# Junior Chamber International

## MID-YEAR MAIL SERVICE SURVEY

Six months have passed since you started to receive our monthly mailings. It is time now to evaluate our service to you and get suggestions to improve it and correct possible problems.

Please take a minute of your precious time to answer the following questions. Your input will help us improve our services to you.

This questionnaire will also compare the efficiency of our mail systems. You will receive two forms with the same content, sent to you via two different mail carriers. Please send us the two questionnaires, stating the date you received each one on the boxes below. This is very important for our mail efficiency.

| IPA - Date you received this mailing:_____ | IBS - Date you received this mailing:_____ |
|---|---|

Your name:

1. Did you receive your 3-ring blue binder called "Administrative Documents" at the beginning of the year? YES ❑ NO ❑

2. We sent a special mailing to you every month, with the "One Step Ahead" newsletter. Did you receive all six mailings? YES ❑ NO ❑

3. All six mailings were sent on the 15th of each month. On an average, on what day do you normally receive your monthly mailings from JCI? ☐

4. How would you rate the importance of the documents sent to you monthly, as a tool to help you in your duties as an officer?

   ❑ Very helpful ❑ Helps somewhat ❑ Not so important ❑ Almost useless

5. With your monthly mailing, we sent you the "One Step Ahead" newsletter. How would you rate the importance of the content of the publication?

| | | | | |
|---|---|---|---|---|
| Page 1 - News | ❑ Relevant | ❑ Nice to know | ❑ Irrelevant | ❑ Useless |
| Page 2 - Opinions | ❑ Relevant | ❑ Nice to know | ❑ Irrelevant | ❑ Useless |
| Page 3 - Training | ❑ Relevant | ❑ Nice to know | ❑ Irrelevant | ❑ Useless |
| Page 4 - Schedules | ❑ Relevant | ❑ Nice to know | ❑ Irrelevant | ❑ Useless |

6. The "One Step Ahead" newsletter is mailed to all national officers every month.

| | YES | NO |
|---|---|---|
| Do you think that your national officers benefit from this publication? | ❑ | ❑ |
| Did you hear any **positive** response from your national officers about the newsletter? | ❑ | ❑ |
| Would you like us to continue sending the newsletter to your national officers? | ❑ | ❑ |

7. Is there anything you would like to have included in the monthly mailings?

   _____

   _____

   _____

8. Is there anything you could suggest to improve the efficiency of the "One Step Ahead" newsletter?

   _____

   _____

   _____

9. Any other comments:_____

   _____

   _____

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