

## EPS Membership Survey: Thank You and Next Steps

In December 2020, EPS launched a survey sent to EPS members with the objective to get feedback on overall satisfaction with EPS benefits, what resources are important to them, and how they prefer to receive information from the Society. Nearly 300 of our members responded to this survey, and I'd like to say thank you very much to those of you who provided your thoughts and opinions...your time is very much appreciated! When this survey was sent to our members, we indicated that we would provide a summary of some of the feedback we received. The following are a few of the insights we received from the survey that we think will be interesting for our members.

Overall member satisfaction with EPS seems to be very good...77% of respondents indicated they are satisfied or highly satisfied and nearly 90% indicated their intention to renew their EPS membership. Obviously, these data points indicate there is some opportunity for us to improve (19% were neutral on their EPS satisfaction and nearly 5% were not likely to renew their membership), and so we will continue to work on ways that your EPS membership can provide increased professional, technical, and personal value to you.

EPS members indicate that our technical resources and networking opportunities were main reasons why they joined EPS. The EPS IEEE Transactions on Components, Packaging and Manufacturing Technology, our EPS technical committees, the Heterogeneous Integration Roadmap initiative, and our conference proceedings are examples of ways for our members to get and participate in the creation of up-to-date technical information. Our many conferences held around the world, as well as our many chapters, provide opportunities for members of the electronics packaging community to come together and collaborate. Throughout the course of the past year, EPS has responded to the challenges created by COVID-19 by holding many of our global conferences as virtual events, continuing to focus on the dissemination of timely technical information and providing the opportunity to bring our members and technical community together.

Our members indicated that they currently receive EPS information primarily through our regular EPS newsletters, our conferences, the EPS website, and through word of mouth. When asked what communications channels they prefer to receive EPS information, there was strong preference for communication through YouTube, email, and LinkedIn, with the newsletter, conferences, and the EPS Resource Center and website also being preferred by members. We invite you to join our IEEE EPS group on [LinkedIn](#) and our [YouTube](#) page to be sure you are notified of new postings on those platforms. Our recently updated EPS Resource Center can be accessed at <https://resourcecenter.eps.ieee.org/> and you'll find many webinars (all free to EPS members) as well as our current and previous newsletters.

Just over 48% of our responding members indicated they have attended an EPS conference within the past two years and of those who have not attended, 43% indicated lack of time and 33% indicated lack of funds. Our members still show a preference for in-person conferences (50%), with about 24% preferring virtual events

and 26% preferring either option equally. Looking forward, as we move out of the current pandemic operating environment where our conferences are being held as fully virtual events, EPS is evaluating how we can continue to provide virtual and/or online content from our conferences as we move back to in-person events. In the future, this is seen as a way to provide conference content to our members at lower cost and with schedule flexibility, as well as extending the reach of our conferences to a wider global audience.

We also asked our members to let us know if they were interested in getting involved in volunteering in some way with EPS and the response was incredible. Nearly 75 members responded with their interest in volunteering, and my sincere thanks goes to all of you who indicated your willingness. Over the coming weeks, we will be reaching out to those who responded to help connect them with people and opportunities where they can get involved in EPS activities. It is an understatement to say that the success of EPS relies heavily on the work of volunteers in many different capacities. From conferences and local chapters to our Heterogeneous Integration Roadmap initiative, Transactions, and Technical committees, there are many avenues to get involved with EPS in a way that best fits your time, talents, and interests.

Over the coming months, EPS and our various functional teams will be utilizing the information from this survey as we continue to execute on our 5-year strategic plan for the continued growth and development of the Society. Ensuring that EPS is providing benefits and resources that our members value and use regularly is our main objective and we welcome your feedback. If you have any questions, comments, or concerns, please don't hesitate to reach out to me ([Alan.Huffman@micross.com](mailto:Alan.Huffman@micross.com)) or EPS President, Chris Bailey ([C.Bailey@greenwich.ac.uk](mailto:C.Bailey@greenwich.ac.uk)), anytime.

Thanks,  
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