**Surfside Area Rotary Club 2015 Member Satisfaction Survey**

This survey is intended for use by the club leadership to assess members’ satisfaction with our Surfside Area Rotary Club and to plan for changes in the coming year. Honest, complete answers to every question by all members are essential for this survey to be effective. ALL RESPONSES ARE CONFIDENTIAL.

1. Number of years you have been a Rotarian

0-1 \_\_\_ 1-5 \_\_\_ 6-10 \_\_\_ 11-20 \_\_\_ 20+\_\_\_

1. Your age

20-29 \_\_\_ 30-39 \_\_\_ 40-49 \_\_\_ 50-59 \_\_\_ 60-69 \_\_\_ 70+ \_\_\_

1. What motivated you to join Rotary? (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 (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 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

\_\_\_ Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How would you rate your level of satisfaction with your Surfside Area Club experience

\_\_\_Very satisfied \_\_\_ Satisfied \_\_\_ Dissatisfied

If dissatisfied, why? (check all that apply)

\_\_\_ Cost \_\_\_ Insufficient knowledge \_\_\_ Personality conflicts \_\_\_ Time conflicts

\_\_\_ Lack of quality service projects \_\_\_ Lack of support from other members

\_\_\_Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 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 these club leadership positions\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. My club dues are:

\_\_\_ Paid by me \_\_\_ Paid by my employer

\_\_\_ Dues are too high \_\_\_ Dues are too low \_\_\_ Dues are satisfactory

1. Club meetings: Excellent Adequate Insufficient

 Amount of Rotary content \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Program organization \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Program content \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Time for Fellowship \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Networking opportunities \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Comments/Suggestions\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

\_\_\_ Better speakers \_\_\_ Increased variety of program topics

\_\_\_ More family involvement \_\_\_ More service opportunities

\_\_\_ More focus on fellowship \_\_\_ More vocational information

\_\_\_ Better time management \_\_\_ More leadership opportunities

Comments/Suggestions\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Club meeting location: Excellent Adequate Insufficient

 Service \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Atmosphere/décor \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Meal quality \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Meal cost \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How would you rate our club’s fellowship activities?

\_\_\_ Too many \_\_\_ Right amount \_\_\_ Too few

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

\_\_\_ Too many \_\_\_ Right amount \_\_\_ Too few

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

\_\_\_ Too many \_\_\_ Right amount \_\_\_ Too few

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Fundraisers: Yes Some No

 I participate in most fundraisers \_\_\_ \_\_\_ \_\_\_

 I have contributed fundraising ideas \_\_\_ \_\_\_ \_\_\_

 I am satisfied with the club’s fundraisers \_\_\_ \_\_\_ \_\_\_

 Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **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 \_\_\_ \_\_\_ \_\_\_

 Active/Rule of 85 membership \_\_\_ \_\_\_ \_\_\_

 **District Knowledge**

 District website \_\_\_ \_\_\_ \_\_\_

 District database \_\_\_ \_\_\_ \_\_\_

 District Simplified Grants \_\_\_ \_\_\_ \_\_\_

 Foundation Seminar \_\_\_ \_\_\_ \_\_\_

 District Assembly \_\_\_ \_\_\_ \_\_\_

1. Foundation Knowledge: Know about it Heard about it Never heard of it

 EREY \_\_\_ \_\_\_ \_\_\_

 Sustaining Member \_\_\_ \_\_\_ \_\_\_

 Foundation Benefactor \_\_\_ \_\_\_ \_\_\_

 Interact \_\_\_ \_\_\_ \_\_\_

 Matching Grants \_\_\_ \_\_\_ \_\_\_

 Future Vision Plan \_\_\_ \_\_\_ \_\_\_

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 Coments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (requested but optional)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Thank you for your support of the Surfside Area Rotary Club. You are a valued member of our club. We intend to strive to keep you happy.***