



# **CLIAC**

## **Advisory Committee Satisfaction**

**Gallup Survey**

**December, 2002 – January, 2003**

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# Advisory Committee Survey



- Commissioned by General Services Administration
- Conducted by Gallup Organization
- To determine satisfaction of advisory committees
- To provide tool for improvement
- Target = federal advisory committees

# Advisory Committee Survey



- Originally called "Stakeholder Engagement Survey"
- Now called "Advisory Committee Survey"
- Really a "Satisfaction Survey"

# Advisory Committee Survey



- Fielded first in December, 2002 – January, 2003
- Potential respondents contacted via e-mail
- Survey tool web-based
- 25 items
  - ❖ 22 opinions about committee function
  - ❖ 3 demographics

# Advisory Committee Survey



## Response Scale for Survey Items 1-22

- 5 Strongly agree
- 4 Agree
- 3 Neutral
- 2 Disagree
- 1 Strongly disagree

# Advisory Committee Survey

## Example – Item #1



**Overall, I am satisfied with the work of this committee.**

- 5 Strongly agree
- 4 Agree
- 3 Neutral
- 2 Disagree
- 1 Strongly disagree

# Advisory Committee Survey

## Example – Item #2



**If given the opportunity, I would choose to work with this committee again.**

- 5 Strongly agree
- 4 Agree
- 3 Neutral
- 2 Disagree
- 1 Strongly disagree

# Advisory Committee Survey

## First Survey



- Results presented by Gallup in April, 2003
- Multiple Departments and Agencies
  - ❖ Health and Human Services, State, Commerce, Treasury, Justice, Veterans Affairs, Housing and Urban Development, Homeland Security, Environmental Protection Agency
- 365 committees had > 5 respondents
- 4,809 individual respondents (mostly committee members)

# Advisory Committee Survey

## CLIAC Results – First Survey



- 23 total respondents
- 18 then-current (January, 2003) members
- 4 former members
- 1 agency “decision maker”

# Advisory Committee Survey Results



For each item:

- % responding 5, 4, 3, 2, or 1
- Mean score for all respondents
  - ❖ For specific committee
  - ❖ For all committees in overall government
  - ❖ For all committees in Department

# Advisory Committee Survey

## CLIAC Results – First Survey



### Overall Satisfaction

- 100% respondents agreed with statement: “satisfied with work of the committee”
- 43% strongly agreed (score of 5)
- 57% agreed (score of 4)
- Mean score (4.43) significantly higher than:
  - ❖ Government-wide mean (3.98)
  - ❖ Department-wide mean (4.09)

# Advisory Committee Survey

## 1st Survey- CLIAC Results



### Commitment/Enthusiasm

- 100% respondents agreed with statement: "would chose to work with this committee again"
- 91% strongly agreed (score of 5)
- 9% agreed (score of 4)
- Mean score (4.91) significantly higher than:
  - ❖ Government-wide mean (4.44)
  - ❖ Department-wide mean (4.49)

# Advisory Committee Survey

## Analysis for strengths



### **Committee strengths indicated by items:**

- Highly correlated with overall satisfaction
- Demonstrating a relatively higher mean score

# Advisory Committee Survey

## CLIAC Results – First Survey



### **CLIAC strengths**

- Meetings well run
- Fair operational procedures
- Mission and goals clearly defined
- Committee responsive to needs of agency
- Committee has a positive influence in its area of expertise

# Advisory Committee Survey

## Analysis for priorities for improvement



### Items indicating primary priorities for improvement:

- Highly correlated with overall satisfaction
- Demonstrating a relatively lower mean score

# Advisory Committee Survey

## 1st Survey- CLIAC Results



### **Primary priorities for improvement**

Committee would like to:

- See its recommendations used more effectively
- Effect more positive impact on the public and/or external stakeholders
- Receive more feedback from the agencies

# Advisory Committee Survey

## CLIAC Discussion



### Strengths

- Meetings well run
- Fair operations
- Mission & goals defined
- Responsive to needs of agency
- Positive influence in area of expertise

### Areas for Improvement

- More effective use of recommendations
- More positive impact on public and/or external stakeholders
- More feedback from agencies

# Advisory Committee Survey

## Next Steps



- Develop action plan based on committee discussion
- Review action plan at next meeting
- Another survey coming this fall
- Please make sure we have your correct e-mail address!



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