

**Welcome to the YWCA USA 2016 Services Satisfaction Survey, and thank you for providing input.**

**PLEASE NOTE:** Survey completion will go the most smoothly if all the queries are answered in one sitting. For your convenience, a link to a PDF copy of the form to use as a draft is included in the Services Satisfaction Survey cover memo.

After the last question at the bottom of page 2, click DONE to submit the survey.

YWCA USA will acknowledge receipt of completed surveys within three days of submission via an email from Kelli Shewmaker: kshewmaker@ywca.org.

**\* = Response required to advance**

**\* 1. Local Association Information:**

Name of YWCA - enter as YWCA Mountain Area (not as YWCA of Mountain Area or Mountain Area YWCA):

YWCA Website:

State where your YWCA is located - enter as 2-letter abbreviation, e.g. for Kansas, use KS:

**\* 2. Geographic Network:**

- ☐ New England & Northeast Network
- ☐ Mid-Atlantic & Southeast Network
- ☐ Great Lakes Network
- ☐ Heartland & Southwest Delta Network
- ☐ Northwest & Pacific Network

**\* 3. Contact Information:**

Your Name:

Your Email:

Your Position:

\* 4. Years in this position:

- ☐ Less than One
- ☐ One-Three
- ☐ Four-Six
- ☐ Seven-Ten
- ☐ More than Ten

\* 5. Years with YWCA:

- ☐ Less than One
- ☐ One-Three
- ☐ Four-Six
- ☐ Seven-Ten
- ☐ More than Ten

\* 6. Size of your YWCA's budget (based on expenses):

- ☐ Up to \$1,000,000
- ☐ \$1,000,000 - \$5,000,000
- ☐ \$5,000,000 - \$10,000,000
- ☐ Greater than \$10,000,000

\* 7. In which of these service areas does your YWCA have specific, ongoing programs? (check all that apply):

- ☐ Racial Justice
- ☐ Civil Rights
- ☐ Women's Empowerment
- ☐ Women's Economic Advancement
- ☐ Women's Health
- ☐ Women's Safety
- ☐ Girls Empowerment, Economic Advancement, Health and/or Safety
- ☐ YWCA Mission-based public policy/advocacy
- ☐ Other, please specify:

Click on 'Next' to go to page 2. After the last question on page 2 and after you have finished, click DONE to submit the survey

**Please rate and comment on YWCA USA's fulfillment of its responsibilities to local associations.**

Rating scale:

4 - Excellent: YWCA USA has met and occasionally exceeds expectations in this area

3 - Satisfactory: YWCA USA is headed in the right direction

2 - Unsatisfactory: YWCA USA is headed in the wrong direction

1 - Need more experience/information to evaluate

**\* 8. YWCA USA is providing support and standards related to mission impact.**

☐ 4 - Excellent

☐ 3 - Satisfactory

☐ 2 - Unsatisfactory

☐ 1 - Need more experience/information to evaluate

9. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities  
sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

**\* 10. YWCA USA is providing national advocacy on issues that are aligned with the YWCA mission.**

☐ 4 - Excellent

☐ 3 - Satisfactory

☐ 2 - Unsatisfactory

☐ 1 - Need more experience/information to evaluate

11. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities  
sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 12. YWCA USA is communicating effectively with local associations.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

13. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities  
sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 14. YWCA USA is increasing the visibility of and leveraging the YWCA brand at a national level, including monitoring the trademark.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

15. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities  
sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 16. YWCA USA is establishing strategic collaborations with other organizations in accordance with overall goals, including program and advocacy priorities.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

17. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 18. YWCA USA is creating opportunities for local associations to network with each other (e.g.: Affinity Groups, Leadership Capacity Building Institute, YWCA USA Annual Meeting).

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

19. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 20. YWCA USA is maintaining linkages to the World YWCA, including participating in and supporting World YWCA initiatives.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

21. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 22. YWCA USA has a competent and responsive staff team.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

23. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 24. YWCA USA is preserving and increasing its assets.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

25. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 26. YWCA USA has begun to develop uniform standards and criteria and a review process for local associations.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

27. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 28. YWCA USA operates in compliance within applicable law, the Certificate of Incorporation and the Bylaws, maintains accounting standards in accordance with generally accepted accounting principles, and maintains solvency.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

29. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:



\* 30. YWCA USA provides local associations with financial, statistical information and status reports regarding YWCA operations.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

31. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

\* 32. Overall, YWCA USA is moving in the right direction to provide value added services and supports to meet the needs of the local association network and enhance the organization's brand.

- ☐ 4 - Excellent
- ☐ 3 - Satisfactory
- ☐ 2 - Unsatisfactory
- ☐ 1 - Need more experience/information to evaluate

33. If YWCA USA is not meeting the needs of your association in this area, please provide detail on what you need and/or how we can improve. Conversely, please feel free to list the services and support you find to be the most helpful.

Support, information, and/or activities sought in this area are:

A concern we have in this area is:

A YWCA USA strength in this area is:

34. Please add any other comments or questions

Please click DONE when you have completed the survey. If you leave the survey prior to clicking DONE, your responses will not be saved or submitted.

Thank You.

