MEMBER SATISFACTION December 2016 n=472

December 2016

Average rating 0 to 10 scale

Average rating 0 to 10 scale	
Likelihood to recommend Toastmasters	-8.9
Public speaking improvement	-8.5
Speaking opportunities ————————————————————————————————————	-8.3
Format of meetings	-8.2
Club setting	-8.1
Club leaders	-8.1
Toastmasters program overall	-8.0
Personal goal progress	-7.9
Real-world learning opportunities	−7.7
Educational materials	−7.7
Leadership improvement	-7.7
+60.4 +/-4.5% 95% 90.5% 19.3% Net Promoter Margin of Confidence Completion Response	

Net Promoter Score

Margin of Error

Confidence Completion Interval Rate

Response Rate