

**Membership Satisfaction Surveys by Vendor**  
**2015 Updates in Blue**

States	Yes	No	a. Satisfaction Works	b. HSM	c. Other outside consultant	d. Staff
Alabama	x		x			
Alaska						
Arizona	x		x			
Arkansas						
California		x				
Colorado	x				Markey Strategies International	
Connecticut						
Delaware		x				
Florida	x			x		
Georgia	x					x
Hawaii		x				
Idaho						
Illinois		x				
Indiana		x				
Iowa						
Kansas	x				Local university	
Kentucky		x				
Louisiana	x (2003, 2005, 2007)		x			
Maine		x				
Maryland	x			x		
Massachusetts	x		x			
Michigan	x					x
Minnesota	x (2009)				x (Larry Walker)	
Mississippi						
Missouri	x					x
Montana						
Nebraska		x				
Nevada		x				
New Hampshire	x		x			
New Jersey		x				
New Mexico	x				x	
New York	x		x			
North Carolina						
North Dakota	x					x
Ohio		x				
Oklahoma	x		x			
Oregon						
Pennsylvania	x			x		
Rhode Island		x				
South Carolina	x				Have tried both staff created and outside consultant	
South Dakota	x				Looking for new vendor	
Tennessee	x					x
Texas		x				x
Utah		x				
Vermont		x				
Virginia		x				
Washington	x		x			
West Virginia		x				
Wisconsin	x					x
Wyoming	x					x