



American Legion Auxiliary Unit 1 in DC

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Member Satisfaction and Feedback Survey 2014

Purpose – Determine member satisfaction with and expectations of ALA Unit 1 in DC.

Method – Poll of members using Survey Monkey technology. A slightly different survey was sent to local members and out of town members. The survey was conducted in September 2014, and sent to all current members of ALA Unit 1 in DC. All questions were optional.

Responses Received – 4 respondents of 19 eligible respondents. Response rate: 21 percent.

Findings –

- Members were asked to identify the type(s) of service project(s) they would like to see us participate in:

	<i>Local</i>	<i>Out of Town</i>	<i>Overall</i>
<i>Veteran Focused</i>	100% (2 votes)	100% (2 votes)	100% (4 votes)
<i>Servicemember Focused</i>	100% (2 votes)	100% (2 votes)	100% (4 votes)
<i>Homelessness Focused</i>	50% (1 vote)	50% (1 vote)	50% (2 votes)
<i>Veteran Family Focused</i>	50% (1 vote)	100% (2 votes)	75% (3 votes)
<i>Military Family Focused</i>	50% (1 vote)	100% (2 votes)	75% (3 votes)
<i>Caregiver Focused</i>	50% (1 vote)	50% (1 vote)	50% (2 votes)

- Local members were asked how likely they were to attend Unit 1 service projects:

- 1: Very Unlikely to Attend/Prefer to be a Card Carrying Member (0 votes)
 - 2: Unlikely to Attend (0 votes)
 - 3: Only if it Works with My Schedule or is a Project I’m Interested In (1 vote)
 - 4: Likely to Attend (0 votes)
 - 5: Very Likely to Attend (1 vote)
- Rating Average: 4*

- Local members were asked what day(s) and time(s) they were most likely to attend a service project:

<i>Date and Time</i>	<i>Responses</i>
<i>Weekday Morning (6am - 10am)</i>	0% (0 votes)
<i>Weekday Midday (10am - 1pm)</i>	0% (0 votes)
<i>Weekday Afternoon (1pm - 5pm)</i>	0% (0 votes)

Date and Time	Responses
<i>Weekday Evening (anytime after 5pm)</i>	100% (2 votes)
<i>Weekend Morning (6am - 10am)</i>	50% (1 vote)
<i>Weekend Midday (10am - 1pm)</i>	100% (2 votes)
<i>Weekend Afternoon (1pm - 5pm)</i>	50% (1 vote)
<i>Weekend Evening (anytime after 5pm)</i>	50% (1 vote)

4. Local members were asked how likely they were to attend Unit 1 meetings:

1: Very Unlikely to Attend/Prefer to be a Card Carrying Member (0 votes)

2: Unlikely to Attend (0 votes)

3: Only if it Works with My Schedule (1 vote)

4: Likely to Attend (0 votes)

5: Very Likely to Attend (1 vote)

Rating Average: 4

5. If they hadn't been coming to meetings on a regular basis, local members were asked to share why they hadn't been attending:

Schedule conflicts.

6. All members were asked if they would agree with the following statements:

	Local		Out of Town		Overall	
	Yes	No	Yes	No	Yes	No
<i>Receive the information needed about projects and decisions.</i>	100%	0%	100%	0%	100%	0%
	(2 votes)	(0 votes)	(2 votes)	(0 votes)	(4 votes)	(0 votes)
<i>Would like more communication from ALA Unit 1 in DC.</i>	0%	100%	0%	100%	0%	100%
	(0 votes)	(2 votes)	(0 votes)	(1 vote)	(0 votes)	(3 votes)
<i>Get too much communication from ALA Unit 1 in DC.</i>	0%	100%	0%	100%	0%	100%
	(0 votes)	(2 votes)	(0 votes)	(2 votes)	(0 votes)	(4 votes)
<i>Our newsletter is helpful.</i>	100%	0%	100%	0%	100%	0%
	(2 votes)	(0 votes)	(2 votes)	(0 votes)	(4 votes)	(0 votes)
<i>Think we should offer more social/networking events.</i>	50%	50%	0%	100%	33%	67%
	(1 vote)	(1 vote)	(0 votes)	(1 vote)	(1 vote)	(2 votes)
<i>Think we should offer more service projects.</i>	50%	50%	0%	100%	33%	67%
	(1 vote)	(1 vote)	(0 votes)	(1 vote)	(1 vote)	(2 votes)
<i>Recommend one of our service projects to a friend.</i>	100%	0%	100%	0%	100%	0%
	(2 votes)	(0 votes)	(2 votes)	(0 votes)	(4 votes)	(0 votes)
<i>Intend to continue membership in the ALA.</i>	100%	0%	100%	0%	100%	0%
	(2 votes)	(0 votes)	(2 votes)	(0 votes)	(4 votes)	(0 votes)
<i>Recommend a friend join the ALA.</i>	100%	0%	100%	0%	100%	0%
	(2 votes)	(0 votes)	(2 votes)	(0 votes)	(4 votes)	(0 votes)
<i>Recommend a veteran, servicemember or member of their family contact the ALA for assistance.</i>	100%	0%	100%	0%	100%	0%
	(2 votes)	(0 votes)	(2 votes)	(0 votes)	(4 votes)	(0 votes)

7. Members were asked to leave information useful to our future growth:

It would be nice to see more Unit 1 driven events instead of always attending other organization's events. (from a local member)

8. Out of town members were asked to share why they choose to join ALA Unit 1 in DC:

Because the rest of my family was joining ALA Unit 1 in DC.
I knew that Unit 1 was going to do the things that the American Legion Auxiliary was created to do.

9. Out of town members were asked to share how we could improve incorporating them into our service projects in DC or in their community:

No answers were given.

10. Out of town members were asked if the section of our newsletter that is designed to highlight ways that anyone, regardless of their location, could get involved was helpful to them.

Yes (1 vote)

No (0 votes)

11. Members were asked to rate their overall satisfaction as a member of ALA Unit 1 in DC:

1: Very Dissatisfied (0 votes)

2: Somewhat Dissatisfied (0 votes)

3: Neutral (0 votes)

4: Somewhat Satisfied (1 vote)

5: Very Satisfied (3 vote)

Rating Average: 4.75