



ASQ %

## 2008 RIASQ Section 0107 Member Satisfaction Survey

2008 Avg Resp.	Change	
<b>I. Section Management and Leadership</b>		
<b>How well does the leadership of the RIASQ:</b>		
4.13	2.6%	Identify themselves and made available to the membership?
4.21	0.7%	Offer relevant programs and services?
4.03	3.2%	Manage section resources?
4.13	1.2%	Encourage participation in section activities?
3.93	-1.3%	Encourage volunteering in section activities?
3.97	-2.3%	Recognize members who volunteer?
3.62	5.9%	Orient and welcome new members?
3.55	4.1%	Increase awareness of ASQ in the community?
4.04	1.0%	Strive to satisfy you as a customer?
4.15	4.8%	What is your overall satisfaction with how the RIASQ is managed and led?
<b>Rate how the RIASQ informs its membership of local and national activities through the following methods:</b>		
4.17	-2.5%	Section newsletter
4.44	-1.7%	Regular dinner meeting announcements
4.34	-1.5%	Educational program announcements
4.02	0.5%	ASQ National website (www.asq.org)
4.27	-4.6%	Section website (www.riasq.org)
4.24	-3.5%	What is your overall satisfaction with how your section communicates its programs and services to the membership?
<b>II. Section Dinner Meetings</b>		
<b>How satisfied are you with how the RIASQ:</b>		
4.44	-5.0%	Informs you of upcoming events?
4.38	-5.3%	Schedules dinner meetings?
4.11	-3.6%	Selects meeting sites?
4.03	-3.5%	Selects meeting topics?
4.04	-0.6%	Select speakers?
3.38	1.3%	How important is it for you to attend section dinner meetings?
4.01	0.3%	What is your overall satisfaction with RIASQ dinner meetings?
<b>III. Educational Program</b>		
<b>How satisfied are you with the way the RIASQ:</b>		
4.11	1.0%	Schedules events?
3.99	-3.6%	Selects sites?
4.10	1.3%	Selects topics?
4.14	0.2%	Selects instructors?
4.04	-1.6%	Prices the programs?
<b>Rate the cost of attending:</b>		
3.85	-2.6%	Workshops?
3.94	-0.4%	Seminars?
4.28	8.1%	Certification refresher courses?
4.11	5.7%	Professional courses?
<b>Rate the length of each program:</b>		
3.92	-1.4%	Workshops?
4.02	1.2%	Seminars?
4.10	0.8%	Certification refresher courses?
4.09	1.8%	Professional courses?
<b>What is your overall satisfaction with the following educational programs:</b>		
3.95	-1.3%	Workshops?
4.00	-4.0%	Seminars?
4.20	0.8%	Certification refresher courses?
4.01	-2.9%	Professional courses?
<b>IV. Section Membership</b>		
4.31	-4.9%	If you have volunteered for the RIASQ, what is your overall satisfaction with that experience?
4.21	1.1%	What is your overall satisfaction with your section membership?
4.20	2.4%	What is your overall satisfaction with your ASQ membership?
<b>Do you plan to renew your ASQ membership?</b>		
113	135.4%	Yes
0	-100.0%	No

**Comments:**

- 1 Thanks, Joe.
- 2 Great section to be a part of.
- 3 Keep up the good work
- 4 Steve Blanchette did a great job this year