

**2018 CLUB MEMBER SATISFACTION SURVEY**

Surveys sent 106  
 Surveys rejected 5 4.7%  
 Surveys returned 54 50.9%

**Q1. Overall, how satisfied are you with your membership in Flint Rotary?**

	Member Responses	
Satisfied	42	79.2%
Somewhat satisfied	5	9.4%
Neither satisfied nor dissatisfied	4	7.5%
Somewhat dissatisfied	1	1.9%
Dissatisfied	1	1.9%

**Q2. Considering our club's culture, members, and meetings, indicate your agreement with the following statements.**

	Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree	
Club meetings are a good use of my time	36	80.0%	7	15.6%	1	2.2%	1	2.2%	0	0.0%
My club does a good job involving new members	21	45.7%	16	34.8%	8	17.4%	1	2.2%	0	0.0%
My club's members care about one another	38	82.6%	8	17.4%	0	0.0%	0	0.0%	0	0.0%
My club reflects the demographic profile of our area's business, professional, and community leaders	16	34.8%	15	32.6%	5	10.9%	5	10.9%	5	10.9%
My club actively seeks to involve all members in projects and activities according to their interests, skills, and availability	16	34.8%	21	45.7%	5	10.9%	4	8.7%	0	0.0%

**Q3. How would you rate the following aspects of our weekly meetings?**

	Excellent		Good		Fair		Poor		Very Poor		N/A	
Rotary International updates	8	18.2%	21	47.7%	11	25.0%	3	6.8%	1	2.3%	1	2.3%
Length	20	47.6%	20	47.6%	0	0.0%	2	4.8%	0	0.0%	0	0.0%
Time for socializing	19	43.2%	21	47.7%	3	6.8%	1	2.3%	0	0.0%	0	0.0%
Professional connections and networking	17	37.8%	19	42.2%	9	20.0%	0	0.0%	0	0.0%	0	0.0%
Variety of program topics	20	44.4%	18	40.0%	6	13.3%	1	2.2%	0	0.0%	0	0.0%
Location	18	40.9%	17	38.6%	7	15.9%	1	2.3%	1	2.3%	0	0.0%
Meeting time and day	25	54.3%	18	39.1%	2	4.3%	1	2.2%	0	0.0%	0	0.0%
Meal quality and variety	11	24.4%	19	42.2%	13	28.9%	2	4.4%	0	0.0%	1	2.2%
Speakers and program	22	47.8%	21	45.7%	3	6.5%	0	0.0%	0	0.0%	0	0.0%

**Q 4. What is your opinion about our club's service projects?**

	Agree		Neither agree nor disagree		Disagree	
I feel proud about the projects that have been done	33	71.7%	11	23.9%	2	4.3%
I would like more hands-on service projects	12	26.7%	27	60.0%	6	13.3%
I prefer to write a check for projects rather than fundraising	26	56.5%	16	34.8%	4	8.7%
I wish the club did more projects	13	28.9%	31	68.9%	1	2.2%

**Q 5. Thinking about communication and responsiveness in our Rotary club indicate your agreement with the following statements.**

	Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree	
My club does a good job communicating with members	40	87.0%	4	8.7%	1	2.2%	1	2.2%	0	0.0%
My club does a good job listening to members	33	71.7%	8	17.4%	3	6.5%	2	4.3%	0	0.0%
My club seeks input and ideas from members	26	56.5%	14	30.4%	3	6.5%	2	4.3%	1	2.2%
My club regularly acts upon members' input and ideas	18	39.1%	16	34.8%	10	21.7%	1	2.2%	1	2.2%
I am comfortable with the pace of change in my club	19	41.3%	10	21.7%	11	23.9%	6	13.0%	0	0.0%
My club works to update the club processes and rules to meet the needs of its members	15	33.3%	16	35.6%	10	22.2%	3	6.7%	1	2.2%

**Q 6. Indicate your agreement with the following statements about the value of your membership.**

	Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree	
I feel welcome in my club	42	95.5%	2	4.5%	0	0.0%	0	0.0%	0	0.0%
I make valuable connections through my club	34	73.9%	9	19.6%	3	6.5%	0	0.0%	0	0.0%
My club provides opportunities to use my talents and skills	25	56.8%	11	25.0%	7	15.9%	1	2.3%	0	0.0%
My experience as a member is worth the money I spend on Rotary participation	32	69.6%	9	19.6%	4	8.7%	1	2.2%	0	0.0%
My experience as a member is worth the time I give to Rotary	34	73.9%	10	21.7%	2	4.3%	0	0.0%	0	0.0%
My family sees value in my Rotary membership	20	43.5%	7	15.2%	18	39.1%	1	2.2%	0	0.0%
My friends see value in my Rotary membership	13	28.3%	16	34.8%	16	34.8%	1	2.2%	0	0.0%
Through Rotary, I make a difference in my community	26	56.5%	13	28.3%	5	10.9%	2	4.3%	0	0.0%
Through Rotary, I make a difference in the world	25	55.6%	13	28.9%	4	8.9%	2	4.4%	1	2.2%

**Q7. Indicate your agreement with the following statements about club engagement**

	Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree	
I invite friends, family, and colleagues to club meetings/events	10	22.2%	22	48.9%	10	22.2%	3	6.7%	0	0.0%
I invite qualified prospective members to join my Rotary club	10	22.2%	20	44.4%	10	22.2%	5	11.1%	0	0.0%
I frequently participate in my club's activities, projects, and programs	14	31.8%	21	47.7%	6	13.6%	3	6.8%	0	0.0%
I am proud of my Rotary club	41	91.1%	4	8.9%	0	0.0%	0	0.0%	0	0.0%

**Q8. Thinking about the costs associated with club membership, how would you rate?**

	Too low		Just right		Too high		N/A	
Club dues	0	0.0%	29	78.4%	6	16.2%	2	5.4%
Meals at weekly meetings	0	0.0%	16	35.6%	28	62.2%	1	2.2%
Club fines	4	9.5%	36	85.7%	0	0.0%	2	4.8%
Contributions to the Flint Rotary Charitable Foundation	1	2.2%	42	93.3%	2	4.4%	0	0.0%
Requests for contributions to The Rotary Foundation	4	8.7%	38	82.6%	2	4.3%	2	4.3%
Requests for contributions to The Flint Rotary Endowment Fund	2	4.3%	36	78.3%	3	6.5%	5	10.9%

**Q9. Do you agree with the current policy of canceling Rotary meetings when Flint Public Schools are closed due to weather?**

	Yes	No
	37	2
	94.9%	5.1%