# Group Health Check

**Creating an active and thriving online group**

khub.net

support@khub.net

**Where you go to work together**

Knowledgehub

You made it through your first year which is the toughest challenge for any online group.

[Feverbee](#) estimate that 95% of online branded communities on the web will fail within the first year.

You should celebrate this achievement and take stock to see what worked and what can be improved on.

This is now the start of preparing the journey for the group for the next 12 months.

On the following pages we have set out a range of statements covering 9 key areas

- Purpose
- Landscape
- Focus
- Growth
- Participation
- Content
- Events and activities
- Facilitation
- Value

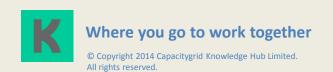To help you identify the strengths and areas for improvement over the next 12 months.

Knowledgehub

| Purpose | Strongly disagree | Disagree | Agree | Strongly agree |
|---|---|---|---|---|
| Is your group description engaging, demonstrating evolution, showing objectives, promoting participation and encouraging ownership? | | | | |
| Are the objectives for the group easy to identify? | | | | |
| Have new objectives been created to replace objectives met? | | | | |

| Landscape | Strongly disagree | Disagree | Agree | Strongly agree |
|---|---|---|---|---|
| You are aware of other online groups that may be a competitors to the success of your group? | | | | |
| You are aware of other online groups and tap into them and cross reference content between the groups? | | | | |

| Focus | Strongly disagree | Disagree | Agree | Strongly agree |
|---|---|---|---|---|
| Your group provides a place for members to help each other solve day to day problems.? | | | | |
| Your group is developing and disseminating best practices, guidelines and procedures.? | | | | |
| Your group organises, manages and stewards a body of knowledge from which members can draw on.? | | | | |
| Your group creates breakthrough ideas, knowledge and practices.? | | | | |

# Knowledgehub

| Growth | Strongly disagree | Disagree | Agree | Strongly agree |
|---|---|---|---|---|
| The facilitation teams send personal invitations to the group and encourage members to refer new members? | | | | |
| The facilitation team promotes the group via personal channels or social media to encourage a good mix of membership? | | | | |
| The group is at its correct level of membership and regular interaction takes place due to the trust the group has established between them? | | | | |

| Participation | Strongly disagree | Disagree | Agree | Strongly agree |
|---|---|---|---|---|
| New members are welcomed to and directed to activity that they may wish to participate in? | | | | |
| Members find it easy to participate in the group? | | | | |
| Members are encouraged to participate in the group and are thanked when they participate? | | | | |
| Members are responded to quickly when they have a question or are searching advice from the group? | | | | |

| Content | Strongly disagree | Disagree | Agree | Strongly agree |
|---|---|---|---|---|
| New content is regular added to the group by the facilitation team and members? | | | | |
| The content is easy to find and highlighted via announcements and group messaging to members? | | | | |

**K**

**Where you go to work together**

**Knowledgehub**

| Events & activities | Strongly disagree | Disagree | Agree | Strongly agree |
|---|---|---|---|---|
| The group has a range of activities for members including: 'live discussions (hotseats), roundtables, peer assist, themed discussions, marketplaces, interviews, competitions and surveys? | | | | |
| The group has a range of activities that take place outside the group including: phone conferences, webinars and hangouts? | | | | |
| The group has a range of face to face events including: conferences, events, meetings, workshops and training? | | | | |
| The group has a range of activities for members including: 'live discussions (hotseats), roundtables, peer assist, themed discussions, marketplaces, interviews, competitions and surveys? | | | | |

| Facilitation | Strongly disagree | Disagree | Agree | Strongly agree |
|---|---|---|---|---|
| The facilitator team consist of more than one member? | | | | |
| The facilitation team support each other and provide help and support to the members of the group? | | | | |

| Value | Strongly disagree | Disagree | Agree | Strongly agree |
|---|---|---|---|---|
| The group helps members find solutions to problems and answers their questions? | | | | |
| The group enables member to learn from each other's experiences? | | | | |
| The group helps member access useful resources (documents, people, materials etc) that I was not aware of before? | | | | |

**K**

**Where you go to work together**

**Knowledgehub**