

World Sailing Classes Satisfaction Survey Report

Survey Overview:

- **Total number of classes:** 113
- **Total Responses Received:** 93 Class Associations completed the survey

Categories Evaluated:

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

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

Overall Satisfaction Score:

To calculate the overall satisfaction, we averaged the percentage of Class Associations who selected “Satisfied” or “Very Satisfied” in each category (excluding N/A responses):

- Annual Report: 77.4%
- Class Rules Changes: 74.4%
- Plaques/Fees Administration: 82.8%
- Office Communication: 85.2%
- Our Team: 93.3%



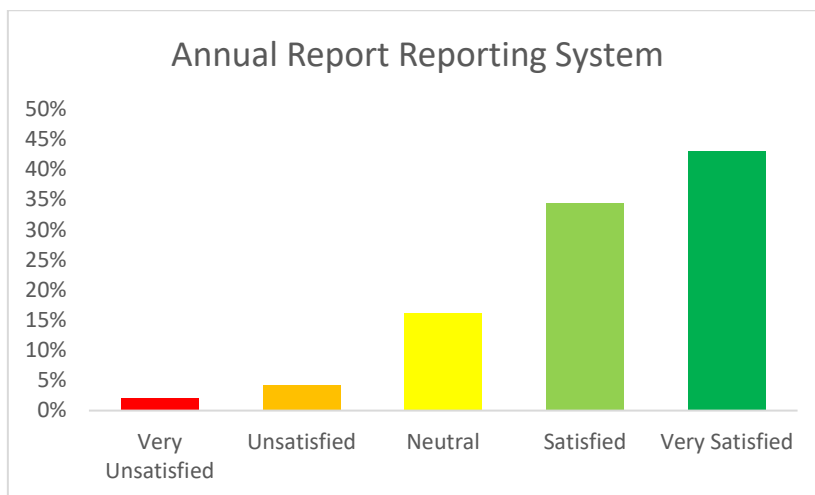
Average Satisfaction (excluding N/A): 82.62%

Evaluations by Category:

Each category below is presented in the accompanying graphic using the full satisfaction scale from Very Unsatisfied to Very Satisfied. The figures listed here represent the number and percentage of Class Associations that selected Satisfied or Very Satisfied.

Annual Report:

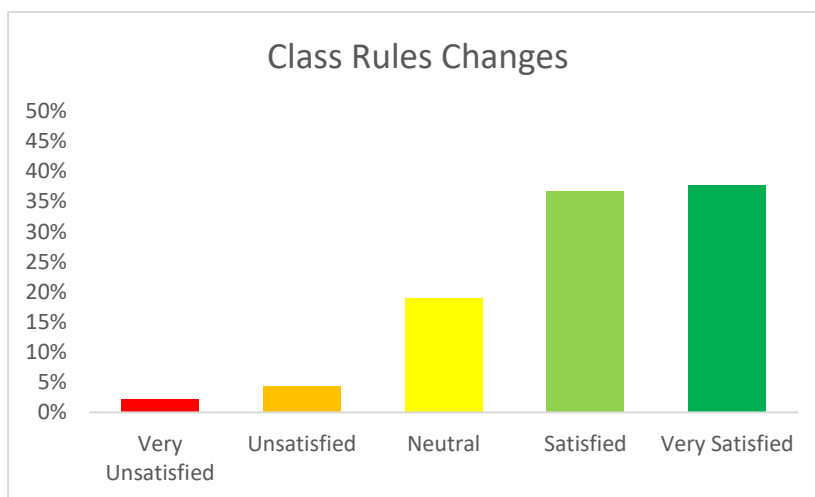
- Satisfaction: 77.4% (72 out of 93 classes)
 - 32 classes marked Satisfied
 - 40 classes marked Very Satisfied



Feedback shows generally smooth use of the system, though a few comments suggest clearer guidance and simplified steps would improve the experience.

Class Rules Changes:

- Satisfaction: 74.4% (67 out of 90 valid responses)
 - 33 classes marked Satisfied
 - 34 classes marked Very Satisfied
 - 3 did not respond to this section

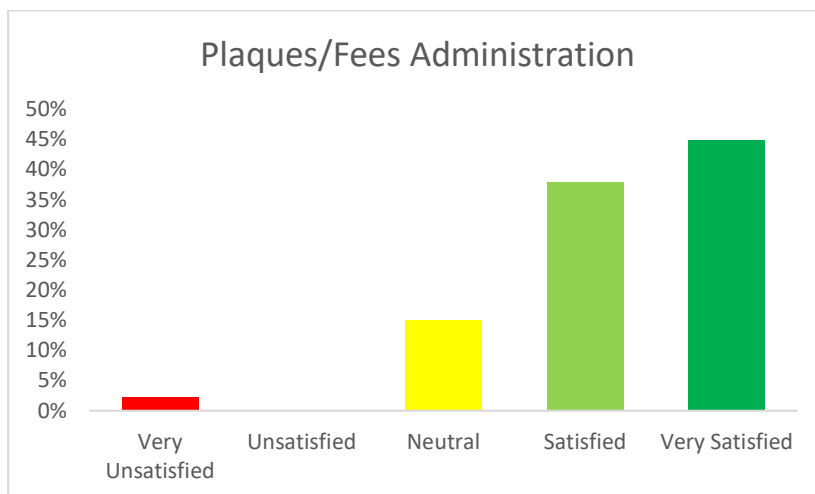


Feedback shows that the process is seen as fair and well-governed, but timelines can feel slow. Several Classes requested faster turnaround during busy periods.

Plaques/Fees Administration:

- Satisfaction: 82.8% (72 out of 87 valid responses)

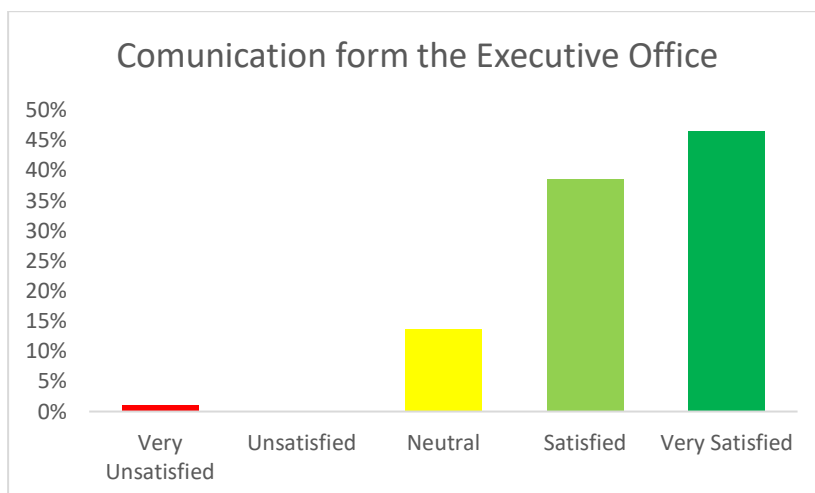
- 33 classes marked Satisfied
- 39 classes marked Very Satisfied
- 6 did not respond



Feedback includes suggestions like an online tool to view annual plaque numbers, improving transparency and reducing administrative burden.

Office Communication:

- Satisfaction: 85.2% (75 out of 88 valid responses)
 - 34 classes marked Satisfied
 - 41 classes marked Very Satisfied
 - 5 did not respond

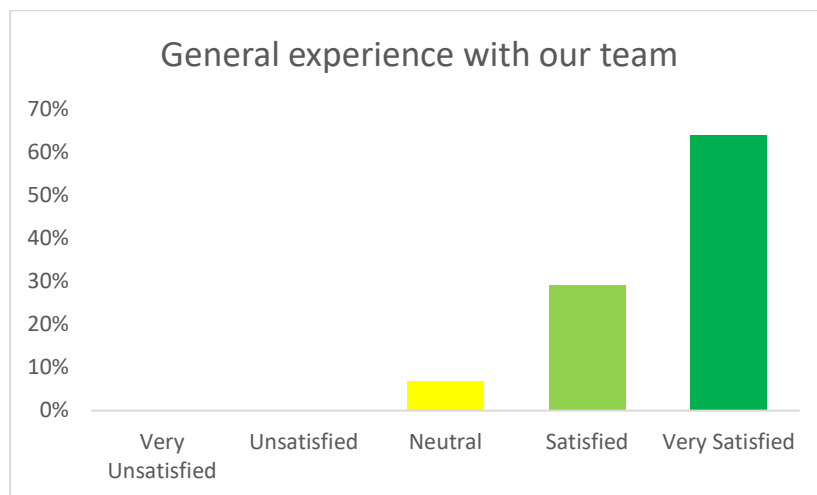


Feedback shows that communication is considered responsive and informative. A few Classes noted that updates could be more proactive, especially when policies change.

Our Team:

- Satisfaction: 93.3% (83 out of 89 valid responses)

- 26 classes marked Satisfied
- 57 classes marked Very Satisfied
- 4 did not respond

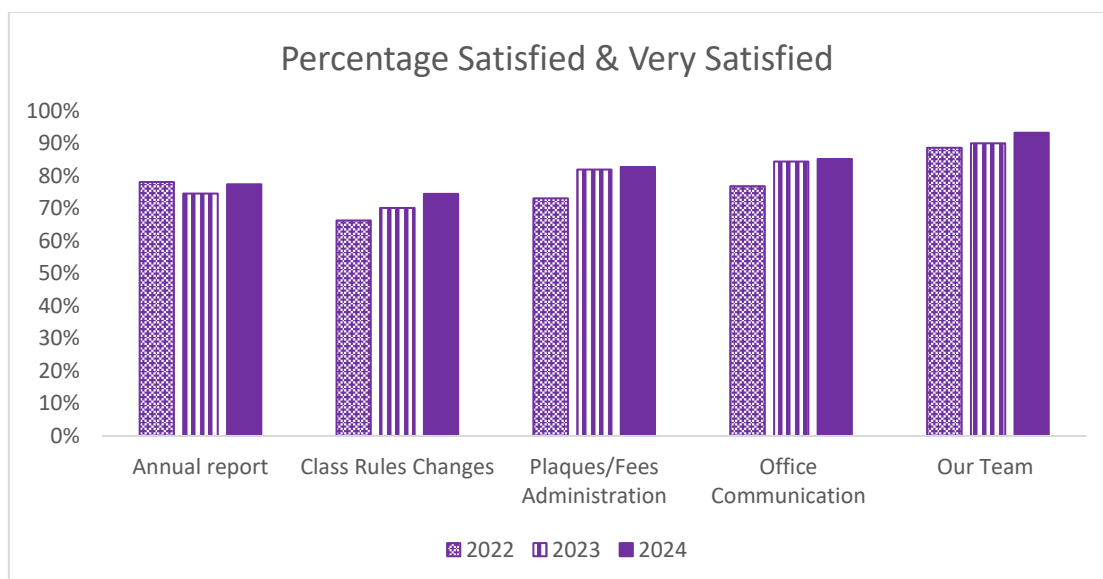


This is the highest rated category. feedback emphasises professionalism, helpfulness, and strong technical knowledge within the team. Many comments specifically mention timely responses and willingness to support.

Satisfaction Trends (2022–2024)

From 2022 to 2024, all categories have maintained or improved their satisfaction scores.

- **Annual Report** showed a minor dip in 2023 (75%) but rebounded to 77% in 2024, returning to its 2022 level.
- **Class Rules Changes** rose from 66% in 2022 to 74% in 2024 — an 8-point gain, reflecting growing confidence in the procedures and support provided.
- **Plaques and Fees Administration** improved by 10 percentage points since 2022, reaching 83% in 2024, with year-on-year increases that confirm consistent operational improvements.
- **Office Communication** saw steady growth from 77% to 85% over the same period, highlighting sustained responsiveness and engagement.
- **Our Team** has remained the highest-rated category throughout, increasing from 89% in 2022 to 93% in 2024 — demonstrating continued trust and appreciation from Class Associations.



Conclusion:

The 2024 Satisfaction Survey paints a clear and positive picture: our collaboration with the Class Associations is heading in the right direction.

Every service area either improved or maintained a strong level of satisfaction. Of particular note is the continued rise in satisfaction with the Class Rules Change procedure, which was previously a challenging area. The Annual Report process also showed recovery and greater acceptance following a decline in 2023.

Most significantly, Our Team received a satisfaction rate of 93.3%, the highest across all categories. This highlighting the strength of the relationships we have built, and the trust that World Sailing Classes place in our support.

We are truly grateful to all the Classes who took the time to respond. Your feedback helps us to focus our efforts and shape the future of our services. These results motivate us to keep improving, listening, and working alongside you.

On behalf of the Technical & Offshore Department at World Sailing, thank you for your continued collaboration.