

Survey: November 2009 Sectional Executive Summary and Recommendations

Executive Summary

1. Overall satisfaction with the way Unit 181 runs its tournaments, but still much room for improvement.
2. Members like our food, but would prefer healthier choices.
3. A significant number of members believe the choice and scheduling of events needs to be improved.
4. Overall high satisfaction with Directors and Hospitality provided at tournament.
5. Members satisfied with tournament location.
6. Lack of entertainment not an issue for participants.
7. Although courtesy satisfaction level was quite good, this is an extremely important issue for players.

Recommendations

A. Content Recommendations

1. Courtesy reminder prior to all events.
2. Small committee struck to look at scheduling changes for upcoming sectionals.
3. Person in charge of tournament lunches to consider feedback, as well as Board direction, in food choices.

B. Process Recommendations

4. Communicate to members results of survey.
5. Feedback to me on survey content, process and format.
6. Next surveys: 2010 September Regional.
7. Unit Information Board at tournaments.