AmeriCorps NCCC Sponsor Organization Survey: Analysis of Traditional Corps Sponsor Feedback by NCCC Regions Before the COVID Pandemic (2016–2019)

Office of Research and Evaluation
November 2022

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Citation

Hamdan, Huda and Andrea Robles (2022) AmeriCorps NCCC Sponsor Organization Survey: Analysis of Traditional Corps Sponsor Feedback by NCCC Regions Before the COVID Pandemic (2016–2019). Washington DC: AmeriCorps.

Contents

Table

Introduction

Background

The mission of AmeriCorps NCCC program is to strengthen communities and develop leaders through, direct, team-based national and community service[1]. To align NCCC work and programming with community needs, NCCC has focused efforts on identifying and responding to the top priorities of states and communities across the country.

AmeriCorps NCCC works with sponsor organizations to develop projects that meet a variety of community needs in the areas of energy conservation, infrastructure improvement, natural and other disasters, and urban and rural development. AmeriCorps NCCC is open to young adults ages 18-26 and they can choose to serve in the Traditional Corps[2] or FEMA Corps[3]. Corps members serve 10 months in Traditional Corps or 11 months in FEMA Corps. Also, individuals 18 and over (no upper age limit) can apply to be Team Leaders and they serve 11 months in the Traditional Corps and 12 months for FEMA Corps. NCCC members in the Traditional Corps program work on at least four different projects in different states and cities with multiple sponsor organizations while FEMA Corps members train in one or more of FEMA's mission critical functions including disaster survivor assistance, logistics and public assistance.

AmeriCorps NCCC routinely requests sponsors' feedback about their perspectives and experiences about the AmeriCorps NCCC program and teams working at sponsor organizations' service projects to make evidence informed program improvements. In 2011, the NCCC regions - Atlantic, North Central, Pacific, Southern, and Southwest -began collecting routine feedback from their regional sponsors. In June 2016, NCCC replaced the regional sponsor surveys with the NCCC Sponsor Organization Survey, which was a single survey sent by NCCC headquarters to sponsors after project completion. The June 2016 survey is comprised of 49 closed and open-ended questions[4] and was developed by NCCC headquarters' staff with input from the the Deputy Region Directors for Programming (DRDPs) at the NCCC Regional Offices.

The questions for the NCCC Sponsor Organization Survey are categorized into seven topic areas (see Appendix A) include:

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[1] https://americorps.gov/serve/fit-finder/americorps-nccc
[2] Traditional Corps: https://americorps.gov/serve/fit-finder/americorps-nccc/life-americorps-nccc#trad
[3] FEMA Corps: https://americorps.gov/serve/fit-finder/americorps-nccc/life-americorps-nccc#fema
[4] OMB Control Number: 3045-0138 Expiration Date: 07/31/2019

- community need and impact,
- project quality and engagement,
- team training,
- team member skills and abilities,
- team attitude, responsibility, and inclusion,
- benefits to sponsoring organization, and
- involvement and satisfaction.

This report highlights the results from this single survey and analyzes the responses from the closed ended questions from 941 AmeriCorps NCCC Traditional Corps sponsors who took the survey once their service projects were completed between June 2016 to September 2019.[5] It is organized by the seven topic areas, and with an additional 'Miscellaneous' section.[6] Each question has an accompanying bar graph that presents an analysis of the responses by region. In addition, each question, or group of related questions, is accompanied by a high-level summary. Appendix C presents the aggregate results for each question.

Although the analysis for this report was based on sponsors perceptions and experiences before the COVID pandemic and any programmatic changes that occurred due to the pandemic, these responses are valuable to NCCC as they continue to address their statutory requirements, pursue their mission, and strive to accomplish their National Plan's goals and objectives. Additionally, this provides insight into NCCC's areas of success and areas for opportunity.

How to Interpret Results by Region

To implement the NCCC Sponsor Organization Survey, NCCC HQ reviewed administrative data every two weeks to check each region's list of project completions (i.e., project 'close outs' in eGrants). Once a project was identified as completed, NCCC HQ sent a list to the region to cross-check the sponsor's contact information. NCCC HQ then sent the sponsor an email with a link to the NCCC Sponsor Organization Survey. Across the regions, there was a good overall response rate of 61.5% however, the response rates varied by region (Table 1): The Atlantic (48.6%), North Central (78.3%), Pacific (67.7), and Southern (66.3) with North Central with the highest response rate at 78.3% and Southwest at 32.8%.

A few factors affected the number of responses and response rates in the Atlantic and

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[5] For questions on the AmeriCorps NCCC program contact: NCCCDeployments@cns.gov . For questions on the analysis and report please contact the AmeriCorps Office of Research and Evaluation (ORE) at: evaluation@cns.gov.

[6] A new version of the NCCC Sponsor Organization Survey began in December 30, 2019. ORE has several recommendations for a revised sponsor survey (Appendix B).

Southwest regions. In November 2017, the Atlantic region closed, therefore less service projects were completed compared to other regions for the same period. But even for the projects that were completed in the Atlantic region, the response rate of 48.6% was still lower compared to the response rates of North Central Pacific, and Southern.

In December 2018, the Southwest region started piloting a survey to receive sponsor feedback earlier in the program cycle - rather than after project completion. The purpose was to receive information earlier during a project cycle to have the opportunity to strengthen team performance and capture in-kind and financial contributions to NCCC projects. This meant that unlike the other regions, sponsors in the Southwest region may not have received a link to the sponsor survey after project completion.

Thus, due to the lower response rates (i.e., non-response rate) in the Atlantic and Southwest regions, the results and implications should be treated with some caution, as the results may not be representative of all the sponsors in the two regions.

Table 1 Response rate for the NCCC Sponsor Organization Survey by NCCC region (June 2016 and September 2019)			
NCCC Region	Total number of Project Close Outs	Total number of Survey responses by region	Response rate by region
Atlantic	142	69	48.6%
North Central	364	285	78.3%
Pacific	360	244	67.7%
Southern	372	247	66.3%
Southwest	293	96	32.8%
Total:	1531	941	61.5%

Recommendations for NCCC Sponsor Feedback and Revising Sponsor Surveys

ORE has several recommendations for a revised AmeriCorps NCCC Sponsor Organization Survey and for gathering additional feedback from sponsors. See Appendix B.

Key Takeaways

Overall, the majority of AmeriCorps NCCC sponsors were very positive about the NCCC program and teams across North Central, Pacific, Southern and Southwest. In many instances, the Atlantic region's sponsors experiences were somewhat less positive than the other four regions. There was some variation across regions by question but for the most part, the results were comparable. [7]

1. *Community Need and impact*
   o Across the five regions, the majority of sponsors (80% to 92%) reported that AmeriCorps NCCC teams, either to a large extent or completely, met the primary community need through their service and contributed to the achievement of the projects' primary objectives.
   o The top three areas of community need stated by sponsors varied across regions:
      1) Atlantic: access to economic opportunities, ability to respond to and recover from disasters, ability to rebuild after disasters;
      2) North Central: enhancements of parks, natural habitats, and at-risk ecosystems, preservation or protection of parks, natural habitats, and at-risk ecosystems, knowledge and understanding of environmental conservation practices;
      3) Pacific: access to housing, enhancements of parks, natural habitats, and at-risk ecosystems, ability to rebuild after disasters;
      4) Southern: access to housing, ability to respond to and recovery from disasters, ability to rebuild after disasters; and,
      5) Southwest: student academic engagement or performance, access to economic opportunities, food security or nutritional practices.

2. *Project quality and engagement*.
   o The majority of sponsors in the Atlantic (80%), North Central (84%) Pacific (87%), Southern (89%), Southwest (90%) regions reported the overall quality of work

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[7] Responses like "strongly agree" and "agree" or "very satisfied" and "satisfied" were aggregated into one variable representing positive views. The responses categories "to a large extent" and "to a moderate extent" were also aggregated under the assumption that they both represent positive sponsors' views.

performed on the projects by the AmeriCorps NCCC teams was exceptional or high.

   o About two-thirds of sponsors across the five regions reported that the overall quality of work performed by AmeriCorps NCCC teams was somewhat to significantly better than other team-based support that their organizations received.

   o Across the five regions, between 71% to 81% of sponsors reported that the AmeriCorps NCCC teams were fully engaged while serving on the projects.

3. *Team training.*

   o Most of the sponsors (90% to 95%) across the five regions reported that to a moderate and large extent, AmeriCorps NCCC teams came trained as a cohesive and functioning team.

   o The majority of sponsors reported that NCCC teams acquired some skills demonstrated in the sponsor training.

   o Across all five regions, AmeriCorps NCCC teams received additional training by the sponsor organizations. The top three areas of training provided by sponsors for AmeriCorps NCCC teams included: project-specific skills and abilities, equipment or tools training, and safety or security training.

4. *Team member skills and abilities.*

   o About three-quarters of sponsors across the five regions reported a moderate to large positive change in NCCC teams' following skill sets: building trust, enlisting others in a common vision, aligning actions with shared values, facilitating relationships, identifying innovative ways to improve, fostering collaboration, showing appreciation, creating a spirit of community, and demonstrating compassion.

   o Most to nearly all sponsors (between 90 and 97%) across the five regions believed that to a great or moderate extent, AmeriCorps NCCC teams developed a clear understanding of their roles and responsibilities of the organization they were serving alongside.

5. *Team attitude, responsibility, and inclusion*

   o Most sponsors (90% and 93%) in the North Central, Pacific, Southern, and Southwest regions, and the majority of sponsors (82%) in the Atlantic region, reported that AmeriCorps NCCC's teams' attitudes towards their projects' work was positive or very positive.

   o Nearly all sponsors (95% and 97%) across the five regions responded that AmeriCorps NCCC teams were always or often on time to the project site.

   o Most to nearly all sponsors across the five regions responded that AmeriCorps NCCC teams were always or often prepared to serve on the project (88% to 95%); were always or often flexible to changing workloads on the project site (88% and 93%); and were always or often adaptable to changing situations on

the project site (88% and 92%).

- o NCCC defines "inclusion" as "the equal and full acceptance of all persons with respect to race, ethnicity, age, sex, disability, religion, sexual orientation, and gender identity/expression, that leads to a sense of belonging." Nearly all of the sponsors across the five regions either agreed or strongly agreed that AmeriCorps NCCC members were inclusive of those within the communities they served (90% to 99%) and of those within the sponsoring organizations (93% to 99%).
- o Between 85% to 94% of sponsors from the North Central, Pacific, Southern, and Southwest regions and 73% of sponsors in the Atlantic region, reported that most to all of the time, AmeriCorps NCCC teams were safety conscious and utilized project-specific equipment and tools in a proper manner.

6. *Benefits to your organization*
   - o Nearly all of the sponsors (92% to 97%) across the five regions, agreed or strongly agreed that AmeriCorps NCCC teams supported the mission of their organizations.
   - o Sponsors across the five regions reported that AmeriCorps NCCC teams enhanced their organizations services they provide to the community by: 1) extending the number of services they provide to the same number of individuals (26% to 35%), 2) providing similar services more quickly (22% to 40%), 3) offering new or higher quality services to individuals (25% to 41%), and 4) providing services to a greater number of individuals (47% to 58%).
   - o Most of the sponsors from North Central (89%), Pacific (92%), Southern (87%), and Southwest (88%) and about three-quarters of sponsors from the Atlantic region (77%), reported that their organizations were able to accomplish their organizations' work in shorter time due to the work and collaboration of the AmeriCorps NCCC teams.
   - o The majority of sponsors (65% to 84%) across the five regions reported that the communities somewhat to a great deal more aware of their organization and its mission as a result of their collaboration with AmeriCorps NCCC.
   - o Sponsors across the five regions reported that AmeriCorps NCCC teams assisted their organizations' volunteers mainly by coordinating, supervising, and training, and somewhat less in recruiting.

7. *Involvement and satisfaction.*
   - o The majority of sponsors (between 53% to 69%) reported personally working with AmeriCorps NCCC teams fairly frequently (16 to 20 hours per week) or very frequently (21 or more hours per week).
   - o Most sponsors (90 to 95%) across North Central, Pacific, Southern and Southwest were very satisfied or satisfied with the level of communication regarding the development and implementation of projects.

- Nearly all sponsors (92% to 96%) across North Central, Pacific, Southern and Southwest were satisfied to very satisfied with AmeriCorps NCCC teams.
- The majority of sponsors (83% to 91%) across the five regions indicated their interest to sponsor another AmeriCorps NCCC team in the future.
- The majority of sponsors did not refer another organization that they believed could better serve their community with an AmeriCorps NCCC team.

8. *Miscellaneous*
   - Across all five regions, sponsors considered the top three greatest strengths of AmeriCorps NCCC to be flexibility and adaptability, team work ethic or dedication, and level of team engagement.
   - Across the five regions, sponsors thought that the greatest areas for improvement for the NCCC program were travel logistics (9% to 14%) lodging or housing logistics (15 to 28%), and "other" (22% to 33%).
   - The majority of sponsors were not interested in becoming Employers of National Service.

Analysis of Survey Topic Areas

1. Community Need and Impact

Primary Community Need Addressed by the Service Project

	Atlantic	North Central	Pacific	Southern	Southwest
■ Urban and Rural Development	26%	26%	18%	17%	53%
■ Natural and Other Disasters	41%	20%	39%	53%	10%
■ Infrastructure Improvement	4%	22%	19%	14%	13%
■ Environmental Stewardship and Conservation	29%	31%	23%	16%	22%
■ Energy Conservation	0%	1%	1%	0%	2%
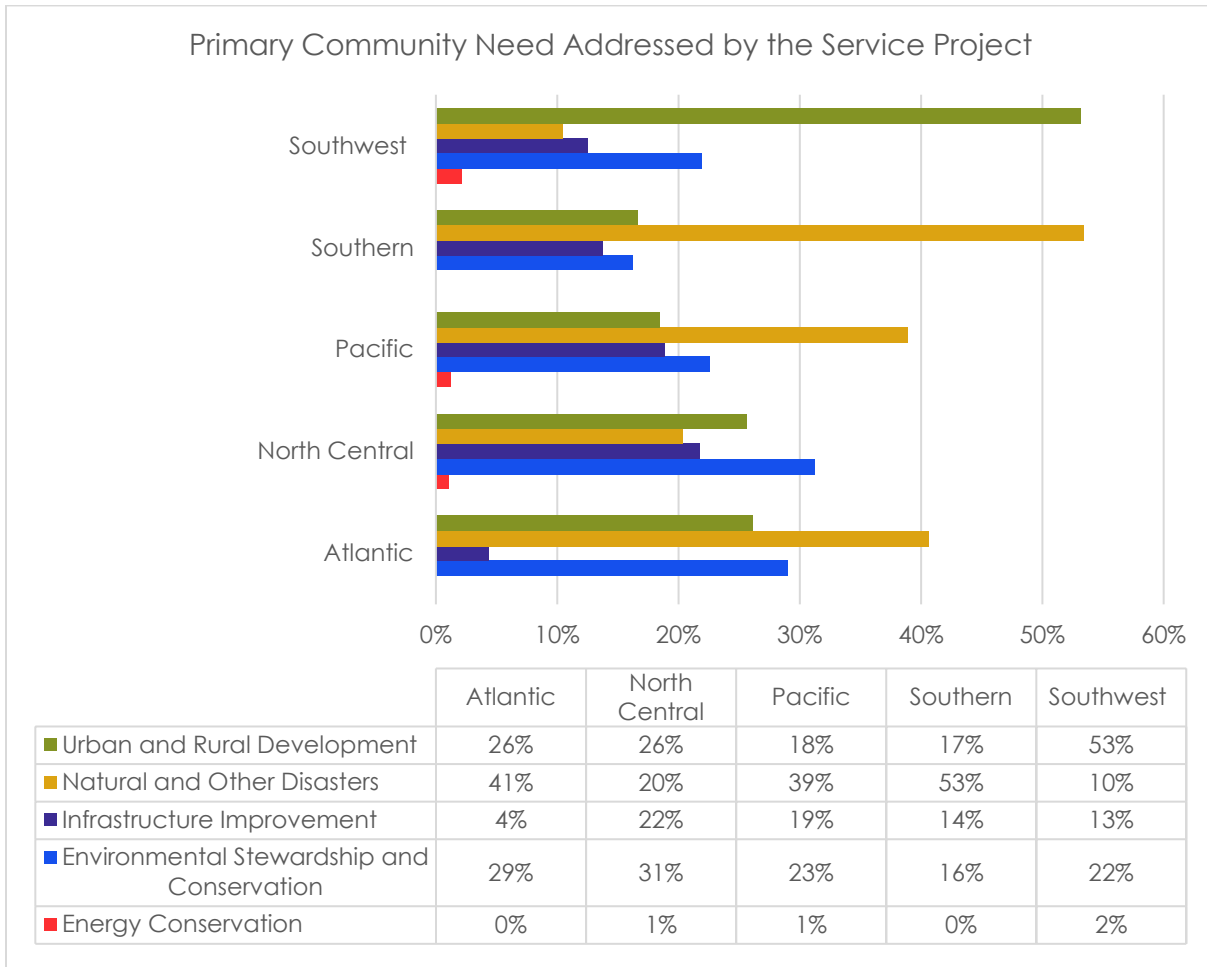
Figure (1.1): Q1. What was the primary community need addressed by this project?

Sponsors reported the primary community need addressed by the project. Overall, 'Natural and Other Disasters' was the top primary community need addressed by the AmeriCorps NCCC teams in the Atlantic (41%), Pacific (39%), and Southern (53%) regions. 'Environmental Stewardship and Conservation' was the top community need at North Central region (31%) and the second top community need in the Atlantic (29%), Pacific (23%), and Southwest (22%) regions. 'Urban and Rural Development' was the top primary community need addressed by the Southwest region (53%) and the second top community need reported for North Central (26%) and Southern (17%) regions.

Meeting primary community needs

	Atlantic	NorthCentral	Pacific	Southern	Southwest
■ Completely	37%	40%	34%	45%	40%
■ To a large extent	43%	47%	48%	41%	52%
■ To a moderate extent	14%	12%	14%	12%	8%
■ To a small extent	3%	1%	3%	2%	1%
■ Not at all	3%	0%	1%	1%	0%
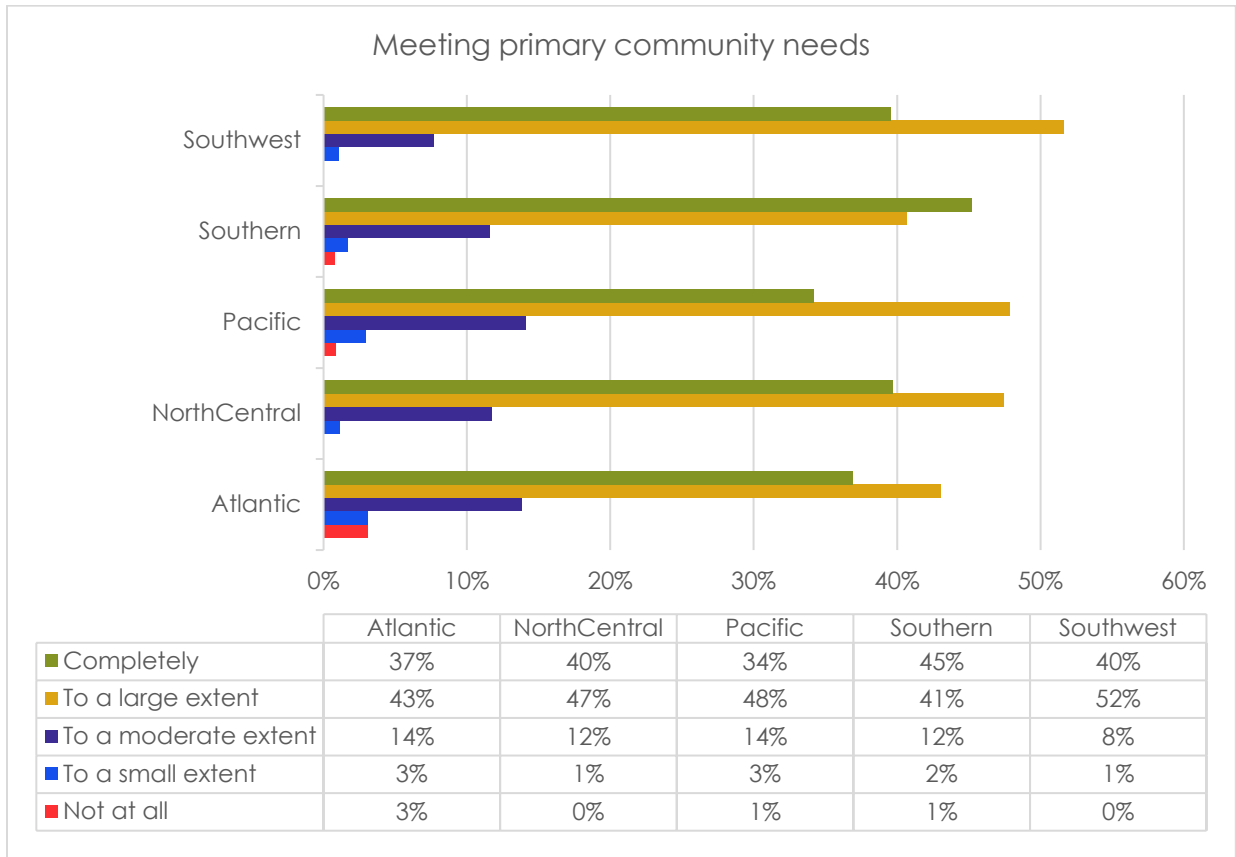
Figure (1.2): Q12. To what extent did the AmeriCorps NCCC team meet the primary community need through its service?

Across the five regions, the majority of sponsors (80% to 92%) reported that either to a large extent or completely, AmeriCorps NCCC teams met the primary community need through their service.

Contribute to the achievement of primary objective

	Atlantic	NorthCentral	Pacific	Southern	Southwest
Completely	42%	42%	35%	46%	46%
To a large extent	38%	46%	50%	42%	45%
To a moderate extent	14%	11%	10%	9%	8%
To a small extent	5%	1%	4%	2%	1%
Not at all	2%	0%	1%	1%	0%
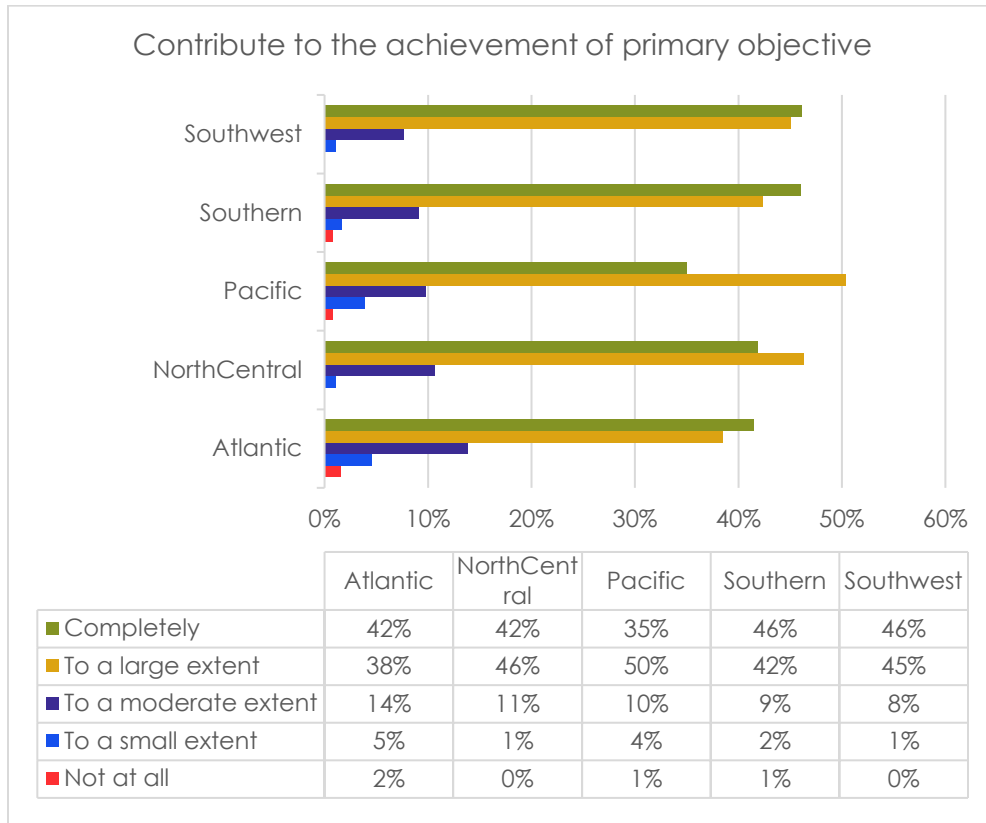
Figure (1.3): Q13. To what extent did the AmeriCorps NCCC team contribute to the achievement of the project's primary objective?

Across the five regions, the majority of sponsors (80% to 91%) reported that AmeriCorps NCCC teams contributed to the achievement of the projects' primary objectives to a large extent or completely.

Primary reasons the primary objective was not achieved
(to a small extent or not at all)

	Atlantic	North Central	Pacific	Southern	Southwest
■ Project performance of the team		3	4	1	
■ Behavior of the team's members		2	3		
■ Inclement weather					
■ Other unanticipated factors effecting the project (please specify)		1	3	3	1
■ Team pulled away from the project for disaster response	4		6	3	
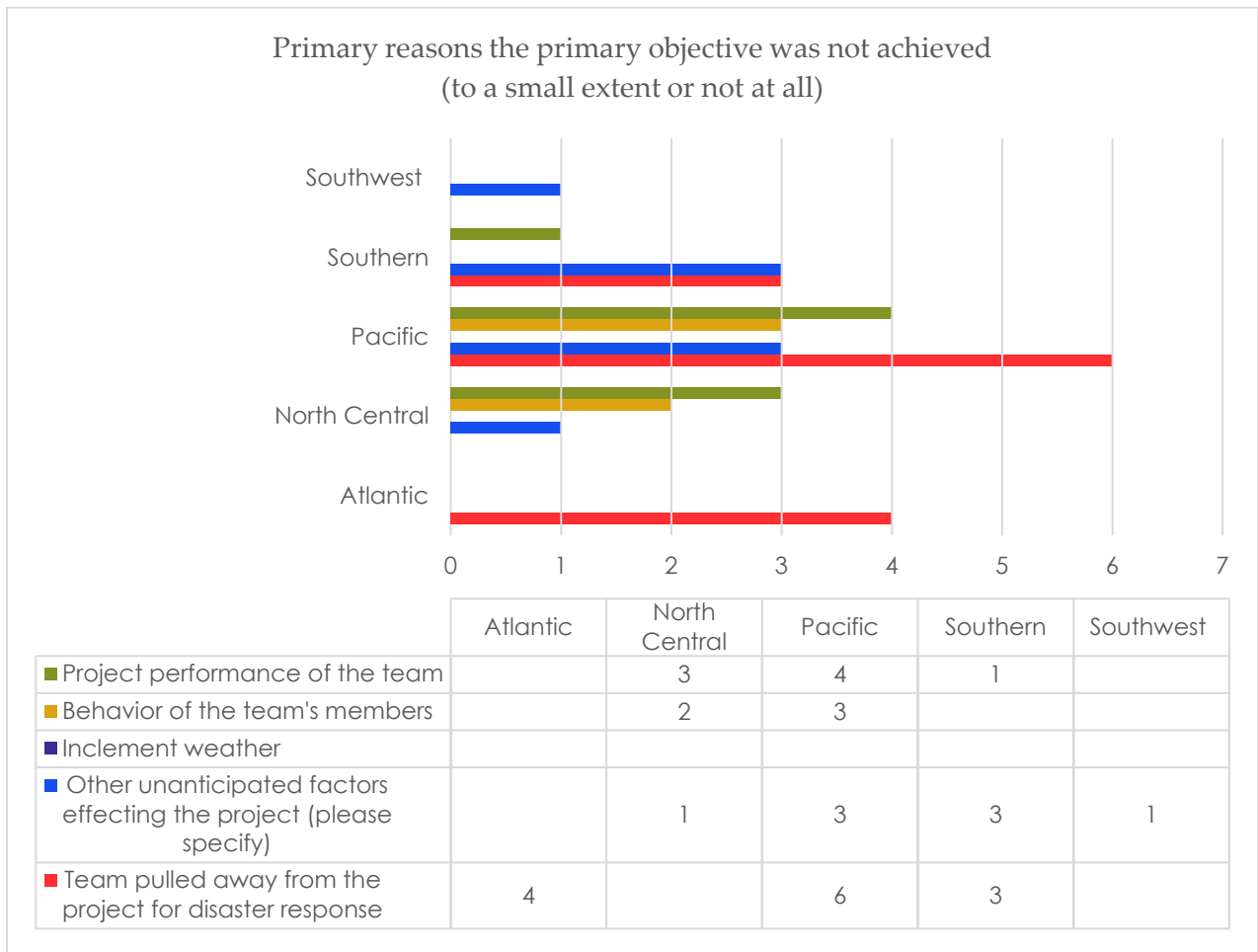
Figure (1.4): Q14. Please note the reasons why the AmeriCorps NCCC team contributed to a small extent or not all to the achievement of the project's primary objective. Please select all that apply.
*** Only 34 sponsors (3%) answered this question, which is a small number and may not yield accurate results.

Only a small number of sponsors (n=34 or 3%) responded to this question. The main reasons reported about why the AmeriCorps NCCC teams contributed to a small extent or not at all to the achievements of the projects' primary objectives include teams being pulled away from the project to respond a disaster (n=13), followed by project performance of the team (n=8) and other anticipated factors affecting the project (n=8), and finally, the behavior of the team's members (n=5).

Meeting project's primary objectives

	Atlantic	North Central	Pacific	Southern	Southwest
■ Project primary objective was met and exceeded	34%	37%	42%	41%	43%
■ Project primary objective were met	51%	48%	45%	49%	47%
■ Project primary objectives was partially met	12%	15%	11%	8%	10%
■ Project primary objective was not met	3%	0%	2%	2%	0%
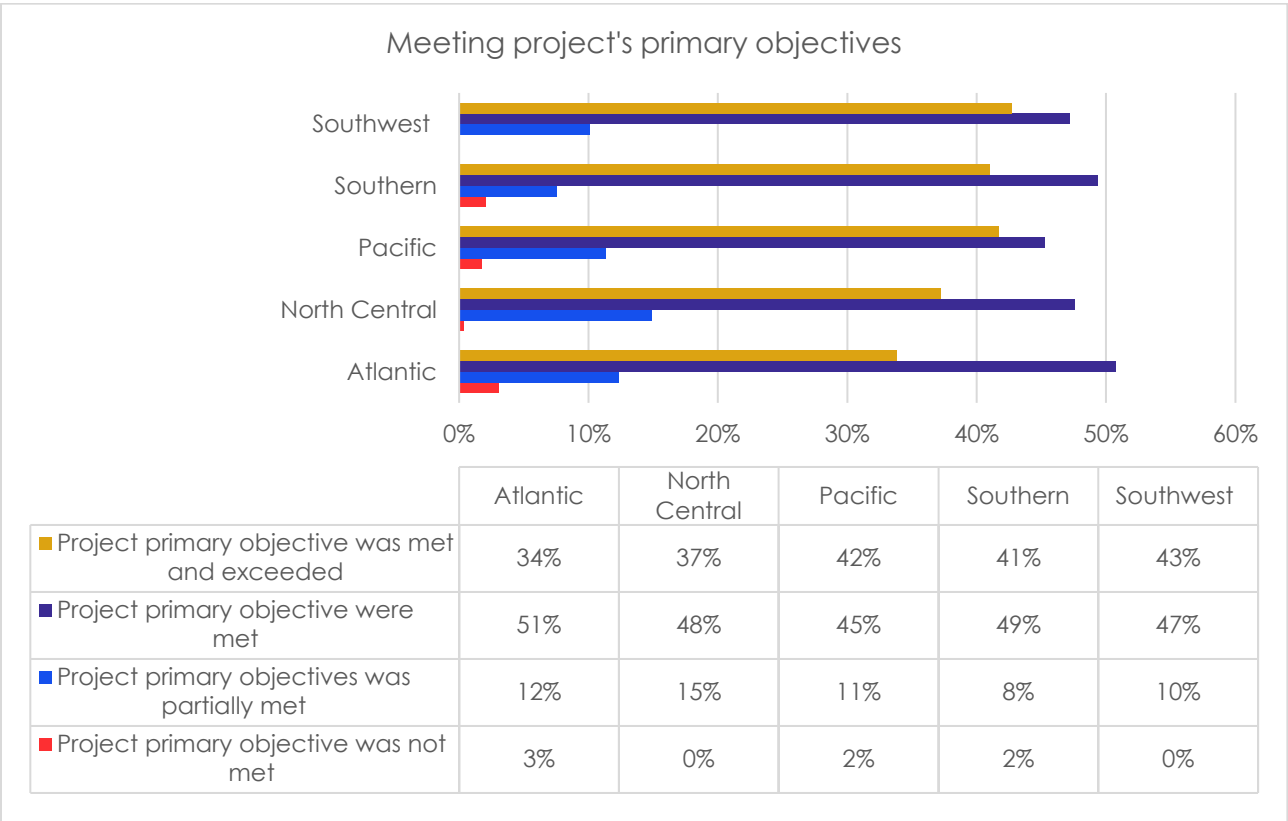
Figure (1.5): Q15. Was the project's primary objective met by your organization? This should include both the AmeriCorps NCCC team and any independent contributions by your organization toward that objective.

Across the five regions, the majority of sponsors (85% to 90%) reported that the NCCC projects that included both the contributions of the NCCC teams and of the sponsor organizations, met the organizations' primary objectives.

Ability to sustain project's outcomes

	Atlantic	North Central	Pacific	Southern	Southwest
Completely	42%	41%	43%	54%	40%
To a large extent	42%	48%	44%	32%	46%
To a moderate extent	14%	9%	11%	12%	7%
To a small extent	2%	2%	1%	0%	3%
Not at all	2%	0%	1%	2%	3%
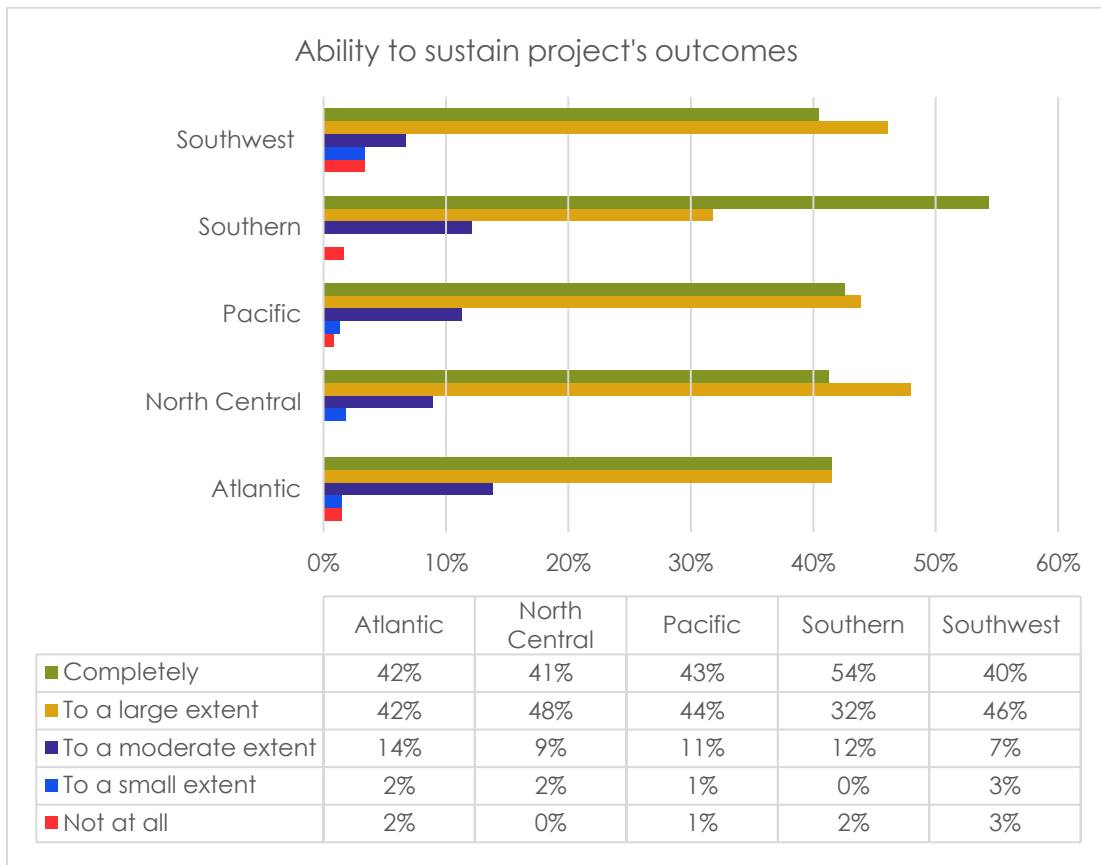
Figure (1.6): Q16. To what extent will your organization be able to sustain the project's outcomes?

Across the five regions, the majority of sponsors (84% to 89%) reported that their organizations will completely or to a large extent be able to sustain their projects' outcomes.

Empowering citizens in local communities to meet their own needs

	Atlantic	North Central	Pacific	Southern	Southwest
To a large extent	46%	36%	47%	49%	49%
To a moderate extent	35%	42%	36%	38%	31%
To a small extent	9%	16%	13%	9%	17%
Not at all	9%	7%	4%	4%	2%
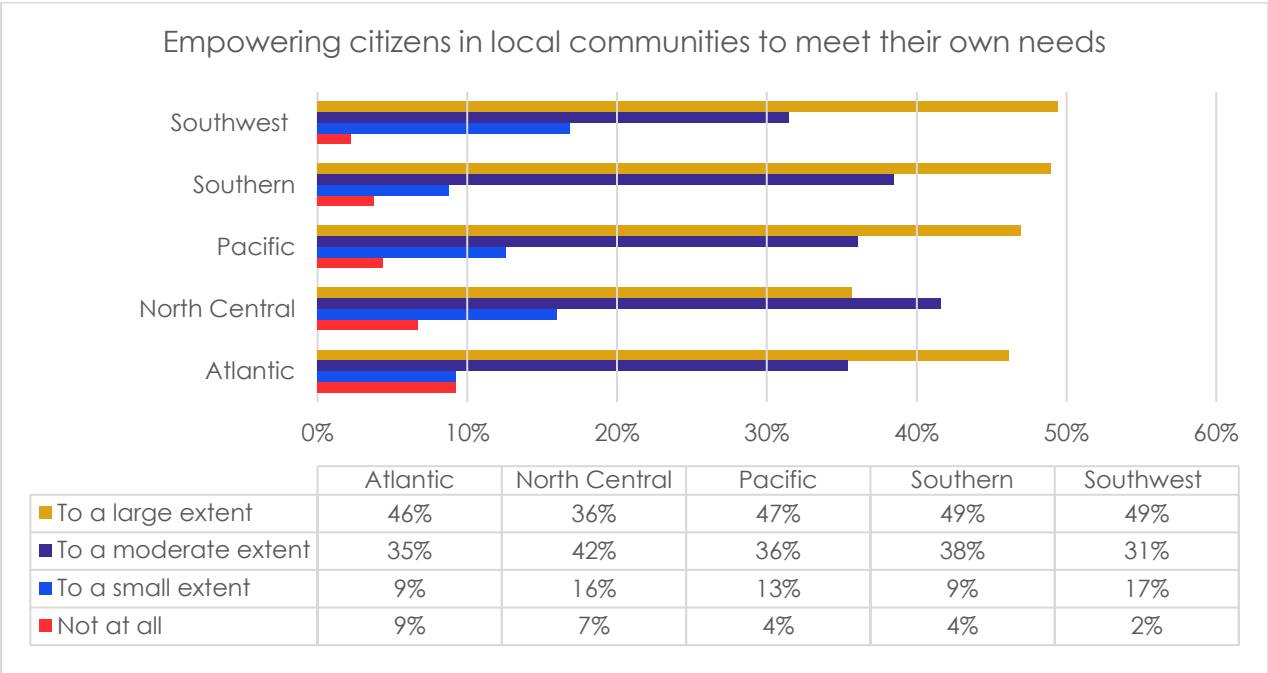
Figure (1.7): Q17. To what extent did the AmeriCorps NCCC team's efforts on this project empower citizens in local communities to be able to meet their own needs?

Across the five regions, the majority of sponsors (78% to 87%) of sponsors reported that AmeriCorps NCCC teams efforts on the projects empowered citizens in the local communities to be able to meet their own needs.

Efforts to strengthen the community

	Atlantic	North Central	Pacific	Southern	Southwest
To a large extent	55%	51%	58%	61%	63%
To a moderate extent	34%	35%	27%	27%	26%
To a small extent	8%	10%	11%	8%	8%
Not at all	3%	4%	5%	4%	3%
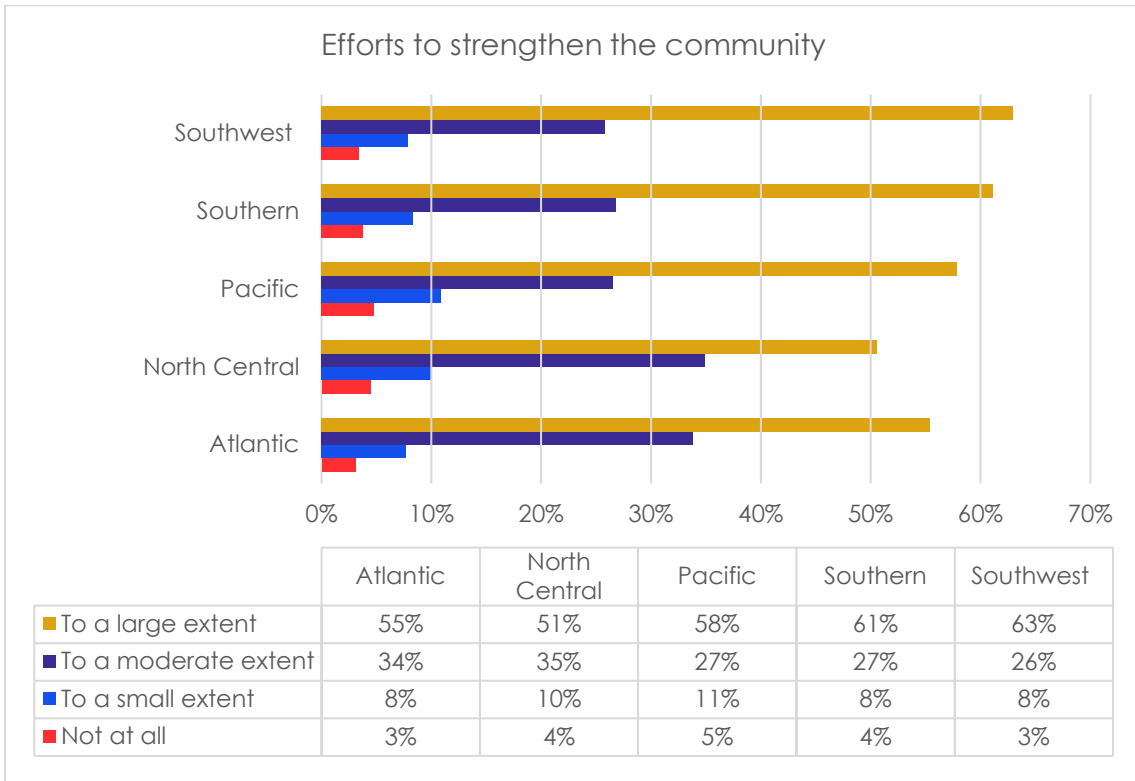
Figure (1.8): Q18. To what extent did the AmeriCorps NCCC team's efforts on this project strengthen the community in which the team served?

Across the five regions, the majority of sponsors (81% to 89%) reported that to a moderate or large extent, AmeriCorps NCCC teams' efforts on the projects strengthened the communities in which they served.

Figure (1.9) (1.10) (1.11) (1.12) (1.13): Q19. Today, what would you say is the most significant area of need in your local community?

Indicator	Code
Ability to prepare for or mitigate disasters	1
Ability to rebuild after disasters	2
Ability to respond to and recovery from disasters	3
Access to economic opportunities	4
Access to housing	5
Accessibility of public infrastructure	6
Community resource efficiency	7
Enhancement of public spaces	8
Enhancements of parks, natural habitats, and at-risk ecosystems	9
Food security or nutritional practices	10
Improved or restored housing	11
Knowledge and understanding of environmental conservation practices	12
Knowledge and understanding of sustainable energy practices	13
Medical or Basic Needs	14
Organization capacity or capability to provide disaster services	15
Preservation of cultural or historical integrity	16
Preservation or protection of parks, natural habitats, and at-risk ecosystems	17
Protection from disaster damage	18
Protection from fire damage	19
Public engagement in local communities	20
Public safety and community resilience	21
Quality of public infrastructure	22
Student academic engagement or performance	23
Other (please specify)	24

Figure (1.9)

In the North Central region, sponsors reported the top three areas of need for were: enhancements of parks, natural habitats, and at-risk ecosystems protection from disaster damage, and knowledge and understanding of environmental conservation practices.

Pacific

Indicator	Code
Ability to prepare for or mitigate disasters	1
Ability to rebuild after disasters	2
Ability to respond to and recovery from disasters	3
Access to economic opportunities	4
Access to housing	5
Accessibility of public infrastructure	6
Community resource efficiency	7
Enhancement of public spaces	8
Enhancements of parks, natural habitats, and at-risk ecosystems	9
Food security or nutritional practices	10
Improved or restored housing	11
Knowledge and understanding of environmental conservation practices	12
Knowledge and understanding of sustainable energy practices	13
Medical or Basic Needs	14
Organization capacity or capability to provide disaster services	15
Preservation of cultural or historical integrity	16
Preservation or protection of parks, natural habitats, and at-risk ecosystems	17
Protection from disaster damage	18
Protection from fire damage	19
Public engagement in local communities	20
Public safety and community resilience	21
Quality of public infrastructure	22
Student academic engagement or performance	23
Other (please specify)	24

Figure (1.10)

In the Pacific region, sponsors reported the top three areas of need were: access to housing, enhancements of parks, natural habitats, and at-risk ecosystems, and ability to rebuild after disasters.

Figure (1.11)

Indicator	Code
Ability to prepare for or mitigate disasters	1
Ability to rebuild after disasters	2
Ability to respond to and recovery from disasters	3
Access to economic opportunities	4
Access to housing	5
Accessibility of public infrastructure	6
Community resource efficiency	7
Enhancement of public spaces	8
Enhancements of parks, natural habitats, and at-risk ecosystems	9
Food security or nutritional practices	10
Improved or restored housing	11
Knowledge and understanding of environmental conservation practices	12
Knowledge and understanding of sustainable energy practices	13
Medical or Basic Needs	14
Organization capacity or capability to provide disaster services	15
Preservation of cultural or historical integrity	16
Preservation or protection of parks, natural habitats, and at-risk ecosystems	17
Protection from disaster damage	18
Protection from fire damage	19
Public engagement in local communities	20
Public safety and community resilience	21
Quality of public infrastructure	22
Student academic engagement or performance	23
Other (please specify)	24

In the Southern region, the top three areas of need for sponsors were: ability to rebuild after disasters, ability to respond to and recover from disasters, and access to housing.

Figure (1.12)

Indicator	Code
Ability to prepare for or mitigate disasters	1
Ability to rebuild after disasters	2
Ability to respond to and recovery from disasters	3
Access to economic opportunities	4
Access to housing	5
Accessibility of public infrastructure	6
Community resource efficiency	7
Enhancement of public spaces	8
Enhancements of parks, natural habitats, and at-risk ecosystems	9
Food security or nutritional practices	10
Improved or restored housing	11
Knowledge and understanding of environmental conservation practices	12
Knowledge and understanding of sustainable energy practices	13
Medical or Basic Needs	14
Organization capacity or capability to provide disaster services	15
Preservation of cultural or historical integrity	16
Preservation or protection of parks, natural habitats, and at-risk ecosystems	17
Protection from disaster damage	18
Protection from fire damage	19
Public engagement in local communities	20
Public safety and community resilience	21
Quality of public infrastructure	22
Student academic engagement or performance	23
Other (please specify)	24

In the Southwest region, sponsors reported the top two areas of need for sponsors were: food security or nutritional practices and access to economic opportunities. The top third area of need was an open-ended question about an "other" significant area of need in their local communities including housing restoration, racial justice and economic disparities, and accessibility to basic needs.

Indicator	Code
Ability to prepare for or mitigate disasters	1
Ability to rebuild after disasters	2
Ability to respond to and recovery from disasters	3
Access to economic opportunities	4
Access to housing	5
Accessibility of public infrastructure	6
Community resource efficiency	7
Enhancement of public spaces	8
Enhancements of parks, natural habitats, and at-risk ecosystems	9
Food security or nutritional practices	10
Improved or restored housing	11
Knowledge and understanding of environmental conservation practices	12
Knowledge and understanding of sustainable energy practices	13
Medical or Basic Needs	14
Organization capacity or capability to provide disaster services	15
Preservation of cultural or historical integrity	16
Preservation or protection of parks, natural habitats, and at-risk ecosystems	17
Protection from disaster damage	18
Protection from fire damage	19
Public engagement in local communities	20
Public safety and community resilience	21
Quality of public infrastructure	22
Student academic engagement or performance	23
Other (please specify)	24

Figure (1.13)

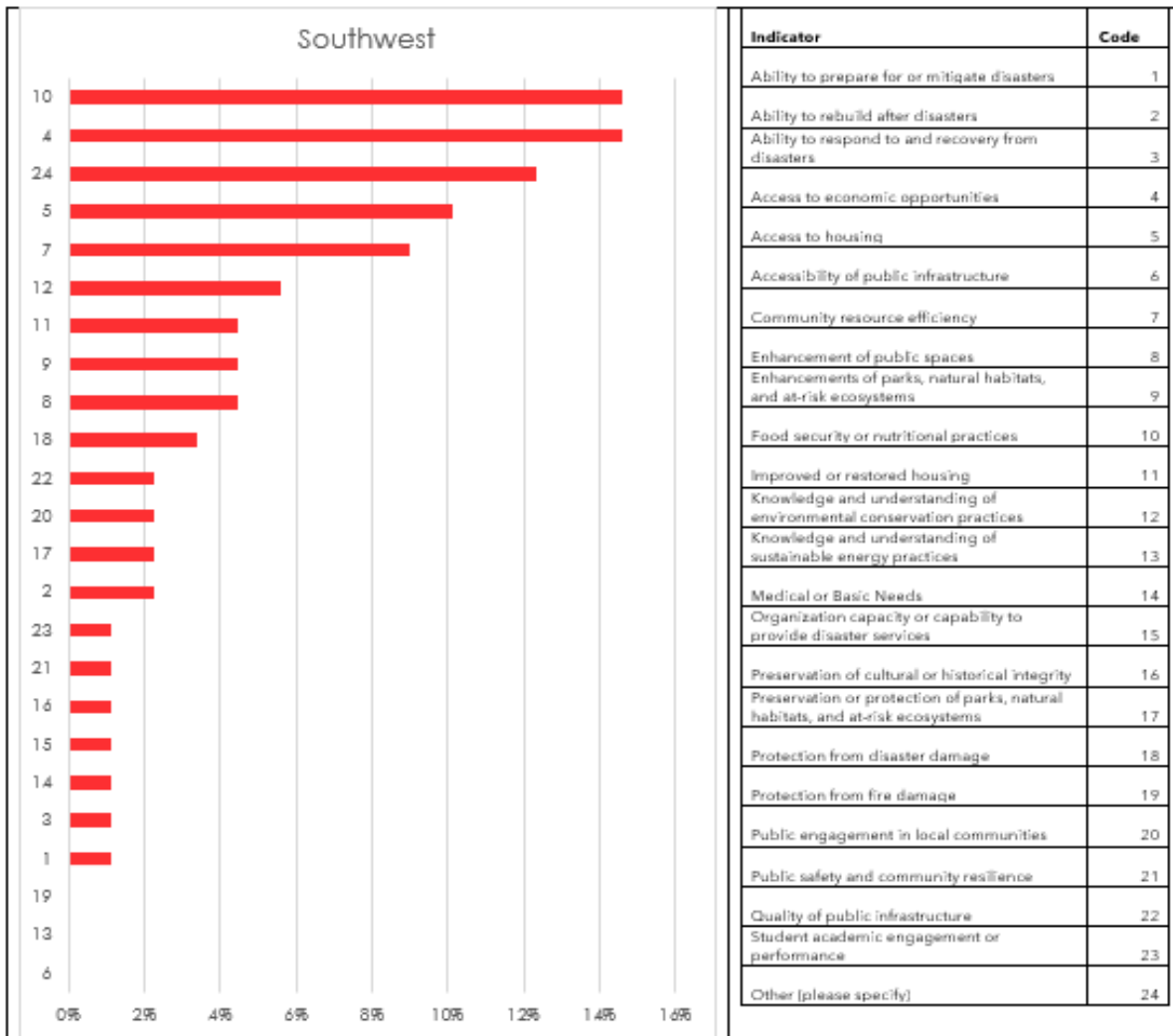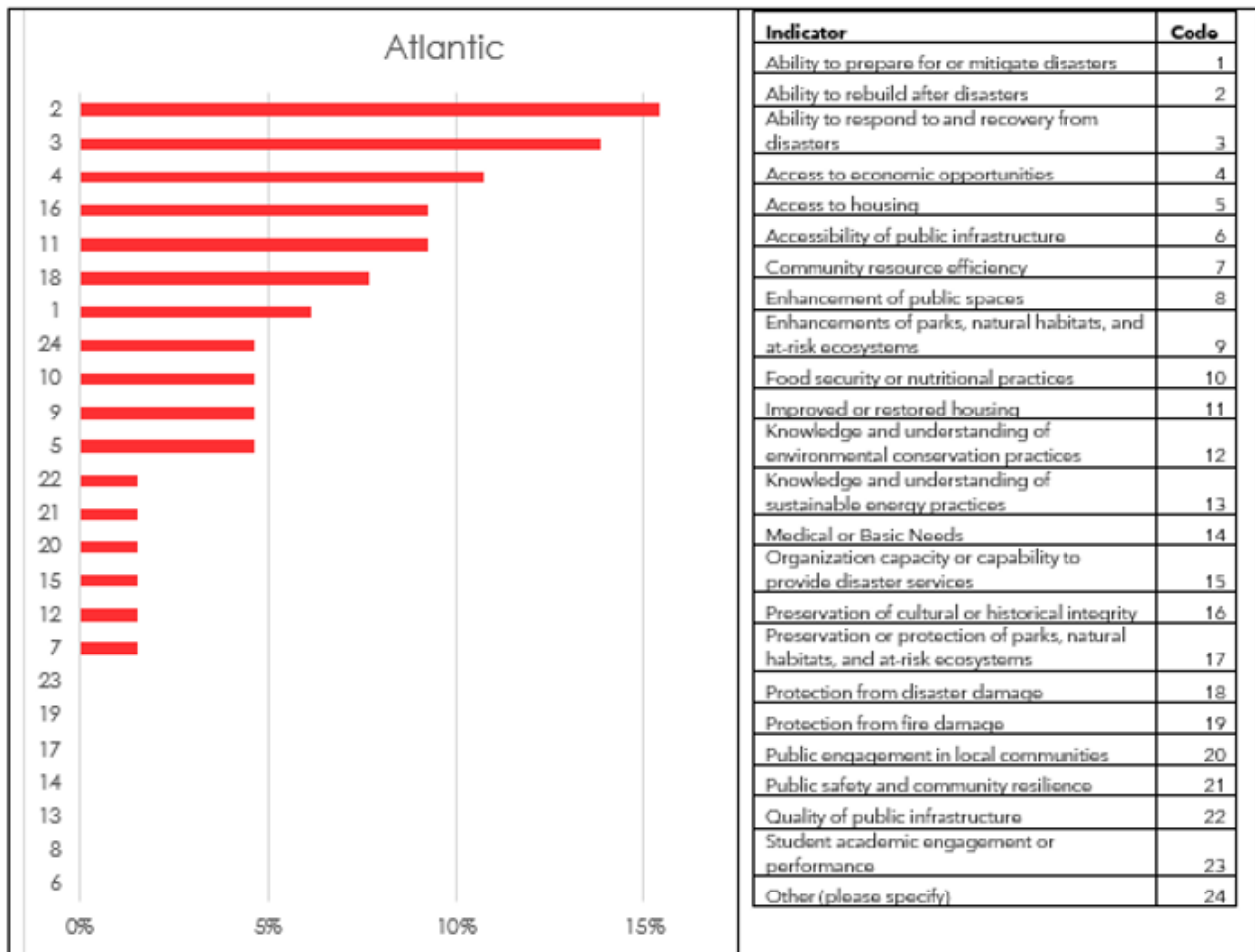In the Atlantic region, sponsors reported that their top three areas of need were: ability to rebuild after disasters, ability to respond to and recovery from disasters, and access to economic opportunities.

2. Project Quality and Engagement

Quality of work

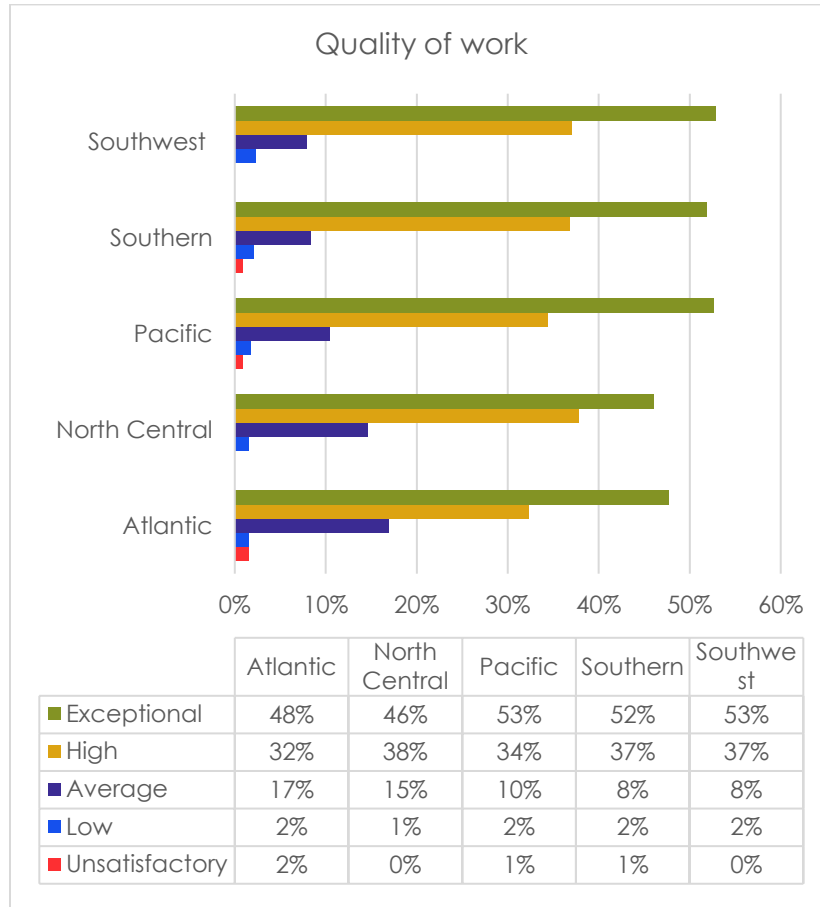|	Atlantic	North Central	Pacific	Southern	Southwest
Exceptional	48%	46%	53%	52%	53%
High	32%	38%	34%	37%	37%
Average	17%	15%	10%	8%	8%
Low	2%	1%	2%	2%	2%
Unsatisfactory	2%	0%	1%	1%	0%

Figure (2.1): Q20. How would you rate the overall quality of the work that the AmeriCorps NCCC team performed on this project?

The majority of sponsors in the Atlantic (80%), North Central (84%) Pacific (87%), Southern (89%), Southwest (90%) regions reported the overall quality of work performed on the projects by the AmeriCorps NCCC teams was exceptional or high.
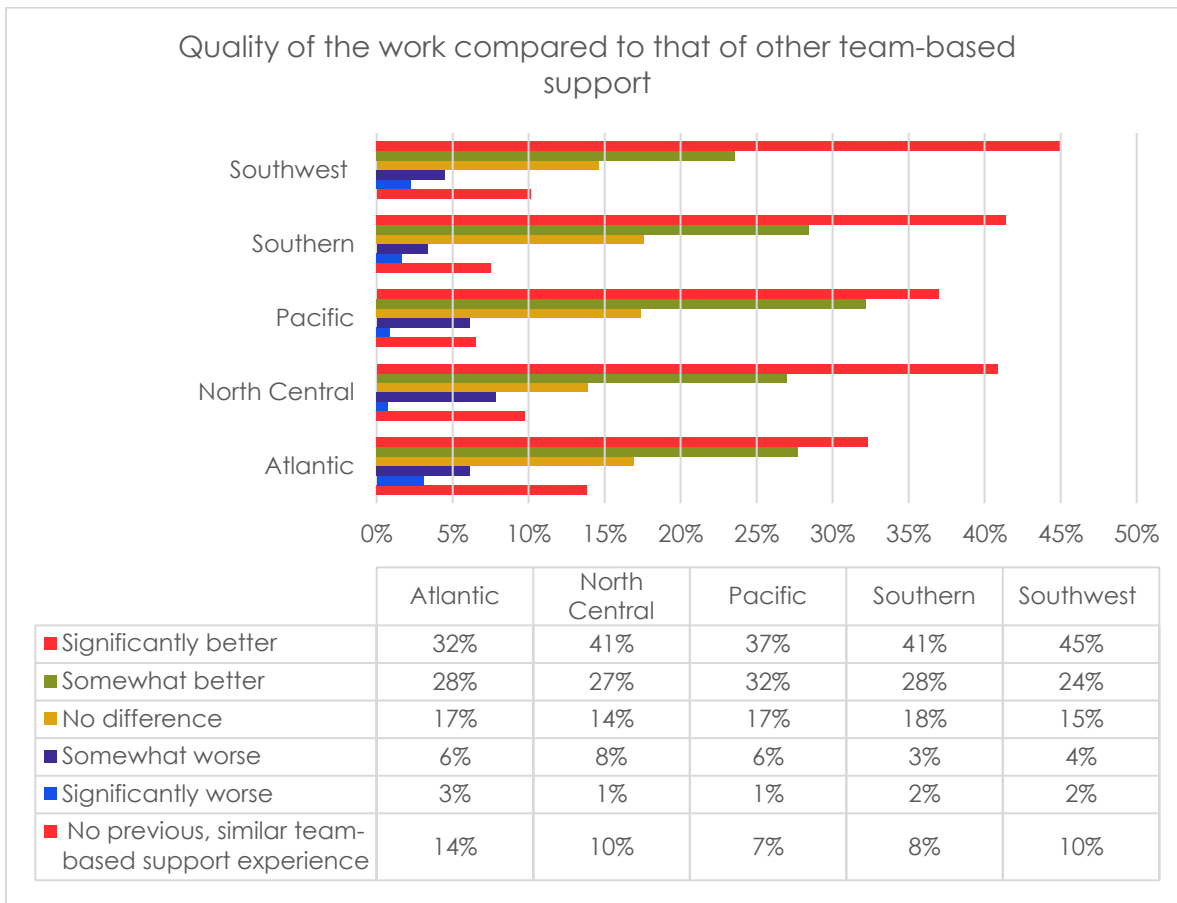
Figure (2.2): Q21. How did the overall quality of the work that this AmeriCorps NCCC team performed compared to that of other team-based support that your organization has received?

About two-thirds of sponsors across the five regions reported that the overall quality of work performed by AmeriCorps NCCC teams was somewhat to significantly better than other team-based support that their organizations received. More specifically, between 32% to 45% of sponsors across the five regions reported that the overall quality of work performed by AmeriCorps NCCC teams was significantly better and while another 24% to 32% of sponsors report overall quality of work performed by AmeriCorps NCCC teams as somewhat better than other team-based support that their organizations had received.

Engagement while serving on the project

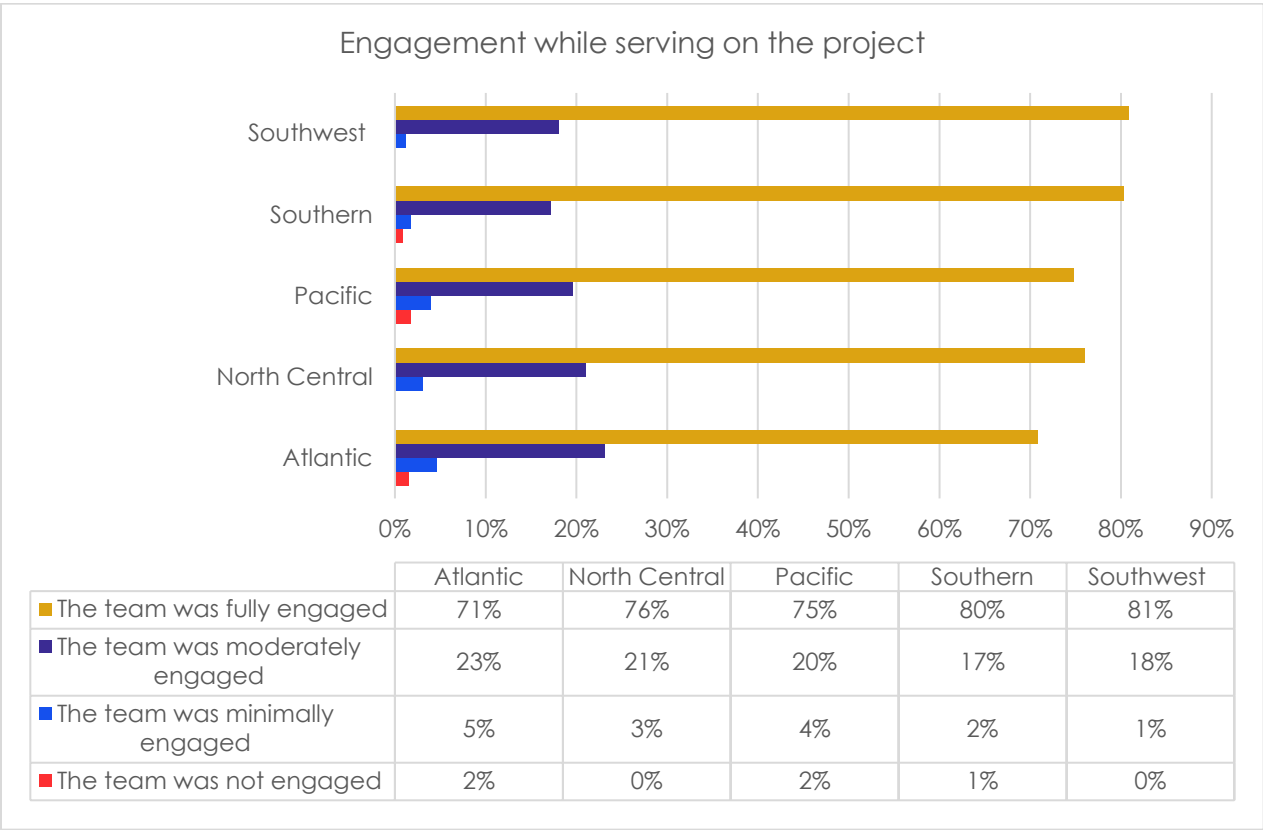|	Atlantic	North Central	Pacific	Southern	Southwest
■ The team was fully engaged	71%	76%	75%	80%	81%
■ The team was moderately engaged	23%	21%	20%	17%	18%
■ The team was minimally engaged	5%	3%	4%	2%	1%
■ The team was not engaged	2%	0%	2%	1%	0%

Figure (2.3): Q22. To what extent do you believe the AmeriCorps NCCC team was engaged while serving on the project? Engagement is being provided with enough task throughout the day to be committed to an organization's goals and values and motivated to contribute to organizational success.

Engagement is being provided with enough task throughout the day to be committed to an organization's goals and values and motivated to contribute to organizational success. Across the five regions, between 71% to 81% of sponsors reported that the AmeriCorps NCCC teams were fully engaged while serving on the projects. Another 17% to 23% of sponsors found that the AmeriCorps teams were moderately engaged while serving on the projects. Only a few sponsors across each region found that AmeriCorps NCCC were minimally or not engaged: Atlantic, 7%; North Central, 3%, Pacific, 6%, Southern, 3%; and, Southwest, 1%.

3. Team Training

Trained as a cohesive and functioning team

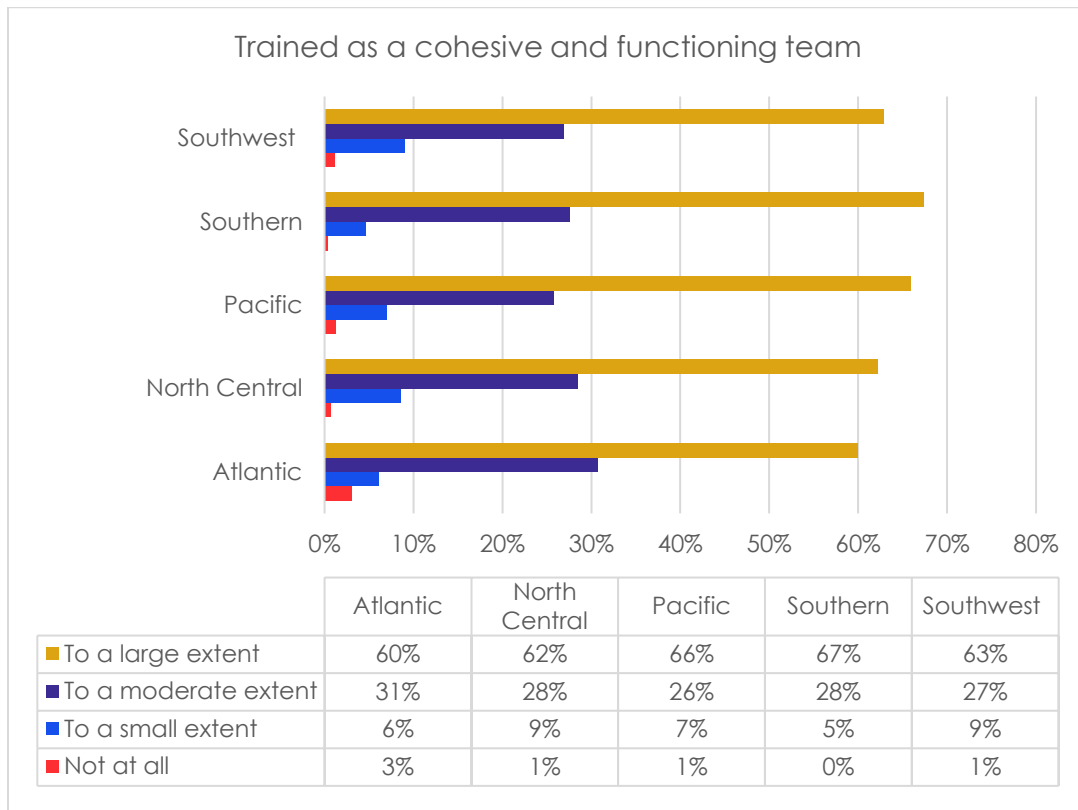|	Atlantic	North Central	Pacific	Southern	Southwest
To a large extent	60%	62%	66%	67%	63%
To a moderate extent	31%	28%	26%	28%	27%
To a small extent	6%	9%	7%	5%	9%
Not at all	3%	1%	1%	0%	1%

Figure (3.1): Q23. To what extent did the AmeriCorps NCCC team come trained as a cohesive, functioning team?

Between 90% to 95% of sponsors across the five regions reported that to a moderate and large extent, AmeriCorps NCCC teams came trained as a cohesive and functioning team.

Members' ablity to acquire the skills demonstrated in that training

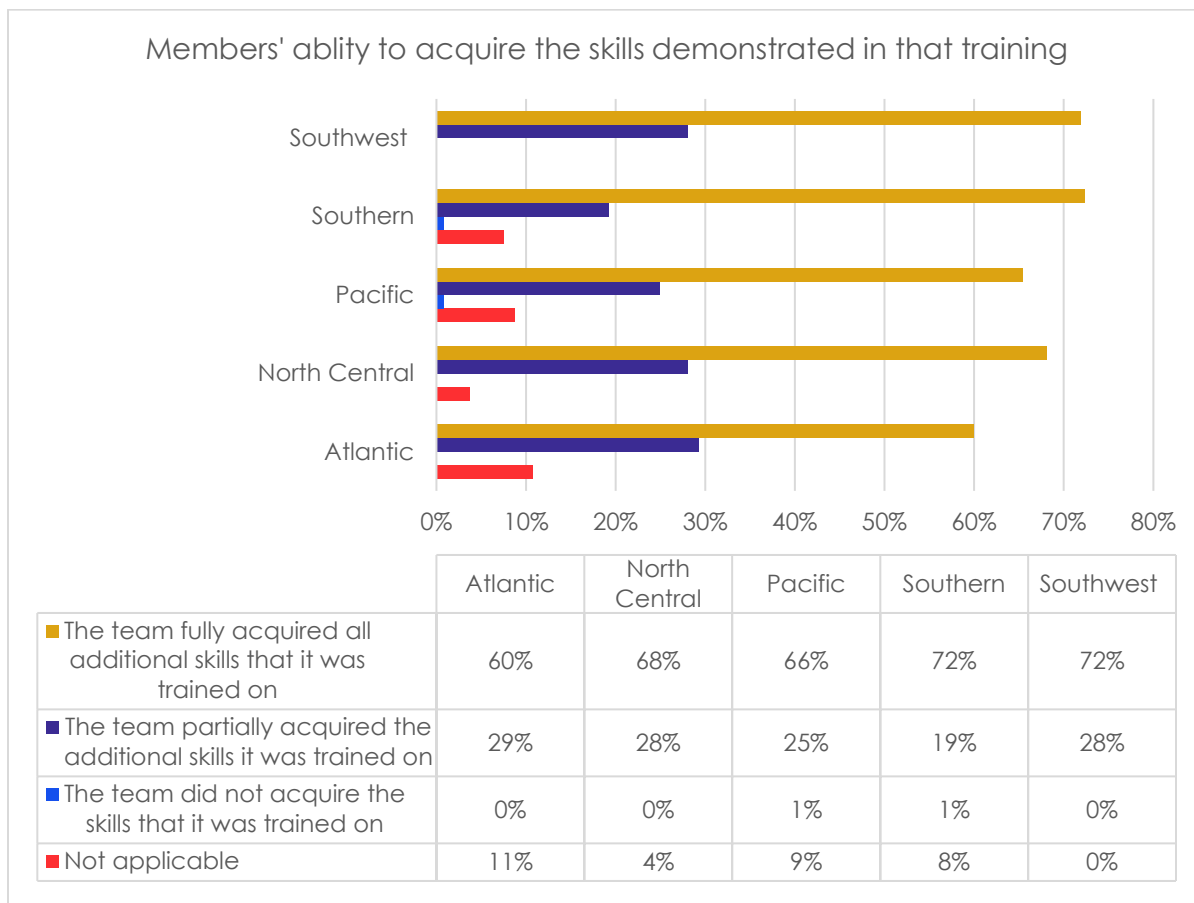|	Atlantic	North Central	Pacific	Southern	Southwest
■ The team fully acquired all additional skills that it was trained on	60%	68%	66%	72%	72%
■ The team partially acquired the additional skills it was trained on	29%	28%	25%	19%	28%
■ The team did not acquire the skills that it was trained on	0%	0%	1%	1%	0%
■ Not applicable	11%	4%	9%	8%	0%

Figure (3.2): Q24. If your organization provided additional training to the AmeriCorps NCCC team, to what extent were the members able to acquire the skills demonstrated in that training?

The majority of sponsors reported that NCCC members acquired some skills demonstrated in the sponsor training. Across the five regions, between 60% to 72% of sponsors reported that AmeriCorps NCCC members <u>fully acquired</u> all the additional skills that they were trained on by the sponsor while another 19% to 29% thought that the members <u>partially acquired</u> the additional skills they were trained on by the sponsor. Only 1% of sponsors in the Pacific and Southern regions thought that AmeriCorps NCCC members did not acquire the skills they were trained on.

Additional training provided to the AmeriCorps NCCC team

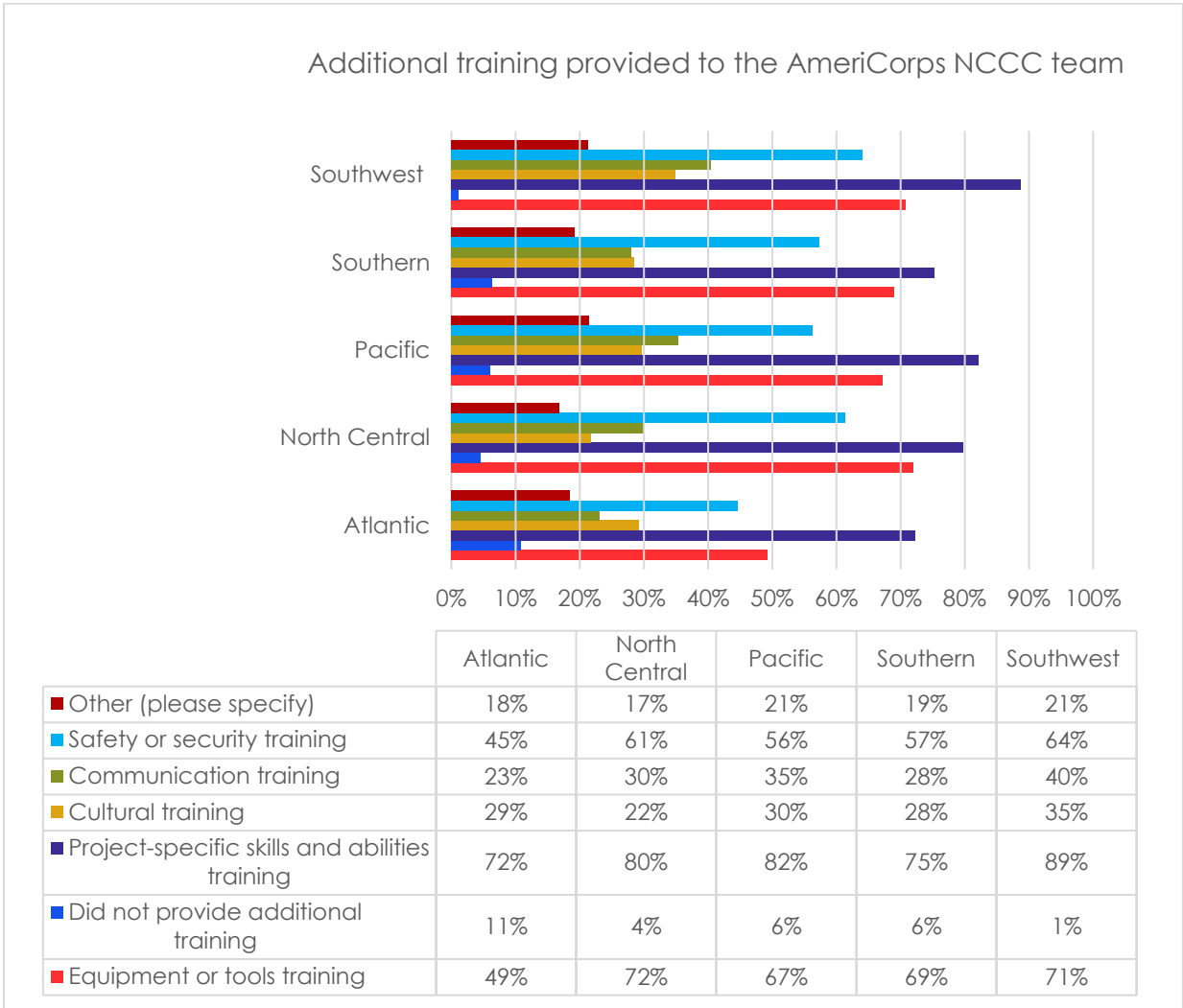|	Atlantic	North Central	Pacific	Southern	Southwest
Other (please specify)	18%	17%	21%	19%	21%
Safety or security training	45%	61%	56%	57%	64%
Communication training	23%	30%	35%	28%	40%
Cultural training	29%	22%	30%	28%	35%
Project-specific skills and abilities training	72%	80%	82%	75%	89%
Did not provide additional training	11%	4%	6%	6%	1%
Equipment or tools training	49%	72%	67%	69%	71%

Figure (3.3): Q25. What types of additional training did your organization provide to the AmeriCorps NCCC team? Please select all that apply.

Across all five regions, AmeriCorps NCCC teams received additional training by the sponsor organizations. The top three areas of training provided by sponsors for AmeriCorps NCCC teams included: project-specific skills and abilities, equipment or tools training, and safety or security training.

4. Team Member Skills and Abilities

Figure (4.1) (4.2) (4.3) (4.4): Q26. To what extent do you believe that the following skill-sets of the AmeriCorps NCCC team members were challenged throughout the course of this project? Team building, cross-cultural communication, conflict management, and decision making.

See Table 2 for the results and summary of Q26 (Figures 4.1 to 4.4).

Team Building

	Atlantic	North Central	Pacific	Southern	Southwest
To a large extent	49%	48%	48%	47%	50%
To a moderate extent	39%	37%	35%	35%	33%
To a small extent	9%	9%	9%	8%	8%
Not at all	4%	4%	8%	6%	9%
Do not know	0%	2%	0%	3%	0%

Figure (4.1)

Cross-cultural communication

	Atlantic	North Central	Pacific	Southern	Southwest
■ To a large extent	32%	21%	28%	24%	28%
■ To a moderate extent	35%	30%	30%	33%	28%
■ To a small extent	21%	31%	22%	29%	25%
■ Not at all	5%	12%	13%	8%	17%
■ Do not know	7%	7%	8%	6%	1%

Figure (4.2)

Figure (4.3)

	Atlantic	North Central	Pacific	Southern	Southwest
To a large extent	21%	22%	25%	17%	25%
To a moderate extent	54%	30%	28%	38%	36%
To a small extent	7%	30%	27%	25%	20%
Not at all	9%	9%	13%	11%	9%
Do not know	9%	9%	7%	10%	9%

Decision Making

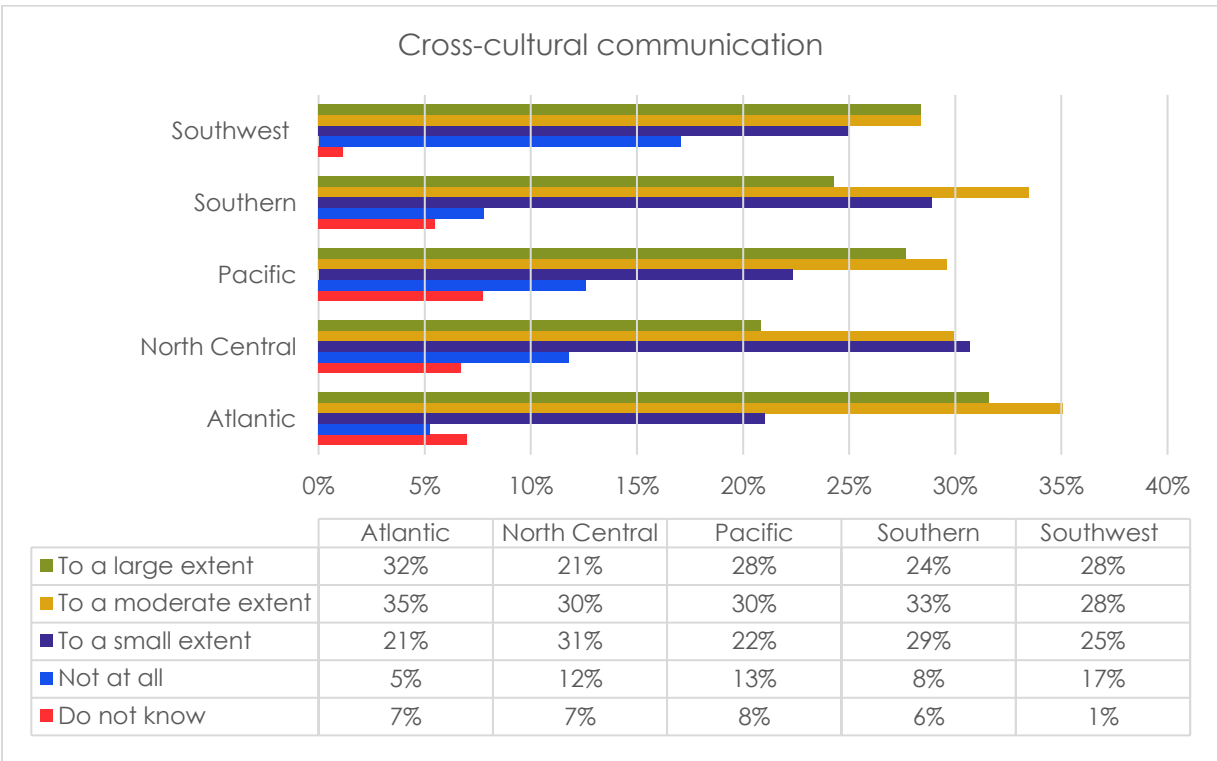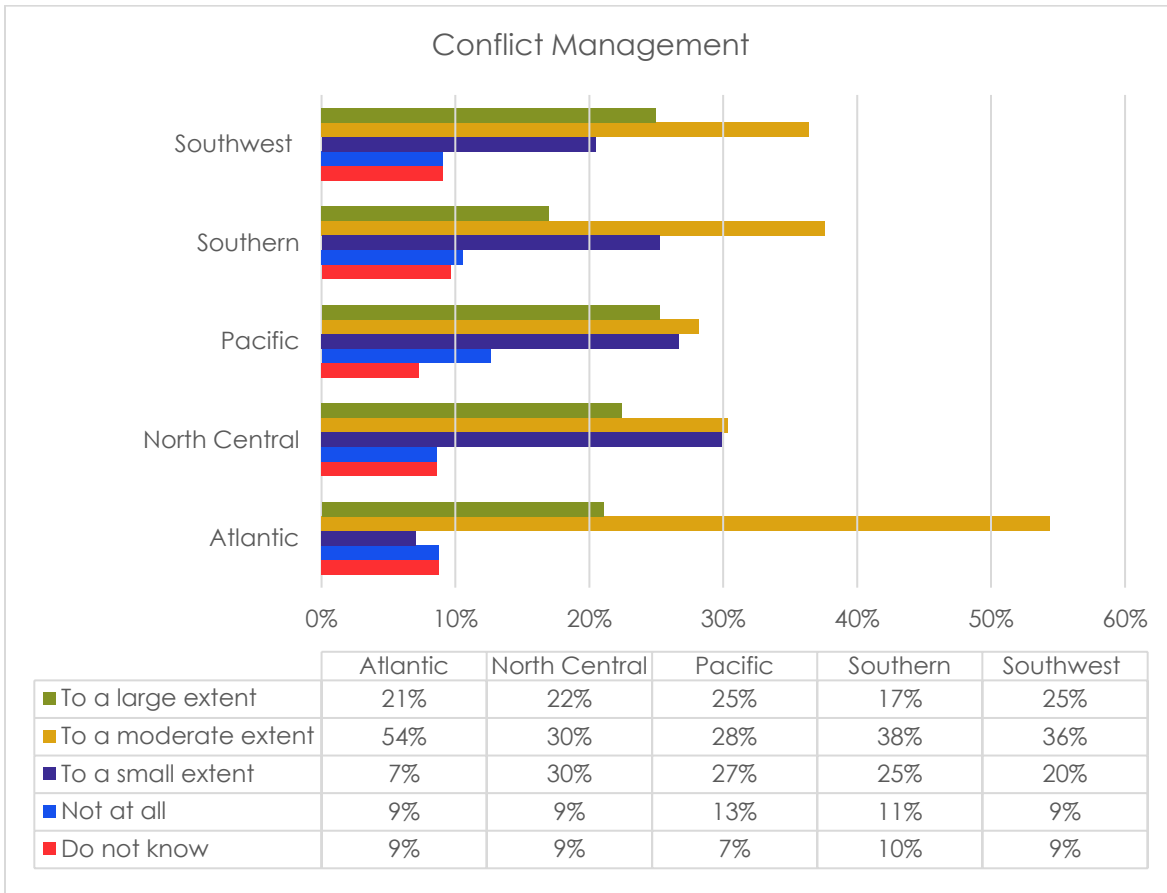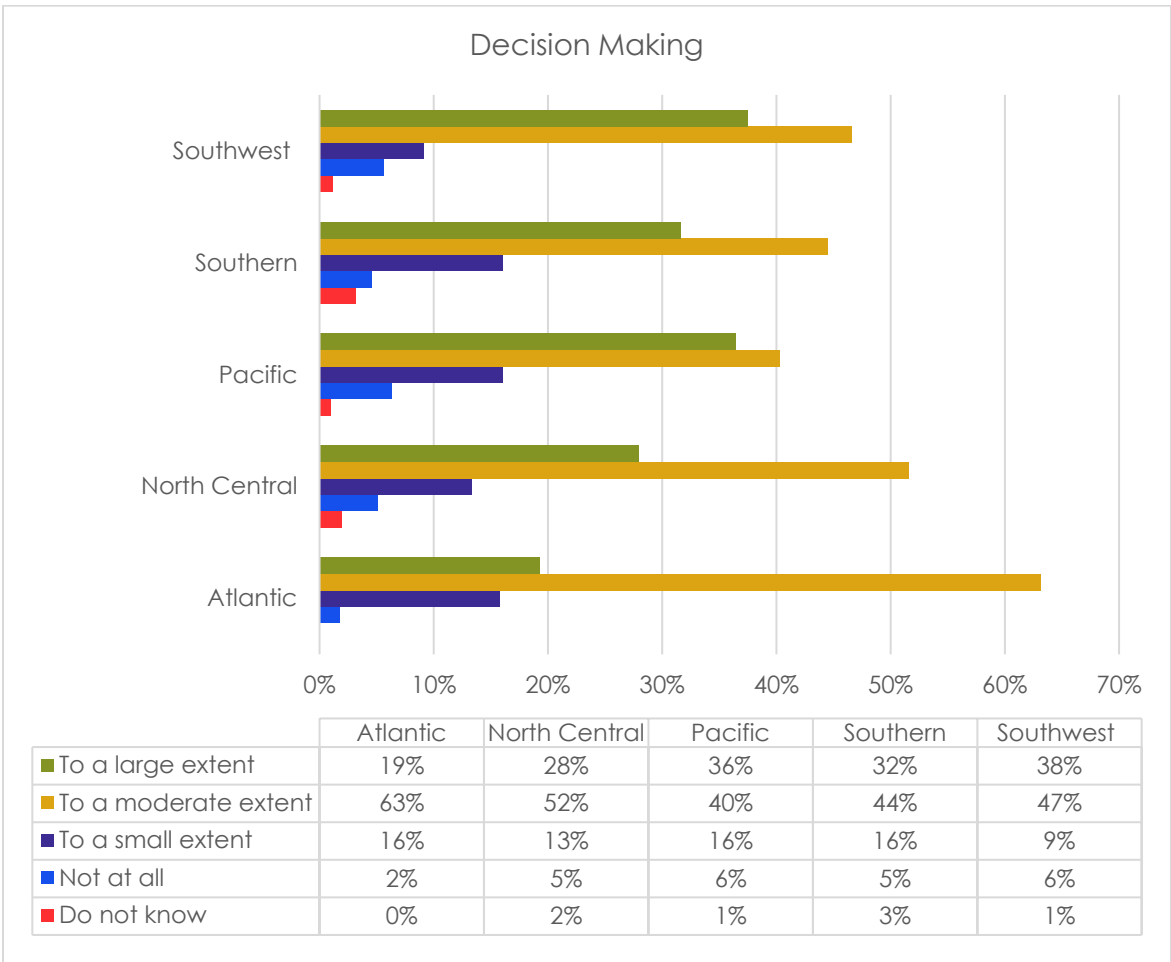|	Atlantic	North Central	Pacific	Southern	Southwest
To a large extent	19%	28%	36%	32%	38%
To a moderate extent	63%	52%	40%	44%	47%
To a small extent	16%	13%	16%	16%	9%
Not at all	2%	5%	6%	5%	6%
Do not know	0%	2%	1%	3%	1%

Figure (4.4)

Across the five regions, sponsors reported that the AmeriCorps NCCC teams' skill sets that were most challenged (Figures 4.1 to 4.4) throughout the course of their project was team building (82% to 88%) and decision making (76% to 85%), followed by conflict management (52% to 75%) and cross-cultural communication (51% to 67%) (Table 2).

Table 2: Percentage of sponsors in each region reporting which AmeriCorps NCCC team members' skills sets were challenged from a large to moderate extent (Figures 4.1 to 4.4)					
Skill Set	NCCC Regions				
	Atlantic	North Central	Pacific	Southern	Southwest
Team Building	88	85	83	82	83
Cross cultural communication	67	51	58	57	56
Conflict Management	75	52	53	55	61
Decision Making	82	80	76	76	85

Top	
Second	
Third	

Figure (4.5) (4.6) (4.7) (4.8) (4.9) (4.10) (4.11) (4.12) (4.13): Q27. How would you rate the changes in the following skill-sets of the AmeriCorps NCCC team members while they were serving with your organization? Building trust, enlisting others in a common vision, aligning actions with shared values, facilitating relationships, identifying innovative ways to improve, fostering collaboration, showing appreciation, creating a spirit of community, and demonstrating compassion.

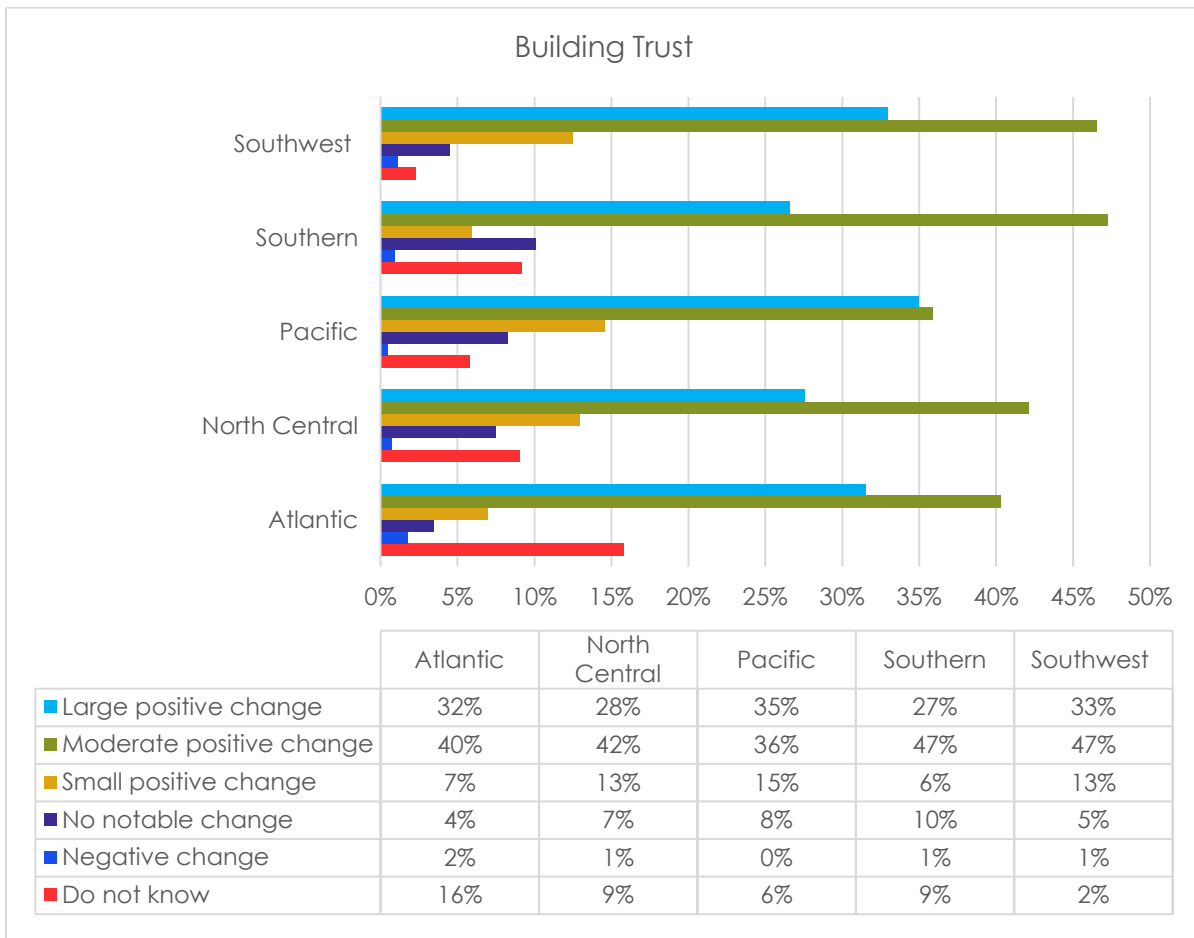See Table 3 for the results and summary of Q27 (Figures 4.5 to 4.13).

Building Trust

	Atlantic	North Central	Pacific	Southern	Southwest
■ Large positive change	32%	28%	35%	27%	33%
■ Moderate positive change	40%	42%	36%	47%	47%
■ Small positive change	7%	13%	15%	6%	13%
■ No notable change	4%	7%	8%	10%	5%
■ Negative change	2%	1%	0%	1%	1%
■ Do not know	16%	9%	6%	9%	2%

Figure (4.5)

Figure (4.6)
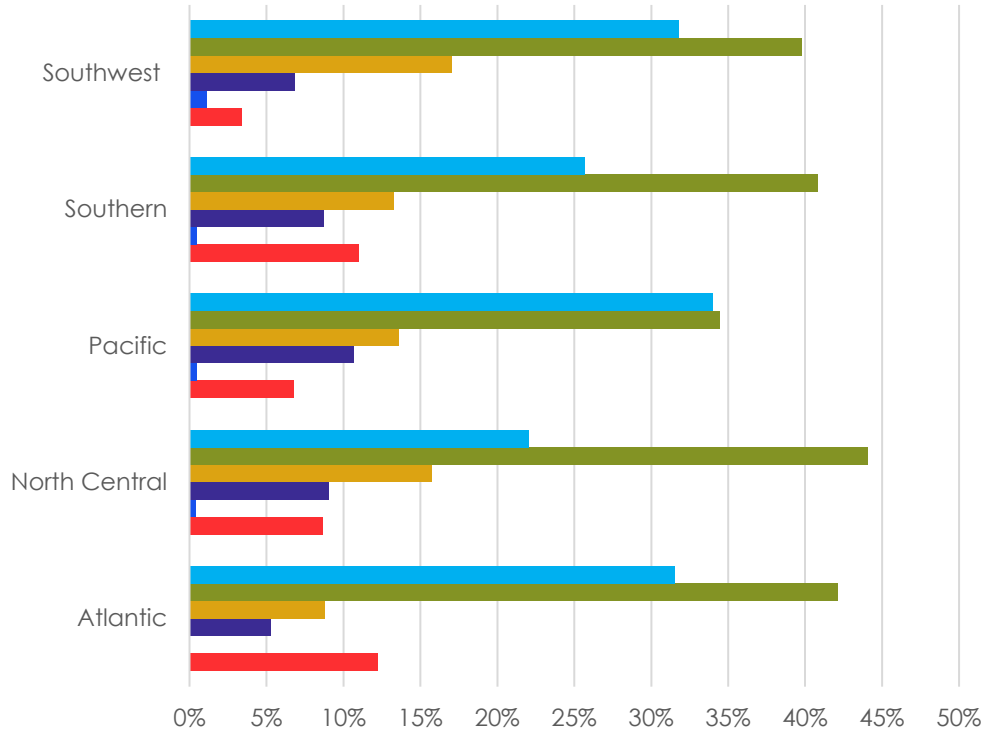
	Atlantic	North Central	Pacific	Southern	Southwest
Large positive change	32%	22%	34%	26%	32%
Moderate positive change	42%	44%	34%	41%	40%
Small positive change	9%	16%	14%	13%	17%
No notable change	5%	9%	11%	9%	7%
Negative change	0%	0%	0%	0%	1%
Do not know	12%	9%	7%	11%	3%

Aligning actions with shared values
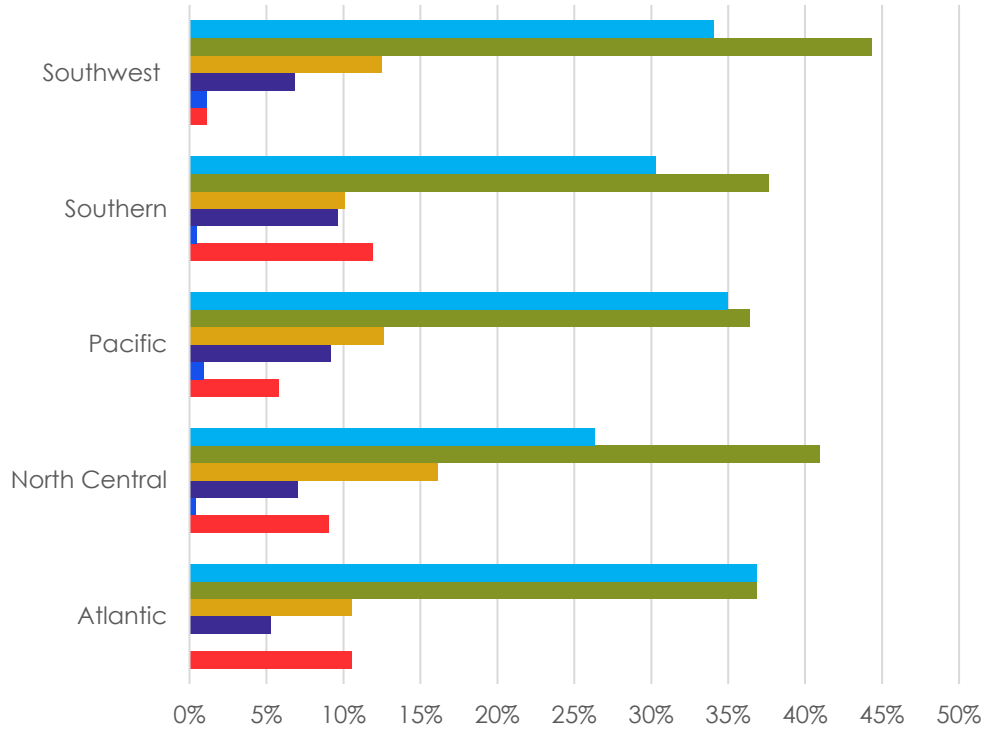
	Atlantic	North Central	Pacific	Southern	Southwest
▪ Large positive change	37%	26%	35%	30%	34%
▪ Moderate positive change	37%	41%	36%	38%	44%
▪ Small positive change	11%	16%	13%	10%	13%
▪ No notable change	5%	7%	9%	10%	7%
▪ Negative change	0%	0%	1%	0%	1%
▪ Do not know	11%	9%	6%	12%	1%

Figure (4.7)

Facilitating relationships

	Atlantic	North Central	Pacific	Southern	Southwest
Large positive change	46%	30%	42%	36%	40%
Moderate positive change	35%	44%	32%	40%	38%
Small positive change	5%	13%	14%	9%	14%
No notable change	4%	5%	6%	8%	7%
Negative change	0%	2%	2%	1%	1%
Do not know	11%	6%	4%	7%	1%
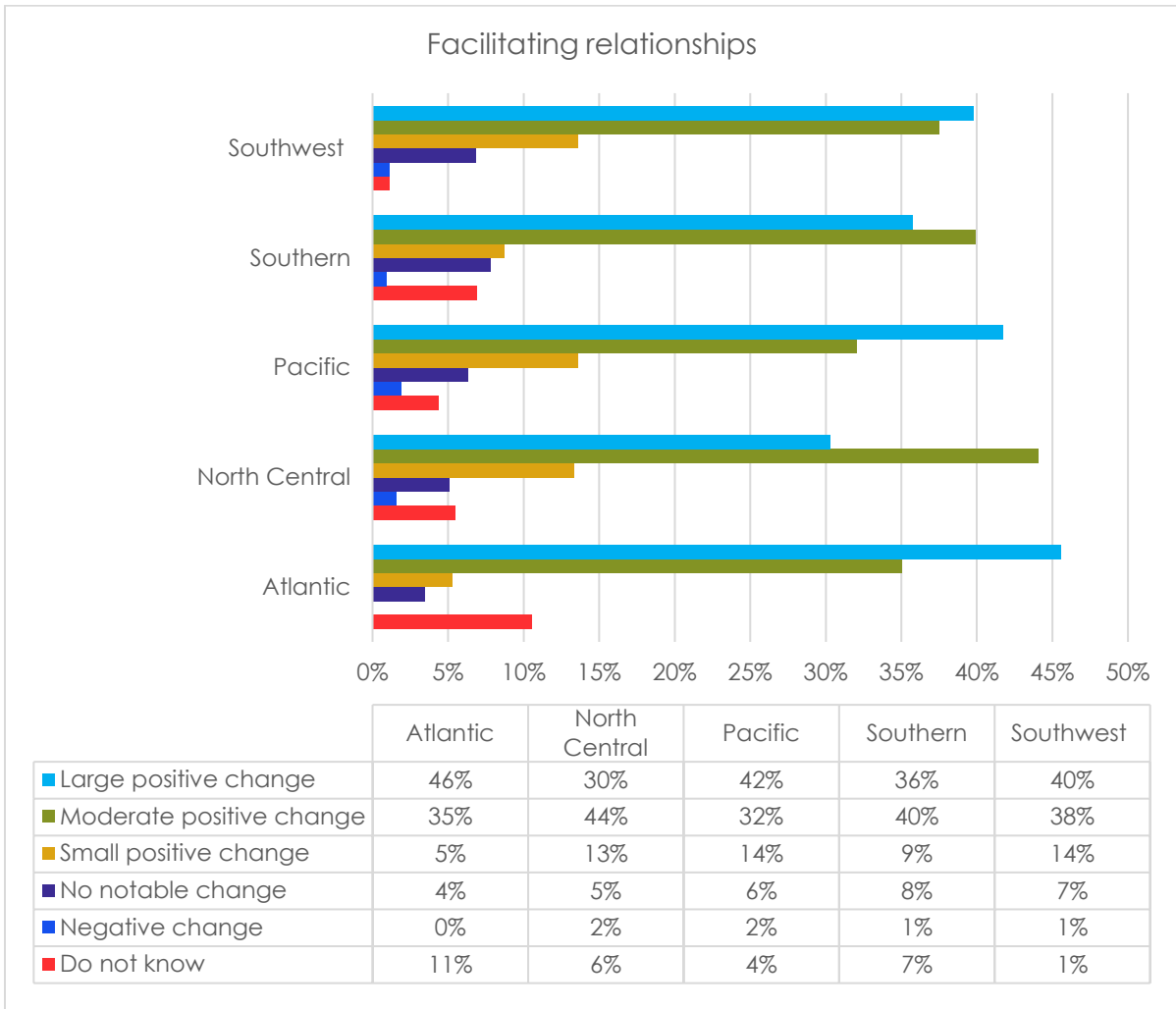
Figure (4.8)

Identifying innovative ways to improve
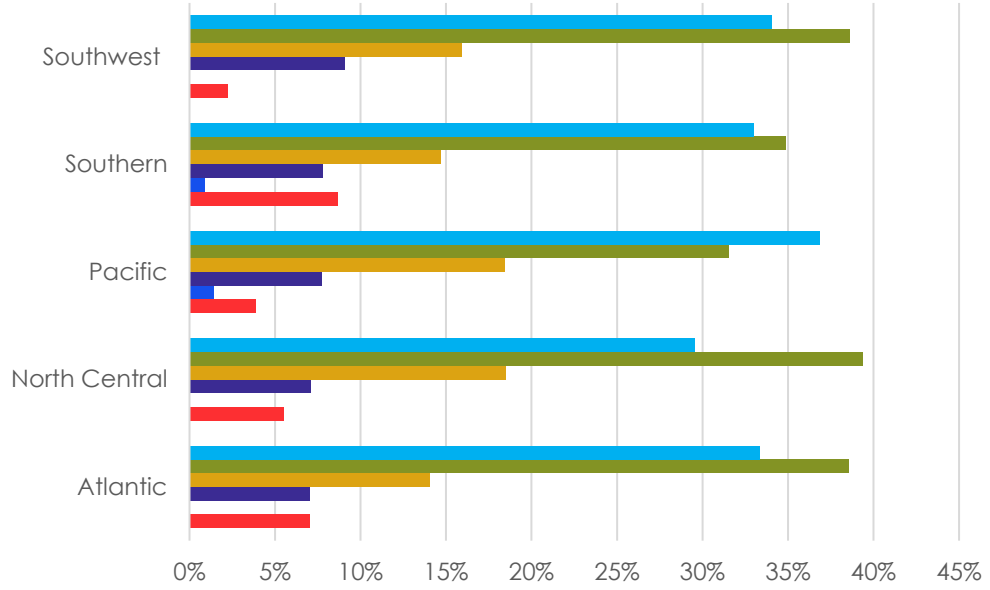
	Atlantic	North Central	Pacific	Southern	Southwest
Large positive change	33%	30%	37%	33%	34%
Moderate positive change	39%	39%	32%	35%	39%
Small positive change	14%	19%	18%	15%	16%
No notable change	7%	7%	8%	8%	9%
Negative change	0%	0%	1%	1%	0%
Do not know	7%	6%	4%	9%	2%

Figure (4.9)

Fostering collaboration

	Atlantic	North Central	Pacific	Southern	Southwest
Large positive change	42%	35%	41%	39%	39%
Moderate positive change	35%	38%	34%	37%	42%
Small positive change	9%	16%	14%	7%	9%
No notable change	7%	5%	6%	10%	8%
Negative change	0%	0%	1%	0%	0%
Do not know	7%	5%	3%	6%	2%

Figure (4.10)

Figure (4.11)

	Atlantic	North Central	Pacific	Southern	Southwest
Large positive change	53%	43%	47%	48%	49%
Moderate positive change	28%	34%	32%	32%	34%
Small positive change	4%	9%	10%	9%	3%
No notable change	9%	6%	8%	6%	10%
Negative change	0%	2%	1%	1%	0%
Do not know	7%	7%	2%	5%	3%

Creating a spirit of community

	Atlantic	North Central	Pacific	Southern	Southwest
Large positive change	49%	39%	44%	39%	45%
Moderate positive change	25%	35%	34%	36%	35%
Small positive change	9%	15%	9%	10%	9%
No notable change	5%	6%	7%	6%	8%
Negative change	0%	1%	1%	1%	0%
Do not know	12%	5%	4%	8%	2%

Figure (4.12)

Demonstrating Compasion

	Atlantic	North Central	Pacific	Southern	Southwest
Large positive change	47%	37%	47%	40%	49%
Moderate positive change	28%	35%	29%	36%	28%
Small positive change	9%	12%	8%	10%	13%
No notable change	2%	5%	10%	7%	6%
Negative change	0%	1%	1%	0%	0%
Do not know	14%	10%	6%	6%	5%

Figure (4.13)

About three-quarters of sponsors across the five regions reported a moderate to large positive change in NCCC teams' following skill sets (Figures 4.5 to 4.13, Table 3): building trust, enlisting others in a common vision, aligning actions with shared values, facilitating relationships, identifying innovative ways to improve, fostering collaboration, showing appreciation, creating a spirit of community, and demonstrating compassion. Less than 12% of sponsors in each region reported no notable change or negative change in the stated skillsets.

Across the five regions (Table 3), "showing appreciation" was the top skills-set that sponsors reported the most positive change, followed closely by fostering collaboration, facilitating relationships, creating a spirit of community, and demonstrating compassion.

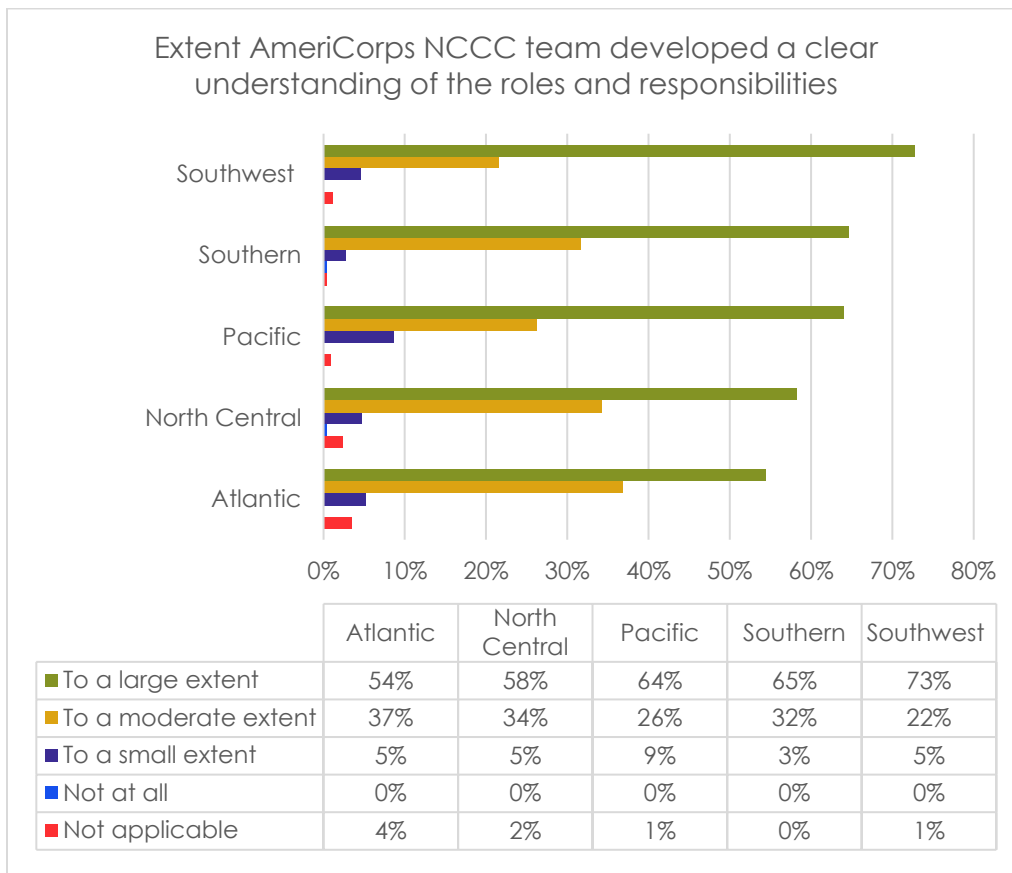| Table 3: Percentage of sponsors in each region reporting large to moderate positive changes in the AmeriCorps NCCC team members' skill sets (Figure 4.5 to 4.13)					
Skill Set	NCCC Regions				
	Atlantic	North Central	Pacific	Southern	Southwest
Building trust	74	70	71	74	80
Enlisting others in a common vision	74	66	68	67	72
Aligning actions with shared values	74	67	71	68	78
Facilitating relationships	81	74	74	76	78
Identifying innovative ways to improve	72	69	69	68	73
Fostering collaboration	77	73	75	76	81
Showing appreciation	81	77	79	80	83
Creating a spirit of community	74	71	78	75	80
Demonstrating compassion	75	72	76	76	77
Top					
Second					
Third					

Figure (4.14): Q28. To what extent did the AmeriCorps NCCC team develop a clear understanding of the roles and responsibilities of all the organizations they were serving alongside, including your organization?

Most to nearly all sponsors (between 90 and 97%) across the five regions believed that to a great or moderate extent, AmeriCorps NCCC teams developed a clear understanding of their roles and responsibilities of the organization they were serving alongside[8].

_____

[8] It is worth exploring if the nature of the project may have affected sponsors' perceptions and AmeriCorps NCCC teams' ability to develop a clear understanding of their roles.

5. Team Attitude, Responsibility, and Inclusion

AmeriCorps NCCC team's attitude toward the project's work

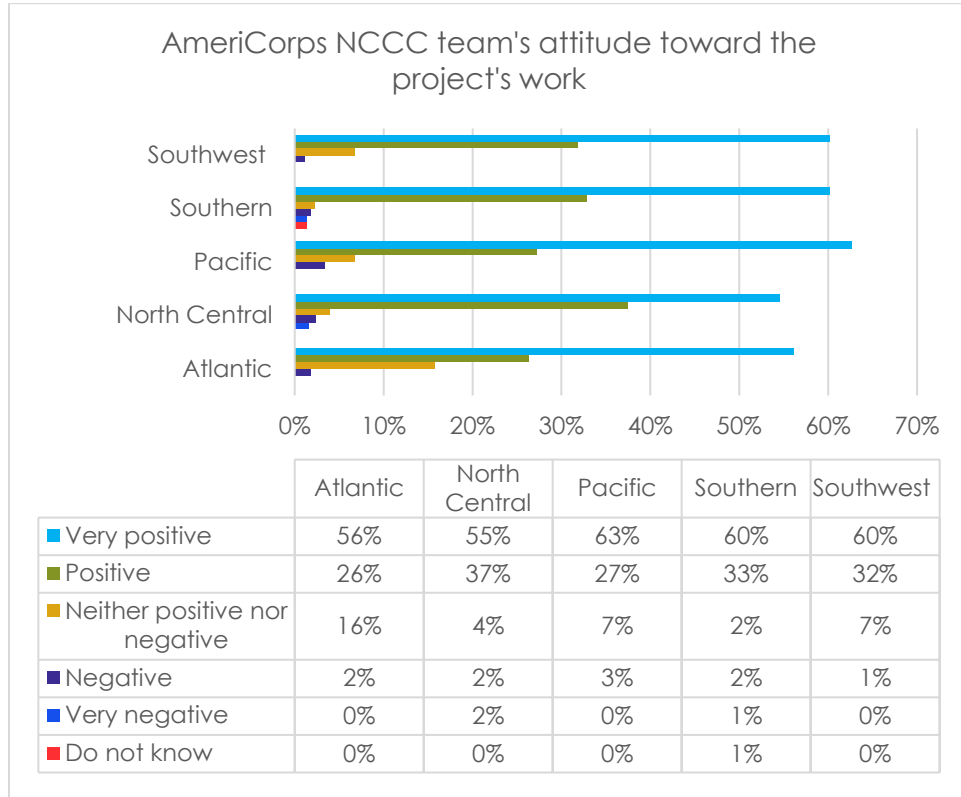|	Atlantic	North Central	Pacific	Southern	Southwest
■ Very positive	56%	55%	63%	60%	60%
■ Positive	26%	37%	27%	33%	32%
■ Neither positive nor negative	16%	4%	7%	2%	7%
■ Negative	2%	2%	3%	2%	1%
■ Very negative	0%	2%	0%	1%	0%
■ Do not know	0%	0%	0%	1%	0%

Figure (5.1): Q29. How would you describe the AmeriCorps NCCC team's attitude toward the project's work?

Most sponsors (90% and 93%) in the North Central, Pacific, Southern, and Southwest regions, and the majority of sponsors (82%) in the Atlantic region, reported that AmeriCorps NCCC's teams' attitudes towards their projects' work was positive or very positive.

Figure (5.2) (5.3) (5.4) (5.5): Q30. Please note how often the AmeriCorps NCCC team was: On-time to the project site, prepared to serve on the project, flexible to changing workloads on the project site, and adaptable to changing situations on the project site.

On-time on the project site

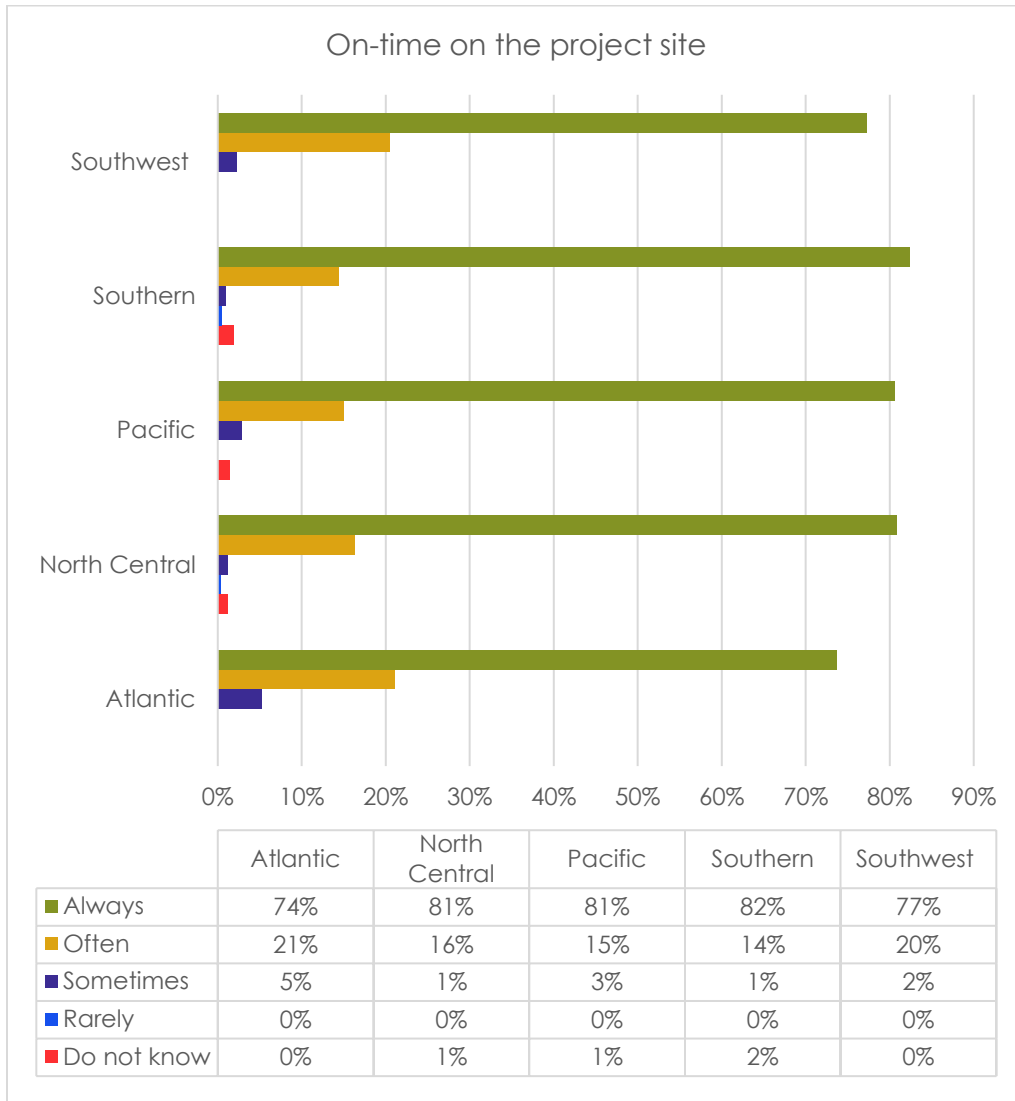|	Atlantic	North Central	Pacific	Southern	Southwest
■ Always	74%	81%	81%	82%	77%
■ Often	21%	16%	15%	14%	20%
■ Sometimes	5%	1%	3%	1%	2%
■ Rarely	0%	0%	0%	0%	0%
■ Do not know	0%	1%	1%	2%	0%

Figure (5.2)

Nearly all sponsors (95% and 97%) across the five regions responded that AmeriCorps NCCC teams were always or often on time to the project site.
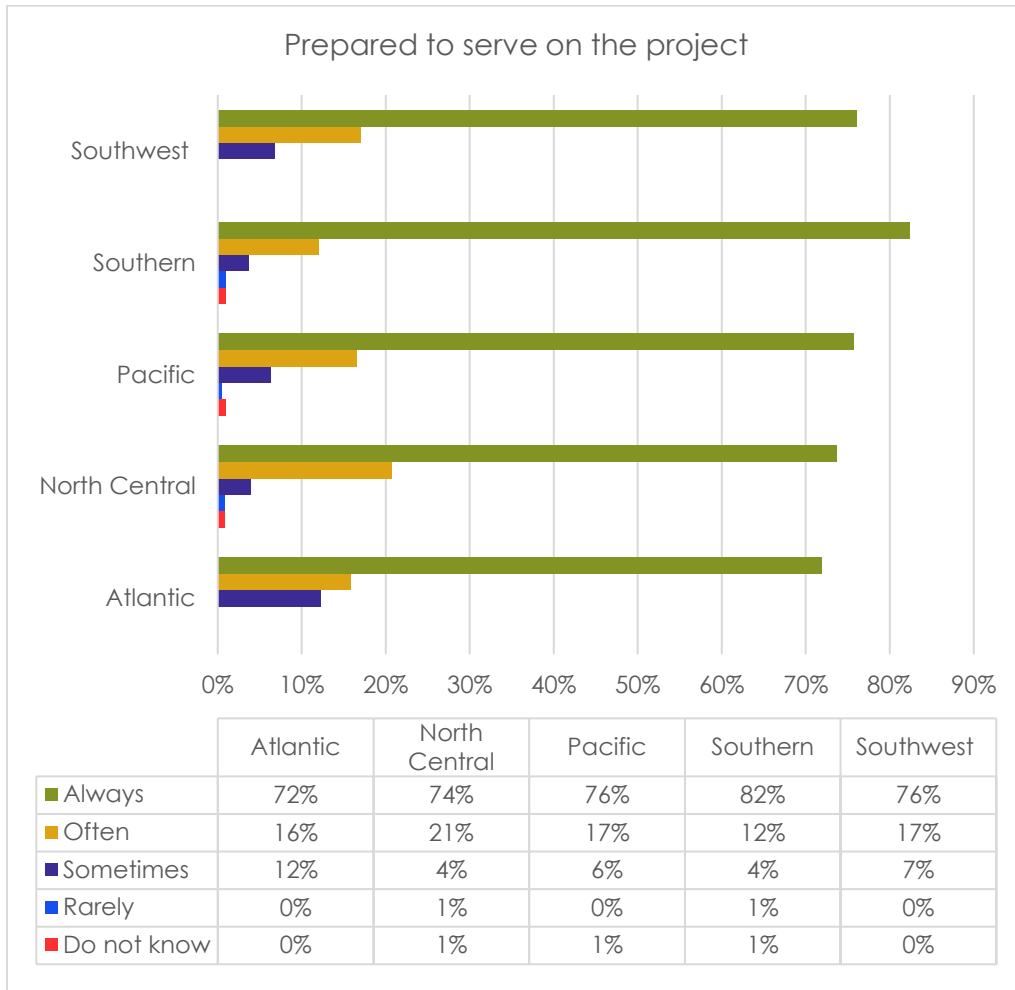
Figure (5.3)

	Atlantic	North Central	Pacific	Southern	Southwest
Always	72%	74%	76%	82%	76%
Often	16%	21%	17%	12%	17%
Sometimes	12%	4%	6%	4%	7%
Rarely	0%	1%	0%	1%	0%
Do not know	0%	1%	1%	1%	0%

Most sponsors (88% to 95%) across the five regions responded that AmeriCorps NCCC teams were always or often prepared to serve on the project.
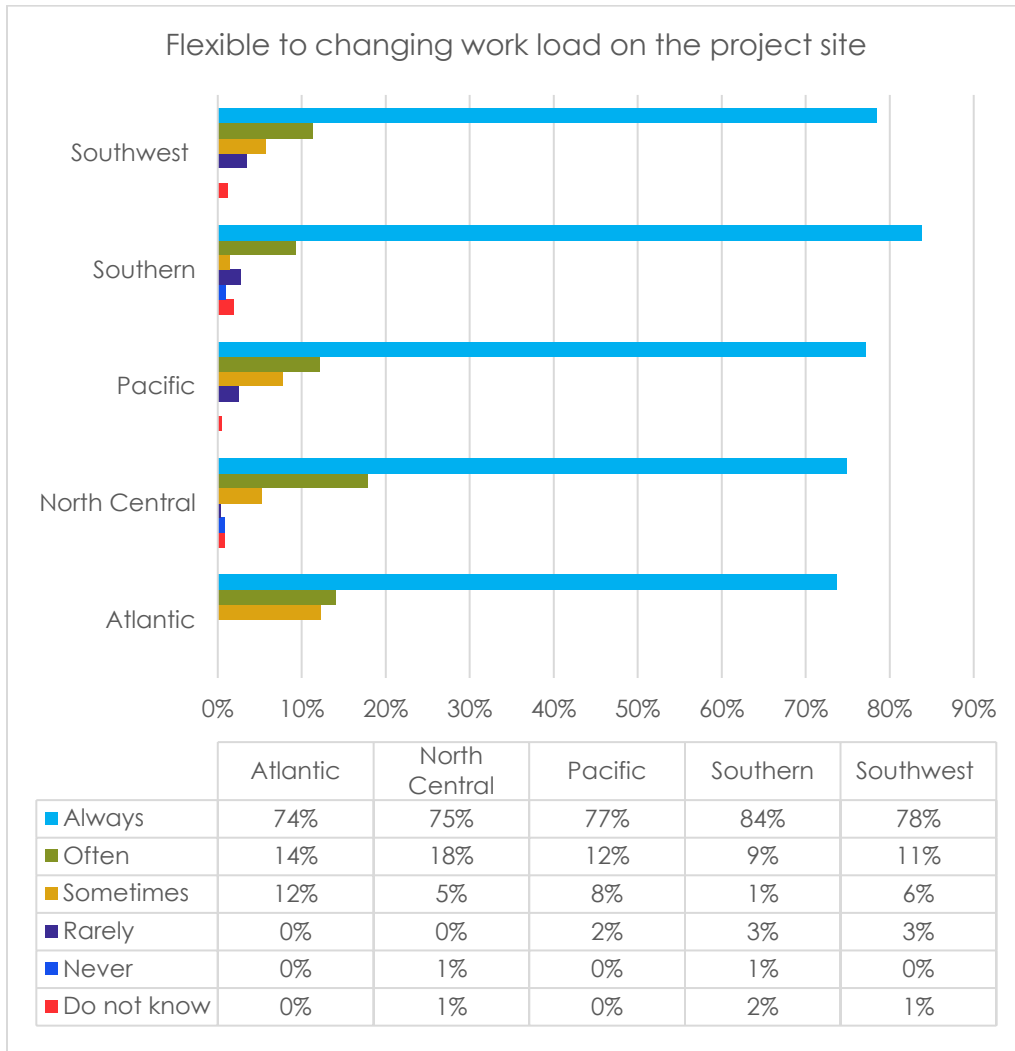
Flexible to changing work load on the project site

	Atlantic	North Central	Pacific	Southern	Southwest
Always	74%	75%	77%	84%	78%
Often	14%	18%	12%	9%	11%
Sometimes	12%	5%	8%	1%	6%
Rarely	0%	0%	2%	3%	3%
Never	0%	1%	0%	1%	0%
Do not know	0%	1%	0%	2%	1%

Figure (5.4)

Most sponsors (88% and 93%) across the five regions responded that AmeriCorps NCCC teams were always or often flexible to changing workloads on the project site.
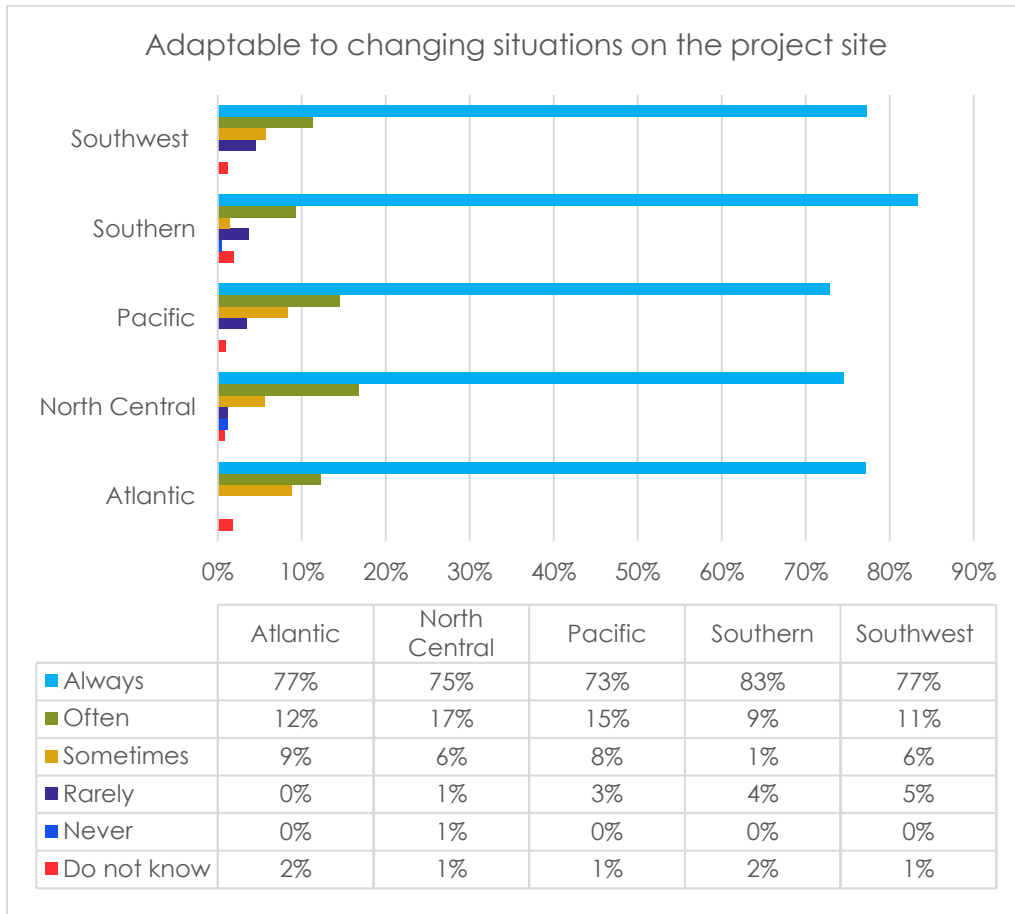
Figure (5.5)

	Atlantic	North Central	Pacific	Southern	Southwest
■ Always	77%	75%	73%	83%	77%
■ Often	12%	17%	15%	9%	11%
■ Sometimes	9%	6%	8%	1%	6%
■ Rarely	0%	1%	3%	4%	5%
■ Never	0%	1%	0%	0%	0%
■ Do not know	2%	1%	1%	2%	1%

Most sponsors (88% and 92%) across the five regions responded that AmeriCorps NCCC teams were always or often adaptable to changing situations on the project site.

Most to nearly all sponsors (88% to 97%) across the five regions reported that NCCC teams were on time to the project site, prepared to serve on the project, flexible to changing workloads on the project site and adaptable to changing situations on the project site (Table 4).

Table 4: Percentage of sponsors in each region reporting timeliness, preparedness, flexibility, and adaptability of AmeriCorps NCCC teams at the project sites					
Skill Set	NCCC Regions				
	Atlantic	North Central	Pacific	Southern	Southwest
On time on the project site	95	97	97	96	97
Prepared to serve on the project	88	95	93	94	93
Flexible to changing workloads on the project site	88	93	89	93	89
Adaptable to changing situations on the project site	89	92	88	91	88

Figure (5.6) (5.7): Q31. To what degree do you agree or disagree with the following statements: a) The members of the AmeriCorps NCCC team were inclusive of those within my organization, b) The members of the AmeriCorps NCCC team were inclusive of those within the communities they served. Inclusion is the equal and full acceptance of all persons with respect to race, ethnicity, age, sex, disability, religion, sexual orientation, and gender identity/expression, that leads to a sense of belonging.
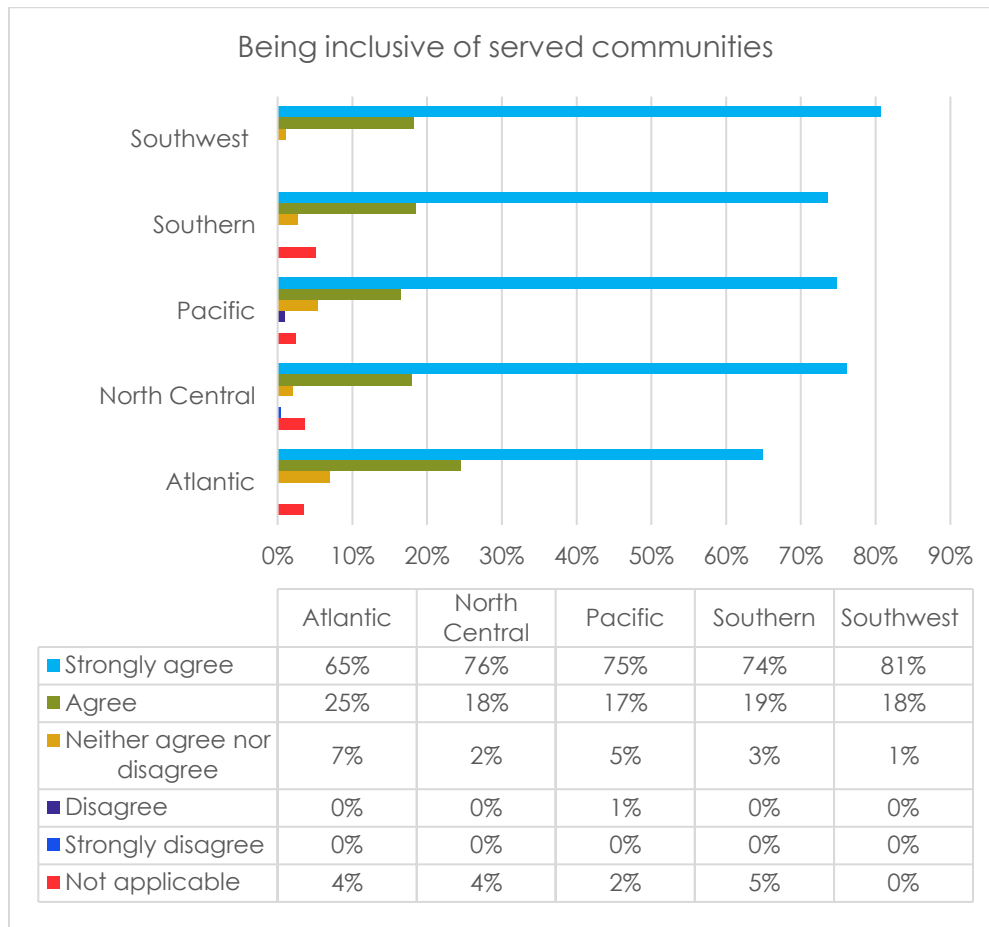
Being inclusive of served communities

	Atlantic	North Central	Pacific	Southern	Southwest
Strongly agree	65%	76%	75%	74%	81%
Agree	25%	18%	17%	19%	18%
Neither agree nor disagree	7%	2%	5%	3%	1%
Disagree	0%	0%	1%	0%	0%
Strongly disagree	0%	0%	0%	0%	0%
Not applicable	4%	4%	2%	5%	0%

Figure (5.6)

NCCC defines "inclusion" as "the equal and full acceptance of all persons with respect to race, ethnicity, age, sex, disability, religion, sexual orientation, and gender identity/expression, that leads to a sense of belonging. Nearly all of the sponsors in the Atlantic (90%), North Central (93%), Pacific (92 %), Southern (93%) regions and Southwest (99%) regions, either agreed or strongly agreed that AmeriCorps NCCC members were inclusive of those within the communities they served.
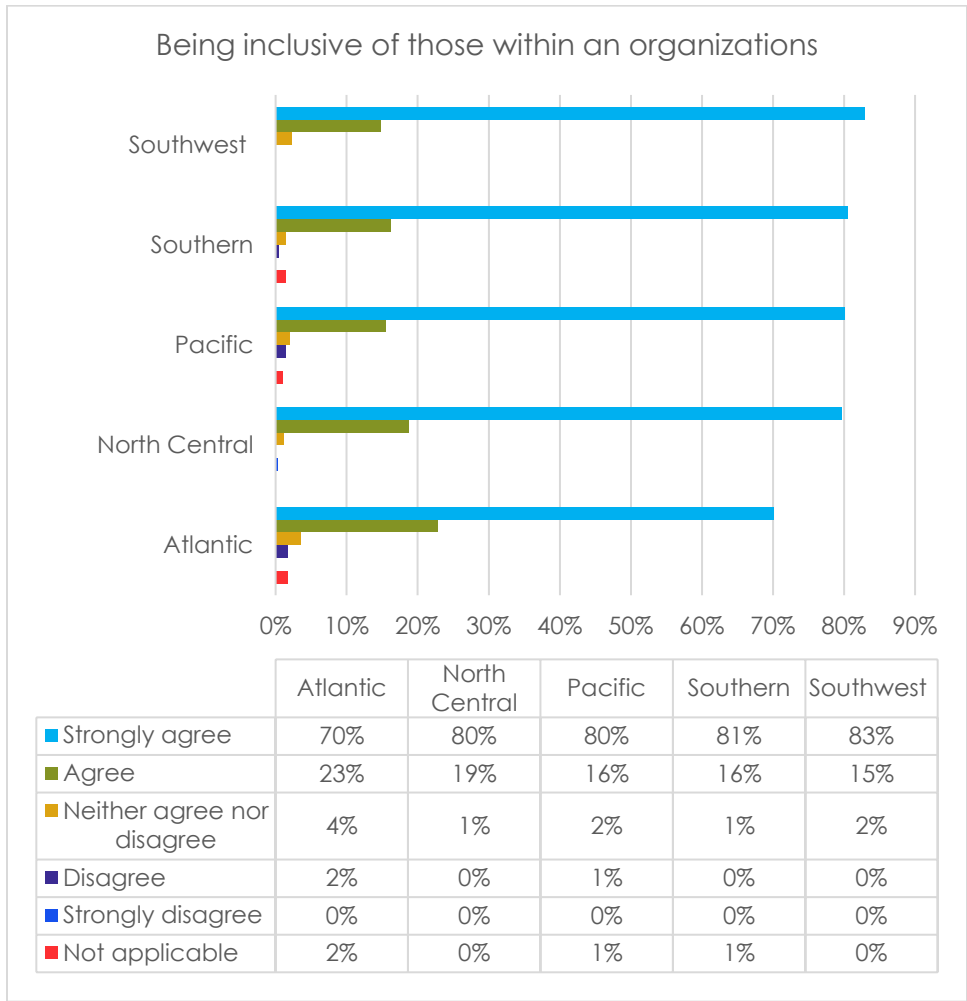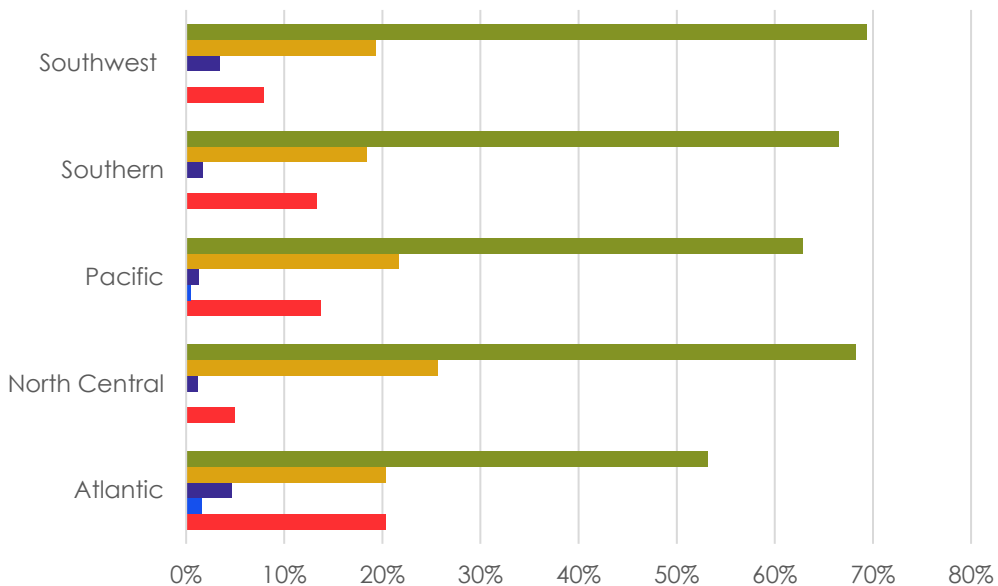
Being inclusive of those within an organizations

	Atlantic	North Central	Pacific	Southern	Southwest
Strongly agree	70%	80%	80%	81%	83%
Agree	23%	19%	16%	16%	15%
Neither agree nor disagree	4%	1%	2%	1%	2%
Disagree	2%	0%	1%	0%	0%
Strongly disagree	0%	0%	0%	0%	0%
Not applicable	2%	0%	1%	1%	0%

Figure (5.7)

NCCC defines "inclusion" as "the equal and full acceptance of all persons with respect to race, ethnicity, age, sex, disability, religion, sexual orientation, and gender identity/expression, that leads to a sense of belonging. Nearly all of the sponsors in North Central (99%), Pacific (96%), Southern (97%), and Southwest (98%) regions and the Atlantic (93%), either agreed or strongly agreed that AmeriCorps NCCC members were inclusive of those within the sponsoring organizations

Figure (5.8): Q32. If there was any project-specific equipment or tools that the team utilized while serving, how often was it consistently used in a safe and proper manner?

	Atlantic	North Central	Pacific	Southern	Southwest
■ All of the time	53%	68%	63%	67%	69%
■ Most of the time	20%	26%	22%	18%	19%
■ Some of the time	5%	1%	1%	2%	3%
■ None of the time	2%	0%	0%	0%	0%
■ Not applicable, the team did not use equipment or tools	20%	5%	14%	13%	8%

Between 85% to 94% of sponsors from the North Central, Pacific, Southern, and Southwest regions and 73% of sponsors in the Atlantic region, reported that most to all of the time, AmeriCorps NCCC teams were safety conscious and utilized project-specific equipment and tools in a proper manner.

6. Benefits to Your Organization

Sponsor's development as a leader

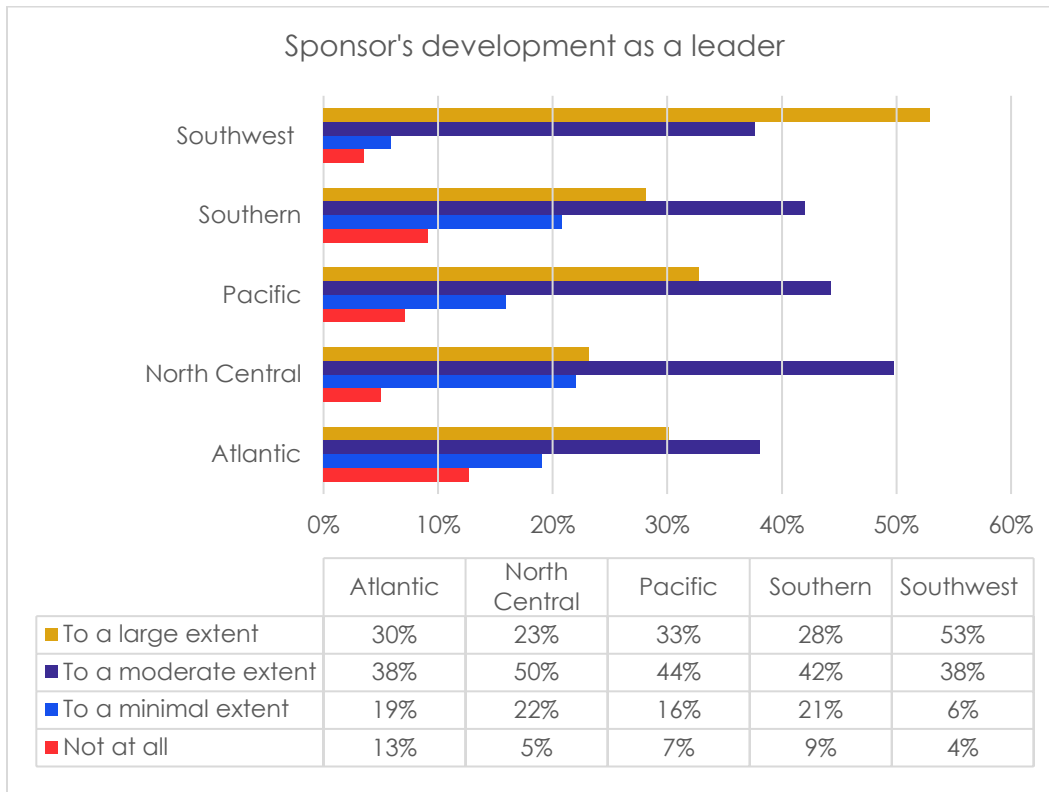|	Atlantic	North Central	Pacific	Southern	Southwest
To a large extent	30%	23%	33%	28%	53%
To a moderate extent	38%	50%	44%	42%	38%
To a minimal extent	19%	22%	16%	21%	6%
Not at all	13%	5%	7%	9%	4%

Figure (6.1): Q33. To what extent did your personal involvement with the AmeriCorps NCCC team help you to develop as a leader?

The majority of sponsors (68% to 91%) across the five regions reported that from a moderate to a large extent, their personal involvement with the AmeriCorps NCCC team helped the sponsors develop as leaders.

The AmeriCorps NCCC team support to organization's mission

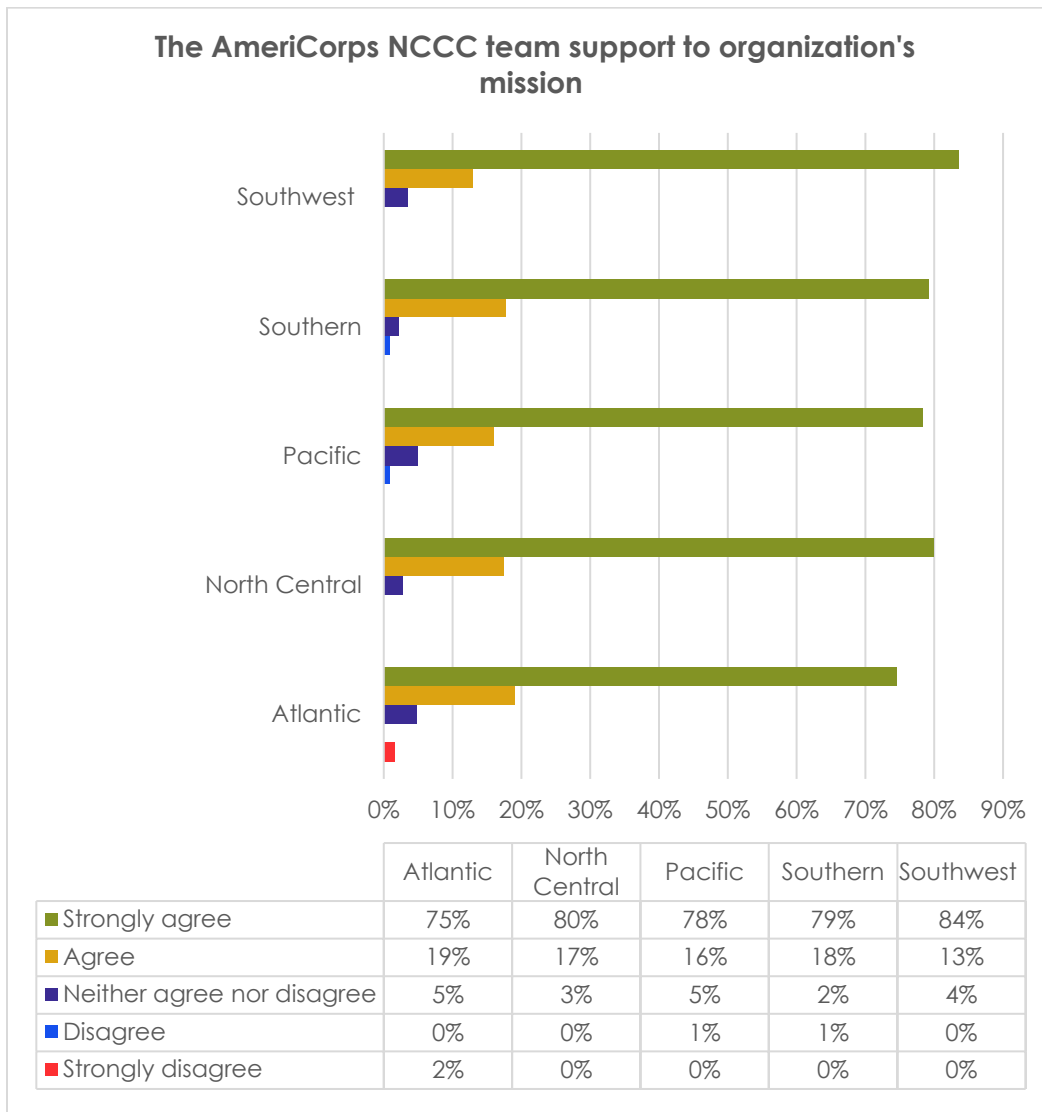|	Atlantic	North Central	Pacific	Southern	Southwest
Strongly agree	75%	80%	78%	79%	84%
Agree	19%	17%	16%	18%	13%
Neither agree nor disagree	5%	3%	5%	2%	4%
Disagree	0%	0%	1%	1%	0%
Strongly disagree	2%	0%	0%	0%	0%

Figure (6.2): Q34. To what degree do you agree or disagree with the following statement: "The AmeriCorps NCCC team we sponsored supported the mission of our organization."

Nearly all of the sponsors (92% to 97%) across the five regions, agreed or strongly agreed that AmeriCorps NCCC teams supported the mission of their organizations.

Enhancing services provided to the community

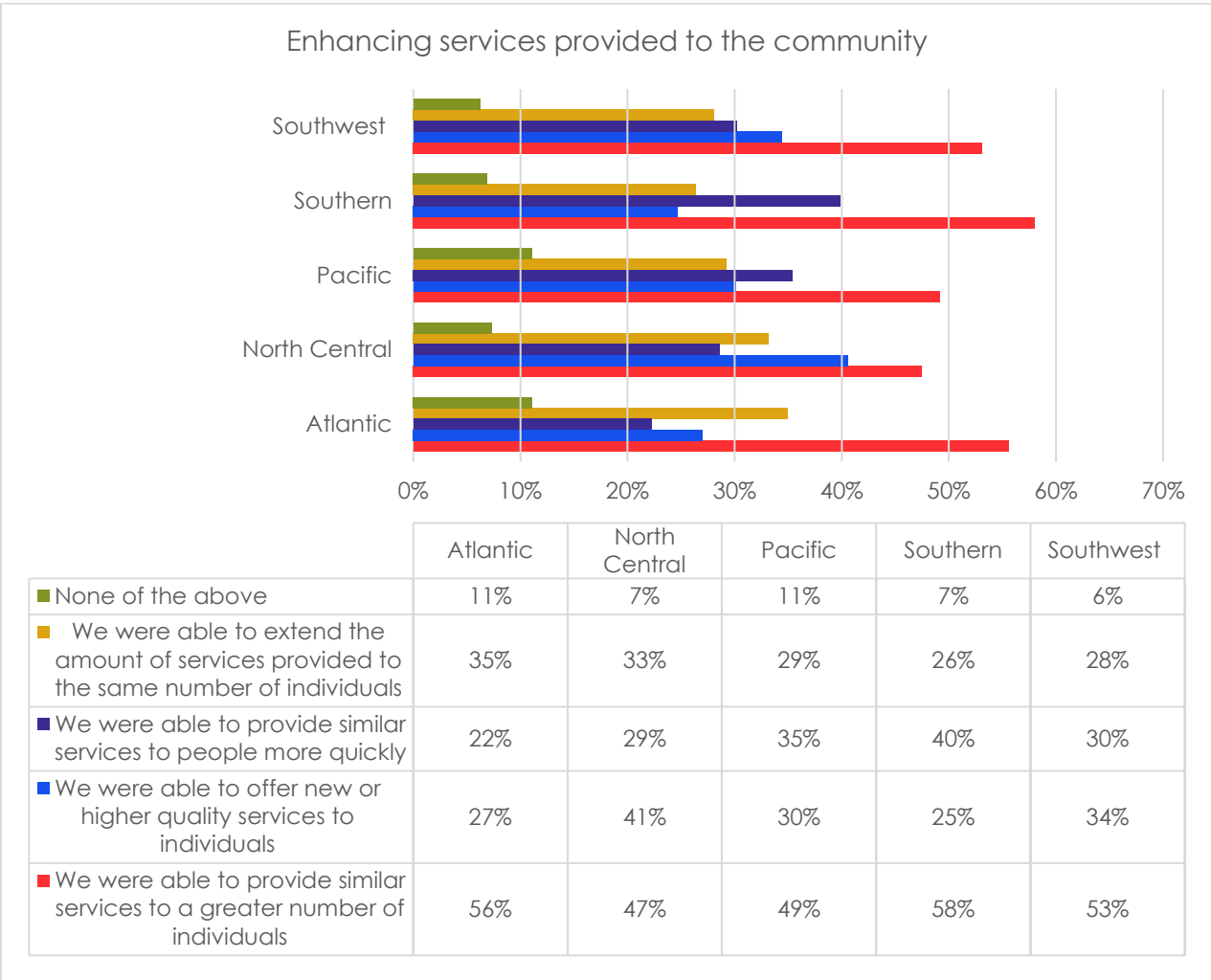|	Atlantic	North Central	Pacific	Southern	Southwest
None of the above	11%	7%	11%	7%	6%
We were able to extend the amount of services provided to the same number of individuals	35%	33%	29%	26%	28%
We were able to provide similar services to people more quickly	22%	29%	35%	40%	30%
We were able to offer new or higher quality services to individuals	27%	41%	30%	25%	34%
We were able to provide similar services to a greater number of individuals	56%	47%	49%	58%	53%

Figure (6.3): Q35. How did the AmeriCorps NCCC team you worked with enhance the services your organization provides the community? Please check all that apply.

Sponsors across the five regions reported that AmeriCorps NCCC teams enhanced their organizations services they provide to the community by: 1) extending the number of services they provide to the same number of individuals (26% to 35%), 2) providing similar services more quickly (22% to 40%), 3) offering new or higher quality services to individuals (25% to 41%), and 4) providing services to a greater number of individuals (47% to 58%).
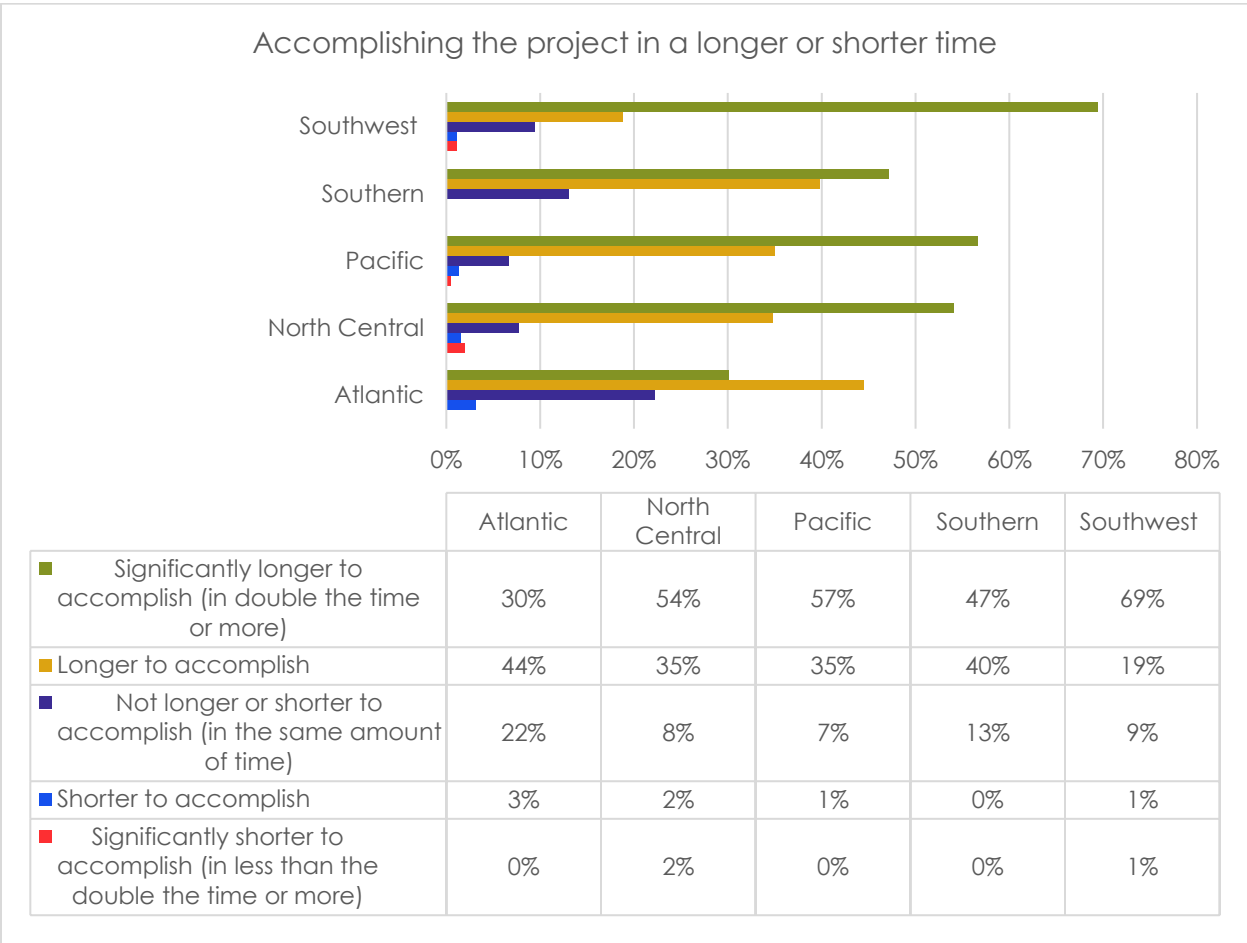
Accomplishing the project in a longer or shorter time

	Atlantic	North Central	Pacific	Southern	Southwest
■ Significantly longer to accomplish (in double the time or more)	30%	54%	57%	47%	69%
■ Longer to accomplish	44%	35%	35%	40%	19%
■ Not longer or shorter to accomplish (in the same amount of time)	22%	8%	7%	13%	9%
■ Shorter to accomplish	3%	2%	1%	0%	1%
■ Significantly shorter to accomplish (in less than the double the time or more)	0%	2%	0%	0%	1%

Figure (6.4): Q36. How much longer or shorter would your organization have taken to accomplish the team's work if the AmeriCorps NCCC team had not been available to collaborate with your organization on it?

Most of the sponsors from North Central (89%), Pacific (92%), Southern (87%), and Southwest (88%) and the majority of sponsors from the Atlantic region (77%), reported that their organizations were able to accomplish their organizations' work in shorter time due to the work and collaboration of the AmeriCorps NCCC teams.
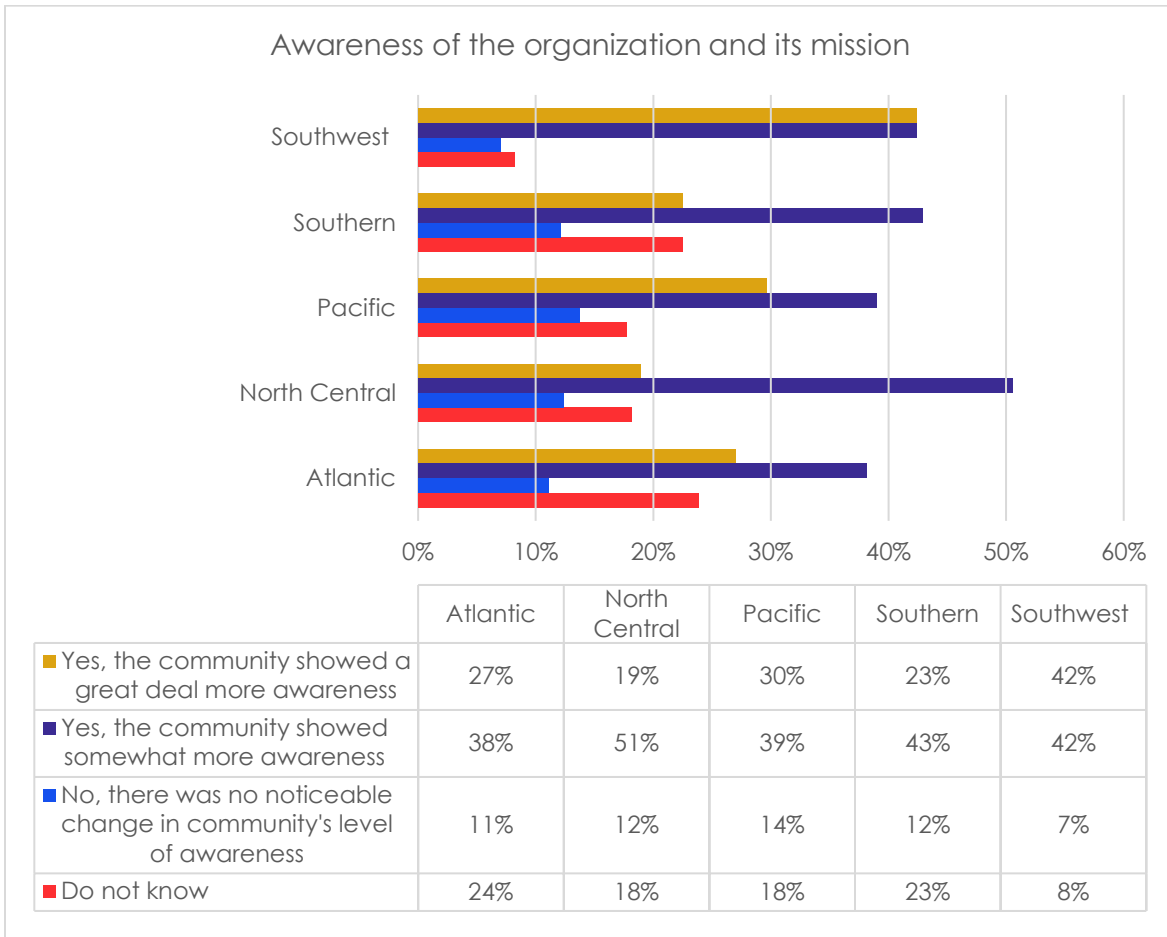
Awareness of the organization and its mission

	Atlantic	North Central	Pacific	Southern	Southwest
■ Yes, the community showed a great deal more awareness	27%	19%	30%	23%	42%
■ Yes, the community showed somewhat more awareness	38%	51%	39%	43%	42%
■ No, there was no noticeable change in community's level of awareness	11%	12%	14%	12%	7%
■ Do not know	24%	18%	18%	23%	8%

Figure (6.5): Q37. Do you think that the community became more aware of your organization and its mission as a result of your collaboration with AmeriCorps NCCC?

The majority of sponsors (65% to 84%) across the five regions reported that the communities somewhat to a great deal more aware of their organization and its mission as a result of their collaboration with AmeriCorps NCCC.
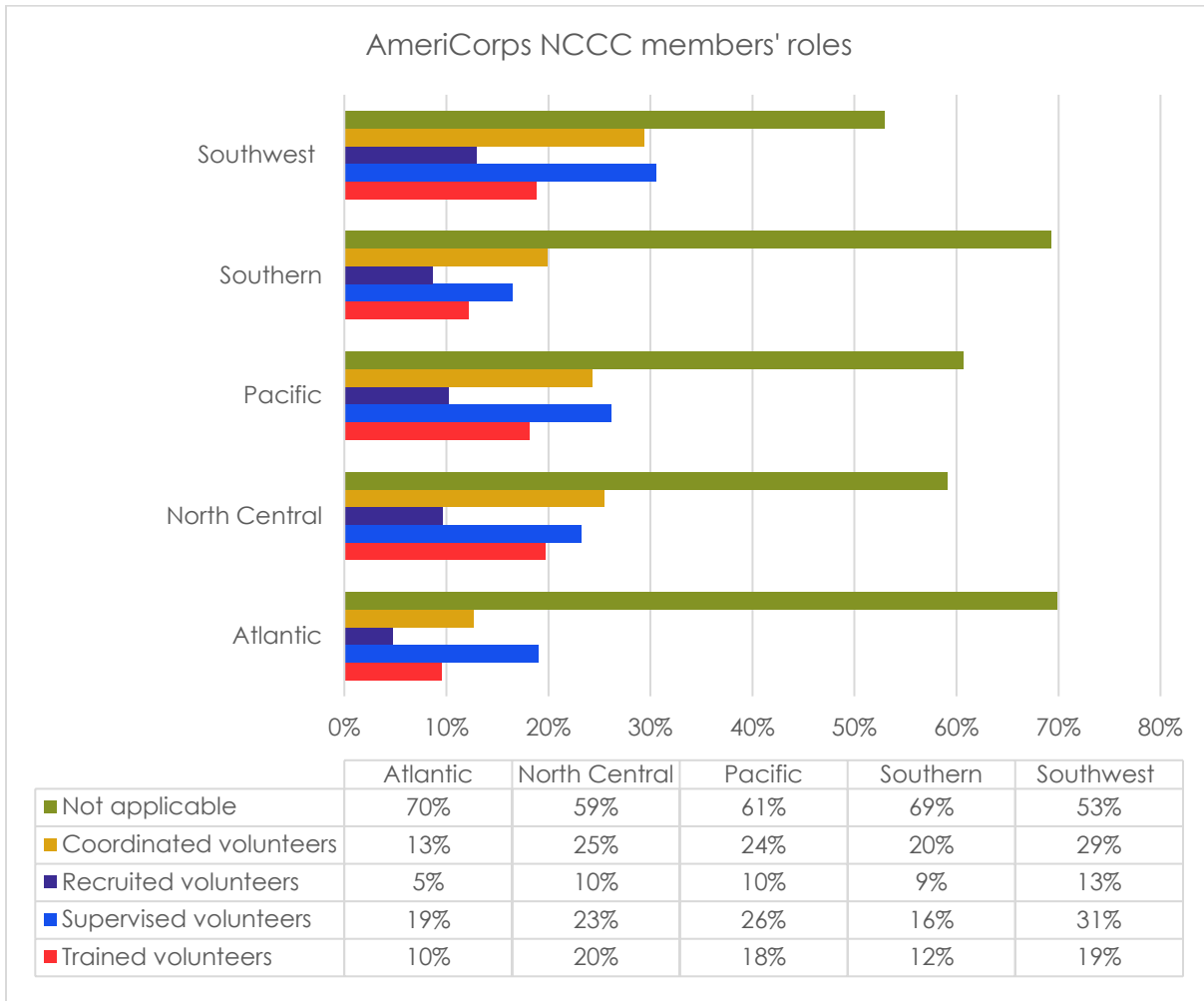
AmeriCorps NCCC members' roles

	Atlantic	North Central	Pacific	Southern	Southwest
■ Not applicable	70%	59%	61%	69%	53%
■ Coordinated volunteers	13%	25%	24%	20%	29%
■ Recruited volunteers	5%	10%	10%	9%	13%
■ Supervised volunteers	19%	23%	26%	16%	31%
■ Trained volunteers	10%	20%	18%	12%	19%

Figure (6.6): Q38. If the AmeriCorps NCCC team assisted your organization with volunteers during its service, what were the roles that members played in that capacity? Select all that apply.

Sponsors across the five regions reported that AmeriCorps NCCC teams assisted their organizations' volunteers mainly by coordinating, supervising, and training and somewhat less in recruiting. More than half of the sponsors across the five regions reported that answering this question was not applicable at the time of the survey.
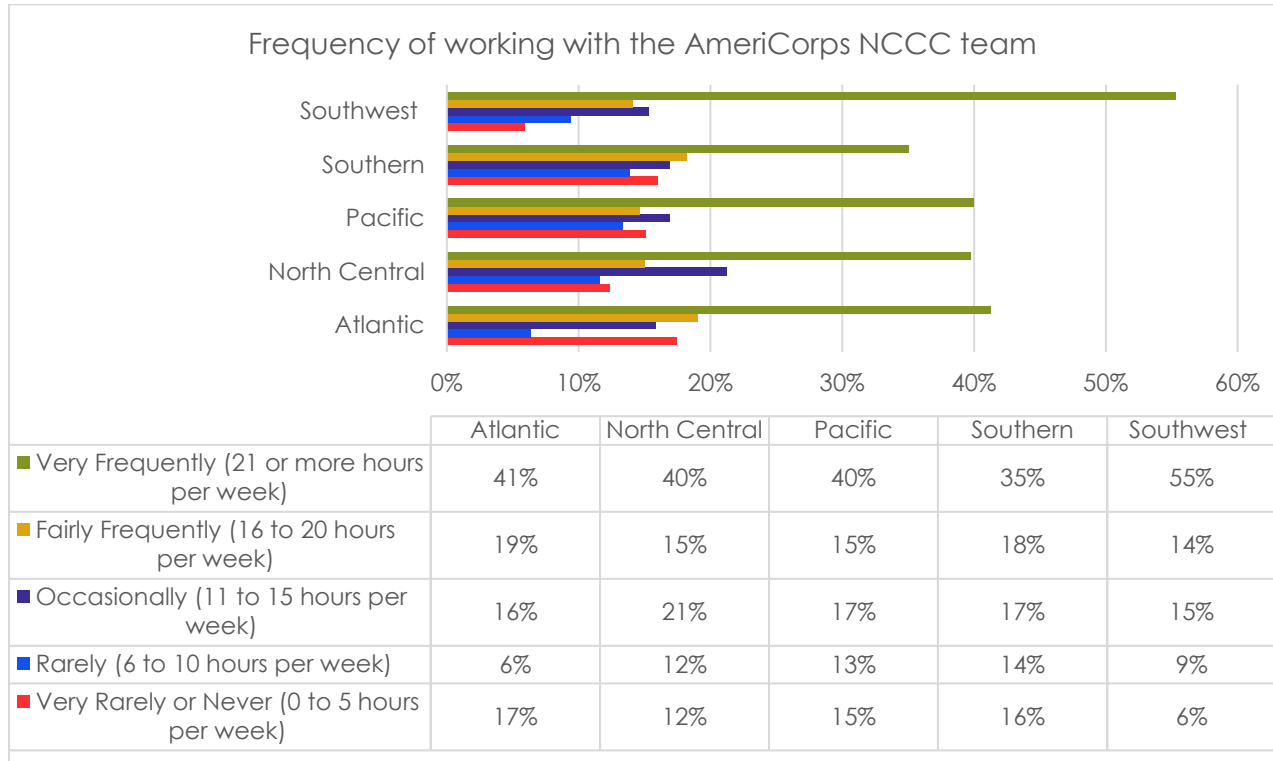
7. Involvement and Satisfaction

Frequency of working with the AmeriCorps NCCC team

	Atlantic	North Central	Pacific	Southern	Southwest
■ Very Frequently (21 or more hours per week)	41%	40%	40%	35%	55%
■ Fairly Frequently (16 to 20 hours per week)	19%	15%	15%	18%	14%
■ Occasionally (11 to 15 hours per week)	16%	21%	17%	17%	15%
■ Rarely (6 to 10 hours per week)	6%	12%	13%	14%	9%
■ Very Rarely or Never (0 to 5 hours per week)	17%	12%	15%	16%	6%

Figure (7.1): Q39. How frequently did you personally work with the AmeriCorps NCCC team that your organization sponsored?

The majority of sponsors (between 53% to 69%) reported personally working with AmeriCorps NCCC teams fairly frequently (16 to 20 hours per week) or very frequently (21 or more hours per week). There was some variation with sponsors reporting "very frequently" personally working with AmeriCorps NCCC teams; in the Southwest region, 55% reported working very frequently with AmeriCorps NCCC teams, followed by Atlantic (41%), North Central and Pacific (40%), and Southern (35%) regions. Also, across the five regions, between 15% to 30% reported rarely, very rarely, or never personally working with the AmeriCorps NCCC teams sponsored by their organization.
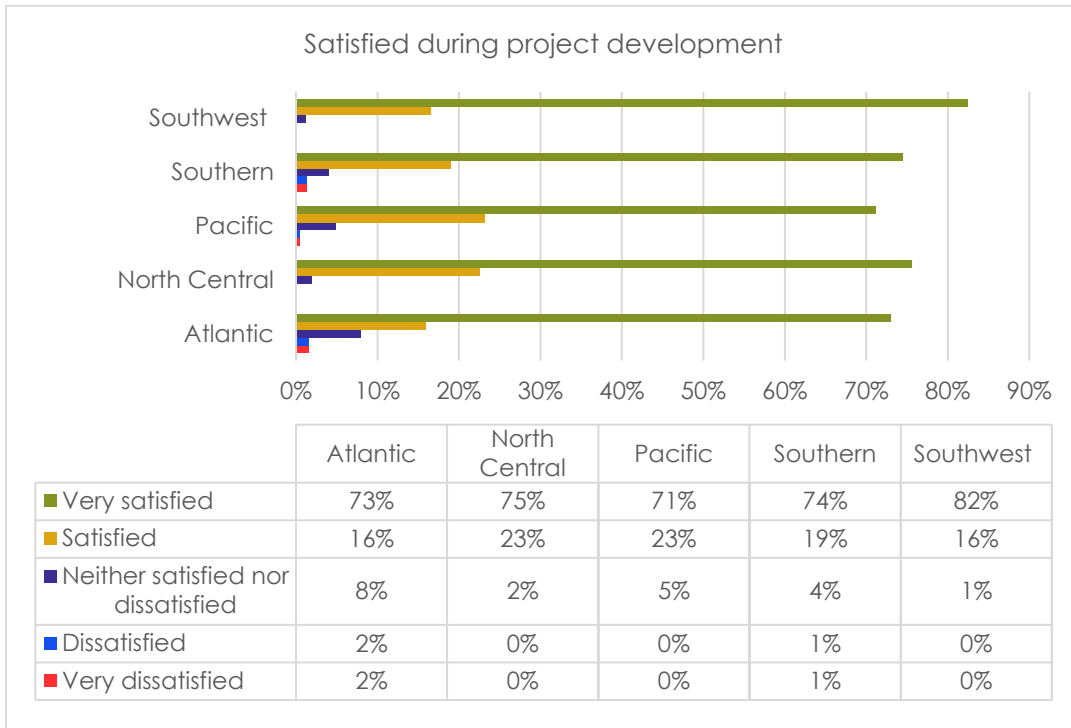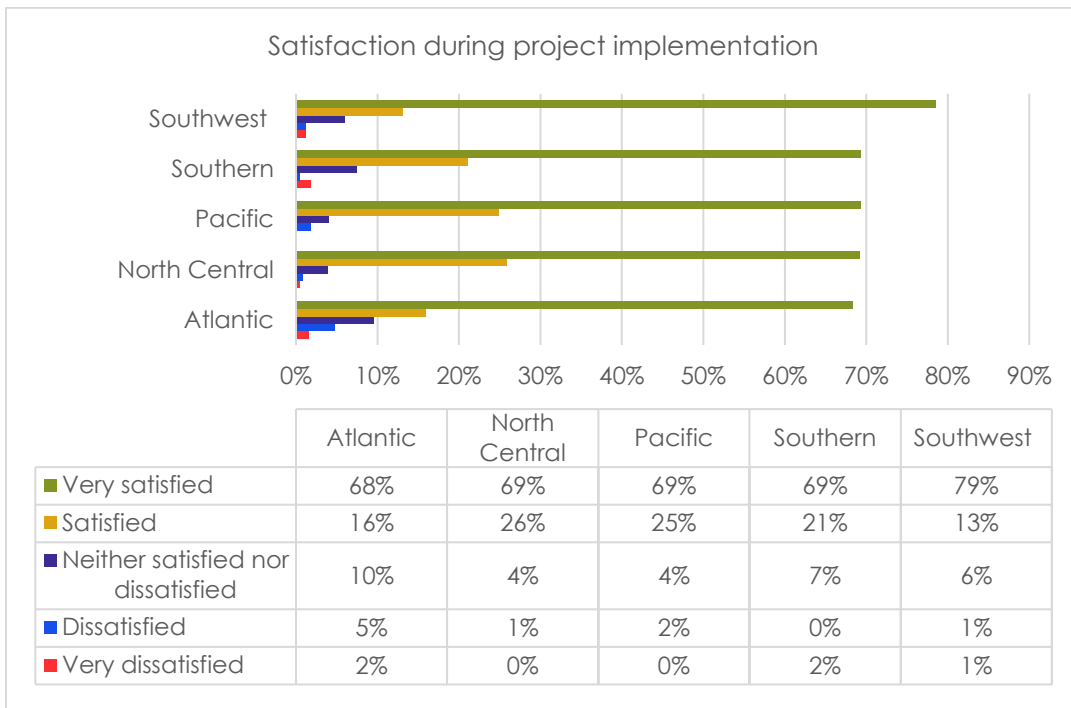
Satisfied during project development

	Atlantic	North Central	Pacific	Southern	Southwest
Very satisfied	73%	75%	71%	74%	82%
Satisfied	16%	23%	23%	19%	16%
Neither satisfied nor dissatisfied	8%	2%	5%	4%	1%
Dissatisfied	2%	0%	0%	1%	0%
Very dissatisfied	2%	0%	0%	1%	0%

Figure (7.2)

Satisfaction during project implementation

	Atlantic	North Central	Pacific	Southern	Southwest
Very satisfied	68%	69%	69%	69%	79%
Satisfied	16%	26%	25%	21%	13%
Neither satisfied nor dissatisfied	10%	4%	4%	7%	6%
Dissatisfied	5%	1%	2%	0%	1%
Very dissatisfied	2%	0%	0%	2%	1%

Figure (7.3)

Figure (7.2) (7.3): Q40. How satisfied were you with the level of communication with AmeriCorps NCCC staff During a) application review and project development b) During project implementation?

Overall satisfaction

	Atlantic	North Central	Pacific	Southern	Southwest
Very satisfied	71%	75%	79%	80%	85%
Satisfied	14%	19%	13%	16%	9%
Neither satisfied nor dissatisfied	13%	3%	6%	1%	4%
Dissatisfied	2%	3%	2%	3%	2%
Very dissatisfied	0%	0%	0%	0%	0%
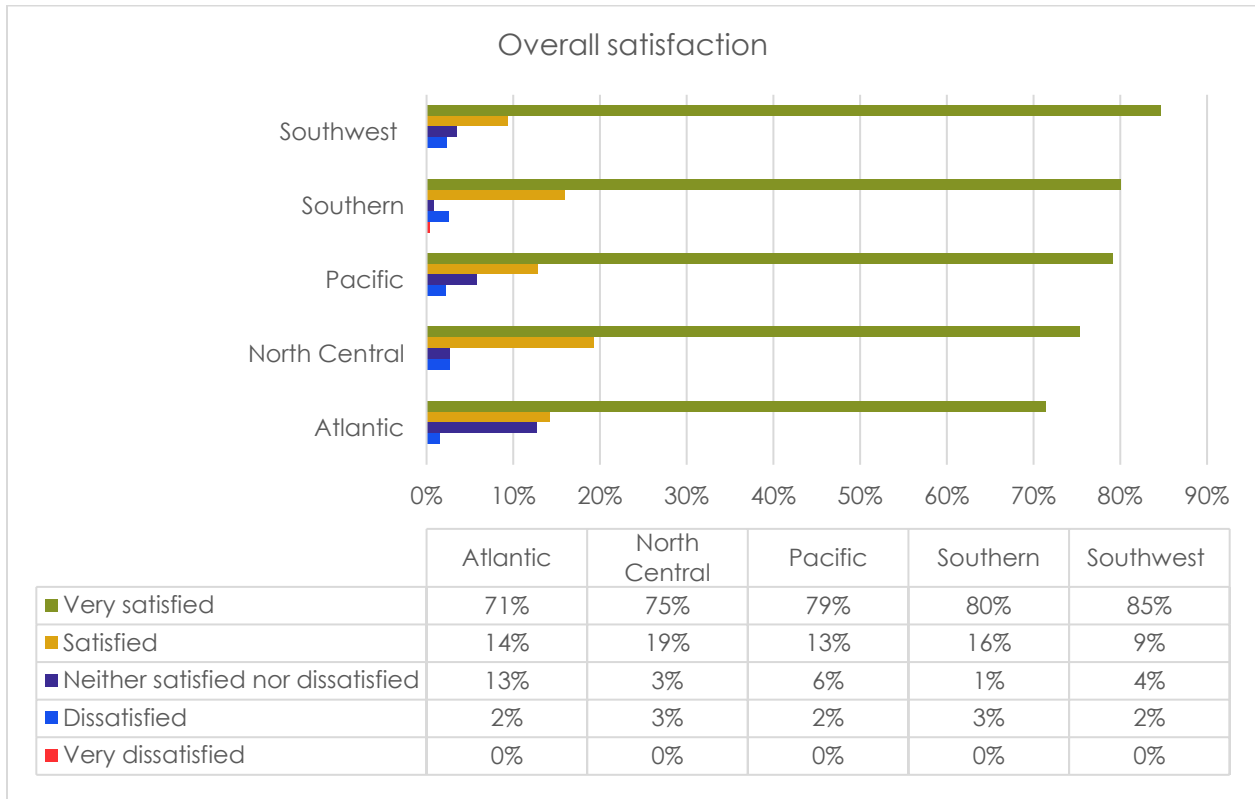
Figure (7.4): Q41. Overall, how satisfied was your organization with the AmeriCorps NCCC team?

Most sponsors across 4 regions - North Central (95%), Pacific (94%), Southern (90%), and Southwest (92%) - were very satisfied or satisfied with the level of communication regarding the development and implementation of projects (Figures 7.2 and 7.3). While still high, the level of satisfaction with the level of communication regarding the development and implementation of projects was a little lower (84%) for the Atlantic region.

In addition, nearly all the sponsors across four regions - North Central (94%), Pacific (92%), Southern (96%), and Southwest (94%) - were satisfied to very satisfied with AmeriCorps NCCC teams (Figure 7.4). Although not has high as the other regions, the majority of sponsors (83%) in the Atlantic region said they were also very satisfied and satisfied with the AmeriCorps NCCC teams.
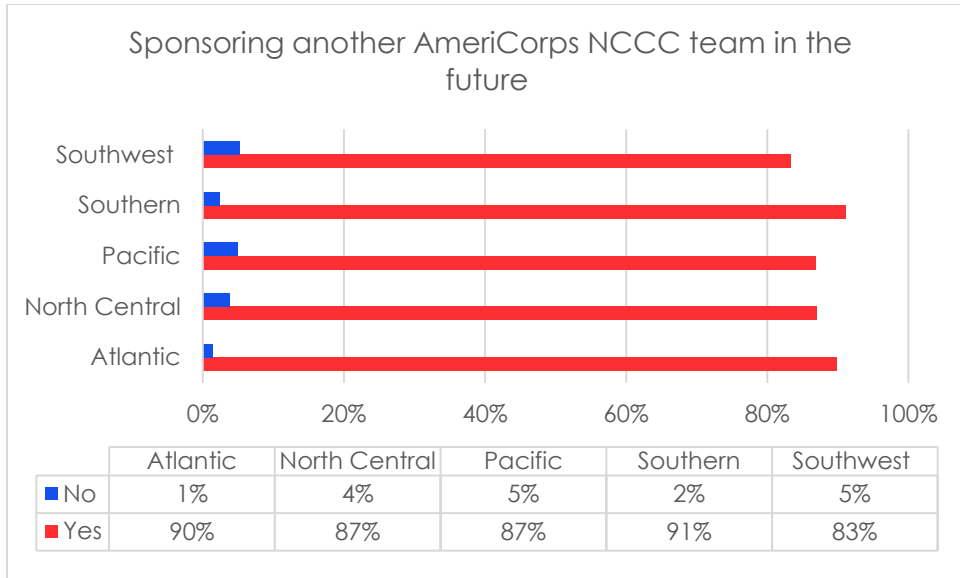
Figure (7.5): Q42. If given the opportunity, would your organization sponsor another AmeriCorps NCCC team in the future? Please explain why or why not.

The majority of sponsors (83% to 91%) across the five regions indicated their interest to sponsor another AmeriCorps NCCC team in the future.
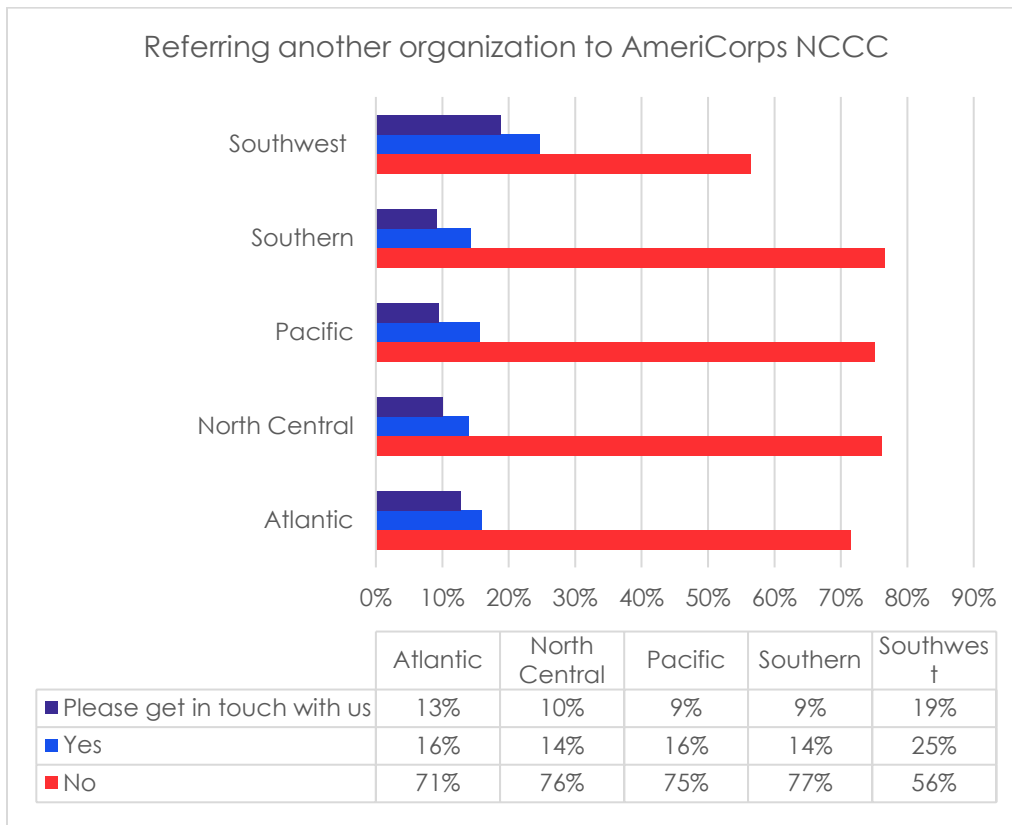
Referring another organization to AmeriCorps NCCC

	Atlantic	North Central	Pacific	Southern	Southwest
▪ Please get in touch with us	13%	10%	9%	9%	19%
▪ Yes	16%	14%	16%	14%	25%
▪ No	71%	76%	75%	77%	56%

Figure (7.6): Q43. Do you have any other organizations that you would like to refer that you believe could better serve your community with an AmeriCorps NCCC team?

Across the five regions, between 56% and 76% of sponsors did not refer another organization that they believed could better serve their community with an AmeriCorps NCCC team.

8. Miscellaneous

Greatest Strengths of the Program

	Atlantic	North Central	Pacific	Southern	Southwest
■ Other (please specify)	11%	4%	3%	3%	1%
■ Travel Logistics	0%	1%	1%	0%	2%
■ Team Work Ethic or Dedication	21%	27%	21%	23%	31%
■ Team Support from NCCC Staff	2%	4%	6%	2%	1%
■ Team Building or Dynamics	7%	8%	8%	8%	11%
■ Supervisor Support from NCCC Staff	0%	2%	0%	1%	2%
■ Supervisor Opportunities for Leadership Growth	2%	2%	2%	1%	2%
■ Lodging or Housing Logistics	0%	0%	0%	1%	0%
■ Level of Team Engagement	18%	21%	22%	19%	22%
■ Flexibility and Adaptability	39%	31%	36%	41%	27%
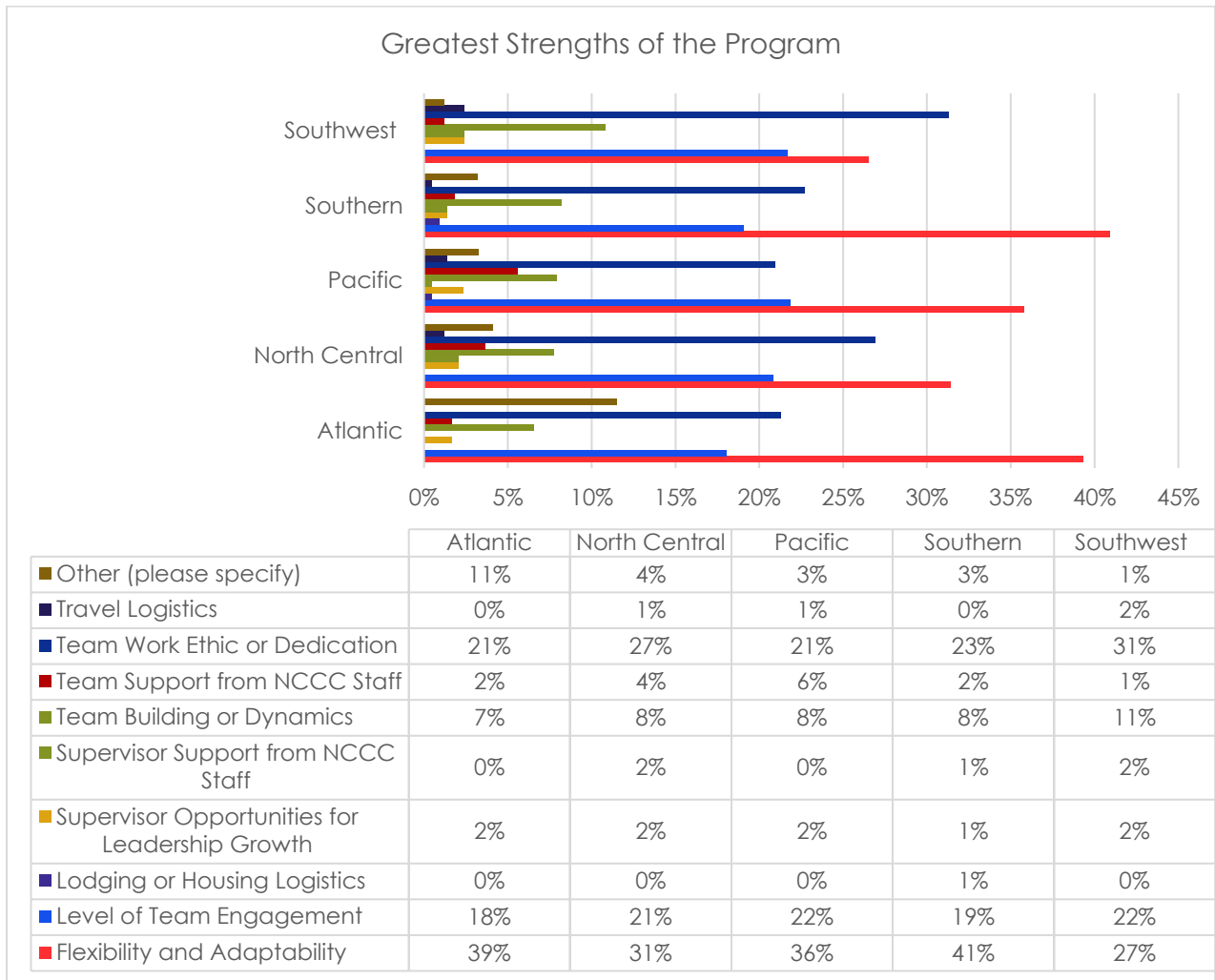
Figure (1): Q46. Based on this experience with AmeriCorps NCCC, what would you consider the greatest strength of the program?

Across all five regions, sponsors considered the top three greatest strengths of AmeriCorps NCCC to be flexibility and adaptability, team work ethic or dedication, and level of team engagement.

Greatest area for improvement

	Atlantic	North Central	Pacific	Southern	Southwest
■ Other (please specify)	33%	26%	22%	24%	30%
■ Travel Logistics	10%	9%	14%	12%	10%
■ Team Work Ethic or Dedication	11%	7%	12%	8%	6%
■ Team Support from NCCC Staff	7%	2%	2%	2%	2%
■ Team Building or Dynamics	2%	8%	4%	5%	7%
■ Supervisor Support from NCCC Staff	2%	2%	1%	2%	1%
■ Supervisor Opportunities for Leadership Growth	8%	7%	7%	10%	4%
■ Lodging or Housing Logistics	15%	20%	21%	28%	25%
■ Level of Team Engagement	8%	9%	7%	5%	8%
■ Flexibility and Adaptability	5%	12%	10%	5%	6%
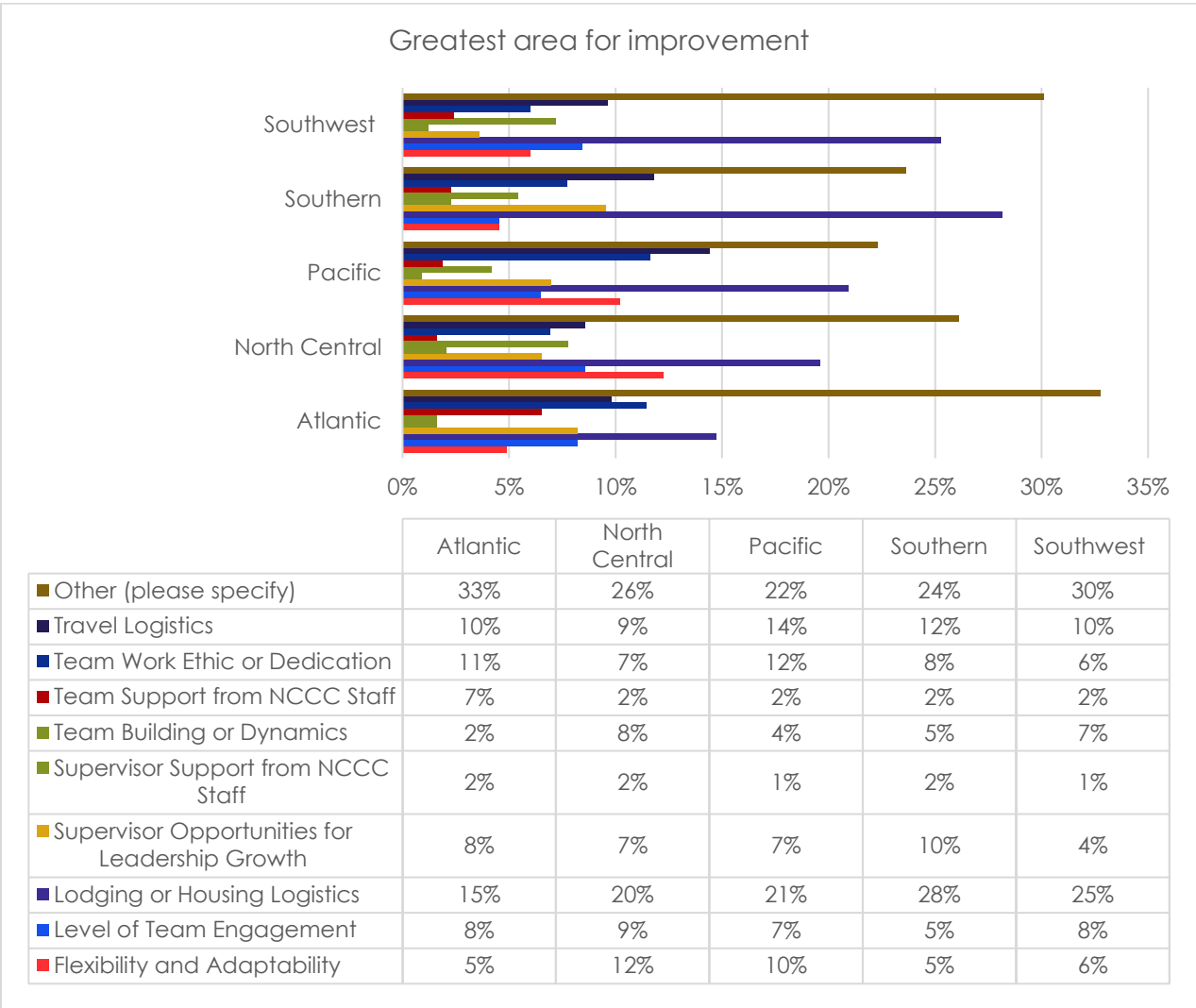
Figure (2): Q47. Based on this experience with AmeriCorps NCCC, what would you consider the greatest area for improvement for the program?

Across the five regions, sponsors thought that the greatest areas for improvement for the NCCC program were travel logistics (9% to 14%) lodging or housing logistics (15 to 28%), and "other" (22% to 33%). Responses under "other" include communication from onsite and off-site leaders, more flexibility on dates teams are available, have better commitment from some NCCC team members. Across regions, 7% of sponsors answering the questions reported that there were no areas for improvement and that they were very satisfied with the NCCC program.

Interested in becoming employers of national service

	Atlantic	North Central	Pacific	Southern	Southwest
■ (blank)	0%	0%	0%	0%	0%
■ Yes	31%	27%	33%	37%	42%
■ No	69%	73%	67%	63%	58%
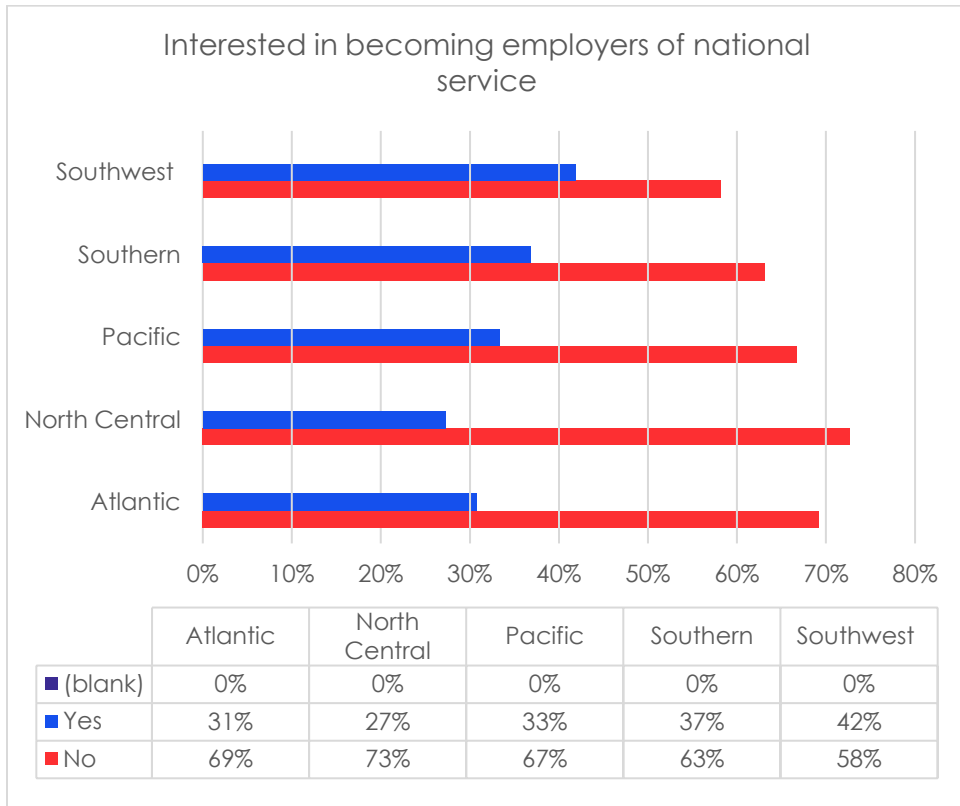
Figure (4): Q48. Would your organization be interested in becoming an Employer of National Service? See here for more information about what it means to be one.

The majority of sponsors were not interested in becoming Employers of National Service. The reasons for these responses are unclear, however, a reason might simply be a lack of awareness for the Employers of National Service program.

Appendix

Appendix A: NCCC Sponsor Organization Survey Questions by Topic Area (2016-2019)

NCCC Sponsor Organization Survey Questions by Topic Area	
Outcome	**Question**
Community Need and Impact	Q12. To what extent did the AmeriCorps NCCC team meet the primary community need through its service?
	Q13. To what extent did the AmeriCorps NCCC team contribute to the achievement of the project's primary objective?
	Q14. Please note the reasons why the AmeriCorps NCCC team contributed to a small extent or not all to the achievement of the project's primary objective. Please select all that apply.
	Q15. Was the project's primary objective met by your organization? This should include both the AmeriCorps NCCC team and any independent contributions by your organization toward that objective.
	Q16. To what extent will your organization be able to sustain the project's outcomes?
	Q17. To what extent did the AmeriCorps NCCC team's efforts on this project empower citizens in local communities to be able to meet their own needs?
	Q18. To what extent did the AmeriCorps NCCC team's efforts on this project strengthen the community in which the team served?
	Q19. Today, what would you say is the most significant area of need in your local community?
Project Quality and Engagement	Q20. How would you rate the overall quality of the work that the AmeriCorps NCCC team performed on this project?
	Q21. How did the overall quality of the work that this AmeriCorps NCCC team performed compare to that of other team-based support that your organization has received?
	Q22. To what extent do you believe the AmeriCorps NCCC team was engaged while serving on the project? Engagement is being provided with enough task throughout the day to be committed to an organization's goals and values and motivated to contribute to organizational success.
Team Training	Q23. To what extent did the AmeriCorps NCCC team come trained as a cohesive, functioning team?
	Q24. If your organization provided additional training to the AmeriCorps NCCC team, to what extent were the members able to acquire the skills demonstrated in that training?
	Q25. What types of additional training did your organization provide to the AmeriCorps NCCC team? Please select all that apply.
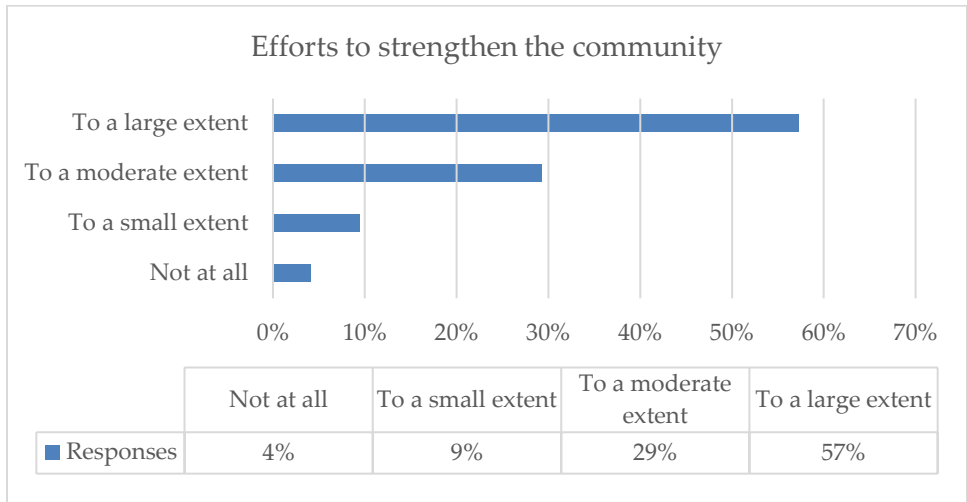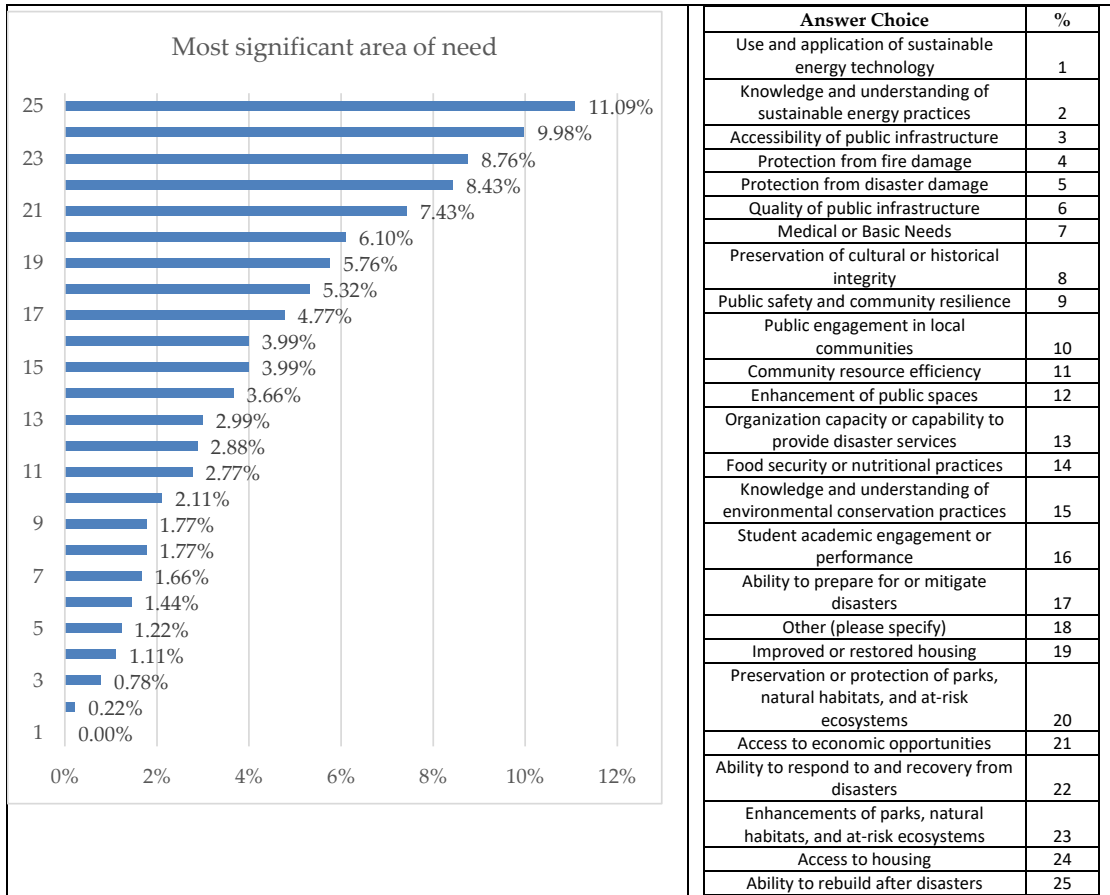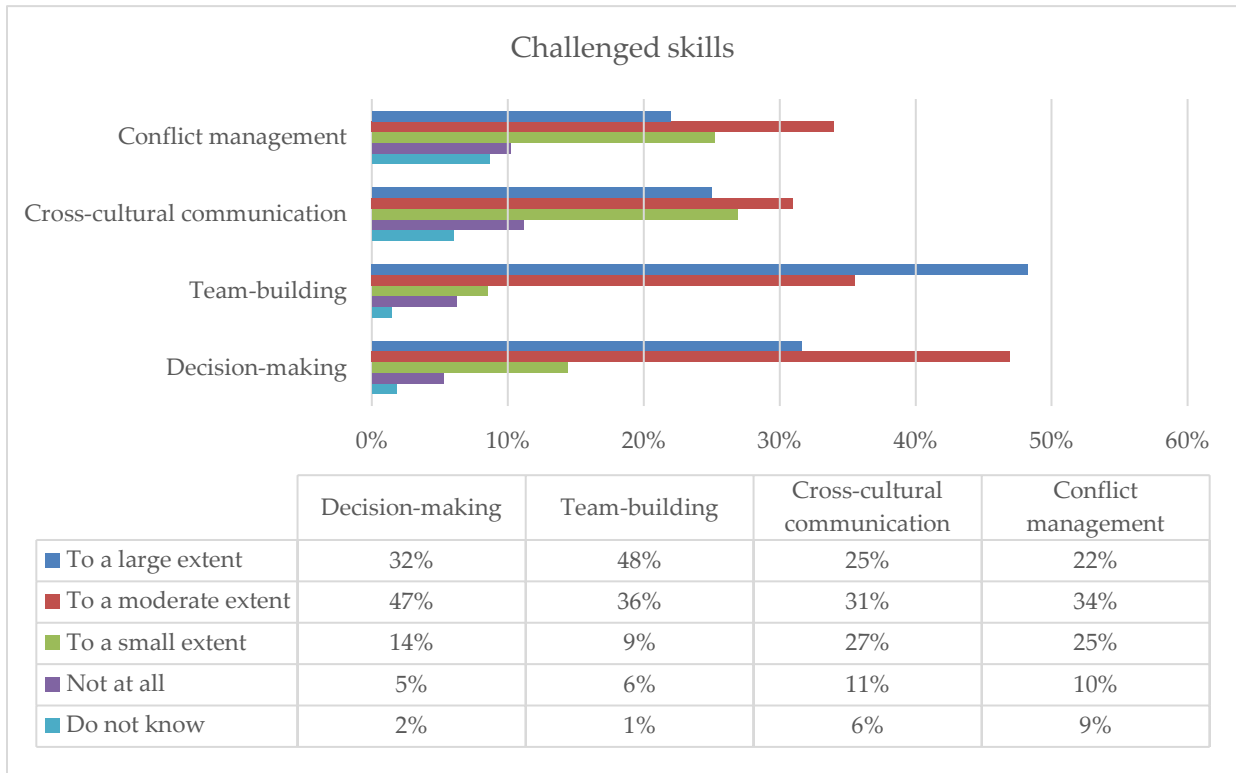
NCCC Sponsor Organization Survey Questions by Topic Area	
Outcome	**Question**
Team Members Skills and Abilities	Q26. To what extent do you believe that the following skill-sets of the AmeriCorps NCCC team members were challenged throughout the course of this project?
	Q27. How would you rate the changes in the following skill-sets of the AmeriCorps NCCC team members while they were serving with your organization?
	Q28. To what extent did the AmeriCorps NCCC team develop a clear understanding of the roles and responsibilities of all the organizations they were serving alongside, including your organization?
Team Attitude, Responsibility, and Inclusion	Q29. How would you describe the AmeriCorps NCCC team's attitude toward the project's work?
	Q30. Please note how often the AmeriCorps NCCC team was:
	Q31. To what degree do you agree or disagree with the following statements: Inclusion is the equal and full acceptance of all persons with respect to race, ethnicity, age, sex, disability, religion, sexual orientation, and gender identity/expression, that leads to a sense of belonging.
	Q32. If there was any project-specific equipment or tools that the team utilized while serving, how often was it consistently used in a safe and proper manner?
Benefits to Your Organization	Q33. To what extent did your personal involvement with the AmeriCorps NCCC team help you to develop as a leader?
	Q34. To what degree do you agree or disagree with the following statement: "The AmeriCorps NCCC team we sponsored supported the mission of our organization."
	Q35. How did the AmeriCorps NCCC team you worked with enhance the services your organization provides the community? Please check all that apply.
	Q36. How much longer or shorter would your organization have taken to accomplish the team's work if the AmeriCorps NCCC team had not been available to collaborate with your organization on it?
	Q37. Do you think that the community became more aware of your organization and its mission as a result of your collaboration with AmeriCorps NCCC?
	Q38. If the AmeriCorps NCCC team assisted your organization with volunteers during its service, what were the roles that members played in that capacity? Select all that apply.
Involvement and Satisfaction	Q39. How frequently did you personally work with the AmeriCorps NCCC team that your organization sponsored?
	Q40. How satisfied were you with the level of communication with AmeriCorps NCCC staff...
	Q41. Overall, how satisfied was your organization with the AmeriCorps NCCC team?

NCCC Sponsor Organization Survey Questions by Topic Area	
Outcome	**Question**
	Q42. If given the opportunity, would your organization sponsor another AmeriCorps NCCC team in the future? Please explain why or why not.
	Q43. Do you have any other organizations that you would like to refer that you believe could better serve your community with an AmeriCorps NCCC team?
Miscellaneous (Section added for report)	Q46. Based on this experience with AmeriCorps NCCC, what would you consider the greatest strength of the program?
	Q47. Based on this experience with AmeriCorps NCCC, what would you consider the greatest area for improvement for the program?
	Q48. Would your organization be interested in becoming an Employer of National Service? See here for more information about what it means to be one.

Appendix B: Office of Research and Evaluation's Recommendations on a Revising AmeriCorps NCCC Sponsor Organization Survey

The AmeriCorps NCCC Sponsor Organization Survey was developed by NCCC headquarters and regional staff to receive feedback from sponsors about their perspectives and experiences with the NCCC teams and program. For the questions asked, sponsors provided overwhelmingly positive feedback. After analyzing three years of data, this feedback may give NCCC information that the program and the teams are indeed meeting sponsor expectations, however, NCCC may want to consider some improvements such as aligning sponsor data with teams and service project data, when and how feedback is obtained, how performance is measured, and revising and improving the survey to acquire a more varied and nuanced perspectives from the sponsors.

The following are suggested areas for improving the sponsor survey and obtaining additional feedback from sponsors.

1. **Align Data and Reporting**
    a) <u>Integrate sponsor survey with member data</u>. AmeriCorps NCCC routinely collects rich data from members and sponsors for each service project and throughout each service cycle. However, the results are not integrated into one dataset. Whereas NCCC member information (both Traditional Corps and FEMA Corps members) is captured in the NCCC Service Project Database (SPD), the data from sponsor survey is standalone information and not linked to a service project or a team. Tying the sponsor survey and other relevant data/information material to the SPD will lead to more cohesive and accurate outcomes. For example, the multiple and siloed datasets make it difficult to nearly impossible to retrieve and analyze data that is specific to a sponsor, service project, or team, therefore, limiting NCCC's ability to adjust or improve on any issues that might arise with a team or a service project site in a timely manner. Also, the siloed datasets where sponsor's feedback is not connected to the team's data, make it difficult to assess whether a particular sponsor's goals were met.

2. **Survey Administration**
    a) <u>Consider NCCC goals for feedback.</u> NCCC may want to consider the timing of feedback in relation to how they specifically expect to use the information. Does NCCC want sponsor feedback while teams are at their service project sites or to assess the year's programming? Is the goal to be able to make adjustments at each service project site, to follow particular teams through their full-service term (e.g., 10 months for Traditional Corps members), or to have an understanding of whether NCCC's program or teams meet sponsors' expectations overall? Or all of these? For example, if NCCC expects to use the

feedback to make improvements or adjustments when the NCCC teams are at a service project site or in real time, NCCC may want to gather feedback, whether in the form of a questionnaire or interviews (see Appendix B.2.b.), closer to the beginning of the service project term. Southwest Region was piloting gathering feedback earlier in the program cycle instead of project completion, so it will be important to understand the advantages and challenges of that pilot. If NCCC expects to use the feedback for a more general understanding of whether the program and teams met overall expectations, NCCC should continue gathering general feedback at project completion.

b) <u>Consider different ways for gathering feedback</u>. If NCCC would find it useful to obtain feedback at different points in times for different goals (see Appendix B.2.a.), NCCC may consider using different methods to obtain information. The following are some examples. 1) NCCC may consider administering a short survey or conducting an interview with the sponsor, as well as the NCCC team, during the early phase of a service projects in order to have the time to make the necessary adjustments. 2) For more in-depth information, periodic focus groups of sponsors at each region can be another option to consider. 3) NCCC can also follow up with sponsors to gain more insight after the sponsors surveys are analyzed on a routine basis. For example, in Q.21 more than 60% of sponsors thought that NCCC teams' work was significantly or somewhat better than other team-based support. Given that 23% of sponsors who had previously received similar team-based support thought otherwise, a brief follow-up will help better understand the rationale behind their responses.

3. **Measure Performance**
   a) <u>Consider asking "pre" service questions to sponsors.</u> Although the survey asked questions regarding the extent to which NCCC teams benefited served organizations, it is also important to ask sponsors to specify their needs and anticipated outcomes from having an NCCC team before they begin the service project. This can include closed as well as open ended questions to give sponsors an opportunity to articulate their expectations. If the questions are already in the sponsor application, then the responses should be linked to the post service project surveys to better assess whether goals were met.

   b) <u>Consider creating a scale.</u> NCCC could consider adding questions that establish a establish a scale or identify benchmarks.

   c) <u>Add some regional specific questions.</u> It is important for the survey to have a core set of questions for each region however, NCCC may also want to consider adding just a few questions that are tailored specifically to each region's circumstances.

4. Revise questions
   The questions and survey can be revised to meet best practices of survey design including the reliability and validity of the questions and the survey instrument[9]. The following are some suggestions.

   a) Better align questions with topic areas or "constructs". The survey questions are classified into seven topic areas, and it is not clear to what extent these questions accurately reflect the topic areas. In other words, NCCC may want to specify and define the constructs they wish to understand and develop questions that more accurately measure those constructs.

   b) Review for repetition. Similar types of questions are repeated or represent the same construct which adds unnecessary effort to sponsors completing the survey. Therefore, conducting a factor analysis on the survey responses will help address the aforementioned issues.

   c) Clarify and modify questions. Some survey questions are vague or unclear thus, respondents may be interpreting or responding differently to the same question. Suggestions for clarifying questions include the following:

      i. Add definitions. Some questions or concepts need definitions. For example, in Q.18[10] sponsors were asked to specify the extent that AmeriCorps NCCC team's efforts on projects "strengthened the community" in which the AmeriCorps NCCC team served. Providing a clear definition of what AmeriCorps NCCC defines as "strengthened the community", will help sponsors respond more accurately.

      ii. Omit/rephrase questions. NCCC can review the questions and examine the relevancy of the questions as it pertains to NCCC's logic model or goals. For example, the purpose of Q.33[11] is not clear, and may need to be rephrased or an introduction added to explain the purpose of the question and how it's related to NCCC's mission and work.

      iii. Keep both closed and open-ended question. The different question formats can provide both quantitative and qualitative information.

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[9]Survey research best practices: https://www.aapor.org/Standards-Ethics/Best-Practices.aspx ; Considerations in research design: https://www.simplypsychology.org/research-methods.html Reliability: https://www.simplypsychology.org/reliability.html; Validity: https://www.simplypsychology.org/validity.htm
[10] Q.18. To what extent did the AmeriCorps NCCC team's efforts on this project strengthen the community in
which the team served?
[11] Q.33. To what extent did your personal involvement with the AmeriCorps NCCC team help you to develop as a leader?

Appendix C: Aggregated Responses for NCCC Sponsor Organization Survey (2016 – 2019)

1. Community Need and Impact

Meeting primary community needs

	Not at all	To a small extent	To a moderate extent	To a large extent	Completely
■ Responses	1%	2%	12%	46%	40%

Q12. To what extent did the AmeriCorps NCCC team meet the primary community need through its service?

Contribute to the achievement of primary objective

	Not at all	To a small extent	To a moderate extent	To a large extent	Completely
■ Responses	1%	2%	10%	46%	42%

Q13. To what extent did the AmeriCorps NCCC team contribute to the achievement of the project's primary objective?

Reasons why the AmeriCorps NCCC team contributed to a small extent or not at all to the achievement primary objective.

	Inclement weather	Behavior of the team's members	Project performance of the team	Other unanticipated factors effecting the project (please specify)	Team pulled away from the project for disaster response
Number of responses	0	5	8	8	13

Figure (2.1.3): Q14. Please note the reasons why the AmeriCorps NCCC team contributed to a small extent or not all to the achievement of the project's primary objective. Please select all that apply.

Meeting project's primary objectives

	Project primary objective was not met	Project primary objectives was partially met	Project primary objective were met	Project primary objective was met and exceeded
Responses	1%	11%	48%	40%

Q15. Was the project's primary objective met by your organization? This should include both the AmeriCorps NCCC team and any independent contributions by your organization toward that objective.

Ability to sustain project's outcomes

	Not at all	To a small extent	To a moderate extent	To a large extent	Completely
Responses	1%	1%	10%	42%	45%

Q16. To what extent will your organization be able to sustain the project's outcomes?

Empowering citizens in local communities to meet their own needs

	Not at all	To a small extent	To a moderate extent	To a large extent
Responses	5%	13%	38%	45%

Q17. To what extent did the AmeriCorps NCCC team's efforts on this project empower citizens in local communities to be able to meet their own needs?

Efforts to strengthen the community

	Not at all	To a small extent	To a moderate extent	To a large extent
■ Responses	4%	9%	29%	57%

Q18. To what extent did the AmeriCorps NCCC team's efforts on this project strengthen the community in which the team served?

Most significant area of need

11.09%
9.98%
8.76%
8.43%
7.43%
6.10%
5.76%
5.32%
4.77%
3.99%
3.99%
3.66%
2.99%
2.88%
2.77%
2.11%
1.77%
1.77%
1.66%
1.44%
1.22%
1.11%
0.78%
0.22%
0.00%

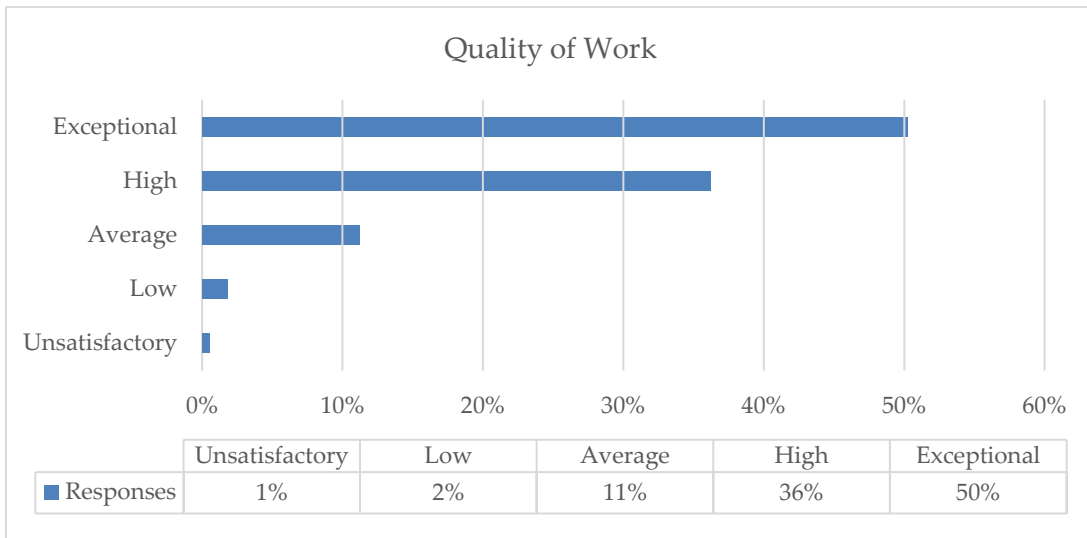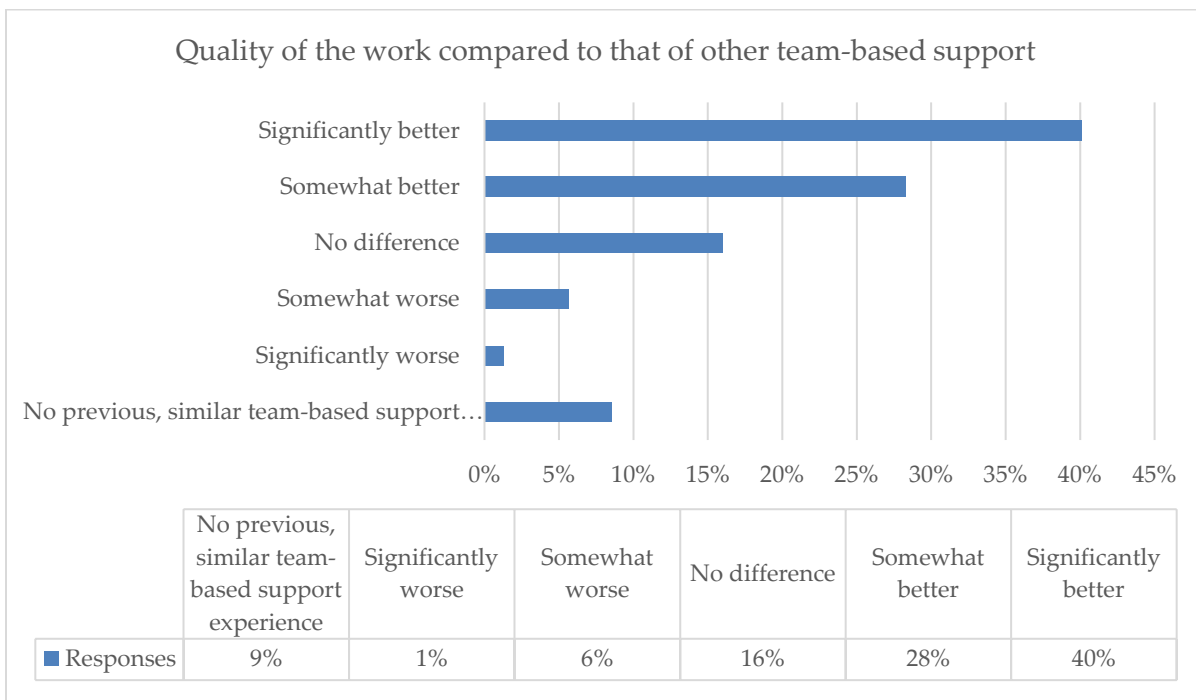| Answer Choice	%
Use and application of sustainable energy technology	1
Knowledge and understanding of sustainable energy practices	2
Accessibility of public infrastructure	3
Protection from fire damage	4
Protection from disaster damage	5
Quality of public infrastructure	6
Medical or Basic Needs	7
Preservation of cultural or historical integrity	8
Public safety and community resilience	9
Public engagement in local communities	10
Community resource efficiency	11
Enhancement of public spaces	12
Organization capacity or capability to provide disaster services	13
Food security or nutritional practices	14
Knowledge and understanding of environmental conservation practices	15
Student academic engagement or performance	16
Ability to prepare for or mitigate disasters	17
Other (please specify)	18
Improved or restored housing	19
Preservation or protection of parks, natural habitats, and at-risk ecosystems	20
Access to economic opportunities	21
Ability to respond to and recovery from disasters	22
Enhancements of parks, natural habitats, and at-risk ecosystems	23
Access to housing	24
Ability to rebuild after disasters	25

Q19. Today, what would you say is the most significant area of need in your local community?

2. Project Quality and Engagement

Quality of Work

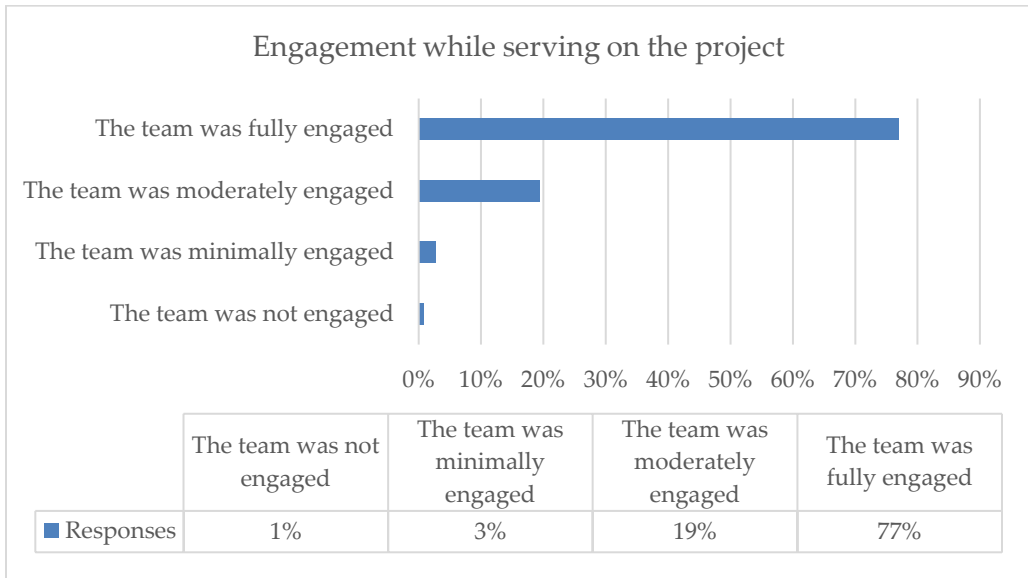|	Unsatisfactory	Low	Average	High	Exceptional
■ Responses	1%	2%	11%	36%	50%

Q20.How would you rate the overall quality of the work that the AmeriCorps NCCC team performed on this project?

Quality of the work compared to that of other team-based support

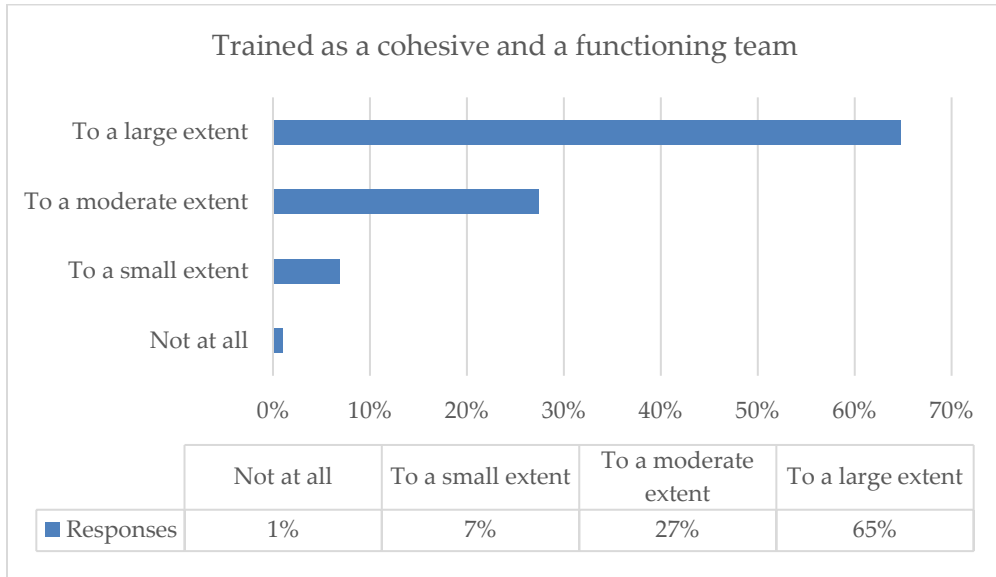|	No previous, similar team-based support experience	Significantly worse	Somewhat worse	No difference	Somewhat better	Significantly better
■ Responses	9%	1%	6%	16%	28%	40%

Q21. How did the overall quality of the work that this AmeriCorps NCCC team performed compare to that of other team-based support that your organization has received?

Engagement while serving on the project

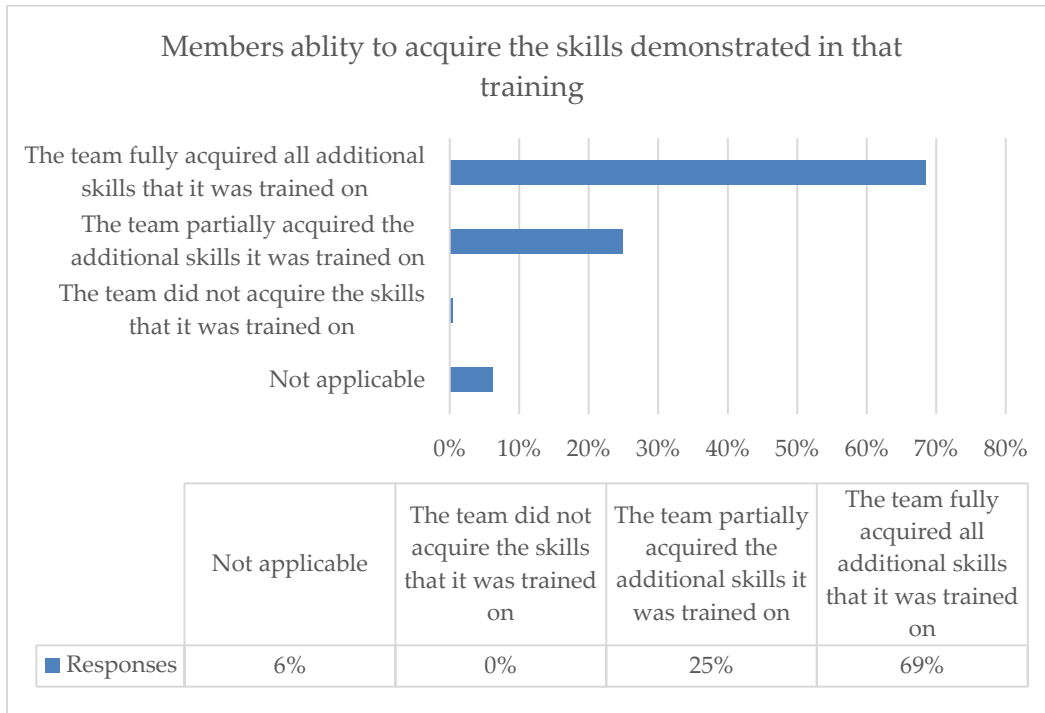|	The team was not engaged	The team was minimally engaged	The team was moderately engaged	The team was fully engaged
▪ Responses	1%	3%	19%	77%

Q22. To what extent do you believe the AmeriCorps NCCC team was engaged while serving on the project? Engagement is being provided with enough task throughout the day to be committed to an organization's goals and values and motivated to contribute to organizational success.

3. Team Training

Trained as a cohesive and a functioning team

	Not at all	To a small extent	To a moderate extent	To a large extent
▪ Responses	1%	7%	27%	65%

Q23. To what extent did the AmeriCorps NCCC team come trained as a cohesive, functioning team?

Members ablity to acquire the skills demonstrated in that training

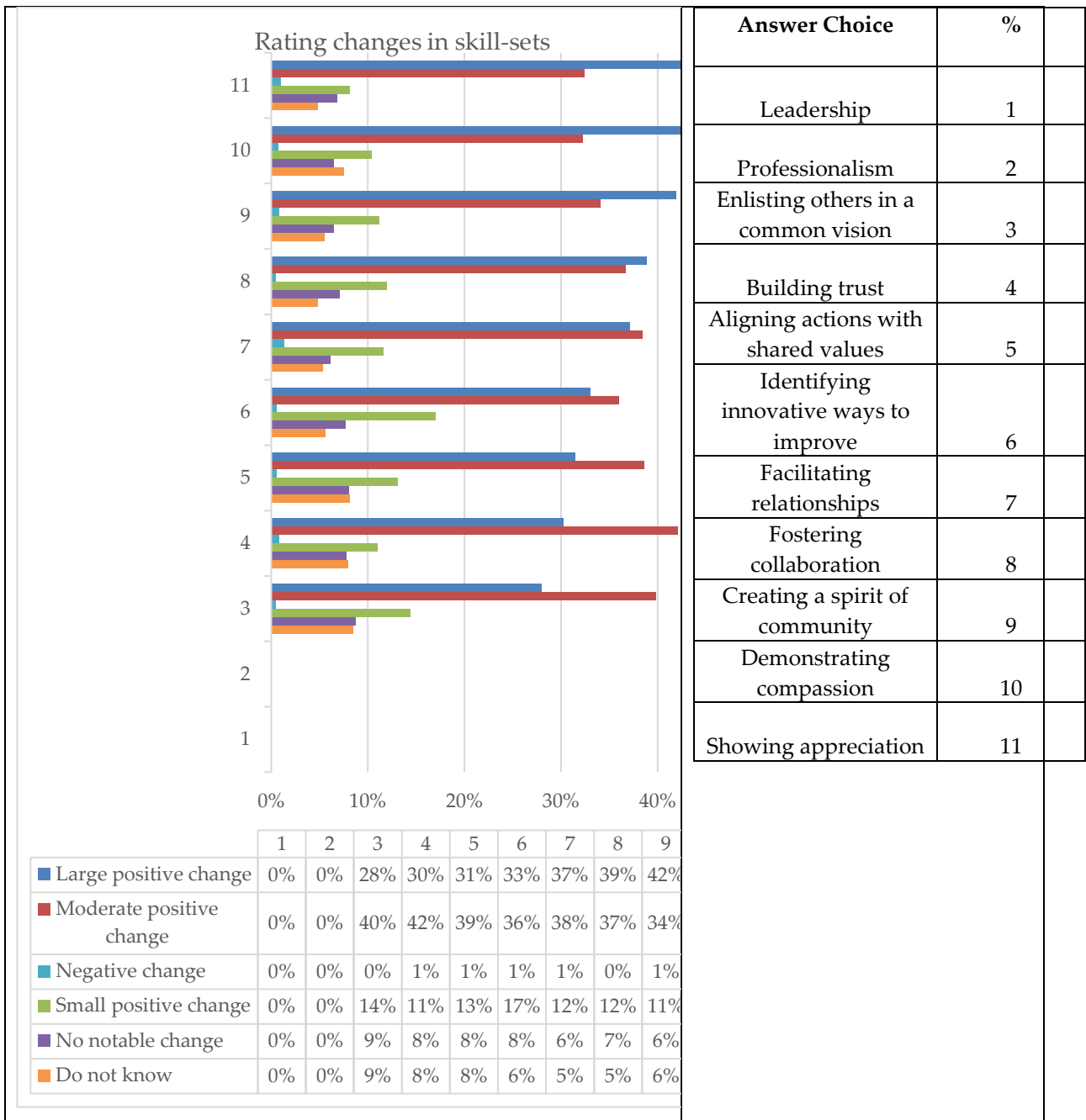|	Not applicable	The team did not acquire the skills that it was trained on	The team partially acquired the additional skills it was trained on	The team fully acquired all additional skills that it was trained on
■ Responses	6%	0%	25%	69%

Q24. If your organization provided additional training to the AmeriCorps NCCC team, to what extent were the members able to acquire the skills demonstrated in that training?

4. Team Member Skills and Abilities

Challenged skills

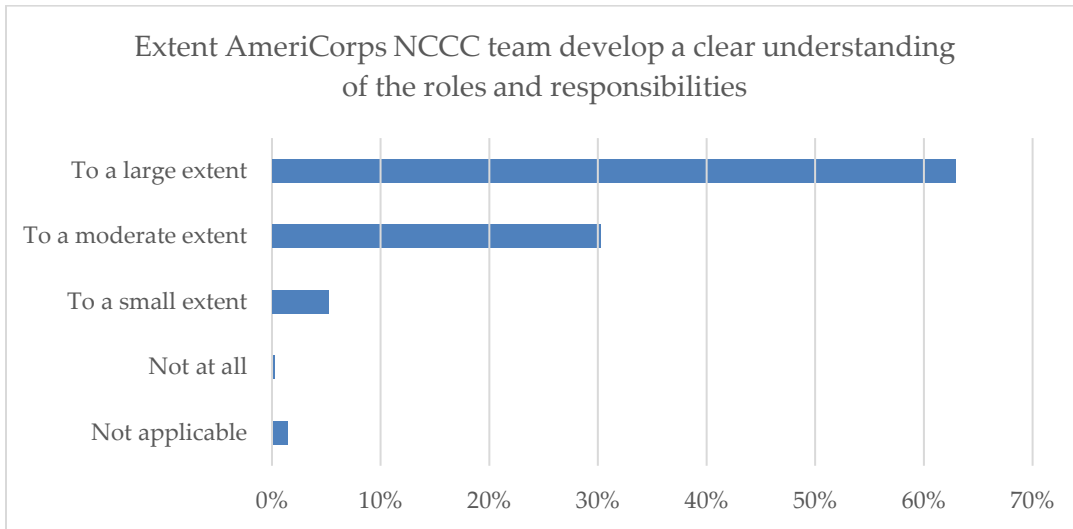|	Decision-making	Team-building	Cross-cultural communication	Conflict management
To a large extent	32%	48%	25%	22%
To a moderate extent	47%	36%	31%	34%
To a small extent	14%	9%	27%	25%
Not at all	5%	6%	11%	10%
Do not know	2%	1%	6%	9%

Q26. To what extent do you believe that the following skill-sets of the AmeriCorps NCCC team members were challenged throughout the course of this project?
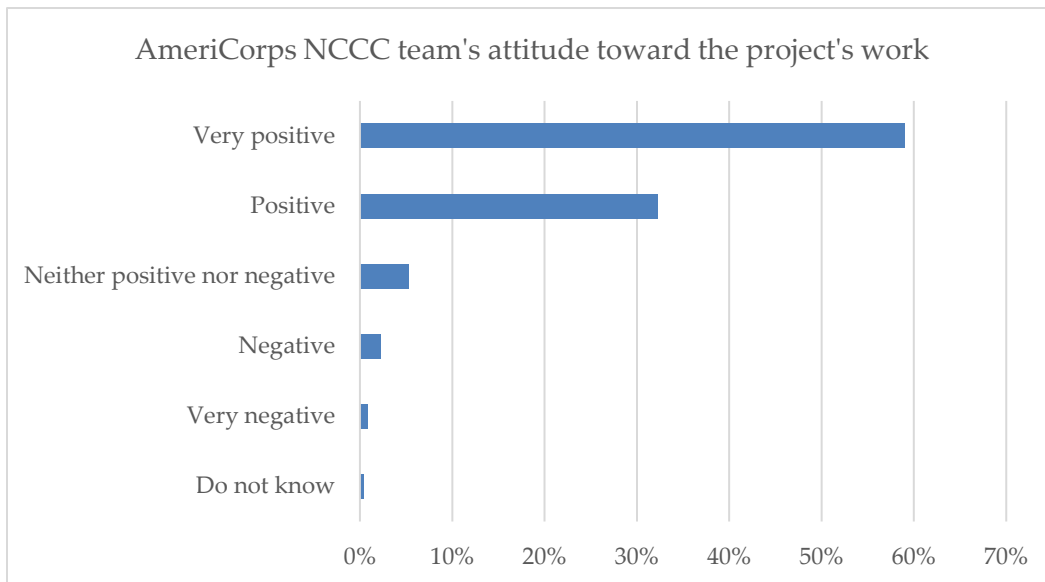
Rating changes in skill-sets

Answer Choice	%	
Leadership	1	
Professionalism	2	
Enlisting others in a common vision	3	
Building trust	4	
Aligning actions with shared values	5	
Identifying innovative ways to improve	6	
Facilitating relationships	7	
Fostering collaboration	8	
Creating a spirit of community	9	
Demonstrating compassion	10	
Showing appreciation	11	

	1	2	3	4	5	6	7	8	9
■ Large positive change	0%	0%	28%	30%	31%	33%	37%	39%	42%
■ Moderate positive change	0%	0%	40%	42%	39%	36%	38%	37%	34%
■ Negative change	0%	0%	0%	1%	1%	1%	1%	0%	1%
■ Small positive change	0%	0%	14%	11%	13%	17%	12%	12%	11%
■ No notable change	0%	0%	9%	8%	8%	8%	6%	7%	6%
■ Do not know	0%	0%	9%	8%	8%	6%	5%	5%	6%

Q27. How would you rate the changes in the following skill-sets of the AmeriCorps NCCC team members while they were serving with your organization?

Extent AmeriCorps NCCC team develop a clear understanding of the roles and responsibilities

(bar chart)

- To a large extent: ~63%
- To a moderate extent: ~30%
- To a small extent: ~5%
- Not at all: ~0.5%
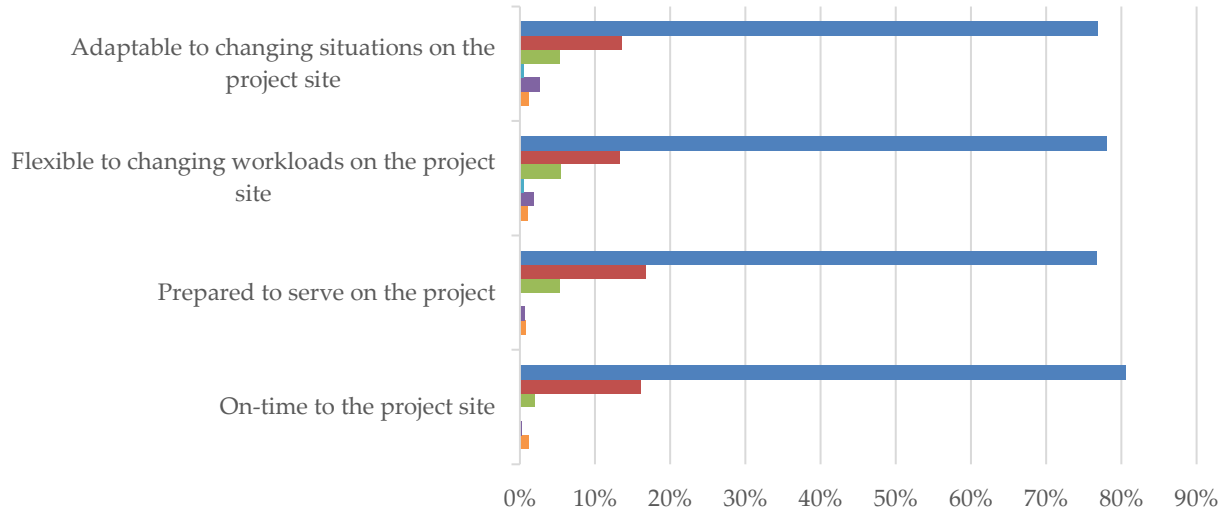- Not applicable: ~1.5%

Q28. To what extent did the AmeriCorps NCCC team develop a clear understanding of the roles and responsibilities of all the organizations they were serving alongside, including your organization?

5. Team Attitude, Responsibility, and Inclusion

AmeriCorps NCCC team's attitude toward the project's work

(bar chart)

- Very positive: ~59%
- Positive: ~32%
- Neither positive nor negative: ~5%
- Negative: ~2%
- Very negative: ~1%
- Do not know: ~0.5%

Q29. How would you describe the AmeriCorps NCCC team's attitude toward the project's work?

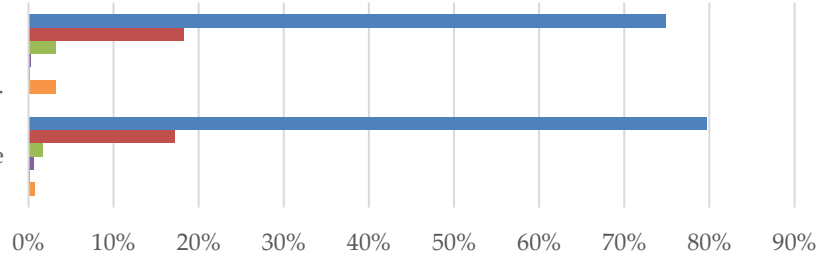## How often the AmeriCorps NCCC team was:

	On-time to the project site	Prepared to serve on the project	Flexible to changing workloads on the project site	Adaptable to changing situations on the project site
Always	81%	77%	78%	77%
Often	16%	17%	13%	14%
Sometimes	2%	5%	5%	5%
Never	0%	0%	0%	0%
Rarely	0%	1%	2%	3%
Do not know	1%	1%	1%	1%

Q30. Please note how often the AmeriCorps NCCC team was: On-time to the project site, prepared to serve on the project, Flexible to changing workloads on the project site, and Adaptable to changing situations on the project site.

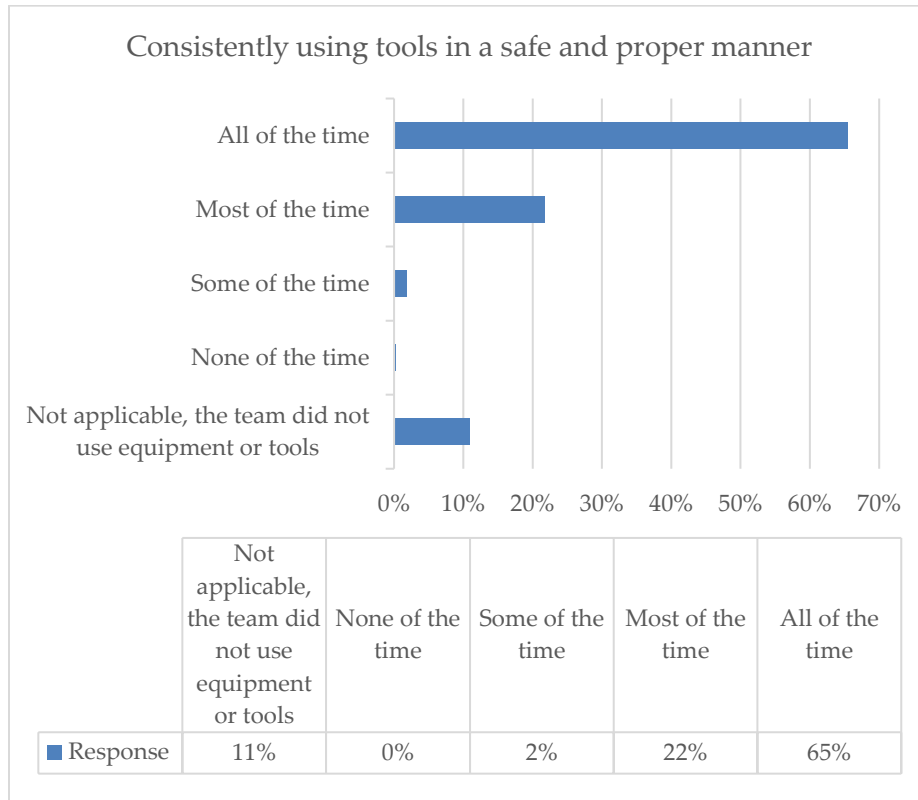## Inclusion is the equal and full acceptance of all persons

The members of the AmeriCorps NCCC team were inclusive of those within the communities they served.

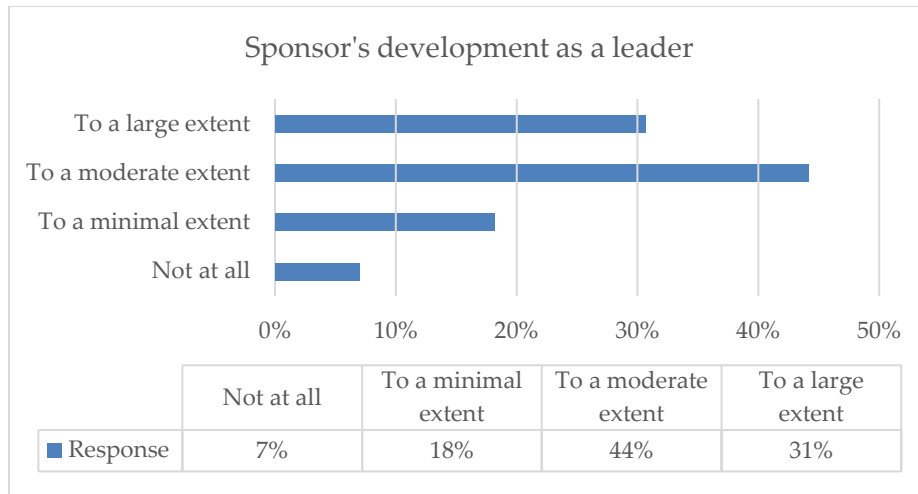The members of the AmeriCorps NCCC team were inclusive of those within my organization

	The members of the AmeriCorps NCCC team were inclusive of those within my organization	The members of the AmeriCorps NCCC team were inclusive of those within the communities they served.
Strongly agree	80%	75%
Agree	17%	18%
Neither agree nor disagree	2%	3%
Disagree	1%	0%
Strongly disagree	0%	0%
Not applicable	1%	3%

Q31. To what degree do you agree or disagree with the following statements: a) The members of the AmeriCorps NCCC team were inclusive of those within my organization b) The members of the AmeriCorps NCCC team were inclusive of those within the communities they served. Inclusion is the equal and full acceptance of all persons with respect to race, ethnicity, age, sex, disability, religion, sexual orientation, and gender identity/expression, that leads to a sense of belonging.

Consistently using tools in a safe and proper manner

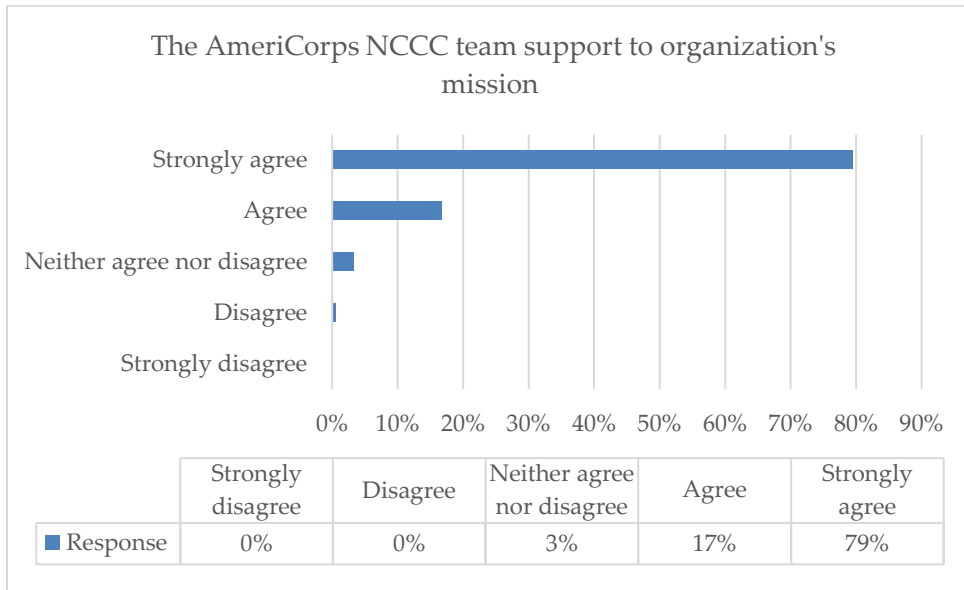|	Not applicable, the team did not use equipment or tools	None of the time	Some of the time	Most of the time	All of the time
■ Response	11%	0%	2%	22%	65%

Q32. If there was any project-specific equipment or tools that the team utilized while serving, how often was it consistently used in a safe and proper manner?

6. Benefits to Your Organization

Sponsor's development as a leader

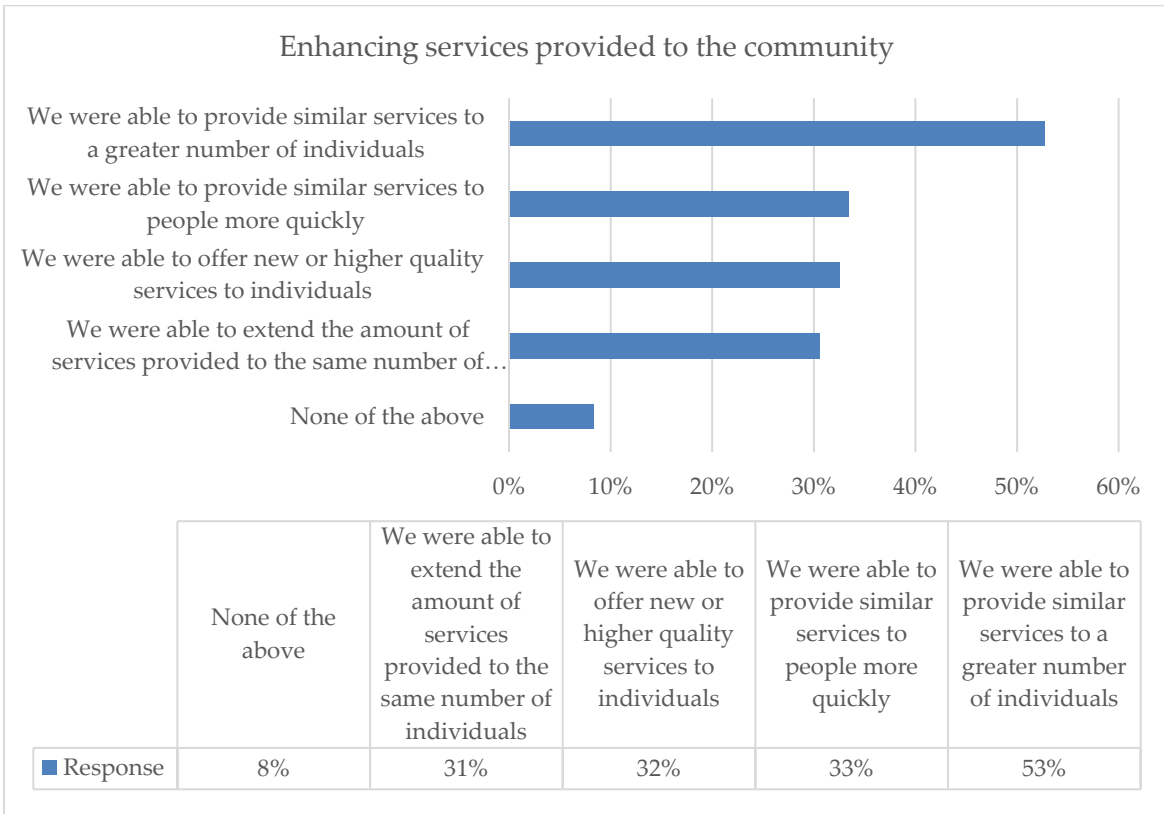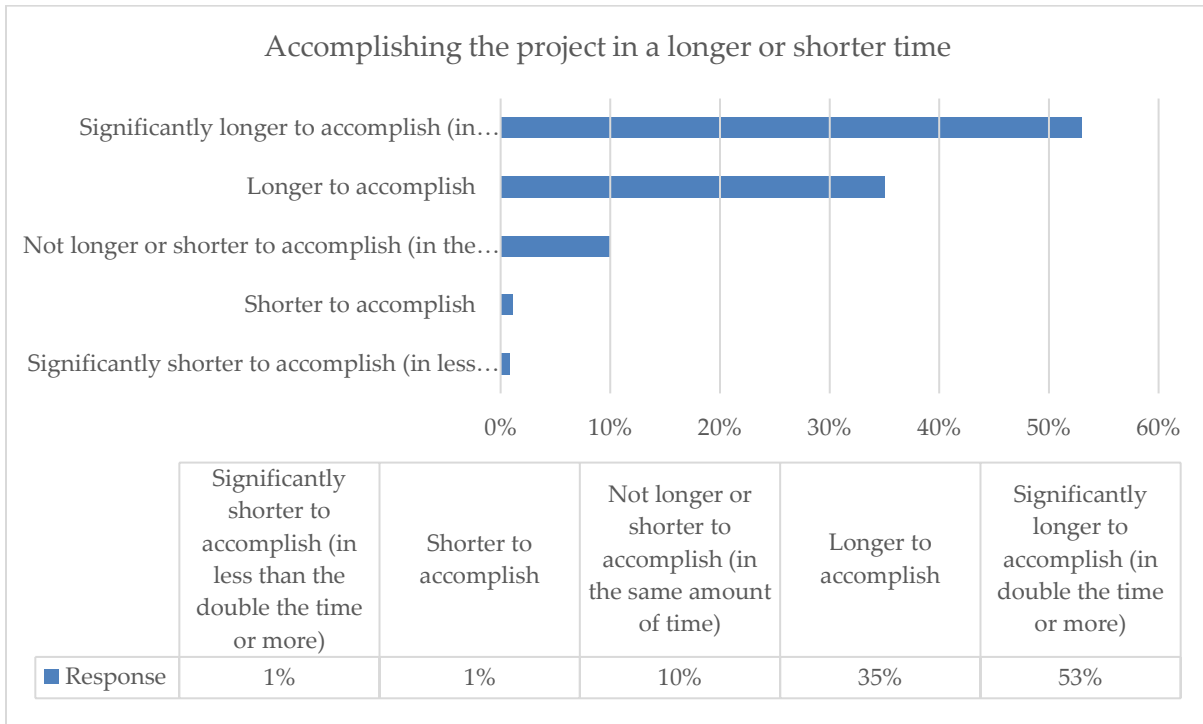|	Not at all	To a minimal extent	To a moderate extent	To a large extent
■ Response	7%	18%	44%	31%

Q33. To what extent did your personal involvement with the AmeriCorps NCCC team help you to develop as a leader?

The AmeriCorps NCCC team support to organization's mission

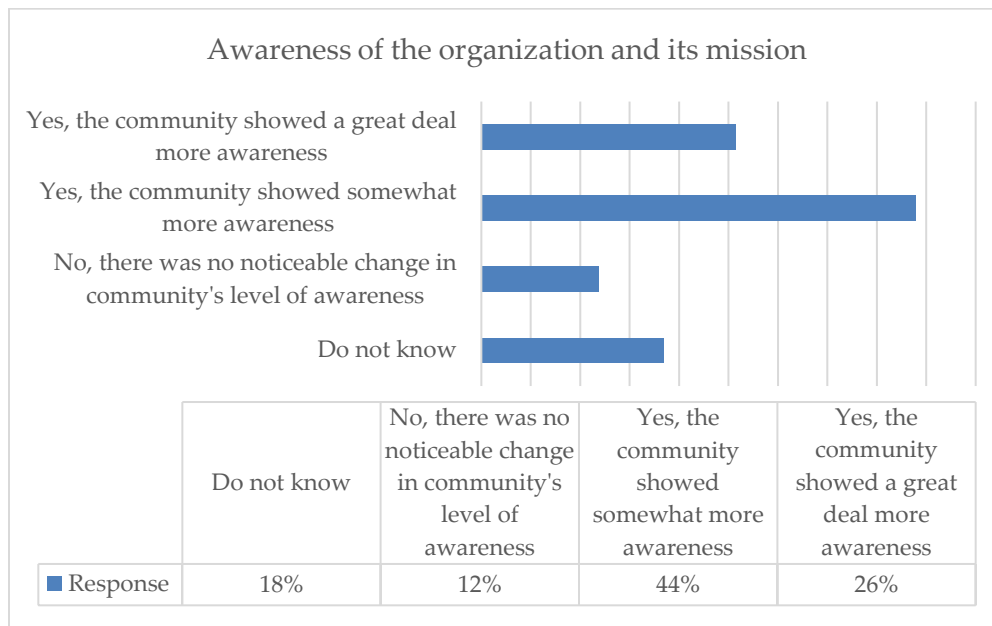|	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
■ Response	0%	0%	3%	17%	79%

Q34. To what degree do you agree or disagree with the following statement: "The AmeriCorps NCCC team we sponsored supported the mission of our organization."

Enhancing services provided to the community

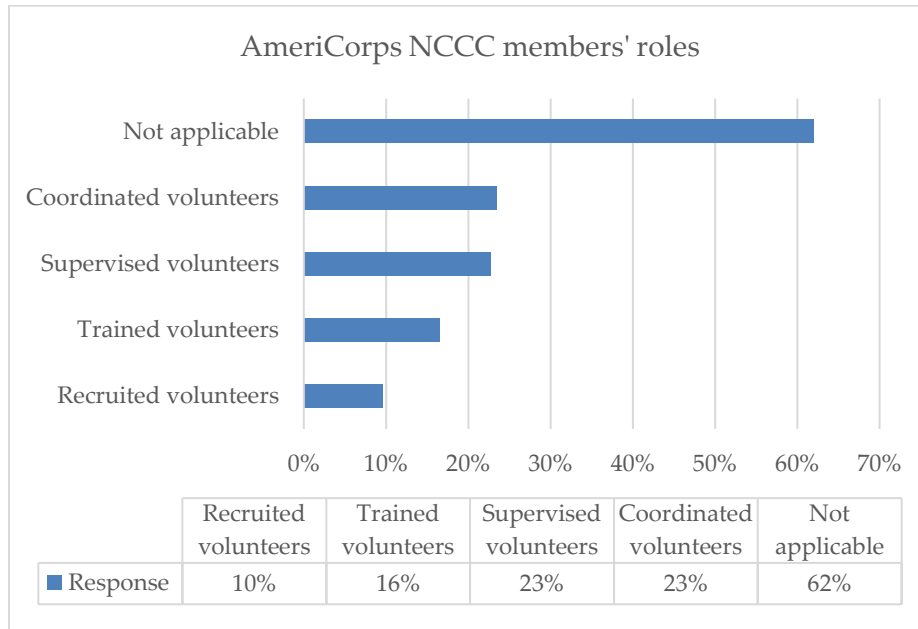|	None of the above	We were able to extend the amount of services provided to the same number of individuals	We were able to offer new or higher quality services to individuals	We were able to provide similar services to people more quickly	We were able to provide similar services to a greater number of individuals
■ Response	8%	31%	32%	33%	53%

Q35. How did the AmeriCorps NCCC team you worked with enhance the services your organization provides the community? Please check all that apply.

Accomplishing the project in a longer or shorter time

	Significantly shorter to accomplish (in less than the double the time or more)	Shorter to accomplish	Not longer or shorter to accomplish (in the same amount of time)	Longer to accomplish	Significantly longer to accomplish (in double the time or more)
■ Response	1%	1%	10%	35%	53%

Q36. How much longer or shorter would your organization have taken to accomplish the team's work if the AmeriCorps NCCC team had not been available to collaborate with your organization on it?
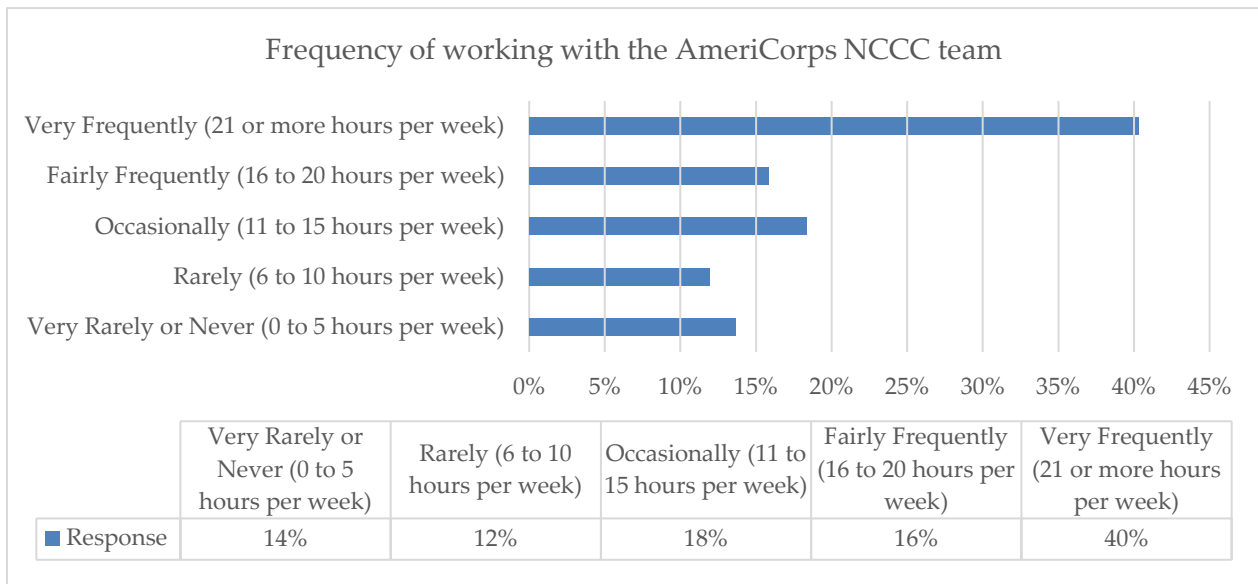
Awareness of the organization and its mission

	Do not know	No, there was no noticeable change in community's level of awareness	Yes, the community showed somewhat more awareness	Yes, the community showed a great deal more awareness
■ Response	18%	12%	44%	26%

Q37. Do you think that the community became more aware of your organization and its mission as a result of your collaboration with AmeriCorps NCCC?

AmeriCorps NCCC members' roles

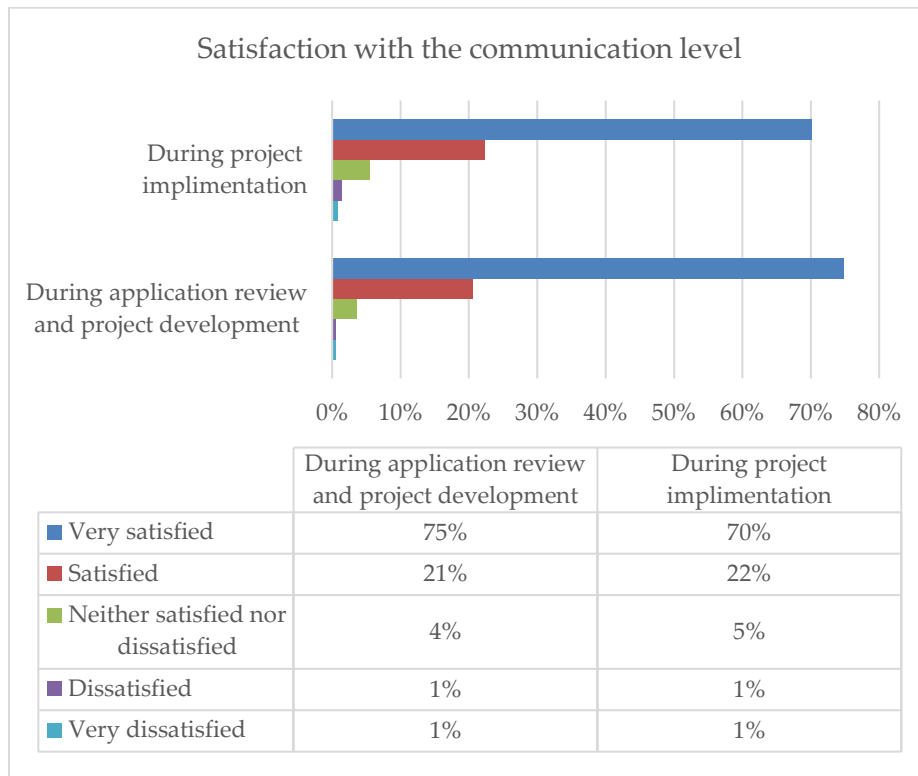|	Recruited volunteers	Trained volunteers	Supervised volunteers	Coordinated volunteers	Not applicable
■ Response	10%	16%	23%	23%	62%

Q38. If the AmeriCorps NCCC team assisted your organization with volunteers during its service, what were the roles that members played in that capacity? Select all that apply.
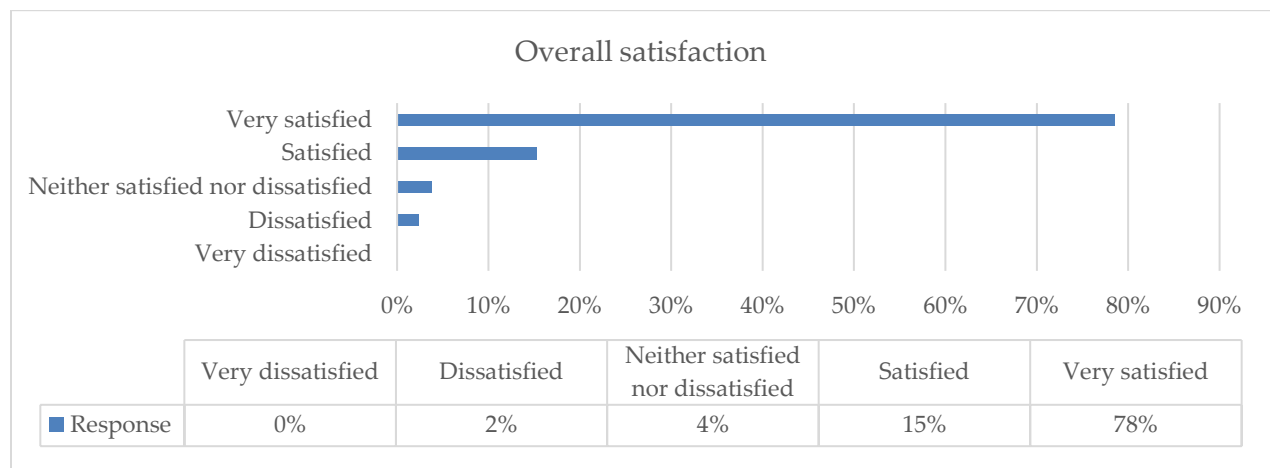
7. Involvement and Satisfaction

Frequency of working with the AmeriCorps NCCC team

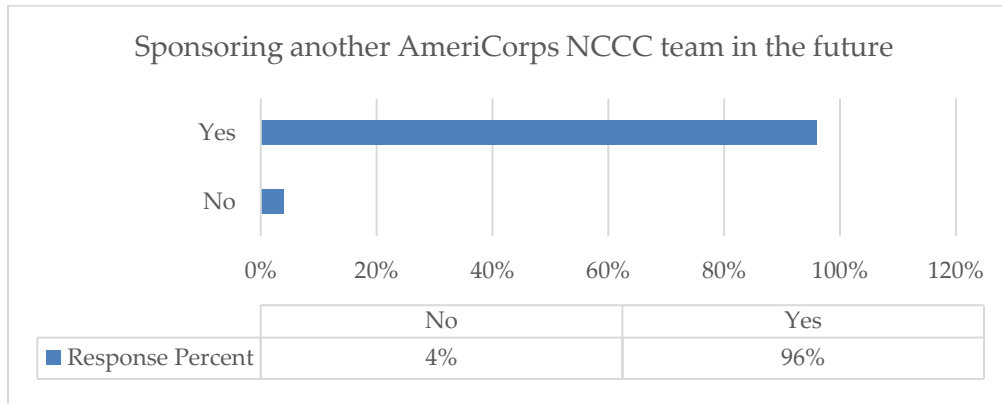|	Very Rarely or Never (0 to 5 hours per week)	Rarely (6 to 10 hours per week)	Occasionally (11 to 15 hours per week)	Fairly Frequently (16 to 20 hours per week)	Very Frequently (21 or more hours per week)
■ Response	14%	12%	18%	16%	40%

Q39. How frequently did you personally work with the AmeriCorps NCCC team that your organization sponsored?

Satisfaction with the communication level

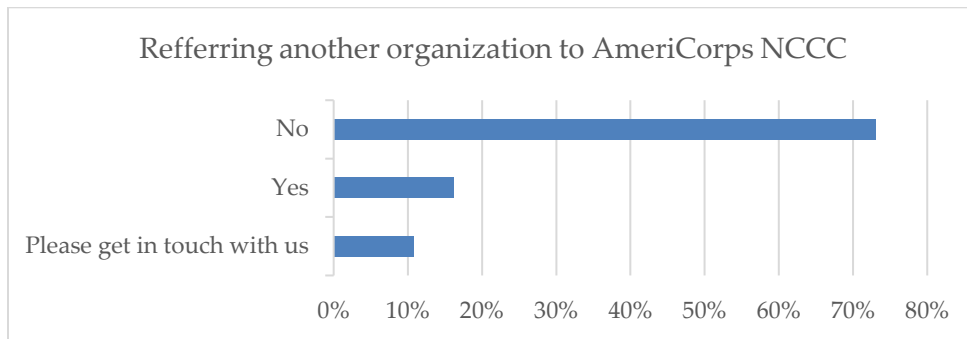|	During application review and project development	During project implimentation
■ Very satisfied	75%	70%
■ Satisfied	21%	22%
■ Neither satisfied nor dissatisfied	4%	5%
■ Dissatisfied	1%	1%
■ Very dissatisfied	1%	1%

Q40. How satisfied were you with the level of communication with AmeriCorps NCCC staff During a) application review and project development b) During project implementation.

Overall satisfaction

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
■ Response	0%	2%	4%	15%	78%

Q41. How frequently did you personally work with the AmeriCorps NCCC team that your organization sponsored?

Sponsoring another AmeriCorps NCCC team in the future
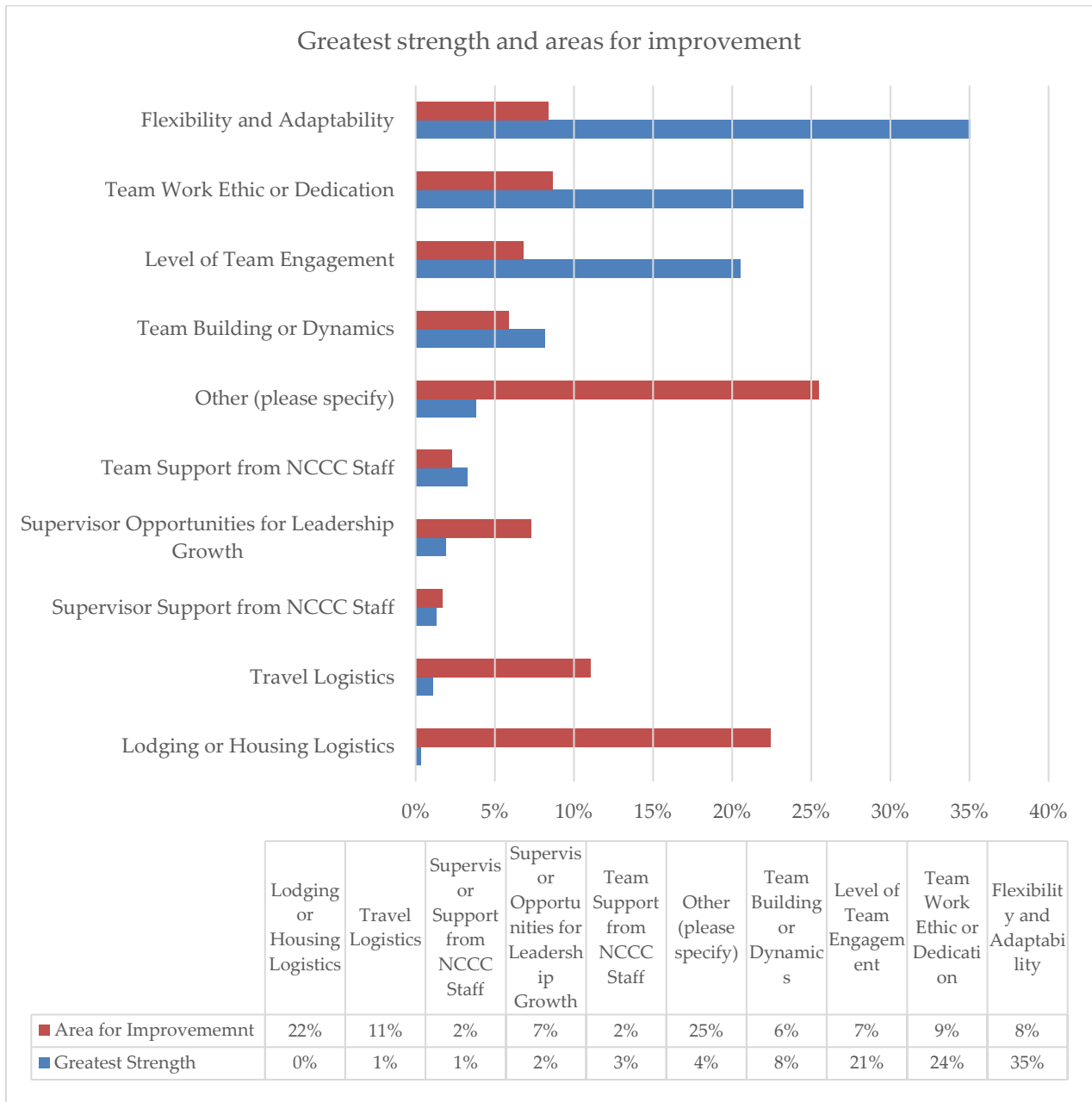
	No	Yes
■ Response Percent	4%	96%

Q42. If given the opportunity, would your organization sponsor another AmeriCorps NCCC team in the future? Please explain why or why not.

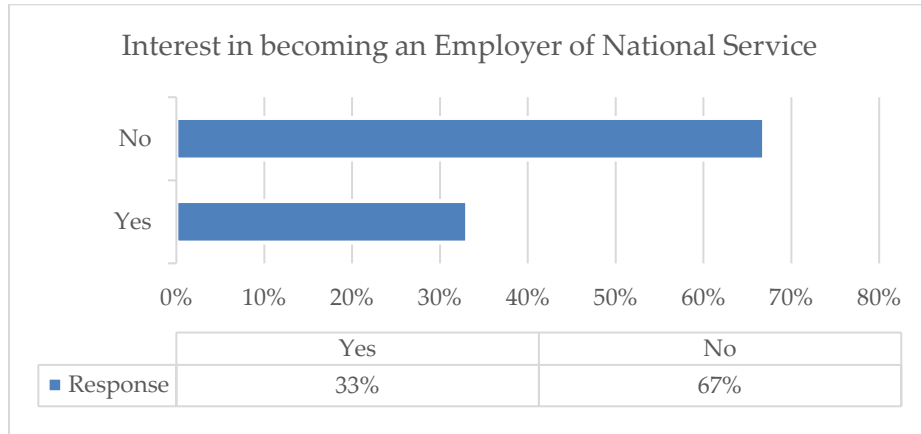## Refferring another organization to AmeriCorps NCCC

Q43. Do you have any other organizations that you would like to refer that you believe could better serve your community with an AmeriCorps NCCC team?

8. Miscellaneous

Greatest strength and areas for improvement

	Lodging or Housing Logistics	Travel Logistics	Supervisor Support from NCCC Staff	Supervisor Opportunities for Leadership Growth	Team Support from NCCC Staff	Other (please specify)	Team Building or Dynamics	Level of Team Engagement	Team Work Ethic or Dedication	Flexibility and Adaptability
Area for Improvememnt	22%	11%	2%	7%	2%	25%	6%	7%	9%	8%
Greatest Strength	0%	1%	1%	2%	3%	4%	8%	21%	24%	35%

Q46 and Q47. Based on this experience with AmeriCorps NCCC, what would you consider; a) the greatest strength of the program b) greatest area for improvement?

Interest in becoming an Employer of National Service

	Yes	No
■ Response	33%	67%

Q 48. Would your organization be interested in becoming an Employer of National Service? See here for more information about what it means to be one.