

## SNEHA 2009 Membership Survey Results

Total Surveys Sent Out – 121

Total Responses Received Back - 26

### BASIC INFORMATION:

Where do you keep your horse? 9 Board; 15 Home

Do you ride with a trainer or on your own? 5 Trainer; 11 Own; 6 Both

What discipline do you ride? 17 Hunt Seat; 5 Saddleseat; 10 Western; 2 Dressage

What goal do you aspire to achieve?

- Confidence in riding
- To stay on
- Year end champion
- Personal improvement
- Train your horse to be safe & competitive
- Good/fun/learning show experience
- Get back in the saddle
- Win
- Improve at every show
- Low level eventing
- Enjoy my horse
- To be a much better rider
- Fun

---

### COMMUNICATION:

Do you read the newsletter on the web or hard copy? 17 Web; 8 Paper

If you requested a hard copy, did you receive it? 5 Yes; 4 No

If no, did you inform someone? 0 Yes; 4 No

How often do you visit the SNEHA website? 3 Never; 1 Yearly; 15 Monthly; 6 Weekly; 1 Daily

Do you find the website helpful? 22 Yes; 0 No

### Collected Comments:

- Website is not updated very often
- Cannot get website on my computer
- Post point standings more often
- The web often lacks frequent updates
- Info is typically old
- Send out bulk email to everyone stating that newsletter/minutes are on the site
- Reminder of meetings the week before
- Reminders of date changes
- Email-I think people tend to check their email more often than they go on the website

### Action:

1. Information posted to Web will be up-to-date.
2. Email communication system has been implemented. If you have not received recent emails please contact Heather & Christin with an email address.
3. Audit points after every two shows. After points have been audited, post to the Web.

---

### MEMBERSHIP/RULES:

Do you have a copy of the SNEHA Rules & By-Laws? 17 Yes; 9 No

Have you referred to the SNEHA Rules & By-Laws this year? 14 Yes; 12 No

Where did you join SNEHA? 19 Meeting; 6 Mail; 1 Show

Were you familiar with our rules when you joined? 19 Yes; 7 No

If you had any questions were they well answered? 19 Yes; 1 No

### Collected Comments:

- Can I get a copy of the Rule book
- Have the show & meeting requirements on the back of membership card
- A copy of the rules and by-laws should be available at all shows & meetings
- Find the Charter so we can change some things about how we vote
- Points should be the same horse/rider to keep points for year (e.g. equitation is on rider, so points shouldn't go with horse for that class)

Action:

1. The Rule Book is available on the web.
2. At least one copy is available for review at every meeting and show.
3. The Board is currently in the process of updating the Rule Book and will replace the one on the web soon.
4. A hardcopy of the Rule Book can be requested and will be provided for a \$5 charge.
5. It is the belief of the Officers & Board of Directors the Rule Book should serve as the Association's Charter. From this point forward any reference to the Charter will be referred to the Rule Book.

**ADVERTISEMENT:**

How did you hear about SNEHA? 5 Friends; 4 TSGA in the 70/80s, Dad, 2 Members; Word of Mouth; 5 Trainer; Show flyer; Show in Marlboro years ago

Do you have any suggestions for publications where we could advertise?

- The Villager Papers
- Yankee Pedlar
- Tack/feed stores
- Shopper's Guide
- Turnpike Buyer
- Steed Read
- horsemensguide.com
- Breed club websites
- Equine Journal
- Fairs
- Equinesite.com
- HorseShowCentral.com
- horsenpony.com

Collected comments:

- Put up flyers at other shows (CQHA, Tri-State, Woodstock Fair)
- Members involvement
- Promote the low cost of classes & benefits to green horses and kids
- Submit the results of the top 3 placings in classes and/or championships of the shows to the magazines at the end of each month
- Not just officers & board making decisions
- Send mass mailings and emails to show and lesson stables
- Post flyers & pamphlets on bulletin boards in communities

Action:

1. A publications/promotions committee will be implemented who will review above suggestions.

**SHOWS:**

How many SNEHA shows did you show at this year? 6 0-3; 5 4-6; 12 7-9; 3 all 10

Do you show primarily for: 15 Fun; 13 Competition; 5 Awards; 9 Schooling

Do you rent a stall or show off the trailer? 14 Stall; 9 Trailer

Are the classes/discipline you are interested in offered? 19 Yes; 3 No

What is important in the show grounds? 21 Location; 16 Footing; 10 Parking; 12 Stalls; 15 Warm-up

Are these needs being met? 21 Yes; 6 No

Collected comments:

- Prices are perfect
- Give 4-H & FFA members \$1 or \$2 off classes w/membership card
- Cut daily fees to people who work shows
- Nicer ribbons
- Cut trophies except in kids classes
- Yearly show booklet with sponsors to pay for it
- Drop discipline classes, no division

- Have sponsors for classes – have them provide prizes (instead of trophy) to save club money and offer them (brown bag) raffle tickets or space in the banquet program as incentive
- Drop youth team classes due to not having a youth team
- Consolidate youth classes to reflect declining youth membership
- Leave the Green Horse class all walk/trot instead of w/t/c – have a discipline on the rail class
- Add an older rider division
- Add driving classes
- Add jumping
- Only 8 shows, 1 in July & 1 in August, do not conflict with Tri-State
- Do a double point single judged show
- Get more info & members views on other locations ( 3-Oneco, Hebron, Woodstock, Brooklyn, 2-Berlin Fairgrounds, Stonington, Tolland, Lebanon, 2-Four Town Fairgrounds, 2-Haddam Neck, Goshen Fairgrounds, Bethany Airport, TAC Grounds/Vernon, Guilford Fairgrounds, First Co Gov Horse Guard Grounds/Avon, Ledyard Fairgrounds)
- No shows at Hebron due to uneven & rocky footing
- Woodstock is so far away/terrible drive/no shade on hot summer days
- All shows at Woodstock is not good
- As much as I like Woodstock it would be nice to show somewhere else too
- Almost all shows at Woodstock is good

Action:

1. A show committee will be implemented who will review above suggestions.
2. 2010 show schedule does not conflict with any Tri-State Open Shows.

**VOLUNTEER:**

Would you be interested in volunteering next year? 18 Yes; 2 No

Which area would interest you most? 3 Trail Steward; 6 Ring Steward; 9 Gates; 5 Trail set up-down

What portion of the day would be best for you? 4 AM; 5 PM; 1 Whole day

Would you like to volunteer to serve on a committee? 10 Yes; 11 No

Which area would interest you most? 6 Show Committee; 3 Trail Committee; 5 Banquet/Awards Committee; 4 Marketing; 2 Other

Collected comments:

- Awards for being volunteer or \$ off stalls/classes
- Offered to do a clinic on a Saturday of a show weekend and to speak at a meeting again
- Can't volunteer - show am & pm (family members try to help)
- Whatever I can do when not showing
- Offer shorter volunteer times
- Would like to help with tasks not on show day due to showing self/clients)
- If volunteers are needed ask every member to dedicate their time to at least one show and share burden - have sign up form so everyone knows where and when they need to serve their time and can schedule accordingly
- Only having to commit to part of the day is more convenient unless I am not showing then could help all day

Action:

1. Show committee will review above suggestions.

**BANQUET/AWARDS:**

How many times have you attended a banquet in the last five years? 3-never; 5-once; 3-twice; 4-three times; 11-five times

Do you plan on attending the banquet? 22 Yes; 4 No

How was your experience at the banquet? Nice; fun; Long; Okay; Good; Great; Very Good

Collected Comments:

- A real DJ would be nice
- Usually run very well
- Although individual awards took time people seemed to enjoy them
- Too long, Too loud
- Very well organized
- Awarded a vest that didn't fit....a gift certificate would have been more useful
- Appreciate the amount of time & effort that was put into the banquet
- Good every year except one
- All good but disappointed with DJ last year
- Maybe allow people to use microphone during dinner to thank friends-trainers-special awards....focus on positive/fun
- Too many awards
- Need to find out what discipline the winners ride as my western lead liner got a hunt seat saddle pad
- Close the raffle earlier and do that during dinner so we can start awards earlier

Action:

1. Banquet/Awards committee will be implemented who will review above suggestions.

**GENERAL:**

Number one reason you joined SNEHA? 10 Atmosphere; 4 Competition; 2 Awards; 8 Cost; 9 1-Day show; 3 Other

Are your needs/expectations being met? 21 Yes; 3 No

Collected Comments:

- Go to many barns this winter "Glad Hand" and invite people back as I get stories of people who were asked not to come back to shows
- Solicit corporate sponsors
- We need to get the kids back and fun show needs to be held
- If you are present with horse in trail line judge should not close trail after waiting for 20 minutes
- Friendlier secretaries in the booth
- Would like to have educational clinics
- Maybe tack shops would consider giving members discounts
- Different judges (that don't play favorites to previous exhibitors, judges get to know same riders and are too familiar, judges need to know all disciplines)
- Govern body needs to be changed after so many years just like real politics-when same officers for long period we lose members as done their way instead of what club wants-change every 2/3 years so fresh people and ideas are involved-need new things to be tried
- Increase membership and show fees by \$2 to offset cost and put club at better financial place

Action:

1. Nominations committee will be implemented who will review those above suggestions that would pertain.
2. Other committees formed will review those above suggestions pertaining to their area.