

Dear valued COTAPSA members,

We want to hear from YOU!

As you are aware, over the past year, we have been increasing our communications and providing additional membership benefits and services to you. As stewards of the association our goal is to meet the needs of the membership

By completing this survey, we will be better able to provide benefits and services that meet your interests and needs.

### **P1 – General Satisfaction**

On a scale of 1 (strongly disagree) to 5 (strongly agree), please rate how strongly you agree with the following statements. 1-2-3-4-5 (etc.)

1. I am satisfied with the work of the Association (COTAPSA)
2. I intend to remain a member of the Association
3. I have, or would, recommend the Association to a colleague
4. I am satisfied with the quality and relevance of the information the Association sends to me
5. The Association provides me with information that I am not receiving from anyone else

Comments

### **P2 – Services**

On a scale of 1 (strongly disagree) to 5 (strongly agree), please rate how strongly you agree with the following statements.

1. I am satisfied with the quality of membership services provided by the Association.
2. The social and educational events run by the Association are important parts of my membership.
3. I am satisfied with the variety and types of events organized by the Association.
4. I would like to see the Association run more informative events
5. I would like to see the Association run more fun and social events
6. I do not believe that social events are necessary

Comments

### **P3 – Types of Events**

On a scale of 1 (not interested) to 5 (very interested), please rate your interest in the following types of events:

1. Financial Planning – Lifelong
2. Financial Planning – For Retirement
3. Retiring from the City (Retirement 101)
4. Life After Retirement – Planning Life After Work
5. Networking Events with Headliners - Music, Guest Speakers, etc.
6. Wellness – Physical Health in the Workplace
7. Wellness – Mindfulness

On a scale of 1 (not interested) to 5 (very interested), please rate your interest in the following types of potential new **fun** events:

1. Group Outings – Bowling, Pool, Golf, etc.
2. After-Work Mixers – Pub Meetups, etc.

What kinds of new events would YOU like to see?

Comments

### **P4 – Event Registration**

*Over the last year we have been experimenting with various initiatives to engage membership. It has been found that many people register and do not attend **events**. This is of issue as it is not fair to the speaker, colleagues on a waiting list and is a waste of Association funds. As stewards of the **Association**, the Board of Directors wants to continue offering these services but needs your input on how to fairly deal with this issue.*

On a scale of 1 (strongly disagree) to 5 (strongly support), please rate how strongly you support the following options.

1. No-show/cancellation fee for withdrawals within 48 hours of event
2. Mandatory attendance confirmation (If the person doesn't confirm, at this time, registration is cancelled)
3. Limited access to events after three no-shows/cancellations within 48 hours of event
4. No change; Association continues to absorb costs
5. Other Suggestions (500 Characters)

**P5 – Benefits (Venngo)**

On a scale of 1 (strongly disagree) to 5 (strongly agree), please rate how strongly you agree with the following statements.

1. I am aware that, as a member of the Association, I have access to Venngo MemberPerks
2. I have used Venngo MemberPerks
3. I have found Venngo MemberPerks to be a valuable benefit of my membership in the Association

**P6 – Communications**

On a scale of 1 (strongly disagree) to 5 (strongly agree), please rate how strongly you agree with the following statements.

1. I am satisfied with the Association's newsletter as a source of information
2. I regularly read the Association's newsletter
3. I learn from, or share the contents of, the Association's newsletter
4. I check the Association website when I need information
5. I follow the Association on Facebook for updates and news

How would you like to receive information?

Comments