

Survey 2 – Award Recipient Survey - Enroll in a Project and Manage Service | August 2024

Introduction

AmeriCorps is modernizing our My AmeriCorps Portal system, and we want to hear from you! This system modernization includes all processes and functions related to managing applicants, candidates, and members. These processes currently take place for AmeriCorps Award Receipts (you!) in the My AmeriCorps Portal section of eGrants.

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. Responses will be consulted as we further build our requirements and prioritize features and functionality for the new modernized My AmeriCorps Portal.

This survey is focused on the Award Recipient users and the actions you take to enroll members into your project, manage their service, and exit members. This survey is **not** about the new Grantee and Sponsor Portal. For this survey, please focus on the actions you complete in the current My AmeriCorps Portal section within eGrants, after receiving an award to recruit and manage members.

Definitions

- My AmeriCorps Portal: AmeriCorps' current online system where the public can search for and apply for service opportunities managed by AmeriCorps and 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.
- My AmeriCorps Portal section within eGrants: Award Recipients utilize the system for recruitment, member management, and other administrative functions and processes related to an applicant's or member's service.
- Award Recipient: An organization that receives funding or human resources from AmeriCorps, also known as AmeriCorps grantees and sponsors.
- Applicant: Individual who is searching for and has applied to an AmeriCorps service opportunity.
- Member: Individual currently serving in an AmeriCorps program.
- Service: Period of time in which an individual is enrolled in an AmeriCorps program.

Questions

1. How many years have you been an AmeriCorps Award Recipient(grantee/sponsor)?
 - a. Less than 1 years
 - b. 1-3 years
 - c. More than 3 years
2. From which AmeriCorps Programs have you received an award? (select all that apply)
 - a. AmeriCorps State and National
 - b. AmeriCorps VISTA
3. What type of ASN award have you received?
 - a. Commission
 - b. Sub-Award
 - c. National Direct

- d. Native Nations
4. Are you aware that AmeriCorps is modernizing it's member management system, My AmeriCorps Portal section of eGrants?
- a. Yes
 - b. No
5. I am satisfied with the My AmeriCorps Portal section of eGrants to manage applicants, candidates, and members.
- a. Strongly Disagree
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
6. It took a reasonable amount of time to complete the required system actions needed to enroll a candidate.
- a. Strongly Disagree
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
7. I find the My AmeriCorps Portal section of eGrants to be intuitive.
- a. Strongly Disagree
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
8. Consider the current My AmeriCorps Portal section of eGrants, review the steps below and rate what you think works well and what needs improvement. *(In the online survey tool the respondent will see scale and will provide one response per option below)*
- a. Managing Service Locations/Sites
 - a. Creating or editing Service Opportunity Listings
 - b. Managing applicants and reviewing applications.
 - c. Completing required steps to recommend or enroll a member.
 - d. Ability to link to an external application (outside of the My AmeriCorps Portal)
 - e. Member enrollment form/invitation process (ASN only)
 - f. Creating and updating VISTA Assignment Descriptions (VISTA only)
 - g. Sponsor Verification Forms (VISTA only)
 - h. Exiting a member (ASN only)
 - i. Completing the Future Plans Form to extend/re-enroll a member (VISTA only)
 - j. Completing the Future Plans Forms to exit a member (VISTA only)
 - k. Other: _____
9. For the steps above that you noted need improvement, which do you think is the most difficult? (select one)

- a. Managing Service Locations/Sites
- b. Creating or editing Service Opportunity Listings
- c. Managing applicants and reviewing applications.
- d. Completing required steps to recommend or enroll a member.
- e. Ability to link to an external application (outside of the My AmeriCorps Portal)
- f. Member enrollment form/invitation process (ASN only)
- g. Creating and updating VISTA Assignment Descriptions (VISTA only)
- h. Sponsor Verification Forms (VISTA only)
- i. Exiting a member (ASN only)
- j. Completing the Future Plans Form to extend/re-enroll a member (VISTA only)
- k. Completing the Future Plans Forms to exit a member (VISTA only)
- l. Other: _____

10. Please tell us more about the processes and functions you ranked as the most difficult or the ones that need improvement above. Why are they difficult? What would you like to see changed?

- a. (free text)

11. What feature do you think would be the most useful in the future portal? (select one)

- a. Mobile friendly site
- b. Enhanced browser compatibility
- c. Ability to send custom messages to applicants
- d. Custom list and workbasket views, allowing a user to edit columns, filter, and sort
- e. Ability to view screens as a member
- f. Expanded ability to complete individual and bulk actions
- g. Map view of open Service Opportunity Listings
- h. When I create a new Service Opportunity Listing, being able to select from a list of my service locations where the position(s) will be located
- i. Ability for a Prime grantee to make updates on behalf of an operating site or sub (ASN only)
- j. Clear tracking of pre-service requirements for members
- k. Referring an applicant to a different project and service opportunity.
- l. Bulk enrollment of a larger number of applicants at one time
- m. Other: _____

12. What additional feature do you think would be useful in the future portal? (select all that apply)

- a. Mobile friendly site
- b. Enhanced browser compatibility
- c. Ability to send custom messages to applicants
- d. Custom list and workbasket views, allowing a user to edit columns, filter, and sort
- e. Ability to view screens as a member
- f. Expanded ability to complete individual and bulk actions
- g. Map view of open Service Opportunity Listings

- h. When I create a new Service Opportunity Listing, being able to select from a list of my service locations where the position(s) will be located
- i. Ability for a Prime grantee to make updates on behalf of an operating site or sub (ASN only)
- j. Clear tracking of pre-service requirements for members
- k. Referring an applicant to a different project and service opportunity.
- l. Bulk enrollment of a larger number of applicants at one time
- m. Other: _____

13. ASN Grantee Only: Do you accept the AmeriCorps Application?

- a. Yes
- b. No

14. ASN Grantee Only: If no, why not? (Select one)

- a. I have my own application system
- b. The AmeriCorps application is too long.
- c. The AmeriCorps application doesn't include questions I need.
- d. The My AmeriCorps Portal has too many errors/challenges.
- e. Other: _____
- f. Not applicable

15. ASN Grantee Only: How would you like to see the bulk invitation process improved? (select one)

- a. Excel files (csv) are accepted
- b. I can upload candidates to different Service Opportunity Listings at the same time
- c. I can include more information in the upload file
- d. The upload file only requires a few key fields
- e. The system is responsive to invitees who do and do not have existing account in the system
- f. Other: _____
- g. Not applicable

16. ASN Grantees Only: It is easy to manage member service years (MSY)/slots.

- a. Strongly Disagree
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly Agree

17. ASN Grantees Only: What is the most difficult part of MSY/slot management?

- a. Initially allocating MSY/slots
- b. Slots conversions (e.g. Changing from 1 full time to 2 part time slots)
- c. Transferring MSY/slots
- d. Managing Refill slots
- e. Nothing, the process is not difficult.
- f. Other:

18. ASN Grantee Only: Please tell us more about why you find your answer from the previous question to be the most difficult part of MSY/slot management?

a. (free text)

19. Please provide additional feedback on your responses above or consider what other information you would like the AmeriCorps team to consider related to enrolling and managing members as we modernize the member management system, the My AmeriCorps Portal.

a. (free text)