

We want to thank the EAF members who took the time to complete this survey. We sincerely appreciate all of the wonderful comments we received about EAF and the EAF staff. The summarized results are reported below. Again, thank you for your participation and membership support!



## OVERALL EVALUATION OF EAF

✓ **100% SATISFACTION**

**100% EXCELLENCE**

## EAF STAFF (KNOWLEDGE, PROFESSIONAL & HELPFUL)

✓ **100% SATISFACTION**

**98% EXCELLENCE**

### Most Valued By Members:

Overwhelmingly, members value being able to have immediate help and consultation to their challenging questions and situations. In addition, there were numerous comments praising the news, education, webinars and website resources provided to members.

### Suggestions and Recommendations:

EAF Staff made every attempt to contact members to discuss all suggestions and recommendations in further detail. EAF will continue to give serious consideration to all suggestions and recommendations as we strive to continually improve our publications and services.

### Services, Publications & Training

	<u>% Satisfaction</u>	<u>% Excellence</u>	<u>% Change</u>
Hotlines (Human Resources, Legal, Safety & Cyber Security) <b>(free)</b>	100%	98%	0%
Survey Data (Wages, Benefits, Metrics, Trends, etc.) <b>(free)</b>	100%	90%	+1%
Sample Handbook, Forms & Policies <b>(free)</b>	100%	90%	0%
Compliance Guides (Toolkits, HR Self-Audit, Record Retention Guide) <b>(free)</b>	100%	100%	+8%
Newsletters, Legal Alerts & Updates <b>(free)</b>	100%	98%	+8%
CCH HR Compliance Library (Law Library, Software, Training Kits, etc.) <b>(free)</b>	99%	92%	0%
EAF Website	100%	94%	+3%
Webinars <b>(free &amp; discounted)</b>	100%	95%	+5%
Training Kits <b>(free)</b>	100%	98%	N/A
Classroom & Onsite Training <b>(discounted)</b>	100%	95%	-3%
Onsite Consulting & Insurance Programs <b>(discounted)</b>	100%	100%	+4%