

# METUNG YACHT CLUB

## MEMBER SURVEY GUIDELINES - January 2018

- MYC's Committee has appointed a Working Group led by Tony Owens to initiate and manage a survey of members.
- The Member Survey Working Group is responsible to the Club's General Committee for the distribution, collection, collation and reporting of a Survey of the views of Members and Past Members.
- The Survey's purpose is to:
  - Identify concerns members may have regarding the Club.
  - Paint a picture of the sort of club members would like it to be.
  - Ensure members ideas for improvement are heard.
  - Identify facilities and activities members believe the Club should provide.
  - Make it clear what aspects of the Club are most important to members.
- Respondents' identities will be kept confidential within the Working Group (unless specifically authorized by the respondent).
- The survey includes a section seeking Past Members views which will be reported separately in the Survey Report.
- Responses should be returned to the Working Group by 26th February 2018 (by mail, eMail or hand as detailed in the questionnaire).
- Reporting will show results by survey question and respondent type (e.g. M/F, Sailor / Non Sailor, age group etc as appropriate for the level of response achieved).
- The WG will develop background information and statistics to be reported with the Survey results to provide context (e.g. current member and boat stats, membership history etc).
- The results, background information and stats will be compiled into a written Membership Survey Report to be completed by the end of March 2018.
- The Report is to cover the main concerns, issues, needs and ideas expressed by respondents. It is to paint a picture of the sort of Club members want, including facilities and activities.
- The report will include a precis of all the written comments in the Survey.
- The report is to include a summary of the main actions that have been suggested by respondents and other possible actions to address the main themes from the survey.
- The report will first be presented to the MYC Committee as a Draft Report to ensure any factual errors are corrected.
- The Final Report will be used by the MYC Committee to develop actions and initiatives to address issues raised and to guide the re-establishment of the Club's Strategic Planning process.
- The Final Report and the MYC Committee's proposed actions will be presented to a General Meeting of Members (as well as being available on the notice board and by electronic distribution).