



Cumberland Forest Toastmasters #4009 Club Quality Audit 2005 - 2006 RESULTS

The 36 Service Standards a Club needs to meet in order to conduct
Quality Meetings and to fulfil its mission
(Based on the Toastmasters Moments of Truth module)

Audit committee:

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Revisions:

Revision	Date	Comment
1.0	04 Dec 2005	Original format updated for 2005 – 2006
2.0	19 Jan 2006	Updated with results
3.0	23 Jan 2006	Minor formatting (page #s, header/footer, results table category numbering)
4.0	12 Feb 2006	Consolidated results
5.0	16 Feb 2006	Final results

0. Summary

We had excellent participation in the club audit this year. Thirteen (13) members and one (1) lapsed member contributed to this important survey. Again thank you to everyone who has assisted by providing your feedback or support during this effort.

The survey responses were returned in two groupings. The first group was received in August 2005, while the second was provided in January 2006.

It should be noted, that some items had been addressed by the time the second group of responses had been received. This accounts for discrepancies in some answers and comments.

This document comprises four sections.

1. Results overview
2. Recommendations / next steps
3. Results from all questions
4. Comments for all questions

Comments and queries can be addressed to any of the audit committee members.

1. Results overview

Over all, the club is performing very well. No category polled more uncertain/negatives than positives. There is however, room for improvement in all areas.

Areas in which we excelled – the top 2 categories

- First Impressions (84 positive, 0 uncertain/negative)
- Fellowship and Variety (71 positive, 13 uncertain/negative)

“First impressions” was again the top category, being ranked 1st in 2004/2005.

Areas we should particularly look for improvement in are the bottom 2 categories

- Program Planning (26 uncertain/negative)
- New Member Orientation (20 uncertain/negative)

“New Member Orientation” being the second worst categories has appeared again in this list of poor performers (though it was ranked last in 2004/2005 so perhaps some improvement has been made).

2. Analysis background

The club audit committee took the following approach to analysis the results and produce recommendations.

Firstly a holistic view was taken to identify the one or two questions that scored the lowest (most uncertain/negative responses) from each of the top four categories. Recommendations were then made for each of these questions. The top four categories were:

- First Impressions (84 positive, 0 uncertain/negative)
- Fellowship and Variety (71 positive, 13 uncertain/negative)
- Recognise Achievements (68 positive, 12 uncertain/negative)
- Membership Strength (60 positive, 15 uncertain/negative)

We then focused on all questions for the two categories that scored the lowest, those being

- Program Planning (26 uncertain/negative)
- New Member Orientation (20 uncertain/negative)

Our recommendations are based on the “raw numbers”, comments and our own experiences, within and outside the club.

These two approaches provided a balanced view of our club performance, identifying areas that can be improved without the significant effort of addressing every issue. We believe the results document provides a manageable action plan for both the Cumberland Forest Toastmasters executive and members.

Finally, this is the second club quality audit in some years. The insights both audits have provided has been valuable, even if not all actions have been closed.

The committee continues to recommend that a club quality audit is performed by the incoming club executive after they take office in June of each year. A suggested target time of October will allow executives to establish their roles, and implement any changes they may have planned for the club; members to observe and comment on any improvements or issues; and time to start corrective actions before the New Year period.

For future reference, audits should be stored in the Secretarial file and CFTM Teamroom for a period no less than 3 years.

3. Results and Recommendations

3.1 Recommendations for worst two questions(s) in each of the top four categories.

First Impressions (84 positive, 0 uncertain/negative)

Q1 – Are guests greeted warmly and introduced to officers and members?

Guests welcome is always warm and friendly. However, the consensus is that it seems to be always left to the Execs to do this.

Recommendations:

1. Encourage other members to go out of their comfort zone and greet new faces, or appoint a member to be the greeter for the night – could be considered an assignment in the agenda. The same person does the visitors welcome after the half time break. Assignment worth PIP points
2. After greeting make guest aware that they have an option to participate during the meeting
3. Ensure guest receives a package detailing what is required. Ensure assignment guide and Toastmaster magazine are inserted. Ensure enough packs available in supplies
4. Guests to be introduced at the beginning of the meeting so it is clear who the guests are.
 - The Chairman [place in Chairman Cheat Sheet] should welcome the guests (by name), mention the welcome pack, invite to participate, encourage to ask people next to them if confused, greeter will get their details for more comprehensive welcome after the break
5. Someone to ring new guest a couple of days later to follow-up interest. Have a set of questions – what did they like/not like, fears, would they come back

Q2 – Is the guest book displayed and are name tags provided for visitors?

There was no issue with this question

Recommendations

1. Get an alpha accordion file so name tags and place cards are easy to find.
2. Guests' comments might be useful for marketing our club
 - To be used by VPPR in Whispering Woods, A/NZ Newslinks
 - Secretary to and pass to executive for use. If using as a named endorsement, executives must get approval from the visitor first.

Q4 – Is the meeting venue conveniently located, accessible and user friendly?

Venue is convenient for most, with a comment on access for non-IBMs

Recommendations:

1. Explain IBM security to first time non-IBM attendees
2. Inform IBM reception of guests. The CFTM“contact point” should email reception
3. Ensure non-IBM guests/members have a mobile phone number of at least 2 IBM members in case they are late

Fellowship and Variety (71 positive, 13 uncertain/negative)

Q14 – Are enjoyable and educational programs planned with exciting themes?

Some familiar roles need to come back. Themed meetings are popular

Recommendations:

1. A good description of new assignments is required before they are introduced
2. On regular basis, request members to bring a suggestion for upcoming 6 months meeting themes so there is plenty of time to prepare. This can be included in the business session

Q18 – Is a Club newsletter/bulletin issued on a regular basis and presented in a lively format?

Some did not know of the newsletter, but those who did were quite positive

Recommendations:

1. To encourage people to contribute to the newsletter, perhaps they could get earn PIP points
2. VPPR continuously advertise article due and publication dates

Recognise Achievements (68 positive, 12 uncertain/negative)

Q32 – Is a Member Progress Chart posted and displayed at every meeting?

This is not normally posted at the meeting but on the website or sent by email. There is some confusion with PIP and members formal progress through C&L or Advanced C&L manuals. *This question had equal third number of responses with 6.*

Recommendations:

1. This should be posted and/or emailed after every meeting
2. Ensure progress chart is re-instated as big board. There is a greater “presence”, has tactile feel, and clear (versus spreadsheet / onscreen)

Q36 – Is the Distinguished Club Plan used for both planning and recognition?

Yes, though regular members are not aware of this.

Recommendations:

1. Describe the Distinguished Club Plan, when it is set, why it is so important.

Membership Strength (60 positive, 15 uncertain/negative)

Q26 – Are members retained, indicating individual members are satisfied and involved with the club?

Members are being retained, however we do often lose new members (after initial enthusiasm wears off), or older members who stop coming for a while, and then move on.

Recommendations:

1. Ensure mentors are assigned to new members, and actively communicating
2. Regular reviews and tracking to ensure membership needs are being met / members satisfied. Two way communication!
3. Exit interviews conducted with lapsing members

Q29 – Are sponsors of new members recognised?

The majority of replies found this question vague. They did not know who the sponsor is.

Recommendations:

1. Sponsor definition
2. Recognition of sponsor to be done at induction of new member

3.2 Recommendations for the two lowest polling categories

Program Planning (26 uncertain/negative)

Q19 – Is the agenda published for 2 meetings in advance and sent to all members?

Agenda published for one meeting in advance with a degree of difficulty filling assignments.

Recommendations:

1. Mentors to encourage members outside meetings to fill in gaps
2. Members need to decide on their goals. They can speak to their mentors who can organise an achievable program with the VP Education and then assignments would be easier to fill
3. Re-establish the forward planning spreadsheet in addition to next meeting. Perhaps during break, so members (and their mentors) can fill out further out

Q20 – Are members ready and prepared to carry out their program assignments?

New assignments are not explained very well and some agendas are delivered late (though this has got better since December 2006 with acting VPE).

Recommendations:

1. Agendas to be posted earlier
2. New assignments explained
3. Encourage members to have short assignments ready, eg My Word, Laugh Master, Table Topics in case of gaps

Q21 – Are all speeches manual speeches from the Basic and Advanced C & L manuals?

This is always encouraged, but sometimes it is accepted when it is outside the norm.

Recommendations:

1. Mentor could look at speech prior to delivery

Q22 – Are creative table-topics and exciting theme programs featured?

See Question 14.

Q23 – Are the evaluations positive and helpful and based upon project objectives and the speaker's learning needs?

Evaluations are helpful and encouraging.

Recommendations:

1. Continued workshops on evaluation
2. Evaluating the evaluators – Coach the General Evaluator to ensure Commend-Recommend-Commend is followed (ie constructive evaluation, with points for improvement). Perhaps General Evaluator role assigned to more senior members?

Q24 – Do the meetings Start, Keep and End on Time?

Meetings have not been running on time. *This was the highest commented question with 11 responses.*

Recommendations:

1. Chairman and Timer should work together to keep to the right time
2. If running out of time, Chairman should be able to decide to move an assignment to the next meeting
3. Business sessions to be planned more carefully. Exec draft reports, motions and general business submitted in advance to VPE / President to get better handle on time required.

New Member Orientation (20 uncertain/negative)

Q7 – Are new members given a formal induction and presented with a pin, manual, etc?

Most of been given a formal induction and manual but no pin.

Recommendations:

1. Inform members that we provide a name badge instead of a pin, and is provided as part of the new member kit when inducted.

Q8 – Are new members assigned a coach / mentor for one-on-one assistance?

There is an awareness of this but not everyone as a mentor. *Stronger focus on mentor / mentee relationships is required.*

Recommendations:

1. On evening, each member to acknowledge who their mentor is
2. Those without mentors need one to be assigned to them
3. For new members, VP Education and Membership to assign mentor
4. Regular reports every 3 months from Mentors / Mentees. Perhaps to VPE/VPM, or better still – goal session review during a meeting, where each pair publicly announce their commitment.

Q9 – Are new members briefed on how the educational program helps developing speaking and leadership skills?

This has not been done formally for some. There was some vagueness in the replies. Most were not aware of it. *The New Member Kit, and the Communications & Leadership manual does explain the program.*

Recommendations:

1. This process needs to be explained. Perhaps included in one of the meetings

Q10 – Is there a survey of each new member's learning needs?

Most members are unaware of this. *This was the second most commented question, with 9 responses.*

Recommendations:

1. Again this needs to be explained. VPM to have new (and old) members to fill in the form from the new member kit.
2. Mentor and VP Education to put together program

Q11 – Are new members assigned a speaking role as soon as possible?

It is encouraged but not enforced.

Recommendations:

1. This would be something a mentor can help to encourage new member

Q12 – Are new members encouraged on an ongoing basis to participate regularly?

They are encouraged in emails, and with prizes.

Recommendations:

1. There is a fine line between encouraging and being pushy. We need to be careful how this is done

4. Results from all questions

Category (not ranked)	Q#	Yes	No	Uncertain	No Answer	Number of comments
1. First Impressions	1	14	0	0	0	5
	2	14	0	0	0	2
	3	14	0	0	0	1
	4	14	0	0	0	5
	5	14	0	0	0	1
	6	14	0	0	0	1
2. New Member Orientation	7	11	2	1	0	5
	8	11	2	1	0	5
	9	9	5	0	0	6
	10	4	8	1	1	9
	11	11	3	0	0	5
	12	13	0	0	1	3
3. Fellowship and Variety	13	13	1	0	0	2
	14	11	1	2	0	3
	15	12	2	0	0	5
	16	13	1	0	0	3
	17	13	1	0	0	4
	18	9	5	0	0	5
4. Program Planning	19	5	9	0	0	5
	20	9	5	0	0	5
	21	13	1	0	0	1
	22	13	1	0	0	2
	23	14	0	0	0	1
	24	4	10	0	0	11
5. Membership Strength	25	10	0	2	2	5
	26	9	2	1	2	3
	27	12	1	0	1	3
	28	13	0	0	1	2
	29	6	4	2	2	5
	30	10	1	2	1	3
6. Recognising Achievements	31	11	0	1	2	3
	32	5	9	0	0	6
	33	13	0	0	1	1
	34	13	0	0	1	1
	35	14	0	0	0	2
	36	12	0	2	0	3
7. CFTM Unique	37	3	11	0	0	3

5. Comments provided

5.1 First Impressions

Q1. Are guests **greeted warmly** and introduced to Officers and members?

Comment #	
1.1	There is definitely a good bonding between guest and members and I do believe guests are being welcomed and spoken to during the break, however sometimes it would be nice to formally introduce them at the BEGINNING of the meeting first as well.
1.2	Everyone was friendly during my first meeting
1.3	Yes, but reliant on long standing members, Darren, Barry, Marcel. I can't remember guests being introduced specifically to club officers
1.4	Have a dedicated sections for Guests (Visitors welcome & feedback)
1.5	When I was a visitor, I was very happy with the warm welcome I received. This was an added factor to joining TM. I realised that environment is a friendly one. That's what its about!!!

Q2. Is the **guest book** displayed and are **name tags** provided for visitors?

Comment #	
2.1	Maybe we can share some comments made by guests in the guest book in some of the marketing things we have?
2.2	Need to make sure greeters / SAA gets one to them ASAP along with Agenda, minutes, visitor welcome pack etc

Q3. Is the **room set up** with agendas and ballots distributed and lectern, gavel, timer and banner in place?

Comment #	
3.1	Barry does a great job. He will be missed

Q4. Is the **meeting venue** conveniently located, accessible and user friendly?

Comment #	
4.1	It is close to home and being an ex-IBMer I am used to the security rules, so it's not a problem for me
4.2	Require access to IBM secure location, but local security are aware of CFTM meetings on Monday nights and facilitate visitors entry
4.3	I am really happy with the venue. If it was any other venue, It would make it hard for me to attend.
4.4	It is a corporate site and can be hard for non-employees
4.5	Somewhat

Q5. Are guests **encouraged to participate** and comment at the end of the meeting?

Comment #	
5.1	Visitors are given the option to participate in Table Topics and to make any comments at the end of the meeting

Q6. Are guests **invited to join** on their first visit?

Comment #	
6.1	Visitors are told about the personal & professional benefits of TM

5.2 New Member Orientation

Q7. Are new members given a **formal induction** and presented with a pin, manual, etc.?

Comment #	
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7.1	This hasn't happened yet, however I was absent last time
7.2	Formal inductions starting to happen, but would like to see as an explicit agenda item. The new member order process is working well. Missing member pins, but not in budget (badge provided instead)
7.3	Business as usual. As per TI regulations
7.4	Not sure about the Pin , but the manual is given. Im also not sure if the last lot of new members were formally inducted
7.5	I received a manual but I don't remember receiving a pin.

Q8. Are new members **assigned a coach/mentor** for one-on-one assistance?

Comment #	
8.1	This hasn't happened yet, however I was absent last time
8.2	The coach / mentoring is being more enforced/adopted in 2005, however I am yet to have any sessions with my mentor or know what is involved
8.3	This is becoming a stronger part of our club, except I feel mentors are struggling for guidance.
8.4	Every one has a mentor assigned to them
8.5	I think new member are now being given a coach/mentor, but when I joined I was not given one.

Q9. Are new members briefed on how the **educational program** helps develop speaking and leadership skills?

Comment #	
9.1	I don't think this was formally done – usually only during casual conversations
9.2	Again I was absent last time. This would have been my first time as a new member
9.3	I am not sure what is meant by the educational program. Is it obtaining the CTM award?
9.4	Not sure how much is conveyed to them.
9.5	Since the time they come in as visitors
9.6	Initially

Q10. Is there a **survey** of each new member's **learning needs**?

Comment #	
10.1	Big NO
10.2	I haven't seen one yet, but again I have not attended a meeting yet as a new member
10.3	Not sure about this. Can someone please explain
10.4	I can't remember - is this part of the new members kit?
10.5	Believe it's an VPM / VPE role, needs conveying to other execs, and optionally members too.
10.6	Handled by mentor
10.7	Not that I am aware of
10.8	Not that I am aware of
10.9	Not sure

Q11. Are new members **assigned a speaking role** as soon as possible?

Comment #	
11.1	However I think is a good thing we can only encourage them, but not force assign them to a speaking role unless they feel that they are ready.
11.2	The are not assigned as such, but the option is left open to take on a task which will not involve speaking
11.3	We are quite good at this
11.4	The mentor works with the new member on a schedule of how they can participate at a comfortable pace
11.5	Left to them to decide

Q12. Are new members **encouraged on an ongoing basis** to participate regularly?

Comment #	
12.1	Neither 'Yes' or 'No' are appropriate in my situation as I have just joined and have not

	attended a meeting as a new member yet
12.2	I get emails encouraging me to participate
12.3	A performance improvement program is in place to help track each members participation in meeting with prizes given

5.3 Fellowship and Variety

Q13. Do **members greet guests** and make them feel welcome?

Comment #	
13.1	Yes, but reliant on long standing members, Darren, Marcel, Barry
13.2	Sometimes I've noticed that members may not step up and say hello, and visitor is fend left by themselves. Perhaps an idea is that execs lead by example, and perhaps "handoff" to get members more comfortable with assisting.

Q14. Are **enjoyable and educational programs** planned with exciting themes?

Comment #	
14.1	Sometimes familiar roles need to come back. Need a good description of new assignments before they're introduced. Themes are great, and special meetings enjoyable.
14.2	A theme is usually set for each meeting and around special occasions for ex: Pre-Melbourne cup dress-up & XMAS parties, etc
14.3	Sometime they are exciting and sometimes they are not.

Q15. Does the Club enjoy regularly scheduled **social events**?

Comment #	
15.1	Let's go ice skating :P
15.2	Although I have not had a chance to participate
15.3	More regular now than in the past. Club visits good. The dinner organised by Marcel excellent.
15.4	Usually every 4 to 6 month; the club has budgeted for social events
15.5	I guess it depends on what you consider "regular" is.

Q16. Are club members encouraged to attend **Area and District events**?

Comment #	
16.1	Members are encouraged - but do any attend?
16.2	President keeps everyone well informed on such events
16.3	But I don't feel compelled to attend them

Q17. Are **inter-club events** encouraged including joint meetings and forums?

Comment #	
17.1	I haven't come across one yet, but have only attended a meeting once as a visitor so far.
17.2	Encourages (idea) but have not seen this implemented
17.3	We've done 2 debate meetings with 2 other clubs in the area
17.4	Some

Q18. Is a **Club newsletter/bulletin** issued on a regular basis and presented in a lively format?

Comment #	
18.1	Not that I know of
18.2	Whispering Woods seems to have gone by the way-side
18.3	Needs to be revitalised.
18.4	Yes, a monthly magazine "Whispering Woods" is compiled by VPPR
18.5	It is a great newsletter (DJG: received response after 1st published)

5.4 Program Planning

Q19. Is the **agenda published for 2 meetings in advance** and sent to all members?

Comment #	
19.1	The agenda appears to be published for one meeting in advance
19.2	An area that needs focus
19.3	Agenda for current meeting is published at least 5 days before meeting. Next week's agenda is discussed during current meeting
19.4	Hard to get commitment from members
19.5	One meeting ahead

Q20. Are **members ready and prepared** to carry out their program assignments?

Comment #	
20.1	New assignments aren't always explained. Late delivered agendas foster uncertainty and also people not given a lot of time to prepare.
20.2	But it also depends on when you get your assignment as well!
20.3	Most
20.4	Usually
20.5	Not all the time due to personal commitments

Q21. Are **all speeches manual speeches** from the Basic and Advanced C & L manuals?

Comment #	
21.1	We encourage speeches from manuals, but accept when members occasionally want to do one outside this framework.

Q22. Are **creative table-topics** and **exciting theme programs featured**?

Comment #	
22.1	These are always fun
22.2	I quite enjoy the table topics! They make the meeting fun.

Q23. Are the **evaluations positive** and helpful and based upon project objectives and the speaker's learning needs?

Comment #	
23.1	Helpful to remind people. Would like to see a workshop on evaluation. Perhaps a CL speech?

Q24. Do the meetings Start, Keep and End **on Time**?

Comment #	
24.1	I must say we usually run overtime...
24.2	Most meetings have run to time except one
24.3	Trial buzzer (1 minute after assignment time) / clapping (15 seconds after that)
24.4	We've had a meeting go over time by over 30mn and that made us focus on timing. Since then we've been running on time
24.5	I feel that sometimes we need to be stricter on the times.
24.6	Absolutely not. It is the only thing I don't like about going to toastmasters.
24.7	Sloppy
24.8	Give or takes a few minutes starting
24.9	Late start = late finish
24.10	We do almost run out of time - but for good reasons only!
24.11	Mostly

5.5 Membership Strength

Q25. Does the Club actively work to maintain a minimum of **20 or more members**?

Comment #	
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25.1	I don't actually know
25.2	There are all sort of activities happening to attract new members (advertising, showcase)
25.3	Not sure
25.4	Regular guest nites planned to attract more new members
25.5	I believe the Club is continuously trying to recruit new members or encourage members to attend meetings.

Q26. Are **members retained**, indicating individual members are satisfied and involved with the club?

Comment #	
26.1	Club seems reliant on new members
26.2	Members move on within and outside of IBM. We need to encourage old/inactive members back
26.3	Usually

Q27. Is the **Club actively promoted** in the community or within the organisation?

Comment #	
27.1	Not sure
27.2	Peter Tohme doing a great job in this as a new VPPR
27.3	Multiple advertising fronts are established and getting us many visitors

Q28. Are **varied and exciting programs** planned to stimulate growth and club development?

Comment #	
28.1	It is always fun
28.2	Different themes and variety are schedules regularly

Q29. Are **sponsors** of new members **recognised**?

Comment #	
29.1	What are sponsors?
29.2	Not sure what this question means
29.3	Through Performance Improvement Program and prizes given to who gets the most number of guests
29.4	What is a sponsor?
29.5	Not sure

Q30. Does the Club organise regular **membership building** programs?

Comment #	
30.1	Demonstration meeting. Adult learner week
30.2	Starting to do so. Canteen flyers, articles. PIP includes new member incentives. Marcel can continuing working on this in 2005/2006 - great VPM!
30.3	Not sure

5.6 Recognising Achievements

Q31. Are all educational award **applications sent immediately** to World Headquarters?

Comment #	
31.1	I don't know
31.2	I'm not sure
31.3	Not sure

Q32. Is a **Member Progress Chart** posted and displayed at every meeting?

Comment #	
32.1	No, However I believe has been provided from time to time over email?
32.2	I haven't seen one yet

32.3	Through Performance Improvement Program
32.4	Has to be updated and available in teamroom and website
32.5	NO!
32.6	Receive from email

Q33. Does the Club **formally recognise** member educational achievements?

Comment #	
33.1	When they achieve CTM, CL, ATM, Ice Breaker

Q34. Does the Club **acknowledge and utilise** past and present Club and District leaders?

Comment #	
34.1	Not sure

Q35. Are member and Club **achievements publicised**?

Comment #	
35.1	They are in the team room
35.2	We have a web site

Q36. Is the **Distinguished Club Plan** used for both planning and recognition?

Comment #	
36.1	VPE Duties
36.2	Not sure
36.3	Not sure

5.7 CFTM Unique

Q37. Any other **suggestions** that could make the club better for you as a member?

Comment #	
37.1	TM is fun, but sometimes people take it way to seriously. People need to realise that members can be part of the club for different reasons. We have to realise that this club is a volunteer program and members should be free to contribute if they have time. Sometimes members may not have all the time in the world for TM – and that's ok. People need to realise this.
37.2	Only keeping to time. But otherwise a really great club to be part of.
37.3	More members from inside and outside of IBM