

Toastmasters District 53 Club Officer Pulse Survey, 2019-10

Report Date: 2019-11-11

Objectives: To gather feedback (keep our finger on the pulse) of the District every 2-3 months to guide D53 leadership strategy and potentially make any needed mid-course corrections.

Target Audience: Solicit feedback from the club officers only, since they are the most frequent audience for D53 communications and guidance.

Strategy: Brief survey with key questions to draw feedback regarding specific D53 service activities. CC the DEC to keep them informed and to get their support in encouraging feedback.

Invitation:



Sent BCC (for your protection) to all Toastmasters District 53 club officers (958).

Fellow District 53 leaders:

Accountability is everything when it comes to the success of a Team and we, the District 53 Executive Team, are reaching out to you to keep us accountable. As club officers in Toastmasters District 53, we'd like you to take a brief Pulse Survey to let us know how we're doing from your perspective. This survey invitation has been sent to all club officers in the district. Your feedback is important to help guide our district to success as a team.

Our intention: To request your feedback every few months to keep us informed and on the right track.

Anonymity: You have the option of answering this survey anonymously, but please consider entering your name so that we can reach out to you for further discussion when appropriate.

Time to complete survey: 5-7 minutes.

[Please click to take the current Pulse Survey. https://www.surveymonkey.com/r/TM-D53-Pulse](https://www.surveymonkey.com/r/TM-D53-Pulse)

Thank you, team!

Norm Thibodeau, PMP, DTM

District 53 Administration Manager 2019-2020

District 53 Registration Manager

Project Manager, Lincoln Financial Group

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WHERE LEADERS ARE MADE

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Q1. Your name (optional).

Answered	52
Skipped	57
Total Responses	108

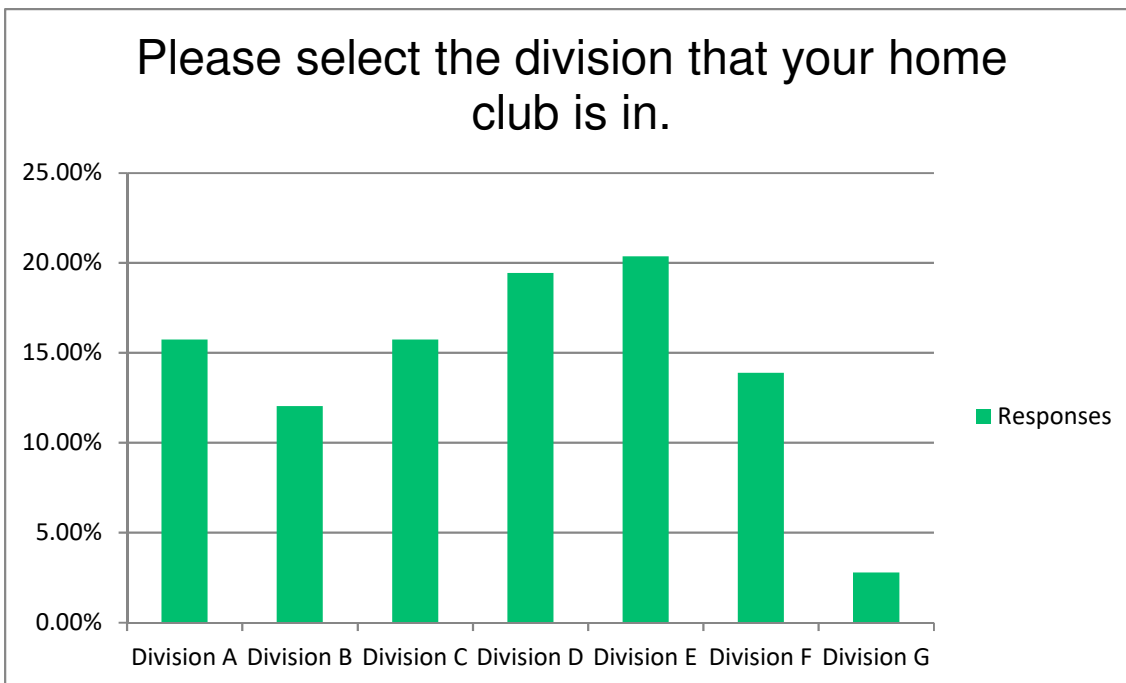
Identified respondents in alphabetical order

Adrian Libert	Markus Schumacher
Alex McGuire	Michael Roh
Andrew Mettet	Monique St. Paul
Anne Dzialo	Neal Marsh
Anne Dzialo	Nicole Davis
Anwar	Nightwing Whitehead
August Wolf	Pamela Stebbins
Barbara Neumann, DTM	Pat Wilson-Perkins
Bettyann Peck	Patricia Wilson-Perkins
Cait	Patti Walter
Chetana	Paul Tanner
Chris Scoppetta	Poonam Hassija
Christy Beardsley	Ram Narayan
Maryann Croce	Robert Petrelli
Dan Desilets	Sanaa Abdo
Deb Zyck	Sarah Moran
Eugene Tellier	Selina Tourjee
Frank Pisanelli	Steve Lanning
Gene Pollastro	Steve Mazeau
george abraham	Theresa
Jane Phillion, DTM	Tom Alvord
Jeremy Anderson	Tom Lynch
Kat	Ute Brinkmann
Krista Wrixon	Venkata Subbareddy Kunam
Leslie Bryce	Zachary Dall
Mark Ventura	

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Q2. Please select the division that your home club is in.

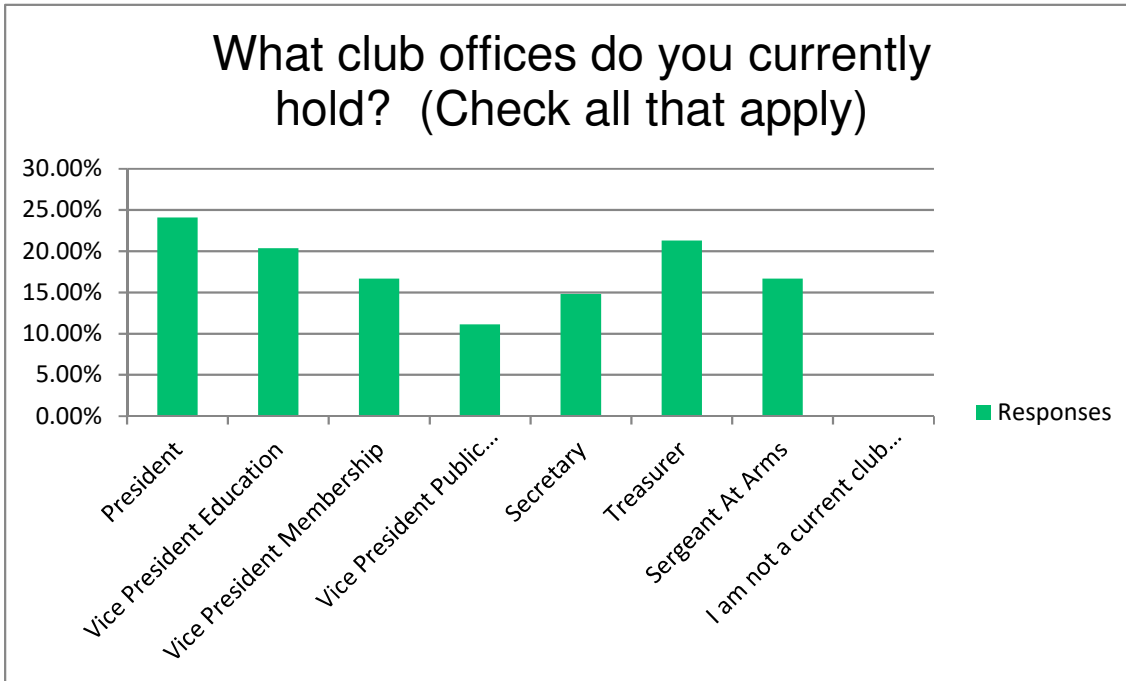
Answer Choices	Responses	
Division A	15.74%	17
Division B	12.04%	13
Division C	15.74%	17
Division D	19.44%	21
Division E	20.37%	22
Division F	13.89%	15
Division G	2.78%	3
	Answered	108
	Skipped	0



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Q3. What club offices do you currently hold? (Check all that apply)

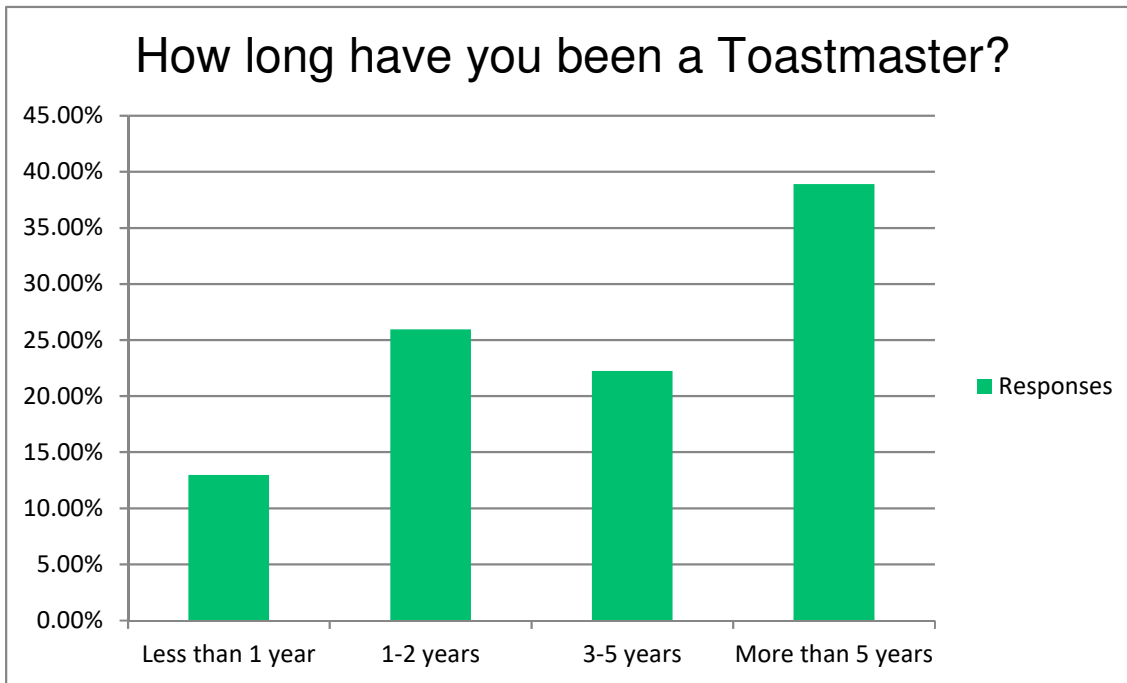
Answer Choices	Responses	
President	24.07%	26
Vice President Education	20.37%	22
Vice President Membership	16.67%	18
Vice President Public Relations	11.11%	12
Secretary	14.81%	16
Treasurer	21.30%	23
Sergeant At Arms	16.67%	18
I am not a current club officer	0.00%	0
	Answered	108
	Skipped	0



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Q4. How long have you been a Toastmaster?

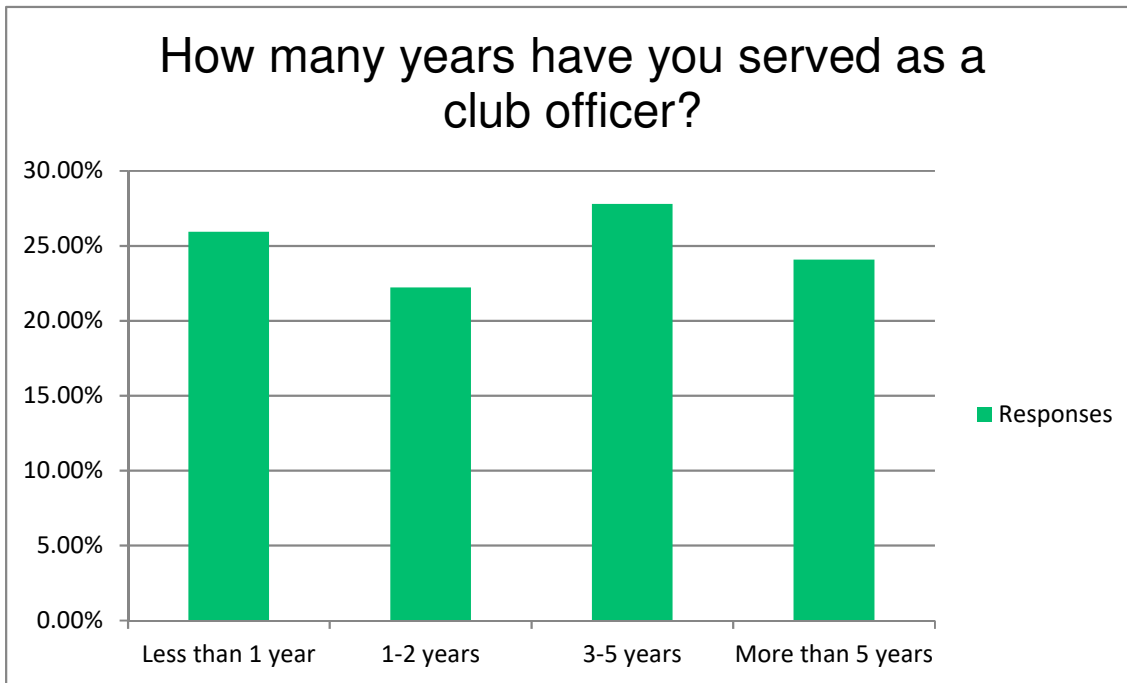
Answer Choices	Responses	
Less than 1 year	12.96%	14
1-2 years	25.93%	28
3-5 years	22.22%	24
More than 5 years	38.89%	42
	Answered	108
	Skipped	0



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Q5. How many years have you served as a club officer?

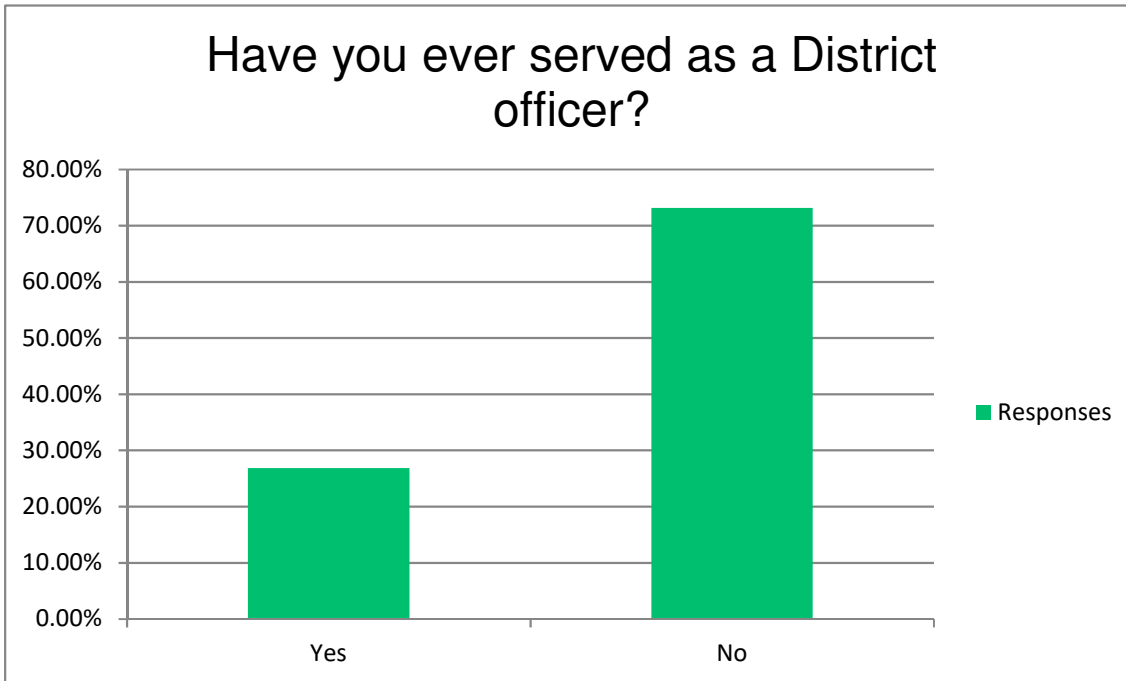
Answer Choices	Responses	
Less than 1 year	25.93%	28
1-2 years	22.22%	24
3-5 years	27.78%	30
More than 5 years	24.07%	26
	Answered	108
	Skipped	0



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Q6. Have you ever served as a District officer?

Answer Choices	Responses	
Yes	26.85%	29
No	73.15%	79
	Answered	108
	Skipped	0

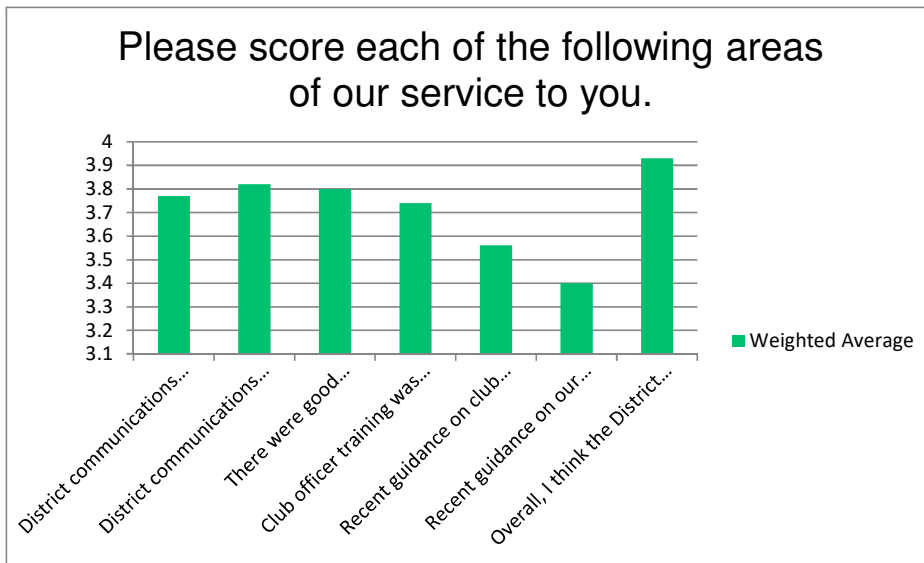


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Q7. Please score each of the following areas of our service to you. (Ratings)

		1 Strongly Disagree		2		3		4		5 Strongly Agree		N/A		Total	Weighted Average
		%	Quant	%	Quant	%	Quant	%	Quant	%	Quant	%	Quant		
7.1	District communications so far have been timely.	7.5%	8	9.4%	10	20.6%	22	22.4%	24	39.3%	42	0.9%	1	107	3.77
7.2	District communications so far have been informative.	7.6%	8	7.6%	8	18.9%	20	26.4%	28	38.7%	41	0.9%	1	106	3.82
7.3	There were good opportunities for club officer training in my area.	12.0%	13	13.0%	14	7.4%	8	13.9%	15	50.0%	54	3.7%	4	108	3.8
7.4	Club officer training was effective.	7.6%	8	11.4%	12	15.2%	16	21.0%	22	37.1%	39	7.6%	8	105	3.74
7.5	Recent guidance on club proxies for the International Convention Business Meeting helped me to understand and take needed action. (Presidents & Secretaries only)	6.5%	6	6.5%	6	16.1%	15	17.2%	16	19.4%	18	34.4%	32	93	3.56
7.6	Recent guidance on our 09/22/19 District Council Business Meeting helped me to understand and take needed action. (Presidents & VPEs only)	3.3%	3	7.8%	7	20.0%	18	15.6%	14	11.1%	10	42.2%	38	90	3.4
7.7	Overall, I think the District Leadership Team is doing well so far.	3.8%	4	13.2%	14	9.4%	10	32.1%	34	40.6%	43	0.9%	1	106	3.93

Answers 108
Skippec 0



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Q7. Please score each of the following areas of our service to you. (Textual Comments)

Q#	Comment
7.1	District communications so far have been timely.
7.1	District communications/announcements have been rather close to the due date for whatever they are requesting, specifically for college clubs
7.1	Don't give so little notice for training days
7.1	Early on, there were pretty small windows from notice to deadline; it was busy, anew training schedule, etc.,but that's my comment
7.1	for 2 months, we didn't know what division or area we were in. I requested that information several times. The re-alignment was not announced or published
7.1	forming new club - communication has been very limited but have had some with Aki & Sharon ... LOTS with Area Director Paul.
7.1	just because district news is posted n facebook, not all members receive it. News should be posted band email notifications sent
7.1	Keep video training coming
7.1	More advance notice of club officer training would help increase attendance.
7.1	No
7.1	Not a concern *** Not sure on my DIVISION might be wrong!
7.1	Nothing really has come out about contests. I saw the webinar offering but I remember when I was VPE the chair sent more information out.
7.1	Notify people at least a week in advance of evening activities.
7.1	Some have come without any lead time others have had lead time so I can't say one way or another.
7.1	The constant emails from the district asking for random reports and updates is too much. The district also can not seem to ask for things more than a day or two in advance. They seem very unorganized if I'm being honest.
7.1	While the TLI training dates may appear on the website, they always seem to catch me off-guard. They take place on a Saturday, typically on a busy summer weekend. An earlier "reminder" would help, especially considering incoming officers may not be familiar with the routine.
7.2	District communications so far have been informative.
7.2	Good social media posts also (Twitter and Facebook)
7.2	I find it difficult to read a long article or letter, etc. I think short video communications would be better for me.
7.2	I have no specific concerns. I just don't want too many emails
7.2	Meh. The biggest concerns for clubs are not being addressed - help growing membership
7.2	More information to club members about the benefits of leadership at the club level and beyond
7.2	No
7.2	No
7.2	Nothing specific
7.2	same reason. we did not know what division or area we were in.
7.2	Stop emailing every other day and please don't email for reports that you can pull yourself.
7.2	Too few to mention.
7.3	There were good opportunities for club officer training in my area.
7.3	4 Areas in Div F; only 2 ADs; Div F is VERY spread out
7.3	Club officer training was not functional for the most part.

7.3	I feel officer training would work better if it were de-centralized. I usually end up at the Division D make-up training anyway, but it is less intensive. Is there an officer mentor program at the Area or Division Levels?
7.3	I was not able to attend any trainings in the last 6-8 months
7.3	More evening officer training should be offered. Officer training schedules should be available in advance.
7.3	more week night training to accommodate those who are not available on Saturdays.
7.3	No
7.3	not chartered yet so none offered
7.3	Officer training was great!
7.3	Only given one or two dates, then after I had traveled a long distance to get there, you put on venues nearer me, very annoying
7.3	really appreciate all the options! We were able to get all 7 trained!
7.3	Sending the officers the app that calculates the best days and times before setting the schedule. The app tabulates the best time for the majority. Saturday training wastes an entire day. Start earlier and end sooner!
7.3	Summer trainings were offered at my college while i was home working for the summer, i think online trainings should become more of an initial option than an exception for clubs who always find it the best option
7.3	The dates are repeating around times when I have scheduled vacations. Also, the places seem to be on the western and southern side of CT
7.3	The training was great...
7.3	There were fewer make-up sessions, and some people work Saturdays or have family commitments that make TLIs impractical
7.3	There were not many training opportunities in the Danbury area. I am limited as to how far I can drive due to a medical restriction. It made it difficult to get to training.
7.3	This is where the information came out late. There was limited access to training in the Danbury area that was available for my schedule. I'm limited to what I can do in the evening due to a medical condition. Some daytime or online classes need to be offered to accommodate anyone who can't attend in the evening.
7.3	Training is always held when colleges are not in session, making it difficult for college clubs to train officers sufficiently.
7.3	We need more training options closer to the New Haven area. People are super busy and it's hard for people to travel long distances. Also, I would encourage the district to do a better job of notification much further in advance for officer training dates. It often seems like it's very last minute when dates are announced. Because everyone is so busy, it makes it hard for people to get to training.
7.3	We requested several times to have a training on a day other than Saturday due to religious reasons. I made arrangements to hold a training at our club location, and then the division director finally decided to cancel my training session and say it would not count towards credit. Then he scheduled one that conflicted with our regular scheduled meeting.
7.4	Club officer training was effective.
7.4	a. Tighter organization b. speakers at general sessions must be of highest caliber
7.4	As a new office (Area Director) - it is a little confusing as to how get started.
7.4	Club officer training should include going over the schedule for the year.
7.4	Felt lectured 'at' instead of being 'spoke to' at the opening session. The Pathways presenter was unprepared and not knowledgeable about Basecamp. AV equipment was available to presenters but they did not use it in the sessions I attended.

7.4	Focus more on attracting ideal members
7.4	For several officers. One officer did not have a good experience.
7.4	Go through all duties and inform how to conduct duties online.
7.4	Have fun and explain why being an officer is worthwhile
7.4	Having gone through numerous training sessions it gets repetitious. Where we wanted answers about Pathways they didn't have the answers.
7.4	I left understanding more of my role. I recommend keeping the training positive, focus on what is going right with the groups. The focus for the entire day was how membership was down. Mention this for only the briefest of moments and then shift focus on how to inspire the club members. Keep it focused on how to gain membership and how to keep membership. Provide recommendations on what to do to inspire the club members to continue, join, and enjoy the experience.
7.4	I need to learn by doing. The formal training just scratches the surface. I'm a better VPE now than I was in 2015-16, but that was learning by doing and less of a product of formal training.
7.4	I think that trainings should differ from year to year. going in for another early morning training only to discover that its boiler plate pathways and club central info again is disheartening
7.4	It added a lot of information to me as an officer for the first time.
7.4	It has been hard to train new members or "new to Pathways" members.
7.4	It should not be done by the District Trio. It would be in the District's best interest to put together a "Training Team" or Teams that could do this effectively
7.4	It's boring and unmemorable.
7.4	No
7.4	No
7.4	No, you did a great job!
7.4	Our VP PR went to PR Training and it was hopelessly outdated
7.4	Still plenty of WHAT is my job, not enough HOW do I actually DO the job.
7.4	training in Groton was great - well attended, well organized, efficient
7.4	Was Fun- Was at MasterCard in NY
7.4	Would like to see more sessions on areas such as mentoring.
7.5	Recent guidance on club proxies for the International Convention Business Meeting helped me to understand and take needed action. (Presidents & Secretaries only)
7.5	1st year of this format, so it was a bit awkward, but eventually ok.
7.6	Recent guidance on our 09/22/19 District Council Business Meeting helped me to understand and take needed action. (Presidents & VPEs only)
7.6	Again, first time through this, and it was alot to follow, especially with the technical issues. I would expect the next one to go better.
7.7	Overall, I think the District Leadership Team is doing well so far.
7.7	Excellent
7.7	Great improvement over previous team, in training and communications
7.7	I don't "feel" the leadership team. We are doing our club thing.
7.7	I hvae nothing to compare it to so in general I think it is doing ok
7.7	I think toastmasters will die, like many other organizations, by asking too much of volunteers.
7.7	It's all a learning process. Thanks for asking.
7.7	Need funding to assist in membership drives.
7.7	No
7.7	No. Toastmasters is very helpful.

7.7	Overall it seems like the leadership team does not communicate with each other and does not have a plan. There are constant random emails asking for things from multiple people. Please pull reports on membership yourselves or decide who will email once about it. I really don't need 10 emails from 3 different people asking for who has paid for their membership every other week.
7.7	Please keep in mind that college students are a very different audience from adult professionals.
7.7	shorter more frequent District emails The longer the email the more likely one will miss part of the message being sent.
7.7	Thanks for all you do. One suggestion is: I am overwhelmed by the different level emails. Making it clear if it is a business email requiring action or a promotion would make it easier to manage.
7.7	They could do a better job explaining details on topics/votes.
7.7	This is not a concern ... It is a praise. Bob has been very supportive
7.7	Time will tell. Communicate. Communicate. Communicate!
7.7	Until I was 2 years into Toastmasters (1991) I didn't even know a district existed. So far D53 is pretty far removed from my activity in Eagle or to charter a new club from scratch.
7.7	we really need to have 60 evaluations for district leadership before they get credit for their service
7.7	Where's the conference?
7.7	You've hardly hit your stride yet, especially with the constant changes to how we do things, the Contest schedule, and the training schedule. everything will work out, as it always does. Keep at it, and tune out the static... you are all very responsive, and that's what is important.