

# ASPIN Member Survey 2009

Prepared: December, 2009



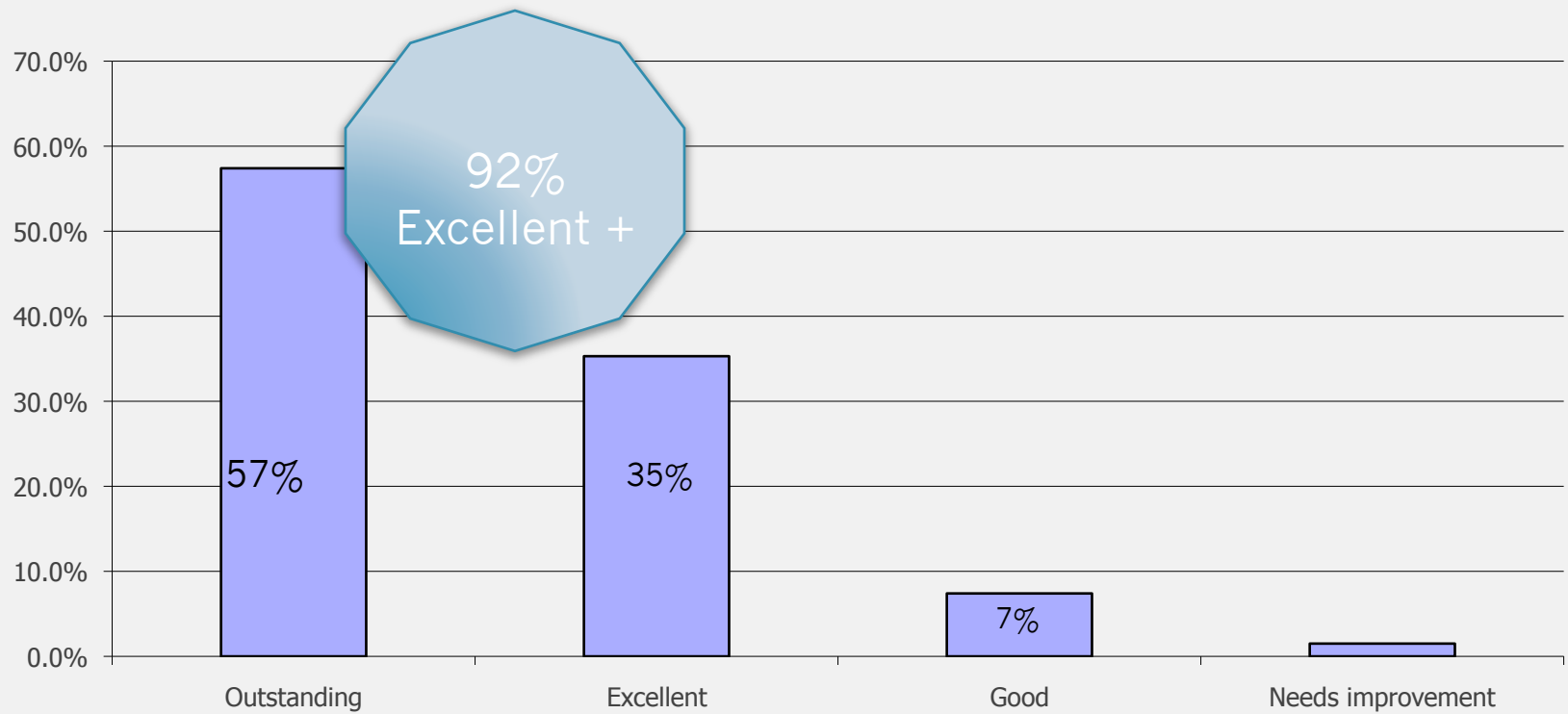
Top 10  
List!

# ASPIN Member Survey Results

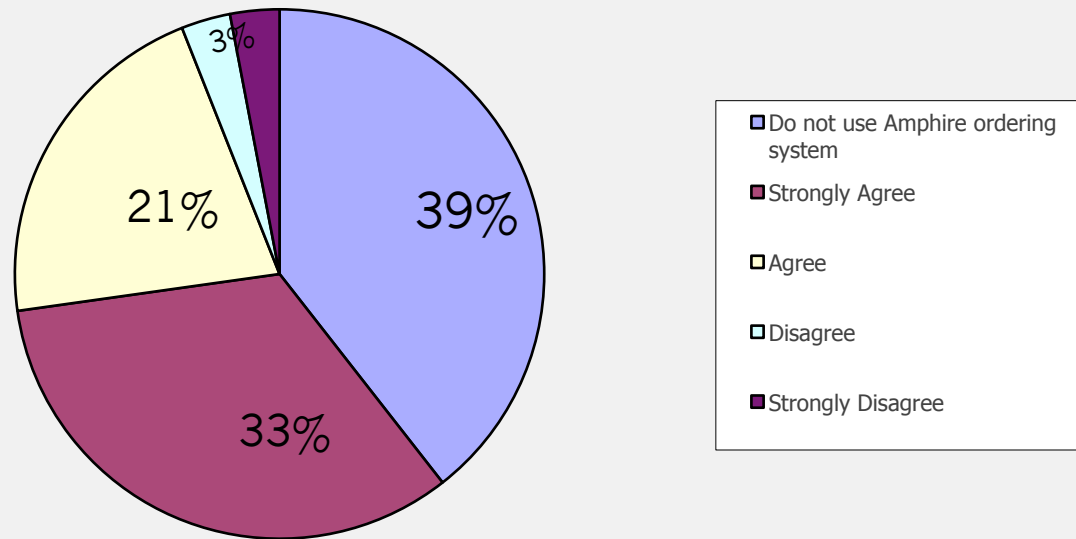
## Overview

- Top Ten List: ASPIN's Annual Member Survey contained 14 questions; the Top Ten of which are analyzed in the following charts
- Overall, ASPIN continues to provide strong customer service and meets our members' needs for products and services
- Of particular note, 39.4 percent (or 22 members) of the respondents do not use our Amphire ordering system
- Of the 36 respondents who do use the system, all but 4 are satisfied with the system
- 25.8 percent of respondents were not aware that our maintenance fee was the only funding source for ASPIN

Overall, I would rate my experience with ASPIN staff as \_\_\_\_\_.

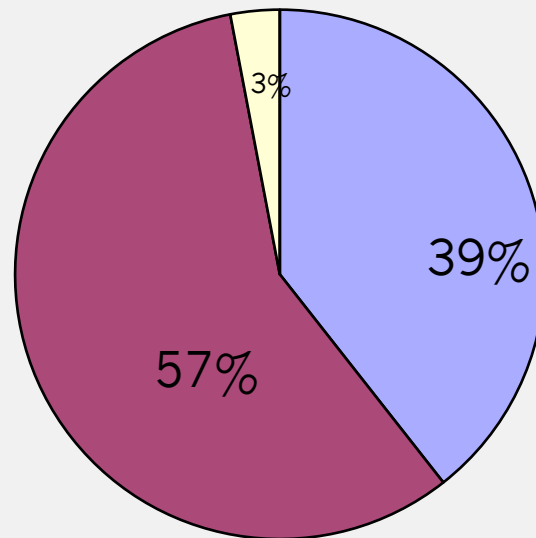


**I am satisfied with ASPIN's Amphere order system and use it without difficulty.**



The majority of members using the system use it without difficulty

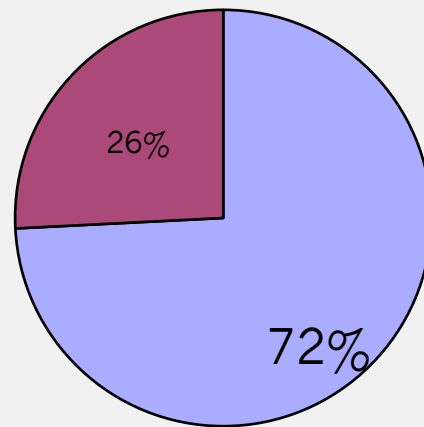
**I find the documentation available on Mohave's website to be sufficient for performing due diligence on awarded contracts.**



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

96% agree our website is beneficial

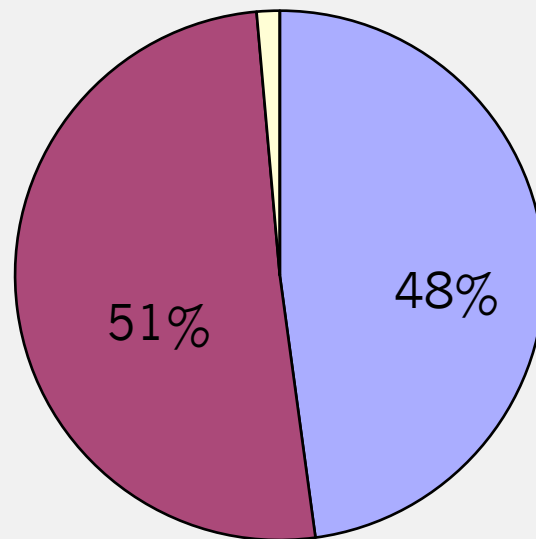
**I understand that ASPIN/Mohave receives no tax funding or other outside funding and the maintenance fee is the only funding source for ASPIN Mohave's entire operations.**



■ Yes, I was aware of that  
■ No, I was not aware of that

26% (or 17 members) were not aware of our only funding source

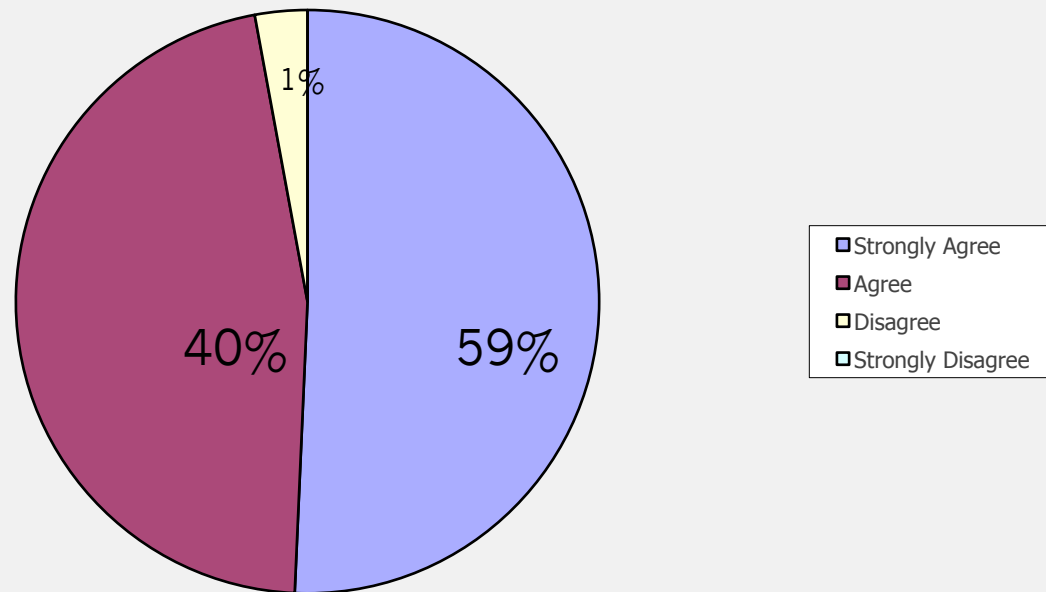
**Overall, ASPIN/Mohave contracts for PRODUCTS provide adequate choices that meet my requirements.**



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

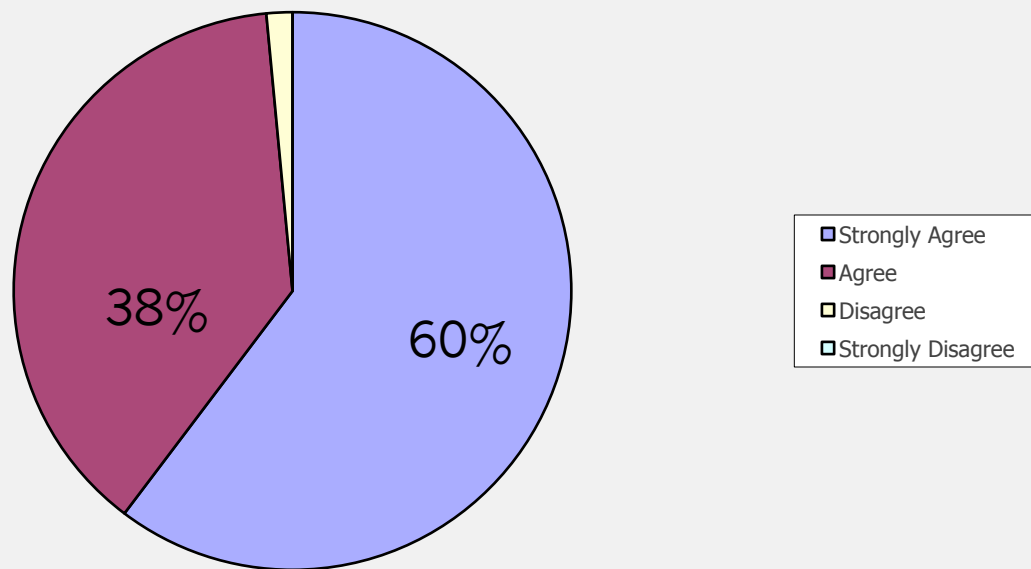
Almost 100% are satisfied with our contracted products

**ASPIN/Mohave contracts provide a good economic and operational value to my organization.**



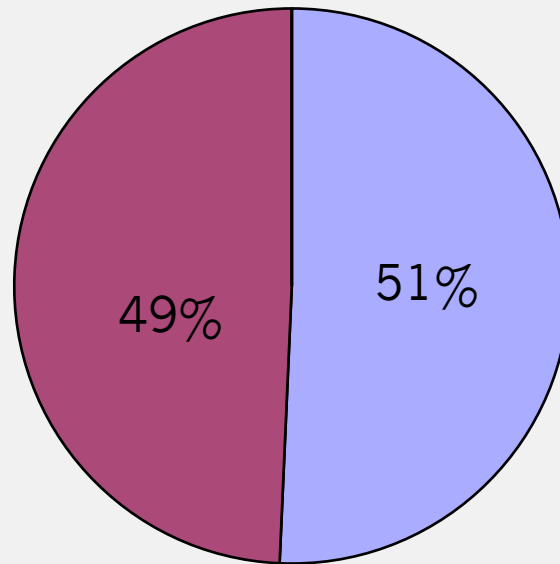
99% believe our products and contracts provide value

I am **SATISFIED** with my overall interaction with ASPIN/Mohave.



98% satisfaction

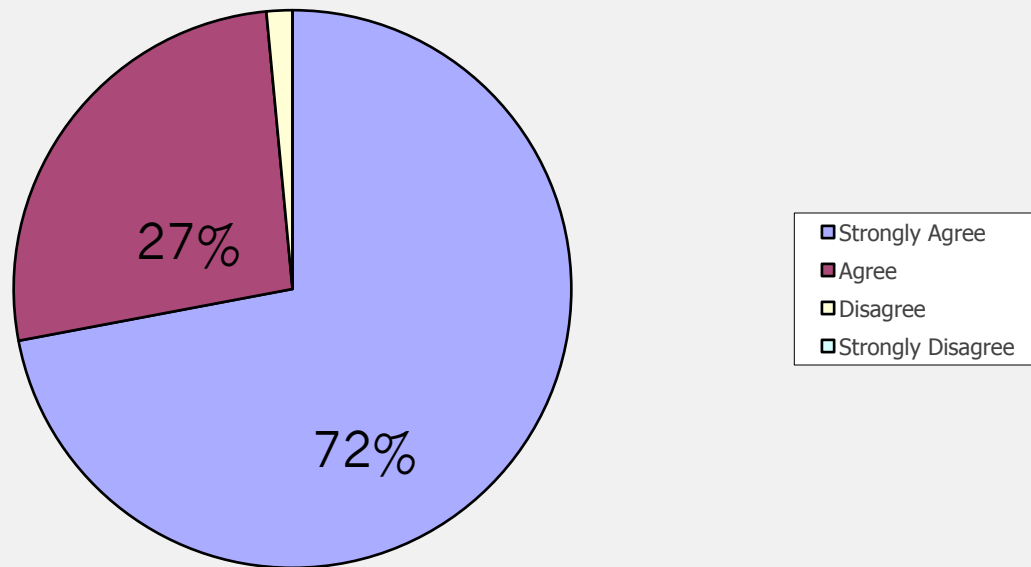
**Mohave's website, [www.mesc.org](http://www.mesc.org), meets my needs as an online information source for Mohave contracts and other information about ASPIN and Mohave.**



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

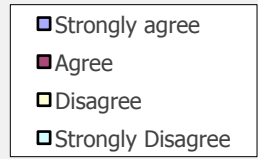
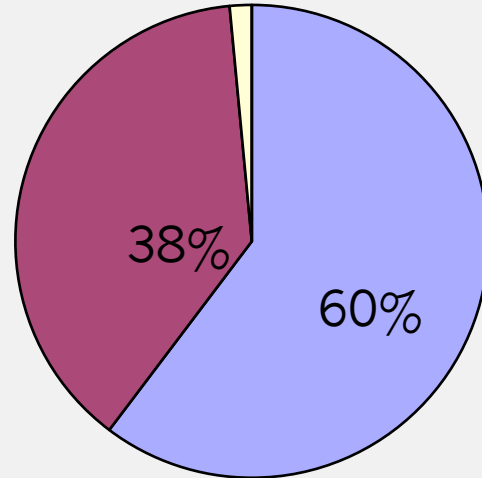
More good news, our members utilize our website

**The ASPIN/Mohave staff is knowledgeable, friendly and service oriented.**



72% Strongly Agree

I receive ASPIN/Mohave invoices in a timely manner



98% Agree or Strongly Agree