



**New York Metro Results**

**November – December 2009**

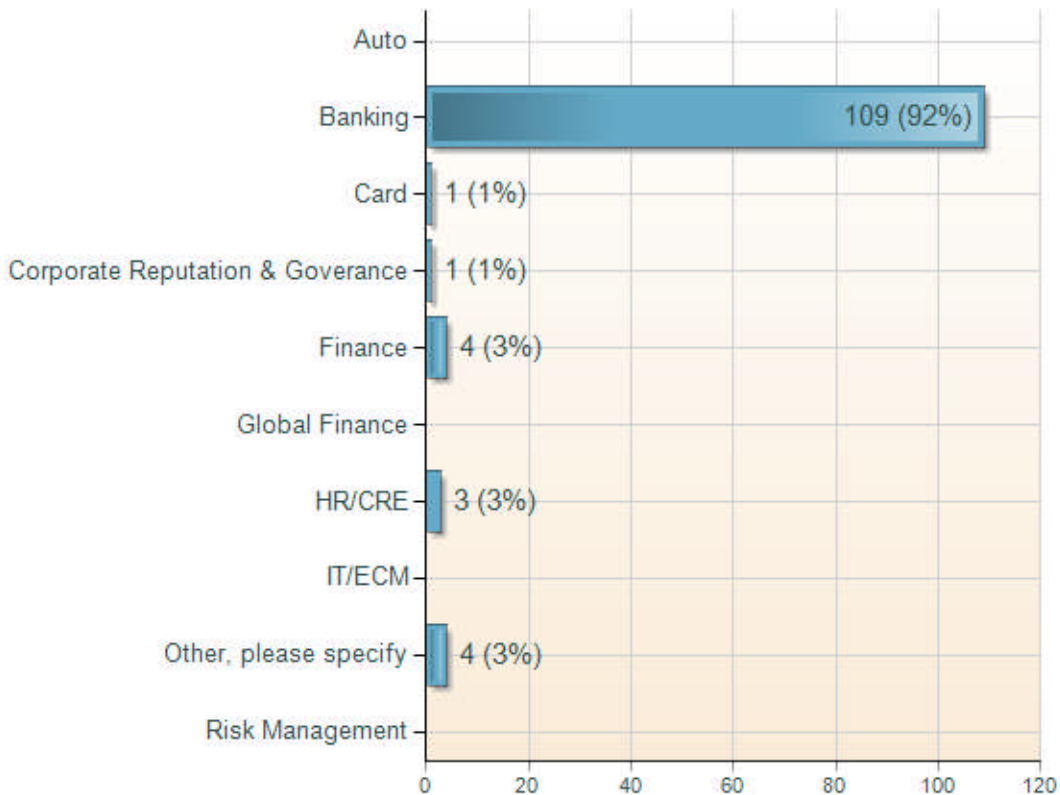
1. Are you a volunteer from Capital One?

Locations	Yes	No
All sites	76% n=1906	24% n=609
New York Metro (Gen 3)	<b>93%</b> <b>n=122</b>	7% n=9

**\*93% of all volunteers who completed the survey from New York Metro were Capital One employees.**

2. Tell us about you:

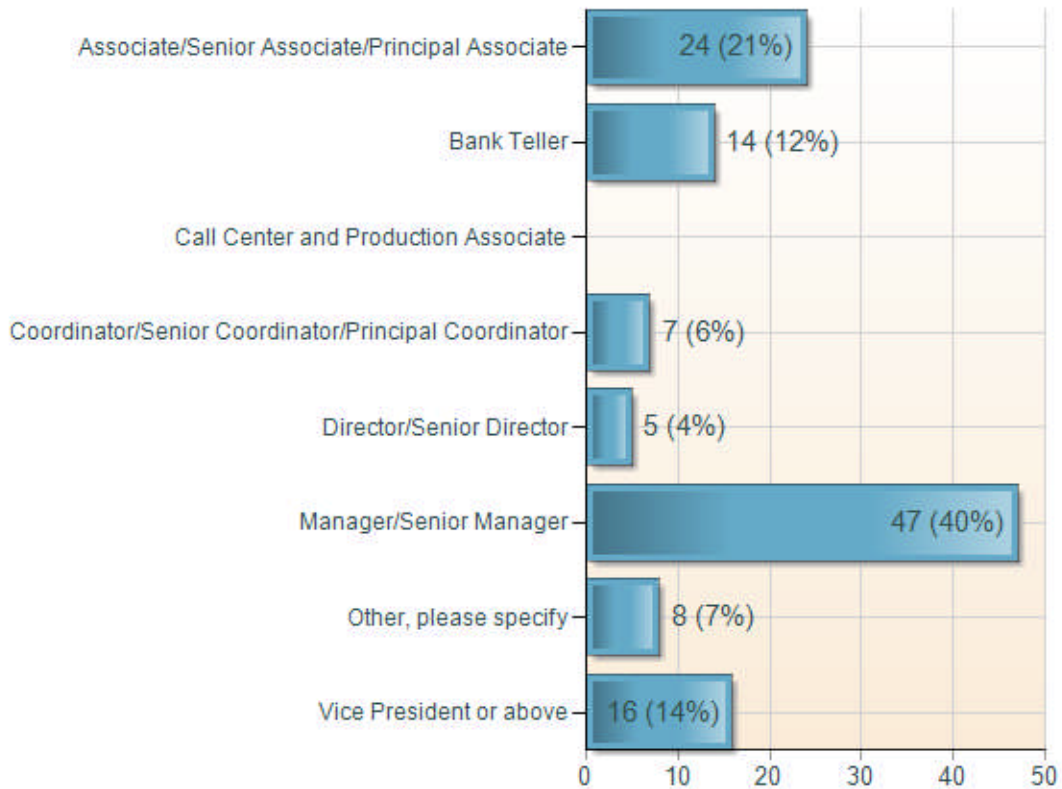
**Tell us about you: Line of Business**



**\*The majority of Capital One respondents from New York Metro specified banking (92%) as their line of work. For the “other” responses, see Appendices.**

3. Tell us about you:

**Tell us about you: Job Level**



**\*The most common response regarding job level was Manager/Senior Manager (40%) or Associate/Senior Associate/Principal Associate (21%). For the “other” responses, see Appendices.**

4. I learned about Capital One/Junior Achievement Finance Park from (check all that apply):

	Community Corps Web Site	Intranet Stories	Community Corps Board member	Associate Network Newsletters	Co-Workers	Manager	Other, please specify
All Respondents	17% n=308	6% n=116	5% n=97	8% n=150	32% n=592	44% n=817	12% n=229
New York Metro (Gen 3)	13% n=15	7% n=8	2% n=2	3% n=3	<b>28%</b> <b>n=32</b>	<b>54%</b> <b>n=62</b>	9% n=10

**\*The majority of Capital One volunteers from New York learned about the volunteer experience through their manager (54%) or their co-workers (28%). For “other”, see Appendices.**

5. My volunteer experience was in the following city:

Response Options	All Respondents	Capital One Only
All sites	100% n=2515	76% n=1906
New York Metro (Gen 3)	5% n=131	6% n=114

**\*Six percent of the Capital One respondents across all the sites were from New York Metro.**

6. Including this experience, I have volunteered for Capital One/Junior Achievement Finance Park:

	1 time	2 times	3 times	4 or more times
All respondents	68% n=1673	21% n=527	6% n=135	5% n=127
Capital One only	61% n=1097	26% n=466	7% n=124	6% n=114
New York Metro (Gen 3)	<b>72%</b> <b>n=87</b>	16% n=19	7% n=8	6% n=7

**\*72% of all respondents from New York stated that this was their first experience participating with Capital One/JA Finance Park.**

7. I was properly trained for this program.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
All respondents	0% n=4	2% n=38	5% n=113	39% n=988	54% n=1368
Capital One only	0% n=3	1% n=24	4% n=73	36% n=680	58% n=1056
New York Metro (Gen 3)	--	3% n=4	5% n=7	<b>37%</b> <b>n=49</b>	<b>54%</b> <b>n=71</b>

**\*92% of Capital One volunteers from New York reported that they were properly trained (Agree/Strongly Agree).**

8. Do you have any suggestions for improvement on the volunteer training?

See Appendices for New York Metro responses.

9. I had a positive impact on my students.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
All respondents	0% n=1	0% n=6	3% n=79	47% n=1170	50% n=1240
Capital One only	0% n=1	0% n=5	2% n=40	44% n=795	54% n=984
New York Metro (Gen 3)	1% n=1	2% n=2	2% n=2	<b>42%</b> <b>n=54</b>	<b>55%</b> <b>n=71</b>

**\*Across the board, 95% of Capital One volunteers from New York “agreed” or “strongly agreed” that they had a positive impact on the students.**

10. I had a positive impact on my students - Why or Why not?

See Appendices for New York Metro response

**What were your impressions of the following?**

11. Your level of engagement

	Extremely Unsatisfactory	Unsatisfactory	Satisfactory	Good	Exceptional
All respondents	1% n=26	0% n=2	6% n=138	46% n=1086	47% n=1109
Capital One only	1% n=18	0% n=2	5% n=93	44% n=743	50% n=864
New York Metro (Gen 3)	1% n=1	--	9% n=12	<b>39%</b> <b>n=51</b>	<b>51%</b> <b>n=67</b>

**\*90% of Capital One volunteers from New York reported that their level of engagement was “good” or “exceptional.”**

12. The students’ level of engagement.

	Extremely Unsatisfactory	Unsatisfactory	Satisfactory	Good	Exceptional
All respondents	1% n=34	1% n=28	9% n=208	42% n=992	46% n=1082
Capital One only	1% n=24	1% n=21	9% n=152	42% n=714	47% n=798
New York Metro (Gen 3)	2% n=2	3% n=4	13% n=17	<b>40%</b> <b>n=51</b>	<b>43%</b> <b>n=55</b>

**\*83% of Capital One volunteers from New York stated that the students’ level of engagement was “good” or “exceptional.”**

13. The flow of the simulation.

	Extremely Unsatisfactory	Unsatisfactory	Satisfactory	Good	Exceptional
All respondents	1% n=27	1% n=25	10% n=243	48% n=1118	40% n=927
Capital One only	1% n=20	1% n=19	10% n=175	46% n=793	41% n=699
New York Metro (Gen 3)	1% n=1	2% n=2	16% n=20	<b>46%</b> <b>n=59</b>	<b>36%</b> <b>n=47</b>

**\*82% of Capital One volunteers from New York reported that the flow of the simulation was “good” or “exceptional.”**

14. The students’ comfort level with the simulation content.

	Extremely Unsatisfactory	Unsatisfactory	Satisfactory	Good	Exceptional
All respondents	1% n=31	2% n=36	12% n=279	48% n=1120	37% n=872
Capital One only	1% n=21	1% n=25	12% n=201	46% n=786	39% n=669
New York Metro (Gen 3)	2% n=2	2% n=3	19% n=25	<b>43%</b> <b>n=56</b>	<b>33%</b> <b>n=43</b>

**\*The Capital One volunteers from New York (76%) felt that the students’ comfort level with the simulation content was “good” or “exceptional”.**

15. If you “disagreed” or “strongly disagreed” with any of the items above, please explain.

See Appendices for New York Metro response

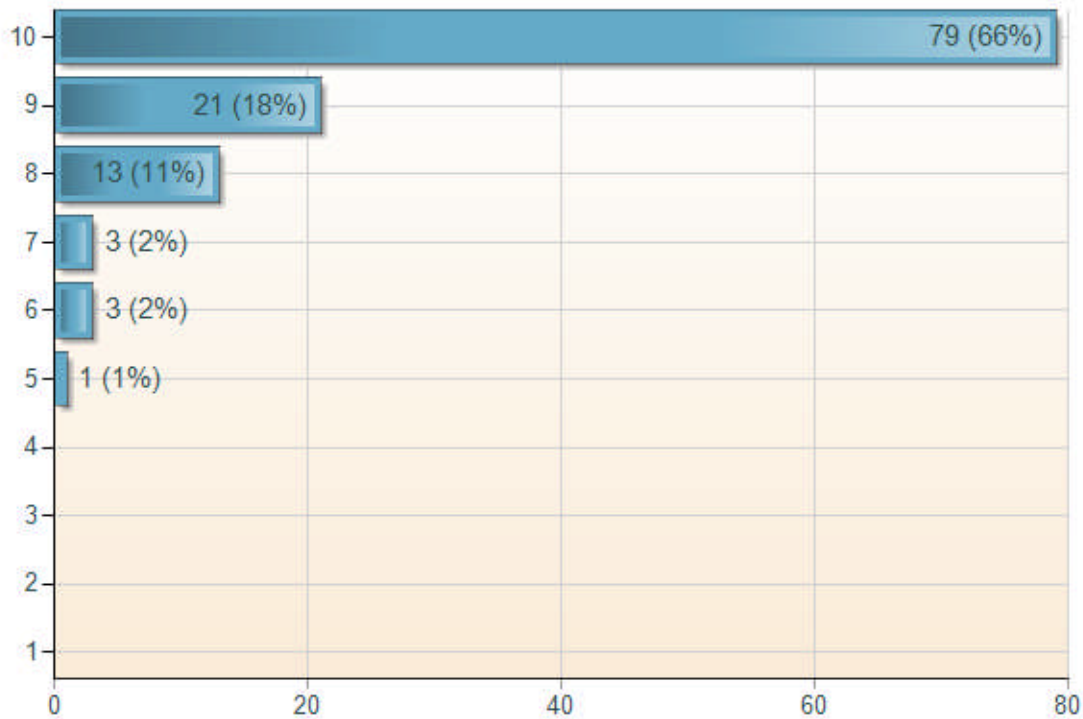
### Overall Experience

16. What was the highlight of your JA experience? Please type your name if we can quote you.

See Appendices for New York Metro response

17. On a scale of 1 to 10, with 10 being the highest, how would you rate your overall experience with the Capital One/JA Finance Park program?

**On a scale of 1 to 10, with 10 being the highest, how would you rate your overall experience with the Capital One/Junior Achievement Finance Park program?**



**\*The average rating across all the sites for Capital One volunteers was 9.29. The average rating for JA of New York was 9.71.**

18. I would recommend this volunteer experience to colleagues or friends.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
All respondents	0% n=3	0% n=5	1% n=16	20% n=473	79% n=1842
Capital One only	0% n=2	0% n=4	0% n=6	18% n=304	82% n=1395
New York Metro (Gen 3)	--	--	1% n=1	<b>19%</b> <b>n=25</b>	<b>80%</b> <b>n=105</b>

**\*99% of Capital One respondents from New York would recommend the volunteer experience to a colleague or friend.**

19. I have recommended JA to colleagues or friends.

	Yes	No
All respondents	70% n=1548	30% n=680
Capital One only	75% n=1242	25% n=409
New York Metro (Gen 3)	<b>70%</b> <b>n=81</b>	30% n=34

**\*70% of Capital One respondents from New York have already recommended the program to a colleague or friend.**