

My AmeriCorps Portal Replacement Member Survey

Introduction

AmeriCorps is modernizing our My AmeriCorps Portal system, and we want to hear from you! We plan to use data from this survey to get a baseline on the current satisfaction of the system, learn what features you enjoy the most and where there are opportunities for improvement. Responses will be consulted as we further build our requirements and prioritize features and functionality for the new modernized My AmeriCorps Portal. This survey focuses on the applicant/member users and their experience searching and applying for AmeriCorps service opportunities.

Definitions

- My AmeriCorps Portal: AmeriCorps' current online system where the public can search for and apply for service opportunities managed by AmeriCorps or by organizations who receive AmeriCorps resources. If selected for service, this is also where members and alumni manage their service and service benefits, including their National Service Education Award.
- Service Opportunities: Service opportunities are position listings that the public applies to in order to serve. National service opportunities can be with AmeriCorps and organizations that receive AmeriCorps resources. Service Opportunities can start and end throughout the year and can range from part time to full time commitments.
- Application: Form used to apply to AmeriCorps opportunities within the My AmeriCorps Portal.

Questions

1. I am satisfied with the My AmeriCorps Portal.
 - a. Strongly Disagree
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
2. It was easy to find service opportunities on the My AmeriCorps Portal.
 - a. Strongly Disagree
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
3. It was easy to complete and submit application on the My AmeriCorps Portal.
 - a. Strongly Disagree
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
4. It took a reasonable amount of time to complete the application process, starting with creating an account in the portal to submitting a completed application.
 - a. Strongly Disagree
 - b. Disagree
 - c. Neutral

- d. Agree
 - e. Strongly Agree
5. Consider other job or volunteer applications you have completed online. How does the **My AmeriCorps Portal** application process compare to other online applications?
- a. Not intuitive at all
 - b. Not very Intuitive
 - c. Somewhat Intuitive
 - d. Mostly Intuitive
 - e. Extremely Intuitive
6. What is the one thing that you wish the My AmeriCorps Portal could do that it doesn't right now? (select one)
- a. Option for a resume upload
 - b. Provide a map view to search Service Opportunities in addition to a list view
 - c. Mobile friendly views
 - d. AmeriCorps Application being accepted by all Service Opportunities
 - e. Other:
7. In addition to your top choice noted in question 6, what other features do you think would be helpful for the My AmeriCorps Portal? (select all that apply)
- a. Option for a resume upload
 - b. Provide a map view to search Service Opportunities in addition to a list view
 - c. Mobile friendly views
 - d. AmeriCorps Application being accepted by all Service Opportunities
 - e. Other:
8. What is the most difficult part of using the My AmeriCorps Portal to apply to a position? (select one)
- a. Creating an account
 - b. Updating my profile
 - c. Creating an application
 - d. Requesting references
 - e. Finding service opportunities
 - f. Submitting an application to one or more service opportunities
 - g. Tracking submitted applications
9. Please provide additional feedback on your responses above or consider what other information you would like the AmeriCorps team to consider as we update the My AmeriCorps Portal related to searching and applying to AmeriCorps service opportunities.
- 1. (free text)