

Membership Satisfaction Survey

How to fill this in

Thank you for being a member. Please tell us how we are doing so we can serve you better. Cross one box per row using a blue or black pen. Your answers are confidential.

YOUR MEMBERSHIP

How satisfied are you with each of the following?

Please cross one in each line

The range of benefits and activities

The value for your membership fee

Communication from us

Events and community

Facilities and resources

Responsiveness when you need help

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

RENEWING

How likely are you to renew your membership?

(Please cross one)

- ☐ Definitely will
- ☐ Probably will
- ☐ Not sure
- ☐ Probably will not
- ☐ Definitely will not

How likely are you to recommend membership to others?

Not likely ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Very likely

What would make your membership more valuable?

To respond ☐ or ☐



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