



180Degrees
CONSULTING

**Winter 2020 Midterm
Member Feedback Review**

March 2020

Our average member satisfaction* is
8.7

(measured in NPS, net promoter score)

We improved!
Member satisfaction increased by
0.3!

Average member satisfaction for Fall 2019 : 8.6
Current average member satisfaction : 8.7
Member satisfaction goal: 9.0

Top 4 Suggestions

1. More tailored consultant **training** (6 mentions)
2. More **team building** within departments (4 mentions)
3. More **social events** between departments (3 mentions)
4. Regularly share organization-wide **updates** (3 mentions)

Best things about 180 DC

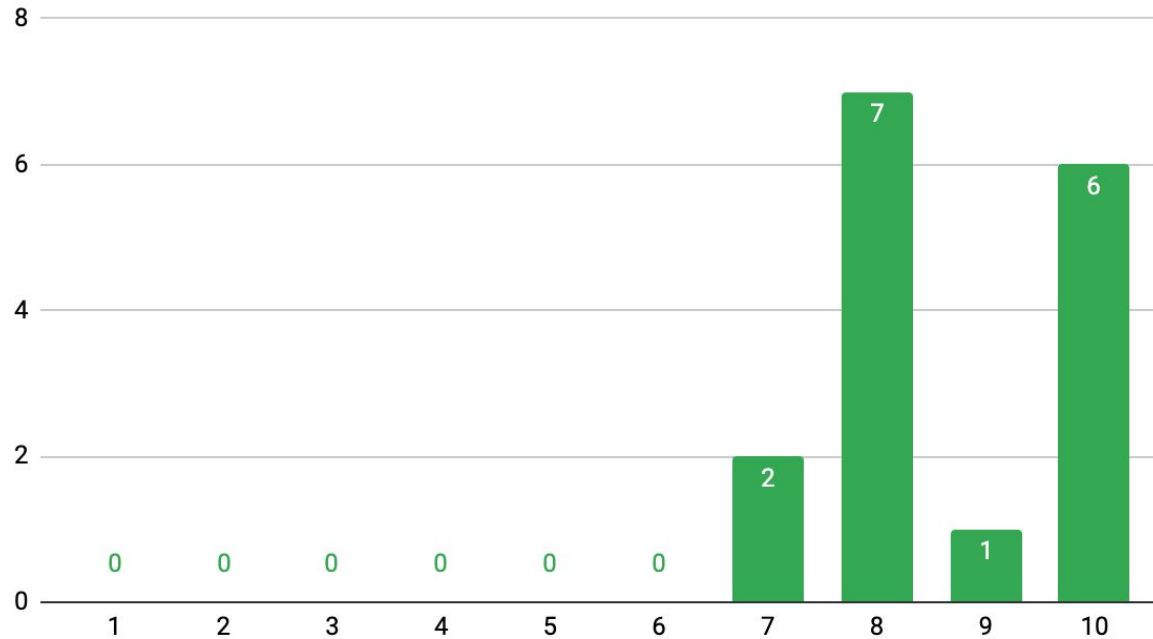
1. Meet awesome **people** (13 mentions)
2. Challenging real-world client facing projects (11 mentions)
3. Helpful **180 DC consulting resources** (4 mentions)



More detailed statistics

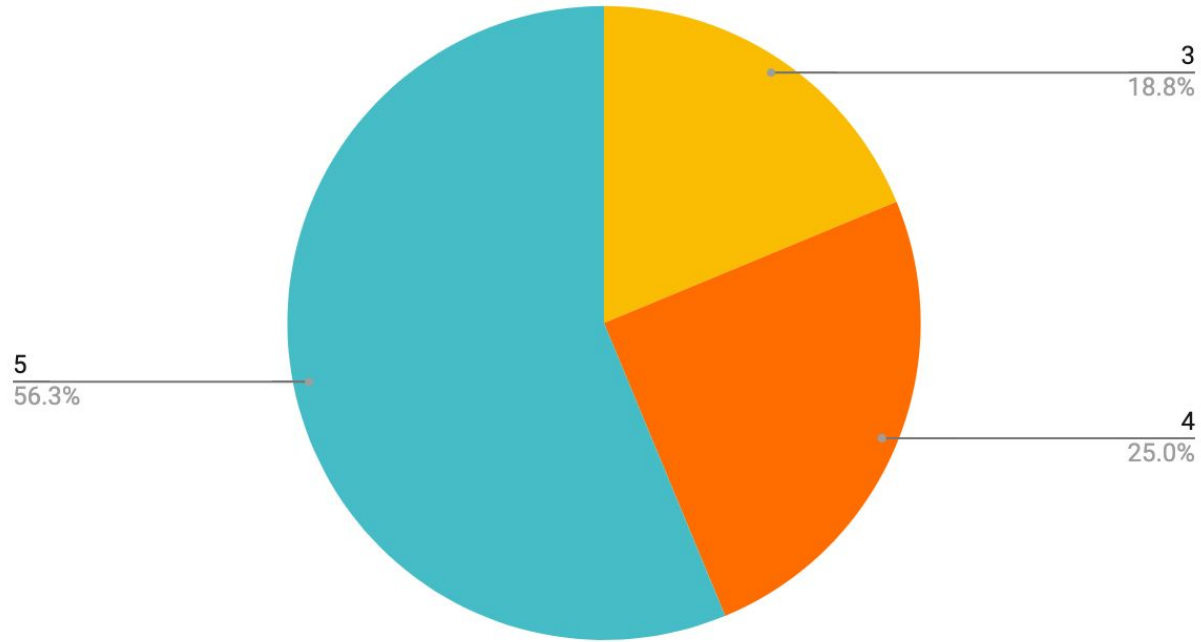
From 1 to 10, how likely are you to recommend 180 DC to others?

NPS Freq



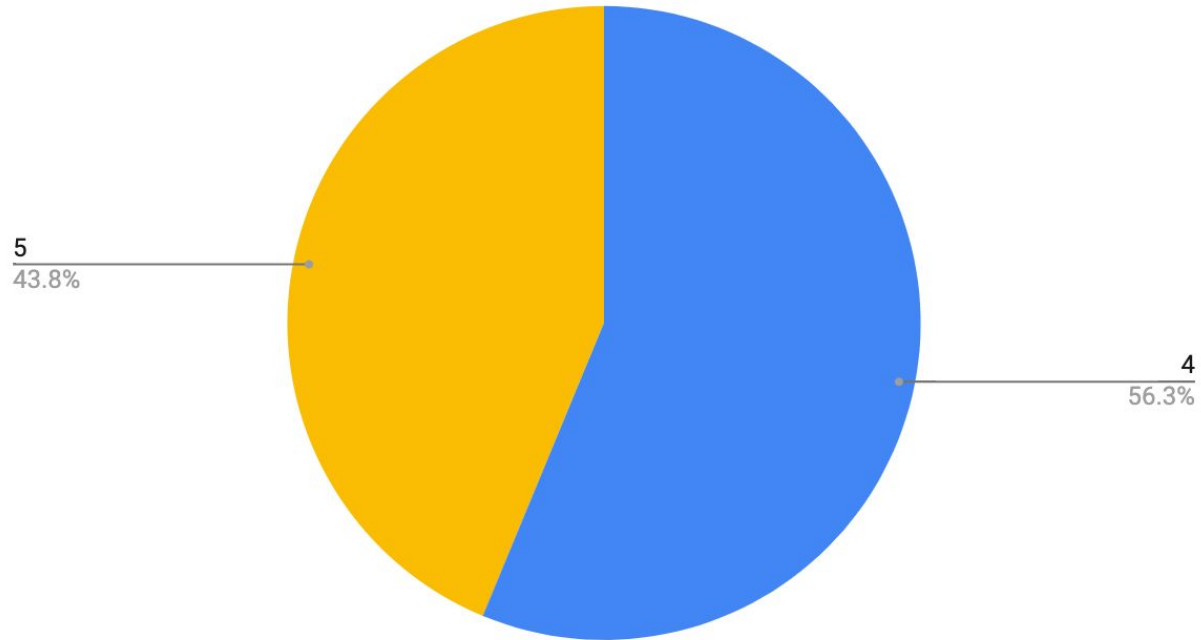
From 1 to 5, how well has the leaders of the branch exercised their leadership?

Leadership



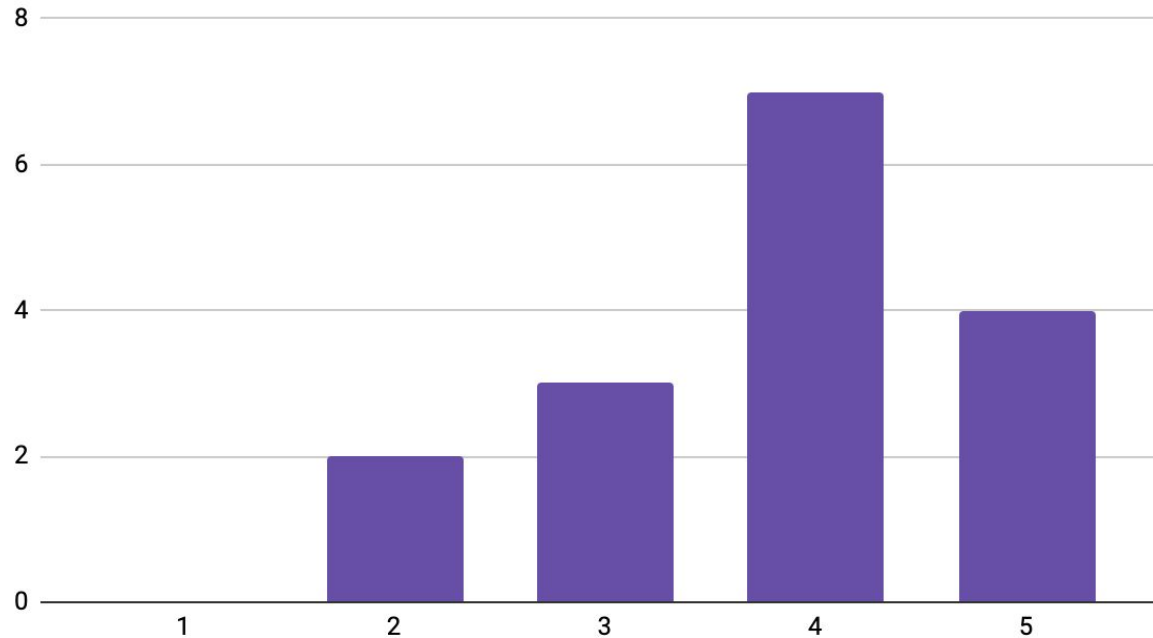
From 1 to 5, how much have you enjoyed being part of 180 DC?

Enjoyment Freq



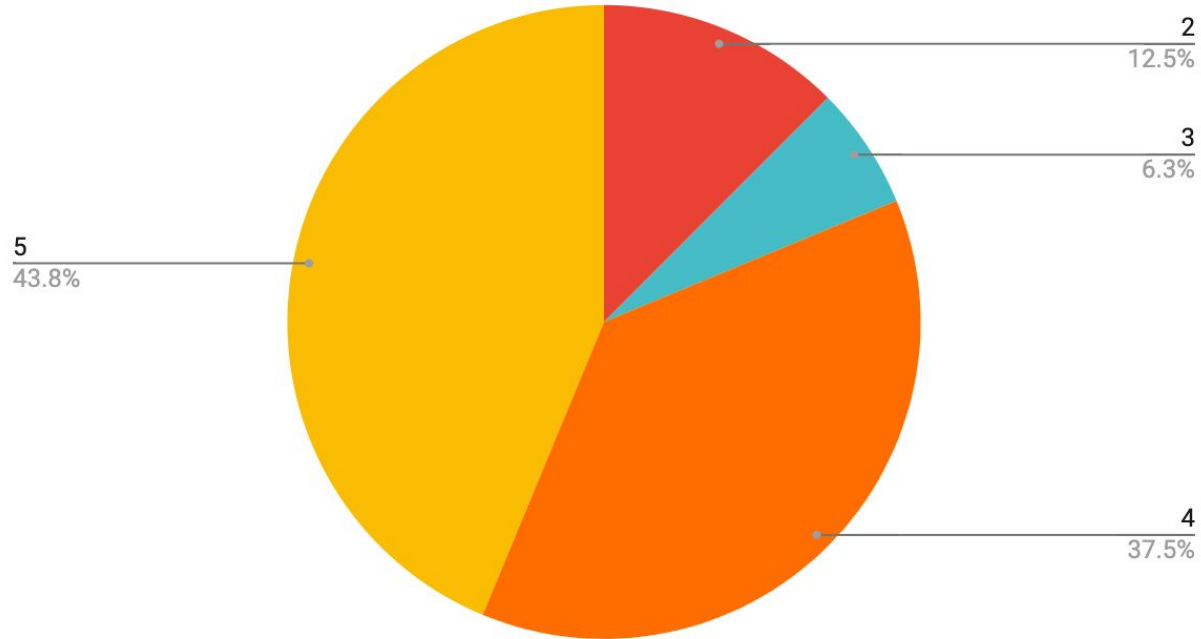
From 1 to 5, how **adequately** has 180 DC prepared you for your tasks?

Training



I now feel better prepared to take **leadership role** focused on achieving social outcomes.

Leadership role



Our only indicator with less than 80%
is
Training

(based on collected member feedback data)

**Our most mentioned member suggestion
is
Better Training**

(based on collected member feedback data)

Therefore,

Our priority should be improving Training Materials

(based on collected member feedback data)

Next Steps for the rest of **this term**

1. One additional **consulting training** workshop
2. General meeting to **reflect** on this past term
3. **Regular updates** from president and department directors on Slack

Key Actions for Spring 2020 (Tentative)

1. Restructure our training materials to be more applied (include 2 cases)
2. Validate our new training materials with consultants
3. Make our training materials more interactive (include team building exercises)
4. 3 consulting training workshops (2 of which are facilitated by consultants)

Please **respond** to our surveys!

Only **64%** of members responded this term (16 out of 25 members).
With more responses, we can get a more accurate picture of what our members want
and improve 180 DC in the future.

THANKS FOR READING!

If you have any feedback about the presentation or the analysis, please message us on Slack!