



## **2010 MEMBER SURVEY SUMMARY AND CONCLUSIONS**

### **Introduction and Overview**

A survey of all ONS members was conducted during the month of May 2010, to assess their overall level of satisfaction with their membership and to gauge their views of the Society. This survey incorporated many of the questions that were part of the Quarterly Satisfaction Survey, which in the past had been sent to those who had renewed their membership in the previous quarter. While that survey provided useful feedback, it was felt that the results could be skewed by the fact that it was only being sent to those members who had recently made the decision to renew, who presumably were therefore relatively pleased with ONS, and was done on four occasions throughout the year.

It was therefore decided to conduct one annual survey of all members, soliciting feedback from everyone at one point in time. While many important components of the previous Satisfaction Survey were incorporated into the new survey, additional questions were designed to elicit more meaningful feedback regarding members' perceived value for their dues investment, loyalty to the organization, and opportunities for engagement.

The survey was administered electronically, with 1,589 responses received (a 4.7% participation rate). A summary of the results and some key indicators follow, as well as the complete survey results.

### **Summary of Results and Key Indicators**

Overall, the feedback received from members was quite positive. Key items of interest are:

- 77% of respondents are “Very Satisfied” (46%) or “Satisfied” (31%) with their ONS membership.
- 75% of respondents consider their ONS membership to be either far more valuable (48%) or somewhat more valuable (27%) than other professional membership organizations they belong to.
- 92% of respondents definitely will (84%) or probably will (8%) renew their ONS membership this year.
- 81% of respondents definitely will (61%) or probably will (20%) recommend ONS membership to a friend or colleague.
- 66% of respondents indicated that they were members of their local chapter. Of those, 74% were either “Very satisfied” (47%) or “Satisfied” (27%) with their chapter membership. Of the 34% of respondents

who do not belong to a chapter, their reasons for not doing so were that the chapter met at inconvenient times/locations (33%), that they felt the chapter was poorly run (the majority responses of the 34% who indicated “Other”), or that there was no chapter in their area (23%).

- 66% of respondents also indicated that they were members of a Special Interest Group (SIG). Of those, 42% were either “Very satisfied” (17%) or “Satisfied” (25%) with their SIG membership. Of the 34% of respondents who do not belong to a SIG, their reasons for not doing so were that they could access the sub-specialty information from other sources (36%) or that they were not aware that one free SIG membership was included in their dues (30%).

The top 3 responses to “Why did you originally join ONS” were:

- To keep up-to-date on developments in the field
- To advance my career (e.g., networking, mentorship opportunities, job postings)
- A colleague recommended membership

The top 3 responses to “Why do you continue your ONS membership” were:

- To keep up-to-date on developments in the field
- To receive continuing education
- To support the profession

The top 3 responses to “The single best thing ONS does for me today...” were:

- Provides me with resources to keep me up-to-date on the latest drugs, treatments, evidence-based practice guidelines, etc.
- Networking opportunities
- CNE opportunities

The top 3 responses to “The most important thing ONS can do for me in the future...” were:

- Continue to provide up-to-date information
- Offer more/better member discounts
- Support legislation

The top 3 areas of educational programming that are most useful to respondents are:

- Chemotherapy
- Breast cancer care
- End of life care

The top 3 delivery formats for educational programming preferred by respondents are:

- Printed materials
- Online programs (<2 hours of content)
- Local chapter meetings (1-2 hour programs)

Members were asked to rate how important each of the following ONS benefits, products, and services were to them, and then to indicate how satisfied they were with each. Below is a side-by-side comparison of how each activity was rated by respondents.

(Scale: 5 = Extremely important/satisfied and 1 = Not at all important/satisfied)

<b>BENEFIT/PRODUCT/SERVICE</b>	<b>Level of Importance: % Responding “5” or “4”</b>	<b>Level of Satisfaction: % Responding “5” or “4”</b>
Awards, scholarships, and grants	44%	33%
Career services / job board	30%	24%
Access to continuing nursing education programs	89%	73%
Member discounts on ONS national conference registration (Congress, Institutes of Learning, Advanced Practice Nursing Conference, Research Conference)	75%	60%
Member discounts on certification through ONCC	76%	60%
Member discounts on other products and services (publications, online education, etc.)	68%	58%
Email alerts and updates	70%	67%
Evidence-based projects	74%	64%
Leadership and volunteer opportunities	48%	40%
Local chapter membership	65%	52%
Special interest group (SIG) memberships	55%	45%
Access to the ONS Member Directory	42%	41%
Professional networking (at meetings and events)	66%	57%
Social media/social networking tools (e.g., Facebook, Twitter, Crowdvine)	17%	17%
Subscription to ONS journals and publications ( <i>Oncology Nursing Forum</i> , ONS Connect, <i>Clinical Journal of Oncology</i> )	85%	72%

## Conclusions

The survey feedback indicates that in general respondents have a positive perception of ONS and they are satisfied with their membership. High numbers of respondents consider their ONS membership to be more valuable relative to other organizations, plan to renew their membership, and are willing to recommend ONS to a friend or colleague.

While those results are very encouraging, a high number of respondents also wrote in their open comments that they believe member dues and education fees are “too high.” This indicates a continued need to demonstrate the value of ONS products, services, and benefits, especially relative to other organizations and/or service providers.

The survey feedback also suggests that there are further opportunities for ONS leaders and staff to explore in engaging members through chapters and SIGs, and to demonstrate the value of participation in those

communities. For instance, of the one-third of respondents who are not currently a member of their local chapter, the primary reasons they gave for not joining are issues that can be addressed and overcome—a) the chapter meeting at times and locations that aren't convenient, and b) the perception that their chapter is being "poorly run."

Similarly, opportunities present themselves in engaging members in the SIGs. Only two-thirds of respondents currently belong to a SIG, even though each member receives one free SIG membership. Of the 34% of respondents who do not belong to a SIG, 30% were not aware of this benefit. And of the 64% of respondents who do belong to a SIG, only 42% indicated that they were either satisfied or very satisfied with their SIG membership. While both of those responses are somewhat disappointing, they represent issues that can be addressed and overcome.

An additional segment of the results worth noting is the disparity in the level of importance vs. level of satisfaction for some of ONS's key benefits, products, and services. For instance, while 89% of respondents indicated that "Access to continuing nursing education programs" was important or very important to them, only 73% were satisfied or very satisfied with that access. While 73% satisfaction is very good, the 16% disparity is an area of potential concern. Similarly, for 9 of the 15 specified benefits/products/services rated in the survey, there were disparities of at least 10% between the respondents' level of importance vs. level of satisfaction. While not necessarily cause for alarm, this feedback needs to be taken into consideration and monitored as the ONS moves forward.

Another take away from this survey is a reminder that ONS must continue to balance the needs of its more experienced members with those of the younger generation(s) of members who are vital to the future of the organization. This is demonstrated in response to the question about how members view the use of social media and social networking tools (e.g., FaceBook, Twitter). Only 17% of respondents indicated that they felt those were important or very important. This result needs to be taken in the context that 79% of all respondents were over the age of 45. Segmenting the results by age group shows that 47% of respondents under the age of 35 consider social media and social networking tools to be important or very important, and of those, 45% are satisfied or very satisfied with them. So while ONS must continue to offer new benefits, products and services that appeal to younger members, it cannot assume that those same offerings will be valued by the more experienced members.

In summary, the results of this year's survey show that members are generally satisfied with ONS and the benefits they receive, but also highlight a few areas where there is room for improvement. As ONS now has a benchmark to track its members' satisfaction, perceived value, loyalty, and engagement at one point in time annually, the Society will be able to more accurately measure its success in meeting members' needs and expectations.



## 2010 MEMBER SURVEY RESULTS

### 1. What is the primary reason you originally joined ONS?

Responses	Count	%	Percentage of total respondents
A colleague recommended membership	208	13%	
To advance my career (e.g., networking, mentorship opportunities, job postings)	233	15%	
To receive member discounts (e.g., certification, conferences, course registration, etc.)	143	9%	
To keep up to date on developments in the field	626	39%	
To receive continuing education	131	8%	
To support the profession	168	11%	
Other *	80	5%	
<b>Total Responses</b>	<b>1589</b>		

\*= Examples of “Other” responses included for certification, to participate in local chapter, and to submit a research abstract.

### 2. What is the primary reason you continue your ONS membership?

Responses	Count	%	Percentage of total respondents
To advance my career (e.g., networking and mentorship opportunities)	147	9%	
To receive member discounts (e.g., certification, conferences, course registration, etc.)	93	6%	
To keep up to date on developments in the field	749	47%	
To receive continuing education	267	17%	
To support the profession	251	16%	
Other *	82	5%	
<b>Total Responses</b>	<b>1589</b>		

\*= Examples of “Other” responses included for certification, to participate in local chapter, and for leadership opportunities.

**3. Please rate how important each of the following ONS benefits, products, and services is to you. 5 = Extremely important and 1 = Not at all important.**

		Level of Importance					
		1	2	3	4	5	Total
(a)	Awards, scholarships, and grants	[305] 19%	[191] 12%	[393] 25%	[323] 2%	[377] 24%	1589
(b)	Career services / job board	[366] 23%	[259] 16%	[488] 31%	[306] 19%	[170] 11%	1589
(c)	Access to continuing nursing education programs	[46] 3%	[30] 2%	[92] 6%	[286] 18%	[1135] 71%	1589
(d)	Member discounts on ONS national conference registration (Congress, Institutes of Learning, Advanced Practice Nursing Conference, Research Conference)	[79] 5%	[92] 6%	[240] 15%	[453] 29%	[725] 46%	1589
(e)	Member discounts on certification through ONCC	[119] 8%	[66] 4%	[200] 13%	[342] 22%	[862] 54%	1589
(f)	Member discounts on other products and services (publications, online education, etc.)	[110] 7%	[98] 6%	[307] 19%	[455] 29%	[619] 39%	1589
(g)	Email alerts and updates	[77] 5%	[88] 6%	[302] 19%	[575] 36%	[547] 34%	1589
(h)	Evidence-based projects	[90] 7%	[70] 4%	[247] 16%	[513] 32%	[669] 42%	1589

(i)	Leadership and volunteer opportunities	[217] 14%	[181] 11%	[433] 27%	[435] 27%	[323] 20%	1589
(j)	Local chapter membership	[172] 11%	[98] 6%	[280] 18%	[361] 23%	[678] 43%	1589
(k)	Special interest group (SIG) memberships	[166] 10%	[141] 9%	[409] 26%	[478] 30%	[395] 25%	1589
(l)	Access to the ONS Member Directory	[232] 15%	[213] 13%	[485] 31%	[349] 22%	[310] 20%	1589
(m)	Professional networking (at meetings and events)	[137] 9%	[96] 6%	[296] 19%	[465] 29%	[595] 37%	1589
(n)	Social media/social networking tools (e.g., Facebook, Twitter, Crowdvine)	[615] 39%	[304] 19%	[403] 25%	[166] 10%	[101] 6%	1589
(o)	Subscription to ONS journals and publications (Oncology Nursing Forum, ONS Connect, Clinical Journal of Oncology)	[50] 3%	[47] 3%	[141] 9%	[382] 24%	[969] 61%	1589

**4. Please rate how satisfied you are with each of the following ONS benefits, products, and services. 5 = Extremely satisfied and 1 = Not at all satisfied. If you do not use or are unaware of a benefit, please select N/A.**

		Level of Satisfaction						
		1	2	3	4	5	NA	Total
(a)	Awards, scholarships, and grants	[104] 7%	[92] 6%	[326] 21%	[243] 15%	[288] 18%	[536] 34%	1589
(b)	Career services / job board	[96] 6%	[116] 7%	[364] 23%	[251] 16%	[135] 9%	[627] 39%	1589
(c)	Access to continuing nursing education programs	[54] 3%	[63] 4%	[185] 12%	[395] 25%	[762] 48%	[130] 8%	1589
(d)	Member discounts on ONS national conference registration (Congress, Institutes of Learning, Advanced Practice Nursing Conference, Research Conference)	[61] 4%	[102] 6%	[282] 18%	[406] 26%	[544] 34%	[194] 12%	1589
(e)	Member discounts on certification through ONCC	[59] 4%	[91] 6%	[240] 15%	[308] 19%	[650] 41%	[241] 15%	1589
(f)	Member discounts on other products and services (publications, online education, etc.)	[58] 4%	[106] 7%	[328] 21%	[394] 25%	[518] 32%	[185] 12%	1589
(g)	Email alerts and updates	[58] 4%	[61] 4%	[283] 18%	[430] 27%	[632] 40%	[125] 8%	1589
(h)	Evidence-based projects	[47] 3%	[67] 4%	[264] 17%	[439] 28%	[572] 36%	[200] 13%	1589






(i)	Leadership and volunteer opportunities	[85] 5% 	[120] 8% 	[357] 22% 	[305] 20% 	[336] 21% 	[386] 24% 	1589
(j)	Local chapter membership	[97] 6% 	[105] 7% 	[252] 16% 	[261] 16% 	[560] 35% 	[314] 20% 	1589
(k)	Special interest group (SIG) memberships	[100] 6% 	[131] 8% 	[399] 25% 	[362] 23% 	[343] 22% 	[254] 16% 	1589
(l)	Access to the ONS Member Directory	[89] 6% 	[108] 7% 	[344] 22% 	[320] 20% 	[338] 21% 	[390] 25% 	1589
(m)	Professional networking (at meetings and events)	[69] 4% 	[86] 5% 	[293] 18% 	[386] 24% 	[522] 33% 	[233] 15% 	1589
(n)	Social media/social networking tools (e.g., Facebook, Twitter, Crowdvine)	[191] 12% 	[150] 9% 	[298] 19% 	[169] 11% 	[95] 6% 	[686] 43% 	1589
(o)	Subscription to ONS journals and publications (Oncology Nursing Forum, ONS Connect, Clinical Journal of Oncology)	[48] 3% 	[47] 3% 	[148] 9% 	[285] 18% 	[865] 54% 	[196] 12% 	1589

**5. Are there any ONS benefits or services not listed in questions 3 and 4 that are important to you?**






Responses included the website, offer more free CEUs, health policy advocacy, and “nothing”.






**6. Is there anything ONS can do to enhance the benefits it currently offers?**

Responses included improve the website, offer more free CEUs, lower the price of dues, lower the price of conference attendance, offer more local and regional programming, and “nothing”.

7. How would you rate your overall satisfaction with ONS membership? 5 = very satisfied and 1 = not at all satisfied			
Responses	Count	%	Percentage of total respondents
5	733	46%	
4	489	31%	
3	290	18%	
2	54	3%	
1	23	1%	
<b>Total Responses</b>	<b>1589</b>		

Respondents answering 3 or lower were asked to explain what ONS could do to increase their level of satisfaction with their membership. The majority of responses were: improve the website (ease of navigation), lower prices, and reduce the amount of emails sent.

8. How likely are you to renew your ONS membership this year? 5 = definitely will renew and 1 = definitely will not renew			
Responses	Count	%	Percentage of total respondents
5	1328	84%	
4	132	8%	
3	82	5%	
2	36	2%	
1	11	1%	
<b>Total Responses</b>	<b>1589</b>		

9. How likely are you to refer ONS membership to a friend or colleague? 5 = definitely will and 1 = definitely will not			
Responses	Count	%	Percentage of total respondents
5	972	61%	
4	318	20%	
3	194	12%	
2	75	5%	
1	30	2%	
<b>Total Responses</b>	<b>1589</b>		

Respondents answering 3 or lower were asked to comment on any reservations they would have about referring ONS membership to a friend or colleague. The majority of responses were: dues are too high, conferences and courses are priced too high, local chapter is non-functioning, and can get much of the same information elsewhere.

10. Please complete the following sentences:

**The single best thing that ONS does for me today is...**

The majority of responses were:






- Provides me with resources to keep me up-to-date on the latest drugs, treatments, evidence-based practice guidelines, etc.
- Networking opportunities
- CNE opportunities
- Publications
- Certification
- Access to local chapters and local CE.

**The most important thing ONS can do for me in the future is...**



The majority of responses were:

- Continue to provide up-to-date information
- Offer more/better member discounts
- Support legislation
- Lower the cost of CNE
- Offer more scholarships.






**11. Considering your level of investment in ONS, and relative to other professional membership organizations you belong to, how does the value of ONS membership compare?**

Responses	Count	%	Percentage of total respondents
ONS membership is <b>far more valuable</b> than other memberships	764	48%	
ONS membership is <b>somewhat more valuable</b> than other memberships	426	27%	
ONS membership is <b>equal</b> in value to other memberships	328	21%	
ONS membership is <b>somewhat less valuable</b> than other memberships	52	3%	
ONS membership is <b>significantly less valuable</b> than other memberships	19	1%	
<b>Total Responses</b>	<b>1589</b>		






**12. Are you a member of your local ONS Chapter?**

Responses	Count	%	Percentage of total respondents
Yes	1053	66%	
No	536	34%	
<b>Total Responses</b>	<b>1589</b>		

**13. Those who responded that they were members of a chapter were then asked, How satisfied are you with your local chapter membership? 5 = very satisfied and 1 = not at all satisfied**



Responses	Count	%	Percentage of total respondents
5	490	47%	
4	279	27%	
3	183	17%	
2	72	7%	
1	29	3%	
<b>Total Responses</b>	<b>1053</b>		

**14. Those who responded that they were not members of a chapter were then asked, What is your primary reason for not joining your local chapter?**






Responses	Count	%	Percentage of total respondents
I do not see the value in participating in ONS at the local level	40	7%	
The dues are too high	8	1%	
The chapter meets at times and locations that are not convenient for me	179	33%	
There is no local chapter in my area	124	23%	
Other*	185	34%	
<b>Total Responses</b>	<b>536</b>		

\*= Examples of "Other" responses included the chapter is poorly run, scheduling conflicts with meetings, do not get enough information about chapter to decide, and I have not been invited.





**15. Are you a member of an ONS special interest group (SIG)? (Note: All members receive one free SIG membership as part of their dues payment; additional SIG memberships are \$15 each)**

Responses	Count	%	Percentage of total respondents
Yes	1056	66%	
No	533	34%	
<b>Total Responses</b>	<b>1589</b>		










**16. Those who responded that they were members of a SIG were then asked, How satisfied are you with your SIG membership? 5 = very satisfied and 1 = not at all satisfied**
























Responses	Count	%	Percentage of total respondents
5	184	17%	
4	267	25%	
3	393	37%	
2	134	13%	
1	78	7%	
<b>Total Responses</b>	<b>1056</b>		

**17. Those who responded that they were not members of a SIG were then asked, What is your primary reason for not joining a SIG?**










Responses	Count	%	Percentage of total respondents
I do not see the value in participating in a SIG	123	23%	
I was not aware that one SIG membership was included in my membership	162	30%	
I am able to access the information and resources I need from other sources	192	36%	
There is no SIG that is applicable to my area of specialty	56	11%	
<b>Total Responses</b>	<b>533</b>		

**18. Please select up to three areas of educational programming that are most useful in your professional life.**


















Responses	Count	%	Percentage of total respondents
Brain cancer	33	2%	
Breast cancer	358	23%	
Chemotherapy	752	47%	
CINV	73	5%	
Colorectal cancer	144	9%	
Complementary and alternative medicine	200	13%	
End of life	323	20%	
Genetics	147	9%	
Geriatric oncology	95	6%	

Gynecologic cancer	84	5%	
Head and neck cancer	101	6%	
Hematologic toxicities	153	10%	
Infusion reactions	176	11%	
Interpreting data to apply to practice	287	18%	
Leadership development	198	12%	
Leukemias/lymphomas	250	16%	
Lung cancer	142	9%	
Nutrition in cancer	98	6%	
Oral mucositis	43	3%	
Pain management	203	13%	
Pancreatic cancer	38	2%	
Pediatric oncology	26	2%	
Prevention and early detection	108	7%	
Prostate cancer	37	2%	
Radiation therapy	110	7%	
Safe handling	138	9%	
Skin cancer	26	2%	
Stress management for healthcare professionals	173	11%	
Survivorship	213	13%	
Targeted agents	193	12%	
Urinary/bladder cancer	20	1%	
Vascular access devices	126	8%	
<b>Total Responses</b>	<b>5068</b>		


















Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

19. Please select your top three choices for receiving educational programming from ONS.			
Responses	Count	%	Percentage of total respondents
Printed materials	1009	64%	
Online programs (<2 hours of content)	982	62%	
Online courses (>2 hours of content)	359	23%	
CD ROMs	268	17%	
Podcasts	95	6%	
PDA/smart phone applications	57	4%	
National conferences (> or = 2 days)	523	33%	
Regional conferences (one day)	629	40%	
Local chapter meeting (1-2 hour program)	751	47%	
<b>Total Responses</b>	<b>4673</b>		







Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.







20. What is your primary position? (Select one)			
Responses	Count	%	Percentage of total respondents
Academic educator	46	3%	
Case manager	28	2%	
Clinical nurse specialist	123	8%	
Clinical trials nurse	100	6%	
Consultant	17	1%	
Director/manager/coordinator	211	13%	
Genetic counselor	2	<1%	
Medical science liaison	3	<1%	
Nurse navigator	62	4%	
Nurse practitioner	122	8%	
Nurse scientist	18	1%	
Patient educator	15	1%	
Pharmaceutical representative	4	<1%	
Staff educator	83	5%	
Staff nurse/nurse clinician	619	39%	
VP/CNO	11	1%	
Other *	125	8%	
<b>Total Responses</b>	<b>1589</b>		



\*= Examples of "Other" responses included nurse educator, infusion nurse, student, and retired.



21. What is your primary practice setting? (Select one)			
Responses	Count	%	Percentage of total respondents
Inpatient Bone marrow transplant unit	52	3%	
Inpatient Intensive care unit	6	<1%	
Inpatient Medical unit–general	28	2%	
Inpatient Medical unit–oncology	276	17%	
Inpatient Surgical unit–general	12	1%	
Inpatient Surgical unit–oncology	29	2%	
Outpatient Hospice	18	1%	
Outpatient Hospital-based clinic	390	25%	
Outpatient Physician office/infusion center	341	21%	
Outpatient Radiation–free standing	25	2%	
Outpatient Radiation–hospital based	65	4%	
Other Corporate/industry	34	2%	
Other Extended-care facility	2	<1%	
Other HMO/managed care	13	1%	
Other School of nursing	41	3%	
Other Self-employed	14	1%	
Other*	243	15%	
<b>Total Responses</b>	<b>1589</b>		



\*= Examples of “Other” responses included inpatient/outpatient combination facility, clinical research setting, comprehensive cancer center, and non-profit organization.

22. How long have you been involved in the oncology nursing field?			
Responses	Count	%	Percentage of total respondents
Less than 1 year	19	1%	
1-2	40	3%	
3-5	128	8%	
6-9	193	12%	
10-15	300	19%	
More than 15 years	909	57%	
<b>Total Responses</b>	<b>1589</b>		














23. Please provide your age:			
Responses	Count	%	Percentage of total respondents
Under 25	5	<1%	
25-34	90	6%	
35-44	239	15%	
45-54	607	38%	
55-64	585	37%	
65 or older	63	4%	
<b>Total Responses</b>	<b>1589</b>		

24. Please indicate your gender:			
Responses	Count	%	Percentage of total respondents
Female	1551	98%	
Male	38	2%	
<b>Total Responses</b>	<b>1589</b>		

25. Do you currently reside in the US?			
Responses	Count	%	Percentage of total respondents
Yes	1536	97%	
No	53	3%	
<b>Total Responses</b>	<b>1589</b>		

26. Are you interested in getting more involved with ONS?			
Responses	Count	%	Percentage of total respondents
Yes	662	42%	
No	927	58%	
<b>Total Responses</b>	<b>1589</b>		

**27. Those who responded that they were interested in getting more involved were then asked, Which of the following opportunities are of interest? Select all that apply.**

Responses	Count	%	Percentage of total respondents
Project teams/advisory panels (assist ONS in implementing projects or serve in an advisory capacity to national office)	238	36%	
Advocacy/health policy (e.g., ONStat, state health policy liaison)	129	19%	
Mentoring (e.g., member-to member, student, advocacy)	223	34%	
Conference planning teams (e.g., Congress, Institutes of Learning, Advanced Practice Nursing Conference, Research Conference)	173	26%	
Abstracts/speaking	136	21%	
National leadership (e.g., ONS, ONCC, ONS Foundation, ONS Nominating Committee)	92	14%	
Local chapter leadership	135	20%	
Special interest group (SIG) leadership	96	15%	
ONCC involvement (e.g., Certification Advocates Program, item writing, test development)	151	23%	
ONS Foundation involvement (e.g., grant review teams, chapter liaison)	57	9%	
CNE pilot testing	143	22%	
Publishing (e.g., manuscript reviewer, editorial board member)	141	21%	
Other*	66	10%	
<b>Total Responses</b>	<b>1780</b>		

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

\*= Examples of "Other" responses included international conferences, webcast development, and nurse navigator roles.

## **OPEN COMMENTS**

Following is a representative summary of comments received from members.

- Please lower costs, as our institutions are not supporting participation in organizations like ONS as much as they used to.
- Consider offering regional meetings as a solution for lowering travel expenses.
- This survey was way too long!
- The website is difficult to navigate.
- I have had very bad experiences with the Chemotherapy/Biotherapy course and your staff is not very helpful.
- My participation in ONS has been limited due to other commitments.
- Very pleased with ONS, thank you!