

Rotary Club of Georgetown

2014-15 Member Satisfaction Survey

This survey is intended for use by the club leadership to assess members' satisfaction with our Rotary Club. Honest, complete answers to every question by all members are essential for this survey to be effective. **ALL RESPONSES ARE CONFIDENTIAL.**

Demographics Tell us a little about yourself and how you came to Rotary.

1. How many years have you been a Rotarian?
0-1 ___ 1-5 ___ 6-10 ___ 11-20 ___ 20+___

2. How many years have you been a member of the Rotary Club of Georgetown?
0-1 ___ 1-5 ___ 6-10 ___ 11-20 ___ 20+___

3. Your age
20-29 ___ 30-39 ___ 40-49 ___ 50-59 ___ 60-69 ___ 70+ ___

4. What motivated you to join the Rotary Club of Georgetown? (check all that apply)
 Invited by a friend
 Family member was a Rotarian
 New to area
 Networking opportunities
 Develop new friendships
 Opportunity for community service projects
 Opportunity for international service projects
 Participated in a Rotary service project or fundraiser
 Other (please specify): _____

5. Rank your priorities of why you stay in Rotary (1= highest, 6= lowest)
 Programs/speakers
 Fellowship/Fun
 Friendships
 Community service projects
 International service projects
 Networking opportunities

6. Have you served Rotary as a club officer or director?
 Currently serve
 Served in the past
 Never served

Meetings Tell us how you feel about our weekly club meeting location and content.

1. Club meeting location:

	Excellent	Adequate	Insufficient
Service	_____	_____	_____
Atmosphere/décor	_____	_____	_____
Meal quality	_____	_____	_____
Meal cost (\$10)	_____	_____	_____
Parking/building access	_____	_____	_____
Room Arrangement	_____	_____	_____
Audio Visual	_____	_____	_____

Comments: _____

2. Club meetings:

	Excellent	Adequate	Insufficient
Amount of Rotary content	_____	_____	_____
Program organization	_____	_____	_____
Program content	_____	_____	_____
Time for fellowship	_____	_____	_____
Networking opportunities	_____	_____	_____

Comments: _____

3. Which of the following changes would improve club meetings? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Better speakers | <input type="checkbox"/> Increased variety of program topics |
| <input type="checkbox"/> More family involvement | <input type="checkbox"/> More service opportunities |
| <input type="checkbox"/> More focus on fellowship | <input type="checkbox"/> More vocational information |
| <input type="checkbox"/> Better time management | <input type="checkbox"/> More leadership opportunities |
| <input type="checkbox"/> Time of day | <input type="checkbox"/> Day of week |

Comments: _____

Fellowship Please share your opinion of our club fellowship activities and your family's opinion of Rotary.

1. The club currently holds four fellowships each year outside our normal meeting schedule. How would you rate our club's fellowship activities?

___ Too many ___ Right amount ___ Too few

Comments: _____

2. Based on recent club fellowships, please rate the following

	Excellent	Adequate	Insufficient
Locations	_____	_____	_____
Program content	_____	_____	_____
Time for fellowship	_____	_____	_____
Amount of Rotary content	_____	_____	_____
Time of Day	_____	_____	_____
Cost	_____	_____	_____

Comments: _____

3. What response does your spouse/partner/family have to your involvement in Rotary?

	Yes	Some	No
Feels proud that I am involved in Rotary	___	___	___
Thinks Rotary takes too much of my time	___	___	___
Wants to know more/be involved	___	___	___
Thinks Rotary is too expensive	___	___	___

Other: _____

Service Projects Please share your satisfaction and involvement in club service projects.

1. How would you rate our club's service projects?

___ Too many ___ Right amount ___ Too few

Comments: _____

2. How would you rate these recent community projects supported by the Rotary Club of Georgetown and your opportunities to participate?

	Excellent	Adequate	Insufficient
Dictionary Project	_____	_____	_____
Habitat for Humanity	_____	_____	_____
Friendship Place	_____	_____	_____
Scholarships	_____	_____	_____
Salvation Army	_____	_____	_____
Vocational Awards	_____	_____	_____
Happy Feet	_____	_____	_____
Comments: _____			

3. How would you rate your level of satisfaction with your level of participation in club activities and projects?

Very satisfied
 Satisfied
 Dissatisfied

If dissatisfied, why? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Cost | <input type="checkbox"/> Insufficient knowledge |
| <input type="checkbox"/> Personality conflicts | <input type="checkbox"/> Time conflicts |
| <input type="checkbox"/> Lack of quality service projects | <input type="checkbox"/> Lack of support from other members |
| <input type="checkbox"/> Other _____ | |

4. Service Projects:

	Yes	Some	No
I participate in most service projects	_____	_____	_____
I have contributed service project ideas	_____	_____	_____
I am satisfied with the club's service projects	_____	_____	_____

List your favorite service projects: _____

Administration Please share your thoughts on our club administration.

1. My club dues are:

- | | | |
|--|--|--|
| <input type="checkbox"/> Paid by me | <input type="checkbox"/> Paid by my employer | <input type="checkbox"/> Partially paid by my employer |
| <input type="checkbox"/> Dues are too high | <input type="checkbox"/> Dues are too low | <input type="checkbox"/> Dues are satisfactory |

2. Club Leadership:

	Yes	Somewhat	No
I'm comfortable sharing ideas/concerns	___	___	___
Club leaders listen to my ideas/concerns	___	___	___
Club leaders act on my ideas/concerns	___	___	___
Club leadership engages all members	___	___	___
I serve in club leadership	___	___	___

3. Club Knowledge:

	Know about it	Heard about it	Never heard of it
Five Avenues of Service	___	___	___
Classification Principle	___	___	___
Attendance requirements	___	___	___
Make-ups at other clubs	___	___	___
Rule of 85 membership	___	___	___
Club website	___	___	___

4. District Knowledge:

	Know about it	Heard about it	Never heard of it
District website	___	___	___
District database	___	___	___
District Simplified Grants	___	___	___
Foundation Seminar	___	___	___
District Assembly	___	___	___

5. Foundation Knowledge:

	Know about it	Heard about it	Never heard of it
EREY	___	___	___
Sustaining Member	___	___	___
Foundation Benefactor	___	___	___
Interact	___	___	___
Matching Grants	___	___	___

Membership Please rate how the club recruits retains and communicates with members.

1. How would you rate your level of satisfaction with our club communications?

___ Very satisfied ___ Satisfied ___ Dissatisfied

Comments: _____

2. The Rotary Club of Georgetown communicates with members through various methods. How would you rate our clubs communications?

	Excellent	Adequate	Insufficient
Email	_____	_____	_____
Website	_____	_____	_____
Social Media	_____	_____	_____
Meeting Announcements	_____	_____	_____
Bulletin	_____	_____	_____

Comments: _____

3. Over the past three years, the club has focused a great deal of energy on member recruitment and retention. How would you rate our clubs efforts?

	Excellent	Adequate	Insufficient
New member recruitment	_____	_____	_____
Membership drives	_____	_____	_____
New member orientation	_____	_____	_____
Member retention	_____	_____	_____
Member involvement	_____	_____	_____

Comments: _____

Fundraisers Fundraisers allow us to reduce the financial impact of our service projects on members. Please rate the current club fundraisers and your participation.

1. How would you rate our club's fundraisers?

___ Too many ___ Right amount ___ Too few

Comments: _____

2. Tell us about your participation in club fundraising activities.

	Yes	Somewhat	No
I participate in club fundraisers	___	___	___
I have contributed ideas for fundraisers	___	___	___
I am satisfied with the club's fundraisers	___	___	___

Comments: _____

Involvement Tell us about your current involvement in Rotary and where you would like to serve in the future.

1. Please indicate your involvement in these activities:

	Currently involved	Would like to be involved
Membership development	___	___
Member orientation/education	___	___
Local service projects	___	___
International service projects	___	___
Club public relations	___	___
Fundraising	___	___
Rotary Foundation	___	___
Fellowship activities	___	___

Other: _____

If you would like to share the Involvement section of this survey with the Board of Directors as they plan for the coming year, please include your name below. Only the Involvement section of the survey will be shared with the Board of Directors.

Name: _____

Thank you for your support of the Rotary Club of Georgetown!