

To all members

Satisfaction Survey

You deserve the best possible organization! To assist in providing you with that organization, we have decided to administer this member satisfaction survey.

Your responses to the enclosed survey items are confidential and should be mailed directly to Beak n Wings, Inc. for processing. A report summarizing the results of all submitted surveys will be prepared for the board of directors.

At the end of the survey, you are asked for information about your job duties, age, gender, etc. This information is important to the analysis of the surveys, but - to protect the confidentiality of your survey responses - this information is given to the board of directors in a summarized format only. It is never released in any way that can be linked to individual responses.

If you have comments or suggestions to share, please write them on the enclosed comment form. It is not necessary for you to identify yourself on the survey or comment form.

Please note: If you choose to provide written comments, they will be transcribed and submitted to the board of directors representative.

Thank you for your time!

INSTRUCTIONS FOR COMPLETING THE SATISFACTION SURVEY

1. Blacken one circle only for each statement.
2. If you feel a statement is not applicable to you, leave it blank.
3. Be sure to complete all pages of the survey.
4. Return the survey (and the comment form) to the organization.
5. Surveys must be received by Beak n Wings, Inc. no later than the date on the front of the survey.

Beak n Wings, Inc.
9010 Rosehill Rd., Ste B
Lenexa, KS 66215
913-322-3398
www.beaknwings.org

Members Satisfaction Survey

Beak n Wings, Inc.

Instructions: Please blacken the circle the best corresponds to how you would rate the organization in the following areas. Mark only one circle for each statement. If a statement does not apply, leave the circle blank.

RETURN NO
LATER THAN: Date if needed

RATE THE ORGANIZATION ON...	EXCELLENT	GOOD	FAIR	POOR	N/A
1. The quality of new member orientation?					
2. The friendliness of the membership?					
3. The quality of training you receive to deal with difficult people?					
4. The quality of training you receive to deal with difficult birds?					
5. The quality of education you receive?					
6. The quality of monthly meetings you attend?					
7. The quality of speakers / events at the monthly meeting?					
8. How your direct supervisor regularly shows you appreciation for a job well done (if you hold a position)?					
9. The quality of care the organization gives all the birds in the program					
10. The safety of the workplace (venues we have our events)					
11. The adequacy of equipment and supplies to do your job					
12. How well co-members work together as a team					
13. The respect shown to the members by officers					
14. Communication between members					
15. How what you do allows you to make a difference					
16. The willingness of the officers to assist you					
17. The willingness of the board of directors to assist you					
18. The willingness of other committee persons to assist					
19. The quality of the monthly newsletter					
20. The quality of the events Beak n Wings attends					
21. The quality of the venue in which an event takes place					
22. How would you rate your overall satisfaction with the organization?					
23. What is your recommendation of this organization as a place to promote?					

Members Satisfaction Survey

This section asks about the leadership culture in our organization. The statements below refer to all leadership staff (e.g., board of directors, executive director, officers, chairperson, committee members) who influence the overall direction of our organization.

Instructions: Please blacken the circle that best indicates your view about how often or to what degree the following occur in our organization.

	ALWAYS	USUALLY	SOME-TIMES	RARELY	NOT AT ALL
24. Our leadership staff sets the direction for our organization					
25. Our organization has a vision which has been the focus of our energies.					
26. Our leadership staff has a clear set of priorities (or most important goals).					
27. Our leadership staff encourages learning and growth.					
28. Our leadership staff encourages members to take on new initiatives.					
29. Our leadership staff is willing to take risks.					
30. Our leadership staff listens to the membership					
31. Our Leadership staff is visible when at events					
32. Our leadership staff is approachable.					
33. Our leadership staff is honest.					
34. Our leadership staff takes time to plan for improving the quality of services.					
35. The organization does a good job prioritizing (or picking the most important goals).					
36. Organization plans are turned into specific activities for organization team					
37. Our leadership staff cares about our members.					
38. Our leadership staff shows appreciation for a job well done.					
39. Our leadership staff values our members.					

Members Satisfaction Survey

Instructions: Please blacken the circle or write in your answers that appropriately describes you.

40. What is your age?

- | | | |
|------------------------------------|--------------------------------|-----------------------------------|
| <input type="radio"/> 19 and under | <input type="radio"/> 20 to 29 | <input type="radio"/> 30 to 39 |
| <input type="radio"/> 40 to 49 | <input type="radio"/> 50 to 59 | <input type="radio"/> 60 or older |

41. What is your gender?

- Female Male

42. Can you tell us why you joined Beak n Wings? _____

43. What year did you join Beak n Wings?

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| <input type="radio"/> 1999 | <input type="radio"/> 2000 | <input type="radio"/> 2001 | <input type="radio"/> 2002 | <input type="radio"/> 2003 |
| <input type="radio"/> 2004 | <input type="radio"/> 2005 | <input type="radio"/> 2006 | <input type="radio"/> 2007 | <input type="radio"/> 2008 |
| <input type="radio"/> 2009 | <input type="radio"/> 2010 | <input type="radio"/> 2011 | <input type="radio"/> 2012 | <input type="radio"/> 2013 |
| <input type="radio"/> 2014 | <input type="radio"/> 2015 | <input type="radio"/> 2016 | <input type="radio"/> 2017 | <input type="radio"/> 2018 |
| <input type="radio"/> 2019 | <input type="radio"/> 2020 | <input type="radio"/> 2021 | <input type="radio"/> 2022 | <input type="radio"/> 2023 |
| <input type="radio"/> 2024 | <input type="radio"/> 2025 | | | |

44. Do you attend regular meetings or events (if no would you tell us why not) ?

45. In your words tell us how Beak n Wings has helped you and your bird (s)

46. If you have skills that could better Beak n Wings, would you be willing to contact us and offer your help?

COMMENT FORM

Beak n Wings, Inc

Tell us what you think we do best:

Tell us what you think we can do to Improve:

Any other comments or suggestions:

