

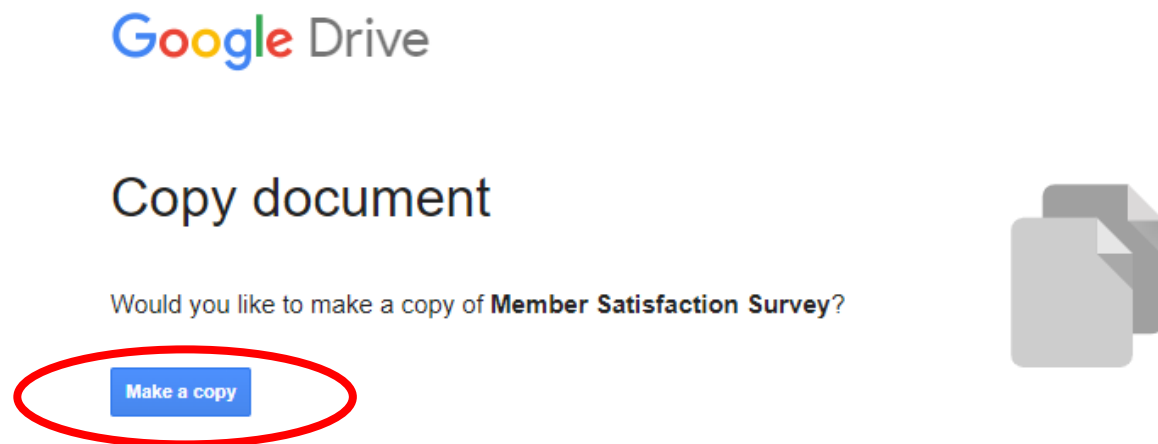
CREATING YOUR ONLINE MEMBER SATISFACTION SURVEY

Distributing an online survey is the quickest and easiest way to send surveys and analyze the results. When creating your online member satisfaction survey, be sure to follow the guidelines and suggested best practices in [Enhancing the Club Experience: Member Satisfaction Survey](#).

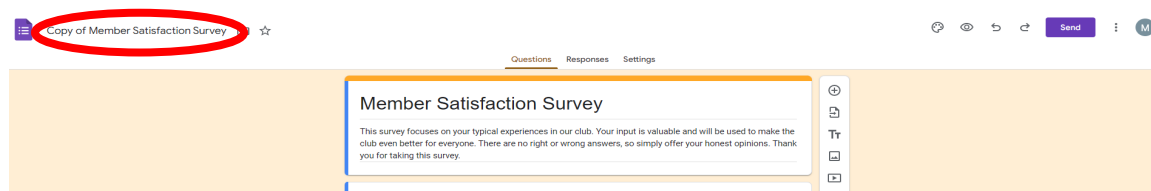
Note: To make a copy, edit, and distribute this online survey, you'll need a Google account. Your fellow members won't need one to take the survey though.

Follow the instructions below for creating your own online, customizable survey:

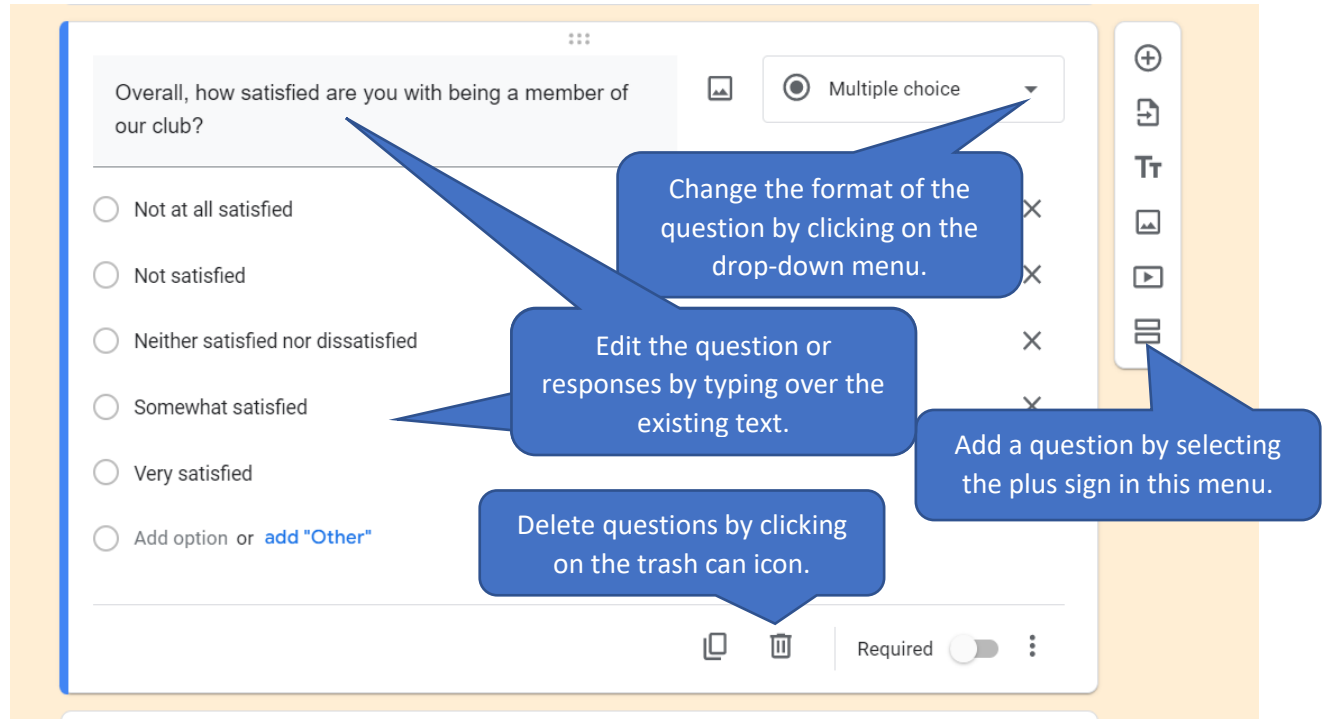
1. Click [this link for the online version of the Member Satisfaction Survey](#). You'll see the following page:



2. Click the “**Make a copy**” button.
3. The survey is ready for distribution! If you prefer to offer a customized experience specific to your club, it's easy to make edits.
4. We recommend changing the name of the survey to include the name of your club. You can update the title by typing in the top left corner.



5. You have options to add, delete, or edit questions to the survey to meet your club's needs, including the ability to:



Overall, how satisfied are you with being a member of our club?

Multiple choice

Not at all satisfied

Not satisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

Add option or [add "Other"](#)

Change the format of the question by clicking on the drop-down menu.

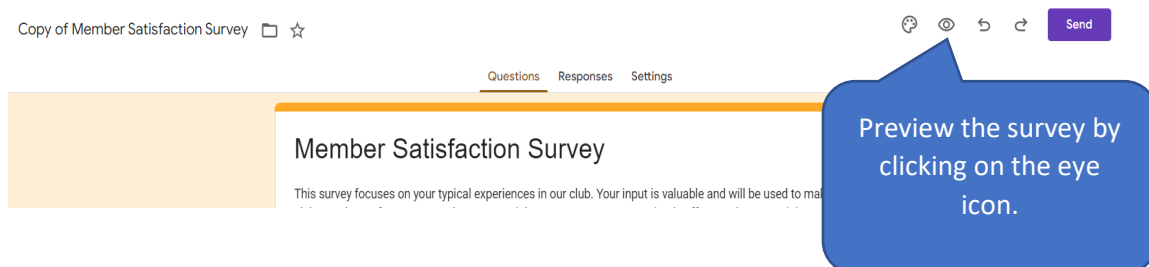
Edit the question or responses by typing over the existing text.

Delete questions by clicking on the trash can icon.

Add a question by selecting the plus sign in this menu.

Required

6. To preview your survey, click on the eye symbol at the top right corner of the page.



Copy of Member Satisfaction Survey

Questions Responses Settings

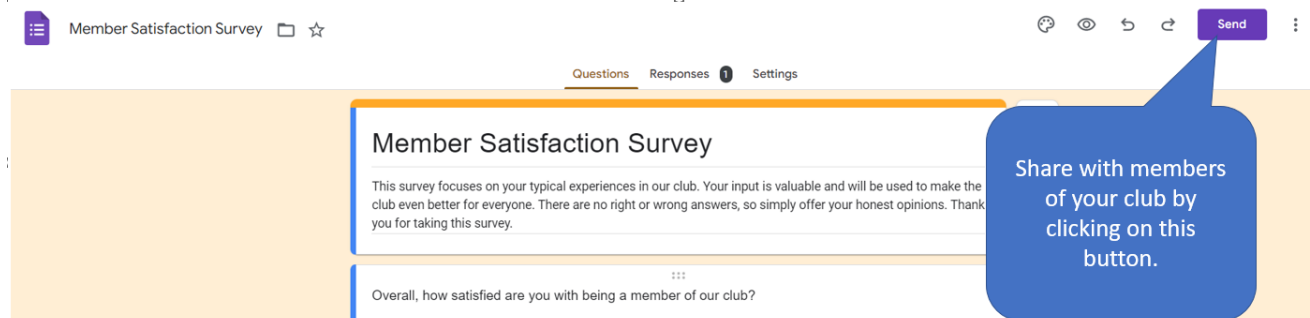
Member Satisfaction Survey

This survey focuses on your typical experiences in our club. Your input is valuable and will be used to make the club even better for everyone. There are no right or wrong answers, so simply offer your honest opinions. Thank you for taking this survey.

Preview the survey by clicking on the eye icon.

Send

7. When you have finished editing the survey, share it with members by clicking on the send button and following the prompts.



Member Satisfaction Survey

Questions Responses Settings

Member Satisfaction Survey

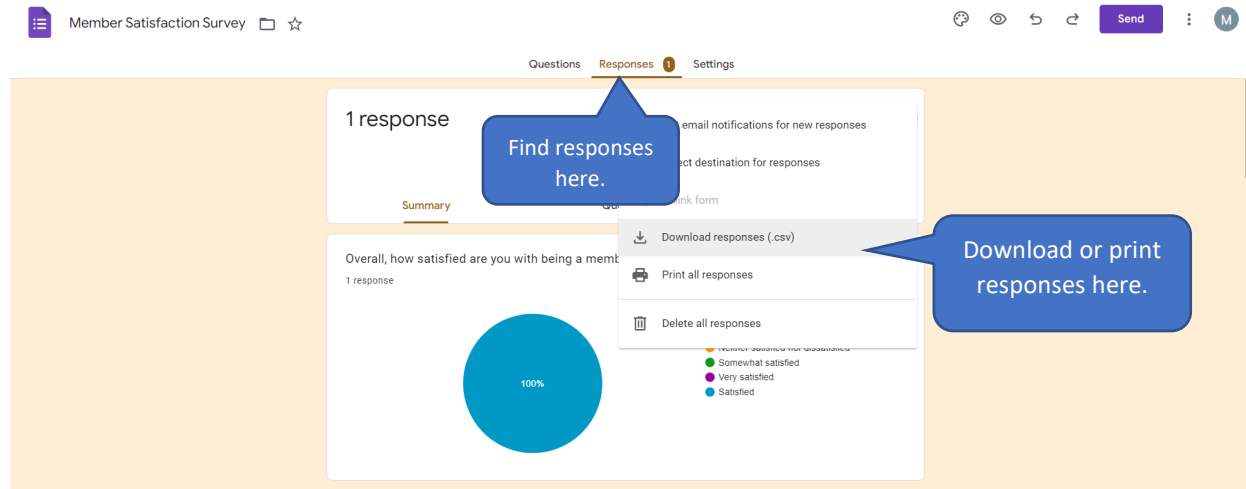
This survey focuses on your typical experiences in our club. Your input is valuable and will be used to make the club even better for everyone. There are no right or wrong answers, so simply offer your honest opinions. Thank you for taking this survey.

Overall, how satisfied are you with being a member of our club?

Share with members of your club by clicking on this button.

Send

8. Once you get your responses, you can see them by selecting the Responses tab. Click on the three dots to download your responses into a spreadsheet.



9. Be sure to address the feedback your members shared by making changes or having a conversation to discuss ways to address something that could work better for everyone.

Questions? Email membershipdevelopment@rotary.org.