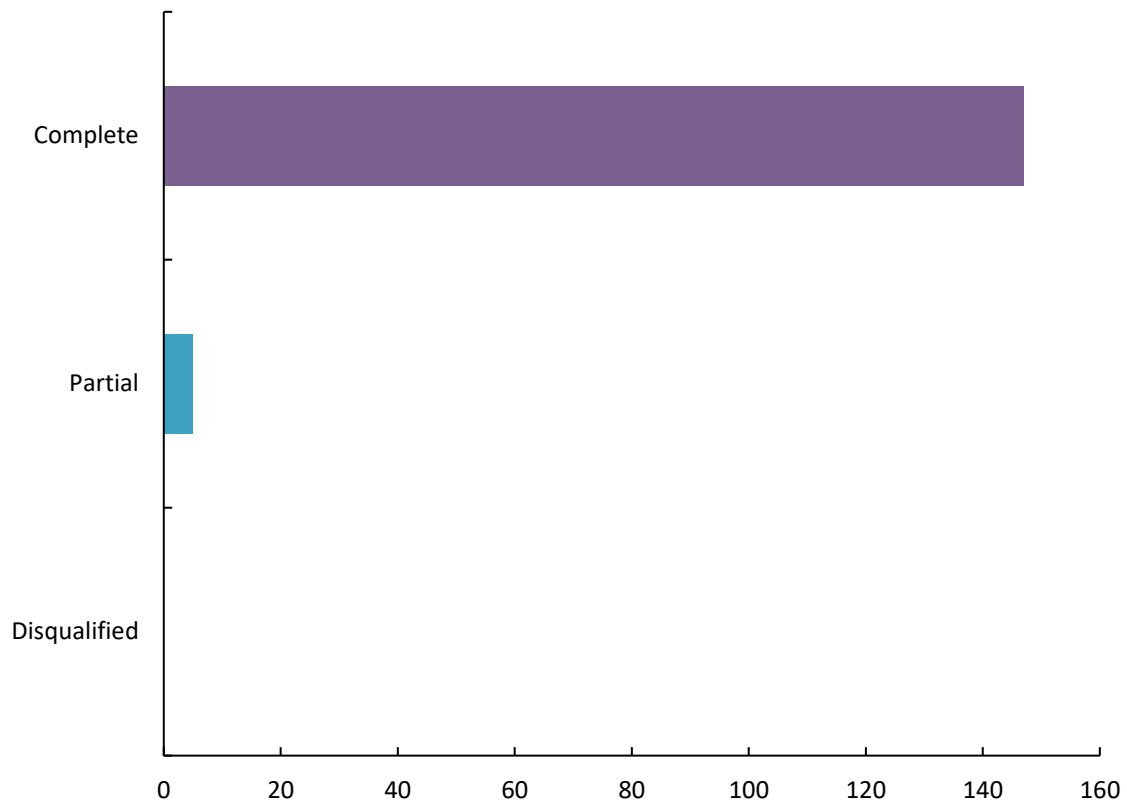




**Final Report**  
LWMGC 2020 Membership Survey

10-21-2020

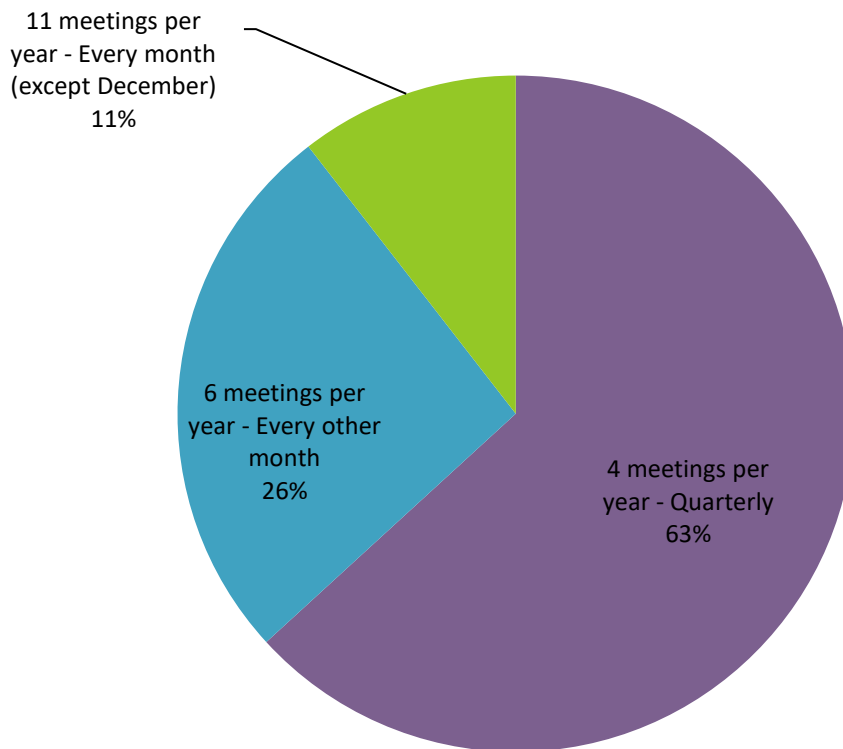
## Response Statistics



	Count	Percent
Complete	147	96.7
Partial	5	3.3
Disqualified	0	0
Totals	152	

**Conclusion:** We received 152 survey responses out of 357 members giving us a 43% response rate which is exceptional considering the average response rate for surveys is approximately 26%.

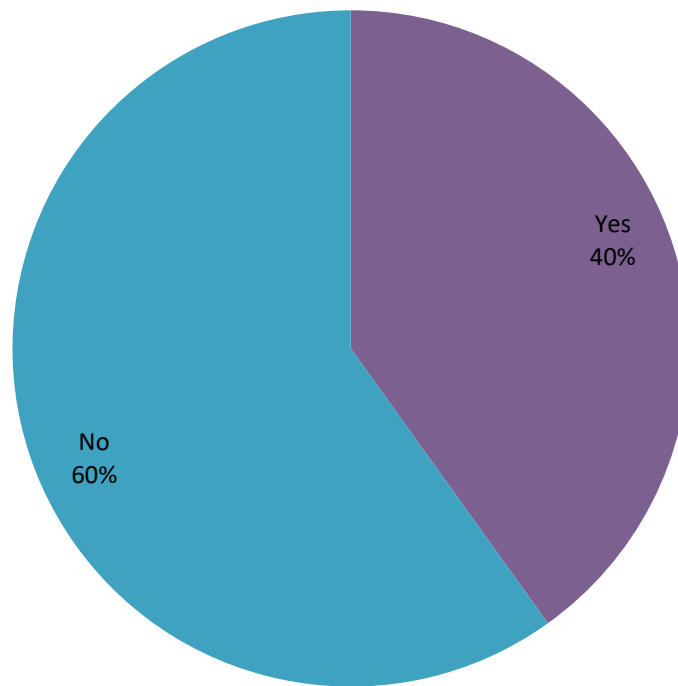
### 1.How many General Membership Meetings would you like to have in 2021?



Value	Percent	Count
4 meetings per year - Quarterly	63.2%	96
6 meetings per year - Every other month	26.3%	40
11 meetings per year - Every month (except December)	10.5%	16
	Totals	152

**Conclusion:** Overwhelming majority of respondents want to keep our meetings quarterly.

**2. Would you support a raise in dues to cover the cost of more General Membership Meetings per year (donuts, coffee and cost of using the clubhouse)?**



Value	Percent	Count
Yes	40.1%	61
No	59.9%	91
	Totals	152

**Conclusion:** Large percentage of respondents would not support a raise in dues to cover the cost of more general meetings per year.

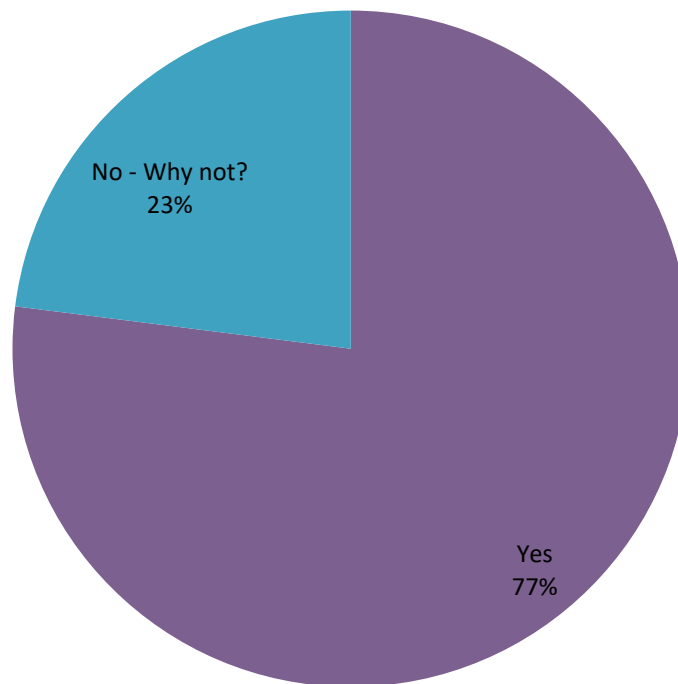
**3.If you attend General Membership Meetings which item(s) on the agenda are of greatest value to you? On a scale of 1 to 5 with 1 being not important and 5 being extremely important, please rank the following:**

	1		2		3		4		5		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Reports from Course Superintendent & Golf Operations Mgr	13	8.7%	9	6.0%	23	15.3%	21	14.0%	84	56.0%	150
Reports from Directors	16	10.7%	14	9.3%	43	28.7%	28	18.7%	49	32.7%	150
Golf Rules	12	8.0%	15	10.0%	40	26.7%	40	26.7%	43	28.7%	150
Handicap Report	20	13.3%	19	12.7%	54	36.0%	25	16.7%	32	21.3%	150
Raffles & 50/50 prize	27	18.0%	24	16.0%	55	36.7%	20	13.3%	24	16.0%	150
Open Microphone	21	14.0%	23	15.3%	48	32.0%	32	21.3%	26	17.3%	150
Introduction of new members	24	16.3%	14	9.5%	33	22.4%	28	19.0%	48	32.7%	147

**Conclusion:** Of the items we asked the importance of golf course reports from Sean & Tom (and probably the ability to ask them questions) were the most important part of the meeting for many. Director reports, golf rules and introductions of new members all received higher percentages of votes. No aspect of the meeting really stood out as a problem and even though guest speakers didn't receive high marks, it's probably because we need to concentrate on golf related speakers.

Of the write in's: website review; course situations, improvements, changes and etiquette, local rules review; golf education films are some of the more interesting suggestions.

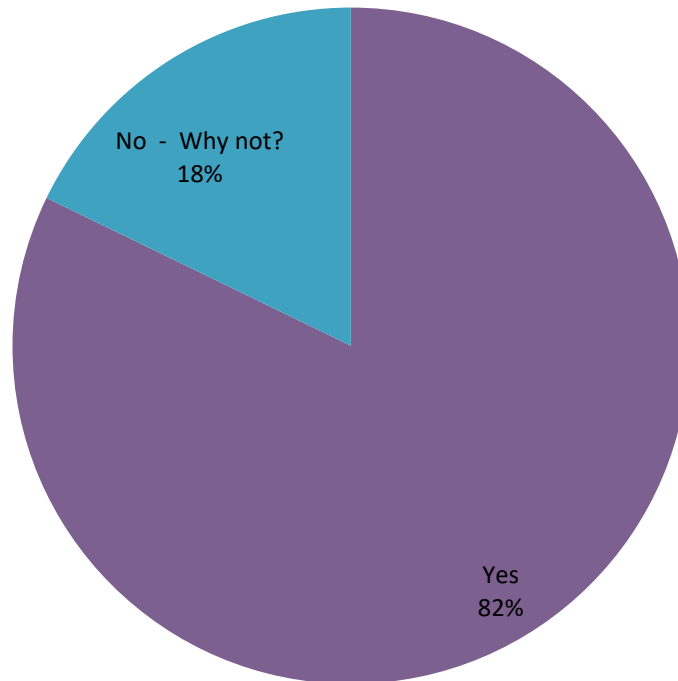
#### 4. Do you read the Birdie Blast?



Value	Percent	Count
Yes	77.0%	117
No - Why not?	23.0%	35
	Totals	152

**Conclusion:** Overwhelming majority of respondents do read the Birdie Blast. Seems most of the members who question what the Birdie Blast is are new members who have not received it since there was a long gap with no Birdie Blast between February and September.

### 5. Do you use the yearly manual?



Value	Percent	Count
Yes	82.2%	125
No - Why not?	17.8%	27
	Totals	152

**Conclusion:** Overwhelming majority of the membership use the manual. Of the write in responses, some new members have not received the 2020 manual, and a small minority think it is not needed. One respondent said we should put the roster online which is already on the website under Club Information.

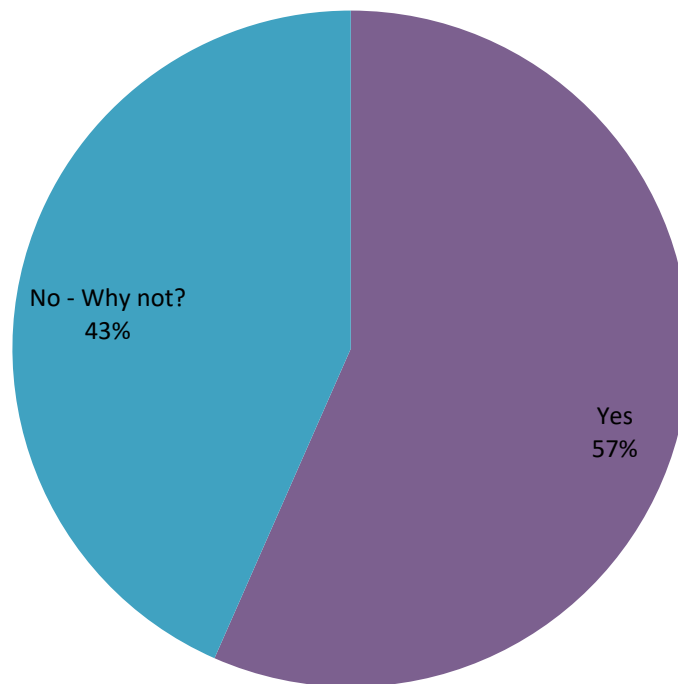
**6. What changes would you like to see in the manual?** (answers have been filtered for pertinence)

Response
Do what our tennis club does - include small photos of members along with contact info (and spouse name). A few more pages but well worth the addition. Also, they alphabetize by first name.
add Tuesday Skins information
We could scale down to cut costs. I know we get sponsors, but do we really need? Extra work for those soliciting sponsors.
No change. Manual is very usable and attractive.
Add the Tuesday skin's game and par 3 course to calendar. Adds to the depth of our competitive club.
Members photo
It is a very good product, very professional
Don't need manual if info is online. Eliminate manual and put this cost saving into monthly membership meetings. Result....no need to increase dues.
More prominent position in the index for the website
Would like to see a list of sponsors.

**Conclusion:** Overwhelming majority of respondents think manual does the job with some interesting comments on changes.



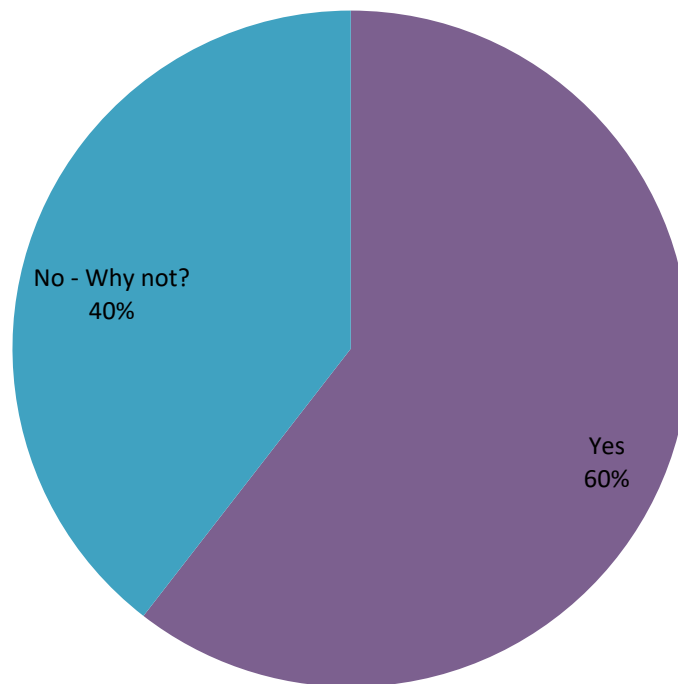
### 7.Do you play in the monthly Flights tournaments?



Value	Percent	Count
Yes	56.6%	86
No - Why not?	43.4%	66
	Totals	152

**Conclusion:** 57% of respondents play in the Wednesday tournaments. Reasons for not playing vary.

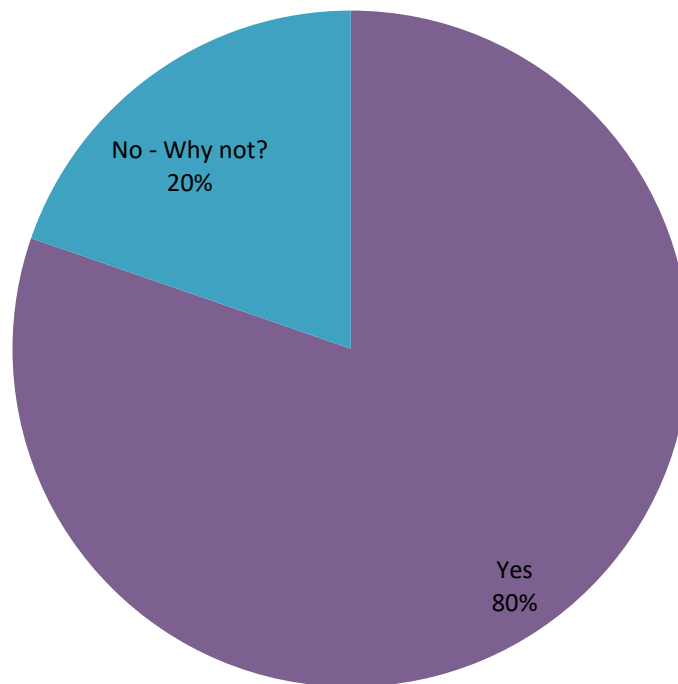
### 8.Do you play in the monthly Major tournaments?



Value	Percent	Count
Yes	60.5%	92
No - Why not?	39.5%	60
	Totals	152

**Conclusion:** 60% of respondents play in the Major tournaments. Reasons for not playing vary.

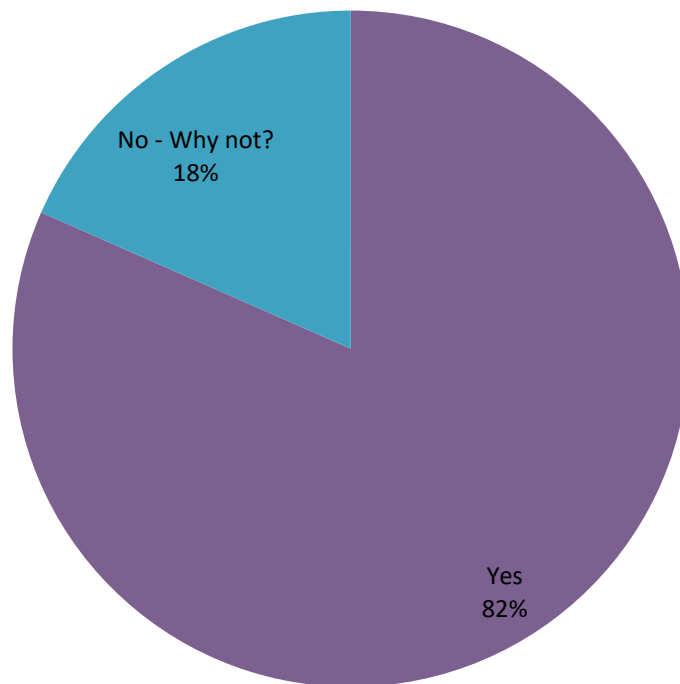
**9.Are you satisfied with the regular Wednesday tournaments?**



Value	Percent	Count
Yes	80.3%	122
No - Why not?	19.7%	30
	Totals	152

**Conclusion:** Overwhelming percentage (80%) of respondents are satisfied with regular Wednesday tournaments.

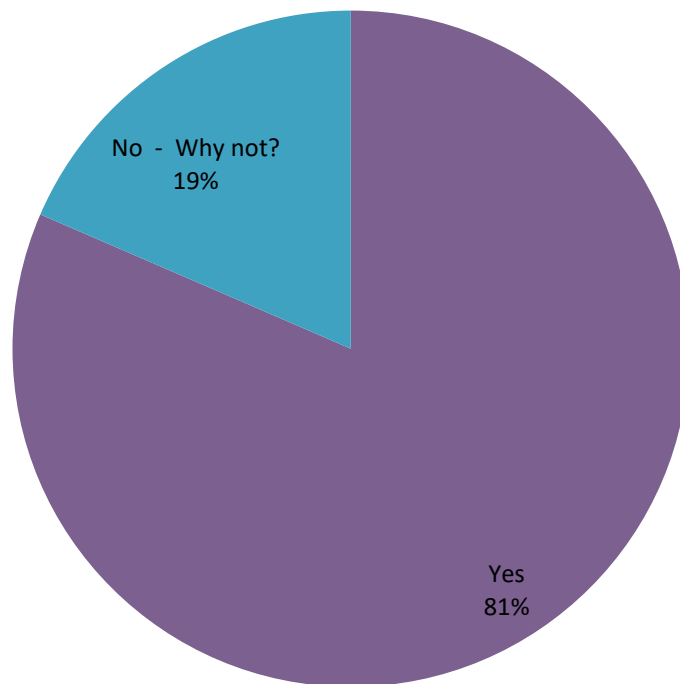
**10.Are you satisfied with the monthly Flight tournaments?**



Value	Percent	Count
Yes	81.6%	124
No - Why not?	18.4%	28
	Totals	152

**Conclusion:** Overwhelming percentage (82%) of respondents are satisfied with monthly flight tournaments.

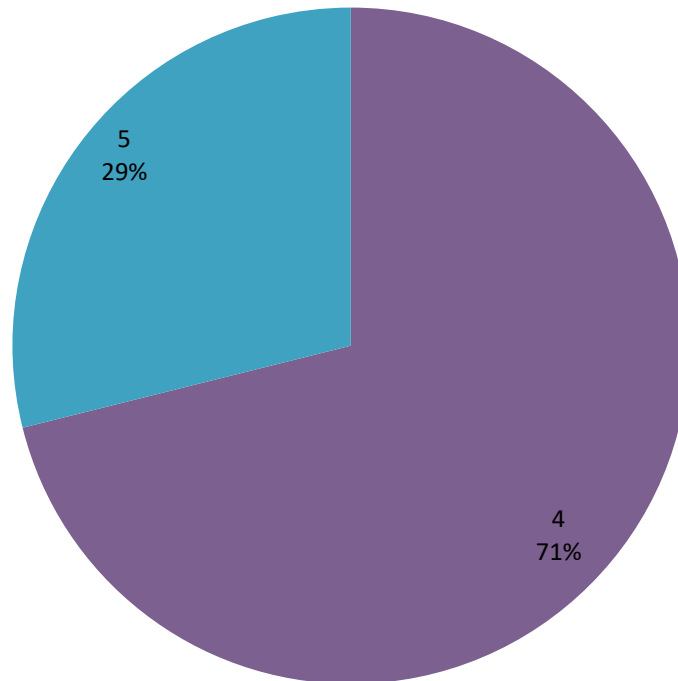
**11.Are you satisfied with the monthly Major tournaments?**



Value	Percent	Count
Yes	81.5%	123
No - Why not?	18.5%	28
	Totals	151

**Conclusion:** Overwhelming percentage (81%) of respondents are satisfied with monthly major tournaments.

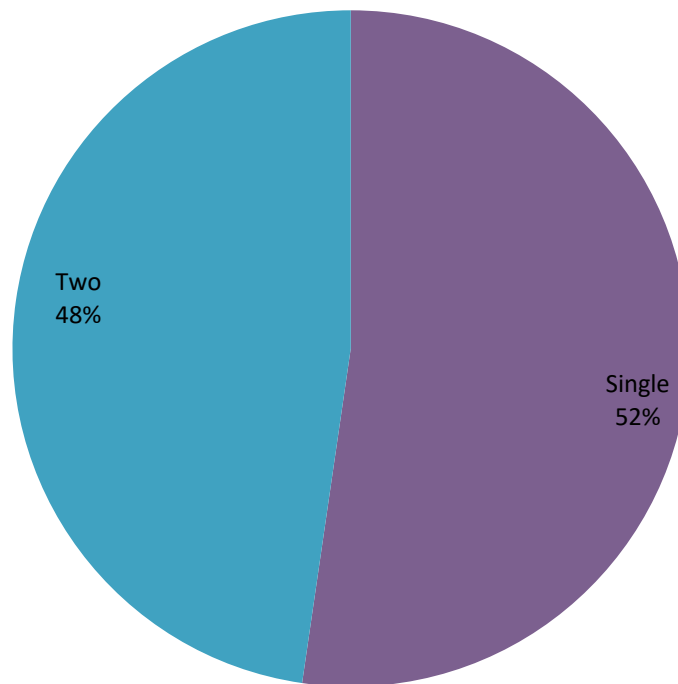
**12. What do you think the maximum number of players per group should be?**



Value	Percent	Count
4	71.1%	108
5	28.9%	44
	Totals	152

**Conclusion:** Majority of the membership think the maximum players per group should be four.

13.Are you for single rider per cart (as we are doing now) or back to two players per cart?



Value	Percent	Count
Single	52.3%	79
Two	47.7%	72
	Totals	151

**Conclusion:** The percentages are very close for single versus two per cart with only 7 votes separating the two.

**14.How many 18-hole rounds do you play a week?**

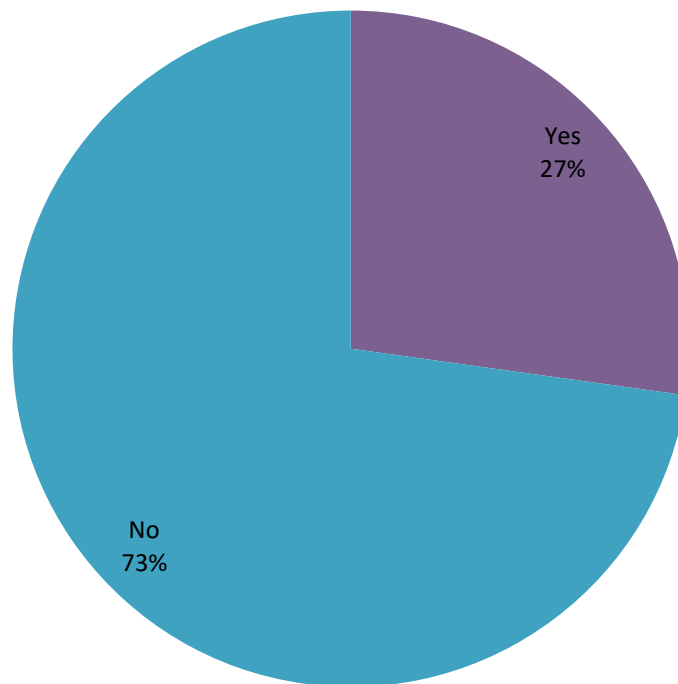
**Conclusion:** Average 18-hole rounds for responding members is 2.5 rounds.



**15.How many 9-hole rounds do you play a week?**

**Conclusion:** Average 9-hole rounds for responding members is 1 round.

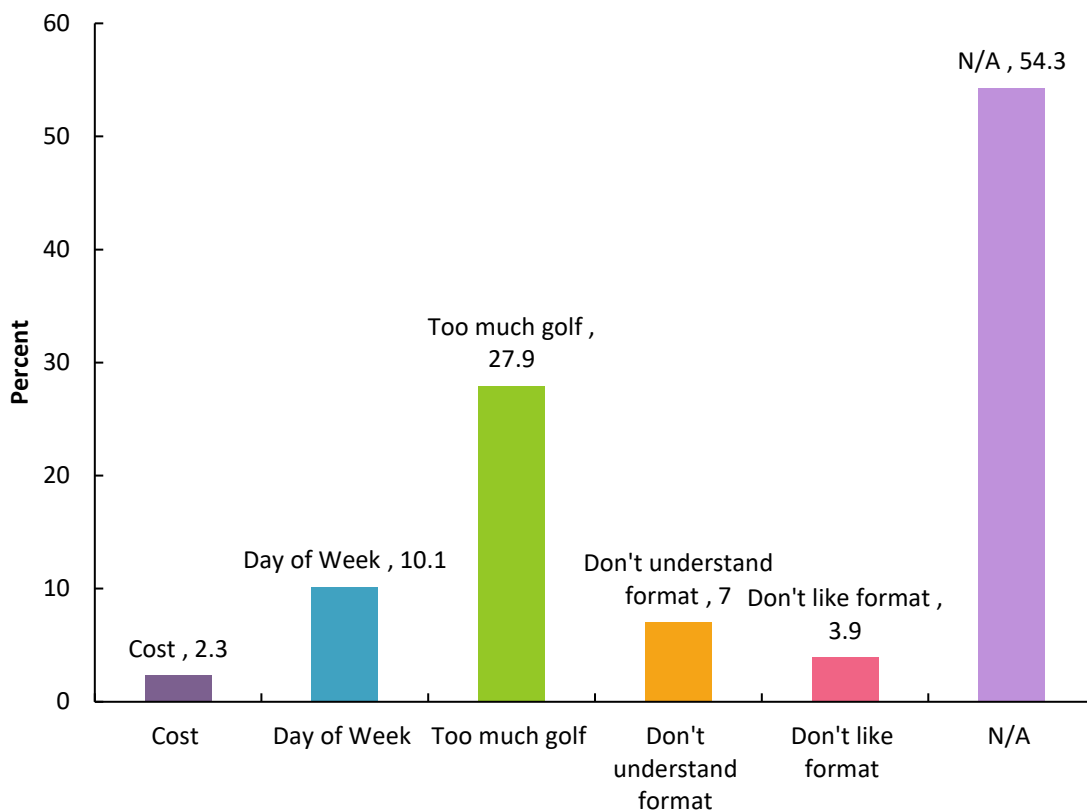
**16.Do you play in the monthly derby?**



Value	Percent	Count
Yes	27.2%	41
No	72.8%	110
	Totals	151

**Conclusion:** A large percentage of the membership do not play in the monthly derby.

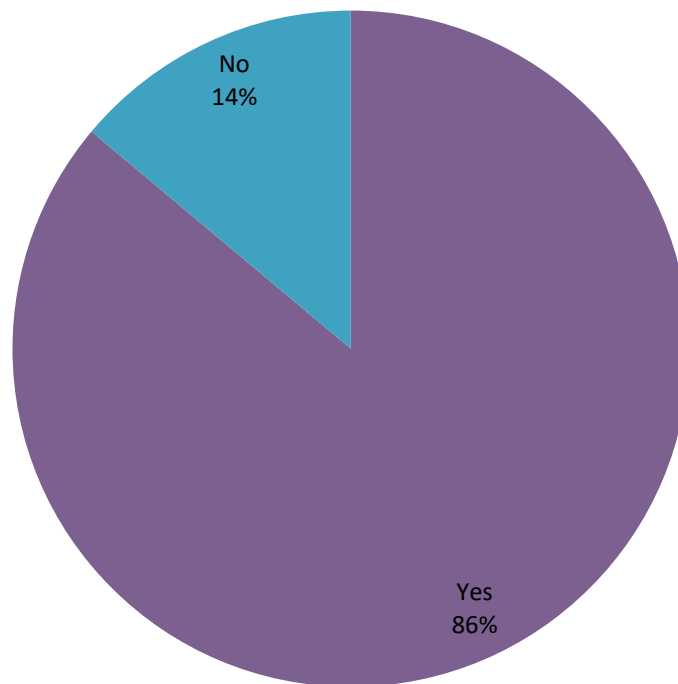
**17.If you don't play in the monthly derby, why not?**



Value	Percent	Count
Cost	2.3%	3
Day of Week	10.1%	13
Too much golf	27.9%	36
Don't understand format	7.0%	9
Don't like format	3.9%	5
N/A	54.3%	70

**Conclusion:** The reasons members do not play in the derby vary with most saying N/A which was supposed to be for those who did play in the derby to use as an answer. In hindsight, that answer should have been 'Do play in derby' so that it was not used as a catch-all answer. The other answer most selected was 'too much golf'.

**18.Do you use the club website?**



Value	Percent	Count
Yes	86.1%	130
No	13.9%	21
	Totals	151

**Conclusion:** Overwhelming percentage (86%) of respondents use the club website.

**19. What is your favorite thing about the website?** (answers have been filtered for pertinence)

Response
The buttons make finding important items very easy on the website.
Alpha list & pairings for Weds. tournaments
Quick buttons.
Published Tee Times
INFO AND NEWS YOU CAN USE
Wednesday and other tournament information
The calendar
Tee times for tournaments.
Access to club information
All information is well organized.
Easy signup process, good info on planned tournaments,
current information about course and rules
Club News(information).
Tournament info, tee times, handicap, info.
I like the website. The addition of the Quick Buttons was very helpful.
Roster
Signing up for playing tournaments, seeing pairings, and looking for results of tournaments.
Being informed on current and future events. Able to access lots of information
EASY ACCESS WITH ICONS.
As a new member have found the website to be good
Ability to Sign-up for events Info about coming events Info about COVID-19 related Guidelines
Calendar of events!
Comprehensive and easy to use

**Conclusion:** Many members like the ease of using the website citing the buttons as a navigation tool. Most people seem to use the website for tournament related items such as signing up, alpha lists and pairing lists for tee times to tournaments.

**20.What is your least favorite thing about the website?**

Response
left hand menu
Design could be updated. But it works...
I never see my photo with 1st place trophies, otherwise it is well-done.
time to update or change info
History
Should be updated more often
Anything not for current year
Can be confusing Re: pairings and alpha whatever
Display pictures too long.
I would like to see easier access to my dues and when they are due
Poor aesthetics
Would like to see us use social media to promote the club and overall community.
Too much stuff

**Conclusion:** Not a lot of negative here. Some comments about keeping it more up to date, however, with COVID, there hasn't been a lot to keep up to date.

**21. On a scale of 1 to 5 with 1 being not important and 5 being extremely important, please rank the following website items:**

	1		2		3		4		5		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Weekly Signups inc. Wed., Flight & Majors	17	11.3%	7	4.7%	21	14.0%	20	13.3%	85	56.7%	150
Special Events	11	7.3%	6	4.0%	44	29.1%	33	21.9%	57	37.7%	151
Roster Information	8	5.3%	12	8.0%	40	26.7%	38	25.3%	52	34.7%	150
Meeting Minutes	20	13.3%	20	13.3%	61	40.7%	28	18.7%	21	14.0%	150
Annual Golf Course Schedule	11	7.3%	8	5.3%	25	16.6%	43	28.5%	64	42.4%	151
In Memory	15	10.1%	9	6.0%	58	38.9%	30	20.1%	37	24.8%	149
Hooks & Slices	15	10.1%	17	11.4%	56	37.6%	24	16.1%	37	24.8%	149
Calendar	7	4.7%	5	3.3%	25	16.7%	44	29.3%	69	46.0%	150
Handicap Information	7	4.7%	9	6.0%	33	22.0%	38	25.3%	63	42.0%	150
Monthly Contests (Putting & Derby)	17	11.4%	30	20.1%	48	32.2%	21	14.1%	33	22.1%	149
Rules & Guidelines	11	7.3%	14	9.3%	34	22.7%	43	28.7%	48	32.0%	150

**Conclusion:** Most members think the items related to tournaments are the most important part of the website with the weekly and monthly tournament sign-ups, and tee time lists are important. The calendar, golf course schedule and handicap information all received higher votes followed by special events, the roster and rules and guidelines.

**22. Is there anything else you would like the board to know?**

Response
I love to read hooks and slices and I understand it is policy not to include personal achievements (and not limited to golf) but it would be nice to hear what is going on with other golfers.
Korean-Americans actively attend the board of directors
how much we all appreciate their help.
a monthly team Stableford format would be popular. Can the board do anything to have the chipping area improved (above the pickleball courts)
we need to do a better job on fixing ball marks.
I would like to see a more friendly and engaging culture among the club. I wish the board members were more friendly and took an interest in getting to know the members, especially the regulars. I do appreciate how the board runs the club very much.
To many handicap cheaters. Many of the Same members win all the tournaments. Something should be done. We all know who they are!! Penalized slow play There are the SAME people week after week. DO SOMETHING
The majors as well as monthly and weekly events should be resumed. The restrictions should be lifted. Get rid of donuts in the hole. GET PRACTICE CHIPPING AREA IN AS PROMISED!!!!!!!!!!!! The board is doing a great job.
For demand tournaments and flight tournaments, it would be better to play American and Korean members together.
I have been a member for a few months, I would have liked a little more help from the board to assimilate into the culture and ins and outs of the club. I realize COVID got in the way, but there could have been a little more effort to get us involved.
1) I answered that I wouldn't support a raise in dues to allow more meetings, but I wouldn't oppose it. 2) Keep up the good work. We appreciate it.
Petition to change the name of our 3 courses! Except maybe #14 as it truly depicts the course #2 name!!! Perhaps we (owners and stockholders) can be more creative than #1 #2 #3
put more sand in the sand traps
The Board need to study why number of members decrease year by year as well as numbers of tournament players.
1. Use 'mass e-mail' more to announce upcoming general meetings, special events, general information of interest to Laguna Woods golf population. 2. Go back to weekly cash payment of SKINS green fees and team assignments with winnings distributed immediately AFTER the round - it was more sociable, and everyone knew which teams played best that day.
How to get a better tee time which is currently "locked" in to favored players.



If a person doesn't fix ball marks or rake bunkers should be suspended from league and course (unless unable to, someone else in group could help) 1st time. 30days 2nd time. 60 days 3rd time. 6 months Greens are getting ruined due to this issue

start playing majors tour in oct. play Derby on a diferent day.

I feel the board overall does a great job. I personally would like to see a travel event, all-inclusive is nice. Where spouses could participate (not playing golf, they can do the other stuff a resort offers).

Have back nine players tee off by 8:15 at the latest!!! Holding up golfers making the turn to play hole 10 th that have early times for 18 holes!!!!

Get rid of the manual. Put member contact info on the website

**Conclusion:** Some of the suggestions are out of the Men's Club control. Renaming the courses is a great idea, however, the process of doing it and the eventual outcome could be contentious.