

## 2017RTSC Annual Club Satisfaction Survey

This anonymous survey will be used to assess satisfaction with club.  
Please complete it and return it to any committee member in a sealed/blank envelope.

**Squad** A B C D

**Do you feel welcome in our Swimming Club? Yes No**

If not, please mark all that apply:

I feel isolated because other members are \_\_ younger \_\_ older \_\_ cliquey \_\_ other \_\_ (if other please state reasons below)

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**Do you feel comfortable sharing concerns with the committee or coaches? Yes No**

If not, please mark all that apply:

- Coaches have so many responsibilities; I do not want to burden them.
- Coaches have their own agendas 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:

### **COACH**

**Do you feel your coach communicates adequately?:**

- No
- Yes

**Are you happy with your coach's teaching style?:**

- No
- Yes

### **COMMITTEE**

**Do you know who your committee members are?:**

- No
- Yes

If no - please state how you feel Committee profile could be improved?

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**If you have had cause for complain to either a coach or committee member, do you feel your complaint was dealt with satisfactorily? Yes No**

If not, please mark all that apply:

- I felt the coach/committee member dismissed my concerns.
- Coaches have their own agendas and are not interested in other ideas.
- Other:

Please provide further information if possible:

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**Club Public Relations** Excessive Adequate Insufficient Not Aware

How could we improve Club Public Relations?

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**Fundraising** Excessive Adequate Insufficient Not Aware

**Do you have any fundraising ideas or experience?**

Yes No

**If yes please share?**

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**Have you participated in club projects and activities?**

Yes ( I volunteered I was asked ) No

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

**TYPE OF COST PERCEPTION OF COST**

Club fees Too High Reasonable Too Low

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**Will you be coming to the AGM on 23<sup>rd</sup> February 2018 ? Yes No**

If no: Why not?

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**What changes would you make/like to see made?**

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