

MEMBER SATISFACTION SURVEY

2017 RESULTS

Thanks for your feedback!

We are proud to share the results of the 2017 WPN Member Satisfaction Survey. The anonymous survey was sent to all contacts of WPN member organizations. Results reflect responses representing Presidents/ Executive Directors, Program and Administrative staff, and trustees/board members.

What our members are saying...

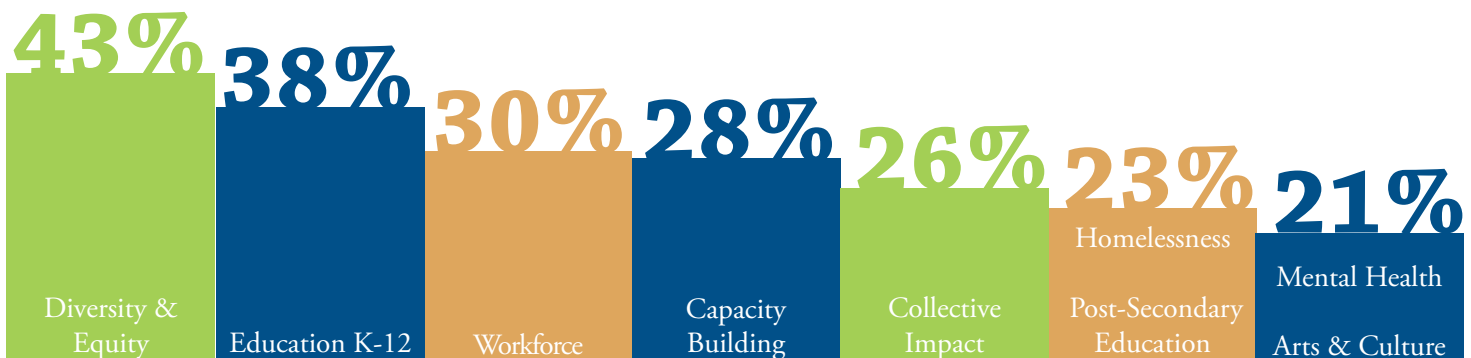
“ Our WPN membership is necessary and vital because it helps us improve our giving program and enhances my personal job performance. I can’t imagine what I would do without it! ”

“ We ended our COF membership because WPN fills that niche – and has the added value of statewide knowledge. ”

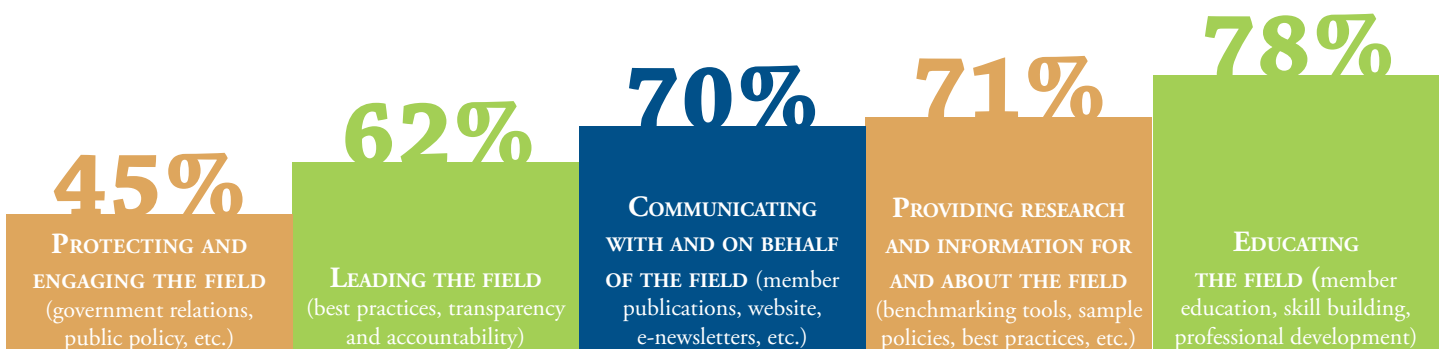
Respondents’ priorities: areas WPN should provide leadership, resources, and services:

1. Educating the field: member education, skills building, professional development.
2. Leading the field: best practices, transparency and accountability.
3. Providing research and information for and about the field: benchmarking tools, sample policies, best practices, etc.

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



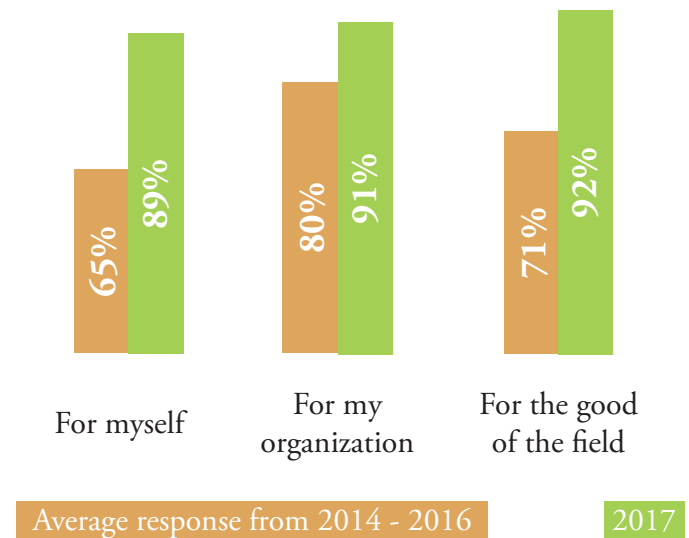
Percent of Members that state WPN is effective in a particular area...



CHECK OUT OUR RESULTS: OUR MEMBERS SAY WE WORK HARD FOR THEM!



Members state that WPN is worth the investment primarily:



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.

72%
Up from three-year average of 71%

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

92%
Up from three-year average of 90%

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



RESEARCH SPOTLIGHT

84% of respondents think research services are useful.

92% of respondents remain members to receive access to up-to-date information and knowledge in the field.

FEEDBACK

You've gone above and beyond. This is really, really helpful. Thank you so much!!

Wow, this is fantastic!! Thank you so much, Cathy!! I really appreciate your help, and so quickly! Thanks a million."