

HJ 2020 Members Survey

Margaret Wadman

Agenda

- Overview
- Summary feedback
- Detailed responses
 - Age
 - History
 - Running reasons
 - Training pace
 - Communications
 - Volunteers
 - Satisfaction feedback
- Work done so far
- Next steps

Survey Overview

- Survey launched 8th Jan 2020 with 34 questions to all members
- Survey closed 29th Jan 2020
- Total of 278 members responded (56% response rate)
 - >350 detailed comments received

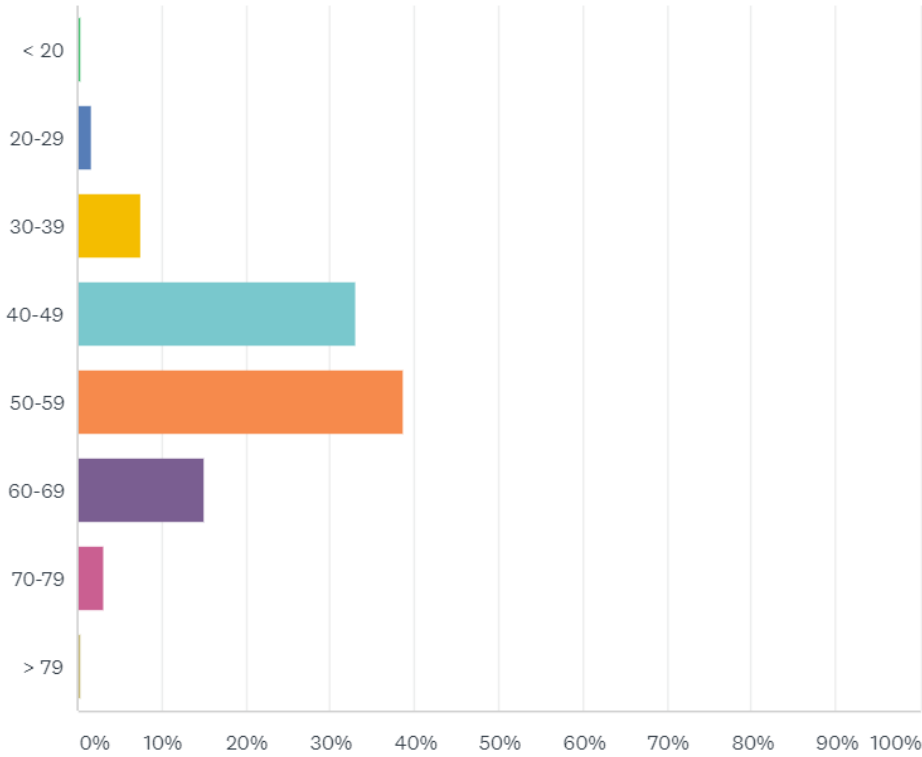
Summary Feedback Received

- Survey questions of 2 types:
 - Eliciting information
 - Requesting suggestions and ideas for action
- 19 questions designed to get information from members (age, running times, running days etc)
- 15 questions designed to get suggestions from membership re club operation and ideas for improvement
 - Follow-up required for these questions (more about this later)

Age Profile

What is your age?

Answered: 251 Skipped: 27

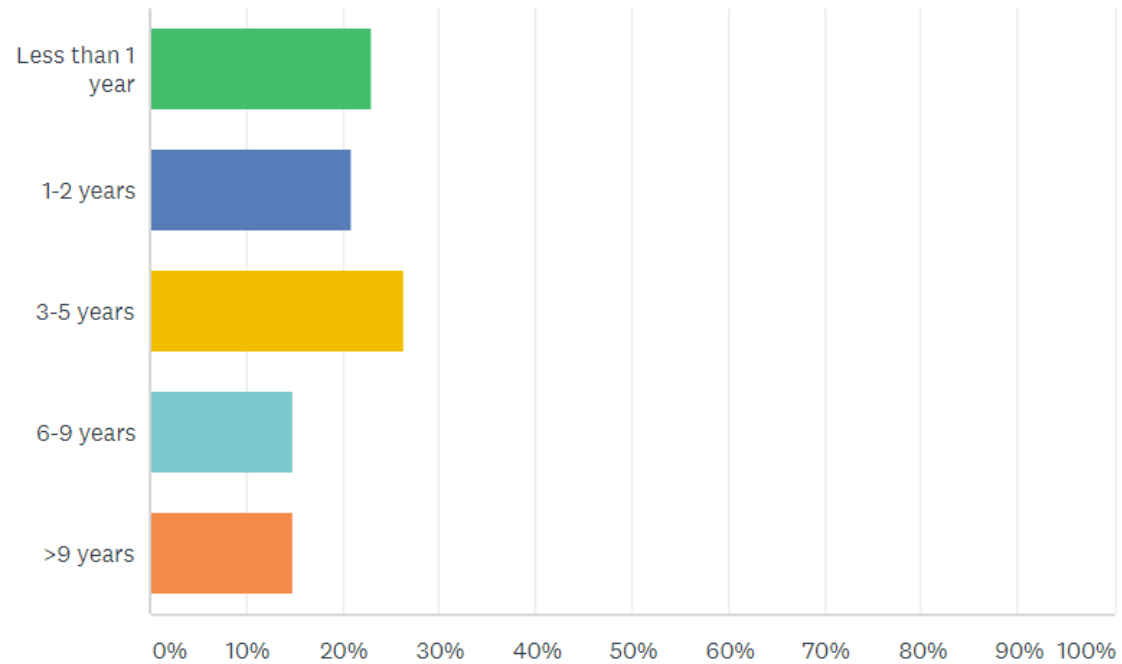


Membership is 50/50 male/female

Membership History

How long have you been a member of HJ?

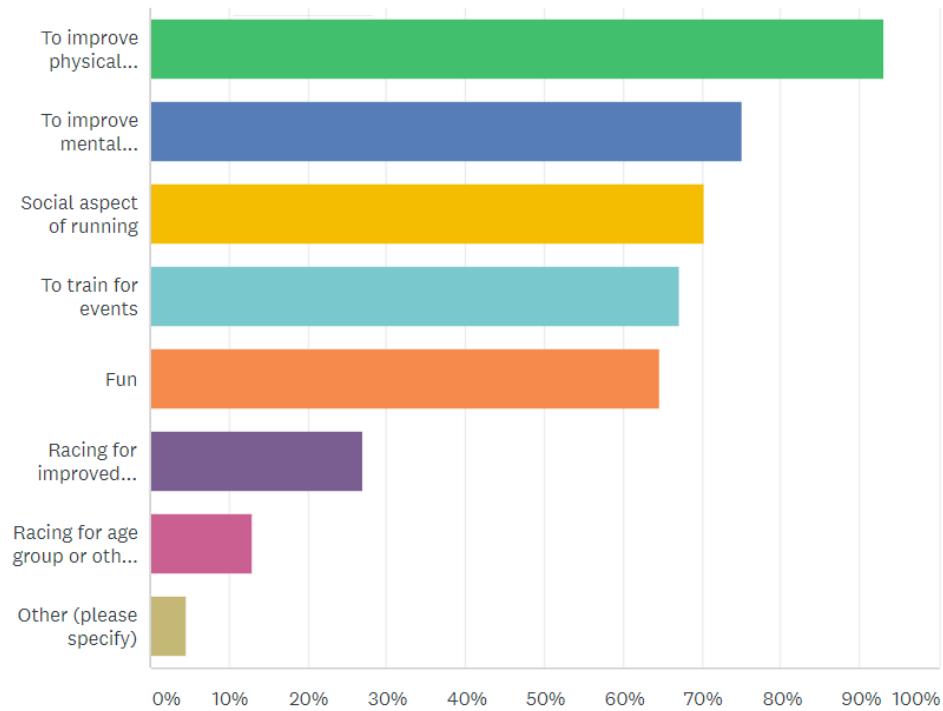
Answered: 277 Skipped: 1



Reasons for Running

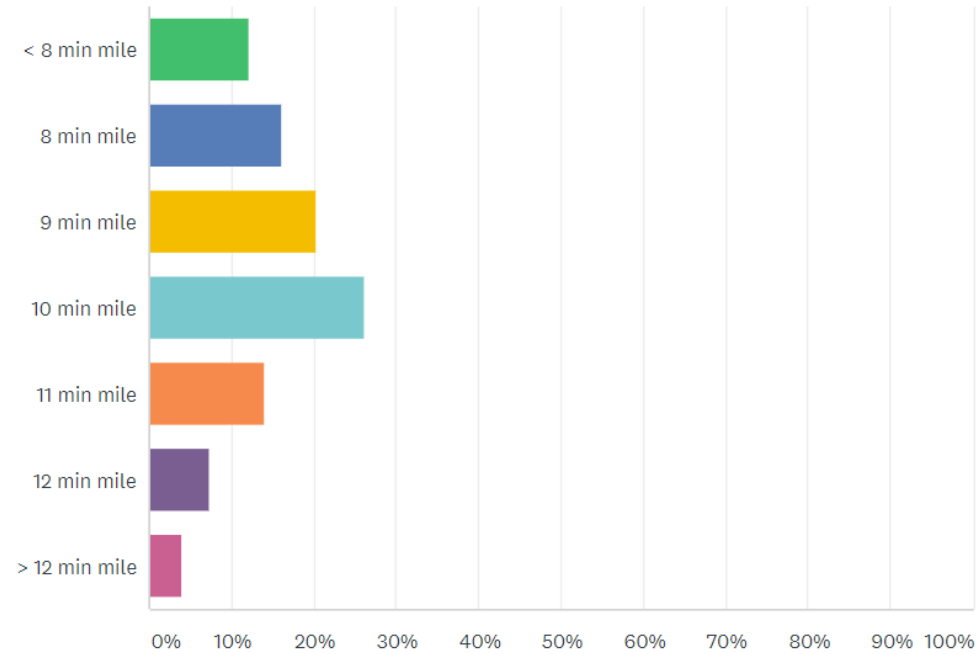
Why do you run? Choose all that apply

Answered: 277 Skipped: 1



Preferred Training Pace

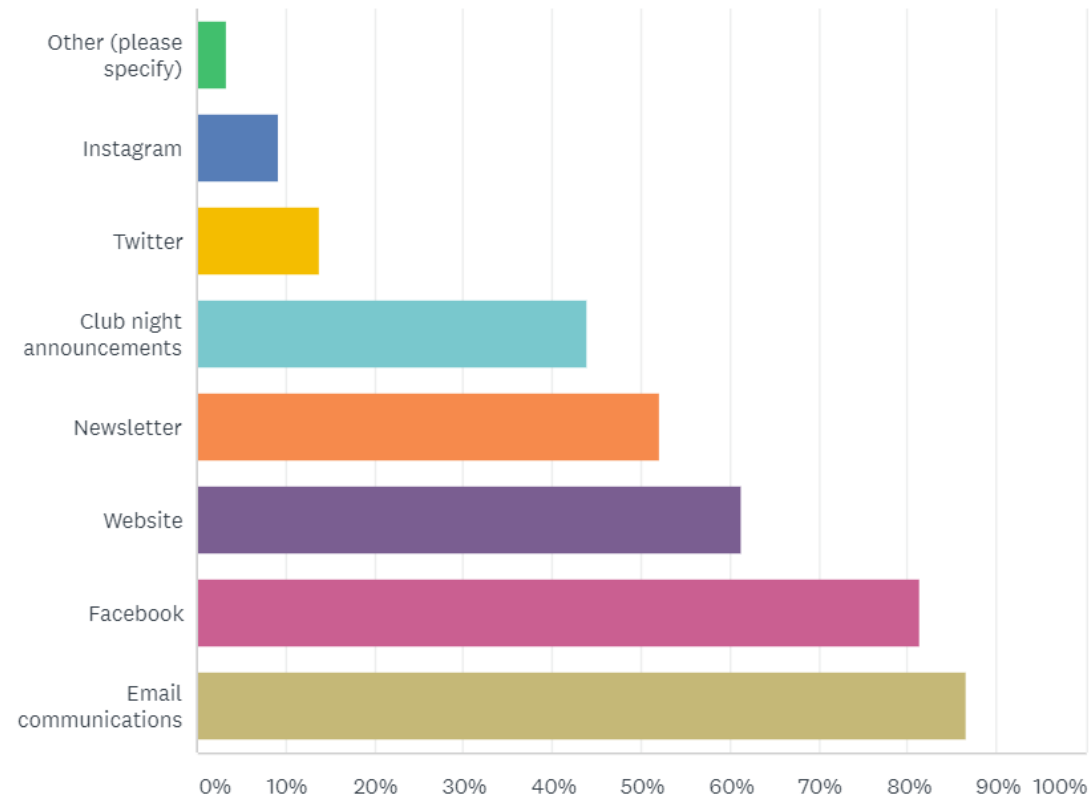
Answered: 272 Skipped: 6



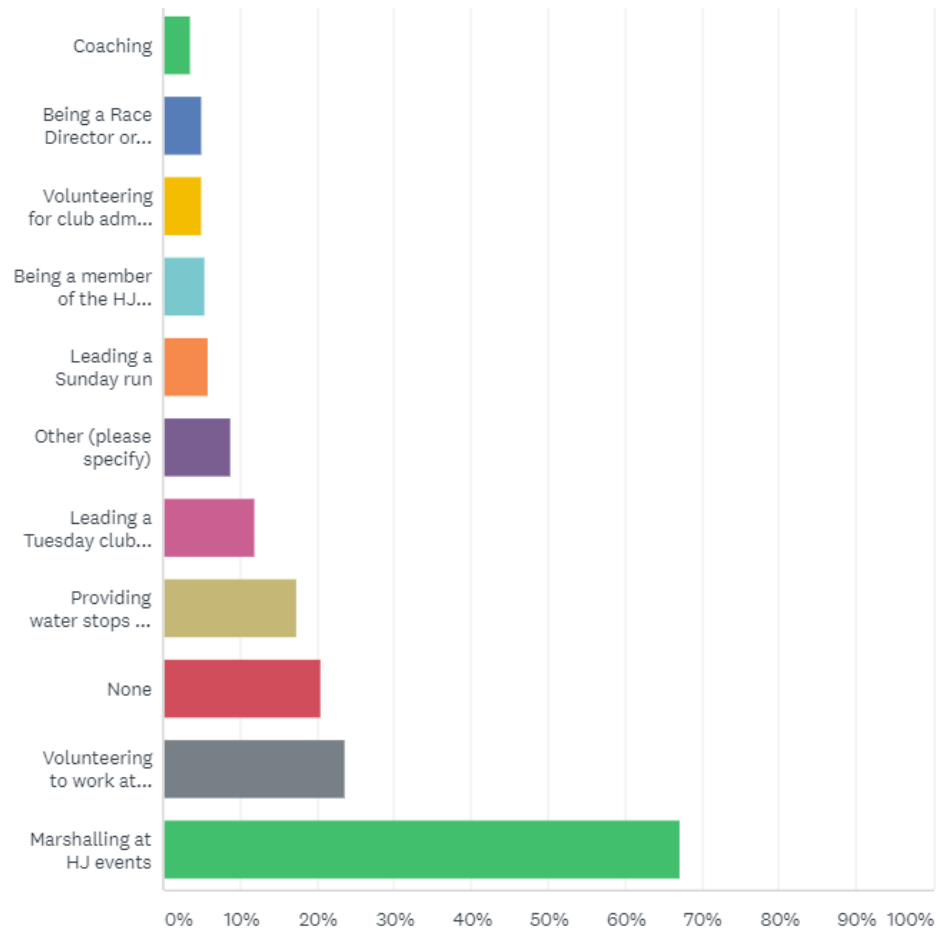
Communication Channels

Communications - Please choose all items that you have used to receive information from HJ

Answered: 269 Skipped: 9



Volunteer Offers



Satisfaction feedback

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE
HJ is very welcoming & friendly	60.48% 150	37.90% 94	1.61% 4	0.00% 0
The training sessions & coaching at HJ are highly effective	44.49% 105	52.54% 124	2.54% 6	0.42% 1
HJ meets all my communication needs about the club and club activities	42.74% 106	53.23% 132	3.63% 9	0.40% 1
HJ participation in team events (e.g. West Sussex Fun Run League, Sussex Grand Prix, Horsham Round) is well managed and enjoyable	53.57% 120	44.64% 100	1.79% 4	0.00% 0
The social events are well managed and enjoyable	38.74% 86	59.91% 133	1.35% 3	0.00% 0
You are highly satisfied with all aspects of HJ running club	44.63% 108	47.52% 115	7.44% 18	0.41% 1

- Over 90% of qualitative feedback was positive
- Some negative comments received and these will be worked further to incorporate into action plan

What have we done

- 15 survey questions designed to solicit suggestions and ideas for improvement – each question allocated to a committee member to follow-up
- Contacted the volunteers to lead runs to restart the Tuesday runs
- Contacted those who wanted to find out more and join the committee – have either already working on projects with existing committee or are to attend future meetings
- Contacted a member who offered to verify our accounts – done and accounts verified.
- In line with your comms usage for Facebook (81%) and Email (87%)
 - Dedicated members' email currently used for Tuesday / Thursday session correspondence to run leader and for receipt of Covid consent forms
 - New closed Facebook members only group – currently used for signing up for Tuesday / Thursday activities and Covid admin
 - New online booking system launched
 - Improved membership experience for new / existing members – all online now

Next Steps

- Awaiting new Chairperson and committee members before taking further action on survey outcomes
 - New Committee to revisit allocated ownership of follow-up items and reassign as necessary
 - Assigned committee member will be responsible for one (or more) action areas
 - Further feedback to membership will take place as defined by new committee
 - Survey may be repeated in 2021
- Source run leader(s) for slower running groups – volunteers please
- Review club kit stock and member suggestions for new products – initial research started