



Membership Satisfaction Questionnaire

This survey is intended for use by the chapter. All chapter members should complete this questionnaire to help leadership assess member satisfaction with chapter activities and projects. Please return completed forms to the Chapter Membership Vice-President. **Your response is confidential.**

GENERAL ASSESSMENT

Do you feel welcome in your chapter? Yes No

If no, why not? (Please mark all that apply)

I feel demographically isolated: (Please mark the appropriate response)

Other members were older younger different ethnicity Other demographic reason

I have not made an effort to interact with other members.

Other members have not made an effort to interact with me.

Do you feel comfortable sharing concerns with chapter leaders? Yes No

If no, why not? (Please mark all that apply)

Chapter leaders have so many responsibilities I do not want to burden them.

Chapter leaders have their own agenda and are not interested in other ideas.

I have not been a member long enough to feel comfortable approaching chapter leaders.

I do not want to be perceived as a complainer.

Other _____

CHAPTER ACTIVITIES

How do you feel about the level of our chapter's involvement in the following types of activities?
(Mark appropriate response)

Membership Development	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Member Orientation	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Music Education	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Local Chorus Performances	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Show Preparation	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Chorus Contest Preparation	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Quartet Activities	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Chapter Marketing & PR	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Chapter Leadership Development	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Fundraising	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Fellowship	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Support of Schools & Community	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware

CHAPTER PARTICIPATION

Have you participated in chapter projects & activities? Yes No

How did you become involved? I volunteered I was asked

Please indicate your involvement in the following types of activities:

Membership Development	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Member Orientation	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Music Education	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Local Chorus Performances	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Show Preparation	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Chorus Contest Preparation	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Quartet Activities	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Chapter Marketing & PR	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Chapter Leadership Development	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Fundraising	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Support of Schools & Community	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved

Level of satisfaction with my participation in chapter activities or projects:

Very satisfied Satisfied Dissatisfied

If you are dissatisfied, why? (Please mark all that apply)

<input type="checkbox"/> Insufficient knowledge or training	<input type="checkbox"/> Lack of resources
<input type="checkbox"/> Personality conflicts	<input type="checkbox"/> Lack of support from other members
<input type="checkbox"/> Cost	<input type="checkbox"/> Insufficient family involvement
<input type="checkbox"/> Personal time conflicts	<input type="checkbox"/> Other _____

COSTS

How do you feel about the following costs associated with membership in our chapter?

Chapter dues	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
District Dues	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
Society Dues	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
Cost of attending conventions/contests	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
Cost of uniform(s)	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
Voluntary contributions to Harmony Foundation	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
Other chapter-related expenses _____	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate

MEETING ASSESSMENT

Do you enjoy our weekly meetings? Yes No

The length of our meetings is: Excessive Reasonable Inadequate
 Our meetings are: Well organized Poorly Organized
 Our meeting time is: Convenient Inconvenient

If inconvenient, suggestion for an alternate time: _____

The following changes would improve our chapter meetings: (check all that apply)

<input type="checkbox"/> More focus on fun and fellowship	<input type="checkbox"/> More involvement of family
<input type="checkbox"/> Better time management	<input type="checkbox"/> More leadership opportunities

Is there anything else you would like to see changed? _____

MEETING VENUE

The location of our meeting is: Convenient Inconvenient

If inconvenient, suggestion for a different location: _____

Which of the following aspects of our meeting place do you find to be unsatisfactory?

(Check all that apply)

Parking availability Safety of the area in which it is located Other

Suggestion(s) for change: _____

CHAPTER COMMUNICATIONS

Do you have a chapter bulletin? Yes No

If yes, check all that apply

Chapter bulletin content about chapter activities is: Excessive Reasonable Inadequate

Chapter bulletin content about district activities is: Excessive Reasonable Inadequate

Chapter bulletin content about Society activities is: Excessive Reasonable Inadequate

Our chapter bulletin is: (check all that apply)

Interesting Useful Informative Boring Limited Uninformative

Do you have a chapter website? Yes No

If yes, check all that apply

Website content about chapter activities is: Excessive Reasonable Inadequate

Website content about district activities is: Excessive Reasonable Inadequate

Website content about Society activities is: Excessive Reasonable Inadequate

Our chapter website is: (check all that apply)

Interesting Useful Informative Boring Limited Uninformative

Our chapter website is: (check all that apply) Internally-focused Externally-focused

FAMILY FEEDBACK

How does your spouse/partner/family feel about your involvement in the Chapter and/or Society?

Proud of my involvement Feels it takes too much of my time

Wants to know more/be more involved Feels it is too expensive

Seeks interaction with other spouses/partners/families Other

**Thank you for taking the time to complete this questionnaire
and for your commitment to improving your chapter.**

