**Member Satisfaction Survey**

This survey focuses on your day-to-day experiences in our Rotary club. Your input is valuable and will be used by all of us to make our club even better. There are no right or wrong answers; we simply ask for your honest opinions. Thank you for taking this survey.

Overall, how satisfied are you with your membership in our Rotary club?

* Satisfied
* Somewhat satisfied
* Neither satisfied nor dissatisfied
* Somewhat dissatisfied
* Dissatisfied

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  |  |  |  |  |  |
| My club does a good job involving new members  |  |  |  |  |  |
| My club’s members care about one another |  |  |  |  |  |
| My club reflects the demographic profile of our area’s business, professional, and community leaders  |  |  |  |  |  |
| My club actively seeks to involve all members in projects and activities according to their interests, skills, and availability |  |  |  |  |  |
| The amount of fundraising activities is appropriate |  |  |  |  |  |

Comments and suggestions:

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Excellent | Good | Fair | Poor | Very poor | N/A |
| Rotary International updates |  |  |  |  |  |  |
| Length |  |  |  |  |  |  |
| Time for socializing |  |  |  |  |  |  |
| Professional connections and networking  |  |  |  |  |  |  |
| Variety of program topics |  |  |  |  |  |  |
| Location |  |  |  |  |  |  |
| Meeting time and day |  |  |  |  |  |  |
| Meals or refreshments |  |  |  |  |  |  |
| Speakers and programs |  |  |  |  |  |  |

Comments and suggestions:

What are your opinions about our club’s **service projects**?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Just right | Too many | Too few |
| Total number of service projects |  |  |  |
| Number of community service projects |  |  |  |
| Number of international service projects |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Agree | Disagree | No opinion |
| Service projects are well organized |  |  |  |
| Service projects make a difference in the community or the world |  |  |  |
| Service projects are meaningful to me |  |  |  |

Comments and suggestions:

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 to members |  |  |  |  |  |
| My club does a good job listening to members |  |  |  |  |  |
| My club seeks input and ideas from members |  |  |  |  |  |
| My club regularly acts upon members’ input and ideas |  |  |  |  |  |
| I am comfortable with the pace of change in my club |  |  |  |  |  |
| My club works to update club processes and rules to meet the needs of its members |  |  |  |  |  |

Comments and suggestions:

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 |  |  |  |  |  |
| I make valuable connections through my club |  |  |  |  |  |
| My club provides opportunities to use my talents and skills  |  |  |  |  |  |
| My experience as a member is worth the money I spend on Rotary participation |  |  |  |  |  |
| My experience as a member is worth the time I give to Rotary |  |  |  |  |  |
| My family sees value in my Rotary membership  |  |  |  |  |  |
| My friends see value in my Rotary membership |  |  |  |  |  |
| Through Rotary, I make a difference in my community |  |  |  |  |  |
| Through Rotary, I make a difference in the world |  |  |  |  |  |

Comments and suggestions:

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Disagree |
| I invite my friends, family, and colleagues to club events  |  |  |  |  |  |
| I invite qualified prospective members to join my Rotary club |  |  |  |  |  |
| I frequently participate in my club’s activities, projects, and programs |  |  |  |  |  |
| I’m proud of my Rotary club |  |  |  |  |  |

Comments and suggestions:

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Too low | Just right | Too high | Not applicable |
| Club dues |  |  |  |  |
| Meals at weekly meetings  |  |  |  |  |
| Club fines |  |  |  |  |
| Club assessments |  |  |  |  |
| Requests for donations for service projects |  |  |  |  |
| Requests for contributions to The Rotary Foundation |  |  |  |  |

Comments and suggestions: