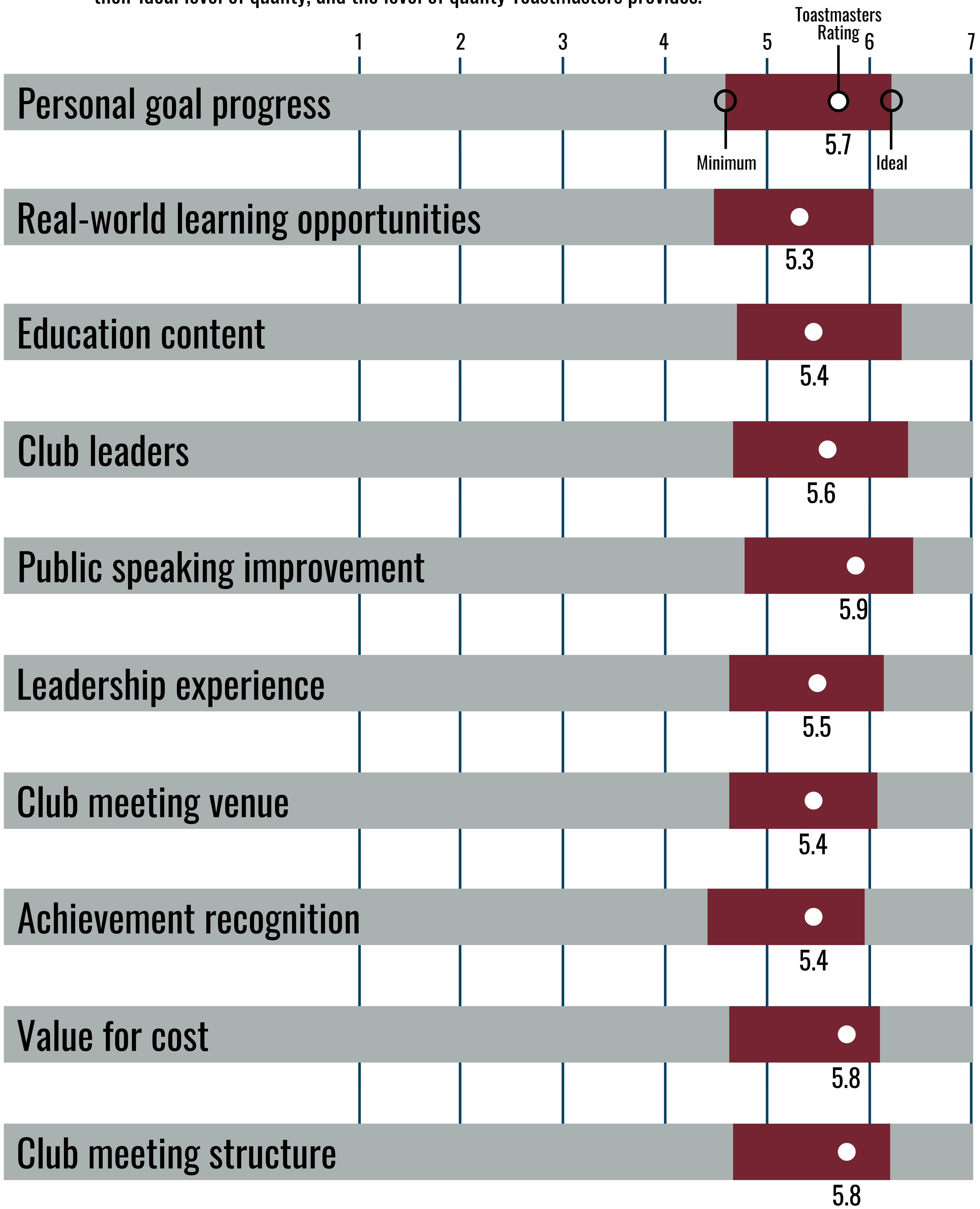


MEMBER SATISFACTION SURVEY



July 2020
n=2,170

For each category, members rated the minimum level of quality they were willing to accept, their ideal level of quality, and the level of quality Toastmasters provides.



Willingness to recommend Toastmasters
8.7 out of 10

79% have recommended Toastmasters to 2 or more of their friends, family, or colleagues

Satisfaction with Toastmasters
5.6 out of 7

+/- 2.1%
Margin of Error

95%
Confidence Interval

81.8%
Completion Rate

22.0%
Response Rate