

2023 NSHA V Satisfaction Survey – Board Review/Approval of Show Committee Action Work Sheet

28 surveys received with request - If you selected "okay" or "poor" please comment how to improve in the last two questions of the survey. Thank you.

Survey Question	Response Number and Percentage	Overall Satisfaction (Excellent, Good, Fair Rating)	Action Needed?	If Action Needed (Yes) - What Needs to be Done?	Time Frame for Completion	Who is Responsible
Please tell us how you participate in NSHA V Shows (may check several).	<ul style="list-style-type: none"> <li>• (50%) Member/Exhibitor=14</li> <li>• (4%) Member/Trainer/Exhibitor=1</li> <li>• (7%) Member/Trainer/Exhibitor/Volunteer=2</li> <li>• (18%) Non-Member/Exhibitor=5</li> <li>• (4%) Parent=1</li> <li>• (7%) Volunteer=2</li> <li>• (10%) Friend/Spectator=3</li> </ul>	NA	NA			
The show season calendar was provided in a timely manner?	<ul style="list-style-type: none"> <li>• (75%) Excellent=21</li> <li>• (25%) Okay=7</li> <li>• (0%) Poor=0</li> <li>• (0%) No Opinion=0</li> </ul>	100%				
Premium/Prize Lists are provided in a timely manner?	<ul style="list-style-type: none"> <li>• (71%) Excellent=20</li> <li>• (25%) Okay=7</li> <li>• (0%) Poor=0</li> <li>• (4%) No Opinion=1</li> </ul>	96%				
Online Registration is available in a timely manner?	<ul style="list-style-type: none"> <li>• (75%) Excellent=21</li> <li>• (15%) Okay=4</li> <li>• (0%) Poor=0</li> <li>• (10%) No Opinion=3</li> </ul>	90%				
The number of Shows offered this season.	<ul style="list-style-type: none"> <li>• (61%) Excellent=17</li> <li>• (36%) Okay=10</li> <li>• (4%) Poor=1</li> <li>• (0%) No Opinion=0</li> </ul>	97%				
The show venue (Horseman's Park) is appropriate.	<ul style="list-style-type: none"> <li>• (79%) Excellent=22</li> <li>• (21%) Okay=6</li> <li>• (0%) Poor=0</li> <li>• (0%) No Opinion=0</li> </ul>	100%				
NSHA V Show Staff are welcoming and efficient.	<ul style="list-style-type: none"> <li>• (68%) Excellent=19</li> <li>• (25%) Okay=7</li> <li>• (0%) Poor=0</li> <li>• (7%) No Opinion=2</li> </ul>	93%				
NSHA V Show Volunteers are welcoming and efficient.	<ul style="list-style-type: none"> <li>• (83%) Excellent=23</li> <li>• (10%) Okay=3</li> <li>• (0%) Poor=0</li> <li>• (7%) No Opinion=2</li> </ul>	93%				

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NSHA V Open Breed Judges demonstrate knowledge of breeds and disciplines.	<ul style="list-style-type: none"> <li>(54%) Excellent=15</li> <li>(32%) Okay=9</li> <li>(4%) Poor=1</li> <li>(10%) No Opinion=3</li> </ul>	86%				
Publication of Year End points is timely as required by our NSHA V Competition Rules?	<ul style="list-style-type: none"> <li>(56%) Excellent=16</li> <li>(18%) Okay=5</li> <li>(4%) Poor=1</li> <li>(21%) No Opinion=6</li> </ul>	74%				
Tracking and publication of points is accurate.	<ul style="list-style-type: none"> <li>(56%) Excellent=16</li> <li>(10%) Okay=3</li> <li>(7%) Poor=2</li> <li>(25%) No Opinion=7</li> </ul>	66%				
Questions to the Board or the NSHA V Facebook page are answered promptly.	<ul style="list-style-type: none"> <li>(61%) Excellent=17</li> <li>(18%) Okay=5</li> <li>(3%) Poor=1</li> <li>(18%) No Opinion=5</li> </ul>	79%				
The NSHA V Community Facebook page is informative and useful.	<ul style="list-style-type: none"> <li>(56%) Excellent=16</li> <li>(41%) Okay=11</li> <li>(3%) Poor=1</li> <li>(0%) No Opinion=0</li> </ul>	97%				
The www.nsharegv website meets your needs.	<ul style="list-style-type: none"> <li>(41%) Excellent=11</li> <li>(46%) Okay=13</li> <li>(3%) Poor=1</li> <li>(10%) No Opinion=3</li> </ul>	87%				
Schedule changes were provided in a timely manner.	<ul style="list-style-type: none"> <li>(50%) Excellent=14</li> <li>(33%) Okay=9</li> <li>(7%) Poor=2</li> <li>(10%) No Opinion=3</li> </ul>	83%				
I am aware of communication re NSHA V Youth Group Activities (Meetings, Youth Horsemanship Incentive Program)	<ul style="list-style-type: none"> <li>(46%) Excellent=13</li> <li>(10%) Okay=3</li> <li>(0%) Poor=0</li> <li>(44%) No Opinion=12</li> </ul>	56%				
NSHA V Trophies and Sponsorship Fee.	<ul style="list-style-type: none"> <li>(40%) Excellent=11</li> <li>(35%) Good=10</li> <li>(15%) Fair=4</li> <li>(0%) Poor=0</li> <li>(10%) No Opinion=3</li> </ul>	90%				

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NSHA V Year-End Awards.	<ul style="list-style-type: none"> <li>(42%) Excellent=12</li> <li>(18%) Good=5</li> <li>(7%) Fair=2</li> <li>(0%) Poor=0</li> <li>(33%) No Opinion=9</li> </ul>	67%				
NSHA V Year-End Celebration	<ul style="list-style-type: none"> <li>(20%) Out-door/family style=6</li> <li>(40%) In-door/family style=11</li> <li>(40%) No Opinion=11</li> </ul>	NA				
NSHA V Year-End Silent Raffle	<ul style="list-style-type: none"> <li>(50%) Excellent=14</li> <li>(40%) Good=11</li> <li>(10%) Fair=3</li> <li>(0%) Poor=0</li> <li>(0%) No Opinion=0</li> </ul>	100%				
I would use and pay for the services of a professional photographer at each show.	<ul style="list-style-type: none"> <li>(54%) Yes=15</li> <li>(7%) No=2</li> <li>(18%) Every Other Show=5</li> <li>(3%) I will arrange my own=1</li> <li>(18%) No Opinion=5</li> </ul>	NA				
Rules meet the needs of shows and members.	<ul style="list-style-type: none"> <li>(50%) Excellent=14</li> <li>(32%) Okay=9</li> <li>(3%) Poor=1</li> <li>(15%) No Opinion=4</li> </ul>	82%				

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<p>Please suggest award that you would be happy to earn?</p>	<ul style="list-style-type: none"> <li>• Not interested</li> <li>• don't have one</li> <li>• yr end</li> <li>• Whatever the board/committee decides.</li> <li>• None</li> <li>• Rosette, trophy, cooler, dressage square pad</li> <li>• All Around Horse</li> <li>• don't understand</li> <li>• N/A</li> <li>• Amateur Geezer Rider</li> <li>• Buckle</li> <li>• Last year were good like to have something I can use like the hay bags halters or sheets would be good also</li> <li>• Chairs, hay bags, horse blankets, stall bags, garment bags, etc.</li> <li>• Need more information about this question</li> <li>• Volunteer</li> <li>• Buckle</li> <li>• Trophy Series - Horse Trophy, Buckle-new and different, Perpetual Trophy/Plaque, Champ/Res Champ/Top V awards last year were GREAT, Check is good.</li> <li>• I don't have a recommendation</li> <li>• Year end buckle, if the season coincided with the CAWDA January - October 31 season.</li> <li>• n/a</li> <li>• Ribbons and/or cash back classes</li> <li>• Western Dressage</li> <li>• Rescue horse</li> <li>• Monogrammed halter, sheets, usable items</li> <li>• N/A</li> <li>• Buckles are great! Custom conchos are also good.</li> <li>• I think awards available are fine</li> <li>• no comment</li> </ul>
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<p>Please tell us what we are doing right or how we might improve?</p>	<ul style="list-style-type: none"> <li>• Not sure. FB questions promptly answered.</li> <li>• Don't try to charge ppl \$65 when they are trying to do the right thing by signing a liability waiver and paying grounds fees to have a young horse at the show without actually competing. It's absolutely absurd and makes me want to make the drive to Pahrump instead.</li> <li>• You're building a wonderful show program and gaining new members</li> <li>• would be willing to pay a little more to have the awards banquet inside again with catered meal</li> <li>• i dig it all</li> <li>• No comment</li> <li>• None</li> <li>• I'm blown away by how efficient and kind you all are!</li> <li>• Getting good judges</li> <li>• Eng. EQ pattern diagrams don't match Eng EQ rules all the time. Turn on forehand example.</li> <li>• N/A</li> <li>• I wish some of these questions offered a "no opinion" option. I have been forced to make up some answers because I can't submit this survey without answering or checking a box with options don't reflect my true thoughts.</li> <li>• You're doing great</li> <li>• Good class selection maybe add ranch trail</li> <li>• Shows are super welcoming. I do feel they can be run more efficiently to help make the day go by faster. I feel that a well run, efficient show entices people to attend. I would love to see an all day fee for classes as well. Or maybe even a division fee that would include all the classes in that division at a discount.</li> <li>• I personally would like to see the ranch riding done after the other classes as it is extremely time consuming.</li> <li>• Excellent staff</li> <li>• N/a</li> <li>• Facebook communication, website could be organized a little more user friendly.</li> <li>• I can't think of anything for improvement. I believe everyone does their best and in best interest of riders and horses</li> <li>• The number of Shows offered this season.* - would like to see (6) shows offered between Jan 1 - Oct 31 each calendar year.</li> <li>• Need consistent number of participants in each class.</li> <li>• Doing good with Hosting the WD classes, would like to see more assortment of rail classes, learning trail classes for future shows.</li> <li>• More WDAA r &amp; R judges</li> <li>• Very organized. Wish we could come earlier on the day we are arriving at the showgrounds</li> <li>• The meetings, at times, are argumentative. The judges do not seem fair, have friends/favorites. Rules sometimes apply, dogs in stands, volunteer ring stewarding for judge in morning and then showing under them in afternoon..</li> <li>• Transparency</li> <li>• Meetings need to be in person, the phone is very distracting with background noise and interruptions. The meetings need to be run more efficiently with each officer, etc...giving their report etc.The bickering has to stop. We are losing members and volunteers.</li> </ul>
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<p>Could you help us promote and grow NSHA V? What are your strengths, or areas where you could help our association to grow? We always need volunteers but we can always entertain new Board members.</p>	<ul style="list-style-type: none"> <li>• I have no problem tagging and posting in social media. I'm not a committee person. Too impatient and in the past has soured my opinion of organizations and people. I just want to enjoy my horses and make friends.</li> <li>• N/a</li> <li>• I like to help the youth</li> <li>• encourage people to show</li> <li>• im happy to help, financially, time is tuff for me</li> <li>• Not interested at this time</li> <li>• None</li> <li>• I post on my social media and always try to mention NSHA</li> <li>• No</li> <li>• happy to help with WD computer issues!</li> <li>• Advertising</li> <li>• I don't know.</li> <li>• Word of mouth</li> <li>• No opinion</li> <li>• Show runner, pattern assignments, year end awards banquet director</li> <li>• Give me something to help with and o will if I can</li> <li>• I volunteer</li> <li>• I often volunteer</li> <li>• I think more members need to step up and suggest ways they can promote and improve the association, with every complaint should come a suggestion about what they are willing to do to improve and promote NSHA V.</li> <li>• My strength is finding solutions. I am happy to participate in meetings and offer assistance if needed</li> <li>• Not at this time. Two survey malfunctions noted: (I will attend and participate via teleconference at our NSHA V Show Committee meetings as they work to promote and accomplish the purposes and objective of the Association.)* (I plan to attend or show this Fall at NSHA V Open Breed Shows (check all that apply).* this section requires users to choose at least one field. However I will not be showing at either of theses shows. I could not submit this survey without selecting at least one of these shows.</li> <li>• I cant attend these meetings but its was a mandatory question</li> <li>• I would like to see more gaited horses involved in both flat classes and WD.</li> <li>• Already promoting it</li> <li>• None</li> <li>• Difficult with work and showing.</li> <li>• N/A</li> <li>• N/A I did not ride so far this year because I had a bad case of Covid with lingering effects..I plan to ride this fall.</li> </ul>
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<p>Do you have any other comments, questions or concerns?</p>	<ul style="list-style-type: none"> <li>• I own a laser engraving and personalization business so the earlier the show schedule is out between the holidays and January, the more likely I am to commit to show dates.</li> <li>• N/a</li> <li>• No</li> <li>• Nope</li> <li>• thank you for your hard work</li> <li>• No.</li> <li>• None</li> <li>• Nope</li> <li>• No</li> <li>• Thanks for all you do. Its a fun show!</li> <li>• No</li> <li>• See comment above.</li> <li>• No</li> <li>• No</li> <li>• I do feel like this group has potential to grow and see larger class sizes</li> <li>• No</li> <li>• No</li> <li>• N/a</li> <li>• Thank you to the Board Members and Volunteers for all your work.</li> <li>• None at this time</li> <li>• The number of Shows offered this season.* - would like to see (6) shows offered annually between Jan 1 - Oct 31 each calendar year to align with CAWDA season. NSHA V Open Breed Judges demonstrate knowledge of breeds and disciplines.* - would like to see large "R" judges at every show, to add more value to all intro-level 5 rider levels (since many riders will progress up soon through the test levels, that will move them beyond small "r" judging ) - with respect to maintaining the ability to submit WDAA Qualifying Show Scores so they can grow their horses WDAA lifetime award points. Schedule changes were provided in a timely manner.* - I wish NSHAV Would have planned 2023 show dates to not interfere with the huge Guthrie, OK annual WDAA World Show dates and / or to have show dates exceeding the October 31 CAWDA season closing date as well. I would have liked to have shown in all shows, but the rescheduled dates published for sept. And November interfere with WDAA World Show dates and/or are past the close of CAWDA high point awards season. THANK YOU NSHAV I truly appreciate the great job NSHAV has done to spearhead (4-6) shows, some with large "R" judges... overall the horseman's park venue is great, show volunteers are welcoming and professional. TEST SHEET ACCESS I would like to get access so that we could get access to our double checked test sheets within a 30 minute - hour or so time frame from your ride times. Versus having to wait until an hour plus at the close of the shows final rider of the day to get access to your test score sheets. TWO DAY / 2 DIFF JUDGE CONCEPT I would love to see (1) 2-day show with (2) different "R" judges (1) each day for WD in the annual show schedule offering. This would help motivate / draw in out of state riders/competitors to come participate- creating a more expansive competitive venue. Not many WD show venues offer (2) day WD shows, but the ones who do reap larger entry pools and give riders the chance to compete among new faces, helping to prepare them for large world show type venues etc. These 2 day WD shows organically gain lots of social media exposure etc.because riders pass along links to these unique shows etc...</li> <li>• no</li> <li>• Stop focusing on just one group of people for your promotions. Make everyone welcomed and appreciated, answer questions to those who maybe new to NSHA lifestyle and doesn't understand THEIR rules. Your website is very confusing. It's better than the original but still confusing to new comers, hold more raffles or more functions to bring in more \$\$\$ also don't always turn away someone who is wanting to donate to the HS. In other words, explain to a potential donor where funds could be used instead of being jerks by making nasty comments online. I will continue to show and will promote gaited horses. I don't do politics or ???</li> <li>• Not at the moment</li> <li>• Love NSHA V it's a great organization.</li> <li>• I don't think there should be cross entry between Ranch riding and Western Pleasure. The horses are going in too many classes.</li> <li>• Not at this time</li> <li>• Western Dressage needs to form its own club...I personally feel it has taken over NSHA V...their format is totally different and they use different judges etc.</li> </ul>
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