

Club survey / health check

This is a reminder that your club can have a free health check survey conducted. Contact susan.rotarian@gmail.com for further information.

Objectives

The survey is designed to take a “health check” reading of a club. How satisfied are members – overall and with specific elements. Could anything be improved / enhanced, do members have any ideas for service, fundraising and socials.

Ideally the survey would be repeated periodically (every 1 or 2 years) to build up continuous health check markers and track progress.

Methodology

The survey is completed online using Survey Monkey. The core questions are standard and can't be changed (for comparability purposes), however, participating clubs can add 2 or 3 club specific questions on the end. A paper questionnaire can be provided for members who don't have access to a computer / don't like using the internet, however it is up to someone in the club to input that information into the Survey monkey questionnaire, as I simply don't have time to do that.

The survey is coordinated by Susan Rogers, whose career was in marketing with a specialism in market research. At all stages, confidentiality of responses must be emphasised. It is guaranteed from Susan but must also be adhered to within clubs.

Over time, it is hoped that there will be sufficient clubs participating to build up a database of responses so that clubs can gauge their responses against averages, the top five, the bottom 10 etc.

Modus operandi

- Someone in the club is designated the “survey coordinator” and that person liaises with Susan.

- They discuss any club specific additional questions they would like to add
- Susan designs the survey and sends the survey link to the coordinator. Please note that where the questionnaire asks a respondent to rate things, the list of statements is automatically randomised by Survey Monkey to take out any bias in the order of asking the statements.
- The coordinator emails the link to members / issues a paper questionnaire.
- It is up to the club how long they want the survey to run. In reality the vast majority who are going to complete the survey, do so within the first 48 hours, so a week should be long enough.
- It is up to the coordinator if after 4 or 5 days they send a reminder to members to complete the survey.
- The survey closes.
- Susan prepares some summary charts (using PowerPoint) and sends these to the coordinator as a pdf. This is usually within a week of the survey closing.
- If there is an excel expert in the club Susan can provide the results in this format also for the club to do additional analysis.
- Susan is available post-survey to answer any questions.

Core Questionnaire

Introduction

This survey focuses on your day-to-day experiences in the club. Your input is extremely valuable and will be used to help make our club even better.

There are no right or wrong answers, we simply ask for your honest opinions.

All results are confidential, and no comments will be attributed to any one person.

Thank you for taking this survey.

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

- Extremely satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Extremely dissatisfied

2. Why did you say that?

3. Please rank the following elements of Rotary in order of importance to YOU from 1 to 6 with 1 being the most important, and 6 being the least important

- Fellowship
- Service
- Fund Raising
- Community Engagement
- Expansion of Membership
- Socials

6. Thinking about communication and responsiveness in our club, please indicate your agreement with the following statements.

	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
The club does a good job communicating to members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The club does a good job listening to members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The club seeks input and ideas from members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable with the pace of change in my club	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My club regularly acts upon members' input and ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please indicate your agreement with the following statements about the value of your membership.

	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
I feel welcome in the club	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I make valuable connections through the club	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The club provides opportunities to use my talents and skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My experience as a member is worth the money I spend on Rotary participation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My experience as a member is worth the time I give to Rotary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My family sees value in my Rotary membership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My friends see value in my Rotary membership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Through Rotary, I make a difference in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Through Rotary, I make a difference in the world	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I invite my friends, family, and colleagues to club events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm proud of my Rotary club	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. In some Rotary clubs, all members are pulling in the same direction. In others there are several antagonist cliques preventing the club from moving forward. Using the slider, please give your opinion of where CLUB sits in this scale. (if you are completing a paper version- please put an X where you would sit the club)

100 = Complete harmony; 0 = Totally fractious

0
100

9. Which of these would you like more or less of?

	More	About the same as currently	Fewer
Fundraising projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local community specific projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Too high	Just right	Too low	Don't know / not applicable
Rotary subs / dues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meals at weekly meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall annual cost of Rotary to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. How often do you visit "My Rotary" online?

- At least weekly
- About once a month or more often
- Couple of times a year
- Never
- Never heard of it

12. Finally, is there anything else you'd like to say about the club - how it's run, what you do, how you feel, things you'd change? this is your opportunity to write in confidence about anything not included in the survey.