

Reading Your Chapter's Results

Your chapter's results are included in the attached excel workbook titled "Individual Chapter Survey Results." Within this workbook, there are three spreadsheets (tabs). Here is what you will find in each spreadsheet and how to open your chapter's specific results.



Summary Results: This tab contains the following four questions.

- On a scale of 0 to 10, how likely are you to recommend your chapter to a colleague or friend? This question measures your chapter's Net Promoter Score (NPS) (see page 8 of the survey summary). Select your chapter by using the drop down in cell B2. *Instructions found below.*
- On a scale of 1 to 5, how satisfied are you with your chapter's monthly gathering? Select your chapter by using the drop down in cell F2. *Instructions found below*
- Why did you decide to join your chapter? Select your chapter by using the drop down in cell B22. *Instructions found below*
- How did you hear about your chapter? Select your chapter by using the drop down in cell F13. *Instructions found below.*
- On a scale of 1 to 5, how interested are you in aircraft homebuilding? Select your chapter by using the drop down in cell F25. *Instructions found below.*

NPS Why: This tab contains the "why" behind the answer to the question, "On a scale of 0 to 10, how likely are you to recommend your chapter to colleague or friend?"

The chart will display the score given, along with the reason why members gave that score. The numerical score will appear on the left, while the reason for the score will appear in the rows below that number. For example, please see the figure below. The member who scored a 4 stated the reason for the score was "Great active chapter. Building chapter. Flying chapter" while the member who scored a 5 stated the reason for their score was "Most any kind of aviation resource is available to members."

Each answer will be shown in its own cell.

Open ended responses for "Why did you give the score above? (Scale of 0 to 10)"	
Select your Chapter Here --->	EAA Chapter 59 
Score with individual explanations 	
4	
Great active chapter. Building chapter. Flying chapter	
5	
Most any kind of aviation resource is available to members	

Select your chapter's results by using the drop down in cell B2. *Instructions found below.*



Recommendation to Improve Ch.: This tab contains the recommendations for your chapter from members who took the survey. Each member's recommendation is shown in its own cell.

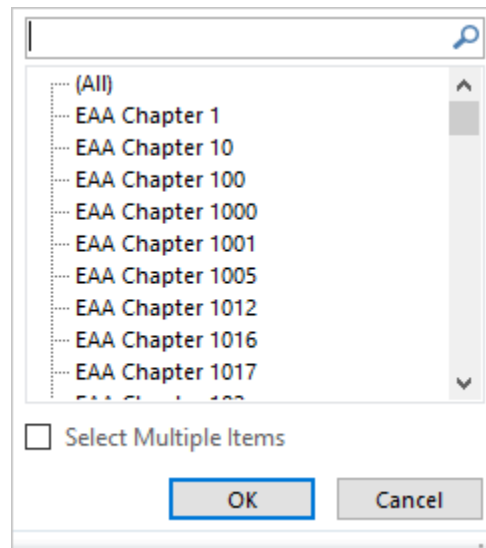
Select your chapter's results by using the drop down in cell B2. *Instructions found below.*

Cell Filtering Instructions

Click the filter button in the cell to find your chapter. A search box will appear. Type in your chapter number and find your chapter. Double click your chapter name and it will highlight blue. Once highlighted blue, click the "OK" button and your chapter's results will populate.

On a scale of 1 to 10, how likely are you to recommend your chapter to a friend?

Select Your Chapter Here ---> No Chapter Selected



A search dialog box with a search bar at the top containing a magnifying glass icon. Below the search bar is a list of chapter names: (All), EAA Chapter 1, EAA Chapter 10, EAA Chapter 100, EAA Chapter 1000, EAA Chapter 1001, EAA Chapter 1005, EAA Chapter 1012, EAA Chapter 1016, and EAA Chapter 1017. Below the list is a checkbox labeled "Select Multiple Items" which is currently unchecked. At the bottom are "OK" and "Cancel" buttons. An orange arrow points upwards from the right side of the dialog box towards the "No Chapter Selected" dropdown in the form above.

Important notes regarding the Individual Chapter Survey Results excel document.

- This document is supported by a number of various excel formulas. To ensure the data remains correct, **please do not edit any cells, other than the chapter selection cells.**
- As your chapter's survey data populates, you may need to widen columns to get a better view of the data.
- When reviewing your chapter's results, consider your chapter's total membership in regards to the number of survey responses received. For chapters with 50 or less members, a minimum of 10 responses is desirable for accurate results. A 20 percent response rate will yield the most accurate results for a chapter with more than 50 members.
I.e. a 70-member chapter would want 14 survey responses. (70 x .2 = 14)
- **If you have any questions, please email chapters@eaa.org or call 920-426-5912.**