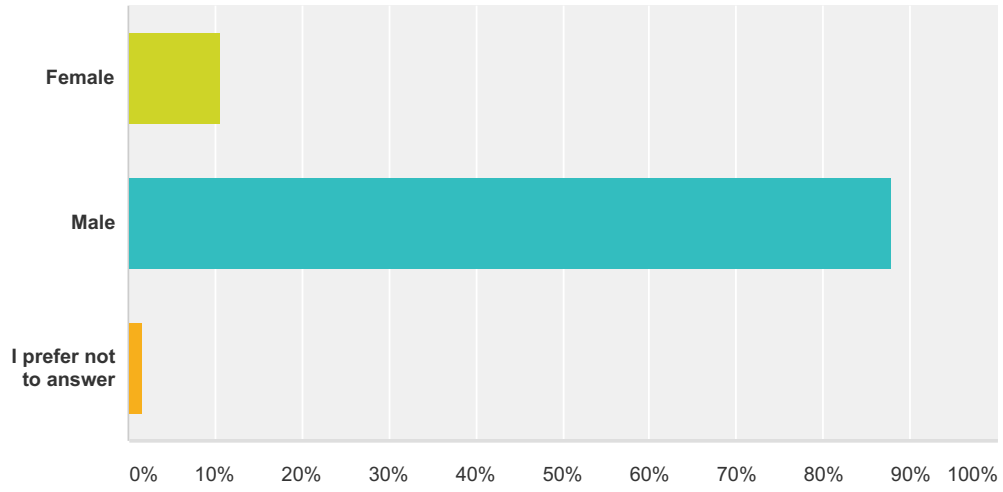


### Q1 What is your gender?

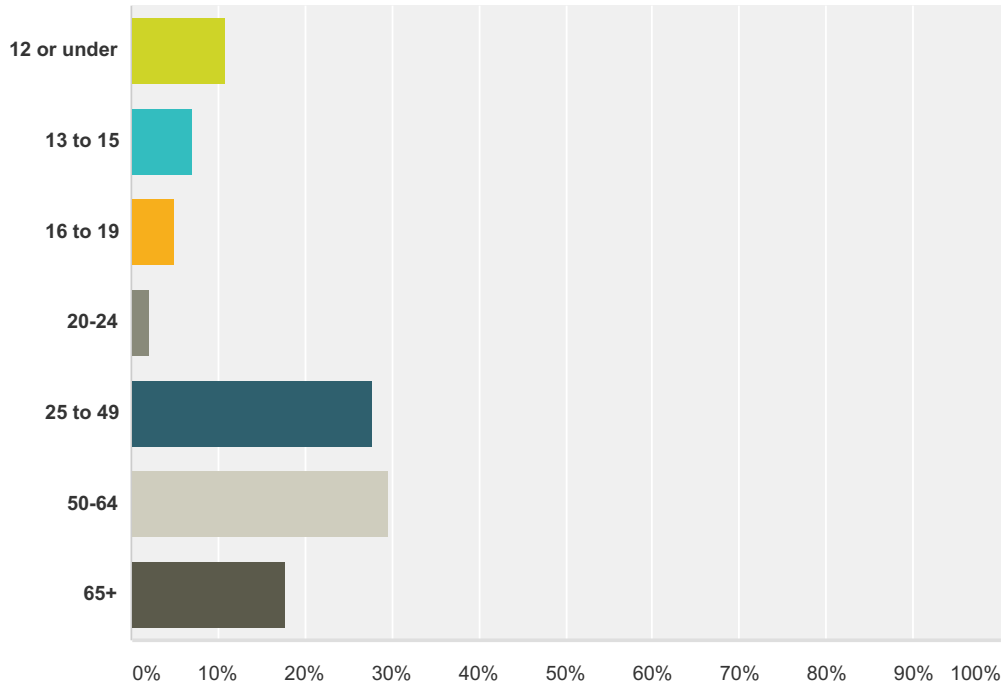
Answered: 1,583 Skipped: 15



Answer Choices	Responses
Female	10.55% 167
Male	87.81% 1,390
I prefer not to answer	1.64% 26
<b>Total</b>	<b>1,583</b>

## Q2 What is your age?

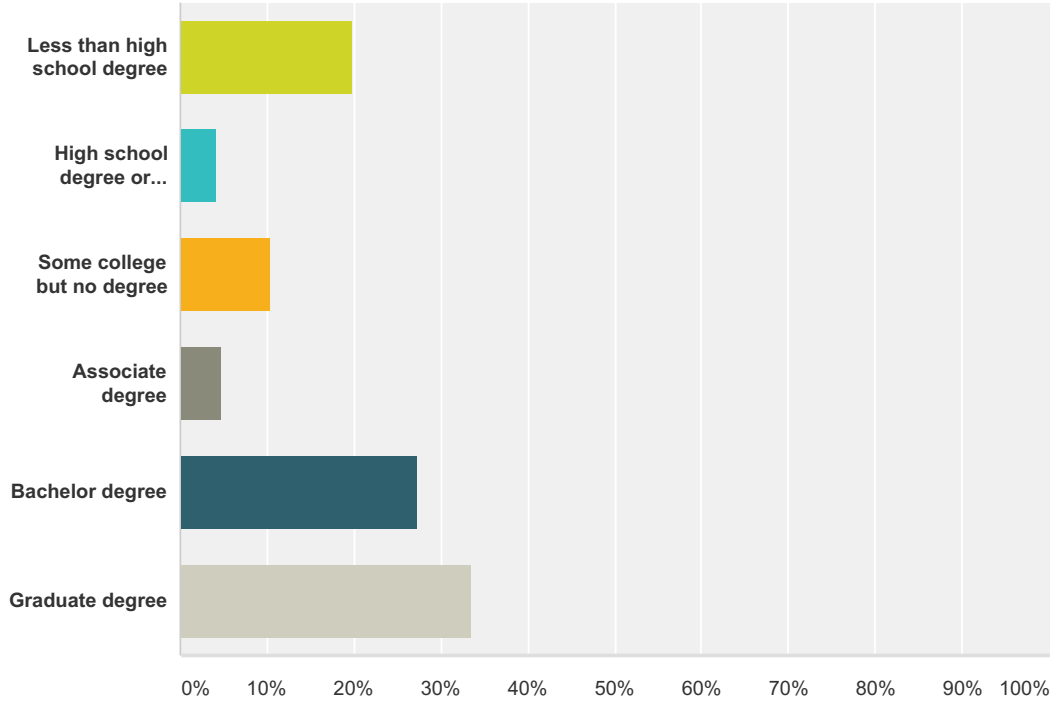
Answered: 1,586 Skipped: 12



Answer Choices	Responses	
12 or under	10.78%	171
13 to 15	7.19%	114
16 to 19	4.92%	78
20-24	2.14%	34
25 to 49	27.68%	439
50-64	29.63%	470
65+	17.65%	280
<b>Total</b>		<b>1,586</b>

### Q3 What is the highest level of school you have completed or the highest degree you have received?

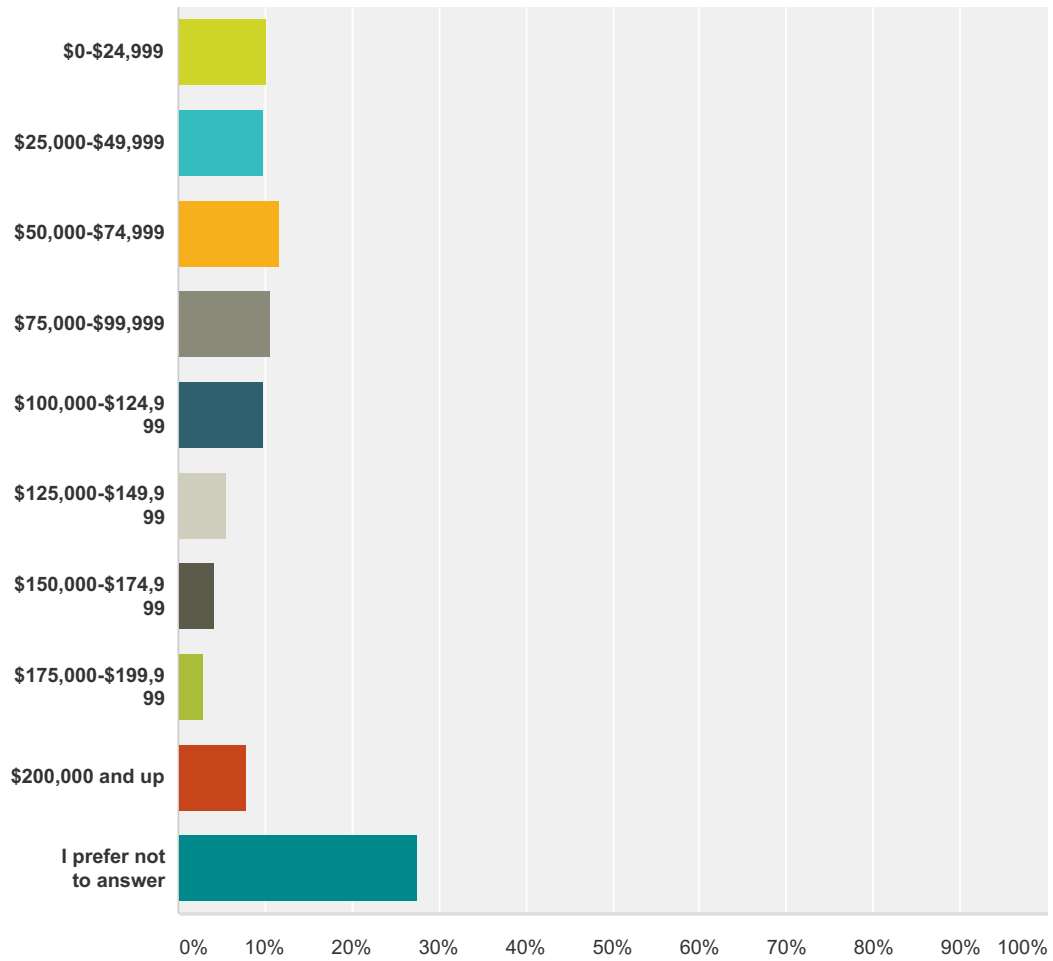
Answered: 1,575 Skipped: 23



Answer Choices	Responses
Less than high school degree	19.75% 311
High school degree or equivalent (e.g., GED)	4.13% 65
Some college but no degree	10.54% 166
Associate degree	4.70% 74
Bachelor degree	27.30% 430
Graduate degree	33.59% 529
<b>Total</b>	<b>1,575</b>

### Q4 What is your approximate average household income?

Answered: 1,576 Skipped: 22



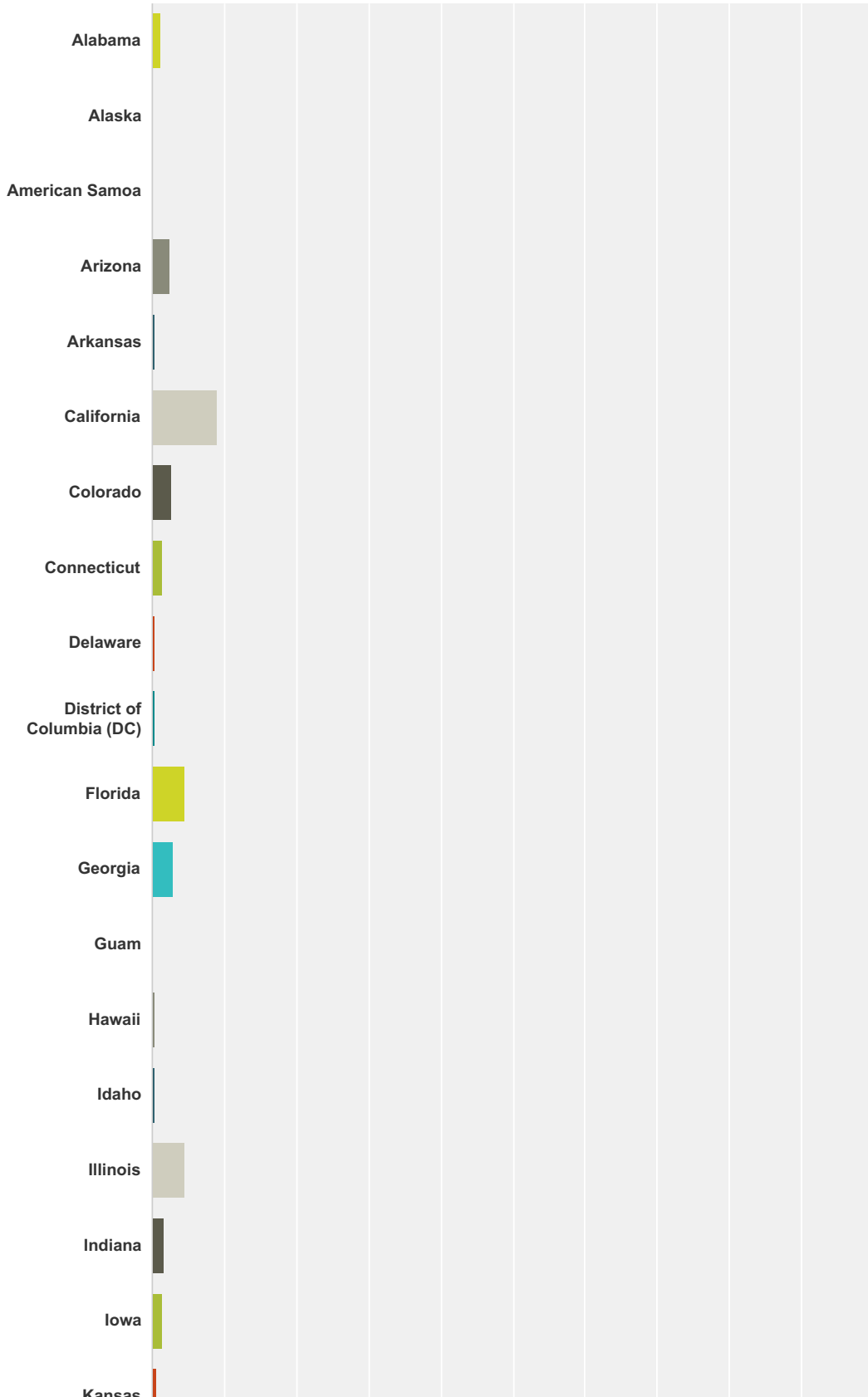
Answer Choices	Responses
\$0-\$24,999	10.15% 160
\$25,000-\$49,999	9.71% 153
\$50,000-\$74,999	11.68% 184
\$75,000-\$99,999	10.72% 169
\$100,000-\$124,999	9.71% 153
\$125,000-\$149,999	5.65% 89
\$150,000-\$174,999	4.12% 65
\$175,000-\$199,999	2.86% 45
\$200,000 and up	7.93% 125

## USCF Services Spring 2015 Survey

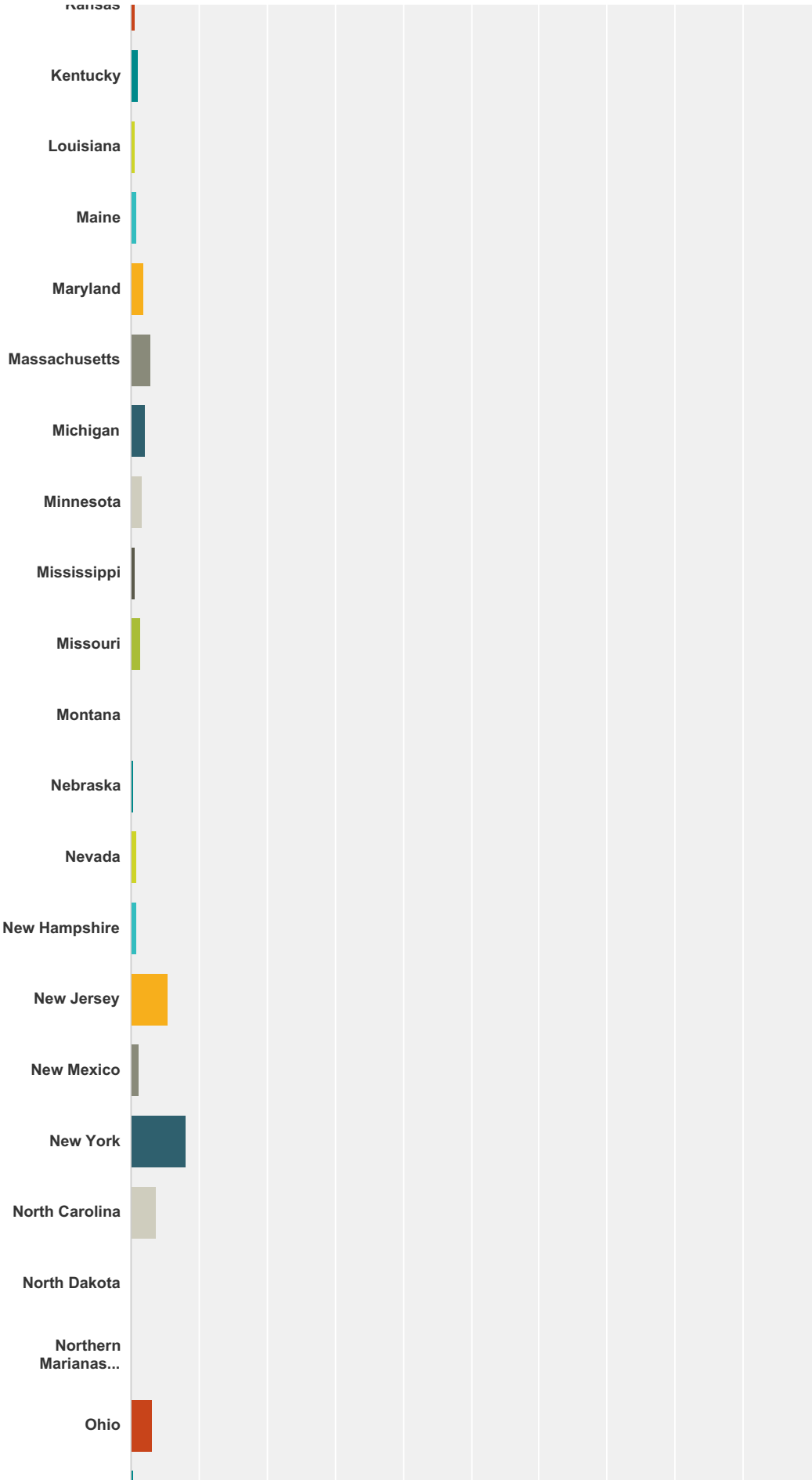
I prefer not to answer	27.47%	433
<b>Total</b>		<b>1,576</b>

**Q5 In what state or U.S. territory do you live? (click on Drop-down Menu)**

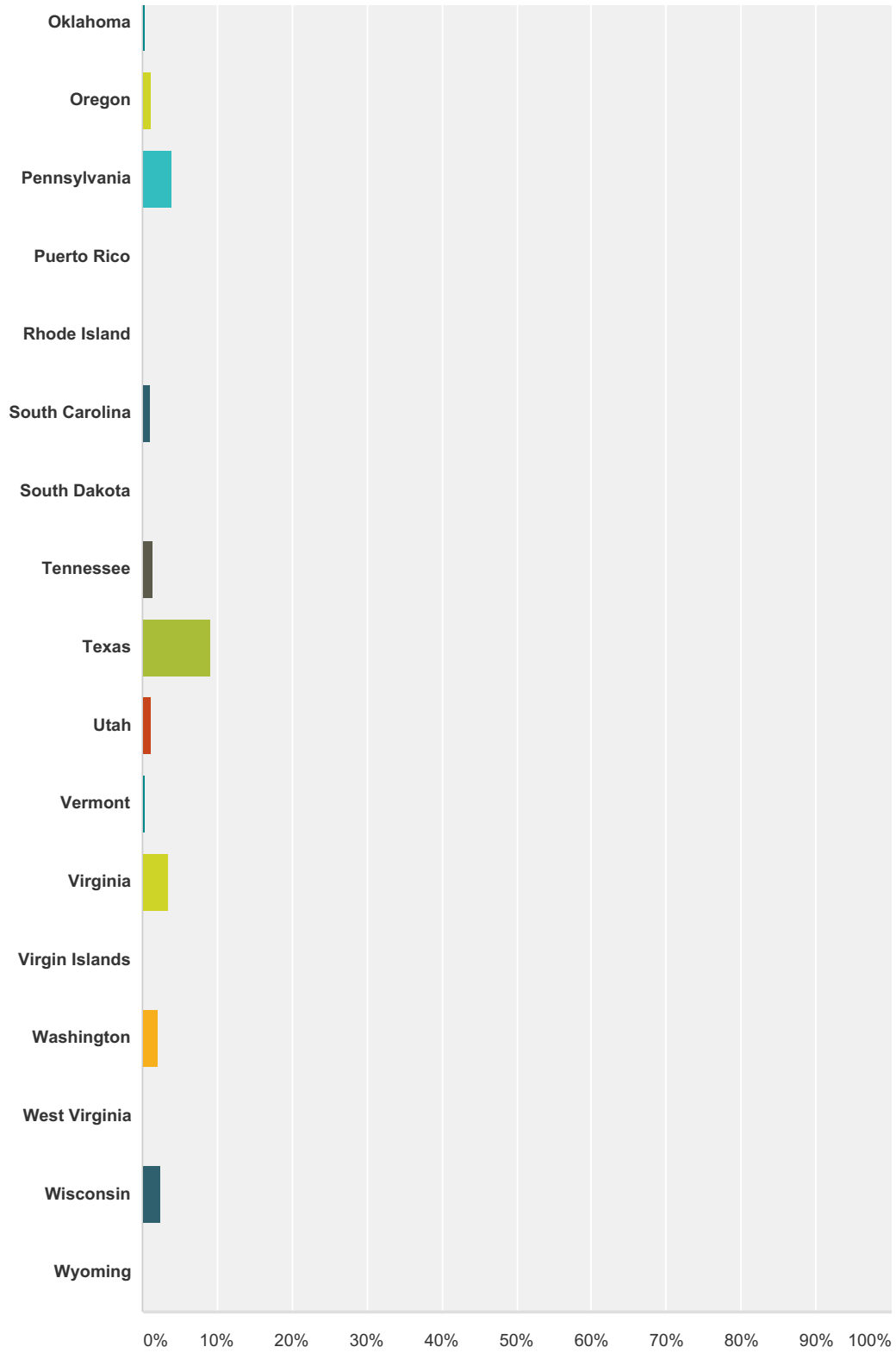
Answered: 1,556 Skipped: 42



USCF Services Spring 2015 Survey



# USCF Services Spring 2015 Survey



Answer Choices	Responses	Count
Alabama	1.29%	20
Alaska	0.13%	2
American Samoa	0.00%	0



## USCF Services Spring 2015 Survey

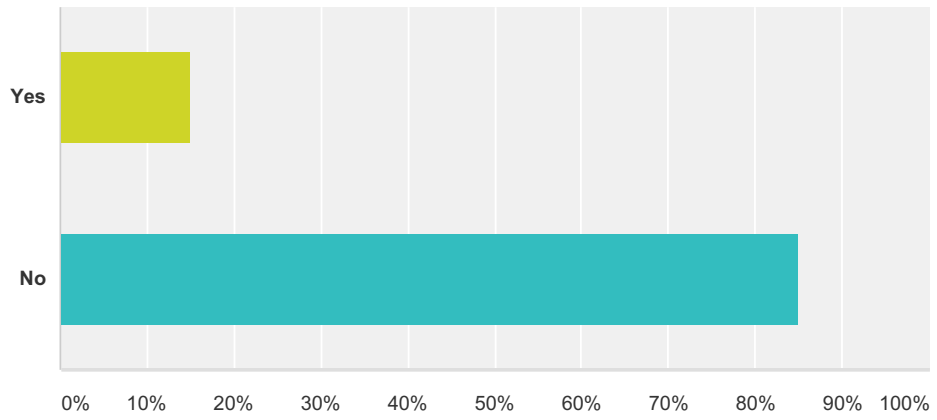
Arizona	2.44%	38
Arkansas	0.32%	5
California	9.00%	140
Colorado	2.63%	41
Connecticut	1.54%	24
Delaware	0.51%	8
District of Columbia (DC)	0.51%	8
Florida	4.56%	71
Georgia	2.96%	46
Guam	0.13%	2
Hawaii	0.45%	7
Idaho	0.51%	8
Illinois	4.63%	72
Indiana	1.61%	25
Iowa	1.41%	22
Kansas	0.64%	10
Kentucky	0.96%	15
Louisiana	0.64%	10
Maine	0.90%	14
Maryland	1.86%	29
Massachusetts	3.02%	47
Michigan	1.99%	31
Minnesota	1.67%	26
Mississippi	0.64%	10
Missouri	1.54%	24
Montana	0.06%	1
Nebraska	0.51%	8
Nevada	0.90%	14
New Hampshire	0.90%	14
New Jersey	5.33%	83
New Mexico	1.16%	18
New York	8.10%	126

## USCF Services Spring 2015 Survey

North Carolina	3.73%	58
North Dakota	0.19%	3
Northern Marianas Islands	0.00%	0
Ohio	3.15%	49
Oklahoma	0.39%	6
Oregon	1.22%	19
Pennsylvania	3.92%	61
Puerto Rico	0.19%	3
Rhode Island	0.06%	1
South Carolina	0.96%	15
South Dakota	0.19%	3
Tennessee	1.48%	23
Texas	9.19%	143
Utah	1.16%	18
Vermont	0.32%	5
Virginia	3.53%	55
Virgin Islands	0.00%	0
Washington	2.12%	33
West Virginia	0.19%	3
Wisconsin	2.44%	38
Wyoming	0.06%	1
<b>Total</b>		<b>1,556</b>

### Q6 Have you ever made a donation to the USCF?

Answered: 1,583 Skipped: 15



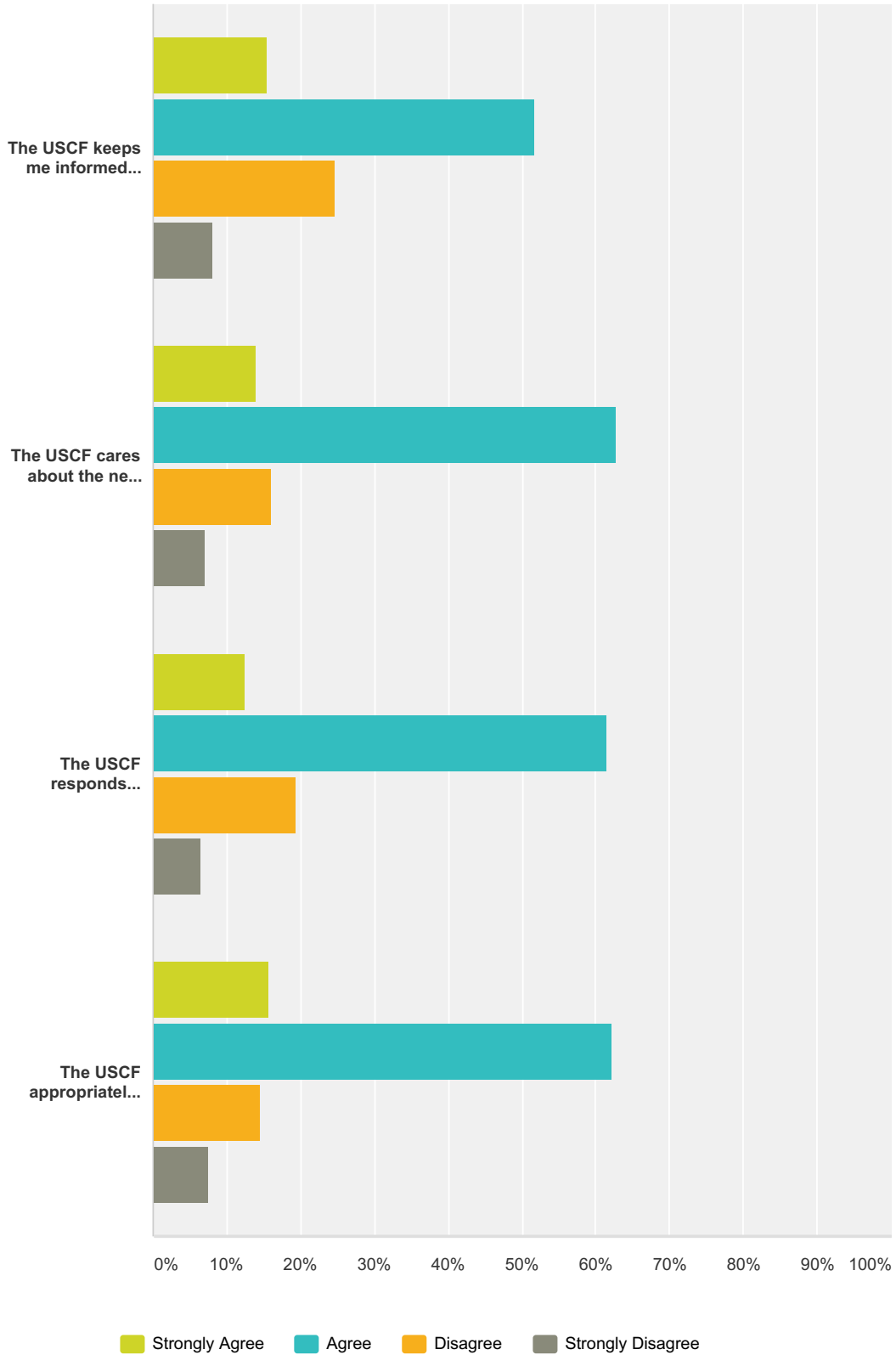
Answer Choices	Responses
Yes	14.97% 237
No	85.03% 1,346
<b>Total</b>	<b>1,583</b>

**Q7 Why did you donate to the USCF?**

Answered: 144 Skipped: 1,454

**Q8 As a donor, please indicate the extent to which you agree or disagree with the following statements.**

Answered: 211 Skipped: 1,387

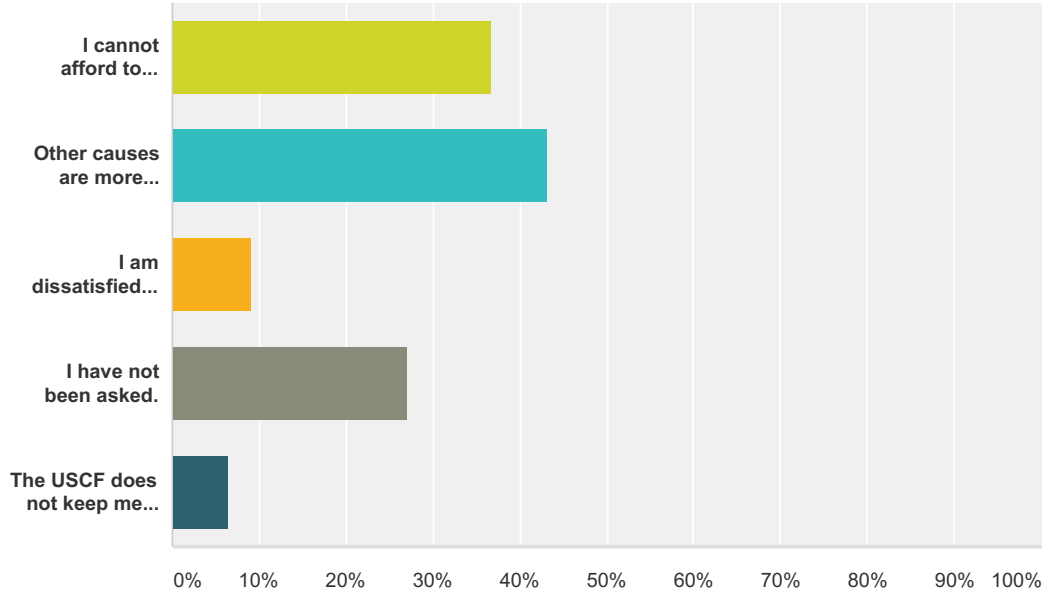


## USCF Services Spring 2015 Survey

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>
The USCF keeps me informed about how my money is used.	<b>15.46%</b> 32	<b>51.69%</b> 107	<b>24.64%</b> 51	<b>8.21%</b> 17	207
The USCF cares about the needs of donors.	<b>14.07%</b> 28	<b>62.81%</b> 125	<b>16.08%</b> 32	<b>7.04%</b> 14	199
The USCF responds promptly to donor requests.	<b>12.43%</b> 23	<b>61.62%</b> 114	<b>19.46%</b> 36	<b>6.49%</b> 12	185
The USCF appropriately recognizes my charitable contributions.	<b>15.66%</b> 31	<b>62.12%</b> 123	<b>14.65%</b> 29	<b>7.58%</b> 15	198

**Q9 Which of the following describes why you have not donated to the USCF? Please check all that apply.**

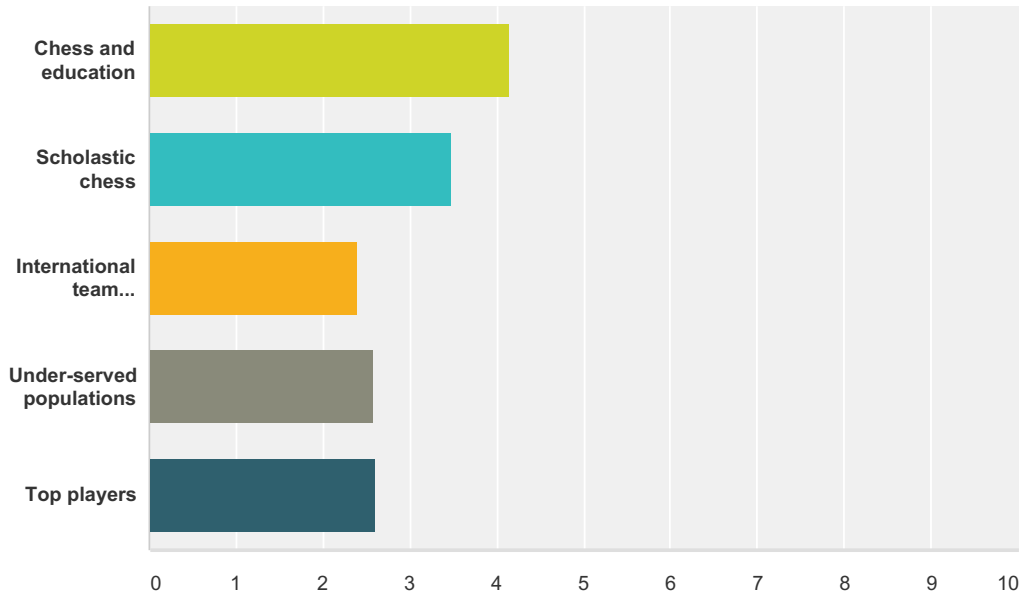
Answered: 1,121 Skipped: 477



Answer Choices	Responses	
I cannot afford to contribute.	36.84%	413
Other causes are more important to me.	43.18%	484
I am dissatisfied with the USCF's performance.	9.19%	103
I have not been asked.	27.12%	304
The USCF does not keep me sufficiently informed.	6.51%	73
<b>Total Respondents: 1,121</b>		

**Q10 How important to you are the following areas of our work? Please rank in order of importance (1 being the most important, and 5 being the least important).**

Answered: 1,291 Skipped: 307

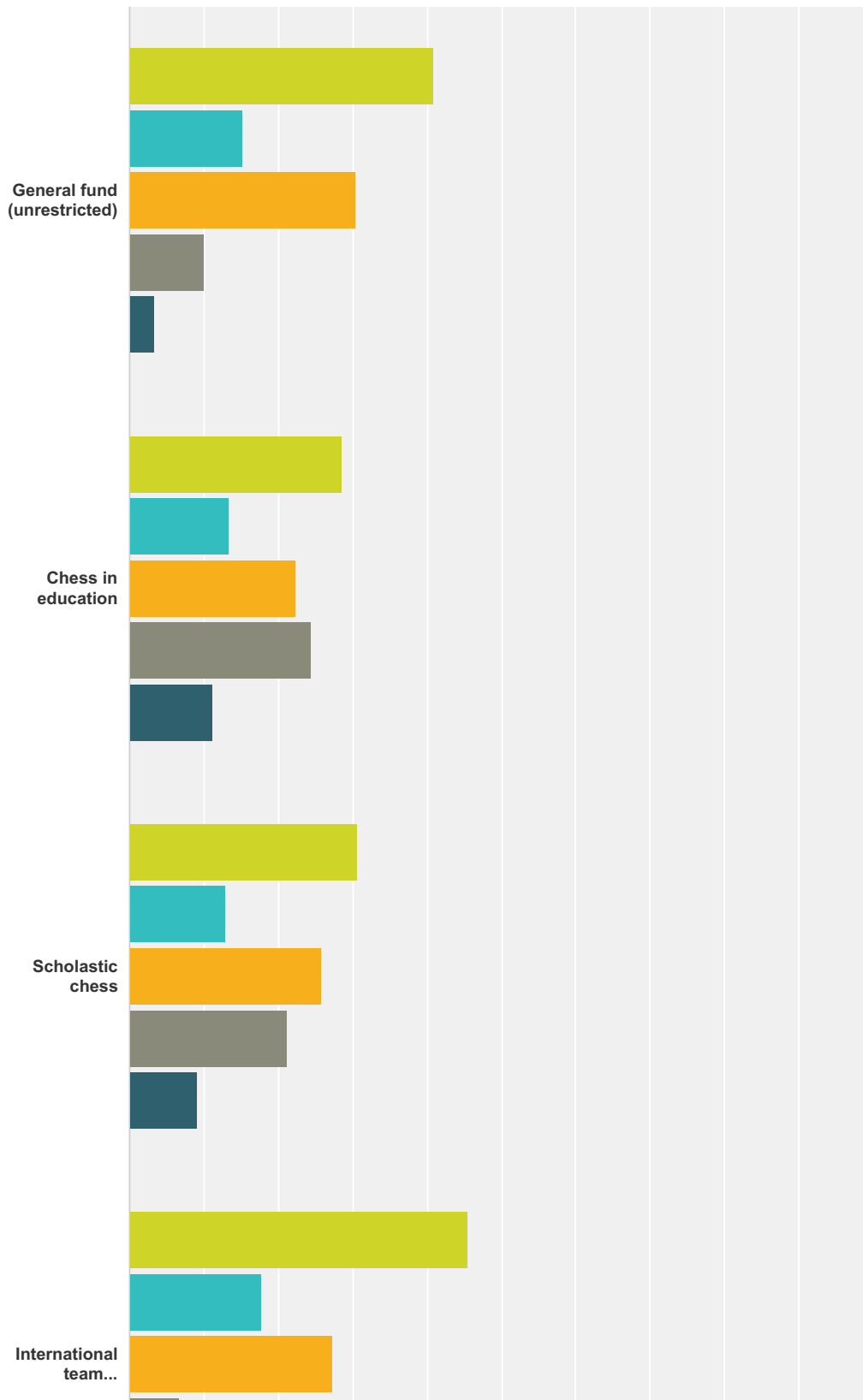


	1	2	3	4	5	Total	Score
Chess and education	56.92% 613	20.52% 221	9.56% 103	6.59% 71	6.41% 69	1,077	4.15
Scholastic chess	19.84% 224	39.59% 447	19.22% 217	11.43% 129	9.92% 112	1,129	3.48
International team competition	6.88% 74	11.71% 126	22.77% 245	32.71% 352	25.93% 279	1,076	2.41
Under-served populations	9.45% 109	14.82% 171	27.04% 312	21.66% 250	27.04% 312	1,154	2.58
Top players	13.18% 162	13.18% 162	22.21% 273	23.60% 290	27.83% 342	1,229	2.60

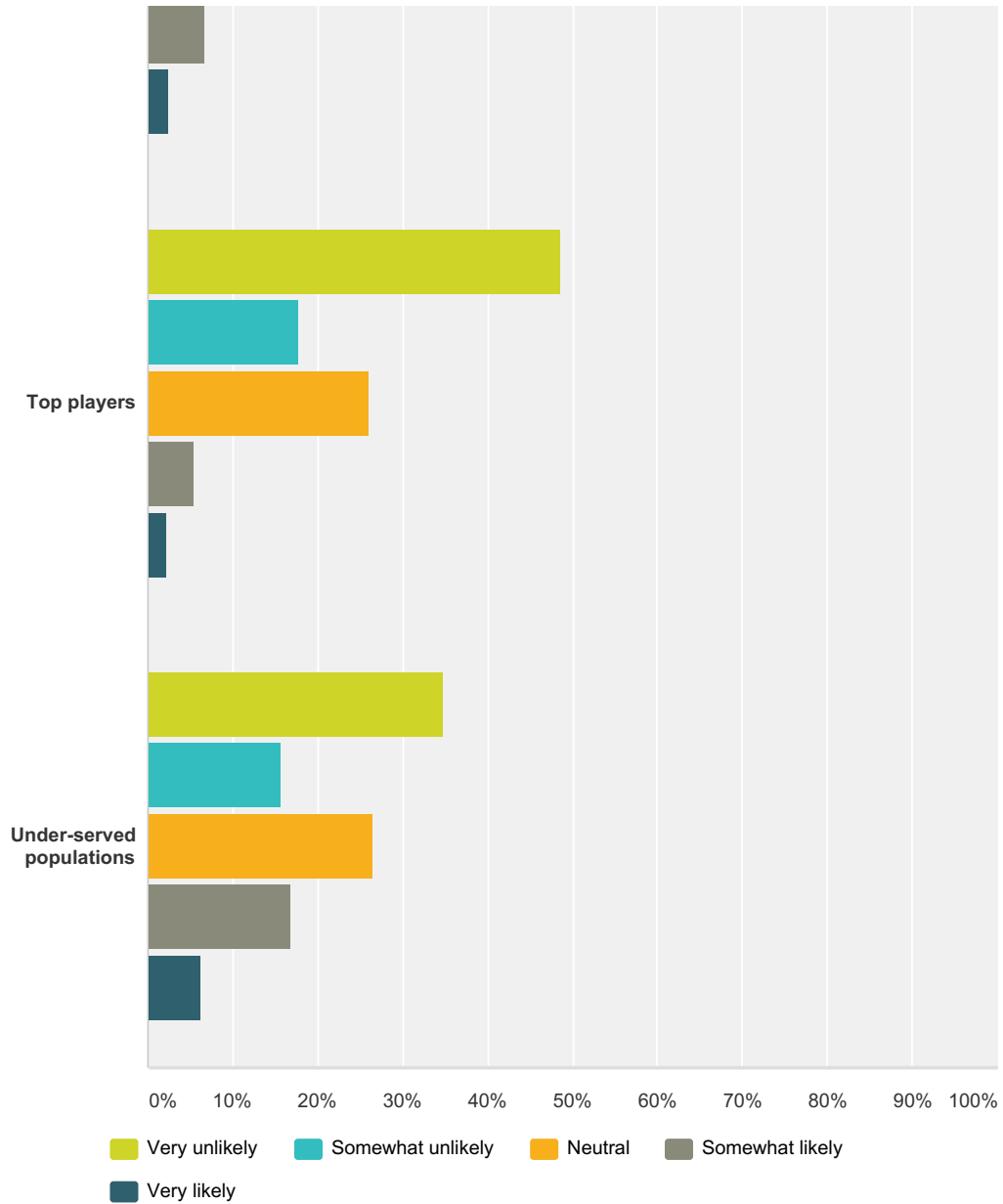


### Q11 How likely are you to consider making a donation to support the following areas in the future?

Answered: 1,308 Skipped: 290



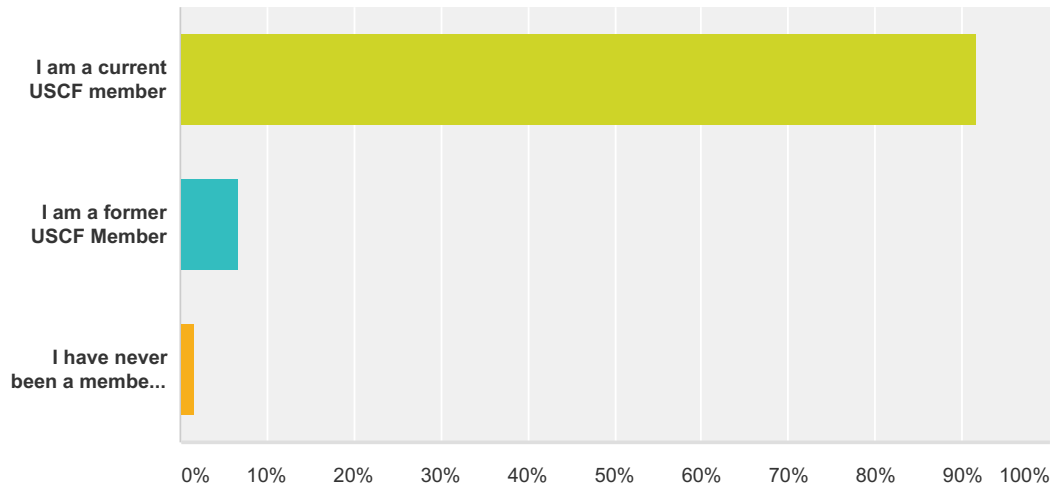
# USCF Services Spring 2015 Survey



	Very unlikely	Somewhat unlikely	Neutral	Somewhat likely	Very likely	Total
General fund (unrestricted)	40.99% 521	15.26% 194	30.45% 387	9.99% 127	3.30% 42	1,271
Chess in education	28.63% 367	13.26% 170	22.39% 287	24.49% 314	11.23% 144	1,282
Scholastic chess	30.63% 389	12.91% 164	25.91% 329	21.34% 271	9.21% 117	1,270
International team competitions	45.47% 572	17.81% 224	27.42% 345	6.76% 85	2.54% 32	1,258
Top players	48.57% 610	17.75% 223	26.11% 328	5.33% 67	2.23% 28	1,256
Under-served populations	34.79% 438	15.57% 196	26.53% 334	16.84% 212	6.27% 79	1,259

### Q12 Which of the following describes you best?

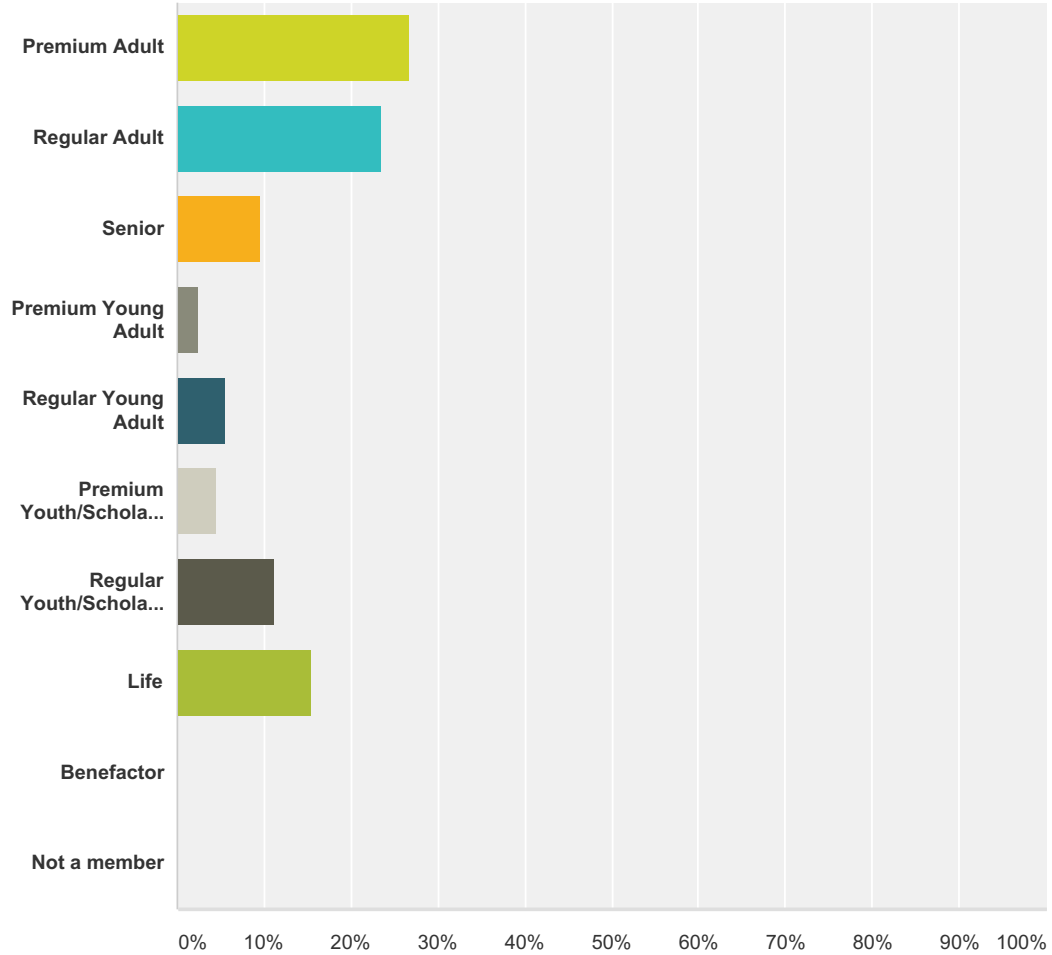
Answered: 1,314 Skipped: 284



Answer Choices	Responses
I am a current USCF member	91.55% 1,203
I am a former USCF Member	6.70% 88
I have never been a member of the USCF	1.75% 23
<b>Total</b>	<b>1,314</b>

**Q13 What type of membership do you have? Note: Premium memberships come with printed copy of Chess Life or CL4K.**

Answered: 1,196 Skipped: 402



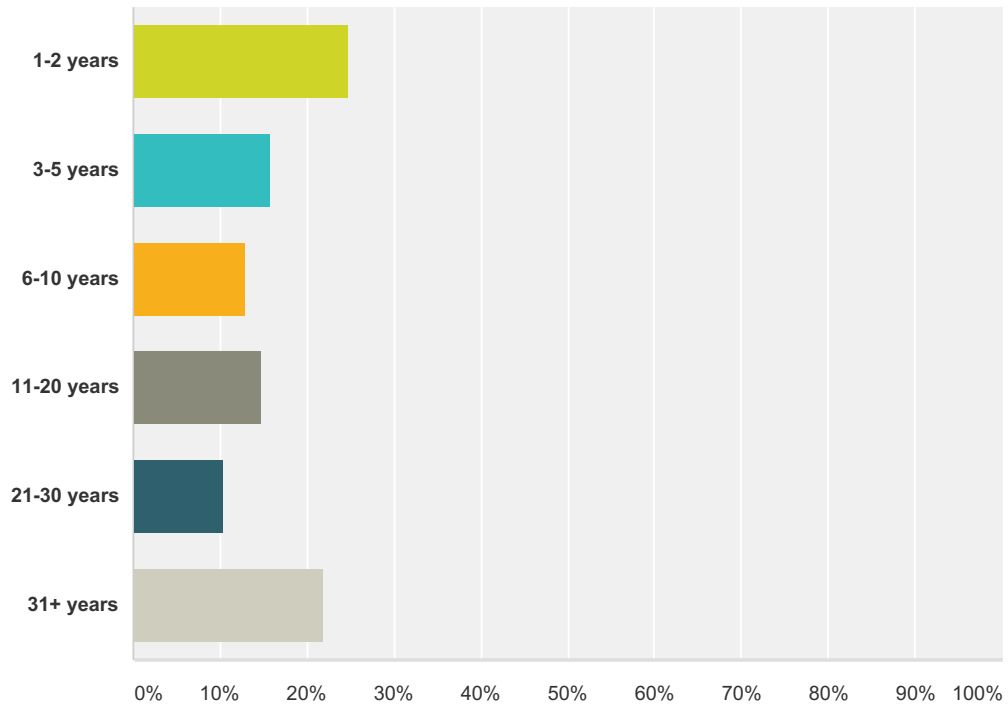
Answer Choices	Responses
Premium Adult	26.76% 320
Regular Adult	23.49% 281
Senior	9.53% 114
Premium Young Adult	2.42% 29
Regular Young Adult	5.69% 68
Premium Youth/Scholastic	4.68% 56
Regular Youth/Scholastic	11.37% 136
Life	15.55% 186
Benefactor	0.25% 3

## USCF Services Spring 2015 Survey

Not a member	0.25%	3
<b>Total</b>		<b>1,196</b>

**Q14 How many years (in total) have you been a USCF Member?**

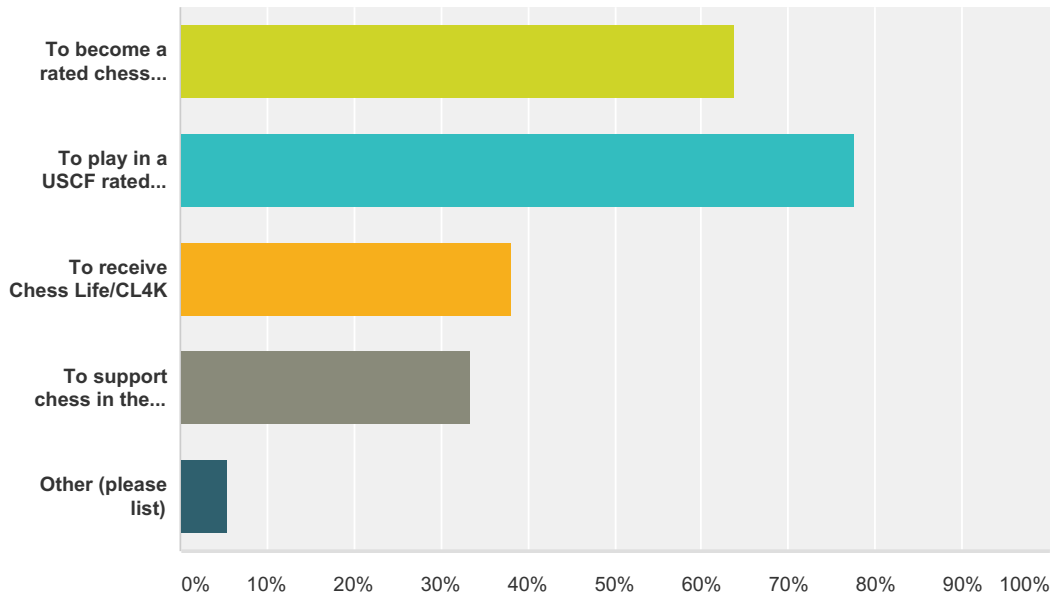
Answered: 1,196 Skipped: 402



Answer Choices	Responses
1-2 years	24.75% 296
3-5 years	15.89% 190
6-10 years	12.88% 154
11-20 years	14.80% 177
21-30 years	10.54% 126
31+ years	21.91% 262
<b>Total Respondents: 1,196</b>	

**Q15 Why did you become a member of the USCF? (feel free to check more than one)**

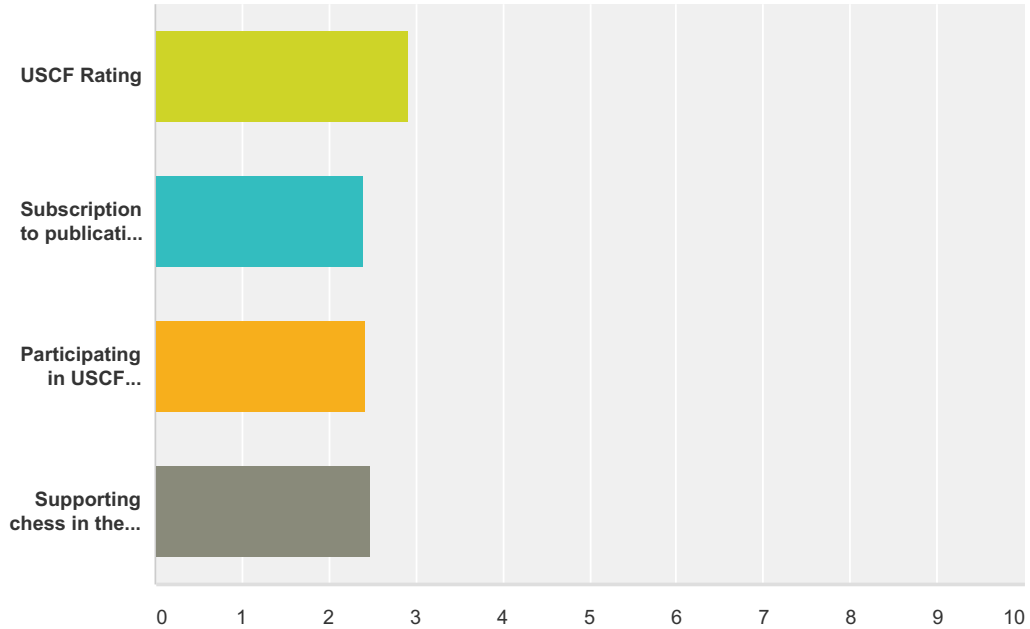
Answered: 1,192 Skipped: 406



Answer Choices	Responses
To become a rated chess player	63.84% 761
To play in a USCF rated event	77.68% 926
To receive Chess Life/CL4K	38.17% 455
To support chess in the United States	33.47% 399
Other (please list)	5.37% 64
<b>Total Respondents: 1,192</b>	

**Q16 How would you order the following, in terms of value of being a USCF member? Please rank in order of importance from least important to most important.**

Answered: 1,197 Skipped: 401

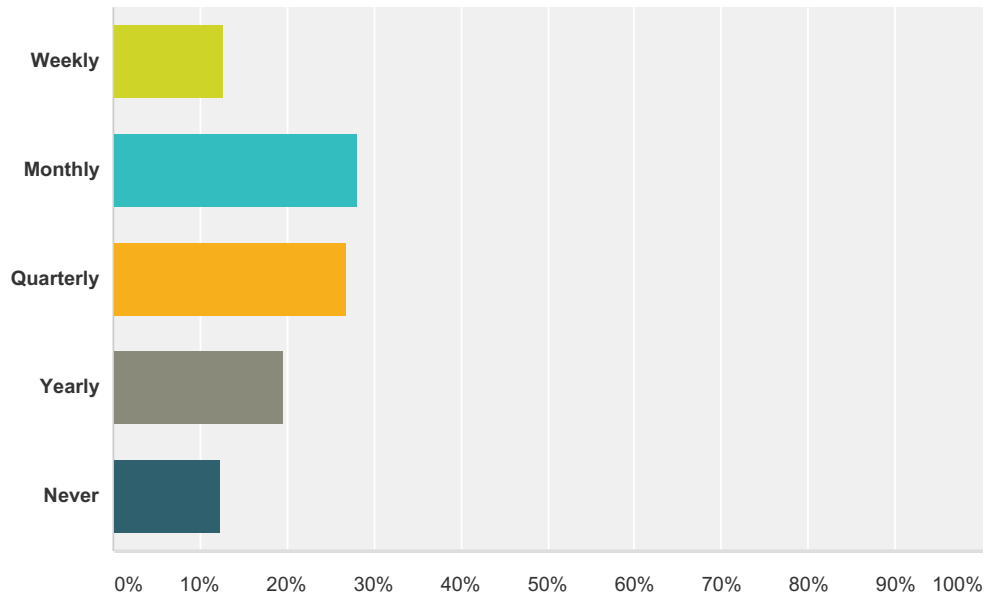


	Least important	Somewhat important	Very important	Most important	Total	Weighted Average
USCF Rating	9.70% 115	22.87% 271	32.41% 384	35.02% 415	1,185	2.93
Subscription to publications (Chess Life and CL4K)	22.77% 268	29.82% 351	30.84% 363	16.57% 195	1,177	2.41
Participating in USCF National Events	23.15% 272	30.55% 359	26.04% 306	20.26% 238	1,175	2.43
Supporting chess in the United States	16.52% 194	35.95% 422	29.05% 341	18.48% 217	1,174	2.49



### Q17 When active, how often do you/did you play in USCF-rated tournaments?

Answered: 1,153 Skipped: 445



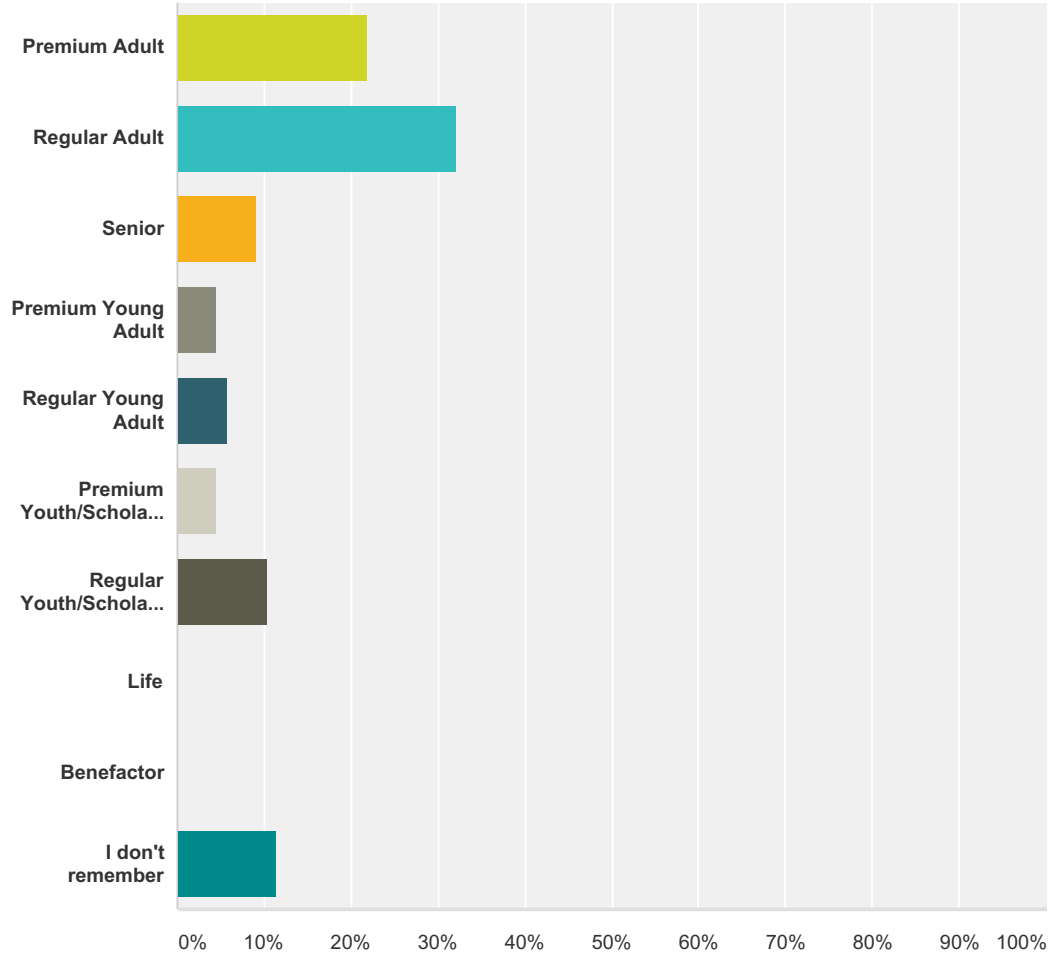
Answer Choices	Responses
Weekly	12.75% 147
Monthly	28.27% 326
Quarterly	26.97% 311
Yearly	19.69% 227
Never	12.32% 142
<b>Total</b>	<b>1,153</b>

**Q18 What can the USCF do to enhance your  
USCF membership experience?**

Answered: 573 Skipped: 1,025

**Q19 What type of membership did you have? Note: Premium memberships come with a printed copy of Chess Life or CL4K.**

Answered: 87 Skipped: 1,511



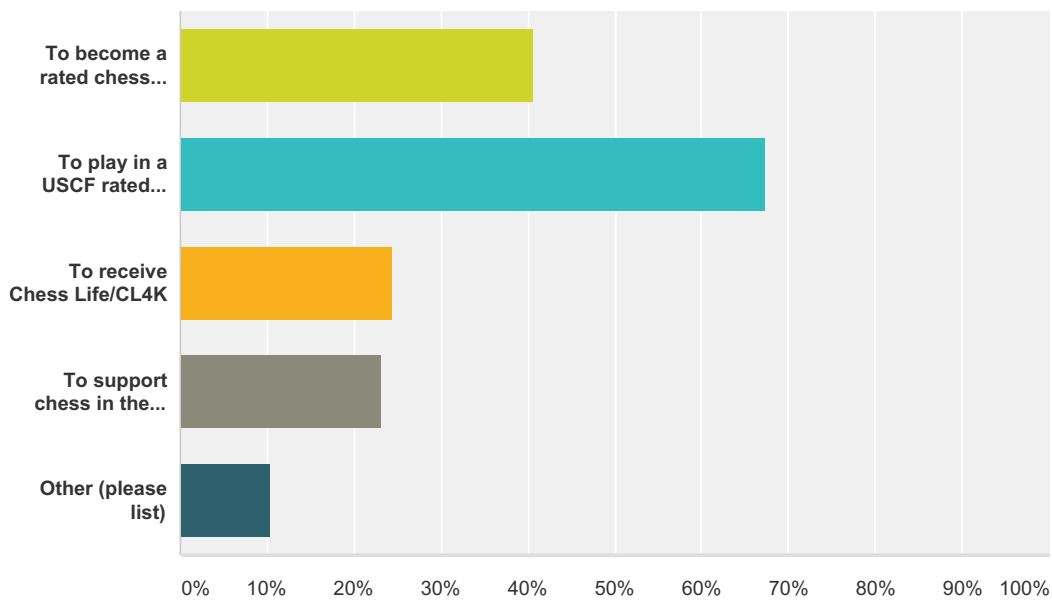
Answer Choices	Responses	Count
Premium Adult	21.84%	19
Regular Adult	32.18%	28
Senior	9.20%	8
Premium Young Adult	4.60%	4
Regular Young Adult	5.75%	5
Premium Youth/Scholastic	4.60%	4
Regular Youth/Scholastic	10.34%	9
Life	0.00%	0
Benefactor	0.00%	0

## USCF Services Spring 2015 Survey

I don't remember	11.49%	10
<b>Total</b>		<b>87</b>

### Q20 Why did you become a member of the USCF?

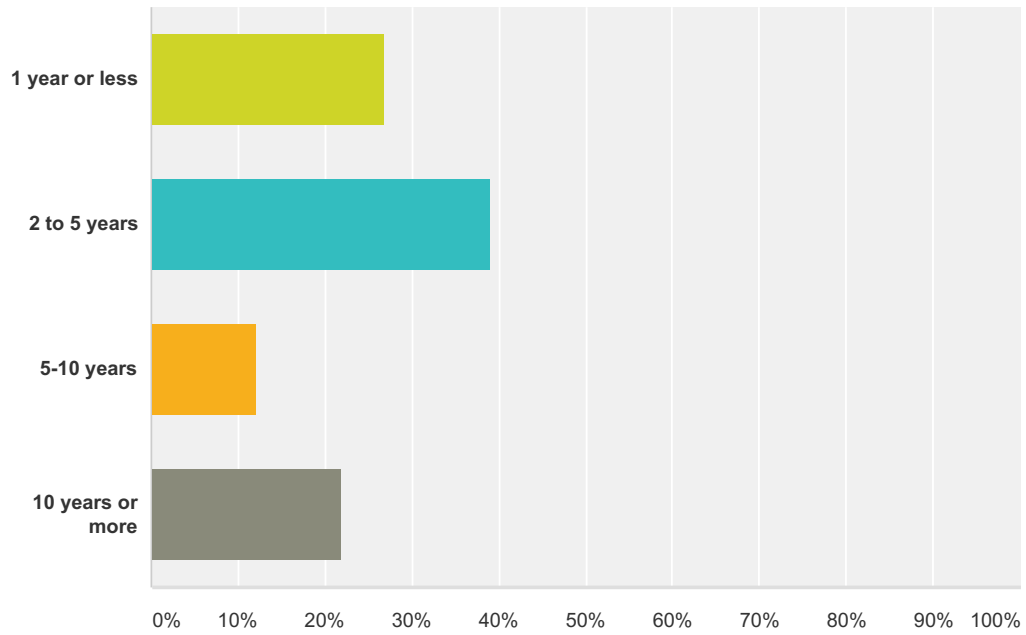
Answered: 86 Skipped: 1,512



Answer Choices	Responses
To become a rated chess player	40.70% 35
To play in a USCF rated event	67.44% 58
To receive Chess Life/CL4K	24.42% 21
To support chess in the United States	23.26% 20
Other (please list)	10.47% 9
<b>Total Respondents: 86</b>	

**Q21 How long were you a member before you let your membership lapse?**

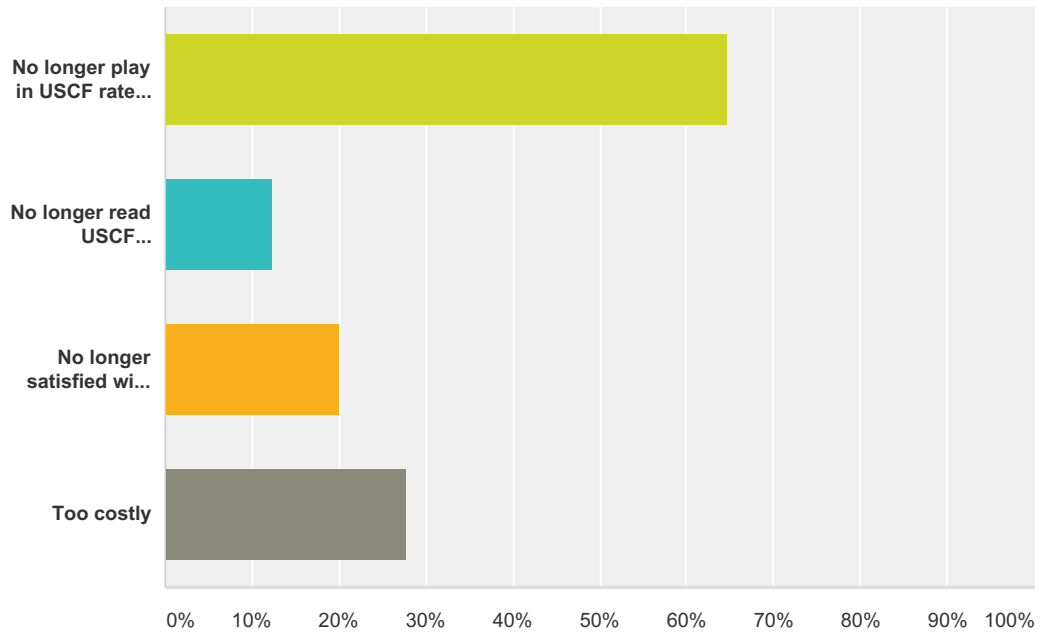
Answered: 82 Skipped: 1,516



Answer Choices	Responses	
1 year or less	26.83%	22
2 to 5 years	39.02%	32
5-10 years	12.20%	10
10 years or more	21.95%	18
<b>Total</b>		<b>82</b>

### Q22 Why did you let your USCF membership lapse?

Answered: 65 Skipped: 1,533



Answer Choices	Responses
No longer play in USCF rated tournaments or events	64.62% 42
No longer read USCF publications (Chess Life or CL4K)	12.31% 8
No longer satisfied with member services	20.00% 13
Too costly	27.69% 18
<b>Total Respondents: 65</b>	

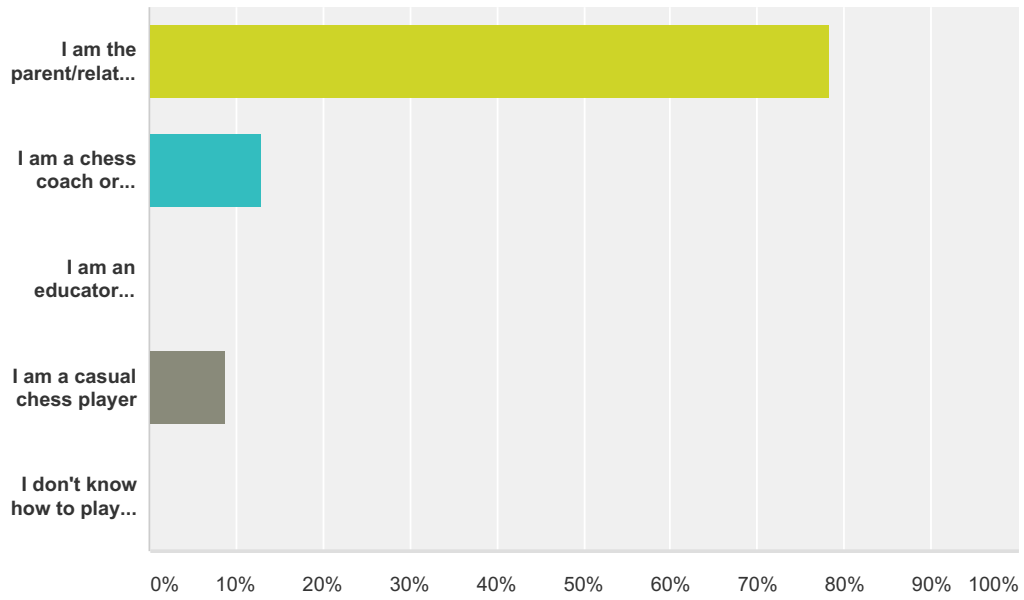
**Q23 How could the USCF have improved  
your membership experience?**

Answered: 42 Skipped: 1,556



### Q24 Which of the following best describes you?

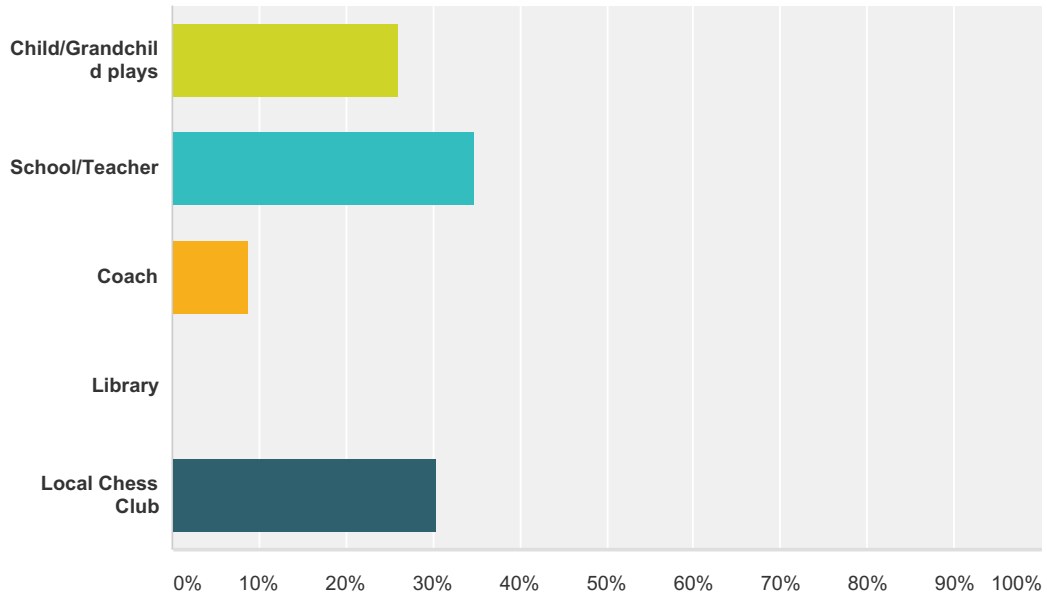
Answered: 23 Skipped: 1,575



Answer Choices	Responses
I am the parent/relative of a chess player	78.26% 18
I am a chess coach or teacher	13.04% 3
I am an educator interested in using chess as an educational tool	0.00% 0
I am a casual chess player	8.70% 2
I don't know how to play chess but I would like to learn	0.00% 0
<b>Total</b>	<b>23</b>

**Q25 How did you learn about the USCF?**

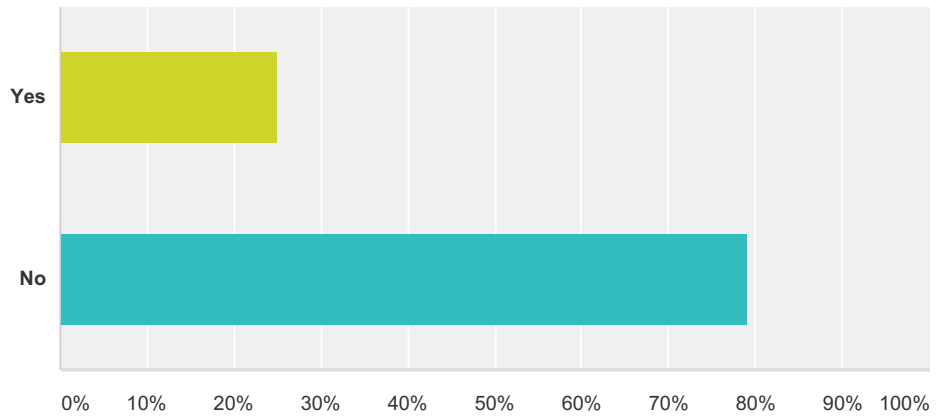
Answered: 23 Skipped: 1,575



Answer Choices	Responses	
Child/Grandchild plays	26.09%	6
School/Teacher	34.78%	8
Coach	8.70%	2
Library	0.00%	0
Local Chess Club	30.43%	7
<b>Total</b>		<b>23</b>

**Q26 Are you interested in becoming a member of the USCF?**

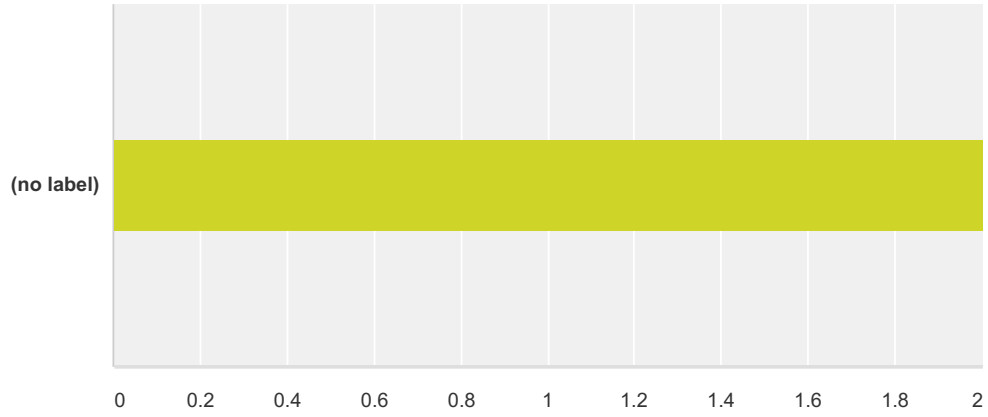
Answered: 24 Skipped: 1,574



Answer Choices	Responses
Yes	25.00% 6
No	79.17% 19
<b>Total Respondents: 24</b>	

**Q27 How would you rate your overall satisfaction with the USCF?**

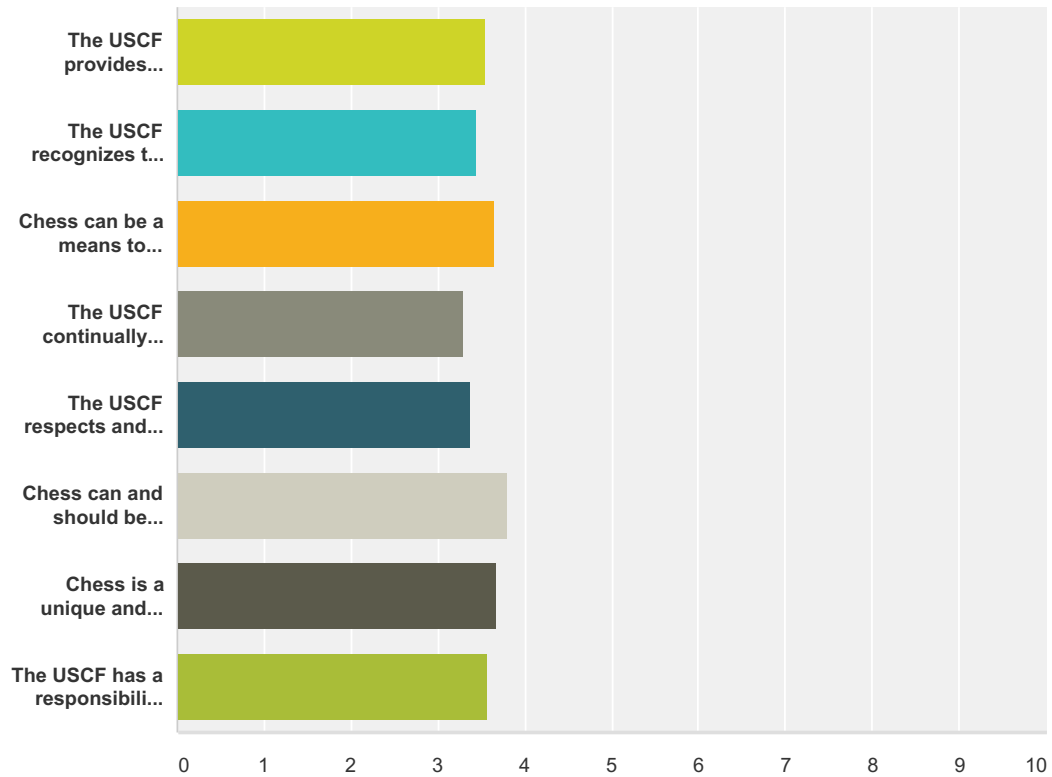
Answered: 1,190 Skipped: 408



	Excellent	Pretty Good	Fair	Poor	Total	Weighted Average
(no label)	25.04% 298	54.12% 644	16.64% 198	4.20% 50	1,190	2.00

### Q28 To what extent do you agree or disagree with the statements below?

Answered: 1,263 Skipped: 335



	Strongly Disagree	Disagree	Agree	Strongly Agree	Neither agree or disagree	Total	Weighted Average
The USCF provides responsive, adaptive and pro-active customer service.	3.74% 47	6.93% 87	44.51% 559	19.98% 251	24.84% 312	1,256	3.55
The USCF recognizes the value of excellence both in chess as an activity and the services we provide to our customers.	3.27% 41	4.87% 61	50.40% 631	27.96% 350	13.50% 169	1,252	3.44
Chess can be a means to advancing education-related skill sets as well as understanding of the history, growth and evolution of the game.	2.80% 35	1.76% 22	31.81% 398	54.92% 687	8.71% 109	1,251	3.65
The USCF continually informs and is informed by our members and customers.	4.34% 54	11.74% 146	49.12% 611	19.13% 238	15.68% 195	1,244	3.30
The USCF respects and maintains the relationships with its customers and stakeholders as well as the game of chess itself.	3.79% 47	9.02% 112	48.99% 608	21.51% 267	16.68% 207	1,241	3.38
Chess can and should be enjoyed by individuals regardless of social, economic or demographic classification.	3.12% 39	1.04% 13	21.17% 265	63.34% 793	11.34% 142	1,252	3.79
Chess is a unique and iconic game, and we must constantly celebrate that uniqueness and reflect it in our activities and services.	2.49% 31	3.05% 38	33.20% 413	47.67% 593	13.59% 169	1,244	3.67
The USCF has a responsibility to extend the knowledge and appreciation for chess beyond active USCF members.	3.54% 44	4.02% 50	36.41% 453	44.86% 558	11.17% 139	1,244	3.56

**Q29 What can the USCF do to improve its services?**

Answered: 512 Skipped: 1,086

**Q30 If you would like to be entered into a drawing to win a \$50 gift certificate to USCF Sales, please enter your email address below.**

Answered: 728 Skipped: 870

Answer Choices	Responses
Name:	0.00% 0
Company:	0.00% 0
Address:	0.00% 0
Address 2:	0.00% 0
City/Town:	0.00% 0
State:	0.00% 0
ZIP:	0.00% 0
Country:	0.00% 0
Email Address:	100.00% 728
Phone Number:	0.00% 0