



ASQ %

2009 RIASQ Section 0107 Member Satisfaction Survey

2009 Average Resp.	Change	
I. Section Management and Leadership		
How well does the leadership of the RIASQ:		
4.59	11.3%	Identify themselves and made available to the membership?
4.56	8.1%	Offer relevant programs and services?
4.52	12.0%	Manage section resources?
4.54	9.8%	Encourage participation in section activities?
4.37	11.3%	Encourage volunteering in section activities?
4.56	14.8%	Recognize members who volunteer?
3.77	4.2%	Orient and welcome new members?
3.67	3.4%	Increase awareness of ASQ in the community?
4.33	7.2%	Strive to satisfy you as a customer?
4.39	5.9%	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:		
4.18	0.2%	Section newsletter
4.57	2.9%	Regular dinner meeting announcements
4.50	3.8%	Educational program announcements
4.29	6.6%	ASQ National website (www.asq.org)
4.54	6.1%	Section website (www.riasq.org)
4.50	6.1%	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:		
4.71	6.2%	Informs you of upcoming events?
4.68	6.8%	Schedules dinner meetings?
4.46	8.5%	Selects meeting sites?
4.39	9.0%	Selects meeting topics?
4.39	8.7%	Select speakers?
4.07	20.6%	How important is it for you to attend section dinner meetings?
4.43	10.4%	What is your overall satisfaction with RIASQ dinner meetings?
III. Educational Program		
How satisfied are you with the way the RIASQ:		
4.36	6.1%	Schedules events?
4.43	11.0%	Selects sites?
4.43	8.1%	Selects topics?
4.39	6.0%	Selects instructors?
4.32	6.9%	Prices the programs?
Rate the cost of attending:		
4.20	9.1%	Workshops?
4.14	5.2%	Seminars?
4.65	8.8%	Certification refresher courses?
4.35	5.9%	Professional courses?
Rate the length of each program:		
4.10	4.5%	Workshops?
4.14	2.9%	Seminars?
4.31	5.1%	Certification refresher courses?
4.30	5.1%	Professional courses?
What is your overall satisfaction with the following educational programs:		
4.05	2.6%	Workshops?
4.14	3.6%	Seminars?
4.50	7.3%	Certification refresher courses?
4.26	6.2%	Professional courses?
IV. Section Membership		
4.53	5.1%	If you have volunteered for the RIASQ, what is your overall satisfaction with that experience?
4.48	6.4%	What is your overall satisfaction with your section membership?
4.33	3.1%	What is your overall satisfaction with your ASQ membership?
Do you plan to renew your ASQ membership?		
28		Yes
0		No

Comments:

- 1 Great Job Everyone!
- 2 Rich R. is a good looking guy.