

2010 Survey Comments and Suggestions to Committee

Our April/May 2010 member survey invited respondents to add comments or suggestions on how we could improve the club website. Below is what we received. Respondent names were omitted because we did not explicitly ask permission to publish their comments and suggestions. Replies to comments and suggestions are from the survey team members, Vice Commodore Mel Wallbank, Communications and Website Chairman Niels Jensen and the Survey Coordinator, Director Chuck Mead

- 1 Web site software should be kept up to date. Should be able to register and pay for an event from one place.
Agreed on both points. Both are priorities.
- 2 Thanks for asking for our opinions!
You are very welcome! We think this is an ideal way for our widely dispersed members to communicate to us.
- 3 Not only is the GLCC a great community, my belief is that the club has the right vision for the cruising community in the Great Lakes. Cheers!
Thanks for your support!
- 4 It would be very helpful if you would list updates to harbor reports by state first.
Don't think this has much of a chance. We number them generally going up the shoreline of each lake.
- 5 My wish is that you would still send the paper updated info for all the areas. We use our books to plan trips each year and it's great to have the latest info about each area.
The only difference these past couple of years is you only have to order what you want so we are not sending paper to everyone for all harbor reports. This reduced dues a lot which we believe reversed a long term decline in total members.
- 6 I welcome this chance to offer my opinion. I don't do well with computers so therefore I struggle with some portions of our website. I don't think I have a complete profile in the database, and I know my wife doesn't for sure. Not wanting to be negative, but the more automation I'm introduced to, the more I feel left out! Of course I need to shape up & get with the programs of the 21st. Century but remember old dogs don't learn new tricks easily. I feel the more website/automation we have with the club, (and I do realize how important automation is,) the more I feel I'm being left behind, and I know I miss all the personal contact of days gone by. Here's a cute example, Dave Miller asked me why I didn't sign up for Leamington, and I said I never saw a sign up. It was on the website I just never found or searched for it! I have no answers, and please believe me when I say I'm trying to learn. We're finding the same concerns with the Vermilion Power squadron, we've put our newsletter on our website and now we have people saying, "We never got the info." So in closing I say Thanks for letting me sound-off, and I remain committed to the success of the GLCC, I guess I just have to hone my computer skills a bit more, but to answer this survey simply, I'd have to say, I'm certainly not using the website to the potential that was meant by its creator.
For better or worse everything is going web based. It has huge advantages for GLCC but we all know the troubles people have. We are committed to making our website better and easier to navigate and use. If you come a bit this way maybe we can meet somewhere in the middle.
- 7 Since we are new members - there's lots on the website that we were not familiar with. This survey has piqued our interest, however. We will spend some more time exploring. It might be interesting to have a separate page with links to other people's boating sites. As an example, when we were bringing our boat home from North Carolina, we developed a website for family member's to follow along - sort of a blog. You can see it: www.magicdragonpdq.com Also, we really appreciate being able to query other boat owners about issues we come up against, and we have gotten lots of good info from this forum: www.pdqforum.com so something along this line might be a good addition for Great Lakes Boaters. Thanks for listening!
Click the Discussions tab cross the top of the home page to check out the forums. There is one for Cruise Logs where you can create a link to your website as a number of cruises have. You can start your own discussion topic within a Forum or join in on another discussion of interest. It's a snap.
- 8 I read the articles and links on the website, but I rarely use the Harbor Reports online. I always buy the complete paper updates and only use those in planning and while cruising. I enjoy having a paper copy and it is much easier to just pull out the one or two reports and leave them on the chart table while cruising.
Our paper report operation is thriving. In fact it's better than ever because we have it in color. In the old days it was b&w only. This was achieved when we stopped ordering massive quantities of updates each year and went to print-on-demand.
- 9 Doing a great job
Thank you; there are a lot of busy volunteers hard at work.

- 10 The website has continued to improve. The high resolution photos, chartlets etc. are especially helpful. Nice color photographs too! Well done to all who have worked so hard to improve the GLCC!
We agree - color is great over b&w.
- 11 I miss the written/printed Harbor Reports, and was not aware that I could save them, singly or multiple ones, to a CD, for instance. We take our laptop when we cruise, but finding Wi-Fi access is not easy.
Please see our comments above to understand why we made this change to allow members ordering only what they want. We recognize the desire for our computer savvy members to easily get them off the website for their own use for free.
- 12 I think the progress made with the web site is amazing. I still underuse it and I suspect I am not alone. If we could get more members to update, especially with topical info, that too would be great. Keep it up.
Member input is powerful! Our job is to make it easier for them to contribute updates.
- 13 Thanks again to Ron and the rest of the committee for a job well done.
We agree and I'm sure Ron and his group does appreciate the accolades.
- 14 I REALLY like the web Harbor reports, including the ability for members to update as they visit the harbors! We spend our summers cruising new areas of the Great Lakes and depend on these reports for planning the trip itinerary.
We REALLY look forward to hearing about one of your new discoveries!
- 15 It is an excellent site and easy to use.
Thanks, it is still a challenge for some, but we are trying to make things easier.
- 16 I don't subscribe to any part of the site but do log-in every few days and check "recent posts" which works very well. Really enjoy all the news.
Okay but subscribing for email notifications is a way to know instantly when something new is posted in an area of interest such as your home port or favorite cruising locations.
- 17 Hang in there. Appreciate your work and hope to be better involved in the future.
Involved members are always valued!
- 18 You have done a great job with the website. It is terrific. Among other things I appreciate are the news items of interest. Having continuously update harbor reports is great. Thanks for all the effort.
The ability to update harbor reports instantly instead of during a 5 year cycle is a huge benefit the website offers. Furthermore members are providing info for updates more than ever.
- 19 Very important to me is the availability of updated hard copies of harbor reports each year. Printing harbor reports off of the computer is not of any interest to me.
Fortunately we have both options for differing preferences.
- 20 The web site is very good. I access it several times per week. News article posted are relevant and interesting. The harbor reports and interaction with other like minded cruisers is the highest value of the GLCC for me at this time.
Sounds like you are or should be jumping into Forums in the Discussions section.
- 21 Keep printed version of Lifeline and Harbor Reports available for those who are not interested in on-line information and/or not computer literate. Also, would suggest that Lifeline be included with the membership dues, as individual members are more likely to communicate with other members if they know their name/boat name/harbor.
The Harbor Reports are central to GLCC, so is providing options for printed versions. We continue to search for Lifeline and Membership Directory and Fleet Register print options to keep it viable even though print subscriptions have dropped considerably. It's pretty tough to make the members pay for something they may not want.
- 22 Interesting articles on the home page are great, keep up the good work!
Hope you're subscribed to "General News and Events" and "GLCC Club News and Events". These are found in your "My Account". Select the tab titled "Subscriptions then select "Categories" and see them at the top.
- 23 If I can make a recommendation, PLEASE, PLEASE spell check and edit content before posting! It is downright embarrassing to see misspellings and poor grammar (see first page of this survey!) continually posted and not corrected. We are a professional and well-respected organization... Our web site and literature should reflect our professionalism. I know that there are editors who do a great job on the harbor reports and front page of the web site, but honestly... the Sarnia registration (for example) was pretty bad. When registering for the Sarnia meeting, I was taken back and forth between areas of our web site (events and ship's store?) and basically submitted our registration information twice. Can't this be handled more like any other "check out" on websites where you "purchase" on one page and then it takes you to the "check out" and confirmation pages (see amazon.com and just about every other website out there). We signed up for the monthly membership fee, having it charged to our credit card. However, we never get any sort of invoice or statement. We see the fee show up on our credit card (now that we know what it is... it's listed as GREATLAKESC with a phone number... took us a bit to figure out what it was); every other company we deal with (cell phone, land line, gas, electric, cable, internet, etc.) emails us an invoice each month. We receive zilch from GLCC,

though we did get an emailed invoice for our Sarnia registration. What gives? Is there a way to get an invoice out of your monthly billing system? We believed this monthly payment was better for the Club's finances, but perhaps it's safer for us to go back to the annual system? Thanks!

Survey editor is embarrassed and apologizes. Comments concerning grammar and spelling are acknowledged. We see a lot of the same in member harbor report input. We all need to do better.

We don't like the store process either. Making it work better generally and for registering for events is the top website priority following an overall website software upgrade that's underway. Please realize that because of our rather low number of transactions we may not be able to allocate the limited resources to achieve what others have done.

The monthly billing was done as a convenience for members but actually costs the club extra credit card transaction fees.

- 24 The frequent bulletins of harbor reports received by email could take a better format and made easier to read. Having said that, the problem could be with the recipient (me) and not what your transmitting. Thanks. Clear sailing.
Congratulations – you're obviously subscribed to harbor report updates. On that point, agreed. Don't forget we have a forum under the Discussions tab titled "Web-Page Suggestions". This forum needs more member traffic.
- 25 The main issue I have is trying to find the calendar of events. It seems to be buried and you have to be logged in to see it. I would not be a member today if I could not have found the calendar on the old website and went to a rally as a guest. There is not even a search feature to try and locate it.
"Events" are always found 5th down the list on the right side of the home page with Harbor Reports at the top. Better yet please go to your "My Account" page and select "Subscriptions". On the page that opens below it select "Categories" and check off "GLCC Club News and Events" for email notification when something is posted. The emails have a link that takes you to the new post. When logged in, there is a search box at the top right corner.
- 26 I just joined the web site, so I'm afraid that I couldn't answer most of your questions. Probably once we start to use this site we won't miss our notebooks which we love.
Welcome aboard!
- 27 When adding to a harbor report on the web site, it has been hard to see if our new comments have been added to that description. Or maybe it isn't clear how that process works as you decide to add new information or not.
If you're status is member-only then your comment is evaluated by the Harbor Report Committee and added to the body of the report as appropriate. It is a practice to enter a notation in the comment when it is incorporated into the report. If you're a port captain or above you probably have higher editing privileges. Check with Ron Dwelle for how it works at dweller@gvsu.edu
- 28 Keep up the good work!
Thanks again!
- 29 Note that some cruising boats are posting fuel prices and thank them for the information and I will be doing the same this summer as we cruise for month or more.
Participation has always been a rewarding benefit of being with GLCC.
- 30 It is very difficult to download harbor reports - surely there must be an easier way - i.e. the reports should be in PDF or word format to make it easier.
Have you referred to the "Help" tab? A section was added specifically on how to download PDF files.
- 31 To register for the wilderness rally I had to give my name and address on the registration form, and again on the payment form. Both were a duplicate of the information already in my profile.
We know registration is not seamless. Improving it is the top website priority.
- 32 I realize it's tough enough to put together a web site, but have you considered doing an iPhone app for accessing news and harbor reports? Thank you!
Actually we have, the testers concluded the screen is too small among other things. The Log Book Committee is looking into the iPad. Stay tuned!
- 33 I subscribe to email updates of any new postings on the website. I also purchase the printed Harbor Reports each Spring. It would be very helpful to me to get some kind of indication in the routine Harbor Updates as to an "importance gauge" ...is the change to the report a piece of critical navigation info or just info on a new restaurant closing. What I really want to know is "should I take the time to print the report?". Thanks.
We know what you mean. It's a really tough call since some members may consider a restaurant in a favorite nearby port more important than a rock in some far off place. Try posting this in the "Web-Site Suggestions.
- 34 I recently registered and paid for the Sarnia Spring Meeting. Payment was by Cdn credit card. Said payment was

processed through our US credit card facility and came back to me as CDN\$123.73 rather than the Cdn\$118.00 intended. If Canadian dollar credit cards cannot be processed in Canadian dollars, we need to make disclosure on our on line applications.

Sure do. We have forwarded your comment to the GLCC office

- 35 After I received the e-mail invitation to complete the survey, I went to the website to check a couple of things. It did not ask me to sign in. I was able to access harbor reports, etc. without identifying myself. Does the website have a magical way of recognizing my computer? One thing that bothers me is how all the items in the Appendix are concealed. If a member does not know about the appendix and its content, he or she is not likely to stumble upon it. I am responsible for just one of the parts: A-22. Assuming you know what you're looking for, it takes 5 clicks to get there. I think the appendix contents link should be offered directly from the home page just as the harbor reports are. --

As they often say in the software biz this is a feature not a bug. Once logged in on your PC a cookie saves your password so unless you take action to sign out you are logged in the instant you open the page – if you have been inactive for a period of time you may have to sign in again. This does allow for multiple logins by the same user which altogether is considered a convenience to members. The GLCC relies on the members' integrity by the membership agreement not to share access info or the content with non-members.

The standard answer for a home page is there is lots of competition for home page space. Try posting your suggestion for the "Appendix" in the "Web-Site Suggestions" forum. Its good practice.

- 36 Good survey

Thanks, Surveys are becoming one of our best tools to communicate with the far flung membership.

- 37 This is my first year for not receiving the Lifeline through the mail and I find that I do not take the time to go on line and read it. I'm afraid not receiving it in hard copy form tends to make it less comfortable to remain up on what is happening in the club, especially in the winter months. I think it is a good policy to receive the harbor reports on line as it is now possible to choose those that one may visit without having to download, print or mail all of them, especially if they are not going to be used.

Try subscribing to "General News and Events" and "GLCC Club News and Events" as described above and see if you have the same opinion about missing Lifeline. Or simple call headquarters and sign up for the printed copy. You really now have multiple tools available to stay informed.

- 38 While all the information in Lifeline is available online, I prefer a magazine format that is more stable than printer paper. Moving about the pages online is less convenient than a hard copy. Thanks for asking.

Understood. That's why we offer both formats. We'll ship this off to the Lifeline Committee to consider.

- 39 I downloaded quite a few harbor reports (Lake Huron, Georgian Bay and North Channel) last year and had difficulty finding specific reports when needed.

There are nearly infinite ways to organize reports in PDFs and Adobe has a "find" function. I'm sure we'll get better and so will you. If you beat us to it share with us what you learn.

- 40 I have not been able to log on to the site!

Call Yvonne at the GLCC office and she will walk you through it. Please don't delay. She helps people with this trouble almost daily. Sometimes it's something as simple as the case sensitive password.

- 41 There are two items of interest to us; First in the member listing have an alpha search. Second we would like a page with a calendar of events - dates etc.

The alphabet page listing of members is coming soon to replace the ill-suited page numbers. There is an Events page link 5th down on the right side below "Harbor Reports" and we are also looking at alternative calendar formats.

- 42 I would like to be able to print off copies of harbor reports WITHOUT THE PHOTOS, which take too much space and printer ink and are of limited navigational value.

Don't know how we'd do that as a printer option. Generally the photos are intended to aid navigation.

- 43 Well, it appears that much more can be done on the website than I know about. Some training info would be great. Thanks!

A website seminar is planned for the rendezvous in Mackinaw City. We are also looking into online interactive seminars - Stay tuned!

- 44 Sorry not to have better answers to the questions; however, we didn't get away from the dock too much last year due to upgrades to the boat, commitments at home, etc.....Hope to do better this year!! Best Regards,

We look forward to seeing and hearing more from you about your cruising experiences.

- 45 I apologize, but I did not think about the possibility to copy the harbor reports on a CD, which I then could take along

on a trip. Can I really copy an entire geographical section, such as Lake Huron on a disk without specifically identifying the particular name of a port? I don't have a printer on board, which is a concern when faced with selecting a port on an emergency basis. I will always have the old reports on board, and if I can access the updated version from a CD, then at least, I have some help in an emergency.

Yes, you can readily copy by region. See the topic in "Help" and see if that gets you there.

- 46 We were members for many years, and then canceled our membership when we found it too expensive to continue boating. We have sold our boat; both of us are retired, but rejoined to stay in touch with GLCC members.

Welcome back! We're all glad you rejoined.

- 47 For the most part the web site is very user-friendly. A few suggestions: Make sure the information about the event and the registration fee are readily available from the first click of the button. (That information is not readily available re the Wilderness Rendezvous.) The Harbor Reports are easy to navigate. Separating the news items by the month they were posted would be nice. For example, just a dividing bar would make it easy to see the new posts from this month. The Calendar is hard to find. I think to be useful it needs to be directly accessible from the home page. Currently, the only way I have been able to reach is by clicking on events, and then clicking ON an event. And THEN it is at the bottom of the listing of the event. Far too difficult for what should be a useful tool. In addition to the GLCC events calendar I would love it if you compiled a calendar of event at ports. I make this suggestion at the risk of having to compete with fellow boaters for a slip during the events! Perhaps the Port Captains could contribute information about events and festivals at, or in proximity of, their ports. When planning destinations to visit we try to incorporate special events in the community if our dates are flexible. This would be especially nice for people who have visited a port several times in the past and feel like they have "been there, done that." (Since we have visited a number of the ports many times, that includes us.) The festivals and special events bring a new dimension and variety. For example, the French Festival at Cape Vincent, NY is outstanding, as is the Scottish Festival at Kincardine, ON. We have also experienced the Tomato Festival at Leamington. Some ports have many scheduled events or "theme weekends," such as Put In Bay. We have been enticed to go to Put In Bay on several occasions because of the event. (For example - Pirate's Week with the Brig Niagara in port, the Historical Weekend with art, symphony, and tours of OSU's Stone Lab and the lighthouse - the only time it is open) It would also be helpful to know when the races are scheduled (like the Port Huron to Mackinac race) so you can plan accordingly to avoid the congestion at the beginning and ending ports when you are cruising. By adding a Ports Events Calendar not only will we boaters find more reasons to get out on the water, the communities can benefit from our participation.

Thank you for the feedback. We'll direct this to the applicable committees for consideration.

- 48 Saving file is HIGHLY FLAWED because the system uses ABSOLUTE rather than RELATIVE hyperlink addresses. As a result, if you save a region as a file, the only way to navigate within the document is by searching (press Ctrl-F to open search window). Instead of the absolute URL address of "http://www.glclub.com/m17-hog-island-east" use the relative address of "../m17-hog-island-east". The relative address tells the browser to look in the current directory ("../") for the target link ("m17-hog-island-east"). If you do this, members could then simply download the individual files to a single directory on their computer and be able to utilize the hyperlinks to move about the now localized website. 2. In conjunction with changes above, enable a Synchronize function so with 1 click I can logon and download all of the most recent files. This will save the club considerable bandwidth. Today, before I begin a major cruise I end up creating 2 or three humongous PDF files containing all of my intended cruising area. I would much prefer to be able to easily download just updated individual files in an automated fashion. 3. Protect the clubs intellectual property by adding a header and/or footer to each saved file something like "Downloaded [date] for exclusive use of GLCC Club Member [Member Name]". This would have 2 benefits - a) make it less likely the club member would pass along the file to a non-member since the member's name would be on the document; b) make it evident how out of date the document might be. 4. Show login status at top of page. Most sites today with logins will show something in the home page header like "Welcome [name] Login" once you are logged in, and "Logged out" when you are not. 5. Option for Login effective for 2 weeks or more for entire computer, not just my current browser. If I open a new browser, I need to login again. Gets very frustrating. Most sites show an option to keep logged in for multiple dates - "Keep me logged in for 2 weeks? (don't use this option on shared or public computers) Y/N " 6. Ditch the "Access Denied" page. If I click on a hyperlink in one of the notification emails, I get dumped into the Access Denied page that tells me to check my login status. Why not just bring up a proper login box so I can login then proceed directly to my original target page? 7. Notification emails: Cut excess Subject verbiage so I can actually tell what the email is about. Instead of "[The Great Lakes Cruising Club] content type subscription update for [name] :", the Subject should be "GLCC Harbor Update - GB-3 Tobermory, Ontario" In addition, the Subject line could in some way classify importance or type of update: Critical, Safety, Navigation, Major Revision, Minor Revision, Additional Comments, Facilities Update, etc.. I joined GLCC in great part because of the availability of the convenience of the DVD. I applaud the ability to get harbor reports updated in near real time, but deplore the loss of easy navigation around the documents when I don't have an

internet connection available. My wife & I typically cruise the North Channel for 4-6 weeks after doing the Chicago Yacht Club Race to Mackinac. Thanks

The technical advice is very useful which will be passed on to the appropriate committees. Note that you should not have to login to open multiple windows. Unless you specifically log out you automatically are in when you open the page – well it works that way most of the time. On occasion you may find you have to log in again.

49 I prefer to get my log updates in hard copy format. I am not sufficiently technically adept to get them by computer and printer. I am enough of a Luddite that I do not trust a computer in the marine environment. I am certain that my Grandchildren will have a different outlook. I enjoy the news reviews relating to the Great Lakes that appear in the website. The coverage is excellent and covers areas of interest not easily available elsewhere.

Its great to see members using the data in the various formats we have available.

50 The GLCC has decided to become a web based organization, which in my opinion is a shame. While it does have certain advantages there are disadvantages too. Most of these I am afraid you will have to learn for yourself as I have had to do over the years. I have enjoyed my time with the GLCC but because of the direction you have charted I shall sadly not be returning next year.

Hmm, that's too bad. We still have what we've always had plus we now can attract a new generation of members using the tools they know. It's hard to deny the advantages of the web for GLCC such as member input and instant updates. The printed color harbor reports are no comparison to the 5yr old black and whites.

51 Overall, I've been able to find what I needed on your website when I needed it. Some difficulties with my password on occasion, but that may be my fault. The harbor reports are absolutely the reason I joined and the most important thing I look for, so keeping them accurate and up to date is very much appreciated. Thank you!

Please help keep those reports up to date by adding comments when you can get online. We're all in it together – In the tradition of the GLCC the members need to contribute to keep the harbor reports accurate.

52 We do not take a laptop with us for the summer cruising season. If we need immediate access to harbor reports, we use the printed versions. This survey was well thought-out and easy to use.

Thanks for taking time to complete the survey; it is an important tool for us to hear from our members.

53 Thank you for your efforts to improve the experience. I am a new member and user of the harbour reports. My biggest issue to note - is that there is no consistent way to indicated critical depth information about each harbour. You have to read the fine print in each report and interpret (sometimes "between the lines"). My suggestion is that you explore some kind of "At a Glance" depth tool. So that in the Report Heading it would be clear what is the SUGGESTED max draft vessel that can use the harbour. In the case of emergency shelter - it may be good to indicate the entrance depth (for shelter) and the docking or anchoring depth if different. Suggestion see below: Entrance Max Draft: 10 ft Mooring Max Draft: 6 ft Gas Dock Depth: 8 ft (Max depths are approximate only and based on chart datum water levels - actual water levels and safe max depth may change without notice) Perhaps this is consistently within the reports - but I have not seen it... I have seen spotty reference to "deep draft harbour" and "shallow draft harbour" - But I have not seen a definition or description of either. Incidentally, The PORTS books could benefit from something like this as well. One has to read the full harbour report - before knowing if the harbour is even an option. If a yacht were in trouble and looking for an unplanned shelter - this is not the best way. Of course it is wise to plan ahead and know all the harbours on one's route - but this means I have had to read ALL the harbours - in order to find the depth in the details. Please let me know if I can assist with more thoughts or a solution for this.

We'll ship this off to the Log Book Committee for consideration. With over a thousand harbor reports this would be a huge undertaking but there's merit in the suggestion.

54 Thanks for conducting this survey - it was well done, and reminded me of many web page features of which I was previously unaware.

Thanks, your comment sure made the editors smile.

55 Would like to see more harbor reports and information on the St. Lawrence River from Lake Ontario to Quebec City. My wife and I spend our summer docked at the Yacht Club of Montreal. We winter in Syracuse, NY at Winter Harbor for heated storage on the Erie Canal. We used to spend summers on the Small Craft Route in Georgian Bay but have not been there for 9 years. I have not really used harbor reports since the area we cruise in doesn't have much coverage or changes. GLCC is really a fine organization and over the years has greatly contributed to our enjoyment of boating on the Great Lakes.

We'd love to see harbor reports down the St. Lawrence and the best candidate for that task is you! If you're willing please contact Chairman Ron Dwelle, Port Pilot and Log Book Committee, for assistance at dweller@gvsu.edu

56 I am fortunate to have an excellent contact with GLCC who is my tutor and most helpful. The website needs to be used, experimented with, and reused often in order to become familiar with all its usefulness. It's a terrific tool, and probably far better than the old paper set-up, once we are accustomed to it.

Help us spread the word – members helping members is a core value of the club.

57 When downloading harbor charts from your website there is no date on the download to show how recent are the changes. It used to be that when you received updated charts (already printed and ready to go into my binder(s) each new chart had the updated date on it. Now when I put my downloaded charts in my binders I have no idea how recent is the chart information. ???

This comment has appeared more than once. It will be forwarded to the Log Book Committee.

58 I have seen too many reports contradict each other. Is there not a way of having them verified? I also think there is too much idle chatter on the reports. This is just information overload with too much useless information that has nothing to do with the main purpose of the club (cruising). I believe there are certain individuals that use this site for their own platform to speak.

Pertaining to contradicting reports we need specific information to correct. Keep in mind the GLCC is a club where the members make it happen. If instead of a narrative format they were simply in bullet form wouldn't they be a rather boring read?

59 Thanks for all of the effort put in by volunteers to keep the website up to date and informative.

Always looking for new volunteer, join us anytime.

60 Keep up the good work!

We are trying!

61 I think it would be very valuable to the GLCC Organization to have some type of training seminars to help explain how to use your website to your advantage, type of theme. I am sorry but I could not help but notice a lot of Port Captains looking as though they were starved for more knowledge to use the website more efficiently. But, it was evident they were reluctant to ask any questions because the atmosphere that day did not seem to be a user friendly atmosphere, and we are going to do our best today to help you with your common weaknesses. The answers that were given to those who asked questions were abrupt and very short of content in which as far as I could tell the individuals were not going to come away with a feeling of confidence. At least not much more than what they were doing before they came to the meeting. I am sure it would be very advantageous that if some Port Captains or anyone that has a fair handle on using the website fairly well, would have the patience to kind of teach a GLCC website editing for dummies 101 class. Even if we could get 4 to 6 members with laptops and get say 3 to 4 members to sit with them and go over some basic how to edit exercises, I think it would bond the Port Captains as well as the Rear Commodores and all involved in becoming a more tightly knitted family and would take the fear that some have of being if you want to call it a little illiterate of being non-computer savvy. This would get everyone up and going faster on their reporting, they would have more fun doing it because they understand it. Most of all the entire present membership will be happy with the reports as well as those who are willing to buy into a well oiled source of information and knowledge. However as of right now, the club somewhat seems to be limping along, yet I can tell you do have people within your grasp to train the necessary people so they could run like stallions with the proper education. I very well could be all wet on my observations but I just had to say what I also felt that day which was my first meeting. My intent is none other than to try to communicate positively to help the club in the future. Please do not take my comments negatively that is not my intent at all. For me as a new Port Captain I guess it is a cry for help so I can get on board as soon as possible at full throttle ahead versus just tagging along for the ride. God Bless.

Agreed, we need to make website training available to our members where ever they are and to ensure it is suitable for all computer skill levels. Coming out of that meeting we now have a practice harbor report editing module. Look at the first item in the Appendix in the Harbor Reports section.

62 Suggest an intro to the website at the annual meeting in Mac. City for those who have not used it yet.

It is on the schedule – hope to see you there!

63 I was glad to learn about the subscribe feature. We like our paper harbor reports. We don't have a printer onboard, if the wind changes, we don't want to have to start up a computer to see what may be in our range. And I don't want to have to print my own reports.

Understood. You don't need to print your own reports. Simply order hard copies from our store online or call Yvonne at headquarters – they're better than ever!