






The Survey committee was Lorna La Ferriere, Elaine Gifford, Suzann Bedrosian and Joy Spurlin with Sue Philip, Chairperson. The survey was not in the interpretations at all. 161 MSAD and non-MSAD members filled out the survey, but 134 completed the survey. They are considered as "the facts" that can be helpful in many ways. Specific areas are encouraged to develop into survey to get more in-depth information.

Please recognize the hard work on the Survey committee and MSAD thank them very much. It is a beginning for MSAD.

Thank you  
Sue Philip  
Chairperson

November 2011

**1. How long have you been a member of MSAD?**

		Response Percent	Response Count
Less than 1 year		7.0%	11
1-2 years		9.5%	15
3-5 years		7.0%	11
5 years +		31.0%	49
<b>I am not a member of MSAD</b>		<b>45.6%</b>	<b>72</b>
<b>answered question</b>			<b>158</b>
<b>skipped question</b>			<b>3</b>

**2. If you are not a member of MSAD, please tell us why:**

	Response Count
	64
<b>answered question</b>	<b>64</b>
<b>skipped question</b>	<b>97</b>

**Page 2, Q2. If you are not a member of MSAD, please tell us why:**

1	I feel unwelcome whenever I see the president of MSAD.	Oct 9, 2011 12:42 PM
2	Don't know how to join. Put info on the mass deaf-Terp list quarterly?	Oct 4, 2011 7:30 PM
3	I was a member, but have lapsed on my membership. I would like to join again, but have nto gotten around to it.	Oct 4, 2011 7:29 PM
4	I'm not aware of that msad does and how it can benefit me as well as how I can benefit it.	Oct 4, 2011 6:20 PM
5	i wasnt aware hearing people could be members.	Oct 4, 2011 6:02 PM
6	I ddid not know of MSAD.	Oct 4, 2011 5:54 PM
7	Only recently heard of MSAD through Carol and Helen, introduced at Sunrise Asst. Living demo	Oct 4, 2011 5:53 PM
8	Somehow my applications kept getting lost, I received no emails or mailings, so I gave up.	Sep 16, 2011 1:54 PM
9	I really don't know and I didn't hear nothing from MSAD	Sep 16, 2011 1:51 PM
10	Not much deaf events	Sep 16, 2011 1:49 PM
11	Did not want to pay member fees.	Sep 14, 2011 9:36 PM
12	membership expired and not able to get to meetings due to a toddler	Sep 13, 2011 9:11 AM
13	Never had a reason to be one.	Sep 13, 2011 6:12 AM
14	I was before and just haven't renewed. I don't think I got a reminder and then I forgot.	Sep 13, 2011 5:49 AM
15	The last few years appeared to be inactive. And there hasn't been Deaf Miss Massachusetts for long time too.	Sep 13, 2011 1:30 AM
16	never knew where to pay, etc.. and personal reasons..	Sep 13, 2011 12:36 AM
17	I don't know why. I would like to join. I believe my husband joined the MSAD member.	Sep 12, 2011 4:54 PM
18	I can't afford it. I do think I am registred w/ you however	Sep 5, 2011 7:13 PM
19	Didn't know about it	Sep 5, 2011 5:38 PM
20	never heard about the company until now	Aug 30, 2011 3:53 PM
21	When I could do this, was way in worcester, and the meeting, were at night, thru the worse part of worcester, I would be all alone, on route there and back,	Aug 30, 2011 8:47 AM
22	I used to be, and then just lost touch	Aug 29, 2011 7:19 PM
23	I'm not sure what MSAD has done. Also, the title on your website is mis-spelt.	Aug 11, 2011 6:32 PM

**Page 2, Q2. If you are not a member of MSAD, please tell us why:**

24	I have never heard anything about MSAD. I would like to learn some more about this.	Aug 11, 2011 5:56 PM
25	didn't know about it	Aug 11, 2011 8:10 AM
26	I have been member for many years but last year I did not get any mail and then not member	Aug 11, 2011 7:50 AM
27	Too far away	Aug 11, 2011 5:44 AM
28	I have not paid my membership due over the last two years.	Aug 10, 2011 8:47 PM
29	MSAD is NOT an organization that TRULY represents the Deaf and Hard of Hearing population STATEWIDE! It's Too BOSTON-ORIENTED!	Aug 10, 2011 6:01 PM
30	Moved out of state	Aug 10, 2011 5:38 PM
31	Not well publication	Aug 9, 2011 10:38 PM
32	It seems like a very ineffectual and unorganized organization.	Aug 9, 2011 5:13 AM
33	I always want to be MSAD member but I never got times for that. I still would to be a member by now.	Aug 8, 2011 2:24 PM
34	I did don't know?	Aug 8, 2011 11:04 AM
35	Not enough information, no mission goals, no agenda, and don't know who on board...	Aug 8, 2011 7:41 AM
36	I don't know how MSAD can benefit me.	Aug 8, 2011 7:08 AM
37	I live in Conn.	Aug 8, 2011 6:45 AM
38	They stop sending info. to me just because I moved to next state. :(	Aug 8, 2011 5:59 AM
39	I have never gotten information about doing so.	Aug 8, 2011 4:43 AM
40	I feel like MSAD need to be managed better	Aug 8, 2011 3:20 AM
41	Was not interested but maybe now I am. Will check out becoming a member	Aug 7, 2011 4:45 PM
42	I would like to be a member, but I don't think of it often. MSAD needs to do some kind of membership drive to get more people interested.	Aug 7, 2011 4:41 PM
43	I do not sign	Aug 7, 2011 4:22 PM
44	I lost track of keeping up my dues because there was no contact with me by email or regular mail. I was a member for about 4 or 5 years as an ally to the Deaf community, as I was an interpreting student and still have Deaf and Deaf-Blind friends.	Aug 7, 2011 4:20 PM
45	Not deafblind accessible friendly enviroment.	Aug 1, 2011 9:05 PM
46	I stopped few years ago due to budget tight.	Jul 29, 2011 8:45 AM

**Page 2, Q2. If you are not a member of MSAD, please tell us why:**

47	MSAD was not doing much doing anything lately for a quite long time! MSAD was not been soclize with the Deaf Community entire the MASS State.	Jul 29, 2011 6:45 AM
48	I have not heard about MSAD for several years and just found out it is still running.	Jul 28, 2011 12:25 PM
49	I was a member for many years. It moved and didn't respond to messages and letters. thought it closed. found out otherwise but still don't know address or what it offers anymore.	Jul 27, 2011 5:40 PM
50	You need to ask me to survey so i can do that	Jul 27, 2011 3:48 PM
51	I didn't realized that my membership was expired about couple of years ago. They should put expired date on subscriber's newsletter.	Jul 27, 2011 3:22 PM
52	I haven't heard about any reasons why I should be a member. I'm unaware of any benefits.	Jul 27, 2011 11:08 AM
53	I have been a member off and on...I forget to renew and it wasn't easy to renew online, is it now?	Jul 27, 2011 7:15 AM
54	I do not see any activity from MSAD lately...no reason for me to become a member of MSAD.	Jul 26, 2011 9:49 PM
55	I honestly forget to renew and no one sends reminder	Jul 26, 2011 6:35 PM
56	never got around to it..	Jul 26, 2011 6:18 PM
57	What does MSAD have done for the community? Saw nothing til Alan Gifford takes over. Will see what his leadership will do for the organization.	Jul 26, 2011 6:08 PM
58	I'm not Deaf.	Jul 26, 2011 5:51 PM
59	Can't afford membership.	Jul 26, 2011 5:46 PM
60	Never had the time to join.	Jul 26, 2011 5:36 PM
61	I was a past member for many years and felt MSAD was doing nothing for the deaf community so did not renew my membership. Felt MSAD has lost its touch with grass roots issues.	Jul 26, 2011 5:35 PM
62	I have been a member of MSAD since college until a few years after I finished my term as a Treasurer. I decided not to renew membership for many reasons: delayed newspaper (1990's), lack of leadership, poor office management, several moves of office space, lack of good elected board members, etc.	Jul 26, 2011 5:31 PM
63	lack of leadership.	Jul 26, 2011 5:23 PM
64	not strong enough organization no benefits if join as a member of MSAD except the newsletter	Jul 26, 2011 5:05 PM

**Page 2, Q5. How do you identify yourself?**

1	question #6 earned a certificate but not a degree should be an option	Aug 8, 2011 3:20 AM
---	---	---------------------



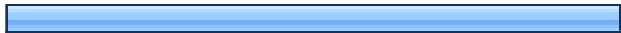



### 3. Age:

		Response Percent	Response Count
16-22		0.0%	0
23-35		15.3%	24
36-50		34.4%	54
<b>51-64</b>		<b>36.9%</b>	<b>58</b>
65+		13.4%	21
<b>answered question</b>			<b>157</b>
<b>skipped question</b>			<b>4</b>

### 4. Sex:

		Response Percent	Response Count
<b>Female</b>		<b>70.5%</b>	<b>110</b>
Male		29.5%	46
<b>answered question</b>			<b>156</b>
<b>skipped question</b>			<b>5</b>







## 5. How do you identify yourself?

		Response Percent	Response Count
African American		1.3%	2
Asian American or Pacific Islander		0.6%	1
<b>Caucasian (white)</b>		<b>92.5%</b>	<b>147</b>
Hispanic or Latin American		1.9%	3
Native American		3.1%	5
Other (please specify)		0.6%	1
		<b>answered question</b>	<b>159</b>
		<b>skipped question</b>	<b>2</b>







## 6. What is your highest education level?

		Response Percent	Response Count
did not complete high school		1.3%	2
graduated high school or earned GED		13.2%	21
attended college or received technical training, but did not complete a degree/earn a certificate		10.7%	17
Associate's degree (AA)		10.1%	16
Bachelor's degree (BA/BS)		26.4%	42
<b>Master's degree (MA/MS/MEd)</b>		<b>30.8%</b>	<b>49</b>
Doctorate degree (PhD)		3.1%	5
none of the above		4.4%	7
<b>answered question</b>			<b>159</b>
<b>skipped question</b>			<b>2</b>

## 7. What is your employment status? (check one or more).

		Response Percent	Response Count
unemployed		11.4%	18
part time		20.3%	32
<b>full time</b>		<b>51.9%</b>	<b>82</b>
retired		12.7%	20
student		3.8%	6
self-employed		12.0%	19
<b>answered question</b>			<b>158</b>
<b>skipped question</b>			<b>3</b>

## 8. What is the total annual income for everyone in your household?

		Response Percent	Response Count
less than \$25,000		11.0%	17
\$25,001 - \$40,000		15.5%	24
\$40,001 - \$65,000		17.4%	27
\$65,001 - \$90, 000		13.5%	21
\$90,001+		10.3%	16
<b>I prefer not to answer.</b>		<b>32.3%</b>	<b>50</b>
<b>answered question</b>			<b>155</b>
<b>skipped question</b>			<b>6</b>

## 9. What is your zip code?

		Response Percent	Response Count
ZIP:		100.0%	145
		<b>answered question</b>	<b>145</b>
		<b>skipped question</b>	<b>16</b>

## 10. How do you identify yourself?

		Response Percent	Response Count
Deaf		61.8%	97
Deafblind		3.2%	5
hard of hearing		10.2%	16
late deafened		1.3%	2
hearing		22.9%	36
CODA		0.6%	1
		<b>answered question</b>	<b>157</b>
		<b>skipped question</b>	<b>4</b>

## 11. Which technologies do you use often? Please check one or more.

		Response Percent	Response Count
TTY/TDD		15.2%	24
Telephone		22.2%	35
Telephone with amplification		6.3%	10
Cell phones		29.7%	47
Captioned Telephone (Captel)		5.7%	9
Hearing aids		29.1%	46
Assistive listening devices		3.8%	6
Real time captioning (CART)		7.0%	11
TV with captions		69.0%	109
Fax		25.3%	40
Telecommunications Relay Services (TRS)		10.1%	16
Internet Protocol Relay Service ( IP Relay )		17.1%	27
Video Relay services (VRS)		62.0%	98
Videophone (VP)		74.1%	117
<b>Computer</b>		<b>92.4%</b>	<b>146</b>
Pager/mobile phone		68.4%	108
Visual alerting system		27.2%	43
Braille Display system		0.6%	1
Screen magnification system		1.3%	2
None of the above		0.0%	0
<b>answered question</b>			<b>158</b>
<b>skipped question</b>			<b>3</b>




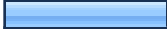
**12. Do you think MSAD does a good job fighting and advocating for the Deaf community?**

		Response Percent	Response Count
Yes		28.8%	40
No		25.9%	36
No opinion		13.7%	19
I don't know		31.7%	44
answered question			139
skipped question			22





**13. Do you think MSAD does a good job educating the public about the needs and rights of Deaf and hard-of-hearing people?**

		Response Percent	Response Count
Yes		15.1%	21
No		36.0%	50
No opinion		14.4%	20
I don't know		34.5%	48
answered question			139
skipped question			22

**14. Do you think MSAD does a good job sharing information and resources with the Deaf community?**

		Response Percent	Response Count
Yes		20.4%	28
<b>No</b>		<b>39.4%</b>	<b>54</b>
No opinion		16.1%	22
I don't know		24.1%	33
<b>answered question</b>			<b>137</b>
<b>skipped question</b>			<b>24</b>

**15. Do you think MSAD does a good job promoting respect for ASL, Deaf Culture and Deaf heritage?**

		Response Percent	Response Count
Yes		39.7%	54
No		19.9%	27
No opinion		15.4%	21
I don't know		25.0%	34
<b>answered question</b>			<b>136</b>
<b>skipped question</b>			<b>25</b>





### 16. Do you think MSAD does a good job providing social events for the Deaf community?

		Response Percent	Response Count
Yes		18.8%	26
No		41.3%	57
No opinion		15.2%	21
I don't know		24.6%	34
<b>answered question</b>			<b>138</b>
<b>skipped question</b>			<b>23</b>





### 17. Should MSAD be more involved with Deaf and hard of hearing youth?

		Response Percent	Response Count
Yes		79.6%	109
No		2.2%	3
No opinion		8.8%	12
I don't know		9.5%	13
<b>answered question</b>			<b>137</b>
<b>skipped question</b>			<b>24</b>

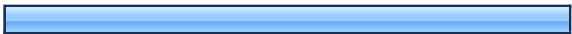



### 18. Should MSAD offer leadership training to Deaf and hard of hearing youth?

		Response Percent	Response Count
Yes		79.7%	110
No		1.4%	2
No opinion		9.4%	13
I don't know		9.4%	13
<b>answered question</b>			<b>138</b>
<b>skipped question</b>			<b>23</b>







### 19. Should MSAD be more involved with diverse ethnic groups in the Deaf community?

		Response Percent	Response Count
Yes		77.5%	107
No		2.2%	3
No opinion		11.6%	16
I don't know		8.7%	12
<b>answered question</b>			<b>138</b>
<b>skipped question</b>			<b>23</b>



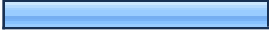


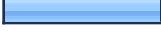



## 20. Should MSAD be more involved with Deaf and hard of hearing seniors?

		Response Percent	Response Count
Yes		84.9%	118
No		0.7%	1
No opinion		7.9%	11
I don't know		6.5%	9
<b>answered question</b>			<b>139</b>
<b>skipped question</b>			<b>22</b>

## 21. How would you rate the Deaf Community News (DCN)?

		Response Percent	Response Count
Excellent		10.2%	14
<b>Good</b>		<b>30.7%</b>	<b>42</b>
Fair		19.7%	27
Poor		2.9%	4
No opinion		19.0%	26
I don't know		17.5%	24
<b>answered question</b>			<b>137</b>
<b>skipped question</b>			<b>24</b>







## 22. What do you want to read about in the Deaf Community News (DCN)?

		Response Percent	Response Count
Politics, including legislative action and advocacy		40.2%	53
Deaf Education and Deaf Schools		31.8%	42
Services and programs for Deaf and hard-of-hearing		39.4%	52
Social events and activities		46.2%	61
Stories about Deaf and hard-of-hearing people		36.4%	48
Senior citizen news		23.5%	31
Youth news		21.2%	28
Health care, fitness and personal growth		24.2%	32
<b>All of the above</b>		<b>61.4%</b>	<b>81</b>
	Other (please specify)		19
		<b>answered question</b>	<b>132</b>
		<b>skipped question</b>	<b>29</b>







**Page 3, Q22. What do you want to read about in the Deaf Community News (DCN)?**

1	classified section for houseing/roomate oppotunities	Oct 4, 2011 6:02 PM
2	Include Spanish language section for latino deaf community	Sep 14, 2011 6:01 PM
3	i am mod. to severlt hard of hearing i would like to meet people like me	Sep 5, 2011 7:30 PM
4	never seen it	Sep 5, 2011 5:42 PM
5	I don t have the items, still they told my living place for , lthat I needed, in side my apartement a fire, i do have a dog that is great, but they thought I should still have this inside, the apartment and its for fire in case of fire,	Aug 30, 2011 9:06 AM
6	International Swaf Nawa, Reviews of ASL films,	Aug 29, 2011 6:52 PM
7	workshop, special group for discount	Aug 15, 2011 9:15 PM
8	GLTB	Aug 11, 2011 6:09 PM
9	sports where deaf people involve	Aug 11, 2011 3:27 PM
10	sports	Aug 11, 2011 10:20 AM
11	developing business/contract for income	Aug 11, 2011 9:35 AM
12	board mtg minutes;	Aug 9, 2011 7:15 AM
13	sports	Aug 8, 2011 9:56 AM
14	I would like to hear more about what MSAD is doing to promote the rights of all Deaf people.	Aug 7, 2011 5:35 PM
15	I have not getting any DCN newsletter lately	Jul 29, 2011 8:57 AM
16	finances	Jul 28, 2011 3:11 PM
17	Intercultural teaching/learning with Deaf and deafened adults	Jul 27, 2011 7:16 PM
18	Tips (Nancy Becker), Dear Deaf Ann Column, Eating Healthy Foods/Tips, compare Technologies, etc...	Jul 27, 2011 4:44 PM
19	should be in ASL vlogs	Jul 27, 2011 2:24 PM







### 23. How do you rate the MSAD website?

		Response Percent	Response Count
Excellent		3.6%	5
Good		17.5%	24
Fair		25.5%	35
Poor		13.1%	18
No opinion		13.9%	19
<b>I don't know</b>		<b>26.3%</b>	<b>36</b>
<b>answered question</b>			<b>137</b>
<b>skipped question</b>			<b>24</b>







### 24. How do you rate the MSAD vlogs?

		Response Percent	Response Count
Excellent		3.0%	4
Good		20.7%	28
Fair		20.7%	28
Poor		5.9%	8
No opinion		20.0%	27
<b>I don't know</b>		<b>29.6%</b>	<b>40</b>
<b>answered question</b>			<b>135</b>
<b>skipped question</b>			<b>26</b>

## 25. How do you rate MSAD's Facebook page?

		Response Percent	Response Count
Excellent		3.6%	5
Good		13.0%	18
Fair		10.9%	15
Poor		4.3%	6
No opinion		23.2%	32
<b>I don't know</b>		<b>44.9%</b>	<b>62</b>
<b>answered question</b>			<b>138</b>
<b>skipped question</b>			<b>23</b>

## 26. How do you rate MSAD communication via email, VP, and flyers?

		Response Percent	Response Count
Excellent		2.2%	3
Good		17.5%	24
Fair		24.1%	33
Poor		15.3%	21
No opinion		15.3%	21
<b>I don't know</b>		<b>25.5%</b>	<b>35</b>
<b>answered question</b>			<b>137</b>
<b>skipped question</b>			<b>24</b>

## 27. How do you like to get information from MSAD?

		Response Percent	Response Count
Deaf Community News (DCN)		34.8%	46
Website (www.msad.org)		34.1%	45
Vlogs		17.4%	23
<b>Email</b>		<b>46.2%</b>	<b>61</b>
Flyers in the mail		16.7%	22
Facebook		18.9%	25
All of the above		34.1%	45
	Other (please specify)		15
<b>answered question</b>			<b>132</b>
<b>skipped question</b>			<b>29</b>

## 28. Do you think MSAD should have an office with enough space for sign language classes and other activities?

		Response Percent	Response Count
<b>Yes</b>		<b>63.0%</b>	<b>85</b>
No		6.7%	9
No opinion		11.9%	16
I don't know		18.5%	25
<b>answered question</b>			<b>135</b>
<b>skipped question</b>			<b>26</b>

**Page 3, Q27. How do you like to get information from MSAD?**

1	Worcester staff information. sorry I don't know many of thee agencies	Oct 4, 2011 5:53 PM
2	not need to send in the mail. It is paperless	Sep 16, 2011 1:49 PM
3	tube with video	Aug 15, 2011 9:15 PM
4	facebook big trouble	Aug 11, 2011 10:20 AM
5	word of mouth	Aug 10, 2011 9:05 PM
6	between DCN mailing out- use flyers or VLOGs to announce anything	Aug 10, 2011 10:51 AM
7	Mass deaf terp group yahoo	Aug 9, 2011 10:44 PM
8	in systematic and consistent manner	Aug 9, 2011 7:15 AM
9	Do not get info. except when I asked Mass folks....	Aug 8, 2011 6:48 AM
10	haven't gotten anything yet since I'm not a member	Aug 7, 2011 5:09 PM
11	I never join the facebook. I do not have time. I would check email regularly. It would be nice to have subscribe in email like Mass Terp... and no cost. Some people have their own busy lives and styles and prefer differently. Save your stamps in flyers in mail? just email? If you ad to Community ....for members like deaf club members- Yes but for MSAD Association called that should not be charge. that s differently.	Jul 29, 2011 7:21 AM
12	Though Sponsorship at local Deaf events, exhibit booth, personal ads at conference pages...	Jul 27, 2011 4:44 PM
13	I like to have hard copy DCN in the mail. I rarely use the website.	Jul 27, 2011 11:09 AM
14	Deaf-Terp List	Jul 27, 2011 9:18 AM
15	mass deaf terp yahoo group	Jul 26, 2011 9:56 PM

### 29. Do you think MSAD events are friendly and welcoming?

		Response Percent	Response Count
Yes		36.1%	48
No		12.8%	17
No opinion		16.5%	22
I don't know		34.6%	46
answered question			133
skipped question			28





### 30. Do you have enough access to MSAD Board Members?

		Response Percent	Response Count
Yes		16.9%	23
No		34.6%	47
No opinion		23.5%	32
I don't know		25.0%	34
answered question			136
skipped question			25











### 31. If you are not satisfied with the MSAD, please tell us why.

	Response Count
	49
answered question	49
skipped question	112

**32. Are yearly MSAD membership fees fair? Individual - \$20.00 Family - \$30.00 Senior citizen/Student rate - \$10.00 Low income rate - \$5.00**

		Response Percent	Response Count
Yes		77.8%	105
No		5.9%	8
No opinion		7.4%	10
I don't know		8.9%	12
<b>answered question</b>			<b>135</b>
<b>skipped question</b>			<b>26</b>

### 33. Which MSAD events would you go to? Pick five:

		Response Percent	Response Count
Games (card games, board games, bingo-style games)		43.5%	54
Dinner parties		62.9%	78
Casino type games		20.2%	25
Bus/train day trips		52.4%	65
Arts and crafts (scrapbooking, quilting, etc.)		26.6%	33
<b>Personal growth or leadership workshops</b>		<b>67.7%</b>	<b>84</b>
Biking		29.0%	36
Hiking/walking		46.8%	58
Picnics/BBQs		66.9%	83
"Deaf mall flea market style"		26.6%	33
	Other (please specify)		29
<b>answered question</b>			<b>124</b>
<b>skipped question</b>			<b>37</b>

**34. Do you advocate for yourself as a Deaf or hard of hearing person? For example, do you tell your doctor that you need a sign language interpreter for appointments?**

		Response Percent	Response Count
Yes, often		68.2%	73
Yes, sometimes		23.4%	25
No		7.5%	8
I don't know		0.9%	1
<b>answered question</b>			<b>107</b>
<b>skipped question</b>			<b>54</b>








**35. Do you advocate for the Deaf community? For example, do you go to the State House to fight to improve Deaf services or increase budgets, etc.?**

		Response Percent	Response Count
Yes, often		31.1%	42
Yes, sometimes		37.8%	51
No		25.2%	34
I don't know		5.9%	8
<b>answered question</b>			<b>135</b>
<b>skipped question</b>			<b>26</b>

### 36. For the next 5 years, which 3 goals should MSAD focus on?

		Response Percent	Response Count
Deaf Education (K-12)		41.2%	54
Increasing employment		36.6%	48
<b>Law enforcement (ensuring access to interpreters at hospitals, work, or court)</b>		<b>57.3%</b>	<b>75</b>
Deaf senior citizens/elderly issues (transportation, housing, preventing elder abuse)		37.4%	49
Accessible technology (Internet, captions, vlogs)		40.5%	53
Accessible emergency and safety systems		43.5%	57
Health care (hearing aids, insurance, mental health, substance abuse services)		48.9%	64
Cultural and language issues (sensitivity and respect for ASL, Deaf culture awareness)		47.3%	62
	Other (please specify)		19
<b>answered question</b>			<b>131</b>
<b>skipped question</b>			<b>30</b>

### 37. What's the best way for MSAD to work on these goals in the next 5 years?

		Response Percent	Response Count
Doing outreach to cities and towns		62.8%	81
<b>Working with government agencies</b>		<b>64.3%</b>	<b>83</b>
Going to court on behalf of Deaf and hard-of-hearing people		31.0%	40
Creating partnerships with other community groups or organizations that share the same concerns/goals		63.6%	82
Creating more visibility in the media via newspapers, Facebook, Twitter, etc.		56.6%	73
Providing training to Deaf and hard-of-hearing people		49.6%	64
Grant writing and fundraising to achieve goals		48.8%	63
	Other (please specify)		12
		<b>answered question</b>	<b>129</b>
		<b>skipped question</b>	<b>32</b>

### 38. If you have any concerns, solutions, suggestions or ideas that are not in this survey, please write them here. They are important to us.

	Response Count
	38
<b>answered question</b>	<b>38</b>
<b>skipped question</b>	<b>123</b>

**Page 3, Q31. If you are not satisfied with the MSAD, please tell us why.**

1	MSAD Website is very POOR.	Oct 22, 2011 6:19 PM
2	I am not involved enough to have an opinion	Oct 4, 2011 7:29 PM
3	Having an office with access to staff is helpful.	Oct 4, 2011 6:23 PM
4	I don't know who they are or where to find them	Oct 4, 2011 6:20 PM
5	I'm honestly not even sure if i'm still a member - I don't receive anything or if I do it's rare which is why I listed the communication as poor.	Oct 4, 2011 6:16 PM
6	Not visible enough, the board turnover has halted the action and support of its mission.	Oct 4, 2011 6:03 PM
7	how about outreach to interpreters in the form of workshops and trainings?	Oct 4, 2011 6:02 PM
8	Very pleased with Carol who first interviewed me at the nursing home, Follow up is ellen, very kind.	Oct 4, 2011 5:53 PM
9	I do not need any MSAD representatives or blogs. I want to see MSAD host the events and theater.	Sep 16, 2011 1:49 PM
10	I strongly feel that there should be balance weight of youth (over 18) and adults to lead MSAD. There are many young adults out there that may share their energetic leadership that MSAD may take advantage of.	Sep 16, 2011 1:40 PM
11	lack of visibility among community, budget???? news???? vlog and need quarterly and need more deaf events different region. like no host in South Shore or Cape area. Tends heavy on North, Boston and Metro West but not South or Western or Central. lack of promotion Need lot of promotions or events for specific causes to attract members and non-members.	Sep 16, 2011 1:28 PM
12	no comment	Sep 14, 2011 6:11 PM
13	I hear and see very little of MSAD. It wasn't until Alan Gifford informed me that he was MSAD President that I realized MSAD was still alive.	Sep 13, 2011 6:24 AM
14	The last few years had been inactive. Since Alan became president, Saw some improvements, but I know they need time to grow bigger and better.	Sep 13, 2011 1:34 AM
15	I never heard of MSAD. I am starting to learn more about MSAD. I have heard in long time ago but I had not heard anything.	Sep 12, 2011 4:59 PM
16	I am very disappointed in MSAD due to lack of giving update about their involvement in political, Deaf, HoH and Deaf-Blind Community. I felt like they are doing nothing and sit around and being silly.	Aug 18, 2011 5:22 AM
17	fun help communicate help me fight msad good for learn	Aug 11, 2011 10:20 AM
18	No communication or update Sometimes I feel like invisible!	Aug 11, 2011 9:53 AM
19	reconstruction of the organization is nil. operation of MSAD needs to work on developing contract to earn money to grow the interest of growth. otherwise I strongly recommend to close MSAD and donate the rest of assets, money to	Aug 11, 2011 9:35 AM

**Page 3, Q31. If you are not satisfied with the MSAD, please tell us why.**

35	You should not remove the photos of board on websites. Please put them back and put them in achieves. Is MSAD is require for the members if people look up at website and no access? People from all over the places like out of state want to know about MA but not accessabile. You serve for Deaf and Hard of Hearing Community in entirely state for accessabile but require to have member? Website is just plain. Remember put CC or subtiles for Hard of Hearing people. Remember put plain color on background like dark navy blue or Gray so wear the plain top and sign normal, not too fast to spell out since our signing are from different area. Your people may know you but other people don't. It is for Deaf and Hard of Hearing Communtiy, not just for MSAD members.	Jul 29, 2011 7:21 AM
36	MSAD is just starting up and with small number of members, it is limited. There needs to be more media. right now MSAD does not have a place where Deaf can get together.	Jul 28, 2011 3:11 PM
37	I havent heard any update from board meetings lately after new president was selected last jan. No announcement from MSAD as it is so quiet lately! is MSAD still there huh?	Jul 28, 2011 10:24 AM
38	There's room for improvements. Seems have difficulty attracting and retaining Deaf leaders on board - a lot of turn over (resignation) of board members the last 5 years. Leadership training for board should be mandatory. High Visibility is a must. President Gifford did a great job as a leader and visibility but wish the entire board do the same.	Jul 27, 2011 4:44 PM
39	MSAD was in Malden. I can see them but moved far I have no idea what it looks like...	Jul 27, 2011 4:00 PM
40	What the hell happened since January? we elected new board members and they DID NOTHING since January.. no information about finance.. no events.. no vlogs... lousy leadership.. what happened? we trusted you and see what happened? same old thing... cycle and cycle over..	Jul 27, 2011 2:24 PM
41	I've heard of MSAD, having it being mentioned often, but I have NO idea what they do, what they stand for or their mission.	Jul 27, 2011 11:11 AM
42	Most of the board members are from the East as I am from the western part of MA.	Jul 27, 2011 11:09 AM
43	Poor management and leadership styles, there is no collective process at MSAD. It seems that there has been a history of favoritism instead of skill/ability at the helm and in leadership roles or with committees. MSAD has been quick to react and it leads to damages, burning bridges and impulsive reputations--not credible. Simply said, MSAD has spent \$\$ on key people and hired leaders to help the organization in the last 5-10 years but it's only proven to become worst and noone knows what has happened or why those things happened. MSaD needs to communicate more and be more accountable to its members who are the immediate and frontline stakeholders of the organization. TBC!	Jul 27, 2011 4:58 AM
44	See no opinion comments above. Don't see them anywhere. Never saw DCN newspaper.	Jul 26, 2011 6:11 PM
45	MSAD should be more present in western mass. There is absolutely no	Jul 26, 2011 5:55 PM

**Page 3, Q31. If you are not satisfied with the MSAD, please tell us why.**

understanding, by the organization or the people in western mass that MSAD is supposed to be a "state" organization.

46	Feel it's not very visible in community. I know it's there but I feel like MCDHH or other Deaf agencies get most press.	Jul 26, 2011 5:50 PM
47	N/A	Jul 26, 2011 5:46 PM
48	Please see my previous comment above about membership!!!	Jul 26, 2011 5:41 PM
49	there are two concerns on this. there is a poor leadership of MSAD from Executive Director. Secondly, the members of the board of Trust do not understand bylaws very well and does not realize what is a commitment to the Deaf community.	Jul 26, 2011 5:31 PM

**Page 3, Q33. Which MSAD events would you go to? Pick five:**

1	can't think of two others	Oct 9, 2011 12:45 PM
2	I would go to short biking/hiking/walking events..not all day since I'm very busy.	Oct 9, 2011 12:42 PM
3	Exercise, Kayaking, Walking, Trails, etc	Oct 4, 2011 6:03 PM
4	river trips, camping. mommy groups, coda events	Oct 4, 2011 6:02 PM
5	I'm 90 and don't leave the house alone	Oct 4, 2011 5:53 PM
6	TV Show like Deaf Idol or Deaf CSI show	Sep 16, 2011 1:28 PM
7	social lounges and parties	Sep 16, 2011 1:20 PM
8	Dances	Aug 29, 2011 6:52 PM
9	Training for computer with tech, few holiday social party, meet deaf famous at show, Miss Deaf Massachusett pagent	Aug 15, 2011 9:15 PM
10	All holiday events as year round	Aug 11, 2011 6:09 PM
11	camping casino boat	Aug 11, 2011 10:20 AM
12	Koffee Klatch	Aug 10, 2011 6:09 PM
13	Plays	Aug 10, 2011 12:50 PM
14	flexiable. open to any kind	Aug 10, 2011 10:51 AM
15	lunch/dinner cruise	Aug 8, 2011 5:46 PM
16	KODA/CODA social and families	Aug 8, 2011 7:46 AM
17	newletters	Aug 8, 2011 6:48 AM
18	healthy dinner parties	Aug 7, 2011 6:51 PM
19	Advocacy workshops and a directed program to find and train new and more Deaf leaders	Aug 7, 2011 5:35 PM
20	Car wash; socials,	Aug 2, 2011 8:46 AM
21	Depends on where and time schedule ahead since my schedule is very busy for lobby, work, home.	Jul 29, 2011 7:21 AM
22	All day state conference, MSAD retreat, MSAD sponsored events if any...	Jul 27, 2011 4:44 PM
23	Educational lectures	Jul 27, 2011 11:11 AM
24	theatre and performance events	Jul 27, 2011 9:18 AM
25	Politcal forums, rallies, etc	Jul 27, 2011 4:58 AM
26	ASL workshops, Deaf cultures or related workshops	Jul 26, 2011 9:56 PM

**Page 3, Q36. For the next 5 years, which 3 goals should MSAD focus on?**

1	bridging the gap between interpreters. educate what interpreters do and how to effectively use them.d	Oct 4, 2011 6:02 PM
2	Social Events and Activities	Sep 16, 2011 1:20 PM
3	Proper access to healthcare and emergency information is by far the top 2 priorities. Anything else is just beating around the bush.	Sep 13, 2011 6:24 AM
4	Miss. Deaf Massachusetts, Deaf GLBT groups	Sep 13, 2011 1:34 AM
5	Cochlear Implant and other "curing deafness" issues	Aug 29, 2011 6:52 PM
6	Push for ASL "foreign language" classes in MA public schools.	Aug 11, 2011 6:39 PM
7	Get more funds from the state to increase programs	Aug 11, 2011 6:09 PM
8	socials	Aug 10, 2011 6:09 PM
9	Running it's own coffee shop	Aug 10, 2011 12:25 PM
10	deaf education in mainstreamed schools - concern	Aug 10, 2011 10:51 AM
11	actively sue a specific number of agencies for communication/job discriminations	Aug 9, 2011 7:15 AM
12	Legislative advocacy	Aug 7, 2011 6:51 PM
13	Take part in cross-disability alliances at`like DAAHR with the "Duals" Health Care Reform	Aug 7, 2011 5:35 PM
14	Add Deafblind world	Aug 1, 2011 9:27 PM
15	inclusion of deafened adult culture and mutual understanding and respect.	Jul 27, 2011 7:16 PM
16	Honestly, all of the above...	Jul 27, 2011 4:44 PM
17	know pick 3 goals but all of above	Jul 27, 2011 4:00 PM
18	more vlogs and stop supporting MCDHH..they suck!!!! Tlme for private services... lousy interpreters from MCDHH.. lousy referral.. lousy leadership at MCDHH.. time for a change!! Time for new private services!!!	Jul 27, 2011 2:24 PM
19	bringing the community together to strengthen it thru social gatherings	Jul 26, 2011 9:50 PM

**Page 3, Q37. What's the best way for MSAD to work on these goals in the next 5 years?**

1	connect with local interpreter training programs for training programs educating deaf people about the interpreting process..	Oct 4, 2011 6:02 PM
2	I don't know future	Sep 16, 2011 1:51 PM
3	all of the above.	Sep 16, 2011 1:48 PM
4	Collaborate, collaborate, collaborate	Sep 13, 2011 6:24 AM
5	Contact deaf representative in D.C. for the state funds or federal funds to support deaf, blind, hard of hearing, etc. wholistic	Aug 11, 2011 6:09 PM
6	One-on-one between leader and members, in person or VP	Aug 10, 2011 6:09 PM
7	Work with Deaf/Hard of Hearing IL Centers	Aug 10, 2011 12:50 PM
8	Cannot comment because I do not have the full info about MSAD	Aug 8, 2011 6:48 AM
9	MSAD should be like DPC, focusing on our constituents	Aug 7, 2011 6:51 PM
10	Add Deafblind include	Aug 1, 2011 9:27 PM
11	Some people are not on Facebook like me. Better for people to get free subribate email	Jul 29, 2011 7:21 AM
12	reaching out to Deaf Community!	Jul 26, 2011 9:50 PM

**Page 3, Q38. If you have any concerns, solutions, suggestions or ideas that are not in this survey, please write them here. They are important to us.**

1	I think that enthusiasm and a welcoming attitude are very important. Attitude is number one..it is not enough to take the right actions..these actions need to be taken with the right attitude.	Oct 9, 2011 12:42 PM
2	There seems to be an "in-group" and lots of crab theory happening, as opposed to real advocacy for Deaf people	Oct 4, 2011 7:30 PM
3	Set up working committees and invite community members to serve or volunteer their time in some way.	Oct 4, 2011 6:03 PM
4	A lot of deaf folks are unaware of the work and processes that interpreters use. Often a deaf person will misunderstand an interpreters stratgies and therefor lead to opinions of incompetance. I believe if deaf folks were aware of the process and the kinds of decisions interpreters make on a regular basis there would be a higher level of confidence and trust. I think deaf folks would feel like they were more part of a team with the interpreters and not passive recipients of a service.	Oct 4, 2011 6:02 PM
5	My survey will probably not be of use to you as I don't have expeience nor knowledge of MSAD	Oct 4, 2011 5:53 PM
6	I'm out of touch so my feedback has limited value...	Sep 16, 2011 1:54 PM
7	I never member from MSAD	Sep 16, 2011 1:51 PM
8	plan to find ideal location for one stop and have all services and social center. Community and educational center for all ages and produce money and benefits for all our community.	Sep 16, 2011 1:28 PM
9	MSAD needs to develop more social events for the holidays and parties like halloween and masquerade ball, gala, dinner. The MSAD website needs to be improved for easy navigation.	Sep 16, 2011 1:20 PM
10	I spend too much time alone, because OF LEGAL BLINDNESS and severe hard of hearing. i can get around town but can't really get anywhere else because i can't drive would love to have a hearing and sighted person to translate for me. Could you work on getting the TV networks to lower or elimiate the background music on their programs? I miss soooo much because of the music bCKGROUND.	Sep 5, 2011 7:30 PM
11	I think in my situation, I have a cap tel and been hung up alot, waiting for the captions, on my end and the in patience of people on the other end, I would like , say more information to the hearing people, about our situation, not for pity, but for them to see how its like, say a whole day for some hearing, Doctors, nurses, law inforcement people, take one day, plug up there ears and see how they can live for that one day, anyone, could go for a few lessons, in how to handle the hard of hearing or the Deaf, as I see this, like hey don't be so inpatient could happen to you, see how you can handle the whole thing, and when i first did go deaf, I was happy they gave me lip reading any way, but wanted to learn the signs too,as heck, im right in the middle of everything, have the greatest autologists, and she keeps my hearing aides, going good, but i would still like one day even the government people, for Deaf day, everyone, of the hearing	Aug 30, 2011 9:06 AM

**Page 3, Q38. If you have any concerns, solutions, suggestions or ideas that are not in this survey, please write them here. They are important to us.**

people on the Hill or Mass State big shots to , do it, see how far they get for one lousy day, maybe theyw on t hang up on me so often, and listen to what Im trying to tell them that goes for my oxygen company, they give me BS all the time, and hang up on me, or finally when you get one person, things go smoothly, but one person out of how many ??? I would sure think that would give a wider, appreciation of our problems, and our attitude some times, of the frustration people give you.. were not a a desease , were just deaf or hard of hearing, when I was in the hospital, they finally put a sign up, Deaf patient, and only a couple of the nurses and the doctors, looked, and made sure I understood, things the rest kinda made , yelling, a habit.. so thats what I would hope for , even the governor, or the senetors, represatives, see how they would do, with this, Just a thought... we didn t ask for this, and I lost so many, good jobs, cuz they told, me to goto a factory, heck I wanted to do what I was doing before the deafness, then I had to go out and find one thing, so i worked for the elderly, heck they sure appreciated me, even with the deafness, now I used to wonder, wow, if they got older, and went deaf, the poor souls get nothing but screamed at...

12	more outreach efforts to Deaf grassroot people	Aug 29, 2011 6:52 PM
13	Using old Nike motto "JUST DO IT!" stop sitting around and do NOTHING!	Aug 18, 2011 5:22 AM
14	Try to implement ongoing daily basis with full of activities each day. Party, classes, events, cooking, and just be creative just like BCAC (Boston Center for Adult Classes). Needs to improve with its website, journalism, graphic design, media and communications. Try to make as many information as you can. In that way, business will increase!	Aug 11, 2011 6:09 PM
15	How can we improve western and eastern Massachusetts Deaf ppl partnerships become strong? I can see for myself that MSAD still not pay attention for western mass or set up neutral place for mtg.	Aug 11, 2011 9:53 AM
16	Website could have more links to other sites (IL Centers, other deaf/HOH resources.)	Aug 11, 2011 8:21 AM
17	- Increase fees for membership - Strong marketing to let the community know MSAD is up and running despite changes in the last 10 years. Even I had some people asking me if MSAD is still running and I say yes. - Build relations with deaf-related agencies to build partnership and support each other.	Aug 10, 2011 9:05 PM
18	MSAD needs to break down their "self-centered" attitudes for being "TOO Boston-Oriented" organization and start breaking down the I-95 or even I-495 corridors and reach out to the Deaf and Hard of Hearing in a "Western" direction!	Aug 10, 2011 6:10 PM
19	We should have a group for outdoor.	Aug 10, 2011 12:21 PM
20	Need to be strongly focused on goals and make actions and share with the community via various kind of outreaching repeated vlogs... all "face" contacts are lacking confusing ups and downs emotions	Aug 10, 2011 10:51 AM
21	committee progress reports shld be printed and announced	Aug 9, 2011 7:15 AM

**Page 3, Q38. If you have any concerns, solutions, suggestions or ideas that are not in this survey, please write them here. They are important to us.**

22	No have a idea	Aug 8, 2011 11:05 AM
23	I was saddened to learn MSAD lost the contract for FSLP. It should be given to non-profit org. such as yours.	Aug 8, 2011 6:48 AM
24	Please find ways to show you value hearing allies - the Deaf community is small - we can bring in information and share the financial and other burdens. .	Aug 7, 2011 5:35 PM
25	Please include the deafblind.	Aug 7, 2011 4:53 PM
26	Great you send out for survey...Need to spread more support and aware of today is good MSAD ... no more bad in the past .. move on... I am happy...	Aug 2, 2011 5:17 AM
27	Make sure Deafblind involve MSAD.	Aug 1, 2011 9:27 PM
28	work with STARVOS, Western MCDHH to set up the community	Jul 29, 2011 8:57 AM
29	Association should not be charged for Deaf and Hard of Hearing Community in MA. MSAD is served for them...I do not get updated with MSAD lately because I do not hear much and not on member right now. I get too many junkies in mail, email, etc. I need to download to have few important stuff in email subscribe monthly like Organic Gardening which was very nice but no time to go deep information but I get free subscribe. Mass Terp in email is free. etc. But thank you	Jul 29, 2011 7:21 AM
30	I believe that MSAD needs to find a place where Deaf can get together. Without a place, MSAD cannot grow. Deaf need to see face to face and work together to make projects strong. By working together as a team, advocacy can be taught in action. Deaf need to be shown and when understood, confidence increases.	Jul 28, 2011 3:11 PM
31	I don't think that 'mainstreaming' deaf youth without ASL should be allowed., I think Deaf should have both ASL and English proficiency for all generations of Deaf/HOH.	Jul 27, 2011 7:16 PM
32	I think my answers are self explanatory.	Jul 27, 2011 4:44 PM
33	I would like MSAD move back there are transportation.	Jul 27, 2011 4:00 PM
34	Time to wake up!! Move on to the future.. time for private services.. stop using "bandaid" and stop focusing too much on SAVING MCDHH. .they are not worth saving anymore! It is 2011 now.. not 1980!	Jul 27, 2011 2:24 PM
35	I want to inform you that I am a lifetime member of MSAD. Re office space for MSAD, it depends on the budget. I have not used MSAD's facebook, so I can not evaluate this. Re senior citizens, they have an organization called New England Deaf Senior Citizens. It would be helpful to have a board member from this organization. MCDHH has the resources and services for the deaf and hard of hearing population.	Jul 27, 2011 11:09 AM
36	I know MSAD is for Deaf and HH people but can get koda kids and codas as well as interpreters get involved...better partnerships	Jul 26, 2011 9:56 PM
37	Concerned that communications in general are becoming more FB oriented. Not	Jul 26, 2011 5:55 PM

**Page 3, Q38. If you have any concerns, solutions, suggestions or ideas that are not in this survey, please write them here. They are important to us.**

everyone is on FB. Or has a computer, for that matter.

38 N/A

Jul 26, 2011 5:46 PM