



Appendix 1: Membership Satisfaction Questionnaire

This survey is intended for use by the club. All club members should complete this questionnaire to help assess member satisfaction with club activities and projects. Please return completed forms to the club secretary. Your response is confidential.

Do you feel welcome in our Rotary club? Yes No

If no, why not? (Please mark all that apply)

I feel demographically isolated: (Please mark the appropriate response)

Other members were

older younger different gender different ethnicity

Other demographic reason _____

I have not made an effort to meet other members.

Other members have not made an effort to interact with me.

Do you feel comfortable sharing concerns with club leaders? Yes No

If no, why not? (Please mark all that apply)

Club leaders have so many responsibilities I do not want to burden them.

Club leaders have their own agenda and are not interested in other ideas.

I have not been a member long enough to feel comfortable approaching club leaders.

I do not want to be perceived as a complainer.

Other _____

How do you feel about the level of our club's involvement in the following types of activities?
(Mark appropriate response)

ACTIVITY

LEVEL OF CLUB INVOLVEMENT

Membership Development	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Member Orientation and Education	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Local Service Projects	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
International Service Projects	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Club Public Relations	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Fundraising	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
The Rotary Foundation	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware
Fellowship	<input type="checkbox"/> Excessive	<input type="checkbox"/> Adequate	<input type="checkbox"/> Insufficient	<input type="checkbox"/> Not Aware

Have you participated in club projects and activities? Yes No

How did you become involved? I volunteered I was asked

Please indicate your involvement in the following types of activities:

ACTIVITY	LEVEL OF INVOLVEMENT	
Membership Development	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Member Orientation and Education	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Local Service Projects	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
International Service Projects	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Club Public Relations	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Fundraising	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
The Rotary Foundation	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Fellowship	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved
Other _____	<input type="checkbox"/> I am currently involved	<input type="checkbox"/> I would like to be involved

I am **VERY SATISFIED / SATISFIED / DISSATISFIED** with my participation in club activities and projects. (Circle the appropriate response)

If you are dissatisfied, why? (Please mark all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Insufficient knowledge | <input type="checkbox"/> Lack of resources |
| <input type="checkbox"/> Personality conflicts | <input type="checkbox"/> Lack of support from other members |
| <input type="checkbox"/> Cost | <input type="checkbox"/> Insufficient family involvement |
| <input type="checkbox"/> Personal time conflicts | <input type="checkbox"/> Other _____ |

How do you feel about the following costs associated with membership in our club?

TYPE OF COST	PERCEPTION OF COST		
Club dues	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
Cost of weekly meetings	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
Amount of club fines/assessments	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
Voluntary contributions to service projects	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate
Voluntary contributions to The Rotary Foundation	<input type="checkbox"/> Excessive	<input type="checkbox"/> Reasonable	<input type="checkbox"/> Inadequate

Do you enjoy our weekly meetings? Yes No

Please circle the appropriate response in the following questions:

The amount of Rotary content in our meetings is **ADEQUATE / EXCESSIVE / INSUFFICIENT**.

The length of our meetings is **ADEQUATE / EXCESSIVE / INSUFFICIENT**.

Our club should have **MORE / SAME AMOUNT / FEWER** fellowship activities.

Our club bulletin contains **SUFFICIENT / EXCESSIVE / INSUFFICIENT** Rotary information.

Our club bulletin is (please circle all that apply)

INTERESTING / USEFUL / INFORMATIVE / BORING / LIMITED / UNINFORMATIVE.

Our meetings are **WELL ORGANIZED / POORLY ORGANIZED**.

Our meeting time is **CONVENIENT / INCONVENIENT**.

If inconvenient, suggestion for an alternate time:

The location of our meeting is **CONVENIENT / INCONVENIENT**.

If inconvenient, suggestion for a different location:

Which of the following aspects of our meeting place do you find to be unsatisfactory?

(Mark all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Service | <input type="checkbox"/> Décor/atmosphere |
| <input type="checkbox"/> Meal quality | <input type="checkbox"/> Meal variety |
| <input type="checkbox"/> Parking availability | <input type="checkbox"/> Safety of the area in which it is located |
| <input type="checkbox"/> Other _____ | |

Suggestion(s) for change: _____

The following changes would improve our club meetings:

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

Is there anything else you would like to see changed?

How does your spouse/partner/family feel about your involvement in Rotary?

- | | |
|---|---|
| <input type="checkbox"/> Proud of my involvement | <input type="checkbox"/> Feels it takes too much of my time |
| <input type="checkbox"/> Wants to know more/be involved | <input type="checkbox"/> Feels it is too expensive |
| <input type="checkbox"/> Seeks interaction with other
Rotary spouses/partners/families | |

Other _____

Thank you for taking the time to complete this questionnaire and for your commitment to improving our club.