

Community of Practice Members Survey

Regular member surveys are key to give your Community of Practice an accurate profile of your **membership**, as well as their views on your services and activities. You will gain insight into your **members'** levels of satisfaction with your current services and find out what they want in the future.

Commonly used survey tools:

- Google Forms (*completely free*): <https://www.google.com/forms/about/>
- Typeform: <https://www.typeform.com/>
- SurveyMonkey: <https://www.surveymonkey.com/>
- SurveyGizmo: <https://www.surveygizmo.com/>
- For a few more ideas and comparisons, see:
 - [9 Best Survey Tools](#)

NOTE: Ideally you should aim at having no more than 10 questions.

Example of Survey Questions

Demographics:

1. Name/Surname *this can also be asked at the end, for those who want to volunteer*
2. Languages
3. Location

Expertise and interests

1. Which areas do you currently work on and/or plan to work on in the next 12/18 months?
2. What are your top 3 areas of expertise?
3. Please indicate your years of experience in the domain? *this can help to match people for help/support and also to identify most experienced ones*
 - Below 2
 - 3 to 5
 - 5 to 10
 - 11 to 20
 - 20+
4. In which of the following areas do you feel you need immediate knowledge/expertise? *multiple choice on Community of Practice focus areas*
5. Top 3 challenges faced during project design/implementation that you think this CoP could help you with? *open ended*

Purpose of the community, Services and Channels

1. Please rate the level of importance of the following reasons for participating in the community?
 - Knowledge sharing and learning from others
 - Professional Networking

- Learn about frameworks
 - Sharing own knowledge
 - Receiving help/support from the community
2. Are there other communities or professional networks about [Community of Practice topic] that you already participate in and if yes, which ones?
 3. What proposed services are more relevant to you? *multiple choice list based on your planned services*
 - Knowledge Sharing events/regular events with experts
 - Training/Clinics/Deep dives
 - Knowledge Products (case studies, lessons learned, frameworks)
 - Just in time support/Help Desk (project peer review, Terms of Reference (TORs), rosters)
 - Knowledge Exchanges
 - Online community to post questions/share experiences
 - Other
 4. How do you prefer to access information/knowledge about [Community of Practice topic]?
 - Summary reports
 - Discussion papers
 - Research journals
 - Blogs
 - Newsletters
 - Podcasts
 - Videos
 - Seminars
 - Workshops
 - Conferences
 - Mentoring
 - Face-to-face training
 - Study tours
 - Others

Logistics and frequency

1. What is the best way to keep you informed?
 - Monthly Newsletter
 - Blogs
 - Annual reports
 - Face-to-face
 - Other
2. How frequently would you like to receive updates/be involved?
 - Weekly
 - Monthly
 - Quarterly
 - Annually

Final questions

1. What can this Community of Practice do for you? *what are your expectations?*
2. What can you do for this Community of Practice? *this could be open ended or a multiple choice question based on the list of proposed services*
 - Present during events with experts
 - Facilitate/Design Training/Clinics
 - Contribute to Knowledge Products (case studies, lessons learned, frameworks)
 - Offer just in time support (project peer review, TORs, rosters)
 - Other
3. How much time do you plan to devote to the community? *could be in percentages or hours per week*
 - 5%
 - 10%
 - 15%
4. Are there any colleagues that you think we should invite to join this community of practice?
5. If interested in participating actively in the Community of Practice or in volunteering for any of our activities, please provide name and email address.
6. Do you have additional comments or suggestions?

If you are also planning an event - Event design questions

1. We are considering different formats for the session, which one do you find most appealing?
rate
 - Panel discussion
 - Charter co-design
 - Open Space Activity - to create the CoP's yearly action plan
 - Start Up CoP - to identify priorities and next steps
 - Networking activity
 - Other (please specify)
2. What topics would you like to learn more about/discuss during the session? *rate*
3. What would be the most important take away from the event for you? *open ended*
4. Do you have any suggestions on how to make this event a success? *open ended*
5. Would you be interested in contributing to the event in any of the following ways?
 - Participate to the planning sessions
 - Present your experience
 - Facilitate part of the event

This document is part of the Communities4Dev CoP Toolkit featuring practical resources to help you develop impactful Communities of Practice in the development sector. [Access the full CoP Toolkit.](#)