











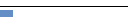
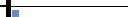











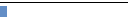
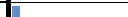






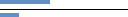


























































ROTARY CLUB OF EDMONTON STRATHCONA
MEMBER SATISFACTION SURVEY RESULTS - FEBRUARY 2020

MEMBER SATISFACTION SURVEY RESULTS - FEBRUARY 2020									
Total number of questionnaire answered: 33		COUNT		PERCENTAGE					
Overall Club satisfaction									
Overall how satisfied are you with your membership in our Rotary Club.	Not answered	1	3%			4	13%		
	Satisfied	31	94%		97%	24	75%		88%
	Somewhat satisfied	1	3%			4	13%		
Culture, members and meetings									
Club meetings are a good use of my time	Agree	25	76%		88%	23	72%		91%
	Somewhat agree	4	12%			6	19%		
	Neutral	3	9%			3	9%		
My club does a good job involving members	Agree	20	61%		94%	20	63%		83%
	Somewhat agree	11	33%			11	34%		
	Somewhat disagree	2	6%			1	3%		
My club members care about one another	Not answered	0	0%			1	3%		
	Agree	28	85%		97%	23	72%		97%
	Somewhat agree	4	12%			8	25%		
My club actively seeks to involve all members in projects and activities according to their interests, skills, and availability	Not answered	1	3%			1	3%		
	Agree	20	61%		91%	11	34%		87%
	Somewhat agree	10	30%			17	53%		
	Neutral	1	3%			1	3%		
The amount of funding is appropriate	Somewhat disagree	0	0%			2	6%		
	Not answered	0	0%			3	9%		
	Agree	21	64%		88%	15	47%		75%
	Somewhat agree	8	24%			9	28%		
	Neutral	3	9%			4	13%		
I would like to see a fellowship meeting about every three months	Somewhat disagree	0	0%			1	3%		
	Disagree	1	3%			0	0%		
	Not answered	1	3%			NOT ASKED			
	Agree	22	67%		79%				
	Somewhat agree	4	12%						
Neutral	4	12%							
Somewhat disagree	1	3%							
Disagree	1	3%							








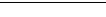






















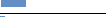
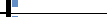






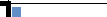






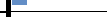





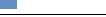
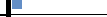
ROTARY CLUB OF EDMONTON STRATHCONA
MEMBER SATISFACTION SURVEY RESULTS - FEBRUARY 2020

Weekly meetings												
Rotary International updates	Not answered	0	0%					2	6%			
	Excellent	8	24%		79%			6	19%		72%	
	Good	18	55%					17	53%			
	Fair	5	15%					5	16%			
	Very Poor	0	0%					1	3%			
	N/A	1	3%					1	3%			
Length	Excellent	11	33%		85%			12	38%		91%	
	Good	17	52%					17	53%			
	Fair	2	6%					22	9%			
Professional connections and networking	Excellent	9	27%		63%			5	16%		72%	
	Good	12	36%						18	56%		
	Fair	6	18%						6	19%		
	Very Poor	0	0%						2	6%		
	N/A	3	9%						1	3%		
Variety of program topics	Not answered	1	3%		85%			1	3%		72%	
	Excellent	17	52%						12	38%		
	Good	11	33%						11	34%		
	Fair	1	3%						8	25%		
Location	Excellent	25	76%		94%			12	38%		82%	
	Good	6	18%						14	44%		
	Fair	2	6%						6	19%		
Meeting time and day	Not answered	1	3%		94%			1	3%		91%	
	Excellent	25	76%						12	38%		
	Good	6	18%						17	53%		
	Fair	1	3%						2	6%		
Meals and refreshments	Not answered	1	3%		91%			0	0%		78%	
	Excellent	29	88%						2	6%		
	Good	1	3%						8	25%		
	Fair	2	6%						17	53%		
	very Poor	0	0%						5	16%		
Speakers and programs	Excellent	18	55%		85%			10	31%		78%	
	Good	10	30%						15	47%		
	Fair	3	9%						6	19%		
	N/A	0	0%						1	3%		
Service projects												
Number of community service projects	Not answered	1	3%		70%			0	0%		78%	
	Just right	23	70%						25	78%		
	Too many	2	6%						7	22%		
	Too few	4	12%						0	0%		
Number of international service products	Not answered	2	6%		64%			0	0%		84%	
	Just right	21	64%						27	84%		
	Too many	4	12%						3	9%		
	Too few	2	6%						2	6%		
Service projects are well organized	Agree	27	82%		87%			27	84%		84%	
	Disagree	0	0%						1	3%		
	No opinion	4	12%						4	13%		
Service projects are meaningful to me	Agree	24	73%		73%			25	78%		78%	
	Disagree	1	3%						7	22%		
	No opinion	5	15%						0	0%		

ROTARY CLUB OF EDMONTON STRATHCONA
MEMBER SATISFACTION SURVEY RESULTS - FEBRUARY 2020

Communication and responsiveness												
My club does a good job in communicating to members	Not answered	0	0%					2	6%			
	Agree	28	85%		97%			19	59%		87%	
	Somewhat agree	4	12%					9	28%			
	Neutral	0	0%					1	3%			
	Somewhat Disagree	0	0%					1	3%			
My club seeks input and ideas from members	Not answered	0	0%					2	6%			
	Agree	24	73%		88%			14	44%		82%	
	Somewhat agree	5	15%					12	38%			
	Neutral	3	9%					3	9%			
	Somewhat disagree	0	0%					1	3%			
My club regularly acts upon members impact and ideas	Not answered	0	0%					2	6%			
	Agree	18	55%		85%			13	41%		79%	
	Somewhat agree	10	30%					12	38%			
	Neutral	4	12%					4	13%			
	Somewhat disagree	0	0%					1	3%			
Value of your membership												
I feel welcome in my club	Not answered	0	0%					0	0%			
	Agree	30	91%		94%			2	6%			
	Somewhat agree	1	3%					27	84%		93%	
	Neutral	1	3%					3	9%			
I make valuable connections through my club	Not answered	0	0%					2	6%			
	Agree	17	52%		79%			17	53%		84%	
	Somewhat agree	9	27%					10	31%			
	Neutral	4	12%					3	9%			
	Somewhat disagree	1	3%					0	0%			
My experience as a member is worth the money I spend on Rotary participation	Not answered	0	0%					2	6%			
	Agree	25	76%		91%			23	72%		88%	
	Somewhat agree	5	15%					5	16%			
	Neutral	2	6%					1	3%			
	Somewhat disagree	0	0%					1	3%			
My experience as a member is worth the time I give to Rotary	Agree	26	79%		94%			25	78%		91%	
	Somewhat agree	5	15%					4	13%			
	Neutral	1	3%					1	3%			

ROTARY CLUB OF EDMONTON STRATHCONA
MEMBER SATISFACTION SURVEY RESULTS - FEBRUARY 2020

Club engagement												
I invite my friends, family, and colleagues at club	Not answered	0	0%			2	6%					
	Agree	12	36%		75%	10	31%			69%		
	Somewhat agree	13	39%			12	38%					
	Neutral	6	18%			6	19%					
	Somewhat disagree	0	0%			2	6%					
	Disagree	1	3%			0	0%					
I invite qualified prospective members to join my Rotary club.	Agree	8	24%		64%	8	25%			56%		
	Somewhat agree	10	30%			10	31%					
	Neutral	13	39%			11	34%					
	Somewhat disagree	1	3%			1	3%					
I frequently participate in my club's activities projects and programs	Agree	18	55%		82%	17	53%			75%		
	Somewhat agree	9	27%			7	22%					
	Neutral	3	9%			5	16%					
	Somewhat disagree	1	3%			1	3%					
Costs associated with club membership												
Club dues	Not answered	0	0%			2	6%					
	Too low	12	36%			3	9%					
	Just right	13	39%		39%	25	78%			78%		
	Too high	6	18%			1	3%					
	Not Applicable	1	3%			1	3%					
Meals at weekly meetings	Not answered	0	0%			3	9%					
	Too low	0	0%			0	0%					
	Just right	31	94%		94%	19	59%			59%		
	Too high	1	3%			8	25%					
Not Applicable	0	0%			2	6%						
Club fines	Not answered	0	0%			2	6%					
	Too low	3	9%			1	3%					
	Just right	28	85%		85%	28	88%			88%		
	Too high	1	3%			1	3%					
Requests for contributions to Rotary Foundation	Not answered	0	0%			3	9%					
	Too Low	7	21%			0	0%					
	Just right	18	55%		55%	26	81%			81%		
	Too high	4	12%			2	6%					
	Not applicable	3	9%			1	3%					

2020 MEMBERS COMMENTS

- 1 ALL GOOD.
- 2 WANT BUSINESS MEMBERSHIP THAT SHOW VALUE TO BUSINESS IN DISCOUNTED PRICES.
- 3 VARIETY OF PROGRAM VERY GOOD. GOOD JOB.
- 4 WAY TO GO.
- 5 STILL A GREAT CLUB AFTER ALL THESE YEARS
- 6 HOW TO ENGAGE NEW MEMBERS TO PARTICIPATE BOTH IN TIME LIMITED AND LONG TERM PROJECTS IS A CHALLENGE
THANK YOU FOR ALL YOUR EFFORTS - THEY ARE GREATLY VALUED.

2018 MEMBERS COMMENTS

- 1 MORE DEDICATION AS COMMITTEE MEMBERS TO A COMMITTEE
- 2 GREAT PEOPLE AND A GREAT CAUSE. TIME AND MONEY ARE EACH VALUABLE CONTRIBUTIONS.
- 3 BOARD IS DOING A TREMENDOUS JOB. THANK YOU.
- 4 COULD USE DIFFERENT VENUES FOR MEETINGS OR DIFFERENT TIMES DURING THE SUMMER FOR VARIETY & MEMBERS ENGAGEMENT
- 5 CANNOT HAVE SOUP AND SANDWICH
- 6 **QUALITY OF FOOD HAS BEEN SUSPECT IN TOO MANY OCCASIONS LATELY**
- 7 **I HAVE SAID IT BEFORE AND I WILL SAY IT AGAIN THE FOOD IS NOT**
- 8 OVERALL THE CLUB IS DOING WELL WITH A GOOD PLAN FOR FUTURE ACTION
- 9 **MEALS LACKING QUALITY LATELY. WE NEED A NEW VENUE OR AGREEMENT FOR MEALS.**
- 10 WISHES PARTICIPATION BY MEMBERS. INFORMATION ABOUT BOARD DECISION TO CLUB MEMBERSHIP
- 11 **WISER THAT THE MEALS WERE NOT LEFTOVERS**
- 12 NOT ENOUGH MENTORSHIP TO NEW MEMBERS. **MORE DETAILS ON**
- 13 **THE FOOD IS DECLINING IN QUALITY. WE SHOULD LOOK AT ALTERNATIVES.**
- 14 WE MUST BE MORE ACTIVE TO FIND OUT WHAT OUR MEMBERS INTERESTS ARE AND THEN GET THEM