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	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Member Orientation	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Music Education	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Local Chorus Performances	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Show Preparation	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Chorus Contest Preparation	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Quartet Activities	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Chapter Marketing & PR	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Chapter Leadership Development	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Fundraising	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Fellowship	☐ Excessive	☐ Adequate	☐ Insufficient	☐ Not Aware
Support of Schools & Community	☐ Excessive	☐ Adequate	☐ Insufficient	☐ 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	☐ I am currently involved	☐ I would like to be involved
Member Orientation	☐ I am currently involved	☐ I would like to be involved
Music Education	☐ I am currently involved	☐ I would like to be involved
Local Chorus Performances	☐ I am currently involved	☐ I would like to be involved
Show Preparation	☐ I am currently involved	☐ I would like to be involved
Chorus Contest Preparation	☐ I am currently involved	☐ I would like to be involved
Quartet Activities	☐ I am currently involved	☐ I would like to be involved
Chapter Marketing & PR	☐ I am currently involved	☐ I would like to be involved
Chapter Leadership Development	☐ I am currently involved	☐ I would like to be involved
Fundraising	☐ I am currently involved	☐ I would like to be involved
Support of Schools & Community	☐ I am currently involved	☐ 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)

☐ Insufficient knowledge or training ☐ Lack of resources
☐ Personality conflicts ☐ Lack of support from other members
☐ Cost ☐ Insufficient family involvement
☐ Personal time conflicts ☐ Other _____

COSTS

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

Chapter dues	☐ Excessive	☐ Reasonable	☐ Inadequate
District Dues	☐ Excessive	☐ Reasonable	☐ Inadequate
Society Dues	☐ Excessive	☐ Reasonable	☐ Inadequate
Cost of attending conventions/contests	☐ Excessive	☐ Reasonable	☐ Inadequate
Cost of uniform(s)	☐ Excessive	☐ Reasonable	☐ Inadequate
Voluntary contributions to Harmony Foundation	☐ Excessive	☐ Reasonable	☐ Inadequate
Other chapter-related expenses _____	☐ Excessive	☐ Reasonable	☐ 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)

☐ More focus on fun and fellowship ☐ More involvement of family
☐ Better time management ☐ 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
☐ Wants to know more/be more involved
☐ Seeks interaction with other spouses/partners/families
☐ Feels it takes too much of my time
☐ Feels it is too expensive
☐ Other

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

BARBERSHOP HARMONY SOCIETY