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Performance Measurement in AmeriCorps

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Agency Information Collection Activities; Proposals, Submissions, and Approvals: Application Package for Performance Measurement in AmeriCorps: Surveys of Members, Former Members, and Organizations

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Comment from Rhode Island Commission for National and Community Service

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General Comment

(1) To enhance the UTILITY of the information to be collected, the survey results should be shared with AmeriCorps programs and the state service commission from which the AmeriCorps member is exiting. Results by program would help programs improve their recruitment and retention efforts. (2) Because results are not shared, state service commissions and programs have developed additional exit surveys. This places an unnecessary burden on AmeriCorps members who have two or three different exit surveys to complete. (3) In most instances, AmeriCorps members will provide complete answers to their program exit survey and then rush through the AmeriCorps Exit Survey because they feel that they have already answered the questions. The quality of answers to the AmeriCorps Exit Survey can be enhanced by sharing program level data and motivating programs not to implement their separate survey.

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