MEMBER SATISFACTION SURVEY

July 2019 n=1,574



For each category, members rated the minimum level of quality they were willing to accept, their ideal level of quality, and the level of quality Toastmasters provides. Toastmasters				
1	2	3	4	5 Rating 6
Personal goal progress				
			Minimum	5.7 Ideal
Value for cost				
valug lui Gust				5.9
Public speaking improvemen	1t			
				O.U
Achievement recognition				
				5.5
Real-world learning opportu	nities			
				5.4
Leadership skills improveme	nt			
reancionih 2vino imbioacine				5.6
Education content				
				5.4
Club leaders				
				5.5
Club meeting space				
				5.7
Cormot of mootings				
Format of meetings				5.8

Willingness to recommend Toastmasters 8.7 out of 10

Satisfaction with Toastmasters 5.6 out of 7

How many friends, family members or colleagues have you recommended Toastmasters to? 84% have recommended to 2 or more people

+/- 2.5% 95% 83.7% 16.1% **Margin of Error Confidence Interval Completion Rate** Response Rate