

# New Mexico Cancer Council

## 2009 Satisfaction Survey Results

SEPTEMBER 2009

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### Introduction

The New Mexico Cancer Council (Council) plays a vital role in the development and implementation of the New Mexico Cancer Plan. Each year Council members are invited to complete a satisfaction survey.

The survey's purpose is **to help assess the Council's progress towards pre-determined goals and also gain insight into how members feel about their Council membership.** This information will assist the Council with planning or modifying Council priorities and actions in the upcoming year and improve the Council's work process.

**In 2009, the Satisfaction Survey consisted of 12 questions.** Questions were structured variably, with some calling for a written answer, and others calling for respondents to answer questions with a ranked Likert scale. Question 5, in particular, presented 11 statements about Council participation and respondents were asked to answer according to a 4-point Likert scale that ranged from "strongly disagree" and "disagree" to "agree" and "strongly agree." Respondents were also asked about who they represent on the Council (Questions 2 and 7), workgroup participation (Questions 8 and 9) and about their opinions regarding the progress the Council has made on priority projects for 2009 (Question 10). The final two questions (Questions 11 and 12) were open-ended and designed to elicit free responses from respondents about how they would improve or change the Council.

### Respondent Information:

A total of **30** out of a potential 95 Cancer Council members responded to the survey. Of the 30 respondents, **38%** were **Executive Committee Members**, **55%** had been **Council members for over 3 years** and **76%** of respondents indicated they **represent an organization** in their Council membership.

### Council Participation Satisfaction

A question was asked this year about the frequency of Council meetings. In response: **83%** of respondents indicated **the current frequency of Cancer Council meetings is acceptable.** **Three respondents** indicated they feel meetings should be more frequent; **two** respondents said they feel meetings should be less frequent.

Similar to 2008, **93%** of respondents **agreed** (59%) or **strongly agreed** (35%) that their participation on the Council has **helped them develop collaborative relationships with other agencies.** Approximately **7%** of people **disagreed** with this statement.

In 2009, a higher percentage of people (**89%**, as compared to 83% in 2008) either **agreed** (68%) or **strongly agreed** (21%) that **participation in the Council has helped their organizations move toward meeting goals.** Over **86%** of respondents **agreed** (62%) or **strongly agreed** (24%) that participation on the Council has **helped them build their collaborative skills.**

Approximately **83%** of respondents **agreed** (54%) or **strongly agreed** (29%) that **being a member of the Council has helped them gain credibility in their field(s).**

As in 2008, **89%** of those surveyed **agreed** (69%) or **strongly agreed** (20%) that **attending Council meetings is a good use of their time.** Just over 10% of respondents **disagreed**, and no respondents strongly disagreed.

The majority of respondents **agreed** (55%) or **strongly agreed** (28%) that they **feel valued by other Council members**; 14% of respondents **disagreed** and 4% (1 respondent) **strongly disagreed** with this statement. Last year, 78% agreed and 14% strongly agreed with this statement.

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spondents **agreed** (75%) or **strongly agreed** (18%) that **people and organizations in the Council work well together**. Approximately 7% of respondents **disagreed**. These results are similar to last year, when 92% of respondents agreed with that statement.

**Approximately 90%** of respondents **agreed** (66%) or **strongly agreed** (24%) that they are **satisfied with their role in the Council**. Approximately 10% of respondents **disagreed**. Last year, 86% of respondents indicated satisfaction, while 14% indicated dissatisfaction.

Nearly **76%** of respondents **agreed** (59%) or **strongly agreed** (17%) with the statement, **“I feel I have adequate input into the decisions made by the Cancer Council regarding policy, group activities, etc.”** There were fewer people indicating agreement with this statement than in years

past. 21% of respondents **disagreed** with this statement, and 3% strongly disagreed.

Just over **74%** of respondents **agreed** (67%) or **strongly agreed** (7%) that the **recommendations from last year’s satisfaction survey** (including clarifying the purpose and member benefits of the organization, modifying meeting processes, and providing training) **have been adequately implemented**. Approximately 26% of respondents **disagreed** with that statement.

A new question this year asked if the Council’s membership **adequately represents diverse populations within New Mexico**. Approximately **69%** of respondents **agreed** (62%) or **strongly agreed** (7%) with this statement. 28% of respondents **disagreed**, and 3% **strongly disagreed**.

## Organizational Representation

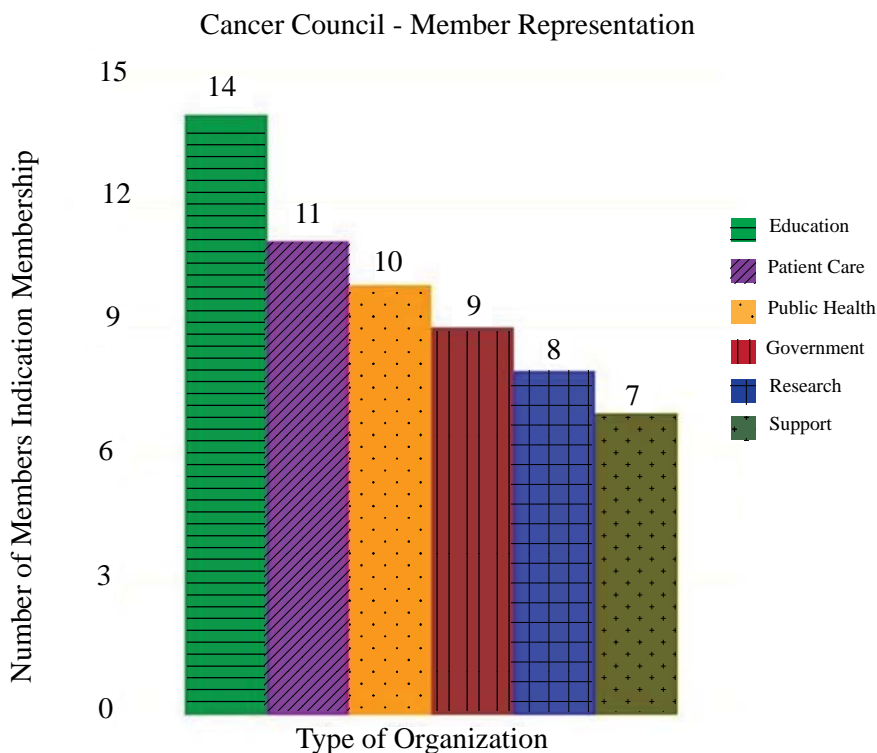
A new question in the 2009 survey asked respondents what type of organization they represent. Respondents were asked to check all categories that applied to them, so one respondent could select more than one category.

**Approximately half of respondents (n=14) represent an educational organization.** The other most frequent responses were:

- **Patient care: (n=11)**
- **Public health: (n=10)**
- **Government: (n=9)**
- **Research: (n=8)**
- **Support: (n=7)**
- **Special populations: (n=6)**

Only 1 respondent represents a faith-based organization, 1 represents a school, 1 represents a commercial/private business and health insurer, 1 represents a health foundation; 1 represents oncology nursing and education; and 1 represents fundraising. No respondents represented the media.

Figure 1



# Council Workgroup Membership

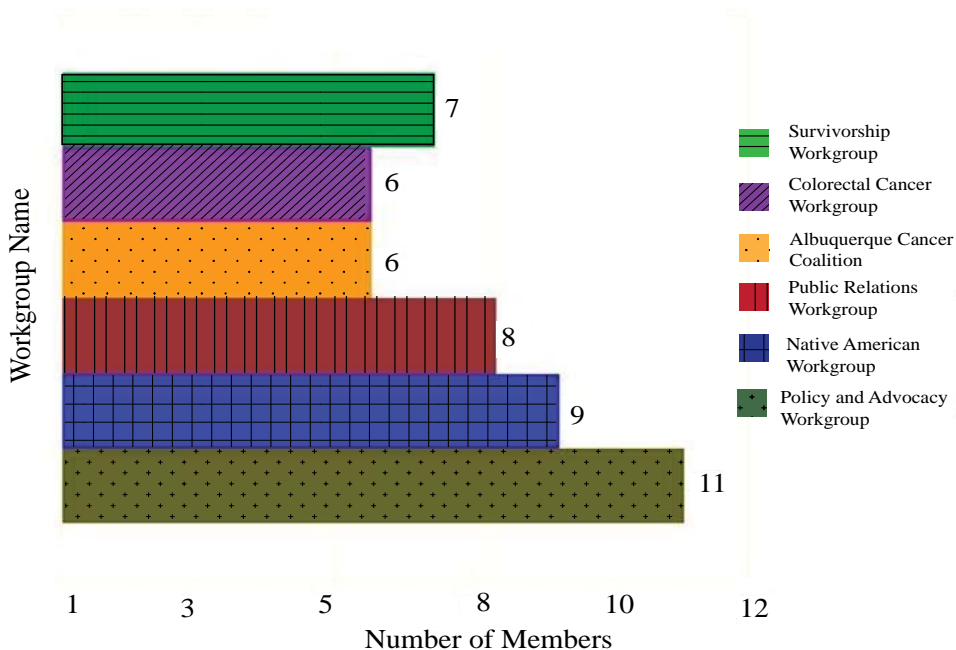
25 respondents indicated they are members of a Cancer Council workgroup. Figure 2 itemizes the number of members in Cancer Council workgroups.

Respondents who did not answer the question affirmatively were asked to explain why they were not members of a workgroup. Responses included:

- “The Cancer Council is very useful but there are other organizations whose primary focus is directly aligned with the program I’m in and I prioritize working with these organization’s workgroups.”
- “I am new to the council and have not had a chance to see what other workgroups are available.”

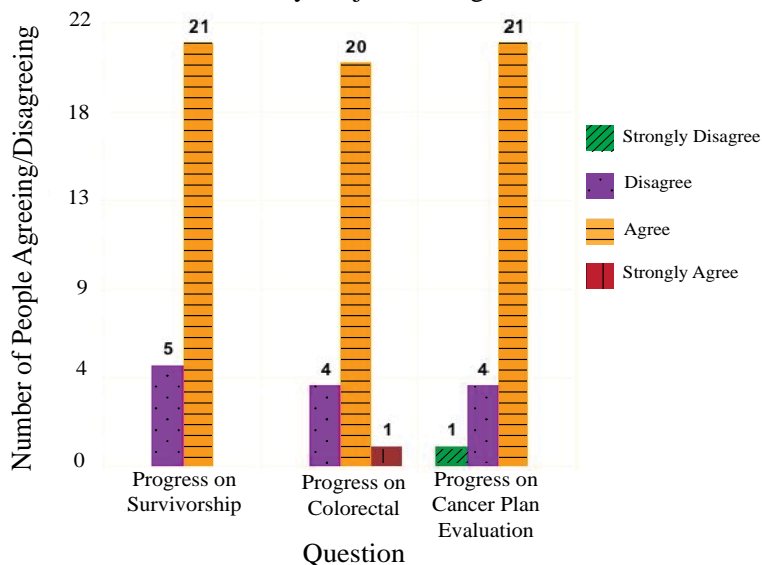
Figure 2

Council Workgroup Membership



# Progress Towards Goals

Cancer Council Priority Projects - Progress Assessment



Respondents were asked in Question 10 if adequate progress was being made towards the three priority projects that had previously been identified for 2009: cancer survivorship, colorectal cancer, and evaluating the Cancer Plan. Across all three projects, **80%** of respondents **agreed** with the statement that adequate progress is being made. In regards to survivorship, **19%** of respondents disagreed that **adequate** progress is being made; **16%** and **15%** **disagreed** (respectively) that progress is being made on colorectal cancer and the evaluation of the Cancer Plan. Only one respondent (**n=1**) **strongly disagreed** with any of the questions; that response was in relation to progress on evaluating the Cancer Plan.

Figure 3

# Suggestions for Improving the Cancer Council

The last two questions were open-ended, allowing for respondents to write in their own answers to the questions.

**In Question 11**, respondents were asked, “What one change could be made to the Cancer Council that would help you become more engaged in the Council?” Eight people responded to this question. Responses included:

- “If I as a general member have no role in electing members to the executive committee or in electing the chair, there need to be other benefits for my organization. We want to participate, and the workgroups are great, but membership is to the council, and we need to feel we're more a part of the

whole council.”

- “I wish that I had the opportunity to vote or express my opinions on the really important stuff, like deciding Council priorities or working on policy and feeling like my place at the meeting table means something and isn't just another filled seat.”
- “Open up the decision making process to the entire Council membership. Change the by-laws!”
- “More workgroups.”

**Question 12** read “please use this field to share with us any other comments, suggestions, or observations you have

about the Cancer Council.” Seven people responded to the question.

Responses included:

- “Thanks to all the people who work so hard on the council - it takes a lot of people working very hard to maintain something this large. Thank you!”
- “The focus needs to shift from meeting CDC comprehensive cancer program grant requirements to the cancer needs of NM.”
- “We seem too big to actually get anything done - the process is cumbersome and we can hardly ever get consensus.”

## Conclusion and Recommendations

As with the 2008 survey results, **the results for this year's Cancer Council Member Satisfaction Survey were very positive and indicated a high level of satisfaction with the Council.** However, there are a few suggestions provided by respondents that could be considered to help the Council become even more productive and effective.

### Meeting Format

Keep the meeting schedule and meeting format the same, as members indicated a high degree of satisfaction with the status quo. One respondent suggested adding Webinar technology to meetings using GoToMeetings (there are other providers the Council could use as well), which might make it easier for members who cannot attend in person to follow along with the meeting.

### Council Structure

Council members seem to indicate concern with the structure of the Council, and the inability of “regular” Council members to influence the decisions made by the Executive Committee.

The comment about “Open up the decision making process to the entire Council membership. Change the bylaws!” from Question 11, and some of the other comments received in this year's survey indicate a sense of frustration

with the current operating structure. (One response to Question 6 stated “if the leadership were more open to the general membership, I believe that investment in the Council, and its achievements, would be strengthened among all members. As it is currently structured, I feel completely cut out of any decisions made by or on behalf of the Council.”)

If changing the bylaws or chartered structure of the Cancer Council is not an option, it might be advisable to have some open discussion about these issues with the entire Council membership. One product of that discussion could be some suggested actions, short of modifying the bylaws that would allow Council members to feel they have more input into the Council. The other product would be an opportunity for people to voice concerns and feel that they are being heard, which can greatly decrease tension due to frustration or resentment about people's perception of the Council's operations.

Some comments from the survey indicate that Council members feel there are issues with diversity on the Council, especially with Native American issues and representation. The Council might consider asking members of the Native American workgroup for some input

into this issue, and also for some action items the Council could work on to increase diversity on the Council (perhaps adding new members representing Native American communities) or address concerns about diversity issues related to cancer treatment.

### Workgroups

Council members indicate workgroups are valuable and a good way to work with and on behalf of the Council. If more workgroups could be identified that would add value to the Council, those might be added for the next program year.

The respondents for the 2009 Cancer Council Satisfaction Survey provided many constructive responses to survey questions. It is apparent the majority of Council members who responded **feel very positively about their Council membership.** Since 30 members responded, the Council can have a high degree of confidence that the opinions expressed in the survey are representative of the Council's membership. These results will enable the Council to continue productive work into 2010 and beyond.