



ANNUAL CHAPTER ASSESSMENT TOOL

_____ CHAPTER

DATE _____

The purpose of this tool is to assess how your members feel about your chapter relationships and effectiveness. It can also be used to evaluate your chapter's improvement against previous survey results to determine where your chapter is and what areas still need to be focused on. (Responses will provide the basis for your ongoing improvement.)

A. Below, you will find a list of common elements identified as contributing to positive or negative membership relations. Please check the answer that best describes your opinion of the current state of affairs for your chapter.

KEY ELEMENTS	ALWAYS	USUALLY	SOMETIMES	NEVER
1. Members consistently show respect to one another				
2. Members tend to trust one another				
3. Members communicate openly with each other				
4. Cliques exist in this chapter creating divisiveness				
5. Conflicts are promptly handled and resolved satisfactorily				
6. Members tend to have hidden agendas				
7. Members cooperate willingly with each other				
8. Every member receives information she needs to be effective				
9. Members clearly respect their leaders and show it				
10. It is evident that members truly like one another				
11. Members adhere to chapter and National by-laws				
12. Members follow official Links, Incorporated policies				
13. Members share the work equally, each doing her part				

14. Bullying exists in this chapter with negative effects on relationships and effectiveness				
15. Senior mbrs. respect and value younger mbrs.				
16. Younger mbrs. respect and value senior mbrs.				
17. New members are openly received by all				
18. Members respect and meet time and work commitments				

B. If you responded “sometimes” to any attribute, or “never” to any positive attribute, feel free to explain and give examples. Use a separate sheet if necessary.

C. What three things are you most proud of in your chapter

D. What are your top three concerns as your chapter moves forward?

E. Describe how you see your chapter two years from now.

HOW TO EVALUATE CHAPTER EFFECTIVENESS SURVEY RESULTS

Use the following process to evaluate and share the results from your chapter's annual survey:

- I. The first 18 points are important in the creation of your chapter's culture. Group these 18 points as shown below. Create columns to see what percentage of responses fall under either "Always/Usually" or "Sometimes/Never"

<p>Respect and Fairness</p> <p>Members consistently show respect to one another</p> <p>Members tend to trust each other</p> <p>Members respect and meet time and work commitments</p>	<p>Always/Usually</p>	<p>Sometimes/Never</p>
<p>Communication</p> <p>Members communicate openly with each other</p> <p>Members tend to have hidden agendas</p>	<p>Always/Usually</p>	<p>Sometimes/Never</p>
<p>Cooperation:</p> <p>Members cooperate willing with each other</p> <p>Every member receives information she needs to be effective</p> <p>Members share work load equally, everyone doing her part</p>	<p>Always/Usually</p>	<p>Sometimes/Never</p>
<p>Friendship/Relationships</p> <p>It is evident that members truly like one another</p> <p>Senior members respect and value younger members</p> <p>Younger members respect and value senior members</p> <p>New members are openly received by all</p>	<p>Always/Usually</p>	<p>Sometimes/Never</p>

Leadership/Compliance	Always/Usually	Sometimes/Never
<p>Members adhere to chapter and National by-laws</p> <p>Members follow official Links, Incorporated policies</p> <p>Members clearly respect their leaders and show it.</p>		
Conflicts	Always/Usually	Sometimes/Never
<p>Bullies exist in this chapter with negative effects on relationships and chapter effectiveness</p> <p>Cliques exist in this chapter creating divisiveness</p> <p>Conflicts are promptly handled effectively and resolved satisfactorily</p>		

- II.** For some of the points above, “Always/Usually” is desirable. For example “Members follow official Links, Incorporated policies.” For other points, “Always/Usually” is undesirable. For example: “Cliques exist in this chapter creating divisiveness.” Evaluate each point on the basis of whether or not the responses show a significant leaning toward a positive or negative behavior.
- III.** Determine if the variation between the two columns shows a difference that warrants noting. For example, if the responses are split around 50/50 or 60/40, this means a substantial number of your members feel differently than others, and the matter warrants discussion.
- IV.** Review these results with your chapter, and as a chapter, decide whether the survey results in general or the difference between the two columns warrant action.
- V.** If action is warranted, determine what the next steps will be and prepare to execute against these steps.
- VI.** Use these survey results as a baseline to compare future survey results.
- VII.** Plan to repeat the survey annually.