Are Members Satisfied?

Assessing member satisfaction can reveal critical opportunities for supporting genuine and meaningful member engagement, improving group cohesion, and refining group processes and procedures.

Regular assessments, conducted either formally or informally, also provide members the chance to communicate emerging needs and concerns, and present an important opportunity for learning. These assessments can also reveal opportunities for increasing the inclusiveness and cultural responsiveness of member processes and protocols.

Below are some questions you may want to include in a satisfaction assessment. If the assessment reveals multiple areas needing adjustment, consider using a group prioritization process to determine which areas to address first.

1. How satisfied are you with your participation in this collaboration? What changes, if any, could we make to improve your level of satisfaction?

2. Do you feel like you both **contribute to** and **benefit from** the collaboration in <u>meaningful</u> ways?

3. To what extent does your participation in this collaboration effectively tap your individual skills and knowledge? What, if anything, could the group do to better tap and/or learn from your specific areas of expertise?

4. On a scale of 1-5, with 5 being "very comfortable" and 1 being "not at all comfortable," how would you rate your comfort expressing views during our meetings and/or when connecting with other coalition members?

    1   2   3   4   5

5. On a scale of 1-5, with 5 being "very heard" and 1 being "not at all heard," how would you rate the extent to which you feel heard during our coalition meetings?

    1   2   3   4   5

6. Do you feel like there are adequate policies, frameworks, and practices of inclusion in place to ensure equal participation?

7. How do you define productivity?

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8. According to your definition of productivity, on a scale of 1-5, with 5 being "very productive" and 1 being "not at all productive," how would you rate the productivity of our meetings?

       1   2   3   4   5

9. What suggestions do you have to improve the productivity of our meetings?

10. On a scale of 1-5, with 5 being "very aware" and 1 being "not at all aware," how aware are you of collaboration activities and progress?

       1   2   3   4   5

11. What suggestions do you have for keeping members more aware and well-informed?

12. On a scale of 1-5, with 5 being "just right" and 1 being "not enough," how would you rate the extent to which you feel your contributions are recognized by the group?

       1   2   3   4   5

13. What type(s) of recognition do you or your organization prefer?

14. How useful or productive have you found our planning processes? Is the time we spend determining how to work together useful? What suggestions, if any, do you have for improving our planning process?

15. Regarding our group's efforts and activities to prevent substance misuse, which have worked well? How could we improve on these activities or on our process for implementing them?

16. Do you think the time and resources we allocate to evaluating our efforts is satisfactory? Does our evaluation process enable you/your organization (or coalition members) to better meet your organizational goals? What suggestions, if any, do you have for improving our project's evaluation process?

17. If you could change one thing about how we work together, what would it be?