

# IAAP: Vancouver Chapter Member Survey

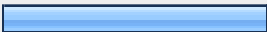

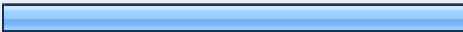

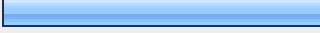
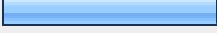
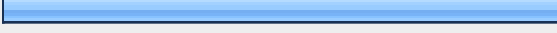
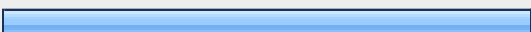





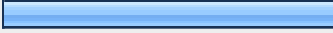
1. How many years have you been an IAAP member?				Response Percent	Response Count
<1				21.6%	11
1-2				17.6%	9
3-4				25.5%	13
5-7				15.7%	8
8-10				7.8%	4
11-15				3.9%	2
16+				7.8%	4
<i>answered question</i>					<b>51</b>
<i>skipped question</i>					<b>0</b>

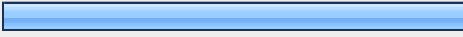


2. On a scale of 1 to 5 with 5 being "A Great Deal" and 1 being "Not At All":							
How much do you feel you are benefiting from your membership in IAAP?	Not At All				A Great Deal	Rating Average	Response Count
		0.0% (0)	9.8% (5)	29.4% (15)	25.5% (13)	<b>35.3% (18)</b>	3.86
<i>answered question</i>							<b>51</b>
<i>skipped question</i>							<b>0</b>

3. On a scale of 1 to 5 with 5 being “Yes, absolutely” and 1 being “No, not at all”:

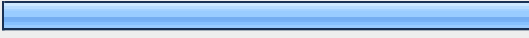
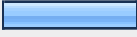
	No, not at all				Yes, absolutely	Rating Average	Response Count
Does the Vancouver Chapter provide you with what you need to ensure your continued professional growth, thus ensuring your continued membership?	0.0% (0)	11.8% (6)	25.5% (13)	29.4% (15)	<b>33.3% (17)</b>	3.84	51
	<i>answered question</i>						<b>51</b>
	<i>skipped question</i>						<b>0</b>

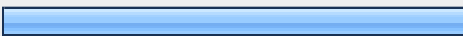

4. What specific benefits do you receive from membership in IAAP? (Select all that apply)

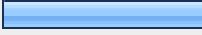
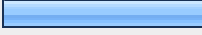

		Response Percent	Response Count
Opportunity to advance my career		40.0%	20
Opportunity to challenge myself, step outside my comfort zone and try new things		72.0%	36
Education program at the monthly meetings		70.0%	35
Gain experience in event planning / budget planning / meeting etiquette		42.0%	21
Opportunity to practice public speaking		48.0%	24
Leadership opportunities		32.0%	16
<b>Staying informed on trends and technology in the administrative field</b>		<b>84.0%</b>	<b>42</b>
Networking with peers for advice, information and support		80.0%	40
Access to the IAAP Web Community for networking and information/resource sharing		68.0%	34
CPS/CAP certification		48.0%	24
Member discounts on purchases through IAAP on education and professional development resource materials		18.0%	9
Discounts on registration of any IAAP sponsored international level training workshops, seminars, conferences and conventions		20.0%	10
Subscription to OfficePro magazine and/or e-newsletters: OfficePro Express and IAAP Connections		78.0%	39
Opportunity to network for a new job		50.0%	25



Membership in the organization looks good on my resumé		70.0%	35
Opportunity to make new friends and socialize		76.0%	38
Other (please specify):		8.0%	4
<b>answered question</b>			<b>50</b>
<b>skipped question</b>			<b>1</b>

5. What can the Vancouver Chapter do to improve your experience as a member?		Response Count
		23
<b>answered question</b>		<b>23</b>
<b>skipped question</b>		<b>28</b>

6. Does your Employer support your membership in IAAP?		Response Percent	Response Count
Yes		80.0%	40
No		20.0%	10
<b>answered question</b>			<b>50</b>
<b>skipped question</b>			<b>1</b>

7. If you answered "Yes" to Question #6:			Response Percent	Response Count
The company pays my dues and for me to attend Chapter meetings			70.0%	28
The company pays ONLY my dues; I pay to attend Chapter meetings			30.0%	12
			<i>answered question</i>	<b>40</b>
			<i>skipped question</i>	<b>11</b>

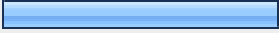
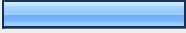
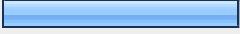



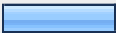
8. If you answered "No" to Question #6:			Response Percent	Response Count
I have never asked for my company to support my membership in IAAP			30.0%	3
I have asked and my request was not approved			0.0%	0
My membership is not part of my professional development plan			30.0%	3
<b>Other (please specify):</b>			<b>40.0%</b>	<b>4</b>
			<i>answered question</i>	<b>10</b>
			<i>skipped question</i>	<b>41</b>

9. Do you recommend membership in IAAP to other admin professionals in your company?			Response Percent	Response Count
Yes			90.0%	45
No			10.0%	5
			<i>answered question</i>	<b>50</b>
			<i>skipped question</i>	<b>1</b>

**10. If the answer to the above question was "No", please share your reluctance with us:**

	Response Percent	Response Count
The company does not support my membership in IAAP	0.0%	0
Recruitment should come from the Chapter Executive or other committees (e.g. Membership or Public Relations)	0.0%	0
<b>Other (please specify):</b> <input type="text"/>	<b>100.0%</b>	<b>6</b>
	<i>answered question</i>	<b>6</b>
	<i>skipped question</i>	<b>45</b>

**11. How would you describe your attendance at monthly meetings? (Select all that apply)**

	Response Percent	Response Count
<b>I attend every or almost every meeting, both the dinner and the education program</b> 	<b>41.7%</b>	<b>20</b>
I attend every or almost every meeting, but only the dinner	0.0%	0
I attend every or almost every meeting, but only the education program	0.0%	0
I attend when I can, but only when the education program is of interest to me 	27.1%	13
I attend when I can, but other commitments sometimes interfere 	35.4%	17
I attend when I can, but it is too expensive for me to attend every meeting 	8.3%	4
I attend when I can, but I cannot always get to meetings by 6:00PM	0.0%	0
I attend when I can, but I have dietary requirements not always met by the menu	0.0%	0
I attend rarely or never as it conflicts with prior ongoing commitment 	8.3%	4
I attend rarely or never as it is too far or inconvenient to travel 	6.3%	3
I attend rarely or never as it is too expensive for me to attend.	0.0%	0
Other (please specify): 	16.7%	8
<b>answered question</b>		<b>48</b>
<b>skipped question</b>		<b>3</b>

12. If you selected "I attend rarely or never as it is too far or inconvenient to travel", would you attend if the meetings were close to where you worked (please state metro area) or close to where you live (please state metro area).

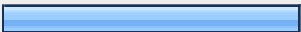

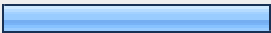


	Response Count
	4
<i>answered question</i>	4
<i>skipped question</i>	47

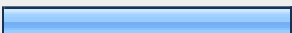
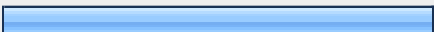
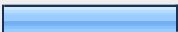
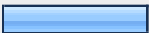
13. If you selected "I attend rarely or never as it is too expensive for me to attend", please state what the price range would be for you to attend a meeting including dinner.


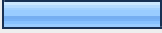


	Response Count
	2
<i>answered question</i>	2
<i>skipped question</i>	49

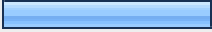

14. Do you have any additional comments?

	Response Count
	7
<i>answered question</i>	7
<i>skipped question</i>	44

15. You get to Chapter meetings:			Response Percent	Response Count
By Car			44.7%	21
Carpool			10.6%	5
On Transit			40.4%	19
Walk			17.0%	8
Cycle			0.0%	0
N/A - I don't attend meetings			6.4%	3
			<b>answered question</b>	<b>47</b>
			<b>skipped question</b>	<b>4</b>

16. Your preferred type of meeting space:			Response Percent	Response Count
Restaurant / Dining room			43.5%	20
<b>Hotel meeting room</b>			<b>65.2%</b>	<b>30</b>
Conference facility (e.g. YWCA, BCIT Downtown Campus)			26.1%	12
Other (please specify):			21.7%	10
			<b>answered question</b>	<b>46</b>
			<b>skipped question</b>	<b>5</b>

17. For your meal, you would prefer:			Response Percent	Response Count
Sit down dinner			57.4%	27
Hot/cold buffet			23.4%	11
Lighter fare (sandwiches or finger foods and/or dessert)			8.5%	4
No dinner, only the education program			0.0%	0
Any other amenities you prefer:			10.6%	5
			<b>answered question</b>	<b>47</b>
			<b>skipped question</b>	<b>4</b>

18. Are bar facilities important to you?			Response Percent	Response Count
Yes			31.3%	15
No			68.8%	33
			<b>answered question</b>	<b>48</b>
			<b>skipped question</b>	<b>3</b>

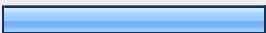
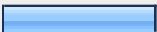
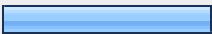


19. The Chapter meetings are held:				Response Count
	Yes	No		
On a convenient day	87.0% (40)	13.0% (6)		46
At a convenient time	91.5% (43)	8.5% (4)		47
At an appropriate/convenient venue	87.8% (36)	12.2% (5)		41
			If you answered "No" to any of the above, please explain:	8
			<b>answered question</b>	<b>47</b>
			<b>skipped question</b>	<b>4</b>

20. The Chapter meetings are:			Response Percent	Response Count
Just the right length			80.4%	37
Too short			0.0%	0
Too long			19.6%	9
Comments:				10
<b>answered question</b>				<b>46</b>
<b>skipped question</b>				<b>5</b>

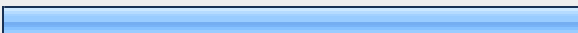


21. At the Chapter meeting, do you:				Response Count
	Yes	No		
Make an effort to meet one new person at each meeting?	86.7% (39)	13.3% (6)		45
Ask questions or make suggestions?	65.9% (29)	34.1% (15)		44
Feel proud to bring guests?	88.9% (40)	11.1% (5)		45
Invite your Executive to Executive Appreciation Night	46.3% (19)	53.7% (22)		41
If you answered "No" to any of the above, please explain:				19
<b>answered question</b>				<b>45</b>
<b>skipped question</b>				<b>6</b>

22. If your Executive has attended an IAAP meeting, please share his/her feedback with us:		Response Count
		12
<b>answered question</b>		<b>12</b>
<b>skipped question</b>		<b>39</b>

**23. How many guests have you invited to an IAAP meeting in the past year?**

	Response Percent	Response Count
0 	39.6%	19
1 	22.9%	11
2-3 	31.3%	15
4-5 	2.1%	1
>5 	4.2%	2
<b>answered question</b>		<b>48</b>
<b>skipped question</b>		<b>3</b>


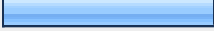
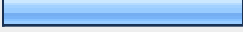

**24. How many new members have you sponsored within the past year?**

	Response Percent	Response Count
0 	87.5%	42
1 	10.4%	5
2-3 	2.1%	1
4-5	0.0%	0
>5	0.0%	0
<b>answered question</b>		<b>48</b>
<b>skipped question</b>		<b>3</b>

**25. Chapter meetings include an education element in every meeting. Recertification points are earned when the subject is approved by HQ. It is important to your board that you get value from the chapter programs. Your input on programming will help us plan for the future.**

	Yes	No	Response Count
Do you feel our programs are meeting the needs of our members?	<b>88.6% (39)</b>	11.4% (5)	44
Are the programs interesting and relevant?	<b>88.9% (40)</b>	11.1% (5)	45
Do we have the right mix of education and business?	<b>88.9% (40)</b>	11.1% (5)	45
If you answered "No" to any of the above, please explain:			8
			<b>answered question</b> 45
			<b>skipped question</b> 6

**26. How critical is the program content when deciding to attend a meeting?**

		Response Percent	Response Count
Not at all – I will attend meetings regardless of the program scheduled		25.5%	12
If I have other things to do, I may skip a meeting if the program does not interest me		31.9%	15
<b>I will only attend a meeting if the program is of interest to me</b>		<b>36.2%</b>	<b>17</b>
N/A – I don't attend Chapter meetings		6.4%	3
Comments:			5
			<b>answered question</b> 47
			<b>skipped question</b> 4

**27. The length of our educational portion of the program each month is:**

		Response Percent	Response Count
Just right at 60 minutes		87.0%	40
Too short		4.3%	2
Too long		8.7%	4
<b>answered question</b>			<b>46</b>
<b>skipped question</b>			<b>5</b>

**28. What topics would you like to see addressed in the program at future Chapter meetings? (Select all that apply)**

		Response Percent	Response Count
MS Office training		67.4%	31
Productivity		65.2%	30
Problem Solving		78.3%	36
Team Building		56.5%	26
<b>Leadership skills development</b>		<b>82.6%</b>	<b>38</b>
How to perform Internet searches / Using search engine		34.8%	16
Social Media		34.8%	16
Certification		34.8%	16
Project Management		73.9%	34
Networking skills development		54.3%	25
Other (please specify):		19.6%	9
<b>answered question</b>			<b>46</b>
<b>skipped question</b>			<b>5</b>

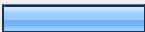
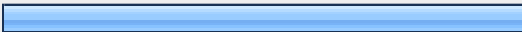
29. Are there any particular speakers you would recommend? If yes, please provide name(s), contact information and area(s) of expertise.

	Response Count
	8
<i>answered question</i>	8
<i>skipped question</i>	43

30. I am interested in participating in my Chapter in the following ways (select all that apply):

	Response Percent	Response Count
Member of the Executive <input type="checkbox"/>	4.5%	1
APD Committee <input type="checkbox"/>	22.7%	5
Recruitment <input type="checkbox"/>	4.5%	1
Membership <input type="checkbox"/>	22.7%	5
Audit <input type="checkbox"/>	9.1%	2
Speakers Bureau <input type="checkbox"/>	13.6%	3
<b>Meeting Registration/Greeting</b> <input type="checkbox"/>	<b>27.3%</b>	<b>6</b>
Education <input type="checkbox"/>	4.5%	1
Newsletter <input type="checkbox"/>	4.5%	1
Website <input type="checkbox"/>	9.1%	2
Acting as mentor to a new member <input type="checkbox"/>	4.5%	1
<b>Taking a speaking role at a meeting</b> <input type="checkbox"/>	<b>27.3%</b>	<b>6</b>
<b>Other (please specify):</b> <input type="checkbox"/>	<b>27.3%</b>	<b>6</b>
	<i>answered question</i>	22
	<i>skipped question</i>	29

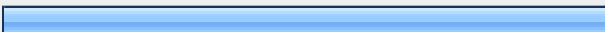

**31. I would like a Board member to contact me with more information about the roles I've selected above.**

		Response Percent	Response Count
Yes		21.2%	7
No		78.8%	26
<b>answered question</b>			<b>33</b>
<b>skipped question</b>			<b>18</b>





**32. The Chapter keeps me informed of:**

	Yes	No	Response Count
Vancouver Chapter happenings and news	100.0% (46)	0.0% (0)	46
Western Canada Division happenings and news	95.5% (42)	4.5% (2)	44
Canada District happenings and news	93.3% (42)	6.7% (3)	45
International happenings and news	93.3% (42)	6.7% (3)	45
If you answered "No" to any of the above, please explain:			3
<b>answered question</b>			<b>47</b>
<b>skipped question</b>			<b>4</b>




**33. The number of emails I receive from the Chapter is:**

		Response Percent	Response Count
About right		91.3%	42
Not enough		0.0%	0
Too much		8.7%	4
<b>answered question</b>			<b>46</b>
<b>skipped question</b>			<b>5</b>


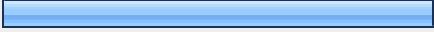

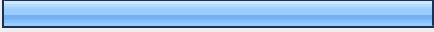
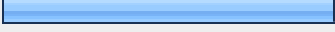
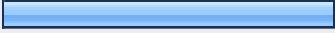



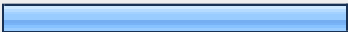

34. Providing feedback to the Chapter:			
	Yes	No	Response Count
I feel comfortable contacting any chapter officer or member for information/clarification	93.6% (44)	6.4% (3)	47
If I had a complaint or a problem, my chapter officers would listen to me	93.2% (41)	6.8% (3)	44
I would feel comfortable contacting Headquarters if I had a need/question/problem	82.2% (37)	17.8% (8)	45
As an member, I am aware of all the resources available to me from HQ	79.5% (35)	20.5% (9)	44
I feel that information is provided to me in the best, quickest, most cost-effective manner	88.4% (38)	11.6% (5)	43
If you answered "No" to any of the above, please explain:			8
			<b>answered question</b> 47
			<b>skipped question</b> 4

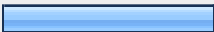
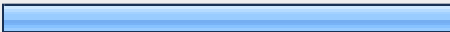
35. The Link, Vancouver Chapter's newsletter, is published 10 times a year, along with supplements. When the newsletter is published, you:			
		Response Percent	Response Count
Read it cover to cover		31.1%	14
<b>Skim it for articles of interest</b>		<b>51.1%</b>	<b>23</b>
Share it with others		11.1%	5
I don't download or read The Link		6.7%	3
If you don't download or read The Link, please tell us why:			6
			<b>answered question</b> 45
			<b>skipped question</b> 6

36. The newsletter is:






	Response Percent	Response Count
Too long 	14.0%	6
Too short 	2.3%	1
<b>Just right</b> 	<b>83.7%</b>	<b>36</b>
	<i>answered question</i>	<b>43</b>
	<i>skipped question</i>	<b>8</b>

**37. What types of articles interest you (Select all that apply):**

		Response Percent	Response Count
Meeting Summaries (including chapter, CDC, etc.)		52.2%	24
Introduction to Chapter speakers and topics		65.2%	30
<b>Technical (MS Office programs, web searches, social media, etc.)</b>		<b>82.6%</b>	<b>38</b>
Human Resources (performance reviews, resume/job search tips, etc.)		65.2%	30
General Interest (recycling programs, Do Not Call registry, etc.)		50.0%	23
IAAP News (CPS/CAP certification, Retirement Trust Foundation, Chapter/Member of Excellence, etc.)		50.0%	23
Member Profiles (New member, Executive Council, Committee Chair)		67.4%	31
Management (trends, tools and techniques, etc.)		67.4%	31
Team Building and/or Leadership Skills		69.6%	32
Health & Wellness (ergonomics, diet and exercise tips, etc.)		52.2%	24
Other (please specify):		8.7%	4
<b>answered question</b>			<b>46</b>
<b>skipped question</b>			<b>5</b>



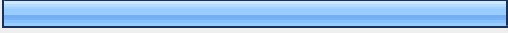
38. Do you read the Western Canada Division newsletter WCD Connections regularly?			Response Percent	Response Count
Yes			31.9%	15
No			68.1%	32
			<i>answered question</i>	47
			<i>skipped question</i>	4

39. The Vancouver Chapter website recently migrated to the IAAP-HQ Web Community. Please tell us:			
	Yes	No	Response Count
Are you a member of the IAAP Web Community	70.5% (31)	29.5% (13)	44
If you are not a member of the IAAP Web Community, do you plan to join?	50.0% (7)	50.0% (7)	14
If you have not already joined, do you need assistance to sign up?	6.7% (1)	93.3% (14)	15
			<i>answered question</i>
			<i>skipped question</i>
			45
			6


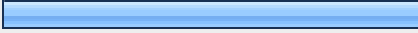
40. How often do you visit the Chapter website?			Response Percent	Response Count
Daily			4.3%	2
Weekly			25.5%	12
Monthly			31.9%	15
Once in a while			34.0%	16
Never			4.3%	2
			<i>answered question</i>	47
			<i>skipped question</i>	4

41. How well does the website navigation work for you?			Response Percent	Response Count
I always find what I'm looking for			28.9%	13
<b>I usually find what I'm looking for</b>			<b>66.7%</b>	<b>30</b>
I'm so confused! What does it all mean?			4.4%	2
If you are confused by the website layout, what changes would you recommend?				10
<b>answered question</b>				<b>45</b>
<b>skipped question</b>				<b>6</b>

42. What do you look for when you visit the website? (Select all that apply)			Response Percent	Response Count
<b>Information about Chapter meetings or other IAAP events</b>			<b>88.9%</b>	<b>40</b>
Meeting minutes and/or financial statements			24.4%	11
Member Roster			48.9%	22
Benefits of membership or membership dues and application form			24.4%	11
Job postings			73.3%	33
New member orientation			22.2%	10
Newsletter			60.0%	27
Links to other IAAP sites or sites with admin-related advice/topics			48.9%	22
Other items you would like to see on the Vancouver Chapter website:				2
<b>answered question</b>				<b>45</b>
<b>skipped question</b>				<b>6</b>

43. How often do you participate in the Web Community discussions?			Response Percent	Response Count
Daily			0.0%	0
Weekly			6.4%	3
Monthly			0.0%	0
Once in a while			17.0%	8
Never			76.6%	36
<i>answered question</i>				47
<i>skipped question</i>				4

44. Spreading the Word:			
	Yes	No	Response Count
I know people who may be interested in hearing more about IAAP	45.2% (19)	54.8% (23)	42
I would like to invite an IAAP representative to speak to other admins / HR at my company	16.2% (6)	83.8% (31)	37
I have already contacted the Executive council or Speakers Bureau to make a presentation at my company	5.6% (2)	94.4% (34)	36
<i>answered question</i>			42
<i>skipped question</i>			9

45. In my opinion, the best time for a recruitment event would be:			Response Percent	Response Count
Lunchtime			37.1%	13
After work			62.9%	22
<i>answered question</i>				35
<i>skipped question</i>				16

46. If a presentation has been made to your company, would you share the feedback you received?		Response Count
		7
<i>answered question</i>		7
<i>skipped question</i>		44

47. I attend:	Always	Usually	Sometimes	Never	Response Count
The annual Administrative Professionals Day breakfast.	<b>48.8% (20)</b>	24.4% (10)	14.6% (6)	12.2% (5)	41
The annual "Hands Across the Border" event.	11.1% (4)	16.7% (6)	5.6% (2)	<b>66.7% (24)</b>	36
<i>answered question</i>					41
<i>skipped question</i>					10

48. Comments and Event suggestions:		Response Count
		8
<i>answered question</i>		8
<i>skipped question</i>		43

49. Pathways to Excellence			
	Yes	No	Response Count
I am a Member of Excellence	27.5% (11)	72.5% (29)	40
Would you like more information on becoming a Member of Excellence?	33.3% (12)	66.7% (24)	36
<i>answered question</i>			42
<i>skipped question</i>			9

50. Your board is interested in hearing from you. If you have any comments, concerns, suggestions, observations, please use the space below to let us know what is on your mind.		Response Count
		9
<i>answered question</i>		9
<i>skipped question</i>		42

51. Please note that we need your name and email address if you have requested any follow-up and/or you want to be entered in a draw for a fabulous prize.			
		Response Percent	Response Count
Name:	<input type="text"/>	100.0%	28
Company:	<input type="text"/>	100.0%	28
Email Address:	<input type="text"/>	100.0%	28
<i>answered question</i>			28
<i>skipped question</i>			23

52. Thank you for taking the time to complete this survey. The information you provide will be reviewed to identify areas of strengths as well as potential areas for growth for our Chapter. The Vancouver Chapter is seeking to continually improve in the area of member satisfaction and an overview of the survey results will be published in an upcoming edition of The Link.

	Response Count
	5
<i>answered question</i>	5
<i>skipped question</i>	46