

2010 Committee Member Mid Year Survey Results

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Survey Overview

Description

Mid Year survey of committee members, to determine satisfaction with committee and any possible interest in running for the board

Instructions Provided To Respondents

Thank you for your service to KICA on a committee. Volunteers are the life-blood of KICA, and KICA has an energetic and brilliant cadre of volunteers! Please complete this short survey to let us know how you are enjoying your volunteer work for KICA and what KICA could do better. Thank you for participating.

Respondent Metrics

Respondents: 76
First Response: 8/5/2010 11:57 AM
Last Response: 9/14/2010 10:05 PM

Survey Results

The following is a graphical depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each graph.

Section - Current KICA Service

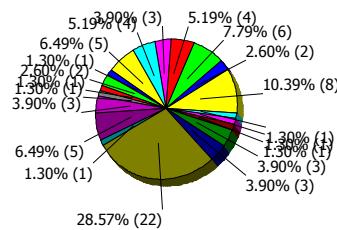
Instructions Provided To Respondents

You will note that KICA’s number of committees expanded almost doubling to 25 committees this year. This is because of two factors. First, the KICA board wanted to establish more committees so it could hear from more members, thus improving communication. Second, the KICA board set strategic goals, which could only be met with the assistance and expertise of new committees. This year, no volunteers were turned away. Everyone was welcomed.

1. I currently serve on the following committee(s) or sub-committee(s).

- Communications Development
- Community Center
- Digest Production
- Finance
- Governance
- Green Team
- Grill Consulting Group
- Human Resources
- Johns Island Roads
- Kiawah Membership Opinion Sample
- Kiawah Wind and Hail Insurance Group
- Land and Lakes
- Major Repair
- Member Appeals
- Regime Director Education Linkage
- Regime Modification Guidelines
- Regime Owner Education Forum
- Safety and Security
- Strategic Planning
- 401(k) Investment

Mean: 13.87 Mode: 14.00 Median: 14.00 Standard Deviation: 7.23



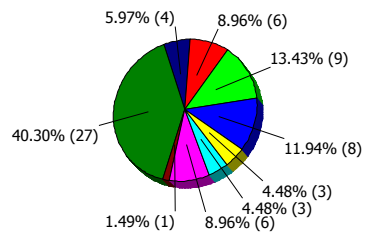
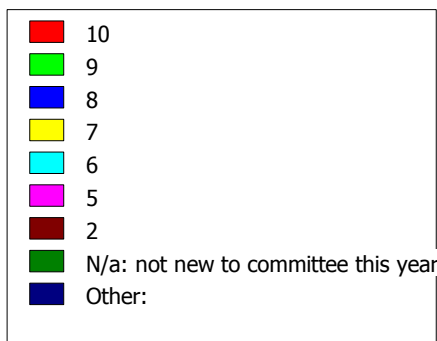
Section - Feedback on your KICA volunteer experience

Instructions Provided To Respondents

Serving on committee should be fun and rewarding! We want to determine what your experience has been and determine if there are ways that you can think of to improve your experience.

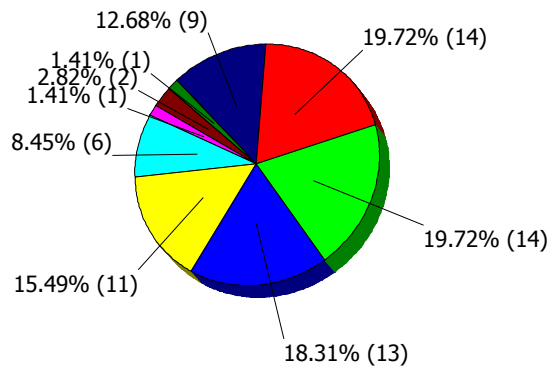
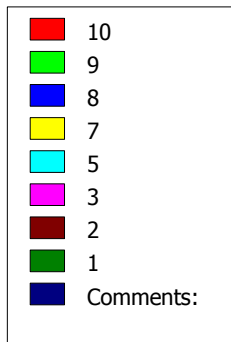
2. If you were new to a committee this year, we want to know what your expectations were. Please let us know your anticipated level of enjoyment and/or personal satisfaction you expected and wanted for serving on current committee/sub-committee. (10 being most satisfaction expected and 1 being least)

Mean: 6.94 Mode: 11.00 Median: 6.00 Standard Deviation: 4.14



3. At the present time I would say that serving on my current committee/sub-committee has given me this level of enjoyment and/or personal satisfaction. (10 being most satisfaction expected and 1 being least)

Mean: 4.17 Mode: 1.00 Median: 3.00 Standard Deviation: 3.27



4. To make KICA volunteer service more enjoyable and productive the KICA Board could:

**It is essential that volunteers not feel that their time has been wasted and their recommendations ignored

A representative of the Board might try to attend one meeting each year

Actually I was not aware of all the committees that were listed. As a part-time resident may that information can be made available to all. Maybe notification through emails would help.

Agenda & background materials by e-mail in advance when feasible

Allow committee members to have more input in setting the agenda for the committee

Allow the committee members to have more input in solving problems (or at least make sure they understand the reasons for reaching the final solution)

Be more interested in understanding current usage at the Sandcastle and in putting in place a plan for facility expansion as the Island gets more built out.

Better board interaction with committee--as in time of board laisions

Continue efforts to improve open communication

continue to seek broader participation from property owners through creative marketing and promotional efforts

Demonstrate more value and appreciation to the committee members

Establish clear and challenging objectives for the committee for the year and provide a semiannual review of results. The most recent Digest indicated the operating plan had already accomplished or started 47 of the 57 goals that were established. That is more of a low hanging fruit comment than an accomplishment of major objectives. Over 80% in 6 months means a lot of coasting in the last 6 months.

Facilitate greater interaction with volunteers on other committees.

Follow-up with committees to ensure that volunteer help is being utilized. Are Board members assigned purview over specific committees? If so, which Board member was responsible for follow-up or follow-through with Grill Committee?

Give specific assignments with expectations for deliverables.

Hi, Martha. I have been inactive over the past year due to a necessitated change in residence to assist family members. It has made me realize how grateful I am for the life I enjoy at Kiawah and the camaraderie we share when serving on a committee for our Association. I am currently in Portland, OR until September 10th. If Joe will still allow me, I would love to resume my volunteer work with Safety and Security in October. Please thank the Board and Administration and Staff of KICA for their kind support.

I can not pull up the survey sent because it was not in color.

I can't think of a thing!! I love serving on Land and Lakes

I did one survey. It was easy to do, I would be happy to continue if you need me.

I have really enjoyed being on the turtle patrol this year. It was a great way to meet other residents and the enjoy some of Kiawah's best-- The beach.

I haven't been asked to do much yet so I can't comment.

I think feedback regarding the survey results would be helpful. Especially for those of us who are not permanent residents.

I wish it could be a little more in depth

I would like to serve on the Native Plant committee if their is an opening.

I'd probably send out a standard reply to member questions by asking them to consider serving on the committee that focuses on their question

It might serve an informational purpose if the minutes of the various committees could be published on the KICA web site so all the members could see what is being done.

It seems like we operate in a vaccum and it might be helpful to hear from the KICA Board from time to time.

It would be very helpful if a copy of all reports that will be discussed during each meeting would be given to the committee members before the meeting was held.

keep me posted im trying to get there

KICA Board should provide feedback direct to committee volunteers as well as through staff committee chair. State satisfaction with committee input, some specific acceptance/non-acceptance of committee recommendations. Presently for the most part committee communication to and from Board is in one direction, i.e. volunteers to Board only.

Make a greater effort to let non-residents know that they could serve on committees via teleconference or web video.

Make decisions based on the individual membership needs and desires rather than direction from the establishment. The establishment has had its day in the sun and is positioned to continue to do very well as they have been self serving first.

My response here will depend on what actions the Board takes later this year with our recommendations.

none (2 responses tallied)

Provide copies of written financial reports before Financial Advisory Council meetings take place. It is difficult to get all the reports printed out at home before the meetings.

Provide more contact with committee members

Provide more IT resources for generation and analysis of Kiawah data

Request a formal report with recommendations wherever feasible and respond to those recommendations--explaining why they were not adopted and indicating those that were adopted.

schedule meetings when there is the greatest likelihood of member participation - consider skipping months such as in summer if committee business permits - schedule meetings six months or one year in advance whenever possible.

seek "outside" experts to speak on subjects germane to committee business including those who may have served in similar capacities at other resorts or

developments similar to Kiawah. In other words, always seek "best practices" no matter the source.

Specifically, I have heard that some people had questions about fishing on the island and the impact of pond maintenance on the fishing. From what I've heard, I'm not sure the issue was worked through to everyone's satisfaction.

The, Chairman was excellent. he could not have done more for the people of the Islands.

Volunteer service is setup for full time residents. The meetings are during the week, even the appreciation lunch is held during the week. As a part time resident I will always be a just voice on the phone. I'm not sure if there is anything that can be done to improve this but have something on a weekend now and then would help.

Work more in concert with the other major entities on the Island such as the Conservancy, Regimes and major Rental Agencies for input and assistance relying less on THE Resort, KDP and KIRE. Afterall build out is less than 3% away.

Worry less about image and political concerns and more about thoroughness and accuracy.

5. To make KICA volunteer service more enjoyable and productive the chair could:

All too often, the regular members of the committee can feel somewhat detached from the KICA Board and its activities and policies. Having a Board member attend committee meetings is helpful; alternatively, the committee chair could at times provide more informal, indirect communication on Board positions and actions relevant to the committee's charter.

Ask small group of members to review island with staff once per month to look for hazards--bike crossings, line of sight, overgrown signs etc. with purpose to enhance safety for all on island.

Chair has done a fine job. He prepares, listens, synthesizes, and draws out members.

Chair is staff and is great.

Encourage and facilitate discussion while concurrently keeping things "on track."

Encourage diversity of opinion in discussion--a chair should do everything possible to assure that he/she is not dismissive of a particular point of view and should not tolerate dismissive behavior from other members of the Committee

Encourage participation from all committee members

Generate a list of major Island needs and ask the volunteers to pick 8-10 as objectives for the year. Divide the group of individuals into 4 teams with each team having 2 or 3 objectives to organize into a program for accomplishment and presentation to the group.

I think feedback regarding the survey results would be helpful. Especially for those of us who are not permanent residents.

If you are referring to staff committee chair, safety & security chair is doing an outstanding job presiding.

Jessica and Kay are doing fine.

Make specific assignment areas--we have a broad mandate so 1-3 members responsible for each area would help focus discussion & fact finding

Occasionally remind volunteers of the significant service they provide to KICA and the Kiawah community.

Plan meetings in advance & offer web-ex or teleconference options for folks traveling (for business) or not currently on the island

Promote teleconference if not all the members can be in attendance

Provide clear directions in terms of the assignment: the process (how discussions will be conducted; when discussions will end and how consensus or a decision will be reached) and how the Committee's efforts will intersect with the Board in terms of decision-making

Provide financial reports prior to the Financial Advisory Council meetings.

Provide meeting materials and agenda several days in advance of meetings

Re-evaluate status of parking along some busy 2nd roads

Represent the Committee by making sure that Committee concerns and recommendations are addressed. It is also important to give the Committee up-dates on the results of their efforts once the matter leaves the jurisdiction of the Committee.

Same

See #4

The chair needs to be more of a stimulator and coordinator seeking innovation rather than a boss, leader or director.

the meetings are very well run with good preparation none (2 responses tallied)

The status quo is the easiest path to follow, but it never leads to progress. The best attitude to have is that we need to improve everything- where do you want to start?

The two chairs of my committees have been great! They have been very open to all suggestions and comments from members. They have been clear in developing and communicating goals and objectives for the committees. They have held regular meetings that are well-run and focused.

Use conference calling

Using staff resources to chair many committees has its ups and downs -- on the positive side, the staff chair is normally very knowledgeable. On the negative side, the staff chair is reluctant to take on controversial issues or take a stand contrary to a resident opinion. Should the latter problem develop, there should be some consideration to letting a resident take the chair to lead the discussion or debate on that controversial issue.

We could set an established meeting date schedule so we could know when we are going to meet. I realize that we may not have to meet that often.

What can you do when our County Council is inept and stupid.

6. To make KICA volunteer service more enjoyable and productive staff could:

Act quickly on outputs (take action or explain why not).

Be certain that all who volunteer for committees are assigned to a committee. In the past, many volunteers were not "accepted" by the chairs and did not serve. I don't know whether this has changed.

Deal with the two first!

Ditto on the need for more IT support.

Educate volunteers concerning the roles of staff members so volunteers make requests of staff that are reasonable and appropriate--or require that all requests to staff be made through the Committee chair

Establish the roles of volunteer committees vis a vis staff so that any issues of usurpation or defensiveness are eliminated. This is a joint staff and Board determination.

I do think any of the staff, after seeing some of the objectives, could offer some assistance. Since most are not property owners, their perspective could be of value and more neutral than ours. However, their need for job security may overshadow their honesty.

I think feedback regarding the survey results would be helpful. Especially for those of us who are not permanent residents.

Maintain a professional and cordial atmosphere

Provide prompt response to requests.

questions are quickly answered (2 responses tallied)

Same

See #4

See 5

Staff answers emails immediately, provides information or information sources quickly, responds as well as possible to concerns, considers all suggestions. Way to go, staff.

Staff exceeds my expectations in their efficiency of scheduling, room set-up, refreshments, research, dissemination of preparatory information and/or summary meeting notes, and committee support role.

Staff has done an excellent job of supporting the committees that I'm on.

Staff is wonderful, responsive and thorough and competent.

Staff should provide a memo prior to the meeting outlining what major issues need to be addressed.

Staff should provide copies of all documents prior to the meeting.

To my knowledge, the staff has never interacted with my volunteer service!

7. To make KICA volunteer service more enjoyable and productive my fellow volunteers could:

1. Read what they are supposed to read and respond in a timely manner.
2. Contribute ideas and suggestions when requested to do so.
3. Make it a priority to attend meetings by phone when attendance in person is not possible.

All of us need to remember that talking a lot or loud does not add value to our words.

Be more dependable when it comes to attending committee meetings and make a greater effort in preparing for meetings and/or getting up to speed when meetings are missed.

Be prepared ...

Committee turnover is too high. People need to better understand what they are committing to when they join this committee, and then follow through on their commitment.

Consider written responses to issues seen by Jos C as important to form a basis for discussion --as was done for dog leash issue

everyone participates (2 responses tallied)

Far too many volunteers join a committee and do little else to support the activities of those volunteer groups. Volunteer committee work is an obligation to serve and to contribute -- with emphasis on the latter -- and we need to do more to remind our fellow members of this fact.

Generally, the members of my committees have been diligent, responsible participants.

I think we could do a much better job if we clearly identified exactly what we needed to accomplish and then establish the direction, benchmarks and completion date or time. Too often we are like the 3 blind men examining an elephant and too focused on our own personal perspective rather than the total program.

In a team activity, no individual can win without the team, but a team can win without an individual. So be a team player

Participate in discussion and generate questions that need resolution.

Respect the points of view of fellow volunteers and never demean the opinions of others

Same

See #4

Volunteers should follow-through on assignments and produce work in a timely and thorough manner. Attend meetings as scheduled to the extent possible.

8. Other suggestions or comments you have about KICA volunteerism:

At the moment I am not able to be a volunteer. Maybe in 2011 I will be living on the Island More than at the moment. Buff Jozsa

Even though it's a budgetary matter, I think the volunteer appreciation/recognition reception was a worthwhile event.

Good people.

I am not a permanent resident, but wanted to "get my foot in the door" for possible greater involvement when and if we locate there. It has been challenging participating long distance. There may need to be some better technology for participating via phone, web conferencing etc.

I am only on an online survey committee. i would love to know what the outcome of the surveys are and the information you can use from them. i enjoy filling out the survey, but do not feel i have much in put on this particular one as i don't actually serve with people.

I am very pleased with my experience on this Committee and my prior service on the Amenities Subcommittee. In both instances, the Chairs welcomed varied opinions and did an excellent job of bringing the group to consensus on different issues. On this Committee, we are just beginning, but in the case of the Amenities Subcommittee, the Chair worked hard to follow up on the Subcommittee's final report and recommendations.

I don't remember what specific information I was given when I joined Digest production, but I wonder if new volunteers are given enough information about what their committee membership will entail. I'm not sure who should provide that.

I enjoy being able to assist in helping to make Kiawah a community to be proud of.

I think it is a good policy to elicit comments and participation from the members. Communication to all members about the suggestions, recommendations and accomplishments is important. I have found that the communication is there, and when I have had other questions or suggestions, Joe and his staff have been accessible and responsive.

I think the Board does a disservice to the groups by not having major long range objectives that we can approach on a step by step basis. Such as a

building with an indoor pool, basketball/volley court(s), nature center and business offices for short term rental.

It is a great opportunity to give back to the community - the old adage "If it's not broken, don't fix it" certainly applies, KICA works because so many volunteers are unselfishly involved, and because staff welcomes new ideas and challenges (2 responses tallied)

It is rewarding to meet those from other professions/experiences in addressing issues from several perspectives.

Membership on a committee should result in more activity and interaction between the KICA Organization and the committee members.

My earlier experience on the Communications Committee was frustrating for a number of reasons. While the Editor was excellent and very professional, many decisions regarding the content of publications was made out of the purview of the Committee. It was misleading for volunteers to think they were helping to structure communications. Also, most writers like to have a by-line, and there was no recognition for the volunteers who wrote for the publication. Therefore, I would suggest that articles be written by staff or, in cases where a volunteer writes the article, he/she should have a by-line. KICA can, of course, still retain all rights to edit an article (but should let the volunteer know in advance what has been changed in case they want the name removed).

My responses refer only to the committee on which I am new this year, CDTF. I will respond to the second email I received about Digest production.

none (2 responses tallied)

None

None.

Objectives can be combined with other groups like the Conservancy. Blue Bird buses are made in SC and they have a great small electric bus that could provide Island transportation at a fee. Maybe they lease or have used buses. Beach parking could be remote with a bus to the path. Save the Villas parking for the people staying there. I was just at our Villas last week and cars were waiting , like wolves, for someone to back out so they could descend on the vacant space.

There needs to be more self reliant thinking from the top down at KICA instead of waiting for guidance or for fear of offending the establishment. If KICA is successful then everyone will benefit even KRA, KDP and KIRE.

We need to continue to search for volunteers who have specific skills-- construction, security,finance, health care etc

When I'm a more regular resident of Kiawah, I will step up to the plate with more volunteering.

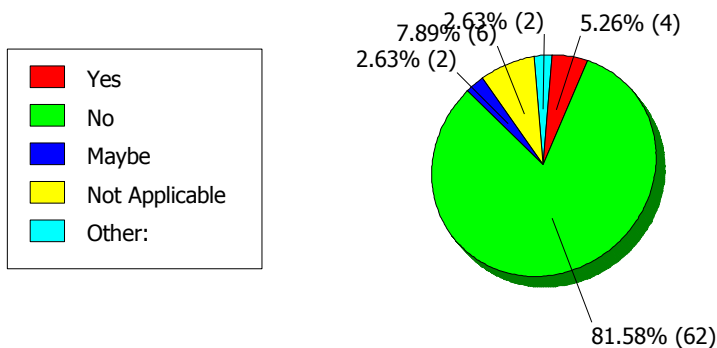
Section - Board Candidate

Instructions Provided To Respondents

Each year, there are two members of the KICA board of directors who step down, having served their three-year terms. We wonder if you ever thought of serving on the KICA board of directors. KICA believes that members like you who have served on a KICA committee have a distinct advantage over other candidates, because you understand some of the inner workings of the association. The following questions are about whether or not you would potentially be interested in board service. The deadline for candidates is mid December. Information goes into the annual meeting packets in January, and elections are held at the annual meeting in March 2011. Terms are three years.

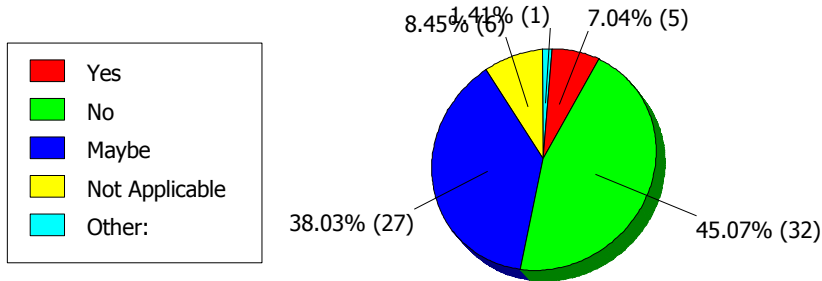
9. I am potentially interested in being a KICA Board candidate in the March 2011 election.

Mean: 2.21 Mode: 2.00 Median: 2.00 Standard Deviation: 0.77



10. I am not interested in being a KICA Board candidate in the March 2011 election, but would consider running some future year after 2011.

Mean: 2.52 Mode: 2.00 Median: 2.00 Standard Deviation: 0.80



Section - Comments or Suggestions about Board Candidacy:**Instructions Provided To Respondents**

We want to hear from you on any other comment or suggestion you have about being a KICA board candidate. Remember, if you have questions, you are also welcomed to contact Joe Bunting at 843-768-9194 or joe.bunting@kica.us

11. Comments or Suggestions about Board Candidacy:

Aggressively publicize the rewarding experience that KICA board membership can be.

As a non-resident I want to remain involved with Kiawah. Committee has helped. I also serve on the board of our regime - president this year. That has been rewarding as a way to get to know more people.

As an non-permanent resident I am not certain I could be of benefit to the Board.

as i stated above i do not serve on an actual committee, i am on the survey on line committee. i do not see myself as a board member. we don't live on the Island but are there about once a month. We are interested in the "doings" of the board, but are not in a position to serve on it at this time.

Because of other commitments, I could not be a candidate.

Being a non resident makes it difficult to actively participate

Board candidacy is a great way to get involved in the interactions on the Island and meet interesting and diverse people.

Board should list current lists of issues, expected list of issues over 1-3 years on web site or in mailing so potential candidates could assess full interest

cannot be a board candidate at this time (2 responses tallied)

Do not have anything to add

Don't have any at the moment

Effort could be made to encourage candidates within the first gate

Great staff!

Have served & enjoyed it. Would consider serving in the future if there are no candidates. It would be better to have different people. Present Board is diversly representative.

I am a non-resident and my visits to Kiawah are not numerous at this time. I expect I would be interested at a future time.

I am not a full time resident.

I am not intereseed in serving on the Board

I am not sure what is required to be considered a candidate for the Board. I have had a long career in accounting/finance with experience in public accounting, the oil and gas exploration industry (probably not the best resume builder these days) and the road construction business, but the demands of my career prohibited extensive involvement in volunteer activities. I served on the Board of the private school that my girls attended in Houston and I have been actively involved on the Board of our Kiawah regime. Reading the profiles of others on the Kiawah Board, I'm not sure that this is enough to be considered for a Board position.

I am sorry but right now I have too many other obligations.

I am still working full time and do not live at Kiawah. Therefore, I think that at some point I would be interested in serving on the board, I am not currently able to commit to this kind of service.

I am working full time for at least the next 3 years. I do not have the time to serve and do the work that would be required.

I appreciate the work being done.

I believe it would be advantageous to have a Board member who is ot a full-time resident.

I believe there are enough responses in the first 10 items to provide my point of view.

I do believe we can do anything, it is just a matter of having the target firmly in the cross hairs and establishing a plan to do it and a back up plan if needed.

I do not believe the Board gives a balanced view towards villa owners vs. home owners, even though we apparently pay the same membership fee.

I do not live on Kiawah and therefore could not be on the board.

I don't have any suggestions

I don't know people well enough yet to specifically recommend someone.

I have been a property owner since 2001 and my wife and I recently had the good fortune to be able to retire and now spend most of our time here on Kiawah. I would like to make a contribution to this island that we love and I would consider committee/Board involvement. My areas of expertise are finance and strategic planning.

I have served on the KICA board. I agree with its strong role in strategic planning but I believe it also has a responsibility for smooth operation of management programs. Having each board member responsible to report on specific major operational areas was successful in the past. It need not intrude into daily management operations. This might require some thought to further extension of KICA governance structure.

I have the utmost respect for those who have the time, the energy, and the willingness to serve on the KICA Board. They do a great job and you will never hear me sniping from the sidelines.

I really liked the meeting last week on the zoning for East Beach. The more information people have about what is going on here the more they will be interested in the future of the community. Thank you to all the officers who dedicate time and talent to our beautiful island.

I support anyone who is willing to give their time

I think it would be difficult to be a productive board member if one were not on the island a significant amount of time

I think it's good that you are seeking potential candidates this way rather than having them recruited by existing board members.

I think many people might consider candidacy but do not want to be in a contested situation since, in the past, it has sometimes become too personal.

I think the board candidates are pretty well chosen and when elected, work hard for all.

I will become much more active when I move to Kiawah full time.

I will contact Joe Bunting about Board Candidacy.

I will discuss with Joe Bunting about what skills are needed for Board Candidates.

I would be hesitant to serve on the Board due to the sometimes very negative attitude of some members of the community.

I would be interested if the Board has a position for a non-resident member. While we are at Kiawah about six months out of the year, we are not permanent residents.

I'm not good at politics which could be considered a serious negative.

It is very frustrating to see and hear a big to do over the accomplishment of rather minor items. I guess, if that is all there is on your list, it is understandable just not desirable.

Keep me posted im trying to get there

Maybe once I am a full-time resident in a few years

More later....

My full time residence is in Michigan so it makes it difficult to volunteer more get involved.

My impression is that serving on the KiCA board takes a big time commitment. I also am not sure it is a viable position for someone who does not live on Kiawah a majority of the time.

NA

na (2 responses tallied)

NA.

NA..

no additional comment at this time

No comment

No comment.

No comments

No further comment at this time.

No further comments at this time. Thank you for your service.

No suggestions

none

None

None at present

Not having gone through the full candidacy process yet, I don't know enough to make suggestions. Why is this question required? (2 responses tallied)

Nothing at the moment, I thank you.

nothing comes to mind

Nothing ever stays the same and if you want to be part of the change you have to be part of the process.

One of the things that deters me from considering being a candidate are the pressures brought on from the developer and the resort -- as well as the negativism of many of the property owners

Please remember that all candidates should keep the people informed.
Thank you

Possible interest after 2011

Serving on the KICA Board would be an honor and a privilege, but to take on such a role should mean being totally involved, Personally, in addition to serving on the Finance Advisory COmmittee, I also try to find time to serve KINHC and Habitat for Humanity, Since my spouse shares my interest in these latter two activities, my current level of involvement is very satisfying (2 responses tallied)

still employed in city at 80 time and age would preclude (2 responses tallied)

The board seems to be the target for muxch of the criticism on the island - I am not here to make enemies.

Time commitment is more than I am willing to undertake.

Unfortunately, there are only 24 hours in a day and I am fully committed in other areas.

we are not full time residents so I would be unable to serve

Will be interested once I am full-time at Kiawah.

Would like to see a Board that is able to work with other Kiawah sectors rather than constant discourse.

Would like to see a Board that is deversified with full time and part time owners and that don't mind transparency. It appears several decisions for Kiawah have been made with a hidden agenda or Board decisions tried to be rammed down the residents throat (i.e. off site boat parcel, parcel 23, etc.)

X