

Sample ASAE Member Satisfaction Survey

Thank you for your feedback. We appreciate your candid assessment of your experience. There are no right or wrong responses and all responses are confidential.

Extremel	y Dissatisfied		2		3		4		Extrem	ely Satisfied
	C		О		С		0			C
2. Overall, ho	w importa	nt is ASAE	to you?							
Not at A	ll Important		2		3		4		Extreme	ely Important
	С		0		<u>г</u>					С
3. How likely community?	is it that y	ou would r	recommen	nd ASAE to	a friend o	· colleague	e who worl	ks in or wi	th the ass	ociation
Not at All Likely 0	1	2	3	4	5	6	7	8	9	Extremely Likely 10
Ö	O	C	0	C	C	0	C	0	C	C
I. Please elal	oorate on y	our likelih	ood to re	commend	ASAE:					
5. What is the	e likelihood	you will r	enew you	r members	ship with A	SAE?				
Not at All	e likelihood	you will r	enew you	r members	ship with A	SAE?				Extremely
	e likelihood	you will r	enew you	r members	ship with A 5	SAE?	7	8	9	Extremely Likely 10
Not at All Likely							7 C	8 C	9 C	Likely
Likely 0	1	2	3	4	5	6				Likely 10
Not at All Likely 0	1 C	2 C	3 C	4 C	5	6				Likely 10
Not at All Likely 0 C	1 C	2 C ganization	3 C	4 C	5	6				Likely 10
Not at All Likely 0 C 5. Please sele	1 C ect your or	2 C ganization	3 C	4 C	5 C	6				Likely 10
Not at All Likely 0 C 6. Please sele 7 Professional 7 Trade Associ	1 C ect your or Association ciation (com	2 C ganization (individual panies/inst	3 C type belo I members itution me	4 C only) mbers only)	5 C	6				Likely 10
Not at All Likely 0 C C 6. Please sele C Professional Trade Assoc	1 C ect your or Association (com rofessional/	2 C ganization n (individual panies/inst trade but m	3 C type belo I members itution me nainly indiv	4 C ow. only) mbers only; idual memb	5 C	6				Likely 10
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. How would you rate the value of the	e following comp	pared to the	price paid?			
	Not at All Valuable	2	3	4	Extremely Valuable	N/A
ASAE membership dues	0	0	\circ	\circ	0	0
ASAE meetings/conferences/learning	0	C	\circ	0	\circ	0
ASAE publications	С	\circ	C	C	C	C

	Not at All Important	2	3	4	Extremely Important
Access to articles and case studies focused on the association industry	0	C	C	O	О
Ability to identify consultants and industry partners	0	С	C	0	С
Opportunities to participate in online discussions with peers	C	C	C	O	С
Access to professional development or educational program offerings	0	C	C	O	С
Representation of the association industry on Capitol Hill and regulatory bodies	0	C	C	0	С
Maintaining member dues and costs at a reasonable and appropriate level	0	C	C	0	С
Access to templates and samples to help you do your job	0	c	C	0	C
Opportunities to network with other professionals in your field	0	C	C	0	С
Availability of research on the association industry	0	C	C	0	c
Opportunities to volunteer and gain leadership experience	C	C	C	0	С
Member discounts	0	C	0	0	C
Availability of publications focused on the association industry	0	0	0	0	0
Resources to help me manage my career	0	C	C	0	0

. Any other key reaso	n(s) for renewing o	r not renewing	your member	ship with ASAE?	

Below are questions about your member service experience

10. Within the past six months, how often have you contacted the ASAE Member Service Center via phone or email?
C Zero
C Once
C 2-3 times
C 4 or more times

11. Thinking of the contact you had with the ASAE Member Service Center staff, please rate your overall satisfaction in the following areas:

	Extremely Dissatisfied	2	3	4	Extremely Satisfied	N/A
Knowledge of ASAE programs, products and services	О	С	С	C	С	O
Effective resolution to request	0	0	0	0	0	0
Knowledge of your business needs	0	0	0	\circ	0	0
Prompt response to request	0	0	0	0	0	0
Courtesy/professionalism	O	\circ	0	\circ	0	0

13. What is the on	e thing ASAE could provide to	help you do your job better?	
14. Any additional	comments?		