

## 2004 RIASQ Section 0107 Member Satisfaction Survey

### Final Results



Avg Resp.	
<b>I. Section Management and Leadership</b>	
<b>How well does the leadership of the RIASQ:</b>	
3.90	Identify themselves and made available to the membership?
4.03	Offer relevant programs and services?
3.83	Manage section resources?
3.93	Encourage participation in section activities?
3.94	Encourage volunteering in section activities?
3.96	Recognize members who volunteer?
3.17	Orient and welcome new members?
3.02	Increase awareness of ASQ in the community?
3.75	Strive to satisfy you as a customer?
3.87	What is your overall satisfaction with how the RIASQ is managed and led?
<b>Rate how the RIASQ informs its membership of local and national activities through the following methods:</b>	
3.99	Section newsletter
4.37	Regular dinner meeting announcements
4.25	Educational program announcements
3.72	ASQ National website (www.asq.org)
4.19	Section website (www.riasq.org)
4.13	What is your overall satisfaction with how your section communicates its programs and services to the membership?
<b>II. Section Dinner Meetings</b>	
<b>How satisfied are you with how the RIASQ:</b>	
4.29	Informs you of upcoming events?
4.35	Schedules dinner meetings?
4.21	Selects meeting sites?
4.00	Selects meeting topics?
3.98	Select speakers?
3.53	How important is it for you to attend section dinner meetings?
4.02	What is your overall satisfaction with RIASQ dinner meetings?
<b>III. Educational Program</b>	
<b>How satisfied are you with the way the RIASQ:</b>	
3.94	Schedules events?
3.94	Selects sites?
3.92	Selects topics?
4.00	Selects instructors?
3.84	Prices the programs?
<b>Rate the cost of attending:</b>	
3.75	Workshops?
3.70	Seminars?
3.81	Certification refresher courses?
3.81	Professional courses?
<b>Rate the length of each program:</b>	
3.93	Workshops?
3.90	Seminars?
4.00	Certification refresher courses?
3.93	Professional courses?
<b>What is your overall satisfaction with the following educational programs:</b>	
3.95	Workshops?
3.85	Seminars?
4.03	Certification refresher courses?
3.93	Professional courses?
<b>IV. Section Membership</b>	
4.29	If you have volunteered for the RIASQ, what is your overall satisfaction with that experience? (leave blank if you've never volunteered)
4.05	What is your overall satisfaction with your section membership?
4.05	What is your overall satisfaction with your ASQ membership?
<b>Do you plan to renew your ASQ membership?</b>	
76	Yes
1	No

#### Comments:

- 1 accountability of section officers and chairs
- 2 Love this section...you guys make this stuff fun.
- 3 Need to find ways to get more members involved!
- 4 Nice job
- 5 Nice survey. How did you design it?