
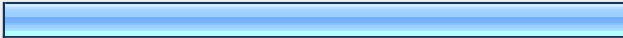


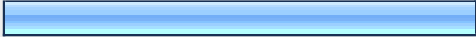


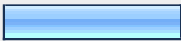
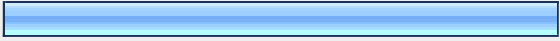




Core Member Services Survey

1. Overall, how satisfied are you with the current program and services offered by the SECTION?			
		Response Percent	Response Count
Very satisfied		25.9%	14
Somewhat satisfied		68.5%	37
Somewhat dissatisfied		5.6%	3
Very dissatisfied		0.0%	0
		<i>answered question</i>	54
		<i>skipped question</i>	1

2. How many SECTION-SPONSORED education events do you attend each year (excluding accreditation/standards courses)?			
		Response Percent	Response Count
None (skip to question #4)		37.0%	20
1-2 events		51.9%	28
3-4 events		9.3%	5
5 or more events		1.9%	1
		<i>answered question</i>	54
		<i>skipped question</i>	1

3. If you have attended SECTION-SPONSORED education events in the PAST TWO YEARS, how satisfied are you overall with the training offered?

		Response Percent	Response Count
Very satisfied		19.4%	7
Somewhat satisfied		61.1%	22
Somewhat dissatisfied		8.3%	3
Very dissatisfied		0.0%	0
Never attended		11.1%	4
	<i>answered question</i>		36
	<i>skipped question</i>		19

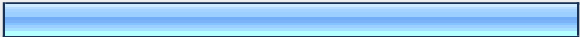
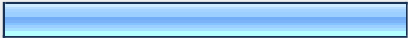
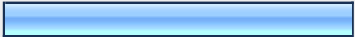
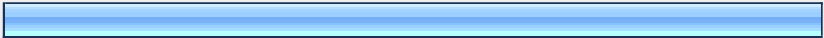

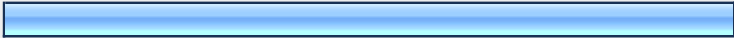
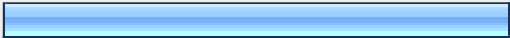

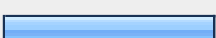
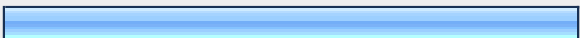
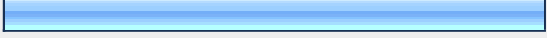

4. How important are the following factors in your decision to attend SECTION education events?

	Low Importance	Moderate Importance	High Importance	Response Count
Program content	0.0% (0)	11.1% (6)	88.9% (48)	54
Speakers	3.7% (2)	48.1% (26)	48.1% (26)	54
Cost	5.6% (3)	38.9% (21)	55.6% (30)	54
Location	1.9% (1)	46.3% (25)	51.9% (28)	54
Date, Time of year	1.9% (1)	25.9% (14)	72.2% (39)	54
	<i>answered question</i>			54
	<i>skipped question</i>			1


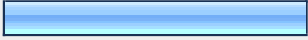
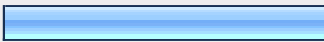
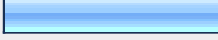


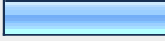
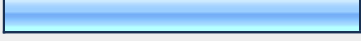
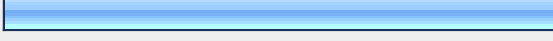

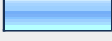
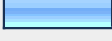

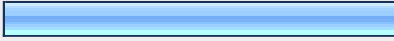



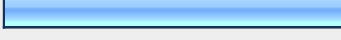
5. How likely would you be to use the following formats for educational training in the next 18 months?

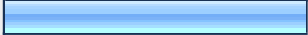
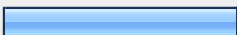
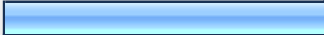

	Not Likely	Somewhat Likely	Very Likely	Don't Know	Response Count
Section educational workshop/conference	20.4% (11)	38.9% (21)	37.0% (20)	3.7% (2)	54
Regional educational workshop/conference	13.0% (7)	53.7% (29)	29.6% (16)	3.7% (2)	54
National educational workshop/conference	34.0% (18)	34.0% (18)	26.4% (14)	5.7% (3)	53
Online/MP3 downloads - podcast/Web-based course	16.7% (9)	48.1% (26)	29.6% (16)	5.6% (3)	54
CD/DVD course	24.1% (13)	42.6% (23)	31.5% (17)	1.9% (1)	54
Books/workbooks	24.5% (13)	37.7% (20)	34.0% (18)	3.8% (2)	53
College/continuing education course	44.2% (23)	32.7% (17)	19.2% (10)	3.8% (2)	52
	<i>answered question</i>				54
	<i>skipped question</i>				1


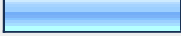
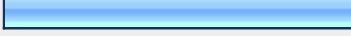
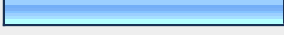
6. Which of the following educational resources have you used in the past two years? (check all that apply)

		Response Percent	Response Count
ACA Section Web site		63.5%	33
ACA Section conference or meetings		44.2%	23
Regional conference or meetings		38.5%	20
ACA's Camping Magazine		90.4%	47
ACA's CampLine		51.9%	27
ACA National Web site		80.8%	42
ACA National conference		55.8%	29
ACA National education programs (BCDC, NDO, etc.)		13.5%	7
ACA's business research information (budget & finance report, salary study report, etc.)		23.1%	12
ACA's youth development materials (outcomes tools, research summaries - Directions/Inspirations/Innovations, etc.)		63.5%	33
Other camping, youth development, or camping/outdoor Web sites, magazines, books, etc.		59.6%	31
Online courses		9.6%	5
		<i>answered question</i>	52
		<i>skipped question</i>	3

7. Which of the following topics describes your training needs in the next 18 months? (check all that apply)

		Response Percent	Response Count
Trends in the camp industry (enrollment, demographic patterns, etc.)		49.0%	25
Business operations (budgets, financial information, compensation, etc.)		33.3%	17
Food service management		35.3%	18
Healthcare and wellness issues/management		23.5%	12
Human resources management		27.5%	14
Risk and crisis management		37.3%	19
Site and facility management		17.6%	9
Strategic planning		39.2%	20
Marketing		60.8%	31
Evaluation strategies, techniques, tools		45.1%	23
Legislative/regulation updates		11.8%	6
Transportation issues		11.8%	6
Program development/program improvement/organizational improvement		47.1%	24
Youth outcomes/youth development		43.1%	22
Camper issues (recruitment, behavior, urban youth, etc.)		47.1%	24
Staff issues (recruitment, training, international)		51.0%	26
Diversity/target populations/special needs/at-risk		21.6%	11
Leadership development		37.3%	19
Program activity leadership/skills		37.3%	19



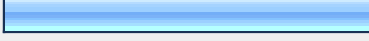
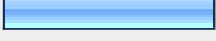
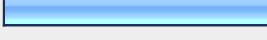
Environmental Education		33.3%	17
Spiritual growth/character development		25.5%	13
Internet/technology		35.3%	18
Partnering with parents		35.3%	18
Other (please specify)			2
answered question			51
skipped question			4

8. How satisfied are you with SECTION COMMUNICATION (News In Brief, etc.)?			
		Response Percent	Response Count
Very dissatisfied		11.5%	6
Somewhat dissatisfied		19.2%	10
Somewhat satisfied		38.5%	20
Very satisfied		30.8%	16
Additional comments about communication			8
answered question			52
skipped question			3



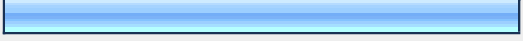

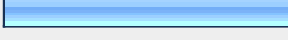
9. How do you prefer to receive information about SECTION programs and services? (select your top three choices)			
		Response Percent	Response Count
Electronic newsletter/e-mail memos		96.2%	50
Web site		34.6%	18
Word of mouth		9.6%	5
Traditional mailings		28.8%	15
Publications		15.4%	8
Call the Section or National office		0.0%	0
Other (please specify)			1
answered question			52
skipped question			3



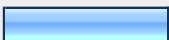


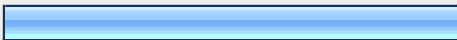

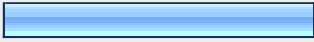
10. What format would you like for SECTION newsletters?			
		Response Percent	Response Count
Electronic newsletters (via e-mail)		86.5%	45
Hard copy in the mail		1.9%	1
Both		11.5%	6
Not interested in a newsletter		0.0%	0
Additional comments about the newsletter			3
answered question			52
skipped question			3

11. How often did you visit the SECTION Web site this year?

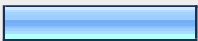



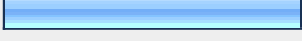
		Response Percent	Response Count
Daily		0.0%	0
Weekly		3.8%	2
Bi-weekly		3.8%	2
Monthly		40.4%	21
Annually		23.1%	12
Never use		28.8%	15
<i>answered question</i>			52
<i>skipped question</i>			3


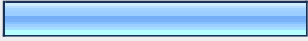
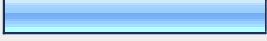
12. How satisfied are you with the SECTION Web site?

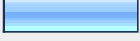

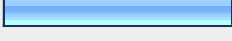
		Response Percent	Response Count
Very dissatisfied		2.0%	1
Somewhat dissatisfied		5.9%	3
Somewhat satisfied		56.9%	29
Very satisfied		3.9%	2
Never use		31.4%	16
<i>answered question</i>			51
<i>skipped question</i>			4

13. What SECTION Web site features do you typically use?			Response Percent	Response Count
Online resource center			32.0%	16
Training calendar			30.0%	15
Education events (e.g., registration information, etc.)			18.0%	9
Legislative Web utility			4.0%	2
"Find a Camp"			12.0%	6
Standards/accreditation information			50.0%	25
Link to another organization			10.0%	5
Never use			34.0%	17
Additional comments about the Section Web site				2
<i>answered question</i>				50
<i>skipped question</i>				5

14. How satisfied are you with the support offered by the SECTION for the accreditation process?			Response Percent	Response Count
Very satisfied			36.5%	19
Somewhat satisfied			28.8%	15
Somewhat dissatisfied			5.8%	3
Very dissatisfied			1.9%	1
Does not apply			26.9%	14
<i>answered question</i>				52
<i>skipped question</i>				3

15. How satisfied are you with the SECTION opportunities to train as a Standards Visitor?			Response Percent	Response Count
Very satisfied			21.2%	11
Somewhat satisfied			28.8%	15
Somewhat dissatisfied			13.5%	7
Very dissatisfied			3.8%	2
Does not apply			32.7%	17
Additional comments about the Visitor training process				7
<i>answered question</i>				52
<i>skipped question</i>				3


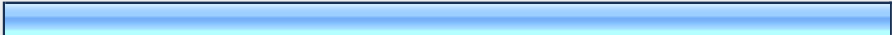
16. Are you interested in becoming a Standards Visitor?			Response Percent	Response Count
Yes			38.1%	16
No			33.3%	14
Maybe			28.6%	12
<i>answered question</i>				42
<i>skipped question</i>				13





17. Are you interested in becoming a Standards Visitor Instructor?			Response Percent	Response Count
Yes			14.6%	7
No			60.4%	29
Maybe			25.0%	12
<i>answered question</i>				48
<i>skipped question</i>				7

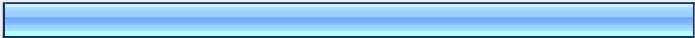
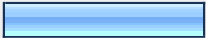

18. Please provide any additional comments related to member services provided by the SECTION.		
		Response Count
		6
<i>answered question</i>		6
<i>skipped question</i>		49




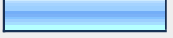

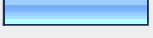

19. Gender			
		Response Percent	Response Count
Female		53.8%	28
Male		46.2%	24
<i>answered question</i>			52
<i>skipped question</i>			3

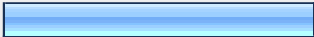
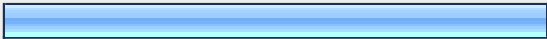
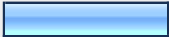
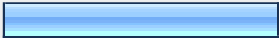
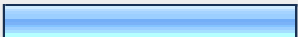
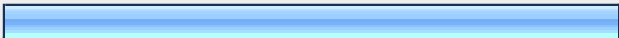


20. Age Group			
		Response Percent	Response Count
18 to 24		5.9%	3
25 to 49		64.7%	33
50 to 64		29.4%	15
65 and above		0.0%	0
<i>answered question</i>			51
<i>skipped question</i>			4

21. Ethnic/Racial Heritage			Response Percent	Response Count
American Indian, Eskimo, or Aleut			0.0%	0
Asian or Pacific Islander			2.0%	1
Black or African American			0.0%	0
Hispanic, Latino, or Latina			0.0%	0
Multi-racial			0.0%	0
White or Caucasian			98.0%	49
		Other (please specify)		0
		answered question		50
		skipped question		5

22. Highest Level of Education			Response Percent	Response Count
High School Graduate			0.0%	0
Some College			4.0%	2
Associates Degree			0.0%	0
Bachelors Degree			68.0%	34
Masters Degree			22.0%	11
Doctorate Degree			6.0%	3
		answered question		50
		skipped question		5




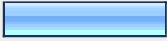






23. Type of Member			Response Percent	Response Count
Professional			76.0%	38
Associate			22.0%	11
Student			2.0%	1
			<i>answered question</i>	50
			<i>skipped question</i>	5

24. Camp Affiliation (where you work now or most recently worked)			Response Percent	Response Count
Agency (e.g., YMCA, Girl or Boy Scouts, Camp Fire USA, etc.)			41.2%	21
Health-related Organization (e.g., Diabetes Association, American Red Cross, etc.)			2.0%	1
Independent For-Profit			7.8%	4
Independent Not-for-Profit			17.6%	9
Municipality or Government			7.8%	4
Religiously Affiliated (e.g., a denominational or faith-based camp)			15.7%	8
I haven't worked for a camp in the last three years			7.8%	4
			<i>answered question</i>	51
			<i>skipped question</i>	4

25. Type of Camp Operations (check all that apply)			Response Percent	Response Count
Conference/Retreat Center			34.0%	17
Day Camp			60.0%	30
Day Use Programs			18.0%	9
Family Camp			30.0%	15
Outdoor/Environmental Education Center			32.0%	16
Resident Camp			68.0%	34
Trip/Travel Camp			12.0%	6
Do not Operate Camp Programs			8.0%	4
		Other (please specify)		0
		answered question		50
		skipped question		5

26. Please provide the first three digits of the zip code for where you are located during September - May.		
1st Three Zip Code Digits		
	List available upon request from National office	Response Count
Zip Code September - May	100.0% (19)	19
	answered question	19
	skipped question	36

27. Which of the following best describes your current position related to camp?

		Response Percent	Response Count
Camp Owner or Operator		5.9%	3
Camp Director/Administrator		51.0%	26
Agency or Denominational Executive		3.9%	2
Camp Administrative Staff (Assistant Director, Program Director, Business Manager, etc.)		17.6%	9
Camp Support Staff (maintenance, food service, office, etc.)		2.0%	1
Camp Medical Personnel/Healthcare Staff		2.0%	1
Program Staff/General Counselor		3.9%	2
Board Member		0.0%	0
Business Member or Consultant		0.0%	0
Educator/Student		2.0%	1
Retired/Volunteer		2.0%	1
Not currently affiliated with a camp		9.8%	5
Other (please specify)			2
		<i>answered question</i>	51
		<i>skipped question</i>	4

28. Which of the following best describes your current employment status related to camp?			
		Response Percent	Response Count
Full-Time		74.5%	38
Part-Time or Seasonal (including summer camp staff)		7.8%	4
Not employed by a camp at this time (please skip to question #12)		17.6%	9
		<i>answered question</i>	51
		<i>skipped question</i>	4

29. If employed full-time in the camp profession, how many years have you been in your current position?			
		Response Percent	Response Count
Less than 1 year		7.5%	3
1-4 years		45.0%	18
5-9 years		17.5%	7
10-19 years		15.0%	6
20+ years		15.0%	6
		<i>answered question</i>	40
		<i>skipped question</i>	15

30. What are the top three critical issues that you had to deal with this past summer at camp?		
		Response Count
		25
		<i>answered question</i>
		25
		<i>skipped question</i>
		30

31. In order to have a strong section it is essential that we build strong committees with representation from as many members as possible. We have added conference calling and are experimenting with webcasting to allow people to attend meetings without leaving the office. What are your top three choices for serving as a SECTION volunteer on a committee, task force, or at an event for the following topics?

	Top Choice	2nd Choice	3rd Choice	Response Count
PROFESSIONAL DEVELOPMENT (section/regional educational conferences, Extravaganza, trainings, etc.)	62.5% (10)	0.0% (0)	37.5% (6)	16
COMMUNICATIONS/PUBLIC AWARENESS (camp fairs, public relations, complaint resolution/ethics, press releases, branding, campership program, work with member services on website)	0.0% (0)	75.0% (3)	25.0% (1)	4
STANDARDS (mentoring, Accreditation promotion, Accreditation scheduling, visitor training, standards training)	43.8% (7)	50.0% (8)	6.3% (1)	16
FINANCE (bookkeeping, financial protocols, annual fund, work with resource development on non-dues revenue)	100.0% (1)	0.0% (0)	0.0% (0)	1
RESOURCE DEVELOPMENT (grants, resource evaluation task group, partnership development for discounts and resources)	66.7% (2)	0.0% (0)	33.3% (1)	3
MARKETING/MEMBERSHIP DEVELOPMENT (Student Camp Fairs, Camp ours/Visits, Prospect Info, EPIC Indiana, SCLA)	12.5% (1)	62.5% (5)	25.0% (2)	8
YOUNG PROFESSIONAL	33.3% (2)	50.0% (3)	16.7% (1)	6
MEMBERSHIP SERVICES/RETENTION (New Member, Lapsed Member, scholarship, awards, Legislation, News-In-Brief, work with public awareness on website)	40.0% (2)	20.0% (1)	40.0% (2)	5
LEADERSHIP (board member, committee chair, nominations, etc.)	62.5% (5)	12.5% (1)	25.0% (2)	8
GOVERNANCE (charter, by-laws,				

board development, election, succession planning)	0.0% (0)	100.0% (2)	0.0% (0)	2
I am not interested in volunteering at this time	100.0% (22)	0.0% (0)	0.0% (0)	22
Other (please specify)				3
<i>answered question</i>				44
<i>skipped question</i>				11