

Starcross Yacht Club
Member Survey

Responses 84 representing 87 members . 25% of the memberships

1. What is your main interest in Starcross Yacht Club?

Racing	Day Sailing	Yacht Cruising	Junior section	Shore based support	Kayaking	Other – please state
44%	26%	11%	14%	2%	3%	1%

2. Class of boat sailed?

Lasar 10, Vision 2, Solo 1, Wayfarer 4, Hornet 4, Merlin 7, Contender 1, 400 4, Tideway 5, 200 7, Aero 2, Hurricane 8, B14 2, Dart 3, 100 4, Wanderer 1, Gull 2, Magno 2, Byte 1, Kingfisher 20 1, Hunter Horizon 1, Cruising Cat 1, Weaterley Centaur 1, Parker 21 1, Topper 4, Stratos 1, Pico 3, Enterprise 1, Feva 1, Lymington Pram 1, Sadler 26 1, Scorpion 2, Drascombe Dabber 1, Optimist 2, Macgregor 26 1, Laser 2000 1.

3. Your Age?

Under 19	20 - 29	30 - 39	40 - 49	50 - 59	Over 60
8%	2%	4%	22%	31%	33%

4. Do you race?

Yes 67% No 33%

5. Would you attend adult sail training?

Yes 61% No 39%

basic learning to sail	racing	dinghy cruising skills	yachting knowledge	other

Communication

7. What is your preferred means of communication with the club?

	Word of Mouth, Notices at the Club	Snail mail (post)	Email	Website Forum	Website front page	Texts
Renewals	3.0%	27.0%	66.0%	0.0%	1.0%	3.0%
Berthing	3.5%	19.0%	69.00%	1.0%	1.0%	2.0%
Working Parties	6.0%	3.0%	69.5%	3.0%	12.0%	3.0%
Socials	7.0%	3.5%	69.5%	3.0%	14.0%	3.0%
General Information	5.0%	7.0%	62.0%	6.0%	16.0%	4.0%

Junior sailors **14 responses**

8. Do you sail on other occasions besides Fridays? **Yes 64% No 36%**

9. If yes when? Please tick.

Saturdays	Sunday races	Sundays generally	Other times
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10. Would you like to do more racing? **Yes 46% No 54%**

11. If yes, when?

12. Would you like the Friday evening sessions to continue into the summer holidays? **Yes 67% No 33%**

13. Would you like to join the Junior Committee? **No 100%**
(If yes please add your name!)

14. Do you attend Junior training/RYA coaching at other sailing venues?
Yes 36% No 64%

15. If yes, where?

Junior Sailing Parents **11 responses**

16. Do you sail? **Yes 90% No 10%**

17. If yes, where, what and when? **SYC, TSC, Roadford, Saltash**

18. If the answer to 16 was no, would you like to learn to sail? **Yes 100%**

19. If Yes would you like other members of SYC to teach you? **Yes 100%**

Cruiser Members

20. Do you think the level of organised activity at the club is too little/about right/too much? What suggestions do you have for other activities?
About right 100%

Working Parties

21. Do you attend working parties **no 30% yes 70%**

a) I do not attend working parties because (tick applicable);

i. Work commitments **56%**

ii. Family commitments **43%**

- iii. Study/student interests
- iv. Other interests **17%**
- v. I believe works should be undertaken by contractors and membership fees increased accordingly **4%**
- vi. I have no interest helping out with working parties
- vii. Other – please state.. **22%**

b) I attend working parties and feel (indicate yes or no),

- viii. Occur at the right time of year (March to September, every 2 months) **Yes 98% No 2%**
- ix. Times (10.00hrs to 12.30hrs) are about right **Yes 96% No 4%**
- x. Tasks are about right for my skill set **Yes 100%**

General

22.What are your top 3 tips for making SYC even more welcoming to racing and non-racing members?

Maintain the healthy balance of racing, cruising, juniors etc.

A new members social.

Separately surveying members who have recently joined to determine what they have liked/disliked about the club and what their initial impressions were.

Warm friendly welcome.

Buddying.

Buddy system.

Make every effort to ensure that members particularly occasional ones are made welcome.

Name Badges

A board with photos and names

Get to know people, everyone's up for a chat.

Up to date info on display

cheerful approachable members.

Photoboard so visitors can id who they might need to talk to.

Ensure visitors are directed to fleet captain or enthusiastic fleet representative

Introduce friends to the club. Talk to strange faces.

Keep a look out for new faces and speak to them, show them around.
Keep subscriptions to a reasonable level as they have been so far since I joined the club.

Maybe a board addressing non-members we can address visitors to.
Allocate the new members's fleet captain/representative responsibility to take special interest and care for the new member's first year.

Ensure close guidance/ assistance with their first duty

Long standing members and officers making time to talk to newbies

Talk to anyone walking in the gate

Fleet captains more pro-active on intros.

Maybe conspicuous notice listing classes of dinghies raced. Even on the gate?

Maintain the "new members Captain" as a high profile post and ensure he is kept up-to-date by all officers.

Chat to new people in the boat park.

Have a named person to look after and introduce them to other members of the class/club.

Bring back the new members meeting.

Improve communications.

As a fairly recent member I find the number of officers confusing and it has been difficult to get to recognise individuals

I have felt it difficult to feel part of the club as I am not part of the racing fraternity.

I think surveys like this should help to find out what members feel.

Lapel Badges for Officers

Smiling

Clear notices – as if someone is doing eg. a duty for the first time.

Have a buddy system so each new member has an established member introduced and keeping an eye on him/her over the first year of membership.

On club days have a duty officer that can welcome newcomers and answer questions for people wanting to find out more. That person to wear a fluorescent top to identify them.

Be friendly

Speak to newcomers and offer assistance.

Designated duty key man to wear I/d and be available (when not on the water) to answer questions

About once a month after racing have a short talk on sailing theory/boat safety/weather/racing tactics followed by a social/BBQ with Committee members.

Better roadside signage.

In the Summer make the clubhouse a coffee stop for cyclists/birders/walkers
An effective and simple system for crewless helms to find boatless crews and

vice versa.

Facilities clean and hygienic.

Good atmosphere at the clubhouse.

Good shower stalls, toilets

Accessible facilities for the less able.

Clubhouse less like a doctor's waiting room.

More RYA training options

Training at weekends

Make some of the instructors (young) more professional.

Introduction to racing.

Continue Start to Race

For racing or encouraging racing perhaps get crew and helm coaching going.

It has to be said that Starcross is welcoming but another could be more rules/techniques talks or sessions. Anything to encourage new sailors or the less confident ones to stick with it.

Shorter courses , more laps

Flags not lights for starting

Race at the same time of day, over low tide!

Beginners courses

Start racing scheme (crew for some one).

Novice races – personal handicaps, chance to win a race.

Training from more experienced sailors – say on a Saturday.

A new members evening

Try a sail day.

Racing – used to race so a good handicap system to cater for slower boats might encourage more to race

Racing- pursuit races always good fun but difficult to run with such a variation in class of boats.

Non-racing – cruising events and free sailing days with safety cover.

Racers to invite non-racers to crew

Non-racers to somehow know when others will be on the water so they can buddy up.

A running commentary from the race box on the racing , more interesting for non-racers.

Training events.

More events suitable for intermediate level sailors.

Less competitive environment.

Preferred classes rather than mish-mash fleets

More class/fleet racing.

Talks/training sessions can be attractive to new members.

Short sprint races

Less trophy races

Weekday social sailing session/ web-based noticeboard to help people buddy up when no rescue cover (opportunity to sail when the kids are at school)

Help/advice on course/start procedure.

Non-racing Adult "Start sailing" lessons

Experienced sailors mentoring novices or crewing for each other.

Have the bar/galley open on a regular basis and publicise it.

Socials that are not too early so you can get the kids to bed first.

A decent coffee machine in the galley

Self-service coffee in the clubhouse when the galley is closed

More consistency of available food in the galley as sometimes you can't be sure of what you will get.

More socials.

More after race BBQ's and socials

More activities to mix junior families with main club membership

Get the bar/galley to put tables/chairs out on the decking while racing is going on.

Well publicised winter social get-togethers. Maybe a talk but a get together with tea/coffee at the clubhouse.

Good quality, modern hire craft

Social events

More free and easy BBQ evenings

Less preservative on bacon

Average age too high (need to encourage juniors)

For juniors: A class on how to rig your Topper, what the minimum basic clothing is, jargon relating to boats for dummies.

More integration of juniors into Sunday Racing.

Juniors crewing for Seniors.

Cheesy chips on Junior nights!

Kids coaching in the holiday (Happy to pay!)

Inclusion of juniors in racing regularly.

I have observed that we are all quite good at welcoming new members – but we are less good at following up. Perhaps the key is getting the message to young people.

Do everything we can to encourage the younger members and to get new young people into sailing.

Perhaps a special page or two in the newsletter devoted to young people and their achievements.

Requirements for a couple of young people on the committees – fliers at the

uni etc.

Continue to be a family oriented club.

Shorter courses for junior races

More free sailing days with safety cover.

Possibly a bit more needed for non-racing members.

More communications to encourage new sailors that they really are welcome on Sundays/Wednesday evenings to go sailing and have safety boat cover.

More free sailing sessions.

More emphasis on free sailing ensuring that members who are nervous are assisted as much as they wish.

More "Push the Boat" out style events

More free sailing with BBQ/social afterwards

Continue/extend free sailing sessions

More free sailing sessions/ opportunities for sailing with juniors

Keep small boats and large boats apart.

More free sailing.

Dinghy cruises and free sailing sessions are great.

More free sailing, there isn't enough on the calendar to make it regular enough for many to build into their lives.

Get fleets more involved with free sailing days to allow folk to try different boats.

Actively encourage greater membership diversity eg ethnic minorities/ disabled.

Stop preventing /discouraging sailing during the week by unnecessary slipway entry barriers. Revert to previous, good system of only closing gate on N. Slipway and inserting timbers on main slipway when forecast is adverse.

Consider the needs of non-racing sailors

Improve access to slipways, storm boards are difficult to remove and gate securing is difficult if solo sailing.

Visitors moorings and jetty.

Use Dutyman electronic duty system to help organise duties.

Better/more seating in and around the clubhouse.

Better communication re upcoming events via emails, not reliance on web noticeboard.

Visitor's / accessible toilet/ shower facility use for clubhouse socials.

Women only sailing days.

Racing is the bedrock of the club but do not forget dinghy cruising, free

sailing activities.

More racing.

Good sized fleets.

Two races on a Sunday when possible.

Don't get uptight when racing

We should try to stop loud mouthed members bawling and shouting at others who are trying their best.

Racing – promote a non-threatening parent and child class.... Mirror?

Long term strategy to increase active participation by ~ 5% per year. Publish it and align activities to this strategy. Measure progress.

Make regular club sailing more amenable to juniors and beginner adults (eg support double scoring with personal PY – give big prizes to the personal PY winners)

Review our racing structure – being predominantly PY handicap racing , it's current structure only really seems appropriate to the regular trophy winners. At least try one new idea each year.

I visited all the local clubs and joined SYC cos it was the most welcoming so it's great in my opinion.

It is a great club. Difficult to think of anything more.

Some club boats are getting a bit old.

It's really good and friendly already.

It's a great club, no changes needed.

It seems good to me. Some individuals need to be more welcoming.

Can't think of anything else as it's already very welcoming

23. If you are new to sailing what could the club do to encourage you to get out on the water? **36 responses**

a. adult sailing lessons **28%**

b. more boats for hire **19%**

c. more non racing sailing events **25%**

d. more opportunities to crew with a more experienced sailor **28%**

e. other ideas...

Sailing in cruisers

Rescue Boat on standby

Sailing on Saturdays

More slide lectures

24 What would encourage you to stay and socialise at the sailing club after a race or sailing event?

More comfortable seating in the bar area for spectators.

More DIY BBQ's when the weather is good.

Re-instate the fridge in the members room.

Other friendly members.

Better food and more reasonably priced.

Prize giving on the day of an event.

Occasional talks (rules, video of race).
 Video clips of the day's racing.
 Galley still operating.
 Hot meals.
 Bar open.
 Cosier bar area.
 Music.
 Bar open.
 Teas available for longer.
 improved bar area.
 BBQ.
 Bar open.
 If it was normal routine.
 Good food.
 BBQ.
 Bar stays open.
 Bar and galley open.
 Better food.
 Better clubhouse seating.
 Roast Lunch or supper.
 Possible re-runs of starts.
 Open the Bar.
 An organised social or sailing related event.
 Bar open.
 Hot meals on Wed evening or Late Sunday races.
 Time.
 Family commitments.
 Food and music.
 Good food, good music.
 Retirement.
 Proper coffee machine.
 Children's swing/play area things to do in the bar area.

25. Please indicate your opinion with a tick your views on club facilities below

Facility	Excellent	Good	Neutral	Fair	Poor
Changing Area	14%	56%	22%	8%	1%
Toilets	15%	54%	23%	5%	3%
Showers	23%	56%	14%	6%	1%

Boathouse	21%	59%	17%	3%	0%
Clubhouse - social area	27%	62%	7%	3%	1%
Bar	14%	59%	17%	5%	4%
Galley	28%	59%	17%	5%	4%
Berthing	17%	64%	16%	4%	0%
General site	31%	67%	3%	0%	

Any other
comments

Other comments

Children's play area with a safe swing
Cappucino or espresso machine in the bar area
Unable to tie boat down after previous storm
Overall the club is a welcoming and friendly place
in a beautiful setting
Top Topper and Oppie rack too high
I have found the club to be well organised,
helpful and welcoming.
Members room is very important
Overall I believe that the facilities at the club are
of a standard which is right for the club ie neither
too grand or basic. However I would suggest the
the club consider purchasing a coffee machine to
provide better coffee.
Superb location – can't be bettered. Upgrade from
good to excellent not necessary – we are at the
“top end” of good by comparison with other clubs
and expense for upgrade would be prohibitive..
It's a beautiful place to sail.
I only wish I had more time to sail. SYC is a super
club and I would recommend it to anyone.
Is there any chance of having a filter coffee
available in the galley and charge a bit more per
cup?
SYC is a great club and I really enjoy being a
member of it.
Pontoon by slipway for tying up for open events,
keeping slipway clear on 2 race days, Exe regatta
etc.
The members room is important for people using
the club away from scheduled events. The site is
lovely and recent refurbishments and works have
enhanced it. It's relaxed and rural and hopefully
will stay that way.
SYC is a great club – people are friendly – sailing
is very good – generally a nice place to come and
relax and have fun.. Let's keep it that way and
just try to keep raising the bar so that we can all
benefit.

