



# Membership Satisfaction Survey

MACE knows that chambers of commerce are constantly looking for ways to gauge what their members think. If you are looking to touch base with your membership to identify your chamber's current strengths and weaknesses, let us know and we will do the work for you. We can help you identify how well your members think you are supporting them and where there's room for improvement. You'll also be able to find out how you compare to your peers. Contact us today to hold your dates!

## How it Works

**YOU** tell us when you want to survey your membership

**YOU** customize our 33 question survey with your chamber's programs and by adding onto it with any of the options below

**WE** design your survey

**WE** provide you with the message and survey instructions for you to send to your members

**WE** collect your data

**WE** close the survey after 8 business days

**WE** analyze the results

**WE** provide you with:

- a report of your members' responses with color charts and graphs
- a report of industry responses with color charts and graphs
- a powerpoint presentation comparing your data to industry averages
- any additional products/options you ordered

## Pricing

**\$370**

Less than 500 members

**\$420**

500-999 members

**\$470**

1,000 or more members

## Survey Add-Ons

### Question Customization

Additional Questions: \$25 each

3 Additional Questions: \$60

10 Additional Questions: \$175

### Report Customization

Crosstab of two survey questions: \$25 each

Your chamber's raw data in spreadsheet form: \$120

*"MACE's Membership Satisfaction Survey is a great tool to use with your Chamber and should be high on your priority list of things to do! The results of the survey provides the membership, Board of Directors and staff with "real time" information about the Chamber and how well your Chamber compares with other Chambers in the region. It not only provides validation for your organization but also creates a sense of pride and accomplishment for your Board, staff and volunteers. Your ROI by your participation in the survey will give you more tools for your toolbox as well as additional marketing opportunities to share with your members and the community."*

*- Ken Warner, President, Willmar (MN) Lakes Area Chamber of Commerce*

## Interested?

Contact Larry Dowell, Executive Director of MACE at [info@midamericachamberexecutives.com](mailto:info@midamericachamberexecutives.com) or 651-221-0852