

**INDIVIDUAL MEMBER
SATISFACTION SURVEY**

Excellent Good Average Fair Poor

**Certified
Instructor**

Easy to contact	5	4	3	2	1
Technical skill	5	4	3	2	1
Business professionalism	5	4	3	2	1
Classroom management	5	4	3	2	1
Fairness determining testing eligibility	5	4	3	2	1
Testing frequency	5	4	3	2	1
Rank certificate receipt timeliness	5	4	3	2	1
What recommendation would you give a friend about your instructor?	5	4	3	2	1

**Certified Studio
Facility**

Easy to find	5	4	3	2	1
Convenience of location	5	4	3	2	1
Atmosphere / decor	5	4	3	2	1
Overall facility cleanliness	5	4	3	2	1
Educational books & tapes available	5	4	3	2	1
Tuition prices/testing fees	5	4	3	2	1

**Federation
Headquarters**

Treatment by Headquarters staff	5	4	3	2	1
Was your membership packet received promptly from Headquarters?	5	4	3	2	1
Were your event registrations or orders processed properly by HQ?	5	4	3	2	1
Were your member newsletter and renewal notices received ok from HQ?	5	4	3	2	1

**Elected Regional
Board Director**

Easy to contact	5	4	3	2	1
Responsive to your concerns	5	4	3	2	1
Follow-up with you on issues	5	4	3	2	1
Overall satisfaction	5	4	3	2	1

**Regional
Examiner &
Technical
Advisory
Committee**

Easy to contact	5	4	3	2	1
Readily available at events	5	4	3	2	1
Enjoyable technical presentations	5	4	3	2	1
Technical competency	5	4	3	2	1

**OVERALL
SATISFACTION**

Federation Annual Membership Fee	5	4	3	2	1
Overall rating of US Soo Bahk Do	5	4	3	2	1
Moo Duk Kwan Federation					

Help us better understand your answers!

Please provide the following information:
Date you began training:_____

Did you choose your instructor or studio primarily because...

- Convenient Location
- Tuition Price
- Instructor Demeanor
- Recommended by a Friend
- Advertising You saw
- Other_____

What is the primary purpose of your training in Soo Bahk Do?

(Please check only one.)

- Curiosity or Self Improvement
- Self Defense
- Fitness
- Activity For Child
- Activity to Share with Child
- Other_____

THE FINAL WORD IS YOURS!

Tell us how we can serve you better

For a reply to your comments, please include:

Name:_____

Address:_____

City:_____ State:_____

Zip Code:_____ Country:_____

Telephone No:_____

Email:_____



A Message From The Kwan Jang Nim

Kwan Jang Nim
H.C. Hwang

The Technical Advisory Committee of the US Soo Bahk Do Moo Duk Kwan Federation Inc. is always seeking to improve the instruction of Soo Bahk Do Moo Duk Kwan technical material so that members of all ages and abilities can have the most enjoyable and rewarding training experience possible. The Instructors and Studios certified by the TAC are also committed to upholding the high standards of Soo Bahk Do Moo Duk Kwan and your feedback can help the TAC evaluate and improve the technical instruction available throughout our Federation. I thank you in advance for sharing your opinions through this survey.

- Comments**
- Complaints**
- New Ideas**
- Suggestions**
- Opinions**
- Thoughts**
- Critiques**
- Viewpoints**
- Compliments**

Place
Postage
Here

National Member Headquarters
U.S. Soo Bahk Do Moo Duk Kwan Federation Inc.
a.k.a U.S. Tang Soo Do Moo Duk Kwan Federation
P.O. Box 154
Springfield, NJ 07081

MEMBER SURVEY



A Message From The Board Chairman



Chairman of the 2004 Board of Directors
James Donnelly, Sa Bom Nim

Your membership in the US Soo Bahk Do Moo Duk Kwan Federation Inc. is the basic building block of our institution and our community of practitioners. Your membership contributions and voluntary support are the means by which our organization is sustained and your feedback on this survey can help us to improve our Federation for all practitioners. I invite you to take a moment and share with us the factors that characterize your experience as a Federation member, so that your Board of Directors can better serve you and our future generations of Federation members. Thank you for your concern and continued support.