



2005 RIASQ Section 0107 Member Satisfaction Survey

2005

Avg

Resp.

Change

I. Section Management and Leadership

How well does the leadership of the RIASQ:

4.02	0.12	Identify themselves and made available to the membership?
4.18	0.15	Offer relevant programs and services?
3.91	0.08	Manage section resources?
4.08	0.16	Encourage participation in section activities?
3.98	0.04	Encourage volunteering in section activities?
4.06	0.11	Recognize members who volunteer?
3.42	0.25	Orient and welcome new members?
3.40	0.39	Increase awareness of ASQ in the community?
4.00	0.25	Strive to satisfy you as a customer?
3.96	0.09	What is your overall satisfaction with how the RIASQ is managed and led?

Rate how the RIASQ informs its membership of local and national activities through the following methods:

4.28	0.29	Section newsletter
4.52	0.15	Regular dinner meeting announcements
4.40	0.15	Educational program announcements
4.00	0.28	ASQ National website (www.asq.org)
4.48	0.29	Section website (www.riasq.org)
4.40	0.26	What is your overall satisfaction with how your section communicates its programs and services to the membership?

II. Section Dinner Meetings

How satisfied are you with how the RIASQ:

4.67	0.39	Informs you of upcoming events?
4.62	0.27	Schedules dinner meetings?
4.27	0.05	Selects meeting sites?
4.18	0.18	Selects meeting topics?
4.07	0.08	Select speakers?
3.33	-0.20	How important is it for you to attend section dinner meetings?
4.00	-0.02	What is your overall satisfaction with RIASQ dinner meetings?

III. Educational Program

How satisfied are you with the way the RIASQ:

4.07	0.13	Schedules events?
4.14	0.20	Selects sites?
4.05	0.12	Selects topics?
4.14	0.14	Selects instructors?
4.11	0.27	Pricing the programs?
3.95	0.20	Workshops?
3.96	0.25	Seminars?
3.96	0.14	Certification refresher courses?
3.88	0.07	Professional courses?

Rate the length of each program:

3.98	0.04	Workshops?
3.98	0.08	Seminars?
4.07	0.07	Certification refresher courses?
4.02	0.09	Professional courses?

What is your overall satisfaction with the following educational programs:

4.00	0.05	Workshops?
4.17	0.32	Seminars?
4.16	0.13	Certification refresher courses?
4.13	0.20	Professional courses?

IV. Section Membership

4.53	0.24	If you have volunteered for the RIASQ, what is your overall satisfaction with that experience? (leave blank if you've never volunteered)
4.17	0.12	What is your overall satisfaction with your section membership?
4.10	0.05	What is your overall satisfaction with your ASQ membership?
48	-28.00	Do you plan to renew your ASQ membership?
1	0.00	Yes
		No

Comments:

- 1 Offer more course date and expand course selection
- 2 Sail Boat cruise
- 3 I can't think of anything at the moment.
- 4 Increase number of seminars and workshops.