the training you received to help you do your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	66	71	-5

Q19: How would you rate the supervision you received to help you with your volunteer work? Was it very adequate, somewhat adequate, somewhat inadequate, or very inadequate?	69	68	1