

## Are Members Satisfied?

Assessing member satisfaction can reveal critical opportunities for increasing 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.

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. To what extent does your work with this collaboration effectively tap your individual skills and knowledge? What, if anything, could we do to better utilize your specific areas of expertise?
3. 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

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

4. 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

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

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5. How productive have you found our planning process? Is the time we spend determining how to work together productive? What suggestions, if any, do you have for improving our planning process?
6. In regard to our group's efforts and activities to prevent substance use and misuse, which have worked well? How could we improve on these activities or on our process for implementing them?
7. Do you think the time and resources we allocate to evaluating our efforts is satisfactory? What suggestions, if any, do you have for improving our project's evaluation process?
8. If you could change one thing about how we work together, what would it be?