



Connecting Lives, Sharing Cultures

AFS USA – Student Satisfaction Survey

In November, the RMCQA department announced that we would be sending out a survey to all AFS students currently on program in the US. Please refer to the wiki news article for that announcement:

http://www.afswiki.org/index.php/Fall_2010_Participant_Survey_Letter

The student survey was sent out the first week of November and we allowed three weeks for students to complete the survey. (This survey does not replace the CSE (Customer Service Evaluation) that is sent to the students once they return to their home country.) The RMCQA survey is designed to bring to light any concerns or issues as the program is taking place so that they may be addressed by volunteer or staff in a timely manner. We will be following up by sending out a Spring survey on April 1st. Here is a summary of our findings:

Surveys sent out: 2,100 (this number does not include FLEX students and incorrect email addresses that bounced back)

Responses: 1,022

Highlighted Questions:

1. How would you rate the relationship between you and your current host family?

94% (959 students) rated their relationship with their host family as either “Excellent” or “Good”.

5% (52 students) rated their relationship with their host family as “Fair” and the remaining 1% (11 students) rated their relationship as “Poor”.

RMCQA staff followed up on any “poor” ratings and found that the volunteers and Participant Support staff were already aware of these situations and working with the students.

Student comments:

“They are wonderful, and very similar to my Swedish family.”





“They take care of me but sometimes they care everything even it a very small thing.”

“at first they ask for speak english because i am good at writing than speaking i take english for 9 years in egypt and after every day they ask to tell them what happen in the day and reealy my speaking became better”

“Little sister is sometimes pretty annoying.”

“I don't think we are having problema they are awesome with me they help me when i need something”

Why did you change host families? (Please choose all that apply.) (117 students responded that they changed host families)



		Response Percent	Response Count
I moved from a temporary family to a permanent family		37.6%	44
I changed schools		7.7%	9
I was not getting along with my host family		31.6%	37
Other (please specify) Show Responses		38.5%	45
		answered question	117

Comments on how their move was handled:




“my Liaison did all of this in less than 1 week, she helped me changing school and she found me another host family. I am really impressed and grateful for her awsome job and all her passion in doing this.”

“I had 0 emotional support because my liaison doesnt talk to me”

“I knew the two families and they were friends so everything was easy”

1. Do you know who your AFS liaison is?		Create Chart	Download
		Response Percent	Response Count
Yes		96.6%	987
No		3.4%	35
		answered question	1,022
		skipped question	0

RMCQA staff followed up with Participant Support staff to ensure the 35 students that indicated they didn't know their liaison actually had liaisons and had been contacted by volunteers.

1. Overall, how satisfied are you with your AFS experience?		Create Chart	Download
		Response Percent	Response Count
Very satisfied		76.3%	780
Somewhat satisfied		21.6%	221
Not satisfied		2.1%	21
		answered question	1,022
		skipped question	0

RMCQA staff followed up with Participant Support staff to ensure that volunteers were in communication with students that had indicated they were not satisfied at that point of their experience.

Student comments:

"Thanks a ton AFS for give me this wonderful chance :)"

"i would like to change family, because i'm completely isolated where i live, i cannot meet with school mates, i'm just stucked in a farm , and my liaison doesnt seem to help me."

"it's pretty hard for you to get though the first two month. to be honest, i was really depressed in those two month, so i think AFS should provide a meeting in these period."

“This is just wonderful. I thank my parents and AFS everyday, for letting me live such a beautiful experience. I thank them all for letting me grow up and mature. Sometimes, when I think I have to leave in 7 months, I turn so sad. I don't wanna leave all my new, awesome friends... my family, my school... That is going to be the saddest day of my life. I wish I could join together these two worlds I belong to.”

AFS has found this survey to be a useful tool in learning directly from the students about their experience while on program. If you would like to learn more about the survey results for your Area Team or Unaffiliated Chapter, please contact your Quality and Compliance Coordinator.

http://www.afswiki.org/index.php/Risk_Management_and_Quality_Assurance_Departm ent

Sincerely,

The RMCQA team

Stephanie Cashmore

Matthew Closter

Joseph Friedman

Andrea Miles

Kelly Vetter

Rory Vibar

Robin Weber