

FOCUS GROUP AGENDA

Each focus group was facilitated by Deloitte & Touche consultants and followed a common agenda (note that times are approximate):

- I. Welcome (5 minutes)
- II. Project overview (10 minutes)
- III. Consultant introductions (5 minutes)
- IV. Participant introductions (10 minutes)
- V. Explanation and completion of questionnaire (20 minutes)
- VI. Group discussion around the following issues (60 minutes)
 - What originally attracted you to the Corporation?
 - What “keeps” you working at the Corporation?
 - What are the “most attractive” things about the Corporation?
 - What are the “least attractive” things about the Corporation?
 - What are the “best things” about the Alternative Personnel System?
 - What are the “least attractive” things about the Alternative Personnel System?
 - Are there any changes that you would recommend making to the APS?
 - If you have a question about HR, the APS, or had a personnel issue of any kind, who would you go to?
 - How would you describe the EEO climate at the Corporation?
 - Other issues raised by the group
- VII. Concluding remarks (10 minutes)

While the focus groups generally followed this agenda, participants were given ample opportunity to raise other issues related to the study.

FOCUS GROUPS

A total of 16 focus groups were held during the study. Following is a list of each session, its composition and date. Unless otherwise noted, all sessions were held at CNCS headquarters in Washington, DC.

1. December 18, 2002 NCCC Directors and NCCC Headquarters staff
2. January 7, 2003 Senior Corps, Learn & Serve America, and VISTA
3. January 7 Administrative Services, Information Technology, and Procurement
4. January 8 Grants Management, Leadership, and Development Training
5. January 8 National Service Trust, and Finance & Accounting
6. January 9 Recruitment, Selection and Placement, Research & Policy, and PPI
7. January 9 AmeriCorps State & National
8. January 10 Congressional Affairs, Public Affairs and Public Liaison
9. January 14 GS employees
10. January 14 Clerical employees
11. January 15 Supervisors
12. January 16 Makeup session
13. January 21 Chicago field offices (included Service Center, Recruiting, and State Office personnel). Held in Chicago, IL
14. January 22 Oakland field offices (included Service Center, Recruiting, National Service Leadership Institute, and State Office personnel). Held in Oakland, CA
15. February 6 An additional special focus group was requested by and held with CNCS members of Blacks in Government
16. February 7 Washington, DC NCCC campus

A total of 115 employees, supervisors, and managers participated in the focus groups, representing a good cross section of the Corporation — headquarters and field — and all departments, job families, ethnic groups, HR systems, and grades/bands.