

Collegedale Credit Union Member Survey

We value your feedback. This short survey will help us understand how we're doing and guide future decisions. All responses are confidential.

Section 1: About You *(Helps us understand different member perspectives)*

- How long have you been a member of the Credit Union?
 - Less than 1 year
 - 1–3 years
 - 4–10 years
 - More than 10 years
 - How often do you visit the Credit Union (in person or online)?
 - Weekly
 - Monthly
 - A few times a year
 - Rarely
 - Which services do you primarily use? *(Select all that apply)*
 - Checking / Savings
 - Loans (auto, personal, mortgage)
 - Online / Mobile Banking
 - ATM services
 - Other: _____
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Section 2: Credit Union Performance

- Overall, how satisfied are you with the Credit Union?
 - Very satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very dissatisfied
 - Please rate the following:

Area	Excellent	Good	Fair	Poor	Not Applicable
Member service	<input type="checkbox"/>				
Staff friendliness	<input type="checkbox"/>				
Loan rates & products	<input type="checkbox"/>				
Fees & pricing	<input type="checkbox"/>				
Online/mobile banking	<input type="checkbox"/>				
Branch convenience	<input type="checkbox"/>				
 - Compared to other financial institutions you use, how does our Credit Union perform?
 - Much better
 - Slightly better
 - About the same
 - Slightly worse
 - Much worse
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Section 3: What You Like

7. What do you like most about the Credit Union?

8. Which of the following do you value most? *(Select up to three)*

- Friendly, personal service
- Low fees
- Competitive loan rates
- Trust & reliability
- Community focus
- Convenient location
- Digital banking options

Section 4: What We Can Improve

9. What do you like least or feel could be improved?

10. Are there any services or features you wish we offered?

Section 5: Final Thoughts

11. How likely are you to recommend this Credit Union to others?

- Very likely
- Likely
- Neutral
- Unlikely
- Very unlikely

12. Any additional comments or suggestions?