

# 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
<b>answered question</b>			<b>94</b>
<b>skipped question</b>			<b>0</b>



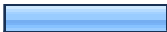


## 2. How many years have you been in a facilities related field?

		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
<b>more than 20 years</b>		<b>53.2%</b>	<b>50</b>
<b>answered question</b>			<b>94</b>
<b>skipped question</b>			<b>0</b>


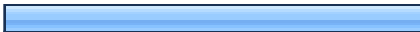

## 3. What would make you want to become more involved with the NJ Chapter?

		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
<b>If committee meetings were held in a convenient location</b>		<b>49.4%</b>	<b>40</b>
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
<b>answered question</b>			<b>81</b>
<b>skipped question</b>			<b>13</b>






#### 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
<b>answered question</b>			<b>75</b>
<b>skipped question</b>			<b>19</b>





#### 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
<b>1 to 2 months in advance</b>		<b>62.6%</b>	<b>57</b>
3 to 4 months in advance		3.3%	3
	Other (please specify)		4
<b>answered question</b>			<b>91</b>
<b>skipped question</b>			<b>3</b>

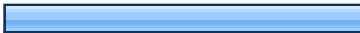



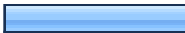

**6. I would like communications/reminders regarding IFMA meetings, events and programs distributed via:**

		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
<b>answered question</b>			<b>94</b>
<b>skipped question</b>			<b>0</b>

**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
<b>answered question</b>			<b>83</b>
<b>skipped question</b>			<b>11</b>







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

		<b>Response Percent</b>	<b>Response Count</b>
<b>Monthly Chapter Meetings</b>		<b>53.8%</b>	<b>50</b>
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
		<b>answered question</b>	<b>93</b>
		<b>skipped question</b>	<b>1</b>

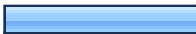






## 9. Indicate level of agreement with the following statements:

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




## 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
<b>answered question</b>			<b>93</b>
<b>skipped question</b>			<b>1</b>

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

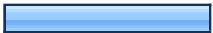





		Response Percent	Response Count
Cost		28.6%	26
<b>Location</b>		<b>80.2%</b>	<b>73</b>
Timeliness in receiving communication about meeting/event		26.4%	24
Topic/Type of meeting		68.1%	62
Speaker		29.7%	27
Day of week		28.6%	26
Time of day		53.8%	49
	Other (please specify)		8
<b>answered question</b>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

**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
<b>Central New Jersey</b>		<b>67.0%</b>	<b>63</b>
Southern New Jersey		12.8%	12
<b>answered question</b>			<b>94</b>
<b>skipped question</b>			<b>0</b>






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

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



### 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
<b>Late Afternoon</b>		<b>57.6%</b>	<b>53</b>
Dinner/Evening		42.4%	39
<b>answered question</b>			<b>92</b>
<b>skipped question</b>			<b>2</b>










### 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
<b>answered question</b>			<b>87</b>
<b>skipped question</b>			<b>7</b>

### 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
<b>answered question</b>			<b>90</b>
<b>skipped question</b>			<b>4</b>



## 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
<b>USGBC</b>		<b>38.8%</b>	<b>19</b>
	Other (please specify)		12
<b>answered question</b>			<b>49</b>
<b>skipped question</b>			<b>45</b>

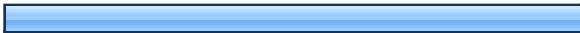



**18. Please indicate your satisfaction level with these chapter benefits:**

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





**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
<b>answered question</b>			<b>88</b>
<b>skipped question</b>			<b>6</b>

## 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
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>5</b>








## 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
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>5</b>

## 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)	<b>55.6% (50)</b>	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)	<b>59.6% (53)</b>	6.7% (6)	0.0% (0)	4.5% (4)	1.91	89
Advertised/communicated in a way that captures my interest	18.9% (17)	<b>66.7% (60)</b>	8.9% (8)	0.0% (0)	5.6% (5)	2.07	90
Excellent opportunities to network; provide networking benefits	18.2% (16)	<b>63.6% (56)</b>	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)	<b>53.5% (46)</b>	10.5% (9)	1.2% (1)	19.8% (17)	2.57	86
Communicated in a timely fashion	27.8% (22)	<b>55.7% (44)</b>	7.6% (6)	3.8% (3)	5.1% (4)	2.03	79
					Other (please specify)		7
<b>answered question</b>							<b>90</b>
<b>skipped question</b>							<b>4</b>




### 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
		<b>answered question</b>	<b>89</b>
		<b>skipped question</b>	<b>5</b>






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

	Response Count
	22
<b>answered question</b>	<b>22</b>
<b>skipped question</b>	<b>72</b>

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

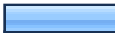


		Response Percent	Response Count
Almost everyday		0.0%	0
Once a week		15.4%	14
<b>Once a month</b>		<b>64.8%</b>	<b>59</b>
Not at all		19.8%	18
<b>answered question</b>			<b>91</b>
<b>skipped question</b>			<b>3</b>

## 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
<b>Moderately likely</b>		<b>39.6%</b>	<b>36</b>
Slightly likely		14.3%	13
Not at all likely		9.9%	9
<b>answered question</b>			<b>91</b>
<b>skipped question</b>			<b>3</b>










**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
<b>Not Sure</b>		<b>56.7%</b>	<b>51</b>
<b>answered question</b>			<b>90</b>
<b>skipped question</b>			<b>4</b>

**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
<b>Not at all</b>		<b>66.3%</b>	<b>59</b>
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>5</b>






## 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
<b>To network with other professionals</b>		<b>56.0%</b>	<b>51</b>
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
		<b>answered question</b>	<b>91</b>
		<b>skipped question</b>	<b>3</b>







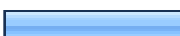

### 30. The topics for the monthly meetings/events are:

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

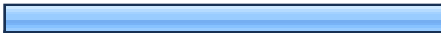





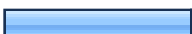




**31. Which of the following would you be most interested in participating in:**

		<b>Response Percent</b>	<b>Response Count</b>
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
<b>Webinar</b>		<b>61.3%</b>	<b>49</b>
	Other (please specify)		2
		<b>answered question</b>	<b>80</b>
		<b>skipped question</b>	<b>14</b>




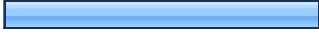





**32. Please indicate your preferred educational format: (check all that apply)**

		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
		<b>answered question</b>	<b>91</b>
		<b>skipped question</b>	<b>3</b>






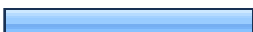




**33. FM's need to maintain knowledge in these areas. What core competencies do you find most interesting? (check all that apply)**

		Response Percent	Response Count
Operations and Maintenance		65.6%	59
Leadership and Strategy		57.8%	52
<b>Project Management</b>		<b>68.9%</b>	<b>62</b>
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
		<b>answered question</b>	<b>90</b>
		<b>skipped question</b>	<b>4</b>

**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
<b>Bench Marking</b>		<b>47.1%</b>	<b>33</b>
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
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>24</b>

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

		Response Percent	Response Count
SFP		25.7%	18
FMP		30.0%	21
<b>CFM</b>		<b>72.9%</b>	<b>51</b>
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
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>24</b>

**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
<b>answered question</b>	<b>51</b>
<b>skipped question</b>	<b>43</b>






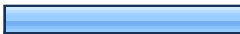
**37. Is there something that NJ IFMA Chapter should start doing to increase the value of your membership? Continue doing? or Stop doing?**

	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
<b>\$25 Gift Card</b>		<b>35.6%</b>	<b>31</b>
	answered question		87
	skipped question		7