

Sharing Our Success (SOS) Submission Form

Chapter Name:	Mid New Jersey
Chapter Membership Size:	Medium (101-299)
Chapter Contact Person:	Sandy Becker
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Chapter Board Position:	Volunteer
Chapter Website URL:	https://midnjatd.org/
Submission Title:	Member survey
What did you do? (a 2-3 sentence summary of your effort):	Developed, implemented member survey to capture (member/non-member) feedback on Chapter role and expectations post COVID.
Who benefitted from this effort (Target Audience) Check all that apply:	Chapter Members Board Members Chapter Volunteers
Why did you do it? What chapter needs were addressed?	<p>Given the transition during and post COVID - it was time to capture the "voice of our customer".</p> <p>We developed a questionnaire to incorporate a variety of feedback.</p> <p>This included a view of Chapter benefits, opportunity and expectations for 2021.</p>
What were the measurable outcomes? (May include data regarding financial gains, membership increases, target audience satisfaction levels, publicity for the chapter or for the profession, etc.)	<p>Key measures included (but are not limited to):</p> <ul style="list-style-type: none">-Participation (more than 50%) of our membership was strong-Participants shared the many challenges and opportunity during 2020-Feedback included perspectives on key leadership, L&D and workplace topics to be considered-They highlighted their role, Chapter value, benefits during a very challenging year along with expectations and potential for 2021-Several participants indicated interest in some volunteerism

What steps did you take to implement this effort? (Remember that other chapter leaders will use this to replicate the effort. Be specific)	<p>Member survey process</p> <ol style="list-style-type: none"> 1) Identify information needs 2) Prepare questionnaire with a balance of open and closed-ended questions 3) Identify purpose, provide incentive to participate 4) Share draft of questionnaire with team members - request feedback 5) Revise and finalize questionnaire 6) Distribute questionnaire 7) Analyze results, develop summary and report findings 8) Identify members that earn (participation incentive) gift cards
Is there anything you would do differently?	<p>The member survey was developed, team members provided timely feedback, implementation was effective and return rate was strong.</p> <p>Next survey will provide opportunity to identify specific volunteer opportunities for participants to consider.</p>
When did you start working on this effort?	May 15, 2021
When did this effort go live?	Jun 15, 2021
Approximately how many hours were spent working on this? Include an estimate of hours spent across all board members and volunteers.	10
What resources did you use? Check all that apply:	<p>Volunteers</p> <p>Board Members</p>
How many volunteers were you able to recruit?	3
Which board positions were involved in the effort?	Juliet C. Hart
Do you have any additional insights to share with other chapters implementing this effort?	Team effort; engage a select numbers of members to share their vision and experience
How did you become familiar with the Sharing Our Success (SOS) program? Select all that apply:	Chapter Leader
Would you be willing to apply to present on this submission at the ATD Chapter Leaders Conference (ALC)? *Request for Proposals (RFPs) open in May of each year at td.org/alc. Selected session facilitators receive complimentary registration.	Yes

email_consent

true
