



INTRODUCTION

As an organization dedicated to honoring and supporting Maine's fallen heroes, it is crucial for us to continuously assess our practices and ensure that we are meeting the needs of those we serve.

We recognize the power of your feedback and its vital role in shaping the future of our organization. Your honest feedback has helped identify areas where we excel and areas where we can improve, ultimately helping us better serve TSP. This year's survey yielded over 425 written comments and engaged more than 95 participants, providing a strong and insightful response from our target audience.

We are extremely grateful for your invaluable contribution.

Sincerely,

The Summit Project
Board of Directors

Toni Bailey
Mike Hernandez
Betsy Hutchins
Greg Johnson
Mark LoSacco
Peter Perzel
Barbara Pierce





The survey confirmed that TSP is driven by passionate leadership with a strong commitment to its mission. This dedication fosters engagement, fellowship, and meaningful experiences for Gold Star Families, volunteers, and event participants. Volunteers feel that their contributions are impactful. Participants are energized by their involvement. With effective resource management and strategic use of media platforms, TSP continues to align its events and communications with its mission, amplifying its positive impact.

The survey results also highlighted key areas for improvement and actionable recommendations to enhance the effectiveness of TSP. These include improvements related to organizational management, volunteer engagement, resource management, and the alignment of events with TSP's mission. Utilizing your valuable feedback, TSP can strengthen its long-term sustainability and improve volunteer satisfaction, ensuring that the organization continues to honor fallen heroes and support Gold Star Families effectively.

Core Survey Topics

Category	Strengths	Areas for Improvement
Organizational Management	<ul style="list-style-type: none">• Leadership is passionate about the mission of TSP	<ul style="list-style-type: none">• Renewed focus on recruiting and retention of core leaders
Engagement, Fellowship, and Experience	<ul style="list-style-type: none">• There is a strong emphasis on keeping Gold Star families at the core of TSP's mission• Volunteers overwhelmingly expressed that their involvement was significant and impactful to the TSP mission• Participants are passionate for the mission and have positive experiences	<ul style="list-style-type: none">• Provide volunteers with more opportunities to grow with the organization• Implement new ways to promote a positive and welcoming environment for Gold Star Families, volunteers, and event participants• Concise communication for event logistics with respect to volunteer time and resources• Provide opportunities to strengthen fellowship for Gold Star Families
Resource Management	<ul style="list-style-type: none">• Overall, TSP's resource management is viewed positively	<ul style="list-style-type: none">• Proactively communicate utilization of TSP resources
Event Impact and Mission Alignment	<ul style="list-style-type: none">• Organization is effectively utilizing multiple media platforms for TSP communications	<ul style="list-style-type: none">• Encourage increased participation by improving financial and geographic accessibility of TSP events

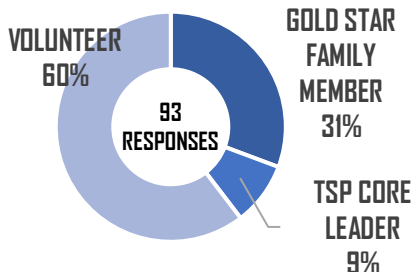
Conclusion

TSP has greatly benefited from the valuable feedback it has received from this survey. Overall, the survey indicated that TSP is fulfilling its mission. Gold Star Families, volunteers, and event participants are largely satisfied with their experiences with the organization. Nonetheless, TSP's continued success will depend on taking action to improve Organizational Management; Engagement, Fellowship, and Experience; Resource Management; and Event Impact and Mission Alignment. By taking action in these areas, TSP leadership is postured to strengthen our commitment to the mission and our positive impact on the community.

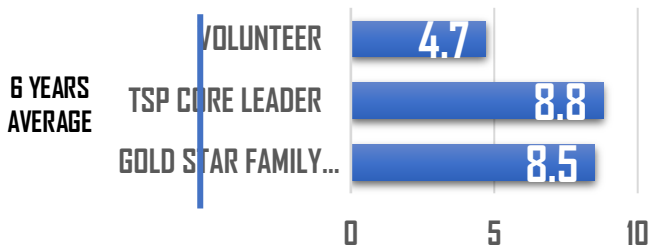


DEMOGRAPHICS

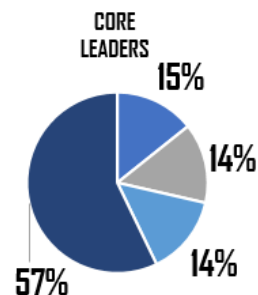
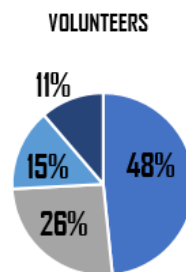
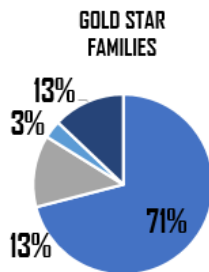
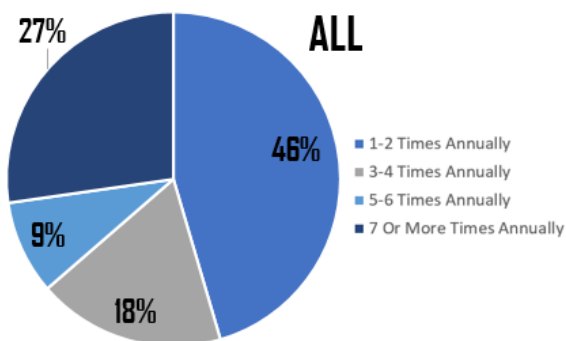
WHAT IS YOUR CURRENT RELATIONSHIP TO TSP?



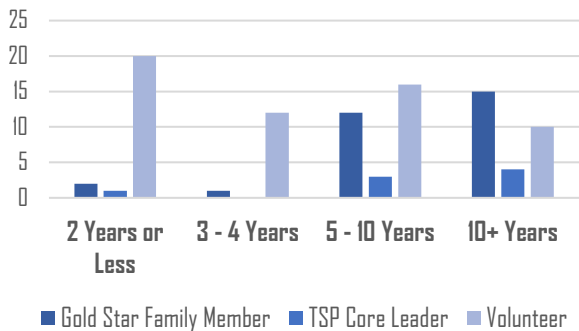
HOW MANY YEARS HAVE YOU BEEN INVOLVED OR ASSOCIATED WITH TSP?



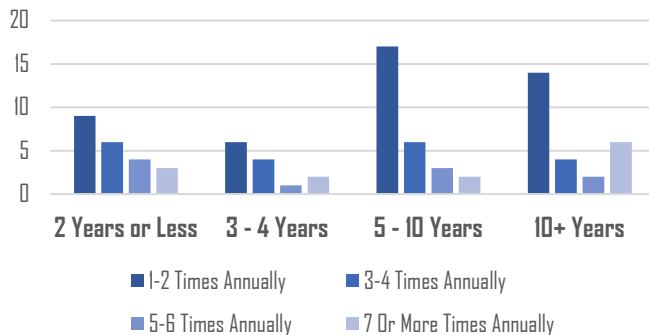
HOW OFTEN ON AVERAGE HAVE YOU BEEN ABLE TO PARTICIPATE IN TSP EVENTS ANNUALLY?



TIME INVOLVEMENT BY POPULATION

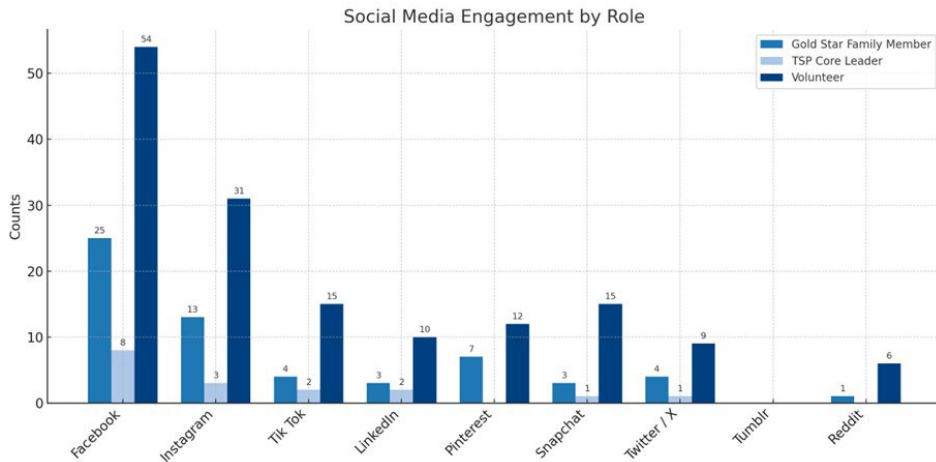
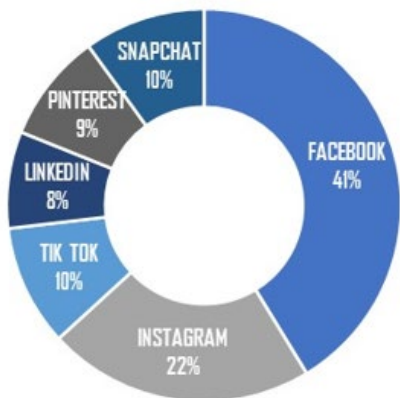


PARTICIPATION FREQUENCY



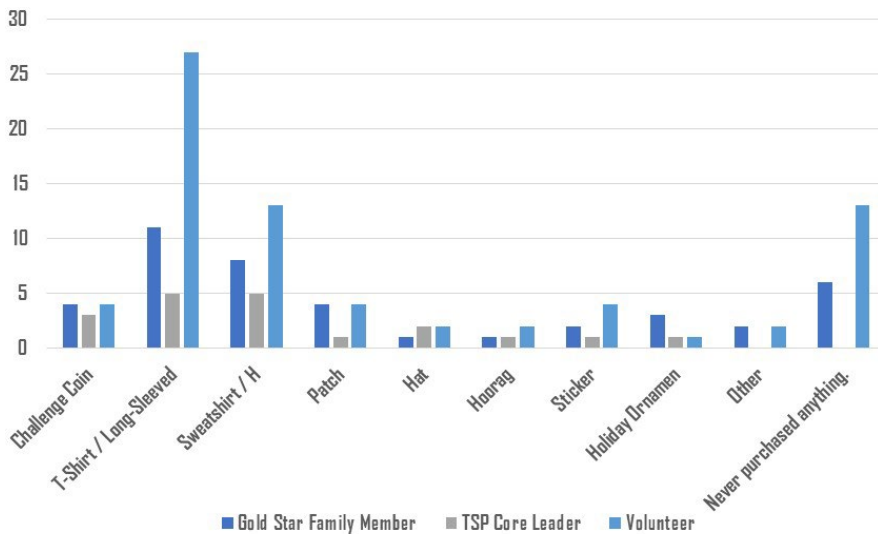


SOCIAL MEDIA PREFERENCE

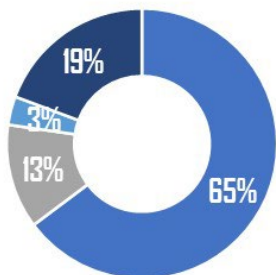


STORE TOPICS

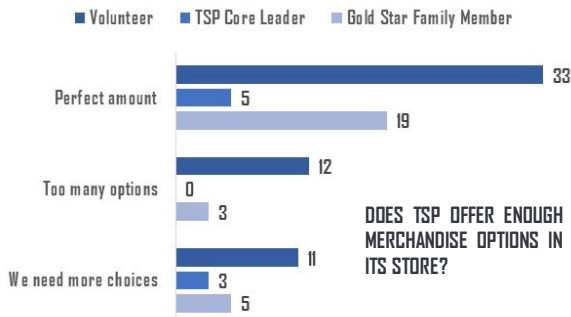
If you purchased something from the TSP store, what was your favorite item?



ARE YOU SATISFIED WITH THE QUALITY OF THE CURRENT TSP STORE MERCHANDISE?



- Yes
- Somewhat
- No
- Don't know, never purchased anything

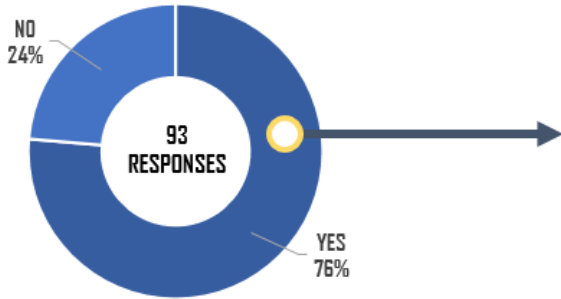


DOES TSP OFFER ENOUGH MERCHANDISE OPTIONS IN ITS STORE?

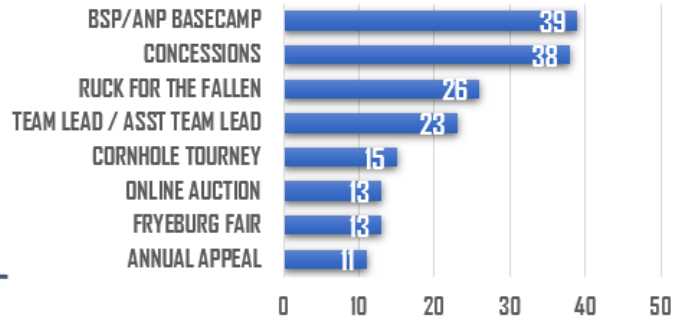


VOLUNTEERISM

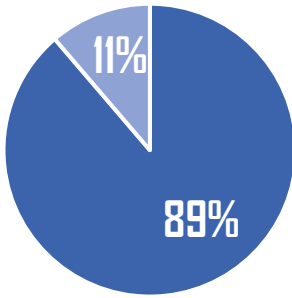
HAVE YOU EVER VOLUNTEERED FOR TSP?



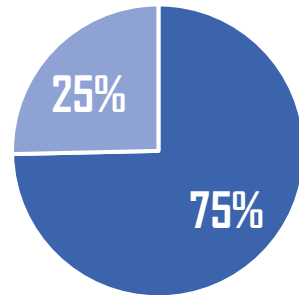
WHAT ACTIVITIES/EVENTS HAVE YOU SUPPORTED AS A VOLUNTEER? CHECK ALL THAT APPLY.



DO YOU FEEL YOUR VOLUNTEER WORK IS SIGNIFICANT / IMPACTFUL?

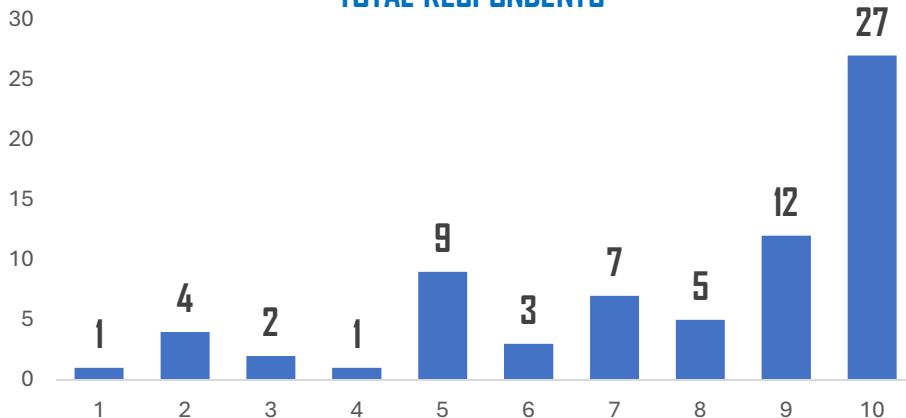


DO YOU THINK YOUR TIME AS A VOLUNTEER IS WELL-UTILIZED?



ON A SCALE OF 1-10, HOW WOULD YOU RATE YOUR OVERALL SATISFACTION AS A VOLUNTEER WITH TSP? 10 BEING MOST SATISFIED.

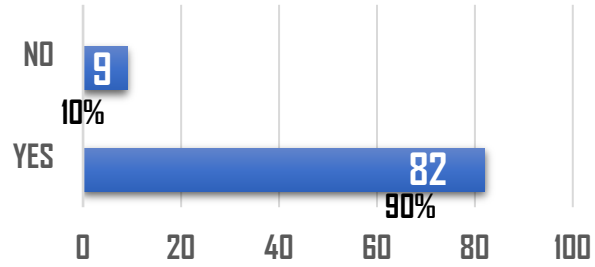
TOTAL RESPONDENTS





EVENTS

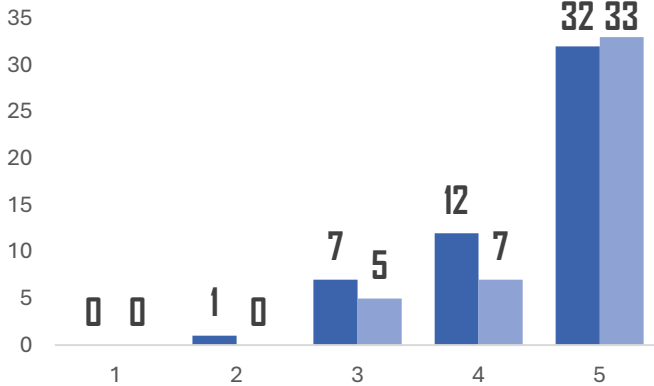
DO YOU FEEL WELL-INFORMED ABOUT TSP'S EVENTS AND ACTIVITIES?



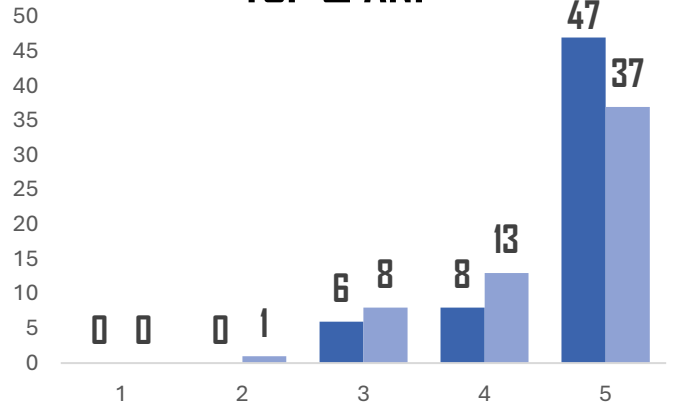
■ How well does this align with our mission?
■ Do you feel welcome and included?

NOT AT ALL 1-2-3-4-5 ABSOLUTELY
BY TOTAL RESPONDANTS

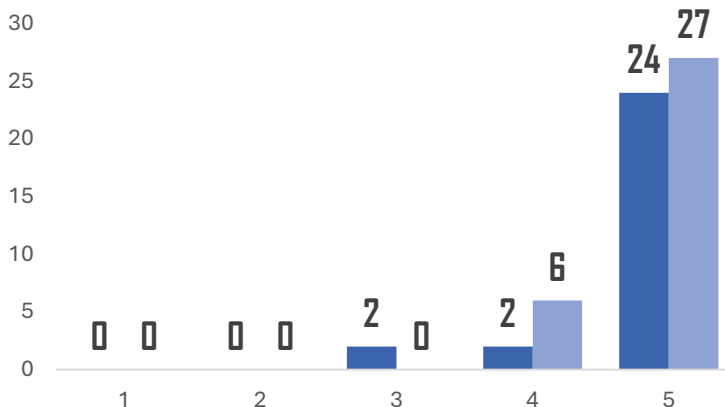
TSP @ BSP



TSP @ ANP



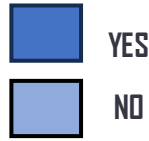
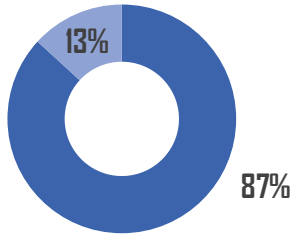
RUCK FOR THE FALLEN



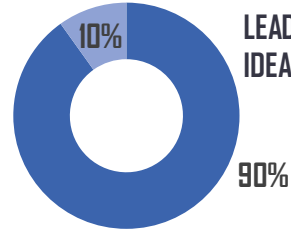


STRATEGIC TOPICS

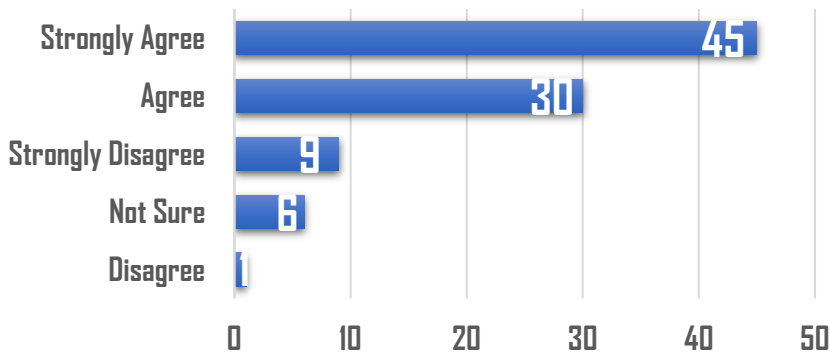
DO YOU FEEL LIKE A VALUED MEMBER OF TSP?



DO YOU FEEL COMFORTABLE APPROACHING TSP LEADERSHIP WITH IDEAS/CONCERNS?



PLEASE RATE THE FOLLOWING STATEMENT: "TSP IS FULFILLING ITS MISSION"



HOW WELL DO YOU THINK TSP MANAGES ITS RESOURCES?

