

# MEMBER SATISFACTION SURVEY

## 2016 RESULTS

### Thanks for your feedback!

We are proud to share the results of the 2016 WPN Member Satisfaction Survey. The anonymous survey was sent to all contacts of WPN member organizations. Results reflect a 36% response rate, representing Presidents/Executive Directors, Program and Administration staff, and trustees/board members.

### What our members are saying...

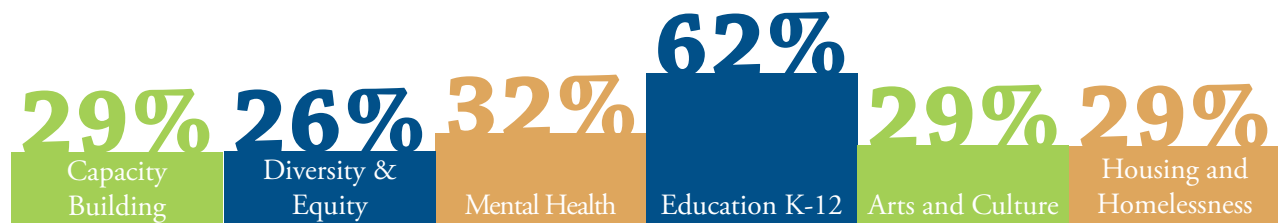
“ WPN staff and volunteer leadership are very engaged, focused on bringing value, and inclusive...providing access to valuable information and people to make a difference. ”

“ We like that WPN is advocating for the field even when we’re too busy to do it ourselves. ”

Percent of respondents who think useful features on the WPN website are...



Members state these issues are of greatest importance to them...

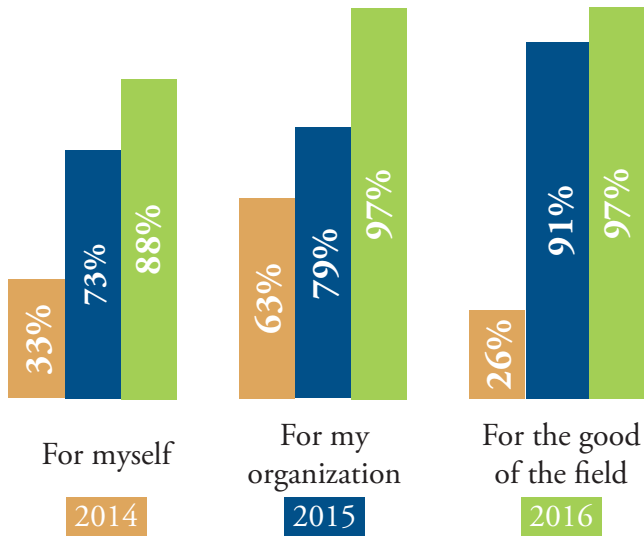


Percent of Members that state WPN is effective in a particular area...

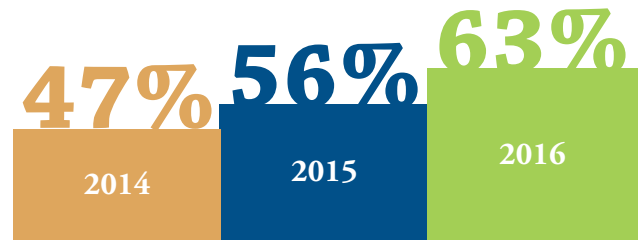


## CHECK OUT OUR UPWARD TRENDS: OUR MEMBERS SAY WE WORK HARD FOR THEM!

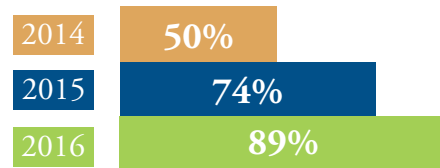
Members state that WPN is worth the investment primarily:



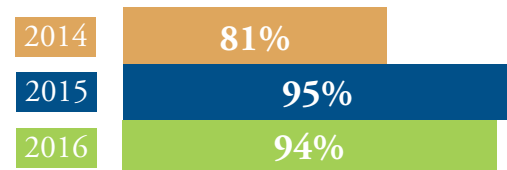
Over the last year, members have seen improvements in WPN's membership value...



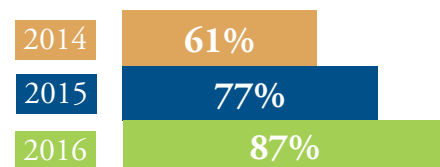
Percent of respondents who think that WPN staff members rate highly in **GENERAL KNOWLEDGE OF THE FIELD** and **AWARENESS AND COMMUNICATION OF TRENDS IN PHILANTHROPY**.



Percent of respondents who think that WPN staff members rate highly in **PROFESSIONALISM** and **RESPONSIVENESS**.



Percent of respondents who think that **PROGRAMS AND MEMBER NETWORKING** are the most valuable WPN services.



2014	2015	2016
<b>81%</b>	<b>86%</b>	<b>93%</b>
<p>remain members so they can be part of the <b>ONLY PHILANTHROPIC MEMBERSHIP ASSOCIATION IN WISCONSIN</b>.</p>		
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<b>94%</b>	<b>93%</b>	<b>95%</b>
<p>remain members so they can <b>NETWORK AND LEARN FROM OTHERS</b> in the field.</p>		
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<b>76%</b>	<b>84%</b>	<b>95%</b>
<p>remain members so they can <b>ACCESS UP-TO-DATE INFORMATION AND KNOWLEDGE</b> in the field.</p>		