

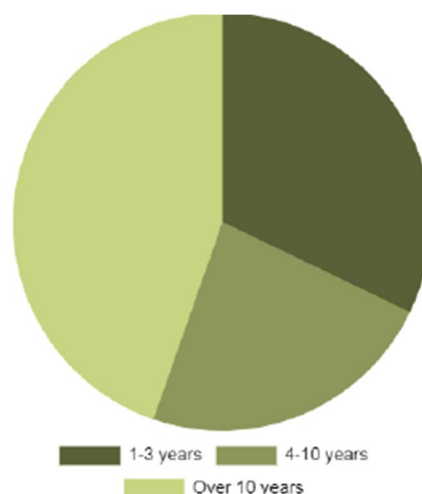
Member Satisfaction Survey

It has been two years since we last surveyed members on how we are doing.

This survey focuses on your typical experiences in our club. Your input is valuable and will be used to make the club even better for everyone. Simply offer your honest opinions. Thank you for taking this survey.

How long have you been a member in our club?

- ☐ 1-3 years
- ☐ 4-10 years
- ☐ Over 10 years



My plans for remaining in Rotary

- ☐ I plan on remaining for the foreseeable future
- ☐ I am considering quitting

Label	Total	%
I plan on remaining for the foreseeable future	54	96
I am considering quitting	2	3

I enjoy our club meetings

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Disagree

Label	Total	%
I generally like the programs	52	89
I generally do not like them	4	6
I generally like the prorams	1	1
I don't have an opinion	1	1

1. Overall, how satisfied are you with being a member of our club?

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Disagree

Label	Total	%
Agree	45	77
Somewhat agree	11	18
Somewhat disagree	1	1
Neither agree nor disagree	1	1

Members of my club care about each other.

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Disagree

Label	Total	%
Agree	42	73
Somewhat agree	11	19
Somewhat disagree	2	3
Neither agree nor disagree	2	3

My club does a good job involving new members.

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Disagree

Label	Total	%
Agree	47	82
Somewhat agree	9	15
Neither agree nor disagree	1	1

My club knows me and values me

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Disagree

Label	Total	%
Agree	42	73
Somewhat agree	11	19
Somewhat disagree	2	3
Neither agree nor disagree	2	3

I can freely express myself among our club members.

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree

Label	Total	%
Agree	46	80
Neither agree nor disagree	6	10
Somewhat agree	4	7
Somewhat disagree	1	1

Think about the costs associated with being a member and rate

Club dues	
<input type="radio"/> Too low	1
<input type="radio"/> Just right	51
<input type="radio"/> Too high	1
<input type="radio"/> n/a	1

Lunch	
<input type="radio"/> Too low	
<input type="radio"/> Just right	35
<input type="radio"/> Too high	20
<input type="radio"/> n/a	2

Request for donations	
<input type="radio"/> Too low	
<input type="radio"/> Just right	44
<input type="radio"/> Too high	11
<input type="radio"/> n/a	2

Lunch fines	
<input type="radio"/> Too low	4
<input type="radio"/> Just right	49
<input type="radio"/> Too high	
<input type="radio"/> n/a	1

Comments Regards Costs Associated

I don't eat chicken so often I don't get value from the lunch...perhaps we could have cold cuts to put on the salad fixings. My prior clubs did that.

Maybe offer lower cost lunch options like salad bar to bring cost down

"It is pretty expensive to be a club member, but on balance it works out ok. The quality of the lunches is variable, more choices would be nice. Since the fines are optional, I think they are a good way for members to share experiences."

Lunch is a challenge for anyone with dietary issues. I don't mind paying but some times I am not able to eat what is offered.

Lunches seem expensive for the quality of the food, but I know we're mostly paying for the room and have few options.

There should be a much higher level of food quality given the amount we are charged for each meal.

I am a snowbird. The room fee when I am not in Bend is expensive.

I feel the weekly lunches at the Riverhouse are commensurate with the costs.

The quality of lunch at the river house isn't great and I don't think of it as good value for money.

Maybe it's because I'm not a wine connoisseur, the wine raffle doesn't appeal to me. I wish we didn't have the pressure of selling tickets for that event. The event itself is fun, but it adds up to a big expense if you attend the event with a significant other and purchase all of the wine tickets yourself.

Comments for costs associated ?

The number of fundraising activities is appropriate.

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Disagree

Label	Total	%
Agree	35	60
Somewhat agree	13	22
Neither agree nor disagree	8	13
Somewhat disagree	2	3

My experience as a member is worth the time and money spent.

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Disagree

Label	Total	%
Agree	50	86
Somewhat agree	6	10
Somewhat disagree	1	1
Neither agree nor disagree	1	1

I like the last Tuesday Happy Hour

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Disagree

Label	Total	%
Agree	46	80
Neither agree nor disagree	6	10
Somewhat agree	4	7
Somewhat disagree	1	1

Our lunch programs

- ☐ I generally like the programs
- ☐ I generally do not like them
- ☐ I don't have an opinion
- ☐ n/a

Label	Total	%
I generally like the programs	52	89
I generally do not like them	4	6
I generally like the prorams	1	1
I don't have an opinion	1	1

Communications: Rate the following methods our club communicates with me

The weekly news letter	
<input type="checkbox"/> I do not view this	1
<input type="checkbox"/> I sometime look at it	7
<input type="checkbox"/> I most often use/use this	19
<input type="checkbox"/> I always look at this	31

Individual emails sent to members	
<input type="checkbox"/> I do not view this	
<input type="checkbox"/> I sometime look at it	6
<input type="checkbox"/> I most often use/use this	15
<input type="checkbox"/> I always look at this	34

Our website	
<input type="checkbox"/> I do not view this	5
<input type="checkbox"/> I sometime look at it	36
<input type="checkbox"/> I most often use/use this	9
<input type="checkbox"/> I always look at this	6

What do you think about the aspects of our club's Service Projects?

Number of local projects	
<input type="checkbox"/> Just Right	47
<input type="checkbox"/> Too many	
<input type="checkbox"/> Too few	6

Number of international projects

- ☐ Just Right
- ☐ Too many
- ☐ Too few

32

3

20

Our projects are well organized

- ☐ Agree
- ☐ Disagree
- ☐ No opinion

53

5

They make a difference in the community

- ☐ Agree
- ☐ Disagree
- ☐ No opinion

55

2

Our projects are meaningful to me

- ☐ Agree
- ☐ Disagree
- ☐ No opinion

44

7

Results of the comment section of the Survey

- More participation from more members of the club. There is an incredible amount of knowledge and history in our membership and it would be great to have more of it resident within the committees. Even if that meant as an adjunct advisor to the Committee Chair.
- Better speakers from around the region and state. Limit non profit presentations
- I'm not a fan of repeating the four-way test at every meeting to close out the meeting. I feel like this is a little bit cultish and I dislike the school boy feeling I feel I'm doing this. We are all adults and this feels a little bit condescending.
- I liked it when we had table numbers that you randomly selected a tag where you had to sit every so often, to help get to know more people. Our club is fairly "Cliquish" with older members.
- It would be nice if the club had one/some international projects (Global Grants) underway.
- It would be great if the international projects included options for member participation (in the country where the project was taking place). Additionally, the club needs to do a better job related to the annual District Grant (DG) application. We missed submitting an application for the 2023-24 year. There should be discussion now related to identifying a project and submitting a DG proposal/application for the next Rotary fiscal year of 2024-25. Normally, District requires proposals/applications NLT June (2024).
- While I like our projects I feel that many of them don't do a lot to get to the root of the problems that plague many people who live in Bend. I would also like to see speakers who talk about societal issues rather than getting so many reports from different entities in Bend
- As a new member, it was a bit challenging to understand the available committees and initiatives. I think understanding of these things do come fairly easily with time and talking with other members, so it's not critical that anything be done here. But if it were easy and low-friction, some better orientation to the committees, their functions, how they operate, etc., could be of interest to new members.
- At some point, I'd like to investigate adding a member forum to the web site. I think it would be helpful to be able to have online communications with fellow members in between meetings. I recognize that we publish a member catalog with contact information, but a more asynchronous and less intrusive forum-style of communication may be preferable in many scenarios. For example, for the recent meeting at J Bar J, it was recommended that members carpool because of limited parking. It would have been convenient to have a forum to post, "Anyone interested in carpooling?"
- Need to make an effort to get more people to volunteer...seems like the same people all the time. I show up and so do a handful of others but not very many new faces. Perhaps we should set a minimum of volunteer hours for the year so that people know it's not ok not to show up some time.
- I know we don't have much control over the food at the Riverhouse, but would be great if we could change it to a taco bar, salad bar, sandwich bar.... Sometimes it's not too bad, and sometimes it's terrible.
- More lunch programs like Erik King and few non-profits.

- Offer occasional hands on service projects during the week as I often travel on weekends and not available.
- As with other organizations, member participation is an issue. I see the same faces at most of the projects I volunteer for. The Veterans Village project first go, we must have had 25 volunteers, subsequent opportunities less than 6. What was special about the first go?
- I love educational and local programs. Sometimes i do feel like there are too many nonprofit oriented programs
- Continue doing what we do. Emphasizing member involvement with programs and projects. Consider having committee chairs or designee to meet with Red Badgers to describe programs. This can be done at Tuesday luncheons just prior to the start of our meetings or immediately following. Consider more committee chair announcements as a regular part of our luncheons. More planned than just a regular announcement. Does not need to be longer than 5 minutes but key for me is to focus on that committee overview separate from regular announcements.
- We should be looking at possible fund raisers now in case we need to replace one we already do. What other options do we have for fund raisers? How are the current fund raisers doing? Do we need to enhance our current programs or phase out with a new one? It is my understanding the Sports Program is the only fund raiser that we get directly to the General Fund. Is that enough to sustain us?
- This is very silly but the photographer during the lunch meetings can sometimes be distracting. He is a wonderful person and I so appreciate what he does but I am not sure if he could turn off the flash function. The flashing is distracting. I love pictures and totally support him, minus the flashing.
- The audio on zoom is not good.
- I know it is labor intensive, but I think it would be worth it to personally reach out to ever single member and ask them what kind of community volunteer project they want to participate in. There is a difference between wanting our club to do something and what an individual will commit to doing themselves. I think part of our problem is there is a disconnect between what we think the club is willing to do and what it is actually willing to do (as ar as volunteering).
- We constantly talk about a significant project, EG establishing the Boys and Girls Club, but we have failed to follow through on it for a long time.
- As a new member, I love this Club and can't think of what we could do better.
- Committee progress updates - periodic Committee highlights featuring projects/goals/action items for members to be more informed and aware of what is happening at the Committee level and how they can be more involved and join in!
- More hands on service opportunities. Sometimes it feels like old boys club. All members who know each other hang together- somewhat clicky.
- Better due diligence on new suggested projects be for starting. Some times the club can be too scattered with projects. Think it can overpower members and reduce participation at times.
- Since most members do not participate in the projects, we should talk more about them in the meetings.
- Try to avoid making a member feel bad when they are not able to participate in a project.
- Educating new members about our club's committees and service projects.
- Keep in mind some of us still work and find it easier to contribute time in the evenings and on weekends.
- Recruiting new members from key businesses in our community where we don't have any representation in the club.

Things we are doing right

Survey is a good idea.

- ◆ Communication and integration of new members is great. It makes for quicker assimilation and stronger relationships.
- ◆ Membership should remain around 100. Limit the number of non profit members, More business owners and executives.
- ◆ We have enough fundraisers and they are fairly well spread out - but summers do get busy with Ad Sales and Ducks the same months.
- ◆ The club is fun, especially with the addition of the last Tuesday of the month Happy Hour.
- ◆ This club has introduced me to many great people who have a true passion to do better in the world.
- ◆ Onboarding of new members is done very well overall. I've had a lot of fun meeting the other members and joining various service opportunities. The meetings are often very informative and have interesting speakers. The social events are fun. Overall, as a new member, I feel this club is doing a great job.
- ◆ The caring for each other piece is very important to me. Pass along news of members with challenges or do an ask for people to visit a sick member or lend a hand...
- ◆ Happy hour is a great way to mingle and talk with Rotarians we don't always get to chat with at meetings. I also really enjoy the community projects.
- ◆ Love happy hour and social events as I think it bonds us as a club.
- ◆ Hands on community projects are definitely a draw for some of us. The International side has been quiet since AJ left, but the pace is picking up and I look forward to future projects. Is there a way to reach out to some of the former members and see if they are open to coming back?
- ◆ Keep announcing programs and projects at luncheons. Keep the quality of the newsletter we are getting now. This is important to keeping communication lines open. Keep Happy Hour, great for getting to know each other better.
- ◆ GREAT club!!! I am so enjoying getting to know everyone.
- ◆ Good job keeping membership up.
- ◆ I am concerned that there is not enough support across the club for youth programming (youth exchange, Interact, RYLA). It is falling on the shoulders of just a few people and this is burning them out.

- ♦ Keep recruiting high quality new members like we have been in the past 2yrs - lifeblood!
Weekly meetings are smooth, organized and informative. Well done!
- ♦ Lots of good intentions- looking forward to Bruce's presidency
- ♦ Our local foundation is creating a legacy for this club keep it going and growing
- ♦ I always have liked saying the 4-way test around the same time we are saying the pledge of allegiance.
Good for our members and for our guests.
- ♦ We have some great hands on projects. We just need more people to participate.
- ♦ Updates on issues facing the community from those who have knowledge about those issues are great.
- ♦ Happy Hours are really fun, and I enjoy getting to know my fellow Rotarians better in a more casual setting. I also like the club's new Rotary moment at the start of each meeting. I feel the club continues moving in the right direction, which is evident from all the new members these past few years. It's a fun and lively group, and I've really enjoyed my time in Rotary thus far.
- ♦ Keep the opportunities coming for small ways to donate time to projects. I work full-time, so being able to do even something little in the evening or on the weekend is great and makes me feel like I'm contributing.
- ♦ Guess Who's Coming to Dinner--this kind of event is awesome at really establishing deeper friendships, and we should do this event more, and think of similar kinds of events.