



July 2016 Member Satisfaction Survey

*Note: All ratings represent the average out of 10

8.0

Satisfaction with the Toastmasters program

7.9

Effectiveness at helping you progress toward personal goals

7.7

Effectiveness in providing real-world learning opportunities that are applicable outside the club

7.7

Effectiveness of educational materials

8.6

Effectiveness at helping you improve public speaking skills

7.8

Effectiveness at helping you improve your leadership skills

8.2

Satisfaction with club setting

8.2

Satisfaction with club leaders

8.3

Satisfaction with format of meetings

8.4

Satisfaction with amount of speaking opportunities

9.0

Likelihood to recommend Toastmasters to a friend, family, or colleague

+66.9

Net Promoter Score

(% Promoters) - (% Detractors) = NPS

Promoters rate 9 or 10
Detractors rate 0 to 6