

# HAA Membership Satisfaction Survey

Thank you for being a member of the Herpetological Association of Africa.

We want to hear your feedback so we can keep improving our content and membership benefits.

Please fill out this short survey and let us know how you feel about the association and your membership (your answers will be anonymous).

**\* Required**

1. How long have you been a member of the HAA? \*

*Mark only one oval.*

- Less than a Year
- One to Two Years
- Two to Three Years
- Three to Four Years
- Five Years +

2. Are you an African or Overseas member?

*Mark only one oval.*

- African
- Overseas
- Not Sure

## 3. Are you a...? \*

*Mark only one oval.*

- Academic researcher based at an institution    *Skip to question 8*
- Academic researcher not based at an institution    *Skip to question 8*
- Student    *Skip to question 5*
- Enthusiast    *Skip to question 8*
- Retiree    *Skip to question 8*
- Other (please enter response below)    *Skip to question 8*

## 4. If you selected other, please enter your response here.

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## Student Membership

## 5. To what degree has your involvement with the HAA increased your academic interaction with the general herpetological community? \*

*Mark only one oval.*

1      2      3      4      5

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Not at all                  Extremely

## 6. To what degree has the HAA provided you with knowledge-based resources? \*

*Mark only one oval.*

1      2      3      4      5

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Not at all                  Extremely

7. What would you like to see the HAA implement to improve student involvement?

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Membership Benefits

The next section will be about the member benefits of the HAA.

8. How satisfied are you with the membership benefits of the HAA? \*

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

9. Which benefits do you find the most valuable? Choose all that apply, \*

Check all that apply.

- Electronic Issues of African Herp News
- Online Access to African Journal of Herpetology
- Hard copy issues of African Journal of Herpetology
- Reduced registration fees for our biennial conference
- Email notices about funding and events
- Herpetological content shared on social media by the HAA
- None
- Other (please enter response below)

10. If you selected other, please enter your response here.

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11. Which benefits do you find the least valuable? Choose all that apply. \*

*Check all that apply.*

- Electronic Issues of African Herp News
- Online Access to African Journal of Herpetology
- Hard copy issues of African Journal of Herpetology
- Reduced registration fees for our biennial conference
- Email notices about funding and events
- Herpetological content shared on social media by the HAA
- None
- Other (please enter response below)

12. If you selected other, please enter your response here.

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13. Do you read the issues of the African Herp News? \*

*Mark only one oval.*

- Yes
- No
- Sometimes
- Have not been a member long enough to receive an issue

14. Are there any additional content you would like to see in the newsletter that is not currently included?

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15. Do you read the issues of the African Journal of Herpetology? \*

*Mark only one oval.*

- Yes
- No
- Sometimes
- Have not been a member long enough to receive an issue

16. Are there any additional member benefits that you would like the HAA to implement?

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17. Do you have any recommendations about how the HAA can improve the current benefits to our members?

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Contacting our Members

18. How do you prefer to hear from the association? \*

*Mark only one oval.*

- Email
- Social Media
- Both email and social media.
- I would prefer not to hear from the association.
- Other (please enter response below)

19. If you selected other, please enter your response below.

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20. How often do you hear from the HAA via email?

*Mark only one oval.*

	1	2	3	4	5	
Not Often Enough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Too Often

21. What additional content would you like to see shared via email?

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22. When was the last time you accessed our website: [africanherpetology.org](http://africanherpetology.org)? \*

*Check all that apply.*

- Within the last month
- Within the last six months
- Within the last 12 months
- Longer than 12 months ago
- Never accessed the website
- Not sure
- Was not aware that the association had a website

23. How satisfied are you with the content of our website? (Please leave blank if you have not used the website)

*Mark only one oval.*

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

24. Do you currently follow our association on Facebook? \*

*Mark only one oval.*

- Yes     *Skip to question 25*
- No     *Skip to question 29*
- Was not aware that the association had a Facebook page     *Skip to question 29*

### Social Media Content

25. How satisfied are you with the content on our Facebook page? \*

*Mark only one oval.*

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

26. What additional content would you like to see on our social media?

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27. What additional platforms would you like to see our association on? Chose all that apply.

*Check all that apply.*

- Twitter
- Instagram
- LinkedIn
- None
- Other (please enter response below)

28. If you selected other, please enter your response here.

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### Conference

29. Did you attend the 2019 Conference held in Cape St. Francis? \*

*Mark only one oval.*

- Yes     *Skip to question 30*
- No     *Skip to question 35*

### 2019 Cape St Francis Conference Details



30. Which of our last three conferences did you enjoy the most?

*Mark only one oval.*

- 2019: Cape St Francis
- 2017: Bonamanzi
- 2015: Gobabeb
- I didn't enjoy any of them
- I enjoyed them all equally
- The 2019 Cape St Francis conference was my first HAA conference

31. How satisfied were you with the 2019 Cape St Francis conference? \*

*Mark only one oval.*

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

32. What did you enjoy the most about the 2019 Cape St Francis conference?

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33. What did you enjoy the least about the 2019 Cape St Francis conference?

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34. What would you like to be repeated or done differently in the next conference?

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The Association

35. How satisfied are you with the association as a whole \*

*Mark only one oval.*

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

36. How satisfied are you with the renewal/joining process? \*

*Mark only one oval.*

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

37. How satisfied are you with the cost of membership? \*

*Mark only one oval.*

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

38. How satisfied are you with the way the committee has addressed your questions or concerns?

*Mark only one oval.*

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied
- Not Applicable

39. Do you have any recommendations about how the HAA can improve on the above points?

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40. What are the main reasons you became a member of the HAA? Click all that apply.

*Check all that apply.*

- Subscriptions to the journal and newsletter.
- To support the organisation.
- To stay up to date with information regarding herpetology in Africa.
- To network and build relationships.
- Reduced conference registration.
- Recommended by a friend.
- Recommended by a colleague.
- Recommended by a supervisor/mentor.
- Other (please enter response below)

41. If you selected other, please enter your response here.

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42. Have you ever felt discriminated against or been treated unfairly by any members of the association?

*Mark only one oval.*

- Yes     *Skip to question 43*
- No     *Skip to question 48*
- Maybe     *Skip to question 43*

### Unfair Treatment and Discrimination

43. Did you feel like you were being treated unfairly or discriminated against based on...?

*Mark only one oval.*

- Gender
- Race
- Sexual Orientation
- Religion
- Appearance
- Other (please enter response below)

44. If you selected other, please enter your response here.

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45. What was the incident that made you feel discriminated against or like you were being treated unfairly?

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46. Do you think the association is well equipped to handle issues of discrimination or unfair treatment?

*Mark only one oval.*

- Yes
- No
- Maybe

47. What measures do you think the committee could put into place to stop discrimination and unfair treatment from happening?

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Renewal

48. How likely are you to renew your membership with the HAA? \*

*Mark only one oval.*

	1	2	3	4	5	
Not Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Likely

49. What membership option are you most likely to choose? \*

*Mark only one oval.*

One Year    *Skip to question 52*

Three Year    *Skip to question 54*

None    *Skip to question 54*

50. Are you aware that our three year membership options include a 10% discount?

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*Mark only one oval.*

Yes

No

51. How likely are you to recommend the HAA to an appropriate friend/colleague? \*

*Mark only one oval.*

1	2	3	4	5	
Not at all Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Likely

### One Year Membership

52. What is your main reason for choosing a one year membership?

*Mark only one oval.*

- Financial constraints
- Unsure how long you would like to be a member
- Dissatisfaction with the organisation
- Was not aware of the three year membership
- Other (please enter response below)

53. If you selected other, please enter your response here.

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### Anything else?

54. Is there anything else you would like to tell us about your experience as a HAA member?

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