

Beaumaris Probus Club

Club Health Check - Member Questionnaire July 2017 Executive Summary

General

- *46 questionnaires were returned, most of them at the 18th July meeting
- *Responses are spread across all age groups - average age 80 with 10 years membership
- *Irregular/nil monthly attendees poorly represented in survey
- *One negative response (unsigned) received and is included in statistics
- *Overall member satisfaction rating of excellent/very good is 90%

Monthly Meeting

- *Guest speakers rated highly by all
- *Content and conduct rated highly by all
- #Prior advice to speakers of age/impairments of audience and keep overheads simple
- #Roving microphone for questions to speaker
- #Speaker to précis question before responding
- #Thanker to use microphone

Activities

- *16% respondees never take part in extended outings and tours and 20% in day trips
- *22% respondees do not participate in any club activity group
- *Participants are each involved in 3.5 activities
- #Share tours/day trips with local clubs to get numbers to fill bus/obtain discounts
- #Place greater emphasis on activity group participation with potential new members

Committee

- *Many respondees are former committee members and/or activity group leaders
- *15 members not in the above category responded yes/maybe to accepting a future committee member, monthly meeting assistant or activity leader role
- *This number of volunteers is encouraging for the on-going sustainability of the club

Venue

- *Distance from member residence and car parking are main venue negatives
- *Mixed reaction to new Sandringham Club lunch caterer with some willing to pay more for greater choice
- *Disappointment that instant coffee served at morning break

Miscellaneous

- *Opportunities for mixing of members should be improved
- #Seating requests at major functions be discontinued and tables randomly allocated
- #Informal booking of seats at lunches be discontinued
- #Start an informal weekly coffee meeting at set venue for socializing
- #Proposers of new members to mentor and encourage club activities participation

* denotes analysis # denotes recommendation