



Unis-Cité



IMPACT EVALUATION OF YOUTH CIVIC ENGAGEMENT

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IMPACT EVALUATION DIFFERENTIATED BY STAKEHOLDER

Multidimensional impact evaluation

Impact on young volunteers

- How does civic service impact the social, political and economical integration of young volunteers ?
- Evaluation methods : both quantitative (3000 people) and qualitative (40 interviews)
- Human resources : 4 years academic researcher and 4 months intern
- When : from 2006 to 2010

Impact on NGOs

- How does civic service impact NGOs internal mechanisms and community life development ?
- Evaluation method : qualitative (60 interviews)
- Human resources : 4 months research officer
- When : in 2008

Impact on local public policies

- Can civic service become an integral part of policy tools to answer local needs ?
- Evaluation method : qualitative (40 interviews)
- Human resources : 4 months research officer
- When : in 2009

Impact in monetary terms

- How large the civic service impact has been, relative to investments ?
- Answer : $\text{outcomes} / \text{input} = 3,49$
- Evaluation method : Social Return On Investment (SROI) - quantitative (10 people)
- Human resources : 3 months intern
- When : in 2010



METHODS USED TO MEASURE THE IMPACT ON VOLUNTEERS

Quantitative

- The evaluation has been conducted for the past 5 years
- Around 3000 volunteers took part
- Success depends on :
 - local branches mobilization, relying on the perceived usefulness of the survey
 - coordination at the national level, handled by a sociologist
- 3-year evaluation budget : 225 000 €
- A 3-step process enables to assess whether results meet objectives on an individual basis :

1st survey

- At the beginning of the engagement period
- Paper-based
- Sample \approx 800 people

2nd survey

- At the end of the engagement period
- Paper-based
- Sample \approx 600 people

3rd survey

- 6 months after the engagement period
- Internet-based
- Sample \approx 400 people

Qualitative

- Even though the quantitative survey could be enough to evaluate the impact of civic engagement on volunteers, semi-structured interviews supplement it by grasping new dimensions of the civic engagement experience
- e.g. reasons for volunteering or individual strategies to make the most of this engagement period as a contributing part of their career



SAMPLE INDICATORS USED FOR IMPACT EVALUATION

Community involvement → 82% are more willing to be involved in a non-profit organization

- 1st survey : Were you involved in a charity or non-profit organization the year before your civic engagement ?
- 2nd survey : Are you willing to be part of a charity or non-profit organization ?
- 3rd survey : Are you involved in a charity or non-profit organization ?

Individual dynamic path → 82% stabilized or improved their personal situation

Choose 1 of those possibilities : 'unemployed', 'employed' or 'student'

- 1st survey : What would you be doing if you weren't engaged in a civic service ?
- 2nd survey : What do you plan to do after your civic service ?
- 3rd survey : What are you doing, 6 months after your civic service ?

Self-evaluation of engagement impact → 66% raised their interest in social issues

Would you say that your Citizenship Training had an impact on you ?

Answer 'yes', 'no' or 'not really' to each of the following questions :

- Political orientations
- Knowledge on global issues
- Knowledge on social issues
- Knowledge on institutions
- Knowledge on community involvement
- Willingness to vote
- Willingness to act
- Environmentally friendly habits
- Attitude towards dangerous behaviors
- Perception of discriminatory behaviors



SAMPLE OUTCOMES FOUND THROUGH EVALUATION

By measuring its civic engagement program, Unis-Cité gets results that need to be addressed.

Here are 3 outcomes assessed through evaluation, along with the survey results and our answer :

	Volunteer profiles	Citizen skills	Teamwork ability
Our objective	Bring together people from diverse cultural, religious and socioeconomic backgrounds	Impart civic values and train citizens through a specific training	Increase the ability to work together towards a common goal
Survey results	<ul style="list-style-type: none"> Men are underrepresented compared to French society (40% against 50%) 23-25 year-olds are also underrepresented (13% against 25%) 	They improved their knowledge : <ul style="list-style-type: none"> 56% on global issues 70% on social issues 65% on institutions 57% improved their environmentally friendly habits	<ul style="list-style-type: none"> 94% satisfied by their team integration 66% had to make an effort working as a team 59% had difficulties with 1 to 3 of their team members during their civic service
Our answer	Improve communication and recruitment techniques to enhance volunteers diversity	Improve the citizenship training efficiency by modifying its content and organization	Improve team monitoring and consider changing the size of a team (from 8 to 6 or 4 volunteers)



CHALLENGES AND GOOD PRACTICES

- **Conduct an evaluation requires substantial resources to match the ambitions of the organization :**
 - Qualified people
 - Time
 - Money
- **The organization needs to be clear as to the evaluation purpose. It will differ whether it is intended for the project participants or an external audience. You also have to wonder whether it is to :**
 - Provide accountability to funders and the community ?
 - Increase community support for civic service ?
 - Contribute to the academic base for civic service projects ?
 - Inform policy decisions ?
 - Ensure efficient allocation of funds and other resources ?
 - Improve the quality of the intervention ?
 - Increase understanding of user needs ?
- **Success of the quantitative evaluation of the impact on volunteers depends on :**
 - Local branches mobilization, relying on the perceived usefulness of the survey
 - Coordination at the national level, handled by a sociologist
 - A design and distribution channel fitting the organization (e.g. Internet vs. paper-based)



IF YOU NEED FURTHER INFORMATION

If you need further information, please don't hesitate to contact

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