

Member Guidance for Exiting Service

Purpose

When nearing the end of service, you will need to complete the Exit Form in the My AmeriCorps Portal in order to access your education award benefits. We ask that you also complete the Member Exit Survey. Members must complete their own Exit Form and Member Exit Survey in the Portal.

Getting Started

Once you receive the notification email, like the one below, you will be able to access the Exit Form and Member Exit Survey in the My AmeriCorps Portal.

Dear Member's Name,

This is a reminder that the end of your AmeriCorps service is approaching.

To help facilitate your receiving the benefits of your service, make sure you log onto your My AmeriCorps account to complete the required documents and to update your contact information. In addition to completing your exit forms, we ask that you please fill out the AmeriCorps Member Exit Survey. This short 15 minute survey will allow us to better understand your AmeriCorps experience and is an opportunity for your voice to be heard.

After you complete your exit forms, you may be eligible to view and print a Service Completion Certificate.

It's also time to think about your Post Service Opportunities, as we would like for you to stay connected with other AmeriCorps alumni. Log on to the My AmeriCorps Portal (<https://my.americorps.gov>) and click on "Exit Form" to select your Post Service Opportunity interest areas.

Thank you for your service.

Please do not reply to this message. If you have any questions or need further assistance, please submit a help request via https://edsncs--tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2677.

1. Follow the link in the email to login to your My AmeriCorps Portal account and complete the Exit Form and Member Exit Survey. The links for these forms will be under "Close of Service Forms." Click "Exit Form" to begin. If you've forgotten your username and/or password, you can follow the links below the login field on my.americorps.gov to retrieve them.

The screenshot shows the My AmeriCorps Portal interface. The 'Close of Service Forms' section is highlighted with a red circle, containing the following links and their status:

Link	Status
Exit Form - The Fling School 2016-2017	Incomplete
Member Exit Survey - The Fling School 2016-2017	Incomplete
Completion Certificate - The Fling School 2016-2017	Not Available

Below this section, the 'My Information' section is visible, including fields for Name, Preferred Name, SSN, ESN Status, and Citizenship Status. At the bottom, a 'Service Terms' table is shown:

Organization	City/State	Start/End	Service End	Certificate
STATE - AmeriCorps State	The Fling School, Westington, DC	02/06/2016	02/12/2017	

- You will be required to complete the following information through My AmeriCorps. The information you provide will be protected securely and held confidentially; it will only be reported in summary and without any personal identification attached. The information you provide about education and disability will not be associated with personally identifying information such as your name or social security number when the data are analyzed.
- Once completed, click 'Submit' to proceed.

Exit Form

This form will end the term of an AmeriCorps member in the National Trust and report on the eligibility of the member for an education award. It will also provide the Corporation with evaluation exit data. [Click here for help.](#)

Name:

NSP ID:

Mailing Address

Please verify that your contact information below is correct. Enter any updates as necessary.

* **Street Address 1:**

Street Address 2:

* **City:**

* **State:**

* **Zip code:**

CNCS gathers information about education and disability status to ensure opportunities to serve are provided for people of all conditions. This information will be held confidentially, and will solely be used for data analysis to assist us in ensuring we serve all Americans equally. The information you provide will not be used in any way to determine or affect any federal benefit. Your responses are required in order to successfully certify your service. Under the Rehabilitation Act (Act) information on your disability status can only be used in connection with non-discrimination and affirmative action obligations. The information will be kept confidential in accordance with the Act's provisions and the information will be used only in accordance with the Act.

The next questions address disability and serious health conditions. Your responses will ensure that our outreach and recruitment policies are reaching a wide range of individuals with physical or mental conditions. When answering, consider your condition without the use of medication and aids (except eyeglasses) or the help of another person.

* **Do you have one of the following? Check all boxes that apply to you:**

- Deaf or serious difficulty hearing
- Blind or serious difficulty seeing even when wearing glasses
- Missing an arm, leg, hand, or foot
- Paralysis, partial or complete (any cause)
- Significant disfigurement, for example, severe disfigurements caused by burns, wounds, accidents, or congenital disorders
- Significant mobility impairment, for example, use of a wheelchair, scooter, walker, or use of a leg brace to walk
- Significant psychiatric disorder, for example, bipolar disorder, schizophrenia, PTSD, or major depression
- Intellectual disability (formerly described as mental retardation)
- Developmental disability, for example, cerebral palsy or autism spectrum disorder
- Traumatic brain injury
- Dwarfism
- Epilepsy or other seizure disorder
- Other disability or serious health condition, for example, diabetes, cancer, cardiovascular disease, anxiety disorder, or HIV infection; a learning disability, a speech impairment, or a hearing impairment

ADDITIONAL OPTIONS

- I have a disability or serious health condition but do not wish to specify my condition
- I do not wish to answer questions regarding disability/serious health conditions
- None of the conditions listed above apply to me

* **Do you receive Social Security disability benefits, such as Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?**

Yes No Prefer Not to Respond

* **What is the highest level of education you have completed?:**

[\(Search for Institutions\)](#)

* **Institution Name:**

Type of Degree, Diploma or Certificate:

*** Privacy Act Information Release**

Yes, I give the Corporation for National and Community Service permission to release the following information about me to an AmeriCorps Alumni Association (check all that apply):

- Name Address
- Email Telephone Number

No, I do not give the Corporation for National and Community Service permission to release my information to an AmeriCorps Alumni Association.

*** Post-Service Opportunities**

The Corporation for National and Community Service would like to provide you with information and resources to help you stay engaged in service and connect with educational, professional, and alumni opportunities. Please check all that apply.

- I am interested in connecting with other AmeriCorps alumni.
- I am interested in learning more about educational opportunities and how to use my education award.
- I am interested in professional development trainings, resume-writing resources, and career opportunities.
- I am interested in information about serving again through AmeriCorps or the Peace Corps
- I am not interested in this information and resources

Certification of Service

Please check the boxes below to agree to the following statements:

- I **certify** that the time I reported as program service hours is true and correct and did not include any service activities prohibited by law, regulation, or grant provision.
- I **agree**, by submitting this form, to provide, if asked, documentation to verify the accuracy of the information I have provided in this form.
- I **understand** that a knowing and willful false statement on this form can be punished by one or more of the following: a fine or imprisonment (or both) under Section 1001 of Title 18, U.S.C.; exclusion from participation in Federal programs; forfeiture of benefits I may receive as a result of participation in this program; or other actions authorized by the Civil Fraud Remedies Act, 31 U.S.C. 3801-3812.

- After you complete the Exit Form, the Member Exit Survey will automatically begin. You can also access it via a link in the member Portal (see page 1). This survey is of the utmost importance to help CNCS understand and improve the AmeriCorps experience. Please complete the entire survey and submit it when you are finished. The information you provide will be protected securely and held confidentially; it will only be reported in summary and without any personal identification attached. The demographic information you provide will not be associated with personally identifying information such as your name or social security number when the data are analyzed.

Thank you for your commitment to service. As part of this commitment, we are asking you to answer a few brief questions so that we can better understand your AmeriCorps service experience. This is an opportunity for your voice to be heard. Your responses to this survey will remain private to the extent permitted by law. No persons are required to respond to a collection of information unless such a collection displays a valid OMB control number. The valid OMB control number for this information collection is 3045-0094. This survey will take approximately 15 minutes to complete.

Member Exit Survey

An asterisk (*) denotes a required question. [HELP](#)

Service Experience

*** Question 1**
What were the main focus areas of your AmeriCorps service experience? Please check all that apply.

Disaster Services Environmental Stewardship
 Economic Opportunity Healthy Futures
 Education Veterans and Military Families
 Not Sure/Does Not Apply

save next

- You will be asked a series of questions in survey format regarding your experience as an AmeriCorps member. Click 'next' at the end of each page to save and proceed.

Member Exit Survey

25 of required questions answered. [HELP](#)

Question 4
During your AmeriCorps service, how frequently did you do the following activities listed below?

*** a. Gather and analyze information.**
Very Often Often Sometimes Rarely Never

*** b. Set priorities for multiple tasks.**
Very Often Often Sometimes Rarely Never

*** c. Meet deadlines effectively.**
Very Often Often Sometimes Rarely Never

*** d. Work independently.**
Very Often Often Sometimes Rarely Never

*** e. Work on a team for a common purpose.**
Very Often Often Sometimes Rarely Never

Question 5
During your AmeriCorps service, how frequently did you do the following activities listed below?

*** a. Listen to other people's suggestions and concerns.**
Very Often Often Sometimes Rarely Never

*** b. Negotiate and compromise with others.**
Very Often Often Sometimes Rarely Never

*** c. Decrease conflict between people.**
Very Often Often Sometimes Rarely Never

*** d. Work with people different from yourself.**
Very Often Often Sometimes Rarely Never

*** e. Form organizational partnerships.**
Very Often Often Sometimes Rarely Never

*** f. Identify or leverage community resources.**
Very Often Often Sometimes Rarely Never

back save next

- Once completed, you will receive a message at the top of the screen indicating your Member Exit Survey has been submitted.

Welcome, [Redacted]

Welcome to the My AmeriCorps website for members and alumni. This site presents information that will help you before, during and after your service. Please be sure that all of your contact information is up-to-date.

Please note:

- Your Member Exit Survey has been successfully submitted.

My Information

Name: [Redacted] Date of Birth: [Redacted]
 Preferred Name: [Redacted]
 NSPID: [Redacted] Username: [Redacted]
 SSN: [Redacted] E-mail: [Redacted]
 SSN Status: Pending [Redacted]
 Citizenship Status: Pending [Redacted]
 Veteran/Active Duty/Military Family Status: I am not in the military, a veteran or a family member of someone in the U.S. Armed Forces
 Transfer Eligible: N

Current Mailing Address: [Redacted] Permanent Address: [Redacted]
 Preferred Phone: [Redacted] Preferred Phone: [Redacted]
 Other Phone: [Redacted] Other Phone: [Redacted]
 Preferred Method of Communication: [Redacted]
 Receive E-mail Notification: Y

[Change Password](#)
[Edit security Questions](#)
[Edit My Contact Information](#)

Service Terms

Program	Organization	City/State	Service Start	Service End	Certificate
STATE - AmeriCorps State	The Fishing School	Washington, DC	02/09/2016	02/12/2017	

- You can access your completion certificate by clicking on the third link.

My AmeriCorps

Welcome, Ayyotta Curforya

Welcome to the My AmeriCorps website for members and alumni. This site presents information that will help you before, during and after your service. Please be sure that all of your contact information is up-to-date.

Done of Service Terms

Done of Service Terms	Status
Done of Service Terms	[Redacted]
Member Exit Survey	[Redacted]
Completion Certificate	[Redacted]

My Information

Name: [Redacted] Date of Birth: [Redacted]
 Preferred Name: [Redacted]
 NSPID: [Redacted] Username: [Redacted]
 SSN: [Redacted] E-mail: [Redacted]
 SSN Status: Pending [Redacted]
 Citizenship Status: Pending [Redacted]
 Veteran/Active Duty/Military Family Status: I am not in the military, a veteran or a family member of someone in the U.S. Armed Forces
 Transfer Eligible: N

Current Mailing Address: [Redacted] Permanent Address: [Redacted]
 Preferred Phone: [Redacted] Preferred Phone: [Redacted]
 Other Phone: [Redacted] Other Phone: [Redacted]
 Preferred Method of Communication: E-mail
 Receive E-mail Notification: Y

[Change Password](#)
[Edit Security Questions](#)
[Edit My Contact Information](#)

Service Terms

Program	Organization	City/State	Service Start	Service End	Certificate
STATE - AmeriCorps State	The Fishing School	Washington, DC	02/09/2016	02/12/2017	

8. Your completion certificate will look like this.



9. Once your program finishes their portion of the exit form, you will receive the following two (2) emails with details regarding your earned Eli Segal Education Award:

PLEASE DO NOT REPLY TO THIS MESSAGE

Dear _____:

Congratulations! This e-mail is to notify you that you have been enrolled in the National Service Trust. Upon successful completion of your term of service, your Segal AmeriCorps Education Award will be available for you to use.

If you wish to request forbearance on any student loan(s) for the duration of your service, click on the link below to access the My AmeriCorps website. Upon logging into your account, click "Create Forbearance Request" and search for your loan institution.

<http://uatmy.americorps.gov/mp>

Please do not reply to this message. If you have any questions or need further assistance, please submit a help request via https://edsencs--tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2677.

Dear _____:

Congratulations on successfully completing your term of service in AmeriCorps. This e-mail is to notify you that your Education Award is now available for you to use. To request your benefits online or view your account summary, click on the link below to access the AmeriCorps Online Payment System.

<http://uatmy.americorps.gov/mp>

Below are some details on how to use your Education Award. More details and answers to Frequently Asked Questions can be found by clicking on "help" from anywhere within the site. You can access the system from the AmeriCorps.gov website.

Your Education Award can be used for the following purposes: 1) to repay a qualified student loan, or 2) to pay the current cost of attending a qualified institution of higher education or VA Approved program.

A qualified student loan is one which is guaranteed by the federal government (except for Parental PLUS loans). Qualified student loans may also include loans made directly to you by a state agency, such as state institutions of higher education. If you do not know what kind of loan you have, you should ask your loan holder.

You can also use your Education Award to pay for current educational expenses at qualified institutions of higher education. A "qualified institution" is one that participates in the US Dept of Education's student aid programs (often referred to as Title IV schools) or one approved by the Dept of Veterans Affairs. Your Award can be used to pay the portion of the Cost of Attendance not covered by other sources of financial aid, such as scholarships, loans, grants, and tuition or fee waivers. "Current" education expenses are costs that were incurred during or after your AmeriCorps service, not prior to your term of service, and can include costs such as tuition, fees, books, room and board, transportation, and other such expenses. Please note that the school determines the cost of attendance for its students, based on Dept of Education guidelines. It is not an amount determined by the student or by the National Service Trust.

You can use the award, in full or in part, for up to seven years after your term of service ends and it can be divided up and used as you choose, as long as it is for authorized current educational expenses and on qualified student loans. Once you authorize the payment the request will be sent online to your loan holder or school, which must complete the rest of the information before forwarding the payment request to the National Service Trust for payment. For education expense payments exceeding ten dollars payment is made in two equal installments at the beginning and middle of the enrollment period unless that period is in the past or within ten days of the scheduled payment date. Loan and interest payments are not split. Note that payments are made directly to the Financial or Education Institution, not to an individual.

If you had a qualified student loan that was in forbearance or other form of postponement while you were an AmeriCorps member, the Trust will pay all or a part of the interest that accrued during your service period. These payments are made in addition to the Education Award, and are not deducted from your Award balance. To request your Interest Accrual benefit, click on the link above and select the link from the left-hand navigation bar.

The IRS has ruled that Education Award payments and interest payments made on your behalf are taxable income in the calendar year in which they were issued. The Trust reports this total to the IRS. In January we will send you an IRS Form 1099 indicating the total payments from the previous year if the total is \$600 or more.

If you have any questions about your AmeriCorps Education award or need further assistance, please contact us by clicking Contact Us within the system.

Sincerely,
The National Service Trust

**For technical assistance, please contact the eGrants Help Desk at 1-800-942-2677*