

## MEMBER SATISFACTION SURVEY

This survey will help club leaders evaluate how effectively the club is meeting members' expectations. It can help improve club operations, increasing the club's service impact and visibility in the community.

What do you enjoy most about being a member of our club?

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What is our club's greatest strength?

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If you could change one thing about our club, what would it be? Why?

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**Rate the following statements about our club's operations using this scale:**

0 = Strongly disagree   1 = Disagree   2 = Neither agree nor disagree   3 = Agree   4 = Strongly Agree

### Club management/administration

- \_\_\_\_\_ I am satisfied with my overall experience as a member.
- \_\_\_\_\_ Our club members and leaders work well together as a team.
- \_\_\_\_\_ Our club has a clear purpose that guides our goals and accomplishments.
- \_\_\_\_\_ I can articulate clearly and concisely the impact our club has in the community.
- \_\_\_\_\_ Our club meets at a time and location that fits my schedule.
- \_\_\_\_\_ The cost of membership is reasonable and provides value to me.

Total for this section:

Would you like to comment on any of your ratings? What ideas do you have for improvement?

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## Membership strength

- \_\_\_\_\_ Our club is just the right size for the impact we want to make.
- \_\_\_\_\_ I feel comfortable asking colleagues and acquaintances to visit and join our club.
- \_\_\_\_\_ I am inspired by how many opportunities our club offers to create an impact in our community.
- \_\_\_\_\_ Guests are warmly welcomed and introduced at club events.
- \_\_\_\_\_ Our club offers a variety of activities and opportunities to attract prospective members to join our club.

Total for this section:

Would you like to comment on any of your ratings? What ideas do you have for improvement?

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## Community service impact

- \_\_\_\_\_ Our club's service projects are worthwhile, rewarding and impactful.
- \_\_\_\_\_ Our club's presence is visible and viewed as a major asset in our community.
- \_\_\_\_\_ I am proud to be associated with the impact that our projects make.
- \_\_\_\_\_ There is sufficient member interest in most of our projects.
- \_\_\_\_\_ There is sufficient community need for most of our projects.
- \_\_\_\_\_ Our club generates sufficient money to fund current and potential service projects.
- \_\_\_\_\_ Our club's fundraisers provide adequate revenue.
- \_\_\_\_\_ The amount of revenue obtained from our fundraisers is reasonable when compared to the amount of time spent.
- \_\_\_\_\_ Our club is a hands-on, service-oriented club whose members want to participate.
- \_\_\_\_\_ Our club is an important advocate for children in our community.

Total for this section:

Would you like to comment on any of your ratings? What ideas do you have for improvement?

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## MEASURING MEMBER SATISFACTION

### Member experience

- \_\_\_\_\_ My opinion about service, fundraising and administration is valued.
- \_\_\_\_\_ Our club meetings and events are enjoyable and fun.
- \_\_\_\_\_ Club members are properly recognized for their efforts.
- \_\_\_\_\_ Every club member is invited to use their talents on at least one committee.
- \_\_\_\_\_ Our club takes appropriate time to celebrate and recognize club and member achievements.

Total for this section:

Would you like to comment on any of your ratings? What ideas do you have for improvement?

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Total for all sections:



**Kiwanis**