Emily,

Thanks for taking the time to summarize all the responses.

Board members,

A couple of comments for future surveys:

1) For NPS to truly work we need to provide at least 10 checkboxes. We had the correct words, but we only gave people three actual choices. The reason is that on a scale of 10 those who chose 10/9 are promoters and those that choose 6 or below are detractors.  See: <https://delighted.com/nps-calculator>

2) For questions like "What did you like the best" we should either limit the response to 1 answer "the best" or have people select their first and second choice (as pull downs). The way we built the survey made it so people could select as many as they want which doesn't give us the cleanest data on what really stood out.

I apologize I didn't send these comments out before the survey was sent and really appreciate that the survey was made and sent out.

Overall I really like polling members so there is an easy way for everyone to provide input, feedback and their individual priorities.

aloha,

carnet