

THE NCSO 2020 MEMBERSHIP SURVEY



To inform and improve our member services, NCSO surveyed our full and associate members in February 2020 to ask how we can better serve them. Here are the results.

National Coalition
of STD Directors

Full Members

Our 65 full members usually serve as the director or manager of the STD program within their state, territory, or city.

Associate Members

Our 3,400 associate members serve in a variety of roles such as disease intervention specialists (DIS), clinicians, epidemiologists, researchers, and industry partners.

Survey Findings

Three Favorite Ways Members Hear from Us

- *STD Weekly*
- Emails from Executive Director David Harvey
- Webinars

94% Find NCSO Membership Useful in Their Daily Work

96% Find NCSO Represents Members' Needs

The Benefits Members Value Most

- *STD Weekly*
- STD Engage
- TA and Capacity Building
- Policy Work
- Peer Connections



NCSO TA Members Found Most Useful

- 340B
- State Policy
- EPT Implementation
- Communication and Media Materials



Facebook Is Members' Favorite NCSO Social Media Platform

What Members Want to See Most on Our Social Media

- Partner Services Resources
- STD Prevention Best Practices
- Success Stories from the Field
- Innovations in Testing and Treatment
- Policy-Focused Work



Members' Top Training and TA Needs

- Clinic Operations
- DIS Best Practices
- Outbreak Detection and Response
- Third Party Billing
- Program Integration
- EPT Implementation

“ NCSO is our go-to resource when we hit a barrier or when we want some advice on where to start.

STD Engage is the best conference I have ever attended in my 25+ years in the field.

Staff are highly knowledgeable, able to answer questions or seek the relevant information, exceptionally professional, very dedicated to the mission of the organization, and respectful and appreciative.



Action Steps

- NCSO will create or curate more templates, toolkits, and other resources for our members.
- We will ensure that all our committees have a clear focus and direction.
- We will have stronger partnerships with national and community-based organizations that promote sexual health.
- We will do more work that focuses on marginalized communities and those that are disproportionately affected by STDs.
- We will highlight more success stories from the STD field.

For more information about NCSO or to join our membership, visit ncsodd.org