

Membership Survey



	Organisation
	Contact
	Address
	Town
	Postcode
	Tel
	Email
	Web

Please confirm the address and contact details above are correct or amend if different

1. How long has your organisation been a member of NICVA?

1 year		7 to 8 years		Not sure	
2 to 4 years		9 to 10 years			
5 to 6 years		More than 10 years			

2. What initially motivated your organisation to become a member of NICVA?

3. As a member of NICVA you may have received advice and support in the past. How valuable or otherwise were these services?

	Very valuable	Valuable	Limited value	Of no value	Never used
Governance and charity advice and training					
Funding advice					
Human resources advice					
Research advice					
Advice on policy matters					
Advice on ICT					
Grant Tracker					
Policy seminars and training					
Other training					
Library services (including Europe Library)					

How much do you agree with the following statements?

1 = disagree strongly, 2 = disagree, 3 = neither agree nor disagree, 4 = agree, 5 = agree strongly

4. NICVA provides all the support and guidance my organisation requires in order to help it function efficiently.

1	2	3	4	5
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6. The range of services NICVA provides generally meets the needs of my organisation.

1	2	3	4	5
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5. My organisation has never had any difficulty in receiving a response to an enquiry or request for information and support.

1	2	3	4	5
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7. When I call NICVA for advice and information I always receive a highly professional response from NICVA staff.

1	2	3	4	5
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8. NICVA continues to develop and support its family of websites. Please indicate on the scales below how useful these sites have been to your organisation?

	Very useful	Useful	No opinion	Limited use	Have not visited it	Did not know about it
nicva.org						
communityni.org						
communityskillsni.org						
grant-tracker.org						
communitybuyer.org						

9. In the period of time that you have been a NICVA member do you believe that the services you receive as a member have ...

Vastly improved		Deteriorated		Stayed the same	
Improved		Greatly deteriorated			

10. On a scale of 1 to 10 (10 being very satisfied and 1 being very unsatisfied) how would you rate your overall level of satisfaction with NICVA?

For NICVA to continue to provide a valuable service for its members we want to ask some fundamental questions about how you as a NICVA member view the organisation and what your expectations of NICVA are.

11. What are your minimum expectations as a NICVA member in relation to the services your organisation receives from NICVA?

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12. What services does NICVA provide above and beyond these expectations?

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13. If NICVA was to close tomorrow, what services would you miss most?

14. If you were the Chief Executive of NICVA what single initiative or service would you introduce that you feel NICVA does not currently provide?

NICVA is currently in a period of examining its strategic direction and would like the help of its members to assist in reviewing its current strategic themes and the provision and quality of services.

In its 2006-2009 Development Plan NICVA outlined three strategic themes which we believe most effectively deliver our mission, vision and values and reflect best practice in governing the way we work.

NICVA feels it is important to get its members' views on the services, opportunities and advice it provides to members. NICVA's first strategic theme is to develop and support new and existing voluntary and community groups, including enhancing network activities, encouraging appropriate legislative frameworks and sharing best practice.

15. How successful do you feel NICVA has been in developing and supporting new and existing voluntary and community groups?

Very successful		Fair		Not successful at all	
Successful		Limited success			

16. Please give one example of where your organisation has or has not witnessed NICVA developing and supporting new and existing voluntary and community groups?

NICVA's second strategic theme focuses on exploring and articulating the sector's experience to policy makers, with a view to challenging and influencing change and increasing social cohesion.

17. How successful do you feel NICVA is in representing the sector at every level?

Very successful		Fair		Not successful at all	
Successful		Limited success			

18. Please give one example of where your organisation has or has not witnessed NICVA representing the sector at every level.

NICVA's third main strategic theme is that NICVA will develop itself as an organisation to continue to provide high quality services to the sector.

19. How successful do you believe NICVA is at developing itself to ensure that it provides these services?

Very successful		Fair		Not successful at all	
Successful		Limited success			

20. Please give one example where you feel NICVA has or has not developed itself as an organisation impacting on the quality of services it provides to the sector.

21. Aside from the three strategic themes described above do you believe that there are areas of strategic importance that are not currently part of NICVA's plan but should be incorporated into the next strategic plan?

22. In relation to the changing environment of the voluntary and community sector in Northern Ireland, what are the top three challenges that your organisation currently faces?

1.
2.
3.

23. What, if any, new services and/or support would you like to see NICVA provide to help you meet those challenges?

NICVA very much appreciates your time in completing this questionnaire. Before you return it to us (by 2 May 2008), we would like you to consider the following questions.

NICVA publishes very basic details of voluntary and community organisations on www.communityni.org. Please let us know if you do not want the details of your organisation included on the website.

Please tick if you **do not** want your details to be included on the website

NICVA passes on details of voluntary and community organisations for research and marketing purposes to other third parties. Please let us know if you would prefer your organisation's details not passed on to a third party.

Please tick if you **do not** want your details to be passed onto a third party