

Membership Satisfaction Survey - NJ IFMA Chapter



1. What type of member are you?

		Response Percent	Response Count
Professional		66.0%	62
Associate		27.7%	26
Student		2.1%	2
Young Professional		0.0%	0
Lifetime		0.0%	0
Retired		1.1%	1
Not sure		3.2%	3
answered question			94
skipped question			0



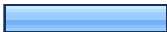


2. How many years have you been in a facilities related field?

		Response Percent	Response Count
less than 1 year		4.3%	4
1 to 5 years		8.5%	8
6 to 10 years		10.6%	10
11 to 15 years		8.5%	8
16 to 20 years		14.9%	14
more than 20 years		53.2%	50
answered question			94
skipped question			0


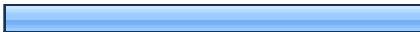

3. What would make you want to become more involved with the NJ Chapter?

		Response Percent	Response Count
If it did not take too much time		39.5%	32
If the project/task had a definite start and end date		21.0%	17
If committee meetings were held in a convenient location		49.4%	40
If I could be involved and attend committee meetings by phone		27.2%	22
If I was more informed about the Chapter's goals and direction		11.1%	9
If I knew how to get more involved		21.0%	17
Comments			20
answered question			81
skipped question			13

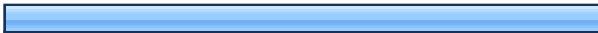




4. Which of the following would be of interest to you as an IFMA member?

		Response Percent	Response Count
Volunteerism		52.0%	39
Educating		41.3%	31
Organizing Special Events		24.0%	18
Mentoring		29.3%	22
Hospitality		14.7%	11
	Other (please specify)		7
answered question			75
skipped question			19

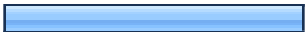



5. How much time in advance do you need to receive meeting and event announcements?

		Response Percent	Response Count
Within the same month		34.1%	31
1 to 2 months in advance		62.6%	57
3 to 4 months in advance		3.3%	3
	Other (please specify)		4
answered question			91
skipped question			3

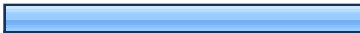



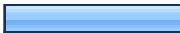

6. I would like communications/reminders regarding IFMA meetings, events and programs distributed via:

		Response Percent	Response Count
Work Email		89.4%	84
Personal Email		17.0%	16
Information posted on the NJ IFMA Chapter website		22.3%	21
Brochure in the mail		9.6%	9
Social Media - Facebook/Twitter/LinkedIn		5.3%	5
	Other (please specify)		1
answered question			94
skipped question			0

7. Which of the following social media do you use?

		Response Percent	Response Count
Facebook		44.6%	37
LinkedIn		91.6%	76
MySpace		1.2%	1
Twitter		4.8%	4
	Other (please specify)		8
answered question			83
skipped question			11







8. Of the following NJ IFMA offerings, which is most beneficial to you? (check all that apply)

		Response Percent	Response Count
Monthly Chapter Meetings		53.8%	50
Guided Tours		51.6%	48
Lunch and Learn Programs		49.5%	46
Website Information		33.3%	31
Social Events (Golf Outing, Baseball Game, etc.)		26.9%	25
FM Only Events		25.8%	24
	Other (please specify)		7
		answered question	93
		skipped question	1

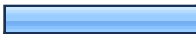






9. Indicate level of agreement with the following statements:

	Strongly Agree				Strongly Disagree	Rating Average	Response Count
I am generally pleased with my membership in the NJ IFMA Chapter	35.1% (33)	54.3% (51)	9.6% (9)	1.1% (1)	0.0% (0)	1.77	94
The NJ IFMA Chapter communicates efficiently with me	39.4% (37)	50.0% (47)	8.5% (8)	1.1% (1)	1.1% (1)	1.74	94
The NJ IFMA Chapter offers ample opportunity for involvement	28.0% (26)	52.7% (49)	18.3% (17)	1.1% (1)	0.0% (0)	1.92	93
The NJ IFMA Chapter meets my educational needs	22.6% (21)	46.2% (43)	28.0% (26)	3.2% (3)	0.0% (0)	2.12	93
The NJ IFMA Chapter meets my networking needs	25.0% (23)	44.6% (41)	23.9% (22)	6.5% (6)	0.0% (0)	2.12	92
I am very likely to recommend the NJ IFMA Chapter to my non-member colleagues	46.2% (43)	39.8% (37)	10.8% (10)	3.2% (3)	0.0% (0)	1.71	93
						Comments:	9
						answered question	94
						skipped question	0




10. Which of the following IFMA classifications are you familiar with?

		Response Percent	Response Count
CFM		87.1%	81
FMP		53.8%	50
SFP		34.4%	32
Young Professional		14.0%	13
Student		14.0%	13
Not sure		10.8%	10
answered question			93
skipped question			1

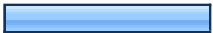





**11. Which factors have influenced your decision to attend NJ IFMA Chapter meetings?
(check all that apply)**

		Response Percent	Response Count
Cost		28.6%	26
Location		80.2%	73
Timeliness in receiving communication about meeting/event		26.4%	24
Topic/Type of meeting		68.1%	62
Speaker		29.7%	27
Day of week		28.6%	26
Time of day		53.8%	49
	Other (please specify)		8
answered question			91
skipped question			3





12. Where would you prefer to travel to for a chapter meeting? (check all that apply)

		Response Percent	Response Count
Northern New Jersey		55.3%	52
Central New Jersey		67.0%	63
Southern New Jersey		12.8%	12
answered question			94
skipped question			0




13. What meeting day works best for you? (check all that apply)

		Response Percent	Response Count
Monday		30.8%	28
Tuesday		60.4%	55
Wednesday		69.2%	63
Thursday		61.5%	56
Friday		16.5%	15
Saturday		4.4%	4
answered question			91
skipped question			3



14. What meeting time works best for you? (check all that apply)

		Response Percent	Response Count
Morning		35.9%	33
Lunch/Noon		31.5%	29
Late Afternoon		57.6%	53
Dinner/Evening		42.4%	39
answered question			92
skipped question			2










15. What price point/venue would you consider acceptable to attend a monthly meeting?

		Response Percent	Response Count
\$25 light meal held at member location		70.1%	61
\$75 full dinner held at nearby hotel or conference center		10.3%	9
Free, no catering; smaller group		19.5%	17
	Other (please specify)		8
answered question			87
skipped question			7

16. Would you like to see more events that include spouse, family or significant other?

		Response Percent	Response Count
Yes		20.0%	18
No		80.0%	72
	If yes, what type?		8
answered question			90
skipped question			4



17. What other organizations are you a member of? (check all that apply)

		Response Percent	Response Count
AFE		14.3%	7
AIA		16.3%	8
BOMA		36.7%	18
Construction Roundtable		12.2%	6
CoreNet		10.2%	5
ICREW		8.2%	4
IIDA		10.2%	5
ISPE		16.3%	8
USGBC		38.8%	19
	Other (please specify)		12
answered question			49
skipped question			45

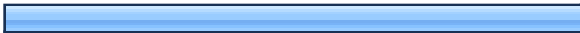



18. Please indicate your satisfaction level with these chapter benefits:

	Very Satisfied			Very Dissatisfied	Rating Average	Response Count
Chapter Website - www.njifma.com	39.3% (35)	53.9% (48)	6.7% (6)	0.0% (0)	1.67	89
Networking and/or Social Activities	22.7% (20)	62.5% (55)	14.8% (13)	0.0% (0)	1.92	88
Chapter Communications	38.2% (34)	53.9% (48)	7.9% (7)	0.0% (0)	1.70	89
Leadership Development Opportunities	22.9% (19)	55.4% (46)	21.7% (18)	0.0% (0)	1.99	83
Overall Chapter Benefits and Services	23.9% (21)	64.8% (57)	11.4% (10)	0.0% (0)	1.88	88
answered question						89
skipped question						5





19. If the chapter offered a newsletter, would you be interested in reading it?

		Response Percent	Response Count
Yes		96.6%	85
No		3.4%	3
answered question			88
skipped question			6

20. What format would you be most interested in receiving a newsletter?

		Response Percent	Response Count
E-mail		86.5%	77
Regular Mail		12.4%	11
Access at Chapter Website		15.7%	14
Not Interested		1.1%	1
	Other (please specify)		4
answered question			89
skipped question			5








21. If you are interested in receiving a newsletter, how often?

		Response Percent	Response Count
Monthly		27.0%	24
Quarterly		65.2%	58
Bi-yearly		6.7%	6
Yearly		1.1%	1
answered question			89
skipped question			5

22. The monthly meetings and communication regarding the monthly meetings are:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Rating Average	Response Count
Communicated in a clear, succinct and easily understood manner	36.7% (33)	55.6% (50)	3.3% (3)	0.0% (0)	4.4% (4)	1.80	90
Communicated with the right frequency (not too often, not too seldom)	29.2% (26)	59.6% (53)	6.7% (6)	0.0% (0)	4.5% (4)	1.91	89
Advertised/communicated in a way that captures my interest	18.9% (17)	66.7% (60)	8.9% (8)	0.0% (0)	5.6% (5)	2.07	90
Excellent opportunities to network; provide networking benefits	18.2% (16)	63.6% (56)	6.8% (6)	1.1% (1)	10.2% (9)	2.22	88
Communicated via various medias to distribute information to desired audiences - (website, LinkedIn, emails)	15.1% (13)	53.5% (46)	10.5% (9)	1.2% (1)	19.8% (17)	2.57	86
Communicated in a timely fashion	27.8% (22)	55.7% (44)	7.6% (6)	3.8% (3)	5.1% (4)	2.03	79
					Other (please specify)		7
answered question							90
skipped question							4




23. What pages do you visit on the NJ IFMA's website? (check all that apply)

		Response Percent	Response Count
Homepage for upcoming events		76.4%	68
Calendar		50.6%	45
Government Affairs		10.1%	9
Shop our Members		15.7%	14
Job Postings		32.6%	29
Photo Gallery		15.7%	14
Don't access website		13.5%	12
	Other (please specify)		5
		answered question	89
		skipped question	5






24. What information would you like to see on our webpage?

	Response Count
	22
answered question	22
skipped question	72

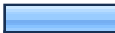


25. How often do you visit the NJ Chapter Website?

		Response Percent	Response Count
Almost everyday		0.0%	0
Once a week		15.4%	14
Once a month		64.8%	59
Not at all		19.8%	18
answered question			91
skipped question			3




26. How likely are you to recommend our website to others?

		Response Percent	Response Count
Extremely likely		4.4%	4
Very likely		31.9%	29
Moderately likely		39.6%	36
Slightly likely		14.3%	13
Not at all likely		9.9%	9
answered question			91
skipped question			3




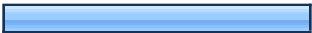


27. If a blog was offered on the website, would you use it?

		Response Percent	Response Count
Yes		16.7%	15
No		26.7%	24
Not Sure		56.7%	51
answered question			90
skipped question			4

28. How often do you use the membership directory on www.ifma.org?

		Response Percent	Response Count
Almost everyday		0.0%	0
Once a week		5.6%	5
Once a month		28.1%	25
Not at all		66.3%	59
answered question			89
skipped question			5






29. What is your principal reason for attending chapter meetings, programs and events:

		Response Percent	Response Count
To gain CFM maintenance points		12.1%	11
Advance career		16.5%	15
Stay up to date with current trends and information		53.8%	49
To network with other professionals		56.0%	51
The topic/speaker is of interest to me		46.2%	42
The location is convenient to me		18.7%	17
I don't attend enough chapter meetings to comment		17.6%	16
		answered question	91
		skipped question	3







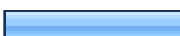

30. The topics for the monthly meetings/events are:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Rating Average	Response Count
Of interest to me/my organization	15.1% (13)	69.8% (60)	3.5% (3)	1.2% (1)	10.5% (9)	2.22	86
Relevant for me/my line of work	20.9% (18)	60.5% (52)	9.3% (8)	0.0% (0)	9.3% (8)	2.16	86
Of value to me/my organization	17.2% (15)	63.2% (55)	6.9% (6)	0.0% (0)	12.6% (11)	2.28	87
Well presented to keep my interest	16.7% (14)	69.0% (58)	1.2% (1)	0.0% (0)	13.1% (11)	2.24	84
The right balance of content and length of presentation time	16.7% (14)	70.2% (59)	2.4% (2)	0.0% (0)	10.7% (9)	2.18	84
Varied month to month to keep my interest	16.7% (14)	70.2% (59)	2.4% (2)	0.0% (0)	10.7% (9)	2.18	84
					Other (please specify)		8
answered question							87
skipped question							7

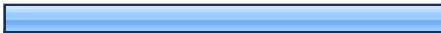





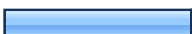




31. Which of the following would you be most interested in participating in:

		Response Percent	Response Count
Study Group		15.0%	12
1/2 day Educational Session		50.0%	40
Full day Educational Session		22.5%	18
Multi-day Educational Session		12.5%	10
Webinar		61.3%	49
	Other (please specify)		2
answered question			80
skipped question			14




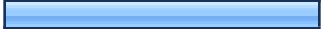





32. Please indicate your preferred educational format: (check all that apply)

		Response Percent	Response Count
Monthly Meetings with relevant topics		62.6%	57
Lunch & Learns		51.6%	47
Tours		61.5%	56
Seminars offering speakers and networking time		47.3%	43
FM Only Meetings		20.9%	19
One-on one networking mentorship		11.0%	10
Roundtable (best practice sharing) discussions on a specific FM topic		26.4%	24
CFM/FMP/SFP study group		17.6%	16
	Other (please specify)		2
		answered question	91
		skipped question	3






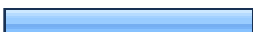




33. FM's need to maintain knowledge in these areas. What core competencies do you find most interesting? (check all that apply)

		Response Percent	Response Count
Operations and Maintenance		65.6%	59
Leadership and Strategy		57.8%	52
Project Management		68.9%	62
Finance		34.4%	31
Human Factors		38.9%	35
Communication		33.3%	30
Quality		27.8%	25
Technology		48.9%	44
Real Estate and Property Management		52.2%	47
Emergency Preparedness and Business Continuity		37.8%	34
Environmental Stewardship and Sustainability		50.0%	45
		answered question	90
		skipped question	4

34. As an FM, what challenges have you recently faced that you need help with? (check all that apply)

		Response Percent	Response Count
HVAC		24.3%	17
Space Planning		31.4%	22
Disaster Planning		34.3%	24
Bench Marking		47.1%	33
Government Regulations		24.3%	17
Sustainability Issues		41.4%	29
Legal Counsel		10.0%	7
Budgeting		24.3%	17
Financial Reporting		21.4%	15
	Other (please specify)		8
answered question			70
skipped question			24

35. Are these certifications important to you? (check all that apply)

		Response Percent	Response Count
SFP		25.7%	18
FMP		30.0%	21
CFM		72.9%	51
PE		20.0%	14
AIA		22.9%	16
LEED AP		37.1%	26
LEED GA		18.6%	13
LEED-BDC		10.0%	7
LEED-EBO&M		18.6%	13
LEED CS		4.3%	3
	Other (please specify)		6
answered question			70
skipped question			24

36. When thinking about your involvement with the NJ IFMA Chapter, what could NJ IFMA do to increase your involvement and frequency of participation?

	Response Count
	51
answered question	51
skipped question	43




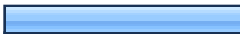
37. Is there something that NJ IFMA Chapter should start doing to increase the value of your membership? Continue doing? or Stop doing?

	Response Count
	38
answered question	38
skipped question	56

38. What changes would most improve the NJ IFMA Chapter?

	Response Count
	29
answered question	29
skipped question	65

39. Thank you for completing the NJ IFMA membership satisfaction survey! We appreciate your time and effort spent on filling it out. To thank you, we'd like to send you a \$25 gift card or make a donation in your name to one of the 3 charities listed:

		Response Percent	Response Count
Children's Specialized Hospital		29.9%	26
IFMA Foundation		6.9%	6
Local Food Pantry		27.6%	24
\$25 Gift Card		35.6%	31
	answered question		87
	skipped question		7