

COASTAL EMPIRE COUNCIL SURVEY – October 2007

Here at the Coastal Empire Council (CEC), serving our past, present, and future members is our highest priority. We would like to take a few minutes of your time to collect some feedback on how you view not only our service in the trading post, but also membership, training, program and activities as well. Please the Box with your answer:

Based on your recent purchase experience, how satisfied are you with the CEC, Trading Post?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

Based on your recent experience, will you continue to shop at the CEC Trading Post?

- Definitely
- Probably
- Might or Might not
- Probably not
- Definitely not

If you answered “Probably not” or “Definitely not” please use the next few lines to explain:

Please specify your satisfaction level with our sales representatives with regard to:

Concerning the Sales Person	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
Attitude					
Product knowledge					
Professionalism					
Timeliness of response/service					
Effectiveness of shopping time					

Please indicate your satisfaction with the Scout Shop Trading Post hours at the council office.

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

Based on the limitations of your shopping time, would it be beneficial if the Scout Shop was open the First Saturday of each Month?

- Definitely
- Probably
- Might or Might not
- Probably not
- Definitely not

If you answered “Probably not” or “Definitely not” please use the next few lines to explain:

Based on your recent shopping experience were you satisfied with our inventory; did we have everything in stock that you came for?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

COUNCIL LEVEL TRAINING

- **Basic Leader Outdoor Orientation (BALOO)**
- **POW-WOW (Cub Scout Leader Training)**
- **Boy Scout Basic Leader Training, Indoor/Outdoor**
- **WoodBadge**
- **Council Level Commissioner Training**

Based on Your level of Participation (Pack, Troop, Post or Crew) in Scouting please indicate your satisfaction with Your Council level training:

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

Based on Your level of Participation (Pack, Troop, Post or Crew) in Scouting, (Council Level) did we meet your expectations? After training did you feel equipped for a Leadership role?

- Definitely
- Probably
- Might or Might not
- Probably not
- Definitely not

If you answered “Probably not” or “Definitely not” please use the next few lines to explain:

DISTRICT LEVEL TRAINING

- **Round Table Training**
- **Position Specific Commissioner Training**
- **Cub Scout Basic Leader Training**
- **Boy Scout Basic Leader Training**
- **Venture Leader Training**
- **Post Advisor Training**

Based on Your level of Participation (Pack, Troop, Post or Crew) in Scouting please indicate your satisfaction with Your District level training:

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

Based on Your level of Participation (Pack, Troop, Post or Crew) in Scouting, (District Level) did we meet your expectations? After training did you feel equipped for a Leadership role?

- Definitely
- Probably
- Might or Might not
- Probably not
- Definitely not

If you answered “Probably not” or “Definitely not” please use the next few lines to explain:

COMMUNICATION COUNCIL LEVEL: Newsletter, Event Mailings, Brochures, and Council Web Site and Calendar

Based on your experience, how would you rate the timeliness and accuracy of information coming from your Council Office?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

Based on your experience, when you contact the council office with questions are you addressed in a professional and helpful manner? Are you satisfied with the answers to your questions?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

COMMUNICATION DISTRICT LEVEL

Based on your experience, how satisfied are you with Your District Executive?

For example: When you have questions or problems are they addressed professionally? Do you feel that you are listened to? Were your problems resolved?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

MEMBERSHIP:

Based on your Unit experience, how do you rate your satisfaction with the council’s membership/re-chartering process on the District Level?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

Based on your Unit experience, how satisfied are you with the Council’s Membership process? For example: Are you happy with the time frame in which it took for you to receive your membership cards and roster? Do you receive Boys Life and your Scouting Magazine?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

If you answered “Dissatisfied” or “Very dissatisfied” please use the next few lines to explain.

