

Voice of the Customer Professional Development Meeting Survey Data

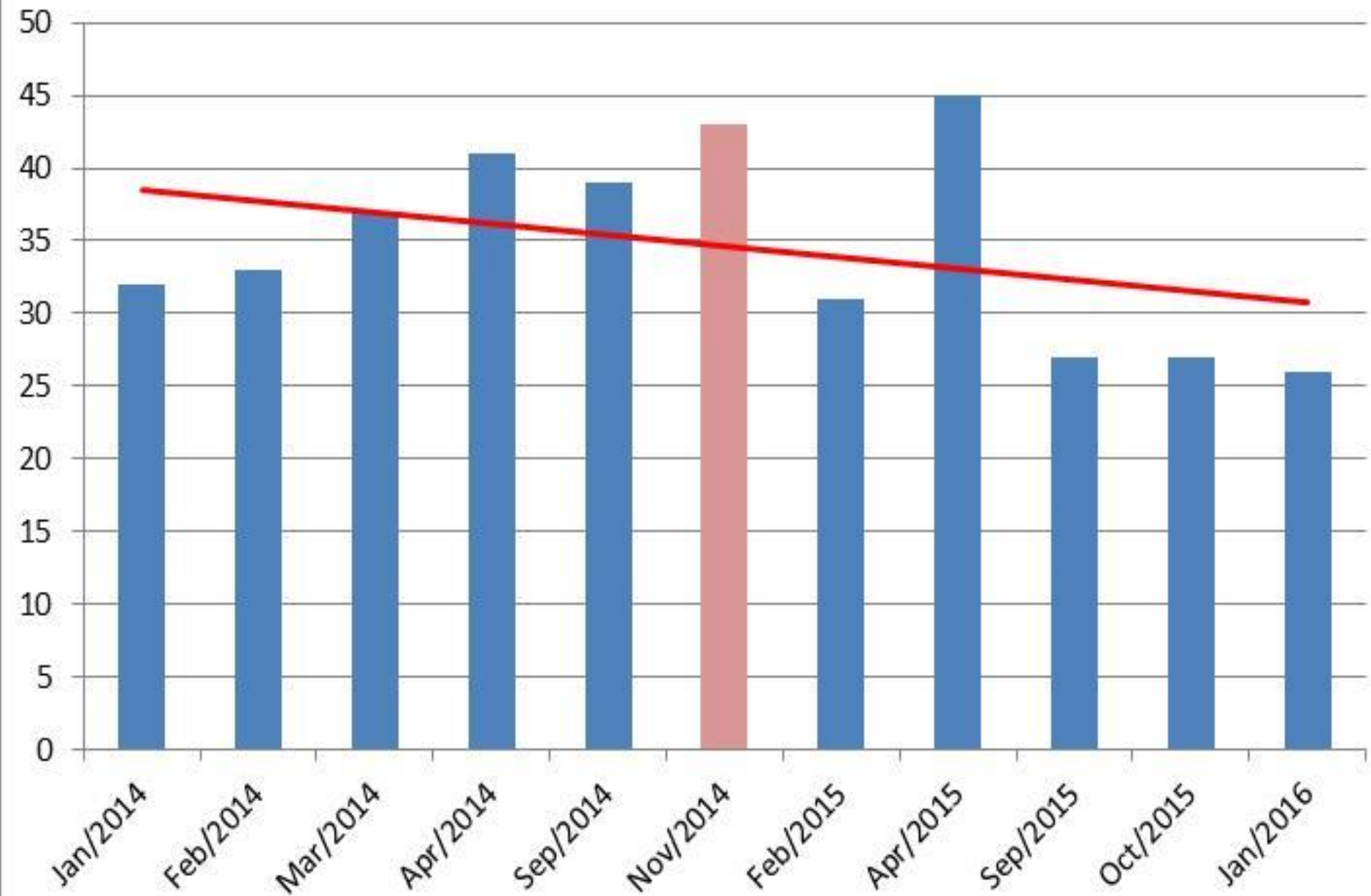
By Scott Berman

Voice of the Customer Chair

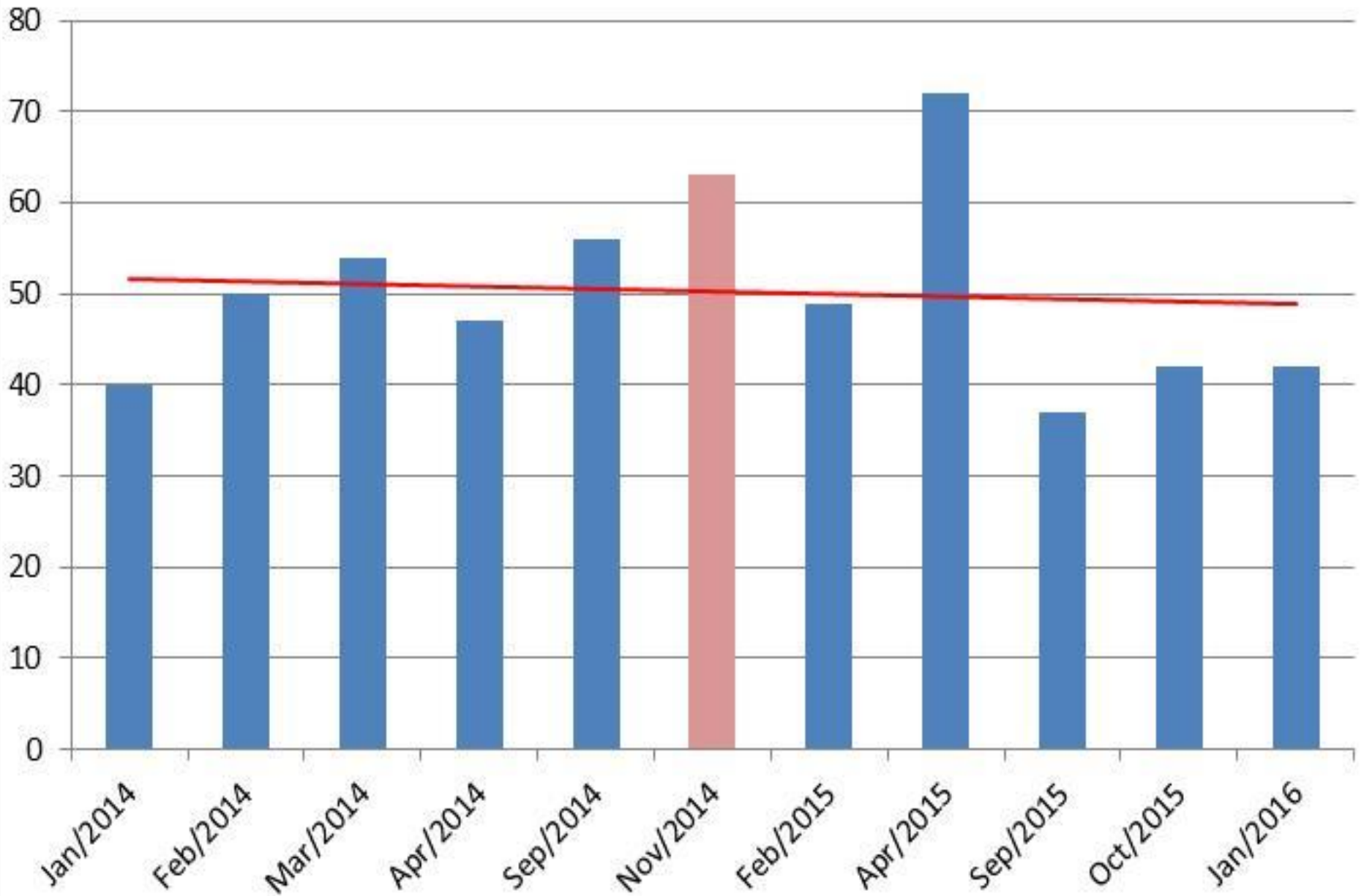
Method Used to Convert Data to a Comparable Number

- Strongly Agree = Number of responses times 2
 - Agree = Number of responses times 1
 - Neutral = Number of responses times 0
 - Disagree = Number of Responses times -1
 - Strongly Disagree = Number of responses times -2
- ❖ Sum of above = converted monthly number reported for comparison

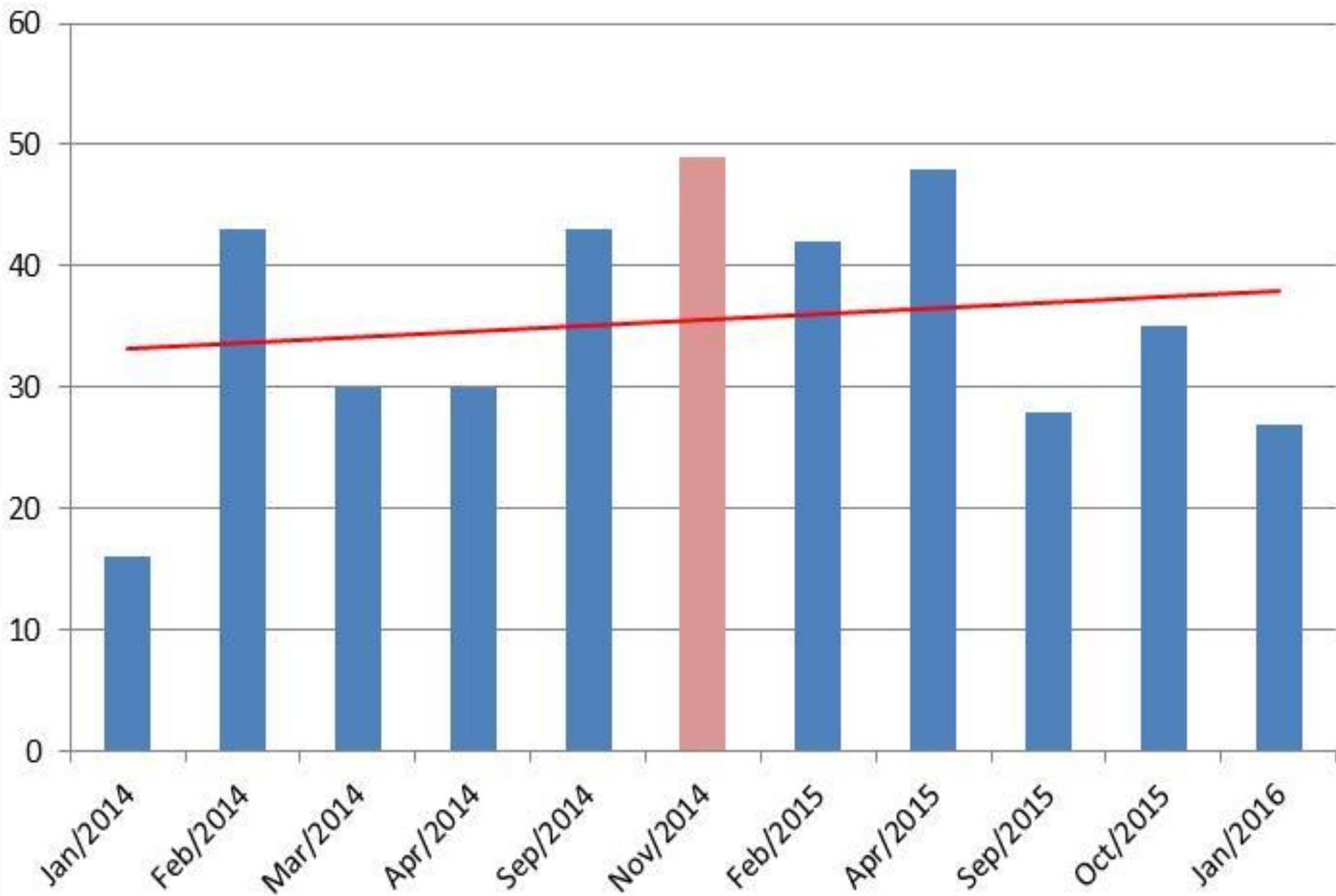
Number of Surveys by Month of Survey



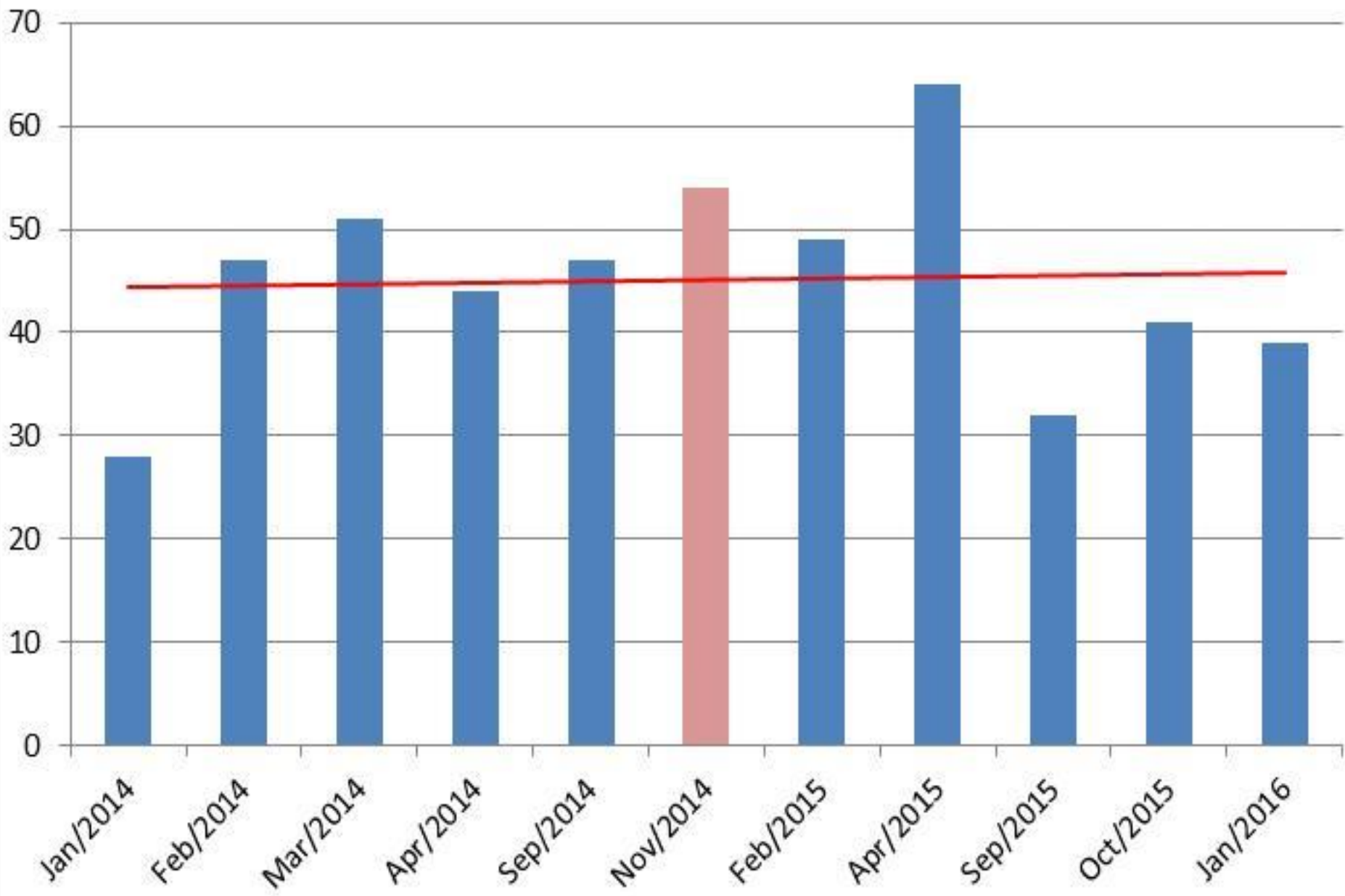
Overall Experience by Month of Survey



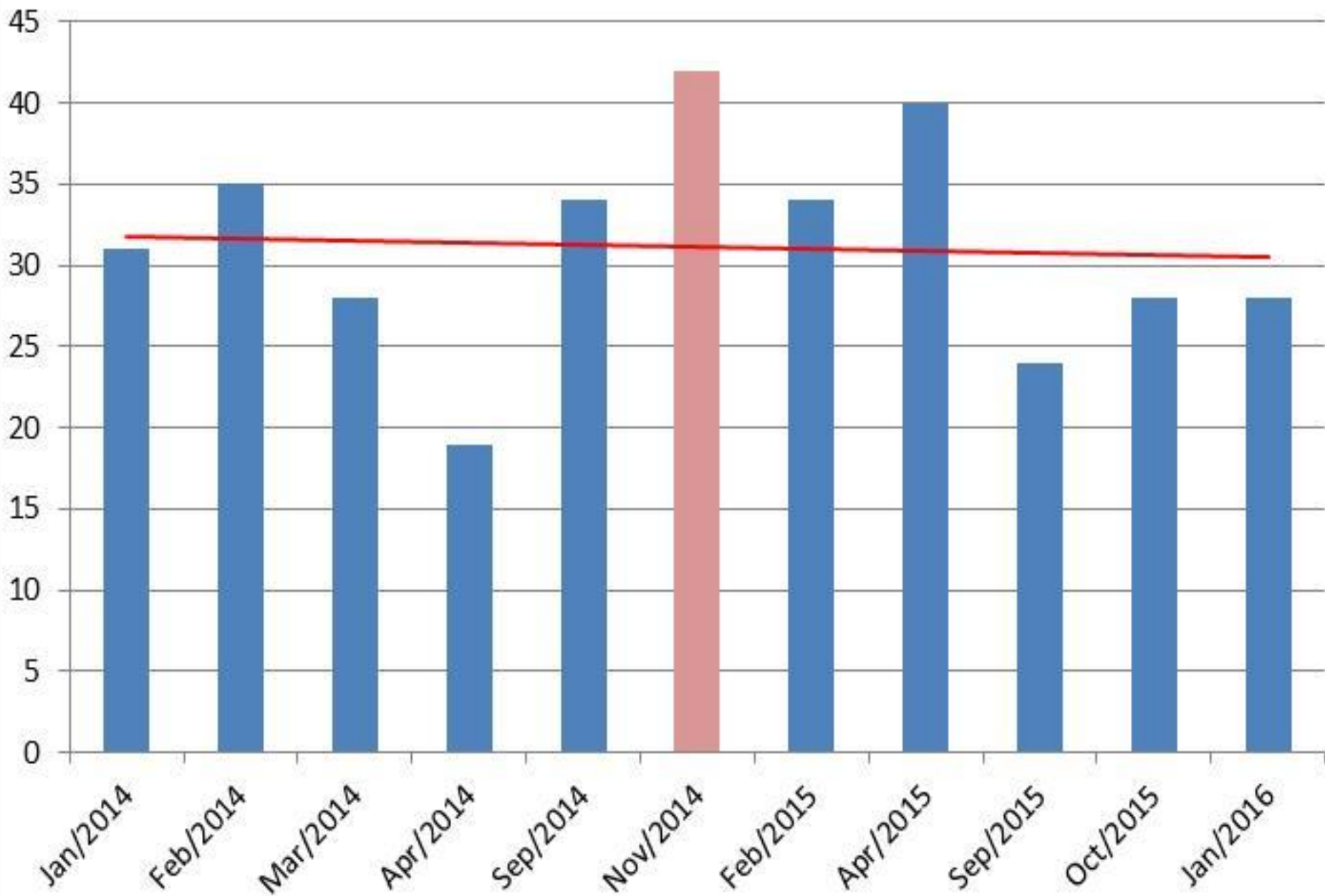
Professional Skills Increased by Month of Survey



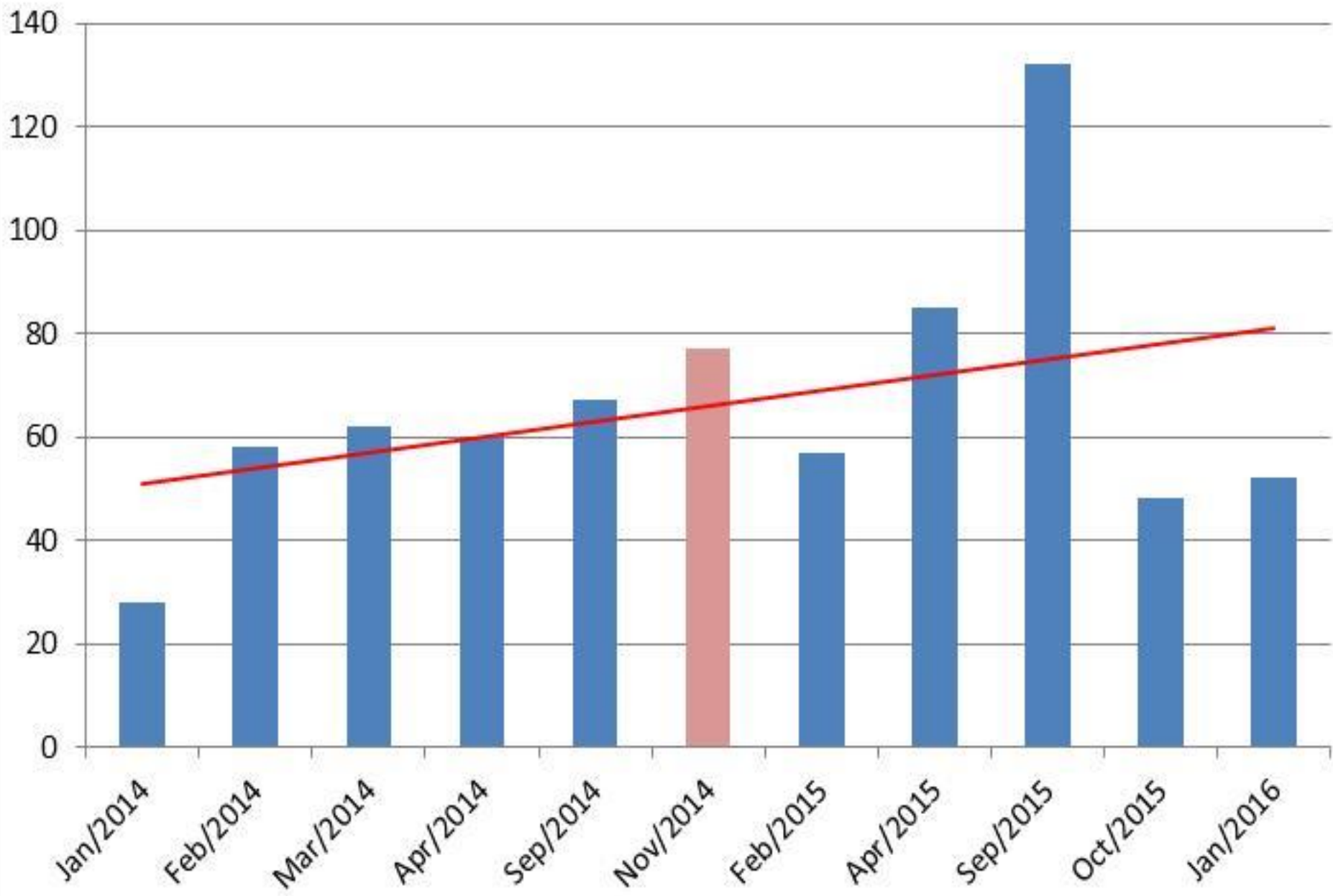
Subject Valuable to Me by Month of Survey



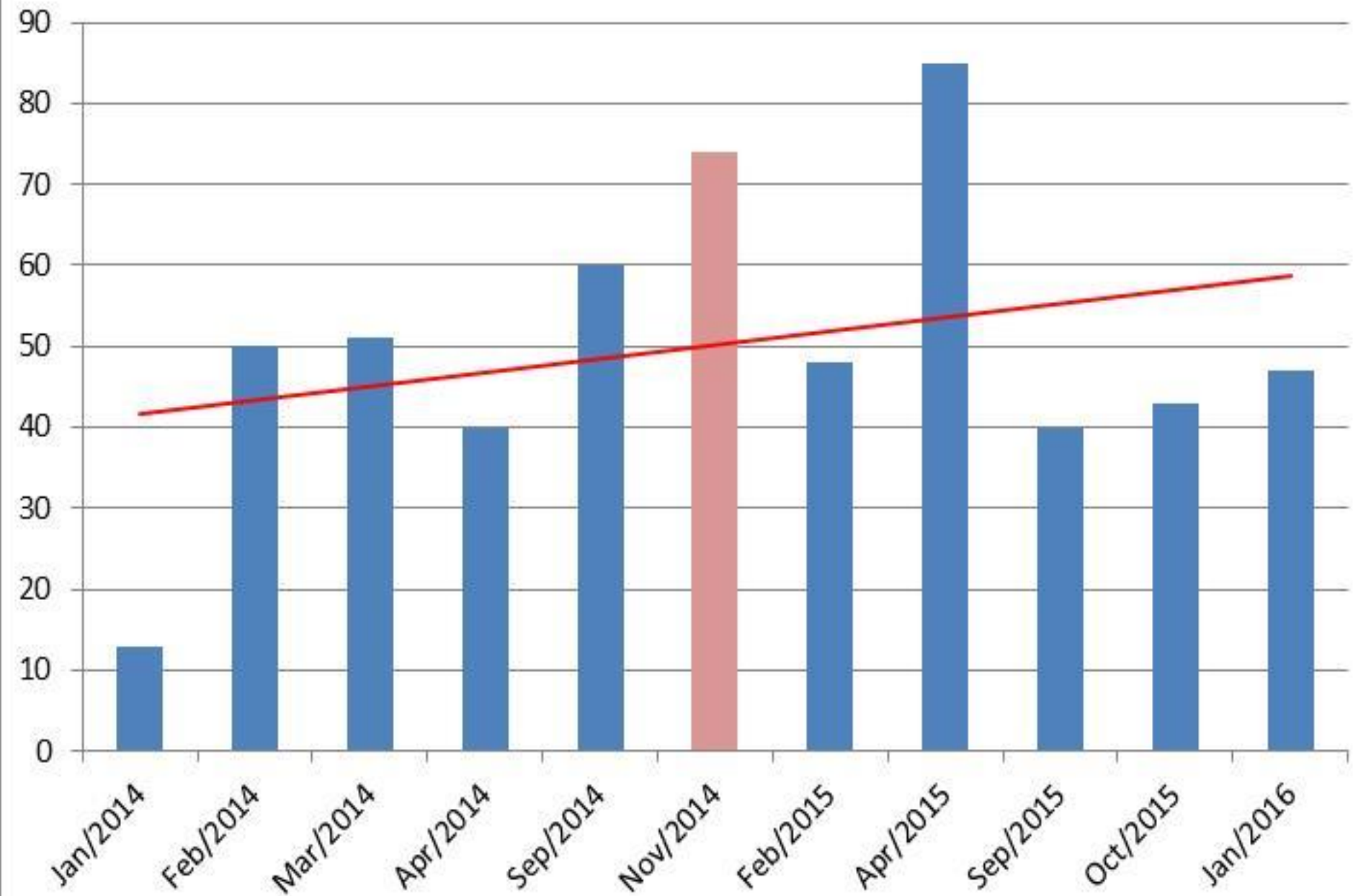
Able to Expand Professional Network by Month of Survey



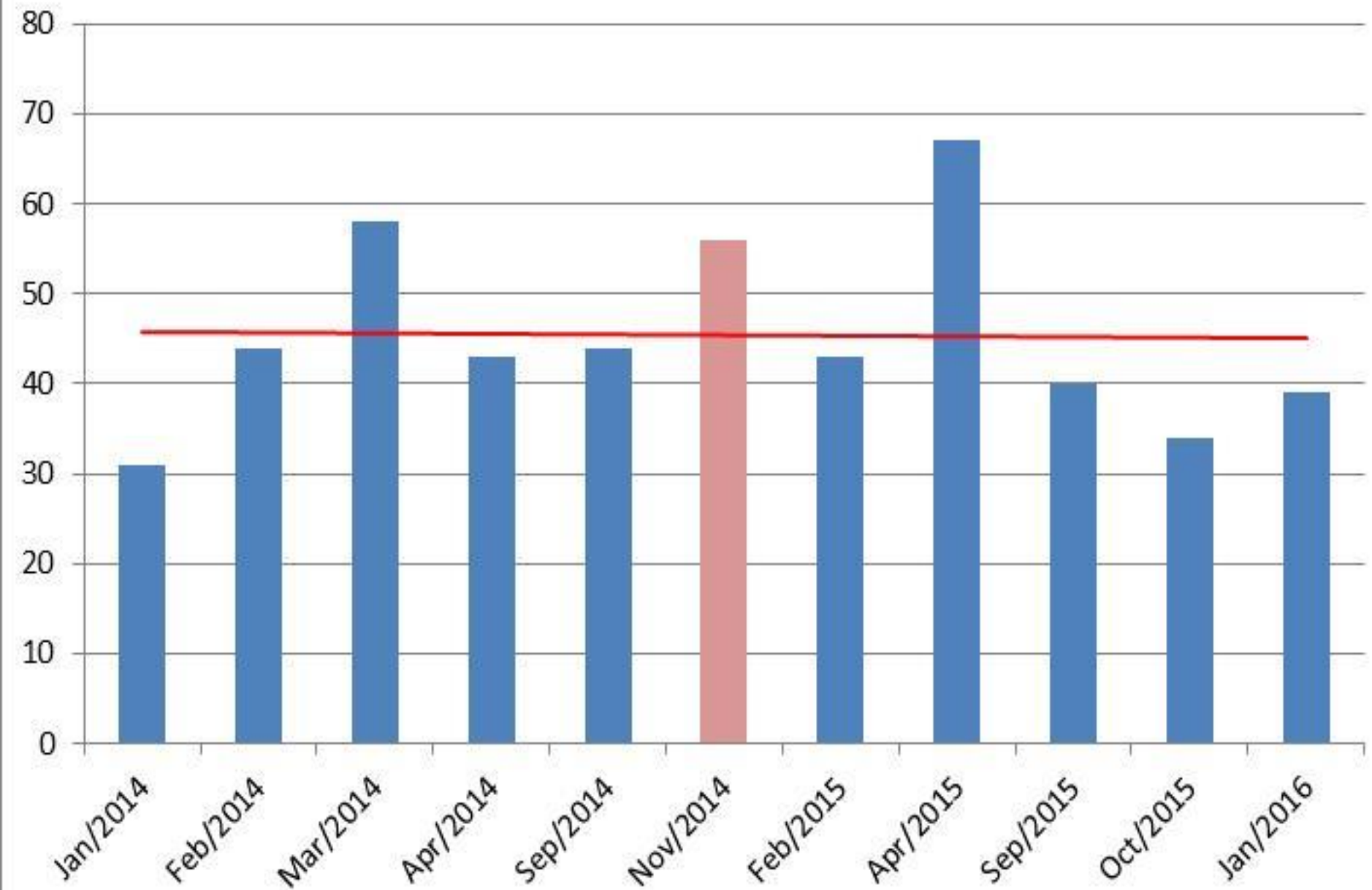
Speaker was Knowledgeable by Month of Survey



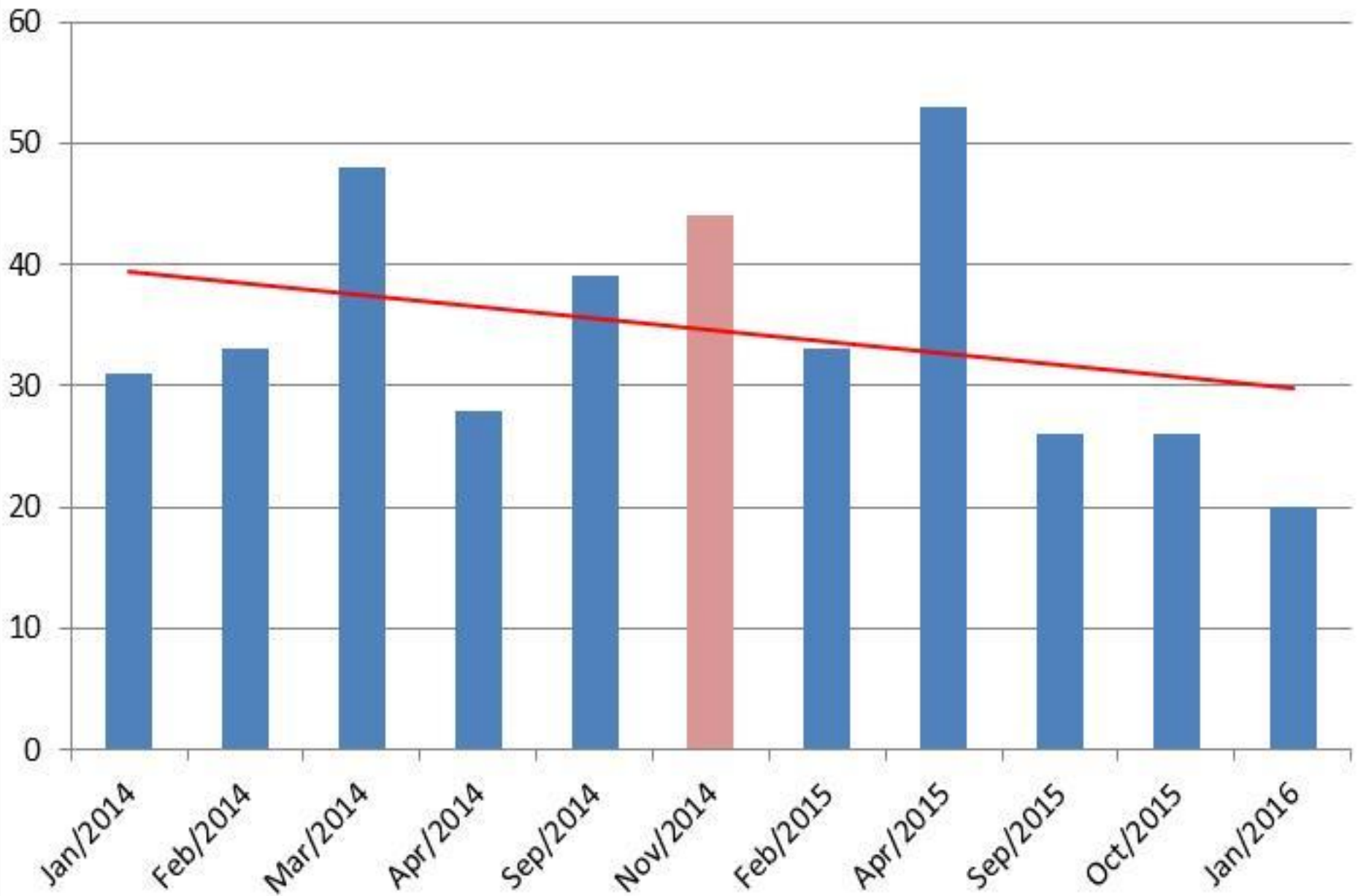
Presentation Materials Clear by Month of Survey



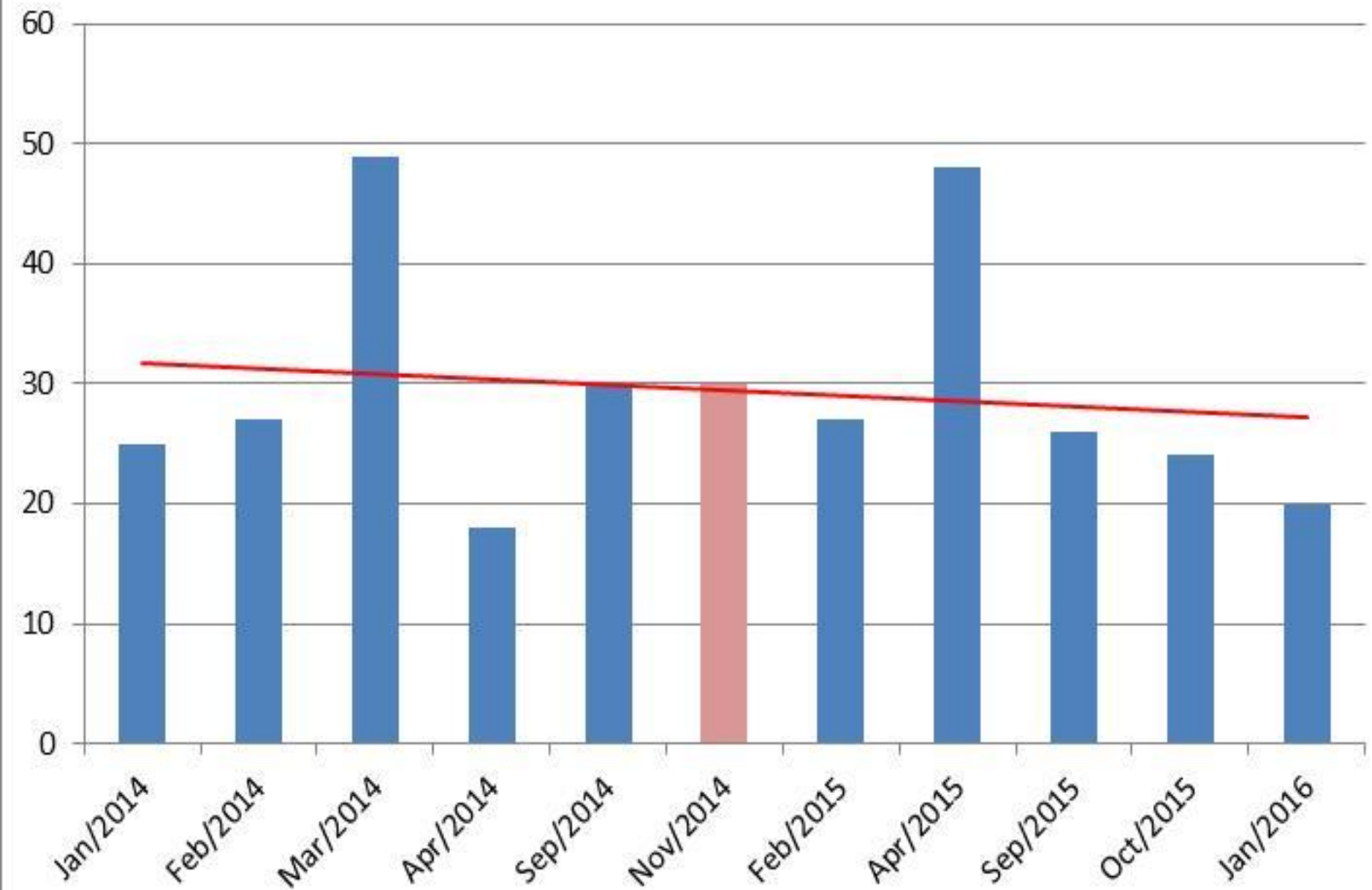
Facility Comfortable by Month of Survey



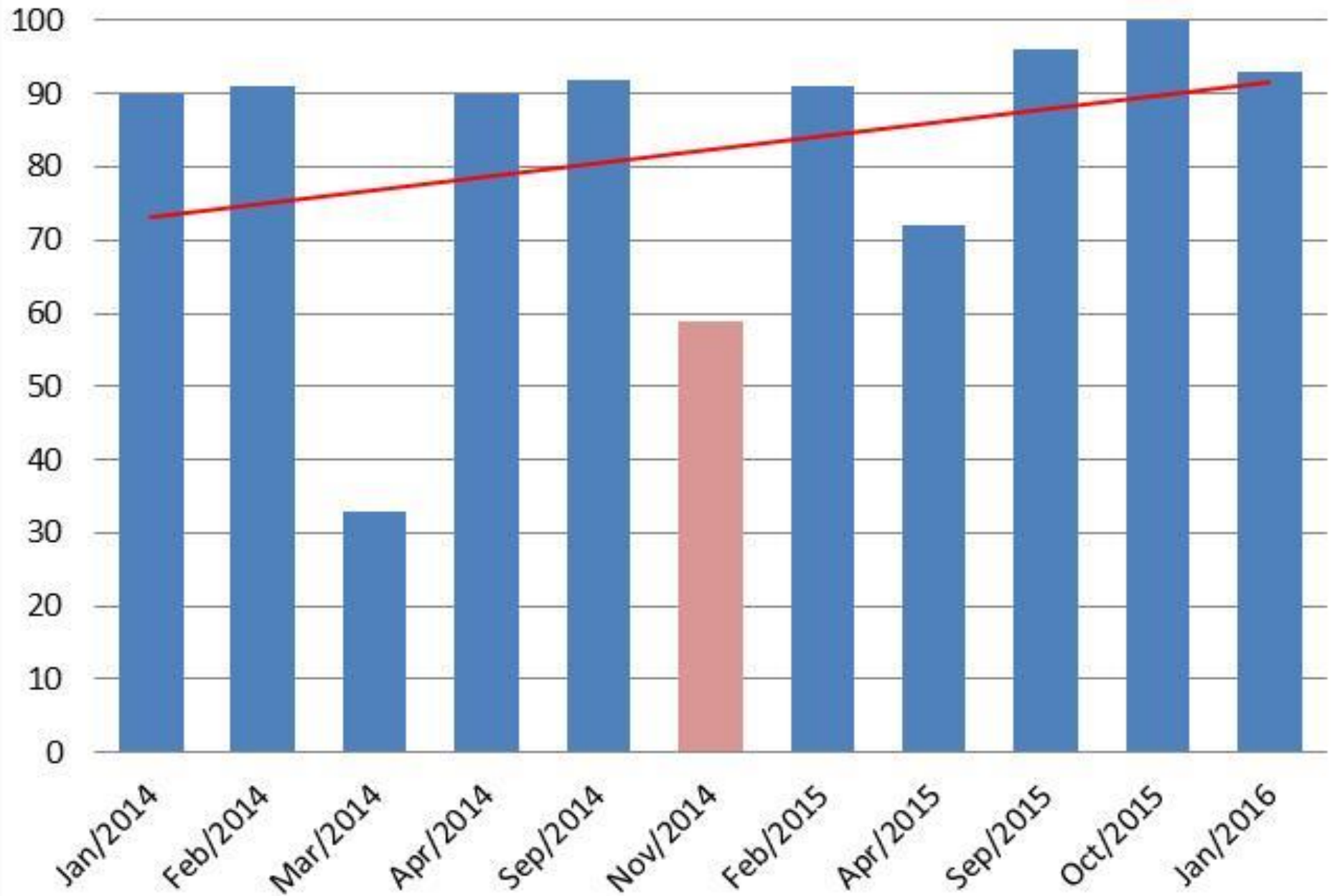
Service Staff Courteous by Month of Survey



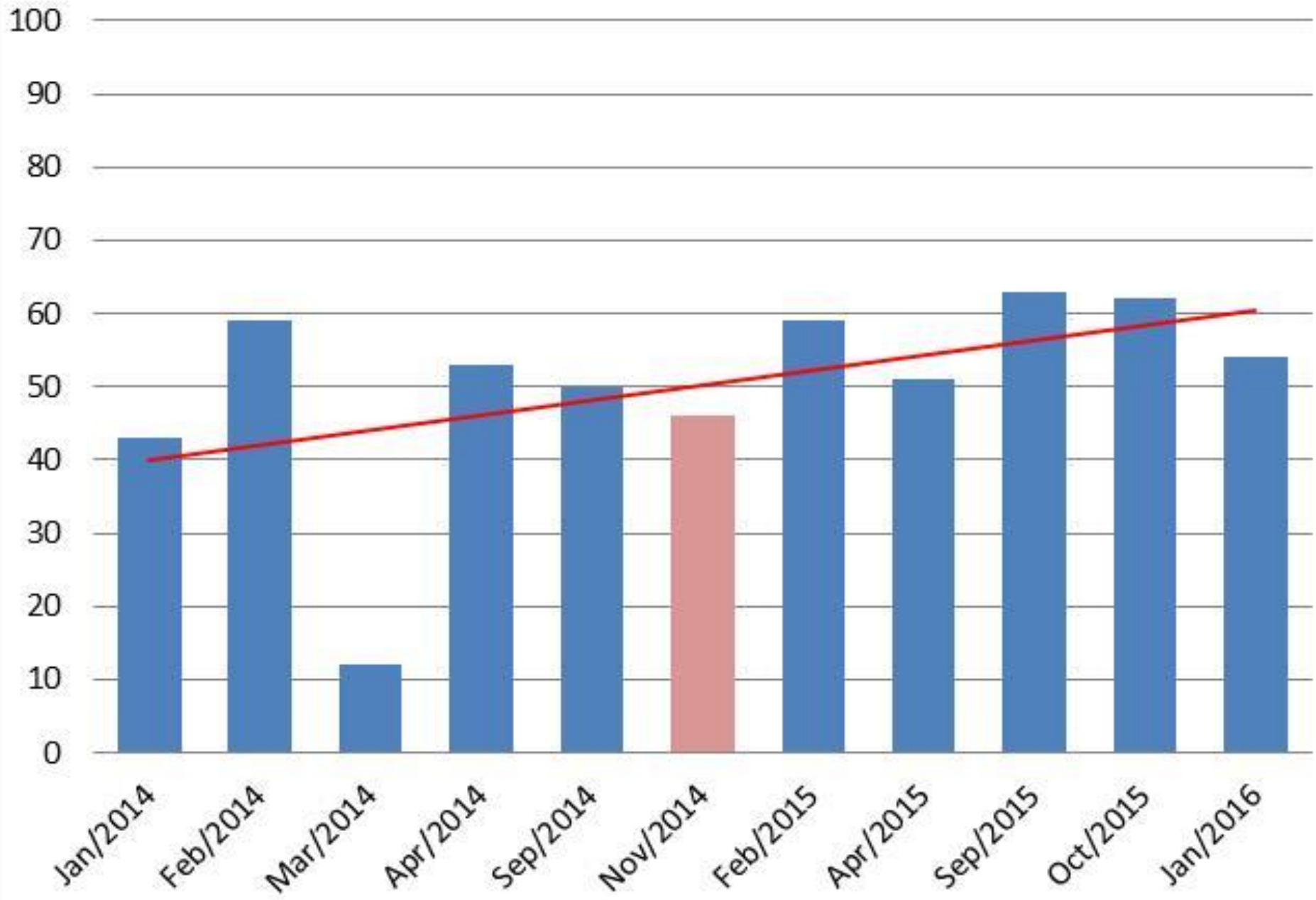
Food Quality by Month of Survey



% of Attendees ASQ Members by Month of Survey



% of Attendees Attending for RU's by Month of Survey



% of Attendees ASQ Members & % Attending for RU's by Month of Survey

