World Sailing Classes Satisfaction Survey Report

1. Survey Overview:

- Total Responses Received: 17 Class Associations completed the satisfaction survey.

2. Categories Evaluated:

Class Associations were asked to rate their satisfaction across five key service areas:

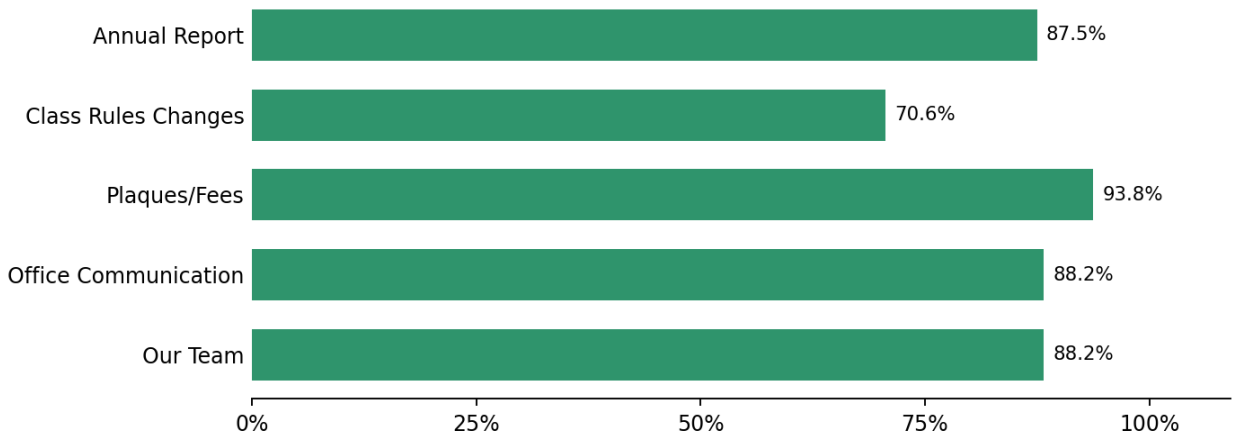
1. Annual Report Process
2. Class Rules Changes Process
3. Plaques & Fees Administration
4. Communication from the Executive Office
5. General Experience with Our Team

3. Overall Satisfaction Score:

To calculate overall satisfaction, we averaged the percentage of Class Associations who selected "Satisfied" or "Very Satisfied" in each category, excluding unanswered questions.

- Annual Report Process: 87.5%
- Class Rules Changes Process: 70.6%
- Plaques & Fees Administration: 93.8%
- Communication from the Executive Office: 88.2%
- General Experience with Our Team: 88.2%

Average Satisfaction (excluding unanswered responses): 85.7%

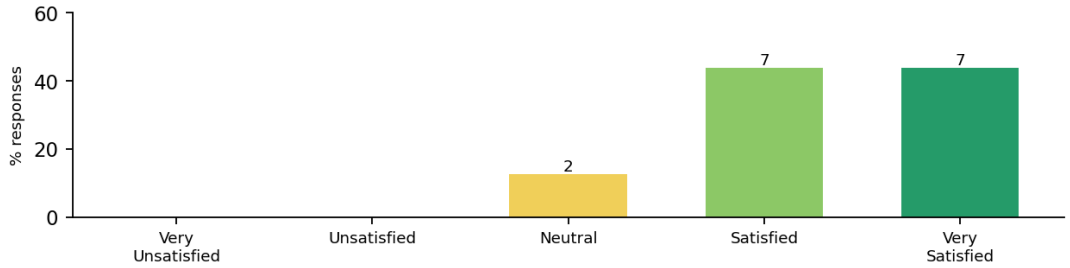


4. Evaluations by Category:

Each category is shown using the full satisfaction scale, from Very Unsatisfied to Very Satisfied. The figures below indicate the number and percentage selecting Satisfied or Very Satisfied.

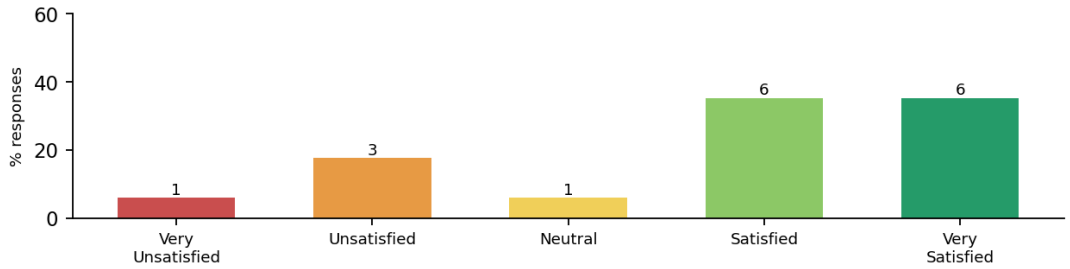
5. Annual Report Process:

- Satisfaction: 87.5% (14 out of 16 valid responses)
- 7 classes marked Satisfied; 7 marked Very Satisfied; 1 did not answer this section.



6. Class Rules Changes Process:

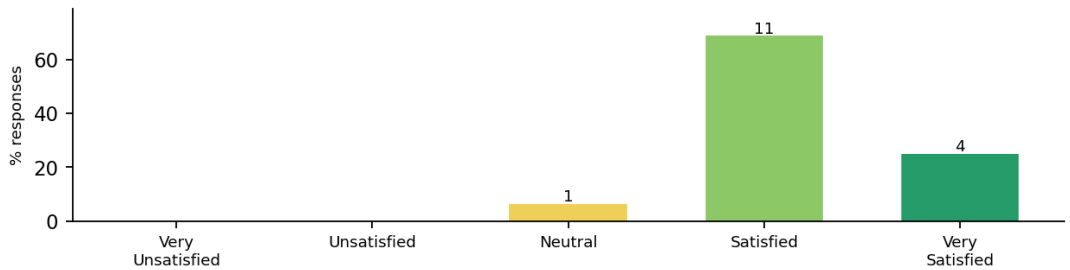
- Satisfaction: 70.6% (12 out of 17 valid responses)
- 6 classes marked Satisfied; 6 marked Very Satisfied.



The results are mixed, with several responses below Satisfied.

7. Plaques & Fees Administration:

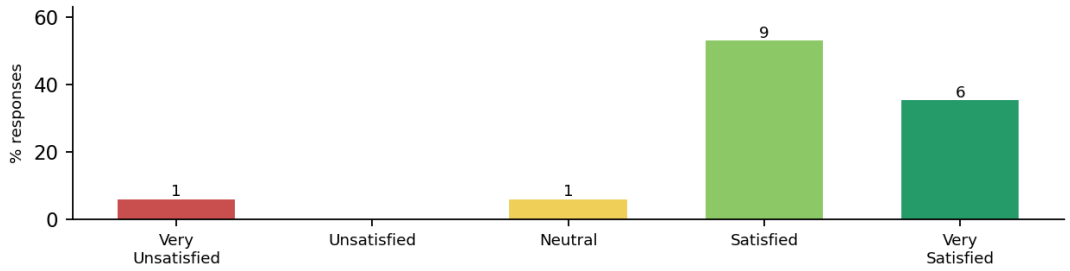
- Satisfaction: 93.8% (15 out of 16 valid responses)
- 11 classes marked Satisfied; 4 marked Very Satisfied; 1 did not answer this section.



This is the highest-rated service area in 2025. A small number of comments highlighted practical questions relating to invoicing and form fields.

8. Communication from the Executive Office:

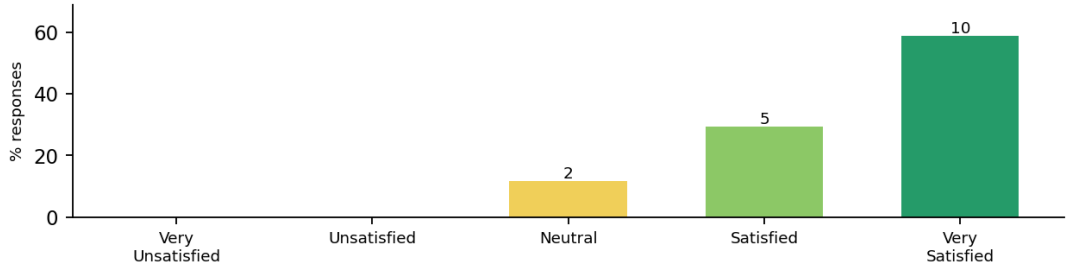
- Satisfaction: 88.2% (15 out of 17 valid responses)
- 9 classes marked Satisfied; 6 marked Very Satisfied.



Most respondents rated communication positively, although comments identified some areas where online information and administrative follow-up could be improved.

9. General Experience with Our Team:

- Satisfaction: 88.2% (15 out of 17 valid responses)
- 5 classes marked Satisfied; 10 marked Very Satisfied.



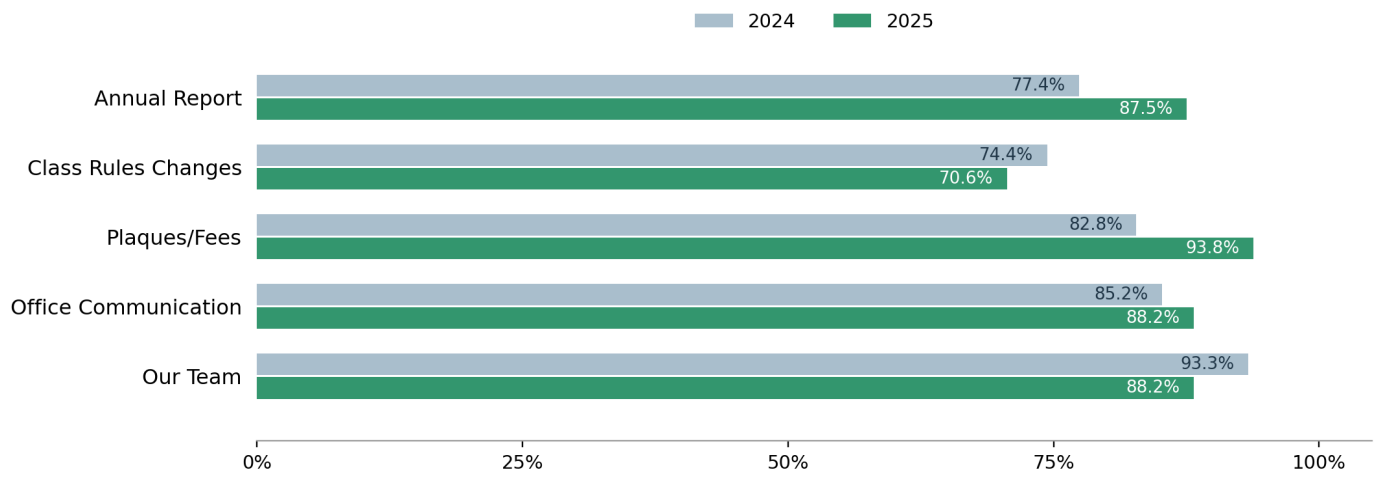
Respondents continued to rate their experience with the team positively, with 10 of 17 selecting Very Satisfied.

10. Overall Satisfaction

The separate overall satisfaction question received 17 valid responses, of which 15 (88.2%) were Satisfied or Very Satisfied.

11. Satisfaction Trends (2024–2025)

Compared with 2024, satisfaction increased in the Annual Report process, Plaques and Fees Administration and Office Communication. Class Rules Changes and the experience with our team received lower scores. As only 17 classes completed this year's survey, these changes should be read as indicative feedback rather than a definitive trend.



12. Conclusion:

The 2025 survey results show positive feedback across the five service areas, with an average satisfaction score of 85.7%. Plaques and Fees Administration received the highest satisfaction rating, while the feedback also points to areas where processes and support can be improved.

We would like to thank the Class Associations that took the time to complete the survey. Their feedback helps the Executive Office understand what is working well and where we can continue to improve our support.