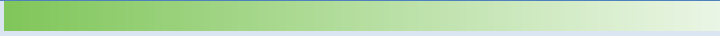



Member Satisfaction Results

1.) In what district are you a member?

Response	Chart	Percentage	Count
District 05		100%	30
Total Responses			30

2.) In what country do you live?

Response	Chart	Percentage	Count
United States		97%	29
Hong Kong		3%	1
Total Responses			30

3.) In what club are you a member?

There are 30 response(s) to this question.

3.) In what club are you a member? |

#	Response
1	Zonta Club of Ashtabula Area
2	Zonta of Akron Barberton and Cuyahoga Falls
3	Zonta Club of Belvidere. IL
4	Louisville,kentucky
5	Zonta Club of Cleveland

- 6 ABC (Akron, Barberton, Cuyahoga Falls)
- 7 Zonta Club of Hudson
- 8 Ashtabula
- 9 Zonta Club Of Cleveland
- 10 Ashtabula area
- 11 Elizabethtown
- 12 Louisville
- 13 Zonta Club of Cleveland
- 14 Toledo I
- 15 Zonta Club of Defiance
- 16 Zonta club of columbus oh
- 17 Hong Kong Club
- 18 Zonta Club of Paducah
- 19 Zonta ABC
- 20 Zonta Club of Toledo 1
- 21 Columbus, Ohio
- 22 Toledo I
- 23 Zonta Club of Greater Sandusky
- 24 Zonta Club of Cincinnati
- 25 Zonta Club of Findlay
- 26 Zonta Club of Toledo 1
- 27 club 0480 (Zonta Club of Greater Sandusky)
- 28 Zonta Club of Newark
- 29 Columbus
- 30 Greater Sandusky

4.) What is your age?

Response	Chart	Percentage	Count
a. Under 25		0%	0
b. 25-35		0%	0
c. 36-45		3%	1
d. 46-55		13%	4

f. Over 65		37%	11
e. 56-65		47%	14
Total Responses			30

5.) Have you held a leadership position during your membership? Check all that apply.

Response	Chart	Percentage	Count
a. No		0%	0
b. Club Committee Chairperson		90%	27
c. Club Officer (elected)		87%	26
d. Club Board of Directors (elected)		83%	25
e. District Committee Chairperson		20%	6
f. District Office (elected)		20%	6
g. International Committee Chairperson		0%	0
h. International Office (elected)		0%	0
Total Responses			30

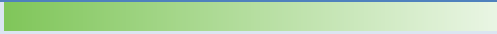







6.) What are the 3 main reasons you became a Zontian?

Response	Chart	Percentage	Count
a. Zonta mission		67%	20
b. Advocacy for women's rights and gender		37%	11
c. Fellowship		40%	12
d. International focus		27%	8
e. To be part of a network of professionals		40%	12
f. To be part of a network of like minded individuals		13%	4
g. Service		67%	20
h. The international aspect of Zonta provided		10%	3
i. Other – please specify:		0%	0
Total Responses			30

6.) What are the 3 main reasons you became a Zontian? (i.e. Other – please specify:)

#	Response
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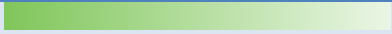


7.) Why I continue my membership. Check all that apply.

Response	Chart	Percentage	Count
a. I want to advocate for women's rights locally		63%	19
b. There is much that needs to be done to improve our community		60%	18
c. I enjoy the opportunity to work with like-minded people		53%	16
d. Zonta enhances my knowledge about international issues		77%	23
e. I like being a part of a worldwide service organization		67%	20
f. Being a member gives me the opportunity to meet interesting people		40%	12
g. The fellowship with Zontians enriches my life		67%	20
h. Other – please specify:		10%	3
Total Responses			30

7.) Why I continue my membership. Check all that apply. (h.e. Other – please specify:)

#	Response
1	I am resigning from my club.
2	I am not continuing
3	I will end my 31-year membership at the end of this month.

8.) A. Our meetings are engaging and interesting:

Response	Chart	Percentage	Count
Yes		46%	13
Neutral		25%	7
No		29%	8

Total Responses	28
Net Promoter Score	18%

8.) B. Members find the meetings vital, with right topics:

Response	Chart	Percentage	Count
Yes		36%	10
Neutral		25%	7
No		39%	11
		Total Responses	28
		Net Promoter Score	-4%

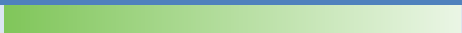


8.) B. Members find the meetings organized and well-executed:

Response	Chart	Percentage	Count
Yes		50%	14
Neutral		25%	7
No		25%	7
		Total Responses	28
		Net Promoter Score	25%

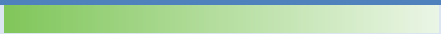


8.) B. Members find the meetings effective in accomplishing club business:

Response	Chart	Percentage	Count
Yes		57%	16
Neutral		18%	5
No		25%	7
		Total Responses	28
		Net Promoter Score	32%




8.) B. Members find the meetings integral to achieving our goals:

Response	Chart	Percentage	Count
Yes		57%	16
Neutral		11%	3
No		32%	9
Total Responses			28
Net Promoter Score			25%

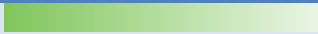


8.) B. Members find the meetings about the right length of time:

Response	Chart	Percentage	Count
Yes		54%	15
Neutral		32%	9
No		14%	4
Total Responses			28
Net Promoter Score			39%

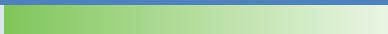


8.) C. At our meetings critical issues are addressed and discussed openly:

Response	Chart	Percentage	Count
Yes		43%	12
Neutral		25%	7
No		32%	9
Total Responses			28
Net Promoter Score			11%




8.) D. Members' participation is open and interactive:

Response	Chart	Percentage	Count
Yes		36%	10
Neutral		29%	8
No		36%	10
Total Responses			28
Net Promoter Score			0%

8.) D. Members' participation includes important opinions that surface:

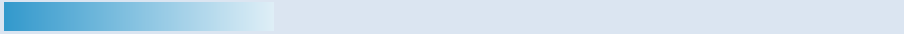
Response	Chart	Percentage	Count
Yes		46%	13
Neutral		21%	6
No		32%	9
Total Responses			28
Net Promoter Score			14%

8.) E. At our meetings we focus energy on topics which impact club success:

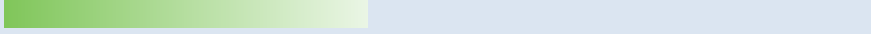

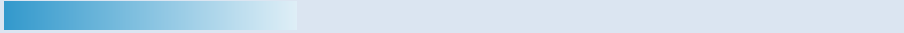
Response	Chart	Percentage	Count
Yes		39%	11
Neutral		21%	6
No		39%	11
Total Responses			28
Net Promoter Score			0%

8.) F. At our meetings members are engaged:

Response	Chart	Percentage	Count
Yes		39%	11
Neutral		32%	9

No		29%	8
Total Responses			28
Net Promoter Score			11%

8.) F. At our meetings members feel part of Zonta community:

Response	Chart	Percentage	Count
Yes		43%	12
Neutral		25%	7
No		32%	9
Total Responses			28
Net Promoter Score			11%

8.) G. For more engaging and effective meetings, I suggest...

There are 12 response(s) to this question.

G. For more engaging and effective meetings, I suggest... |

#	Response
1	Zonta Club of Ashtabula Area always invites any member to speak her opinion and suggestions.
2	Utilizing zonta website and magazine for staying in touch with all aspects of each binenium
3	Better topics for larger meetings and staying on task with better listening skills for business meetings
4	assign a meeting topic atleast once per quater to a different member - to generate involvement
5	Less discussion about protocol and bylaws.
6	Availability of more videos about the progress of our projects

Full information on business be sent to members ahead so that
7 discussion if focused and informed

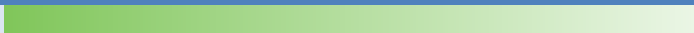

8 speakers, change meeting times, instill more conversation on topics

Meetings that remain focused on the agenda without getting side-
9 tracked so we always adjourn in a timely manner.

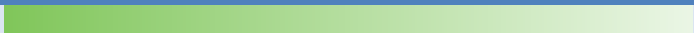

We have a printed program/agenda with actions there or on the
10 screen. This has saved repeating.

11 Our club could benefit from a more variety of community speakers
having 4-6 speakers that are apropos to the District or International
12 goals

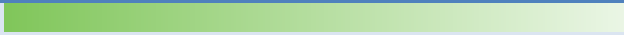


9.) Are you currently assigned to a club committee?

Response	Chart	Percentage	Count
Yes		93%	25
No		7%	2
Total Responses			27

If yes, were your committee responsibilities made clear to you?

Response	Chart	Percentage	Count
Yes		92%	24
No		8%	2
Total Responses			26

10.) In general, the committee(s) on which you serve function:

Response	Chart	Percentage	Count
Well		82%	23
Adequately		14%	4
Poor		4%	1
Total Responses			28




Comments

There are 3 response(s) to this question.

Comments |



#	Response
1	Most of our members always step up to complete assigned tasks.
2	I am answering for the past club year
3	Each person on a committee has tasks that they are held accountable to complete.

11.) Service projects and major club events are usually decided upon by:

Response	Chart	Percentage	Count
The membership in general		74%	20
The Board		15%	4
A select few		11%	3
Total Responses			27

12.) New ideas are given adequate consideration by the club.

Response	Chart	Percentage	Count
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Yes		78%	21
No		22%	6
Total Responses			27




If no, please explain:

There are 6 response(s) to this question.

If no, please explain: |

#	Response
1	A few individuals stuck in the old ways of doing things. Makes it difficult for new members to get their ideas across.
2	A few members resent new ideas.
3	We scatter our efforts on too many things
4	Background information on proposed service projects is often skimpy.
5	Ideas are rushed through with no adequate discussion.
6	our newsletter and eblasts get the information out to members before major votes.

13.) Is your current membership experience matching the expectations that you had when you joined?

Response	Chart	Percentage	Count
a. Better		33%	9
b. Worse		19%	5
c. About what I expected		48%	13
Total Responses			27

If better or worse please explain:

There are 10 response(s) to this question.

If better or worse please explain: |

#	Response
1	Our leaders always encourage new members to get involved with everything quickly.
2	It started out difficult with members but I felt the clubs mission is worth it... is getting better now
3	New ideas get shut down immediately; too many domineering personalities who will not cooperate with each other.
4	Membership is a revolving door due to nastiness of a few members.
5	There are members who think it is their club and are resistant to others' ideas and opinions.
6	Many of my Club members are not committed to being a part of an international organization and are unwilling to invest their personal time or funds in furtherance of ZI's goals.
7	Experiences are better outside of the local club - at other Zonta clubs and district
8	As a new member one is over-whelmed with the breadth and the selection of where to serve.
9	Through the years, the club has made important contributions to the community, and teamwork has often been exemplary. We have worked through some changes and challenges, and many of us have strong bonds.
10	The relationships I've developed over the years are amazing.

14.) Please describe what you like most about your membership with Zonta.

There are 26 response(s) to this question.

14.) Please describe what you like most about your membership with Zonta. |

#	Response
1	Friendships and the satisfaction of servicing women in need.
2	Fellowship and feeling that we are making a difference
3	Getting together with like minded people and doing thr service projects
4	Service projects
5	The ability to help women / girls locally and globally.
6	I love that Zonta is focused locally and globally and are working to help women all over the world.
7	Seeing the difference Zonta service projects make within our community and internationally
8	Fellowship and leadership opportunities
9	Many members are very nice and work hard.
10	The fellowship.
11	Members locally, district and internationally
12	The international focus
13	Good information on women's issues, fellowship, opportunity to contribute to worth-while service projects.
14	In the past, I met many interesting professional and executive women willing to work together for ZI's objectives..
15	leadership with other women
16	all
17	Time and energy spent toward working on common goals with like-minded members.
18	Impacting women worldwide in addition to raising money for our local charities

19 Interacting with other professional women in our community
20 Service opportunities and life-long friends and mentors.

Definitely, it is the working together with like-minded women on
21 causes/projects that can improve/advance women's opportunities.
The goal of Zonta International to Improve the Status of Women
22 Worldwide.

I like the projects that the Club chooses to do and feel that the Zonta
name is well known and highly regarded. I also like the sisterhood
relationships that we form. My Z-Sisters are there for you should a
23 need arise.
24 Advocacy of issues affecting women and our community

Service projects, the fact that Zonta is an international organization
25 that truly promotes helping women of all ages and nationalities
Women working together to help other women. Our hands-on
service activities in our local community. Knowing we make a
26 difference worldwide.

15.) Please describe what you like least about your membership with Zonta.

There are 26 response(s) to this question.

15.) Please describe what you like least about your membership with Zonta. |

#	Response
1	NA
2	Costs
3	The cost
4	A few negative individuals
5	The controversies between the members

6 There is no collaboration or cooperation -- too much in-fighting.

7 In-club politics

8 Trying to get some members to participate

9 Obsession with protocol and bylaws.

very little hands on service. Also, it is expensive, and so much of the
10 money leaves the club.

11 Paperwork

12 No clear instructions on how clubs can help besides giving money

13 Scattered efforts, dissension among members

14 See 13, above.

15 internal fighting, someone wanting to prove you wrong

16 nothing

When meetings run too long due to debates that committees should
be trusted to address and report on issues that don't need to be up
17 for debate during a meeting.

18 The Zonta "politics" beyond our local club

19 Not retaining members

Members who do not do as they promised to do, just like
20 everywhere else...

21 nothing

22 Nothing.



It keeps me too busy. Which I know, is my own person fault. It's
23 sometimes hard to say no.

24 the cost

The thing I least like about Zonta has to do more with our club alone
than Zonta International and that would be disagreements that
25 become heated.

26 The number/length of reports required by District/ZI.

16.) there anything that you would like to see offered in your membership that Zonta International does not currently offer?

Response	Chart	Percentage	Count
Yes		30%	8
No		70%	19
Total Responses			27

If yes, please explain:

There are 7 response(s) to this question.

If yes, please explain: |

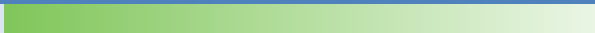

#	Response
1	Allowing some networking business wise. I feel it is important for women to support eachother in what they do. I do not feel it would hurt our service in any way.
2	Planned mission-like trips to work with and meet other Zontians
3	More detailed info on service projects. Easier navigation on website But we are getting there. Communication and explanations from ZI are much improved. Sometimes there is so much going on that it is
4	difficult to embrace all of it.

I was distressed when I learned recently that our dues only covers administrative costs. It seems misleading when women join to help thinking they are funding projects that support women and children across the globe and then learn later that extra money needs to be donated to fund actual International Service Projects. I think this needs to be better explained to people when they join. If one knows ahead of time what their dues is used for with a suggested monetary gift towards explained service projects, then that would be more transparent. I'm still trying to understand what my annual dues covers. If these expenditures, can be explained in a positive light, then future members could understand why their dues goes to other needs other than direct services and how an additional suggested dollar amount can help xyz service projects. I also understand how this could information might hinder new membership, but If women know the real deal up front and everyone agreed to try to allocate a minimum amount to service projects, of their choosing, each year, then this would help International. If each member understood the importance and even gave only \$25-\$50 additional dollars each year to the service project of their choice, then that would be transparent and a benefit to all! Maybe I've been asleep at the switch, but I've been a Zonta member for years and didn't realize this until recently. I was happy to make an additional service fund donation, but was perplexed that I didn't fully understand until recently.

6 I clicked "no" for my response

We have newer members who have not received the Zontian, or at least don;t remember it.

17.)Do you recommend others to your club?

Response	Chart	Percentage	Count
Yes		78%	21
No		22%	6
Total Responses			27





If no, please explain:

There are 4 response(s) to this question.

If no, please explain: |

#	Response
1	Lack of enthusiasm for new ideas. Our club is middle aged--younger women do not join.
2	We can't keep members because of issues mentioned above.
3	I'd be embarrassed to invite a professional or executive to join such a disfunctional group.
4	I strongly believe in the organization, working to turn the club more toward fun activities and a great experience for others

18.)Do you attend club meetings?

Response	Chart	Percentage	Count
Regularly		93%	25
Occasionally		0%	0
Most of the time		7%	2
Seldom		0%	0
Total Responses			27

If occasionally or seldom, please indicate the primary reason

Response	Chart	Percentage	Count
a. Job/work related		0%	0
b. Family commitment		0%	0
c. Health		0%	0
d. Meeting location		0%	0
e. Need transportation		0%	0
f. Speakers/programs not interesting		0%	0
g. Not enough notice		0%	0
h. Day/time not convenient		0%	0
i. Other		0%	0
Total Responses			0

If other, please explain:

There are no responses to this question.

19.) Do you attend area meetings?

Response	Chart	Percentage	Count
Yes		78%	21
No		22%	6
Total Responses			27

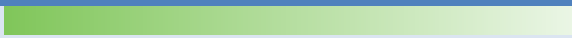

If no, please explain:

There are 8 response(s) to this question.

If no, please explain: |

#	Response
1	Haven't lately, am slowing down on some activities
2	I went to a few--I did not find them valuable.
3	The club has been a negative experience.
4	Date conflicts
5	They are much better than in the past!
6	Not any more; tired of politics
7	I have in the past and have enjoyed them. I do work a lot of weekends, so these meetings interfere.
8	I do not attend consistently. Too many are a waste of time or poorly organized.

Do you attend district conferences?

Response	Chart	Percentage	Count
Yes		74%	20
No		26%	7
Total Responses			27

If no, please explain:

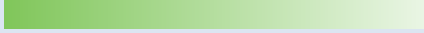

There are 8 response(s) to this question.

If no, please explain: |

#	Response
1	No--again not lately.
2	The club has been a negative experience.
3	conflicts with work.
4	Too busy at that time of year
5	Too far away.
6	Not any more; tired of politics

I have attended many, but after 30+ years they are just more of the
 7 same...
 8 Yes. Sometimes.

Do you attend the Zonta International convention?

Response	Chart	Percentage	Count
Yes		52%	14
No		48%	13
Total Responses			27

If no, please explain:

There are 14 response(s) to this question.

If no, please explain: |

#	Response
1	Distance and money
2	I have been to Denver, Hongkong, and Montreal in tjhe past.
3	I have kids at home and it can be difficult financially and time wise to be away from my family. I will go one day soon.
4	Time away from work is an issue
5	Schedule conflict at that time of year
6	The club is a negative experience.
7	Too expensive.
8	Conference fees too expensive in addition to travel
9	I do not want to plan a vaction around having to attend a convention.

I have attended two. Seems to be a better balance of meetings,
10 information, free/tour time.

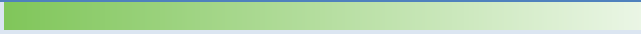

Have attended some, but cannot do this frequently due to available
11 time and family commitments.

12 Again, sometimes.

13 Have not attended so far, but I plan to be in Orlando.

14 Normally can not get that time from work and cost.

20.) Are you satisfied with your Zonta membership?

Response	Chart	Percentage	Count
Yes		85%	22
No		15%	4
Total Responses			26

If no, please explain:

There are 5 response(s) to this question.

If no, please explain: |

#	Response
1	overall
2	Our club allows a few nasty members to dictate and ruin the experience.
3	I've decided to join a club with a more local focus.
4	Our local club is weak
5	See 13, above.

21.) If you would like to be contacted by a district Membership Committee member to provide further comment, please provide contact information.

There are 1 response(s) to this question.

21.) If you would like to be contacted by a district Membership Committee member to provide further comment, please provide contact information. |

#	Response
1	emno@sbcglobal.net (216)292-3922

[\[edit title\]](#)

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