

AmeriCorps State & National Member Satisfaction Effort: Survey Results ⁱ

2006 HIGHLIGHTS

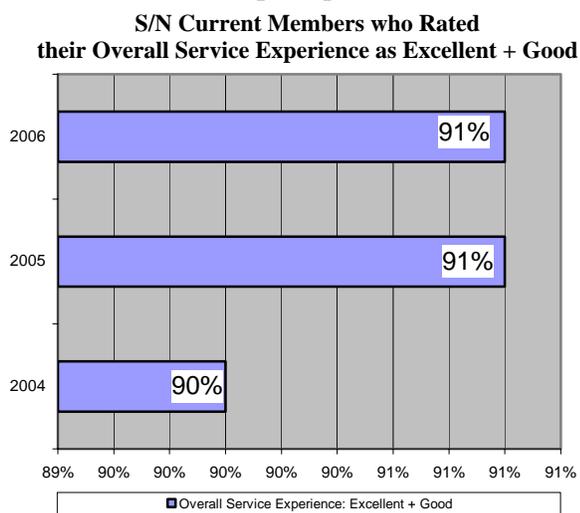
- ❖ 91% of current members rated their overall experience as excellent or good.
- ❖ 82% of current members rated their experience with training as excellent or good.
- ❖ 87% of current members rated their experience with the supervision provided by their host organization as excellent or good.
- ❖ 72% of current members reported that the education award served as an incentive for joining AmeriCorps to a large or moderate extent.

The Corporation for National and Community Service, in collaboration with the Urban Institute and Princeton Survey Research Associates International, have been conducting the AmeriCorps State & National (hereinafter "S/N") Member Satisfaction effort. This effort is designed to gauge members' levels of satisfaction with their AmeriCorps service. Through this effort we obtained satisfaction levels based on a random sample of current members and former members. The following highlights some of these findings, as well as findings from the 2005 Panel survey and the 2005 (Released for Cause) survey. We provided 2004 comparisons when feasible. A description of these efforts is located at the end of this document.

CURRENT MEMBERS

Overall Satisfaction

Of the results reported here, S/N members continue to report high levels of satisfaction with their AmeriCorps experience.



Levels of education have some impact on members' satisfaction.

- ❖ In 2005, 65% of S/N current members without any college experience rated their overall experience as excellent, and 53% of current members with at least a 4-year degree rated their overall experience as excellent.
- ❖ In 2006, 95% of S/N current members would be very or somewhat likely to enroll in AmeriCorps if they had to do it all over again; 96% are very or somewhat likely to recommend participation in AmeriCorps to a friend or family. The 2005 results are comparable.

Satisfaction with Training

Of the results reported here, the training results are the only results which have significant differences between current members serving with the AmeriCorps State and AmeriCorps National programs. These ratings are also influenced by educational level. For this reason, we have provided separate program breakouts below.

- ❖ In 2006, 82% of S/N current members rated the training that they received as excellent or good, 81% in 2005, and 79% in 2004.
- ❖ In 2005, State current members are relatively more satisfied with the training they receive than National current members (85% versus 75% rating their training as excellent or good, and more specifically, 43% versus 29% rating the experience as excellent).
- ❖ In 2006, S/N current members without any college experience reported being more satisfied with their training experiences than members with at least some level of college education (87% versus 83%, respectively), and in 2005, 65% versus 58%, respectively.

Satisfaction with Supervision

This effort has revealed that current members continue to report high levels of satisfaction with their supervision experiences.

- ❖ In 2006, 87% of S/N current members rated their supervision as excellent or good, 83% in 2005, and 82% in 2004.

RELEASED FOR CAUSE

Overall Satisfaction

- ❖ 53% cited a reason for leaving AmeriCorps that was not related directly to the program. Some of these reasons included issues with health, transportation, and members' families, etc.
- ❖ 47% of members cited a reason for leaving AmeriCorps that was related to the program. Some of these reasons included supervision issues, lack of project organization, or unfulfilling service assignments, etc.
- ❖ Of those 47% of members that left AmeriCorps for a reason that is related to the program, when asked to report what

person had an effect on their decision to leave, 26% reported that it was the supervisor of their host organization.

- ❖ 74% of the members rated the training they received as excellent or good (more specifically 32% rated it as excellent, and 42% rated it as good).
- ❖ 71% of the members rated their supervision as excellent or good.
- ❖ 26% of the members rated the training they received as fair or poor. Among the 73% of respondents' that explained why they rated their training experience as such, 42% reported that their training experience was not relevant to the service activities that they performed.

FORMER MEMBERS

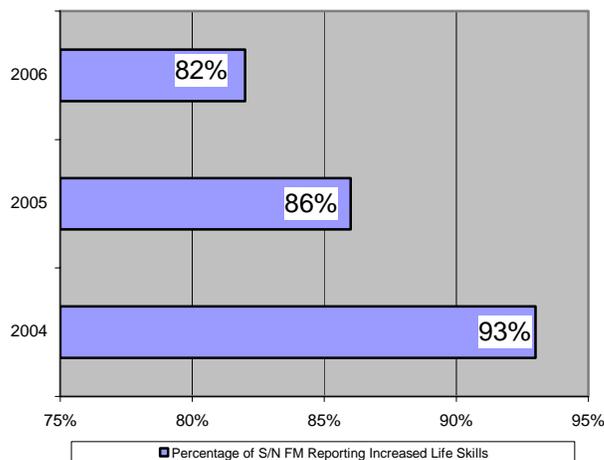
Continued Ethic of Service

- ❖ Of the former members interviewed during 2006 effort, 59% reported that they have volunteered since completing their service with AmeriCorps.

Life skills

Since completing their service, members continue to report that their experience with AmeriCorps increased their life skills (such as, leadership, teamwork, communications, time management, and decision making).

Extent that the S/N Former Members S/N Service Helped Increase their Life Skills



PANEL RESPONSES

- ❖ Of the respondents who said in 2004 that they had done volunteer work before joining AmeriCorps, 72% reported in 2005 that they had done volunteer work since completing service.
- ❖ Of the respondents who in 2004 thought that as a result of their service experience they would be much more or somewhat more involved in community activities, 80% reported in 2005 that they were much more or somewhat more involved in community activities since completing service; and 15% reported that they were somewhat less or much less involved.
- ❖ Of the respondents who in 2004 reported that they were very likely or somewhat likely to choose a career that involved working with disadvantaged, special needs/high poverty populations, or helping people (such as by being a teacher, social worker, nurse, non-profit professional or working for the government), 85% reported in 2005 having a job that involves one of the above since completing service.
- ❖ Of the respondents who said in 2004 that they had already chosen a job or career that involved working with special needs/high poverty populations, or helping people, 83% reported in 2005 having a job that involves one of the above since completing service.

Recommendations/Highlights

S/N members offered recommendations for the program, focusing on member recruitment, roles and responsibilities, communications, and supervision. Below are some of the recommendations that they provided:

- Offer members opportunities for recognition.
- Improve supervisor training.
- Offer more opportunities for members to have increased responsibilities, including the opportunity to manage volunteers.
- Assess member satisfaction levels at the state/ program/ site level during the middle of the year in order to identify areas for improvement. This would help, for example, members to feel that programs can meet their training needs even after service begins.

Research

CURRENT MEMBER SURVEY

In 2004 and 2005, we obtained satisfaction levels based on a random sample of S/N current members.

In 2006, we obtained the satisfaction levels of AmeriCorp State members based on a random sample, targeting 30 interviews per state. During this year, we also obtained the satisfaction levels of AmeriCorps National members based on a random sample within a given AmeriCorps National program, targeting at least 30 respondents per program. Note that since we surveyed only those National programs with the most eligible numbers. Therefore the 2006 National results only include those surveyed programs. Only the members from these AmeriCorps National programs were surveyed.

FORMER MEMBER SURVEY

In 2004, we obtained satisfaction levels based on a random sample of S/N members who had been out of service for one year. In 2005 and 2006, we surveyed a random sample of S/N members who had been out of service for two through three years.

PANEL SURVEY

Members participating in the Panel survey were interviewed in 2004 as current members and were interviewed in 2005 as former members. This survey is

designed to compare what members say they will do after service, versus what they actually do after service.

RELEASED FOR CAUSE SURVEY

The findings of the (Released for Cause) survey include the combined results from the S/N, NCCC, and VISTA survey. Members were invited to participate in the survey if they satisfied all the following conditions:

1. Scheduled to complete service between June 1, 2005 and August 1, 2005;
2. Left the program at least a month before scheduled;
3. Had completed at least two weeks of service when exiting the program;
4. Had not earned an education award;
5. Were not suspended;
6. Did not leave for compelling reasons; and
7. Were not terminated.

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ⁱ The data represented in this document are from the 2004 through 2006 surveys. All data are weighted based on the number of eligible members for that given period.