

2025 Member Survey Results

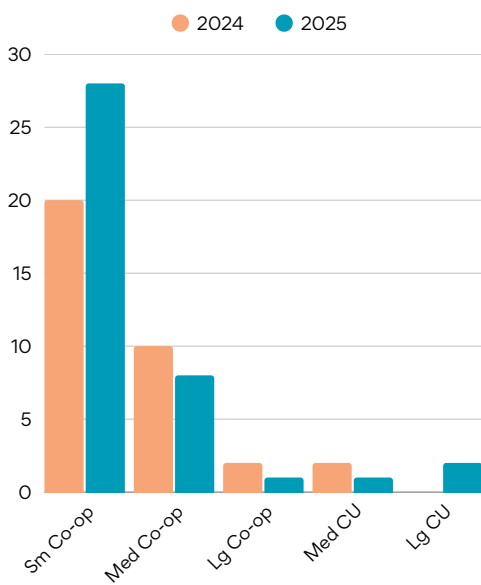
→ # RESPONDENTS: 40

Thank you to everyone who completed the 2025 Member Survey - your feedback is helping shape the future of BCCA. This year's results show strong momentum: member satisfaction has risen to 75%, and your confidence in our work shines through in an excellent Net Promoter Score of 57. You also told us that our newsletter, advocacy, networking events, and workshops continue to be some of the most valuable supports we offer.

You shared significant challenges - rising costs, access to capital, governance needs, and member engagement - and identified three clear ways BCCA can increase member value: more financial support, more education and capacity-building, and more opportunities to connect. We're already taking action. We recently launched a new Membership Support Fund with Nelson & District Credit Union and are exploring a provincial expansion for 2026. Our successful Mentorship Hour pilot will become a regular, bi-monthly offering next year. And to strengthen peer connection and community, we're excited to share that BCCA will host a province-wide conference in fall 2026. This infographic highlights the key themes from your feedback and what matters most to our members.

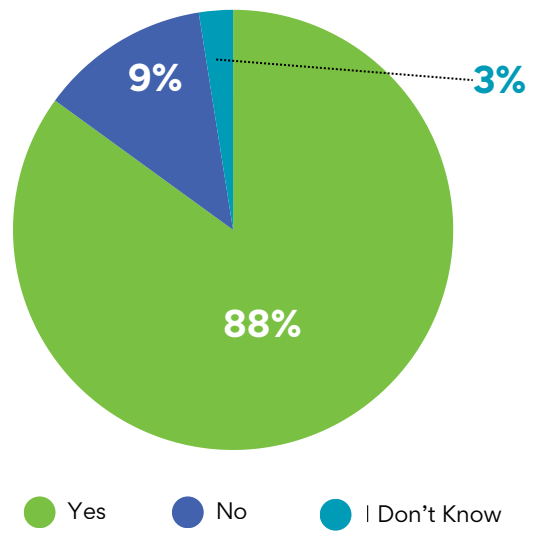
Size of Organization

Which category best describes your organization?



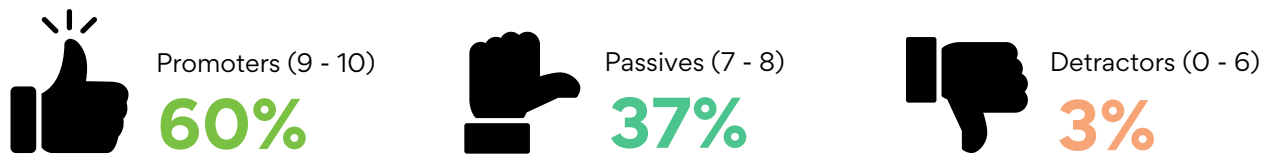
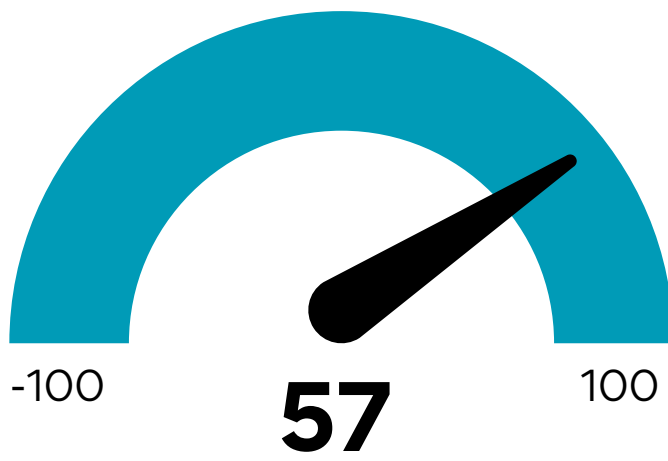
Members vs Non-Members

Is your organization currently a member of BCCA?



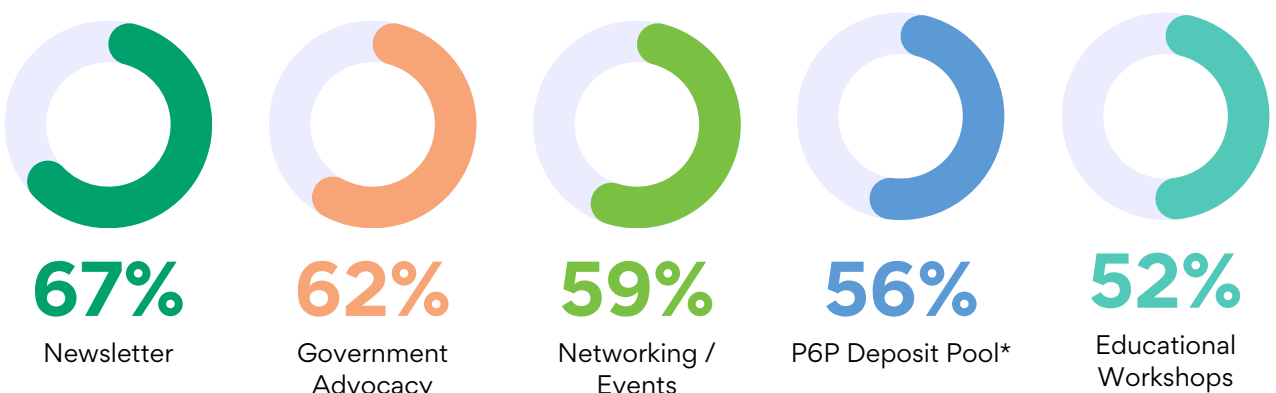
Net Promoter Score

Likelihood to Recommend



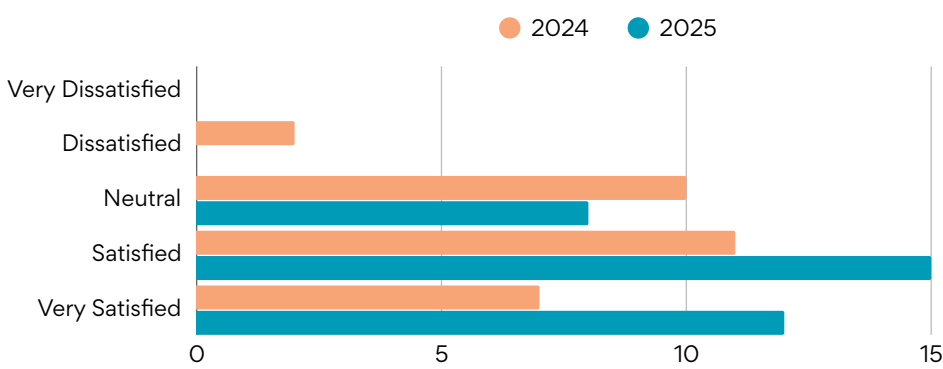
Membership Value

Top Value Benefits
(% of respondents rating 'extremely valuable')



*For those who use it.

Member Satisfaction

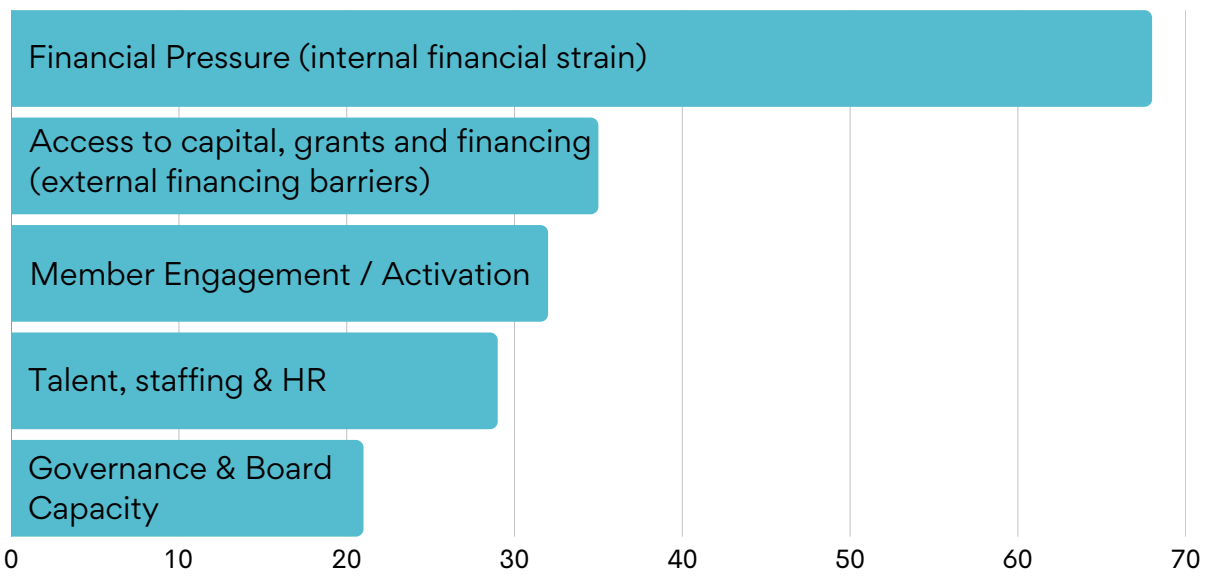


How satisfied are you with the value of membership?

75% satisfied or very satisfied (up 15% from 2024)

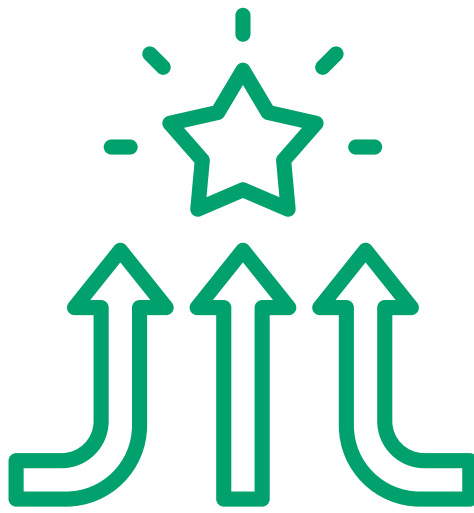
Top Challenges

% of Respondents Mentioning It



Increasing Value

Top 3 Ways to Increase Membership Value



More grants, funding & financial support.

Education, training & capacity building.

Networking, peer connection & communities of practice.

Additional Feedback

“I’m really glad our co-op joined! I’ve connected with some great folks and am thrilled to discover just how many co-ops there are across so many sectors.”

“We enjoyed the Trade Show and promoting ourselves through the newsletter. This has been helpful in getting our work out there. Many thanks!”

“BCCA plays an important role in strengthening co-ops across BC.”

“Proud of all your work reviving the organization.”

“Keep doing what you’re doing.” :)

Thank you for helping us shape a stronger co-operative sector!