

Tar Valon. Net

2018 MEMBERSHIP SURVEY



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I: DEMOGRAPHICS

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How long have you been a member of TarValon.Net?

< 6 months	6 months - 1 year	1-2 years	3-4 years	5+ years
4%	45%	40%	9%	3%

What is your rank at TarValon.Net?

Citizen	Novice or Recruit	Accepted or Soldier	Aes Sedai or Gaidin
1%	1%	9%	83%

With which gender do you identify?

Female	Male	Non-Binary/Third	Prefer not to answer
4%	45%	40%	9%

In which region do you live?

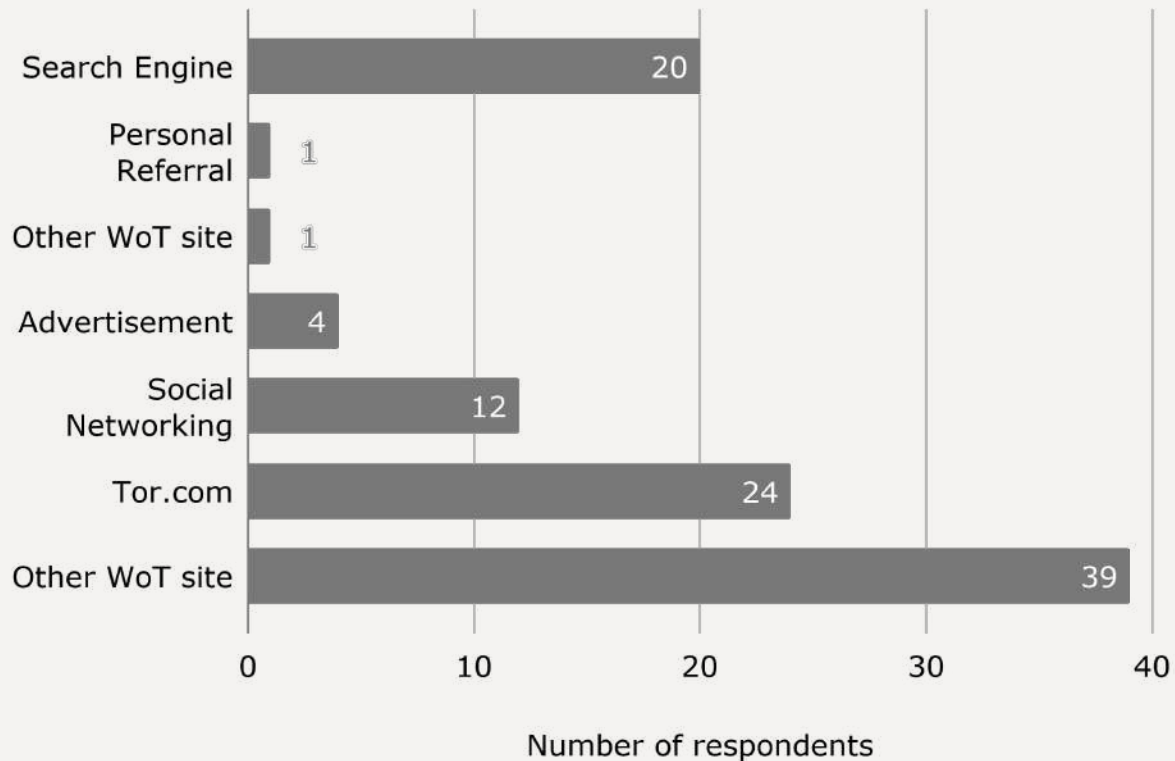
United States	Europe	Canada	Asia
70%	22%	8%	1%

What is your age?

24 and under	24-34	35-44	45-54	55+
4%	45%	40%	9%	3%



How did you find TarValon.Net?



What is your Ajah or Company?

Dai M'Hael	5
Mahdi'in d'ma Dieb	3
San d'ma Shadar	5
Val'Cueran	2
Blue Ajah	14
Brown Ajah	14
Gray Ajah	7
Green Ajah	8
Red Ajah	9
White Ajah	10
Yellow Ajah	9

II: EXECUTIVE BRANCH

The Executive Branch consists of the Amyrlin Seat (CEO), Keeper of the Chronicles (COO), Shatayan (CFO), Archivist (CRO), and the Department Directors.

Comments:

- **Tower parties will die** in the near future. Only 10-12 guests at the German party is a signal Tar Valon **shouldn't ignore**.
- I'm biased by **being an officer**.
- As a **recent member** of the Exec branch, my thoughts on this point may want to be taken **with a grain of salt**.
- Sorry, I **don't know much** about the Executive Branch and haven't really had to deal with them so I left my answers blank.
- Some of the people are **very rude**. I have seen them **harass people** that they don't like.
- I responded neutral on the ones I did because **my experience** with different members of the executive branch **has varied a lot**.

How familiar are you with the organizational leadership of TarValon.Net?

Very Unfamiliar	Somewhat Familiar	Very Familiar
5%	21%	74%

- I feel like Rhed, as Amyrlin, should be kind of **leading the charge** in making the site sustainable and active for **years to come**, rather than backgroundy. It's a minor gripe.
- Most folks in Exec are **amazing**. There are a few that seem to be tied up with **the RL monster** and that makes things difficult sometimes.
- **I haven't had any issues** that needed to be escalated through them, so I don't have much feedback re: performance.
- They're doing **a fantastic job!** THANK YOU to them for everything they do to help keep our site **running smoothly**.
- This is a difficult question, as frankly **some areas drag** the whole Executive down. I do appreciate that there are people **working very hard**. But if I have to give a score to the Exec as a whole, I **cannot give higher** than I did.

II: EXECUTIVE BRANCH

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The Executive Branch consists of the Amyrlin Seat (CEO), Keeper of the Chronicles (COO), Shatayan (CFO), Archivist (CRO), and the Department Directors.

Comments:

- I've **never had any issues** to resolved, so I don't feel I can comment on the speed of resolution.
- I have some concerns around the membership department. I wonder about **evaluation of job performance** - I realize these are all volunteer positions, but that is not a reason to **ignore poor performance**.
- **More direction** regarding what they are looking for in applications would be nice. It mostly feels like a **shot in the dark**.
- re: applications, consider **going to a webform**.
- It seems like there's a lot of **unnecessary red tape**.
- **I don't want to be part** of the Tar Valon administration. Because **nothing will change** anyhow I will offer my time and work or not.

How well do you feel the Executive Branch performs?			
Needs improvement	Neutral	Meets expectations	Exceeds expectations
5%	8%	43%	43%

How accessible is the Executive Branch?				
Very Inaccessible	Somewhat Inaccessible	Neutral	Somewhat Accessible	Very Accessible
0%	0%	8%	33%	57%

How quickly does the Executive Branch respond to questions, complaints, etc?				
Very Slowly	Somewhat Slowly	Neutral	Somewhat Quickly	Very Quickly
1%	6%	13%	46%	33%

II: EXECUTIVE BRANCH

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The Executive Branch consists of the Amyrlin Seat (CEO), Keeper of the Chronicles (COO), Shatayan (CFO), Archivist (CRO), and the Department Directors.

Comments:

- **Keep rocking** your badass selves.
- I chose "No Answer" in regards to how fast and how responsive the executive members are at responding to questions/ complaints because I have **no first-hand experience** with that. I've never had the need to take a matter to them. As far as I can tell, **they do an excellent job**, but that's only from the sidelines, so I didn't know if I should answer.
- They do a **fantastic job**, they are the **lifeblood** of TV.net.
- Application instructions are **inconsistent**; some hirings take a very long time to respond to applicants; position requirements are declaimed as not necessary in the same hiring post in which they are featured (which means **there really are no "requirements"**); some positions (which I assume means that this is true for many/all positions) of relative importance and rank have **no formalized training**, instructions, handbook, or policy set.

How responsive is the Executive Branch to provide feedback regarding questions, complaints, etc.?

Very Unresponsive	Somewhat Unresponsive	Neutral	Somewhat Responsive	Very Responsive
1%	5%	12%	26%	57%

Should TarValon.Net continue to require titles when addressing Senior Members?

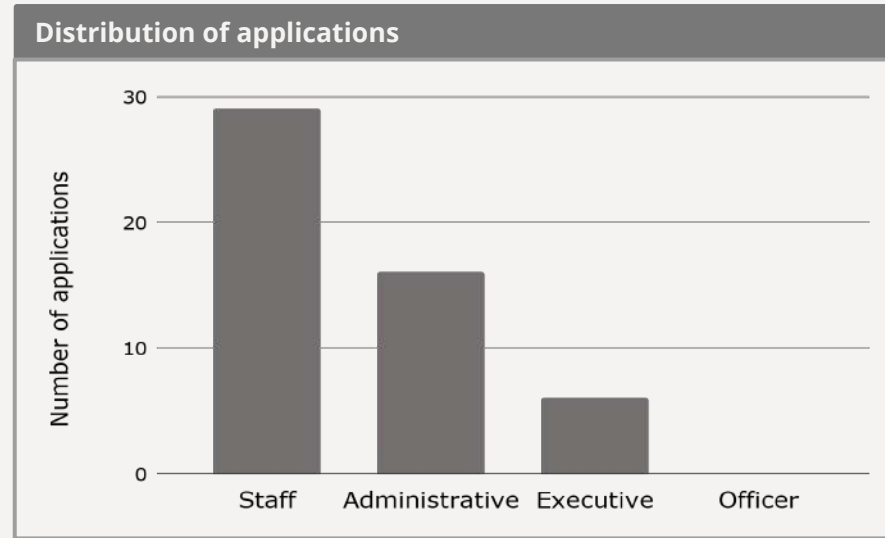
Yes	No	Other
58%	25%	17%

How simple is the application process?

Very Difficult	Somewhat Difficult	Neutral	Somewhat Simple	Very Simple
0%	2%	2%	34%	61%

Please share the reason you have not applied for a position in the last year.

- I am **still a newbie**.
- I already **have a position**.
- **Too busy** irl
- Not stating the **obvious**.
- Time **constraints**.
- Too busy **in real life**.
- **No time**/interest
- My activity level is **sporadic**.
- **I currently hold a position** that excludes me from applying for others. :)
- I am too busy in my real life, I am trying to get into medicine. **I don't have time** for a position. I also believe I have done my time and should leave the position for the **younger members** and people what have the passion I used to have.
- I have been **in need of a break** from positions. Had several years in a row of staff. I am doing an **unofficial job for the Ajah** that I have done for several years now, but nothing official.



III: COMMUNITY OUTREACH

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How important are TarValon.Net's philanthropic endeavors to your membership?

Very Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Very Important
6%	6%	19%	41%	27%

How confident are you that donations will be used appropriately?

Very Confident	Somewhat Confident	Neutral	Somewhat Not Confident	Not Confidently
75%	18%	5%	1%	1%

How important are the freeweeks to your membership?

Very Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Very Important
20%	12%	23%	36%	9%

Would you donate to a fund giving grants to TV.Net members in emergency situations?

Yes	No	N/A
82%	8%	11%

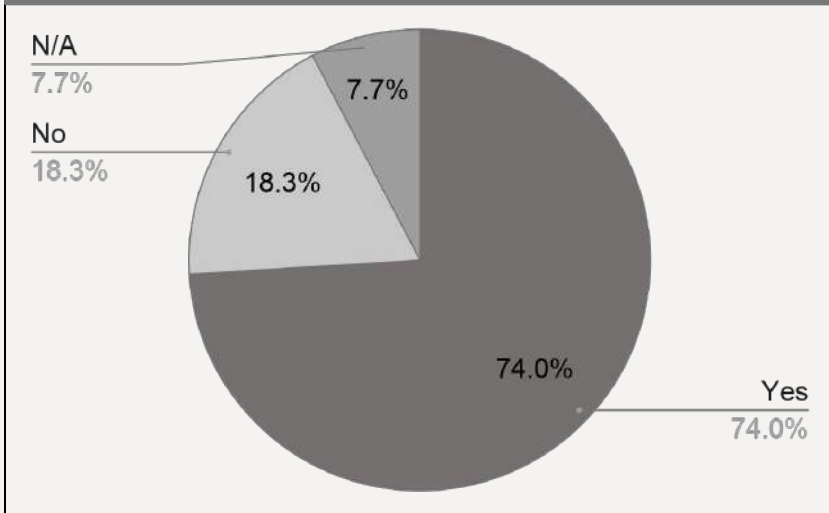
Would you participate in a program awarding Merits or other online awards for RL service projects?

N/A	No	Yes
13%	13%	75%

Comments:

- I am currently unable to donate but hope to in the future
- At the moment we are just tight on money. I hope to one day be able to donate something but until then I just can't.
- I haven't really considered donating to TV.Net before.

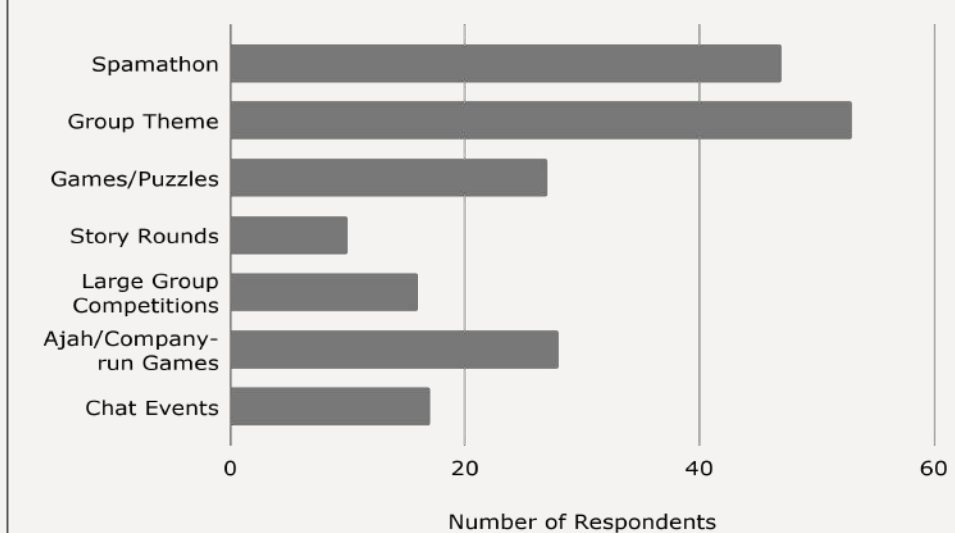
Have you ever made a financial donation to TarValon.Net?



What is the primary reason you have not donated in the past?

Under Age of Majority	Not Interested	New Member	Budget
6%	6%	22%	35%

What are your favorite types of events during the freeweeks?



How often do you participate in the freeweeks when they are active?

Never	Rarely	Frequently
13%	48%	39%

Comments:

- I'd happily bid for more events, but we already had an event in Utah and it **did not go entirely well**. I doubt we will return here even if I or other people bid.
- While I think that programming is good where it is. I think that when we bring SO's (or other family members) to events there is **sometimes a lack** in what they can participate in.

I have had a few guests tell me **they didn't know what was going on** during ceremonies or that there was too much "formal" programing and less free range.

I will use CO anni last year as an example. Some expressed wanting to do more archery not just during the competition (myself included) but that didn't seem to be an option.

Also having more info on hiking like best times to do **so to not infringe** on some of the activities if you go out with your guest to explore. I'm not sure if this made sense but please feel free to reach out to me for me to try and explain better :)

Considering the programming for our three events, Anni, Fall Ball, and Euro Party, do you prefer:

More programming	12%
The programming we have now is just right	79%
Less programming	9%

- I think that we have a **decent amount of programing** at events, my only suggestion is that in retreat style events to have a bit more flexibility, IE the archery at Anni.

Not everyone was doing the Amyrlin's Tourney but that is the only way to have done the archery....I don't have a solution it just **would have been nice** to be able to go do that if not participating. *shrug*
- South Pacific **doesn't have events**, there really isn't enough of us
- I have **not been to real life event**, so I'm not sure how to answer these.

Comments:

- People maybe don't bid due to the view that event locations are chosen based on the **popularity of the person** placing the bid rather than the **merit of the bid** itself.
- I am a bit discouraged from bidding simply because it is **difficult to find suitable locations** nearby for Anni, and that is the event I care about more.
- **I don't understand** what "bidding for events" is.
- Having a good idea for **a great location** will make me submit a bid, not any kind of reward.
- Ticket incentive as well, nut an official format, maybe **form to fill out** for bidding.
- I have not put up any bids because the **complexity of finding good locations** where I live.
- Love our events. Though it's difficult, I feel we should strive the **keep costs affordable** for as large a group as we can.

Regarding bidding for events, what would make you more inclined to bid for an event?

Ticket incentive	38%
Better knowledge of the bidding process	57%
Physical incentive, such a hoodie, book, etc.	5%

Do you feel official events are a valuable part of your membership at TarValon.Net?

Yes	No	I don't know
77%	8%	14%

- 20th Anni needs to be BIG, and it **needs to be planned well in advance** - it can't just be announced at 19th Anni, it should honestly be announced at 18th Anni this next year **so people have plenty of time** to plan out how to get there, and so administrators/executives can figure out how to **make it the Best Thing Ever**.

Also, we should have a party at JordanCon in 2021 regardless, **similar to how Dragonmount did** one this year.

Comments:

- I'm not making my way **across the pond** for 20th Anni, so true answer is: Retreat for Euro Party / I don't have an opinion for Anni
- I would like to see a 10th Anni style **big bang** kind of party for our 20th. I want to be able to **accommodate as many people** as possible, esp with the new TV series. I am also willing to help with programming for the event.
- JordanCon is **way more important** to me than Anni, Fall Ball, or Euro Party.
- I've **never attended** an official event.
- I'm glad Fall Ball will be **more in the middle of the country**. The event map overall shows a good spread, but when you look at the past few Annis, they're all **grouped together** out west. I know it also depends on who puts in bids.
- Seeing how **poorly attended** the last one was in my area, I probably **wouldn't suggest Canada** again, sadly!
- I love you all and **I can't wait** for the next event!

Considering our 20th Anniversary Party and Euro Party, which type of event would you prefer?

Retreat (camping) style for both events	44%
Tourist (hotel) style for both events	39%
Retreat for Anni, Tourist for Euro Party	18%

- I told the admins many times: **Tower parties are a shame**. People travel a long way and spend a lot of time and money for the event and in the end they are forced to eat for 3€ per meal and the activities are maybe digging in the sand for hours or things like this to **keep the people busy**.

That a Tower party can be awesome was proved by the unofficial German party. 40 Guests. Awesome food and activities and **for a low price** and we donated 500€ to the Tower. AND we got our ass kicked by the Tower because we dared to run this party. Thank you Tar Valon.

There are many **things going terribly wrong** in the party planning process of an official Tower party.

Additional comments:

- My opinions on the Euro events shouldn't count since I have no intention of attending them. I hope to in the future, but it isn't in the plan for the near term. Also, in my opinion Fall Ball **should always include** a group activity in addition to dinner. The most recent Fall Ball, in Sleepy Hollow, did not include any group event other than dinner, and this **diminished the event** for me a bit.
- A full, detailed list of all the **"would like to have"** and Must have" criteria for the events, it's a lot easier to find a place that **fulfills the requirements** than to put in a bid for a place not sure if it ticks all the right boxes.
- I have **yet to attend** any RL events so can't comment on how they run.
- **I have none** I can think of.
- It would be great to have Anni back on the **Eastern side of the Mississippi** sometime in the next couple of years :)
- I don't bid largely **because of where I live** - the ticket price would have to be north of \$300.
- I would make a bid for Fall Ball but **I don't know how to contact hotels** or what to say. Like I have a good location (in my opinion) but since I have never been to an event I don't feel like I would know what to look for.

It would be **helpful if we could suggest cities** and then have help looking for the other stuff. Like someone to **walk us through** at least for the first time in my opinion and especially if the person had never been to an event.
- I don't feel qualified to answer the question about the **amount of programming** because I've not been to a Euro party. I have attended both Fall Ball and Anniversary parties in the past, and I like the level of programming for each, but I feel that **there could be different activities** added into the mix for each event to not make it the "same thing different year" kind of feel.

Fun **things like the glittering** that only happen occasionally are something that I'd like to see "more" of, if you understand my meaning. I am a former Mistress of Revels and I know that making sure that things run **smoothly and are interesting** can be very tough challenges.

There have only been a few non-administrative purchases at the CafePress store in over two years. Why have you not purchased anything from our CafePress store?

The products are too expensive (either the products themselves and/or shipping).	41%
The quality of the products is unknown or lacking.	31%
There are too many designs in the shop and I do not care for the interface.	8%
I do not care for any of the designs in the shop.	23.08%
I'm not interested in purchasing any kind of TarValon.Net merchandise, regardless of what designs are available.	11.54%

How important is it for you to have merchandise available for you to purchase?

Not Important	Somewhat Important	Very Important
45%	44%	11%

- The shop, in general, is useful but I **would love to see more variations** and Ajah/Company input on custom designs for each group. Being a former director, the costs are a tad high but the quality is decent. I've just been broke and food has been more of a priority.
- Regarding the shop, the quality of the T-shirts is HORRIBLE. After one wash, the design is pretty much gone. After three wash, **you can hardly see the design at all**. This has happened to every T-shirt I've bought. Now I've stopped buying.

Comments:

- International shipping is **prohibitive**, unfortunately.
- **We desperately need** to beef up our JCon table. Anything I can do to assist with this, feel free to reach out to me.
- Custom merchandise is nifty, and I understand why it's so expensive, but **it doesn't fit into my budget** unless I plan for it or ask for it as a gift.
- Comment about merch: I have had to prioritize other things money-wise, but **I do have an interest** in merch.
- **Didn't know** there was a store... :look

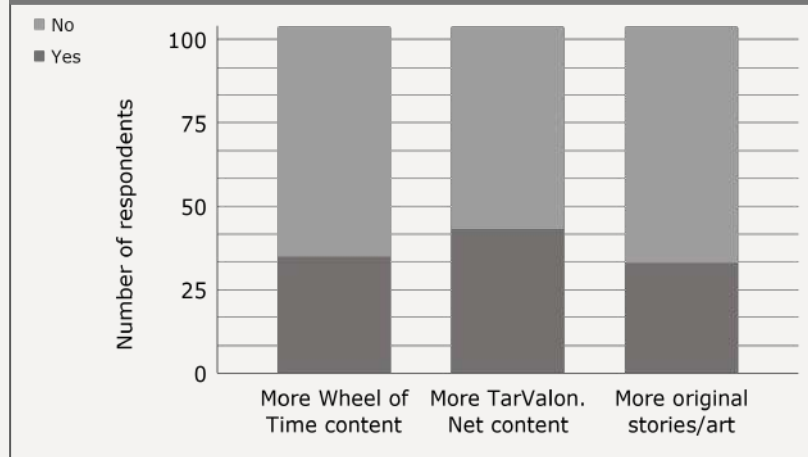
Comments:

- More consistent announcement of the latest issue in SA would probably **improve number of readers** - I don't remember to check myself and need the nudge.
- Just that it's an amazing team, I'm honored to be a part of it, **Maibella does an amazing job** as editor! She's a rockstar!!
- I'm not on the forum as much so **a ding via email** or social media would remind me to come check it out. I do **love the Times**.
- I wish I was **better at keeping up** with it, but I really appreciate all the work you guys put in!
- I want to see **more people commenting** on the articles so we know people are reading/enjoying them.
- It will be interesting to see if people read content **more or less often** with the new format.

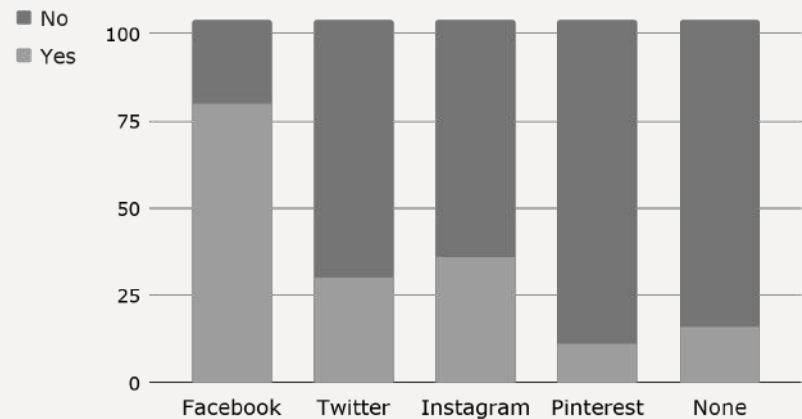
How often do you read the Tar Valon Times?

Never	Rarely	Sometimes	Always
5%	41%	40%	13%

What types of content would you like to see more of in the Tar Valon Times?



On which social media platforms do you follow TarValon.Net?

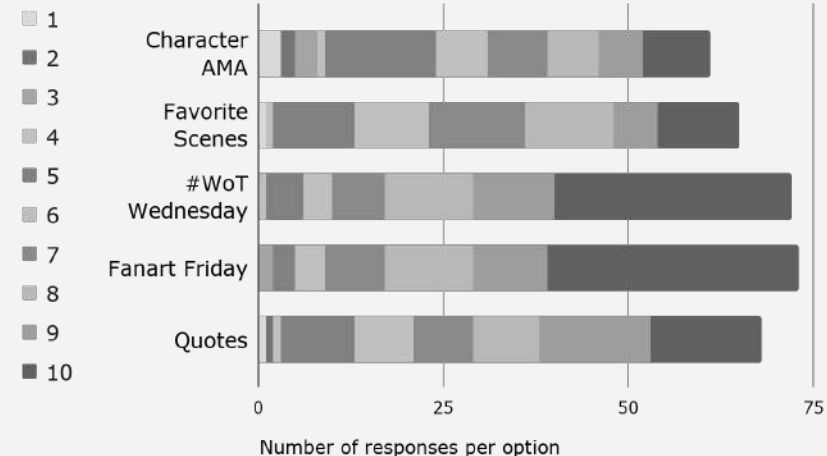


Comments:

- I think the posts on fb and insta where I follow TarValon could be more frequent and **have more quality/commentary** to them. I enjoy fanarts and links to specific artists.

- I **always enjoy** the FB and Instagram posts breaking up my news feeds thank you!
- I don't **spend enough time** online to follow on social media

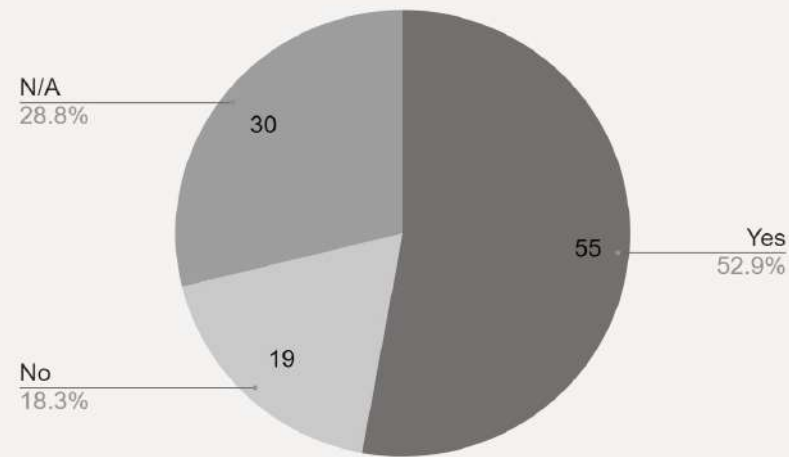
What are your thoughts on the content being posted on social media?



Is there anything you would change about the mentorship program?

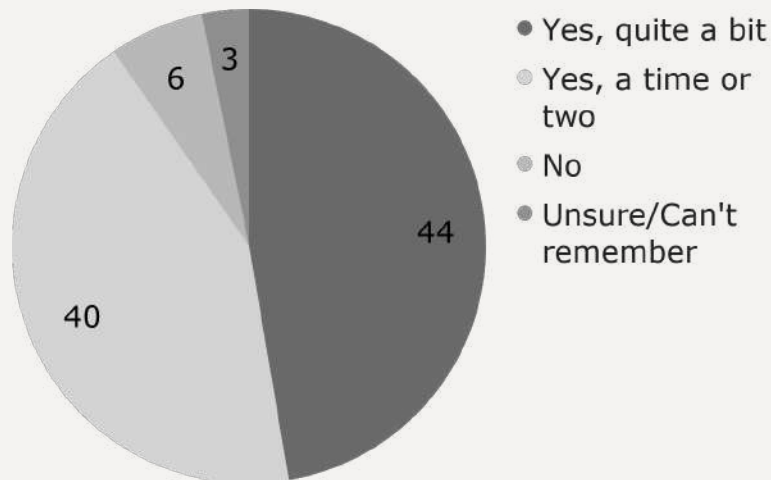
- We need something **like a director of mentors** who can check with mentors and make sure they're still active and haven't lost track of their mentees.
- If the mentorship has stagnated, then **change mentors** when the JM is raised to Tier 2.
- Really, my main thought is that it **doesn't have any structure or direction**. As a JM, I didn't really have many questions about the site since it wasn't the first one I've ever been part of. As a SM, I feel a bit lost on how to engage my mentee and don't want her to miss out on anything because I'm floundering.
- I think it should be more known that if your **mentors are absent** or whatever that JM's can request new mentors.
- I'm **not participating** in it yet.
- No - my experience as a mentee and a mentor **was great**.
- I think, as with any program, **the usefulness is reliant upon the participants**. Those who want more out of it get more from it.

Do you feel the TarValon.Net mentorship program is effective?



- It's been some while since I was a JM, and I do try to be active with my mentees. But **everyone needs something different** in that relationship.
- If they haven't been recently, **update/check on the questionnaires** JMs and Mentors take. Sometimes questions need to be updated or refined.

As a Junior Member, did/do you communicate with your mentor?



Additional comments

- Yes, quite a bit
 - Yes, a time or two
 - No
 - Unsure/Can't remember
- I communicated with my mentor **out of obligation**.
 - I think that since mentoring is a merit now, that those who have **received a merit for it need to "retire"** for at least 2 years. I have been on a mentor list for years and have only received 1 person to mentor, while others have received 3-4, since this is a merit based program that **needs to be evened out**.
 - Better track of who actually has mentees. I don't think it's fair how **the same SMs keep ending up with mentees** when some of us have never had them. Also, a current list with all who have applied would be good, so we know if the current junior member admin **actually even knows who has applied** in the past.
 - I think that **some members could receive mentors earlier**. I would have loved having a mentor as a citizen rather than waiting those twelve weeks before I entered the tower.
- Both times I have had a mentor **they seem to drop off after a while**. Now my second mentor and I did talk more which I liked a lot. Maybe there needs to be a different way to match people? I know life gets busy and some people are getting two mentors now so I'm not sure. My two times as a mentor were both very different. One went awol and the other I talk to a whole lot still. I feel like **my second mentee and I really clicked** ;)
 - Make it understood that **mentorship should be beyond Novice/Recruit**, and should be until the person becomes a Senior Member themselves. If that is not the rule, then consider making that a rule, because **quite a few JMs feel abandoned** a bit when they get to Tier 2 and suddenly this person who was there for them disappears.

VII: MODERATORS AND OPERATORS

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How important are the message boards to your membership?

Very Unimportant	Neutral	Somewhat Important	Very Important
2%	6%	20%	73%

How often do you use the message boards?

Never	Rarely	Weekly	Monthly	Daily
1%	8%	23%	7%	62%

How important is IRC to your membership?

Very Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Very Important
36%	19%	26%	12%	8%

How often do you use IRC?

Daily	Monthly	Never	Rarely	Weekly
7%	5%	32%	50%	6%

How has your experience with Moderation been on the boards and/or in chat?

Very Negative	Somewhat Negative	Neutral	Somewhat Positive	Very Positive
0%	3%	21%	24%	51%

Have you used the unofficial Discord channel?

Never	Rarely	Monthly	Weekly	Daily
41%	24%	14%	11%	9%

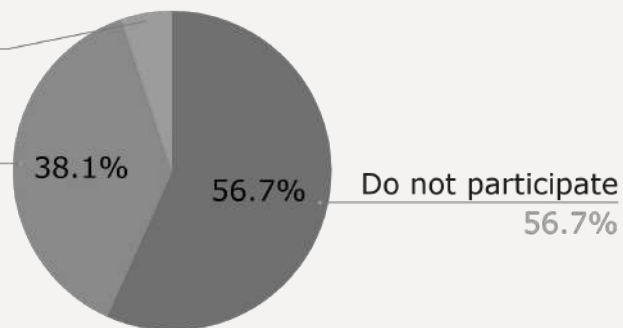
Comments

- **I get disconnected from IRC a lot** (Firefox/Mac OS) while working on projects. That's the main reason I don't use it.
- **I would love to see the Discord** Channel go live for everyone!
- I don't visit the unofficial Discord channel, but **I do visit several other ones related to the Tower** quite regularly. ie JMs, Ajah, etc
- I like discord. It would be cool to have people set by Ajah colors and things, since that customization is available. **Ajah head/leadership having moderation** would be actually quite nice.

How has your participation in Current Events changed over time?

New participant
5.2%

Long-time
38.1%

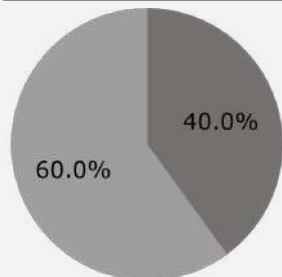


Comments

- I find that **there is little good discussion** on current events, and the kinds of discussions on philosophy, political theory, economics, history, theology, and spirituality are not well supported by the forum.
- In CE, **Conservatives and liberals are moderated entirely differently**; I don't want to participate in that type of environment. The discussions need to be discussions not hostile debates filled with condescension and contempt.
- Current Events is **just a place for unfiltered douchiness**, moderated to reflect the ideas of the moderator more than anything, which is why I stopped posting there. I do read it once in a while, and **nothing has changed in 10 years**.

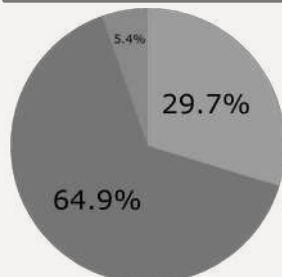
New participants

- Consistent
- Increasing



Long term participants

- Increasing
- Consistent
- Decreasing



VIII: RESEARCH AND RECORDS

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How often do you visit the Classroom?

Rarely	Monthly	Weekly	Daily	Only when there is a class I am interested in
31%	4%	5%	5%	29%

How valuable to you is the information in the Annual Report?

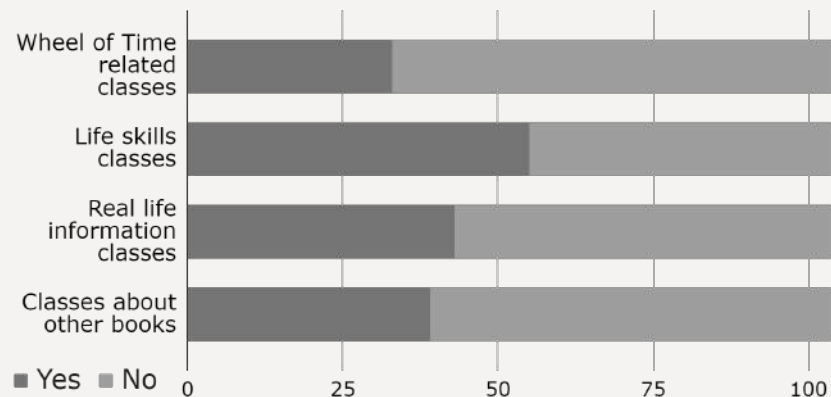
Not Valuable	Neutral	Somewhat Valuable	Very Valuable
2%	28%	44%	25%

How would you rate the ease of finding what you are searching for in the Library?

Difficult	Somewhat Difficult	Neutral	Somewhat Easy	Easy
1%	2%	18%	43%	36%

- Membership manual should be separate from the library and **much more easily searchable** (all on one page).
- Search results seem to be **confusing and inaccurate**

What kinds of classes would you like to see offered?



Is there any information you think should be included in the Who's Who that currently isn't?

No	Yes	N/A
53%	4%	43%

Comments

- Many members **don't have a membership survey**, and I think it's very interesting to get to know people through those questions.
- I think it would be nice to have **more of the unofficial Tower things** on our profiles.
- Just have it **more up to date**.
- I would like to see, in addition to old avatars, avatars from previous freeweeks that were used (if possible), and **badges that show who charities** each person favors.

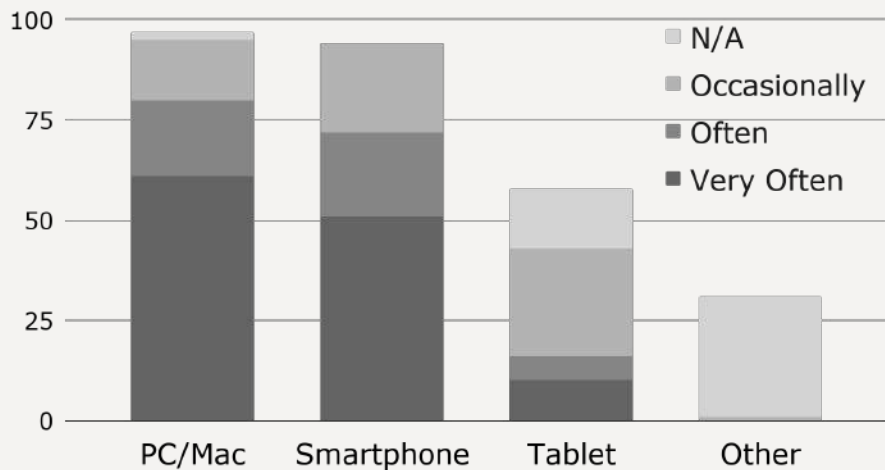
How often do you visit the Who's Who?

Never	Occasionally	Often	Very Often
5%	54%	27%	14%

How often do you use the Library?

Never	Occasionally	Often	Very Often
4%	52%	30%	14%

How often do you access TarValon.Net via the following?



How easy is it to understand the [moderator/administrator] functions?

Difficult	Somewhat Difficult	Neutral	Somewhat Easy	Easy
0%	6%	9%	31%	53%

Is having a mobile theme important to you?

Yes	No	N/A
58%	35%	8%

Do you notice delays with email notifications?

Yes	No	N/A
10%	57%	34%

Comments

- It's not necessarily that the functions are difficult to use - but that **when you become a moderator of a forum, there isn't any training** on the different actions you can do. It was the same when I became a forum mod. You had to figure it all out on your own. I think a mod tutorial is needed for forum mod functions.

THANK YOU!

