



## Communication Satisfaction Survey

Directions: You may use or adapt this form to determine how well you are communicating with your community and/or constituents.

This survey is intended to gain feedback on how well we are communicating with you about activities and events at \_\_\_\_\_ (name of program).

Your responses will remain anonymous, so please answer honestly.

Please mail your completed survey to \_\_\_\_\_ (name) by \_\_\_\_\_ (date). If you have questions, please contact \_\_\_\_\_ (name), \_\_\_\_\_ (telephone number).

Thank you for your time!

1. How would you rate the program's efforts to keep you informed and involved? (check one)

- Excellent      I feel informed about all activities and events and I am aware of all the ways I can get involved.
- Good              I feel generally informed about the program and its involvement opportunities.
- Fair                I occasionally receive information about the program and its involvement opportunities, but feel I somewhat "out of the loop" at times.
- Unsatisfactory    The program does very little to keep me informed or involved.

2. How would you rate the program's efforts to request your input about their activities?

(check one)

- Excellent      The program regularly asks for feedback from the whole community. The program also reports to the community how it has used this input or reports why it was unable to do so.
- Good            The program asks for feedback and tries to address the issues raised by those they

survey. However, the program should ask for feedback more often and/or survey other groups.

- Fair      The program asks for feedback, but not often or in a very structured way. Not much seems to change as a result of the feedback it receives.
- Unsatisfactory      The program does not ask for feedback from the community.

3. How would you rate the frequency of the program's communications about its activities and events?  
(check one)

- Just right       Too little       Too much

4. Please provide any comments or suggestions regarding the frequency of the program's communications regarding activities and events.

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5. Which methods of communication would you like the program to use more often when providing information about activities and events? (check two or check "no change is needed")

- Written newsletter       Radio
- Online newsletter       Newspaper
- E-mail       Other (specify):

- Television       No change is needed
- Telephone

6. How would you rate the frequency of the program's requests for feedback? (check one)

- Just right       Too little       Too much

7. Please provide any comments or suggestions regarding the frequency of the program's requests for feedback.

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8. What methods would you like the program to use for requesting feedback?

(check two or check “no change is needed”)

- Written surveys
- Online surveys
- Telephone surveys
- Focus groups held at the center
- Focus groups held at another location
- Other (specify): \_\_\_\_\_
- No change is needed

9. Has the program made an effort to make all visitors feel welcome? (check one)

- Yes  No

10. What suggestions do you have for making the program more welcoming?

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11. What comments or suggestions do you have for improving the program’s communications overall?

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Thank you for taking the time to complete this survey! If you have any questions, please contact

[Name] \_\_\_\_\_ at

[Telephone Number] \_\_\_\_\_.