

Survey Title: Target-sized chapters survey 2011

Report Type: Bar Graph

Start Date:26-Jan-2011

End Date:01-Apr-2011

Invitations Sent:1

Delivered:1

Bounced: 0










Completed Responses:75





Response Rate:Public Survey







Incomplete Responses:--







Incomplete responses included in this report:--






Q1. If you had to pick one thing, what do you believe is the most important factor in growing to and maintaining your chapter's size?

Responses	Count	%	Percentage of total respondents					
Chapter professional development offerings	27	36.49%						
Chapter job listings	1	1.35%						
Chapter networking opportunities	6	8.11%						
Membership recruitment/retention strategies	14	18.92%						
Market conditions in your region (e.g., large communicator population, lack of competition)	11	14.86%						
Volunteer management (recruitment, training, mentoring, performing)	8	10.81%						
Paid administrator	1	1.35%						
Chapter culture (e.g., competitive with other chapters)	3	4.05%						
Other (please specify)	3	4.05%						
Total Responses	74		<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%				

Please rate the quality of your chapter's services.									
Q2. Rating Scale									
Q2(a). Rating Scale: Professional development events									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	10	NULL	13.70%						
Very Good	37	NULL	50.68%						
Good	21	NULL	28.77%						
Fair	5	NULL	6.85%						
Poor	0	NULL	0%						
Don't offer	0	NULL	0%						
Weighted Score : 0									
Total Responses	73	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					







Please rate the quality of your chapter's services.									
Q2(b). Rating Scale: Job listings									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	2	NULL	2.70%						
Very Good	5	NULL	6.76%						
Good	17	NULL	22.97%						
Fair	26	NULL	35.14%						
Poor	8	NULL	10.81%						
Don't offer	16	NULL	21.62%						
Weighted Score : 0									
Total Responses	74	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					






Please rate the quality of your chapter's services.									
Q2(c). Rating Scale: Networking events									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	6	NULL	8.33%						
Very Good	21	NULL	29.17%						
Good	29	NULL	40.28%						
Fair	10	NULL	13.89%						
Poor	5	NULL	6.94%						
Don't offer	1	NULL	1.39%						
Weighted Score : 0									
Total Responses	72	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate the quality of your chapter's services.									
Q2(d). Rating Scale: Publications (digital or printed)									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	0	NULL	0%						
Very Good	16	NULL	21.62%						
Good	16	NULL	21.62%						
Fair	21	NULL	28.38%						
Poor	4	NULL	5.41%						
Don't offer	17	NULL	22.97%						
Weighted Score : 0									
Total Responses	74	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate the quality of your chapter's services.									
Q2(e). Rating Scale: Special interest groups									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	0	NULL	0%						
Very Good	0	NULL	0%						
Good	2	NULL	2.70%						
Fair	5	NULL	6.76%						
Poor	9	NULL	12.16%						
Don't offer	58	NULL	78.38%						
Weighted Score : 0									
Total Responses	74	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate the quality of your chapter's services.									
Q2(f). Rating Scale: Mentor-matching									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	0	NULL	0%						
Very Good	1	NULL	1.35%						
Good	3	NULL	4.05%						
Fair	5	NULL	6.76%						
Poor	9	NULL	12.16%						
Don't offer	56	NULL	75.68%						
Weighted Score : 0									
Total Responses	74	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate the quality of your chapter's services.									
Q2(g). Rating Scale: Awards program									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	8	NULL	10.96%						
Very Good	15	NULL	20.55%						
Good	12	NULL	16.44%						
Fair	4	NULL	5.48%						
Poor	2	NULL	2.74%						
Don't offer	32	NULL	43.84%						
Weighted Score : 0									
Total Responses	73	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					







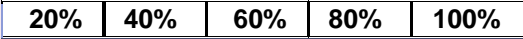
Please rate the quality of your chapter's services.									
Q2(h). Rating Scale: Member recruitment efforts									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	0	NULL	0%						
Very Good	7	NULL	9.46%						
Good	19	NULL	25.68%						
Fair	35	NULL	47.30%						
Poor	11	NULL	14.86%						
Don't offer	2	NULL	2.70%						
Weighted Score : 0									
Total Responses	74	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					





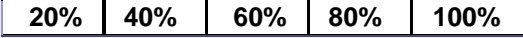
Please rate the quality of your chapter's services.									
Q2(i). Rating Scale: Member retention efforts									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	0	NULL	0%						
Very Good	5	NULL	6.94%						
Good	27	NULL	37.50%						
Fair	31	NULL	43.06%						
Poor	8	NULL	11.11%						
Don't offer	1	NULL	1.39%						
Weighted Score : 0									
Total Responses	72	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate the quality of your chapter's services.									
Q2(j). Rating Scale: Communication to members to stimulate awareness and involvement									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	4	NULL	5.41%						
Very Good	15	NULL	20.27%						
Good	38	NULL	51.35%						
Fair	15	NULL	20.27%						
Poor	2	NULL	2.70%						
Don't offer	0	NULL	0%						
Weighted Score : 0									
Total Responses	74	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate the quality of your chapter's services.									
Q2(k). Rating Scale: Volunteer recruitment									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	0	NULL	0%						
Very Good	7	NULL	9.59%						
Good	29	NULL	39.73%						
Fair	30	NULL	41.10%						
Poor	7	NULL	9.59%						
Don't offer	0	NULL	0%						
Weighted Score : 0									
Total Responses	73	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate the quality of your chapter's services.									
Q2(l). Rating Scale: Volunteer training/mentoring									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
Excellent	0	NULL	0%						
Very Good	4	NULL	5.41%						
Good	19	NULL	25.68%						
Fair	33	NULL	44.59%						
Poor	10	NULL	13.51%						
Don't offer	8	NULL	10.81%						
Weighted Score : 0									
Total Responses	74	<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate the quality of your chapter's services.					
Q2(m). Rating Scale: Volunteer performance					
Responses	Count	Assigned Weight	%	Percentage of total respondents	
Excellent	3	NULL	4.05%		
Very Good	12	NULL	16.22%		
Good	29	NULL	39.19%		
Fair	21	NULL	28.38%		
Poor	4	NULL	5.41%		
Don't offer	5	NULL	6.76%		
Weighted Score : 0					
Total Responses	74				

Please rate the quality of your chapter's services.					
Q2(n). Rating Scale: Other					
Responses	Count	Assigned Weight	%	Percentage of total respondents	
Excellent	0	NULL	0%		
Very Good	2	NULL	10.00%		
Good	3	NULL	15.00%		
Fair	1	NULL	5.00%		
Poor	0	NULL	0%		
Don't offer	14	NULL	70.00%		
Weighted Score : 0					
Total Responses	20				

Q3. Which of the following do you do for events? Please check all that apply.

Responses	Count	%	Percentage of total respondents					
Usually hold them at about the same time of day.	49	66.22%						
Usually hold them at the same place.	35	47.30%						
Usually vary the time of day.	21	28.38%						
Usually vary the place.	31	41.89%						
Other (please specify)	16	21.62%						
Total Responses	152		<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%				

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Q4. Which of the following member recruitment tactics do you perform regularly/actively? Please check all that apply.

Responses	Count	%	Percentage of total respondents					
Have membership materials at meetings	58	78.38%						
Discuss how to join IABC at meetings	44	59.46%						
Reach out to companies in pursuit of corporate packages (groups of five or more members)	14	18.92%						
Mail to prospects	3	4.05%						
E-mail to prospects	50	67.57%						
Hold promotions to encourage non-member attendees at events	40	54.05%						
Promote worldwide member month	60	81.08%						
Sign up and promote chapter member month	47	63.51%						
Encourage chapter members to recruit new members	35	47.30%						
Other (please specify)	17	22.97%						
Total Responses	368		<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%				

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Q5. Which of the following membership retention tactics do you perform regularly/actively? Please check all that apply.

Responses	Count	%	Percentage of total respondents					
Research member expectations and perceptions of value and share results with chapter leaders	35	47.95%						
Partner new members with long-time members for orientation to IABC	5	6.85%						
Contact new members by e-mail or phone	53	72.60%						
Conduct orientation sessions for new members	6	8.22%						
Invite members to volunteer	56	76.71%						
Teach members how to use their member benefits	11	15.07%						
Contact members by phone or e-mail as they lapse (or shortly before)	51	69.86%						
Other (please specify)	11	15.07%						
Total Responses	228		<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%				






Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Please rate how conducive the following market conditions are to a large-sized chapter in your chapter's local area, with 5 being highly conducive and 1 being not at all conducive.

Q6. Ratings									
Q6(a). Ratings: Population of communicators									
Responses	Count	Assigned Weight	%	Percentage of total respondents					
5 = Highly conducive	20	NULL	27.78%						
4	29	NULL	40.28%						
3	20	NULL	27.78%						
2	3	NULL	4.17%						
1 = Not at all conducive	0	NULL	0%						
Weighted Score : 0									
Total Responses	72			<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					






Please rate how conducive the following market conditions are to a large-sized chapter in your chapter's local area, with 5 being highly conducive and 1 being not at all conducive.

Q6(b). Ratings: Presence of large companies

Responses	Count	Assigned Weight	%	Percentage of total respondents						
5 = Highly conducive	16	NULL	21.92%							
4	32	NULL	43.84%							
3	13	NULL	17.81%							
2	8	NULL	10.96%							
1 = Not at all conducive	4	NULL	5.48%							
Weighted Score : 0										
Total Responses	73				<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%						

Please rate how conducive the following market conditions are to a large-sized chapter in your chapter's local area, with 5 being highly conducive and 1 being not at all conducive.

Q6(c). Ratings: Presence of a large number of companies

Responses	Count	Assigned Weight	%	Percentage of total respondents						
5 = Highly conducive	16	NULL	21.92%							
4	32	NULL	43.84%							
3	20	NULL	27.40%							
2	3	NULL	4.11%							
1 = Not at all conducive	2	NULL	2.74%							
Weighted Score : 0										
Total Responses	73				<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%						

Please rate how conducive the following market conditions are to a large-sized chapter in your chapter's local area, with 5 being highly conducive and 1 being not at all conducive.

Q6(d). Ratings: Competition to IABC

Responses	Count	Assigned Weight	%	Percentage of total respondents					
5 = Highly conducive	12	NULL	16.44%						
4	12	NULL	16.44%						
3	26	NULL	35.62%						
2	13	NULL	17.81%						
1 = Not at all conducive	10	NULL	13.70%						
Weighted Score : 0									
Total Responses	73	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate how conducive the following market conditions are to a large-sized chapter in your chapter's local area, with 5 being highly conducive and 1 being not at all conducive.

Q6(e). Ratings: Culture of joining associations

Responses	Count	Assigned Weight	%	Percentage of total respondents					
5 = Highly conducive	3	NULL	4.11%						
4	19	NULL	26.03%						
3	36	NULL	49.32%						
2	13	NULL	17.81%						
1 = Not at all conducive	2	NULL	2.74%						
Weighted Score : 0									
Total Responses	73	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate how conducive the following market conditions are to a large-sized chapter in your chapter's local area, with 5 being highly conducive and 1 being not at all conducive.

Q6(f). Ratings: Culture of volunteering

Responses	Count	Assigned Weight	%	Percentage of total respondents					
5 = Highly conducive	5	NULL	6.94%						
4	28	NULL	38.89%						
3	25	NULL	34.72%						
2	10	NULL	13.89%						
1 = Not at all conducive	4	NULL	5.56%						
Weighted Score : 0									
Total Responses	72	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Please rate how conducive the following market conditions are to a large-sized chapter in your chapter's local area, with 5 being highly conducive and 1 being not at all conducive.

Q6(g). Ratings: Other

Responses	Count	Assigned Weight	%	Percentage of total respondents					
5 = Highly conducive	3	NULL	33.33%						
4	0	NULL	0%						
3	2	NULL	22.22%						
2	0	NULL	0%						
1 = Not at all conducive	4	NULL	44.44%						
Weighted Score : 0									
Total Responses	9	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>			20%	40%	60%	80%	100%
20%	40%	60%	80%	100%					

Q7. Which of the following volunteer management tactics does your chapter perform actively/regularly? Please check all that apply.

Responses	Count	%	Percentage of total respondents					
Asking members to volunteer	66	95.65%						
Partnering new volunteers with experienced ones	13	18.84%						
Performing succession planning	43	62.32%						
Evaluating volunteer performance	4	5.80%						
Taking steps to avoid volunteer burnout	21	30.43%						
Other (please specify)	8	11.59%						
Total Responses	155		<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%				

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Q8. Does your chapter have a paid administrator?

Responses	Count	%	Percentage of total respondents					
Yes	17	22.97%						
No	57	77.03%						
Total Responses	74		<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%				

Q9. How is the administrator compensated?

Responses	Count	%	Percentage of total respondents					
Salary/flat fees (e.g., by job type or hours)	13	81.25%						
Commission based on performance (e.g., growth in membership)	0	0%						
Combination of the two	0	0%						
Other (please specify)	3	18.75%						
Total Responses	16		<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%				

Q10. How long has your chapter had a paid administrator?								
Responses	Count	%	Percentage of total respondents					
Less than a year	2	11.76%						
1-3 years	1	5.88%						
4-7 years	6	35.29%						
More than 7 years	8	47.06%						
Total Responses	17		<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%				

Q11. Do the leaders of your chapter feel like they are in competition with other chapters?								
Responses	Count	%	Percentage of total respondents					
Yes	18	24.32%						
No	56	75.68%						
Total Responses	74		<table border="1"> <tr> <td>20%</td> <td>40%</td> <td>60%</td> <td>80%</td> <td>100%</td> </tr> </table>	20%	40%	60%	80%	100%
20%	40%	60%	80%	100%				