

2020 CLUB MEMBER SATISFACTION SURVEY

Surveys sent 120
 Surveys rejected 3 2.5%
 Surveys returned 63 52.5%

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

	Member Responses	
Satisfied	56	88.9%
Somewhat satisfied	7	11.1%
Neither satisfied nor dissatisfied	0	0.0%
Somewhat dissatisfied	0	0.0%
Dissatisfied	0	0.0%

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	48 78.7%	11 18.0%	0 0.0%	1 1.6%	1 1.6%
My club does a good job involving new members	31 49.2%	28 44.4%	3 4.8%	1 1.6%	0 0.0%
My club's members care about one another	51 81.0%	11 17.5%	1 1.6%	0 0.0%	0 0.0%
My club reflects the demographic profile of our area's business, professional, and community leaders	23 36.5%	26 41.3%	5 7.9%	9 14.3%	0 0.0%
My club actively seeks to involve all members in projects and activities according to their interests, skills, and availability	34 54.0%	23 36.5%	4 6.3%	2 3.2%	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	24 40.0%	31 51.7%	4 6.7%	1 1.7%	0 0.0%	1 1.7%
Length	26 46.4%	24 42.9%	4 7.1%	1 1.8%	1 1.8%	0 0.0%
Time for socializing	26 42.6%	27 44.3%	7 11.5%	1 1.6%	0 0.0%	0 0.0%
Professional connections and networking	32 51.6%	25 40.3%	3 4.8%	2 3.2%	0 0.0%	0 0.0%
Variety of program topics	44 69.8%	17 27.0%	1 1.6%	1 1.6%	0 0.0%	0 0.0%
Location	35 59.3%	20 33.9%	2 3.4%	2 3.4%	0 0.0%	0 0.0%
Meeting time and day	40 64.5%	19 30.6%	2 3.2%	1 1.6%	0 0.0%	0 0.0%
Meal quality and variety	15 25.0%	31 51.7%	9 15.0%	3 5.0%	2 3.3%	1 1.7%
Speakers and program	43 68.3%	18 28.6%	2 3.2%	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	49 79.0%	11 17.7%	2 3.2%
I would like more hands-on service projects	19 30.6%	36 58.1%	7 11.3%
I prefer to write a check for projects rather than fundraising	31 50.0%	25 40.3%	6 9.7%
I wish the club did more projects	14 22.6%	41 66.1%	7 11.3%

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	54 87.1%	6 9.7%	2 3.2%	0 0.0%	0 0.0%
My club does a good job listening to members	46 74.2%	12 19.4%	4 6.5%	0 0.0%	0 0.0%
My club seeks input and ideas from members	38 62.3%	18 29.5%	5 8.2%	0 0.0%	0 0.0%
My club regularly acts upon members' input and ideas	28 45.9%	19 31.1%	13 21.3%	1 1.6%	0 0.0%
I am comfortable with the pace of change in my club	33 53.2%	21 33.9%	4 6.5%	3 4.8%	1 1.6%
My club works to update the club processes and rules to meet the needs of its members	39 63.9%	14 23.0%	6 9.8%	1 1.6%	1 1.6%

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	61 96.8%	1 1.6%	1 1.6%	0 0.0%	0 0.0%
I make valuable connections through my club	47 75.8%	10 16.1%	4 6.5%	1 1.6%	0 0.0%
My club provides opportunities to use my talents and skills	37 58.7%	17 27.0%	8 12.7%	1 1.6%	0 0.0%
My experience as a member is worth the money I spend on Rotary participation	49 77.8%	12 19.0%	2 3.2%	0 0.0%	0 0.0%

My experience as a member is worth the time I give to Rotary	52	83.9%	7	11.3%	2	3.2%	0	0.0%	1	1.6%
My family sees value in my Rotary membership	32	51.6%	12	19.4%	16	25.8%	1	1.6%	1	1.6%
My friends see value in my Rotary membership	32	50.8%	15	23.8%	13	20.6%	2	3.2%	1	1.6%
Through Rotary, I make a difference in my community	37	59.7%	18	29.0%	4	6.5%	2	3.2%	1	1.6%
Through Rotary, I make a difference in the world	38	60.3%	17	27.0%	5	7.9%	2	3.2%	1	1.6%

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	21	33.3%	28	44.4%	9	14.3%	4	6.3%	1	1.6%
I invite qualified prospective members to join my Rotary club	19	30.2%	23	36.5%	13	20.6%	7	11.1%	1	1.6%
I frequently participate in my club's activities, projects, and programs	20	31.7%	27	42.9%	7	11.1%	6	9.5%	3	4.8%
I am proud of my Rotary club	59	96.7%	2	3.3%	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%	51	87.9%	5	8.6%	2	3.4%
Meals at weekly meetings	0	0.0%	32	52.5%	26	42.6%	3	4.9%
Club fines	12	19.0%	48	76.2%	0	0.0%	3	4.8%
Contributions to the Flint Rotary Charitable Foundation	1	1.6%	56	88.9%	5	7.9%	1	1.6%
Requests for contributions to The Rotary Foundation	1	1.6%	56	88.9%	4	6.3%	2	3.2%
Requests for contributions to The Flint Rotary Endowment Fund	3	4.8%	52	83.9%	4	6.5%	3	4.8%

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

	Yes		No	
	54	94.7%	3	5.3%

Q10. Name and classification

Name	Classification
55	49