

# MACRAO Membership Survey Results Summary

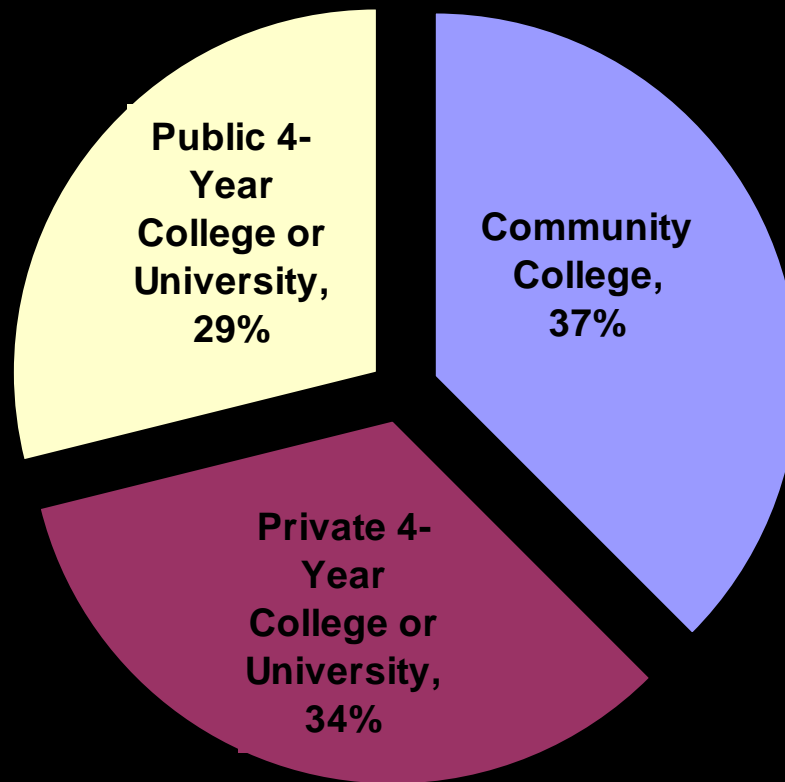
## MACRAO Roundtable II

Jim Dwyer, Saginaw Valley State University  
Scott Owczarek, Michigan State University  
Howard Shanken, Grand Rapids Community College

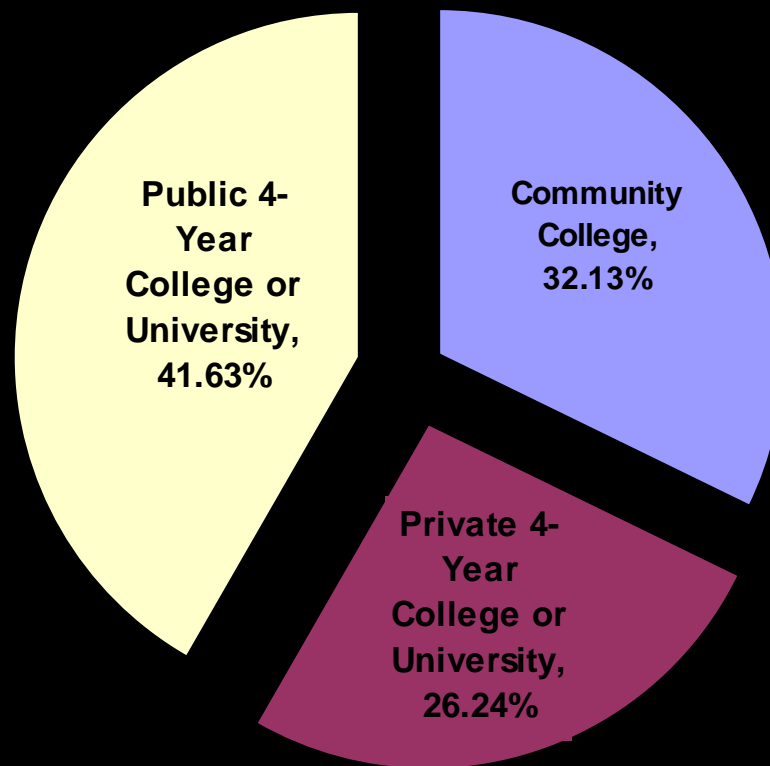
# General Survey Results

- 229 people started or attempted to complete survey
- 187 (81.7%) people completed the entire survey
- 893 members received the survey
- Response rate was 26%

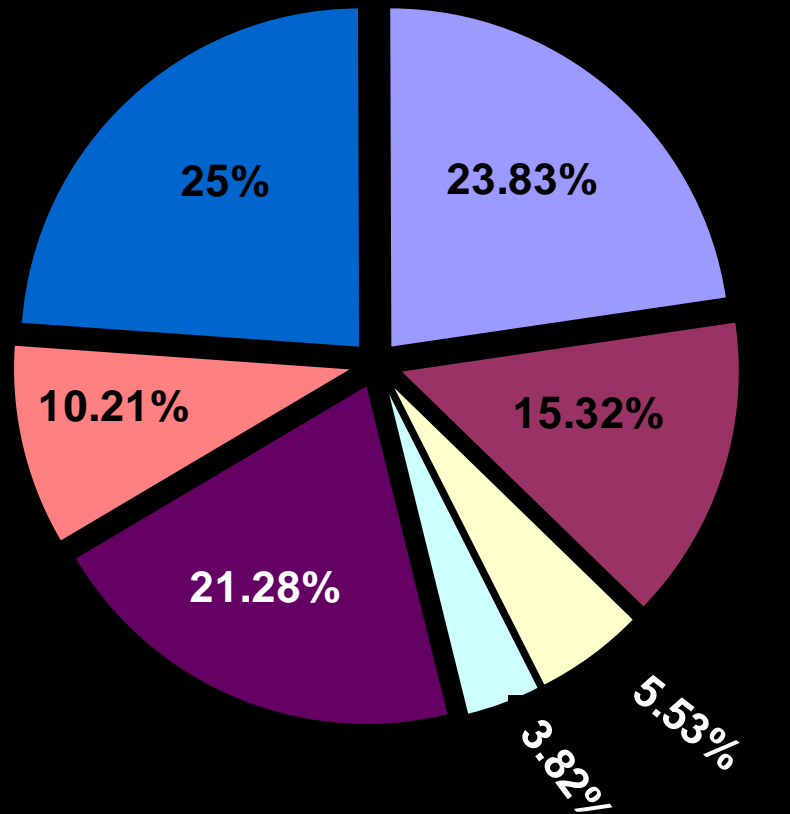
# Membership Breakdown



# Respondent Breakdown

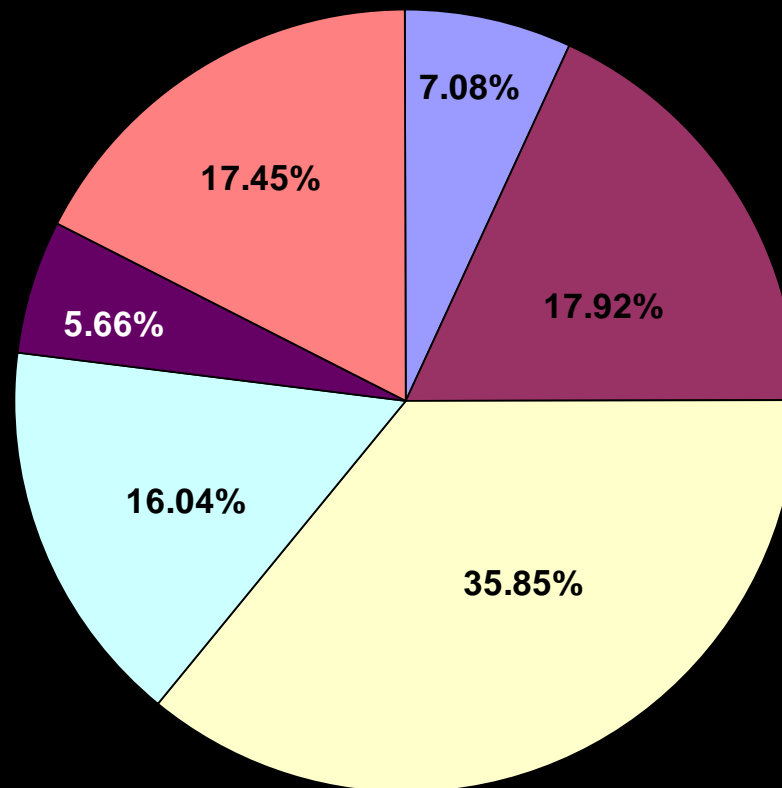


# Work Group Breakdown



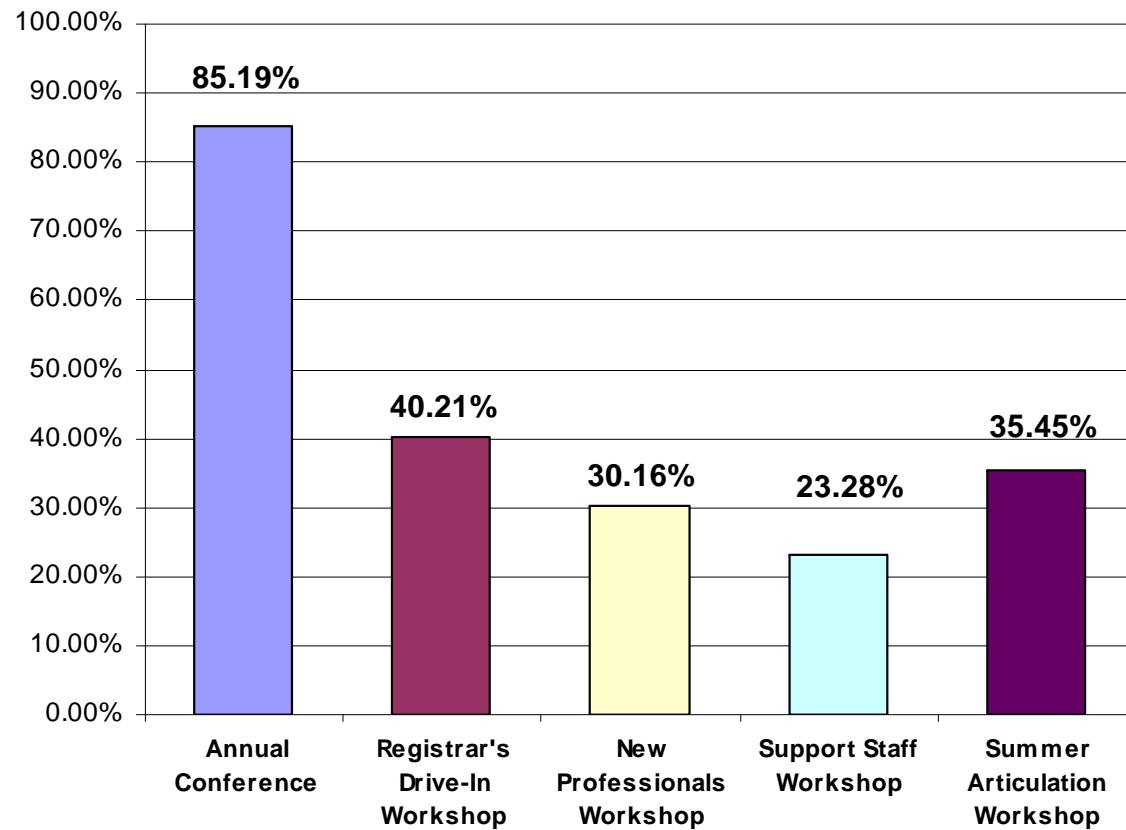
- Admissions - Counselor/Representative
- Admissions -- Director
- Registrar - Registration
- Registrar - Graduation Audit
- Registrar - Records
- Enrollment Management
- Other

# Years of Service Breakdown

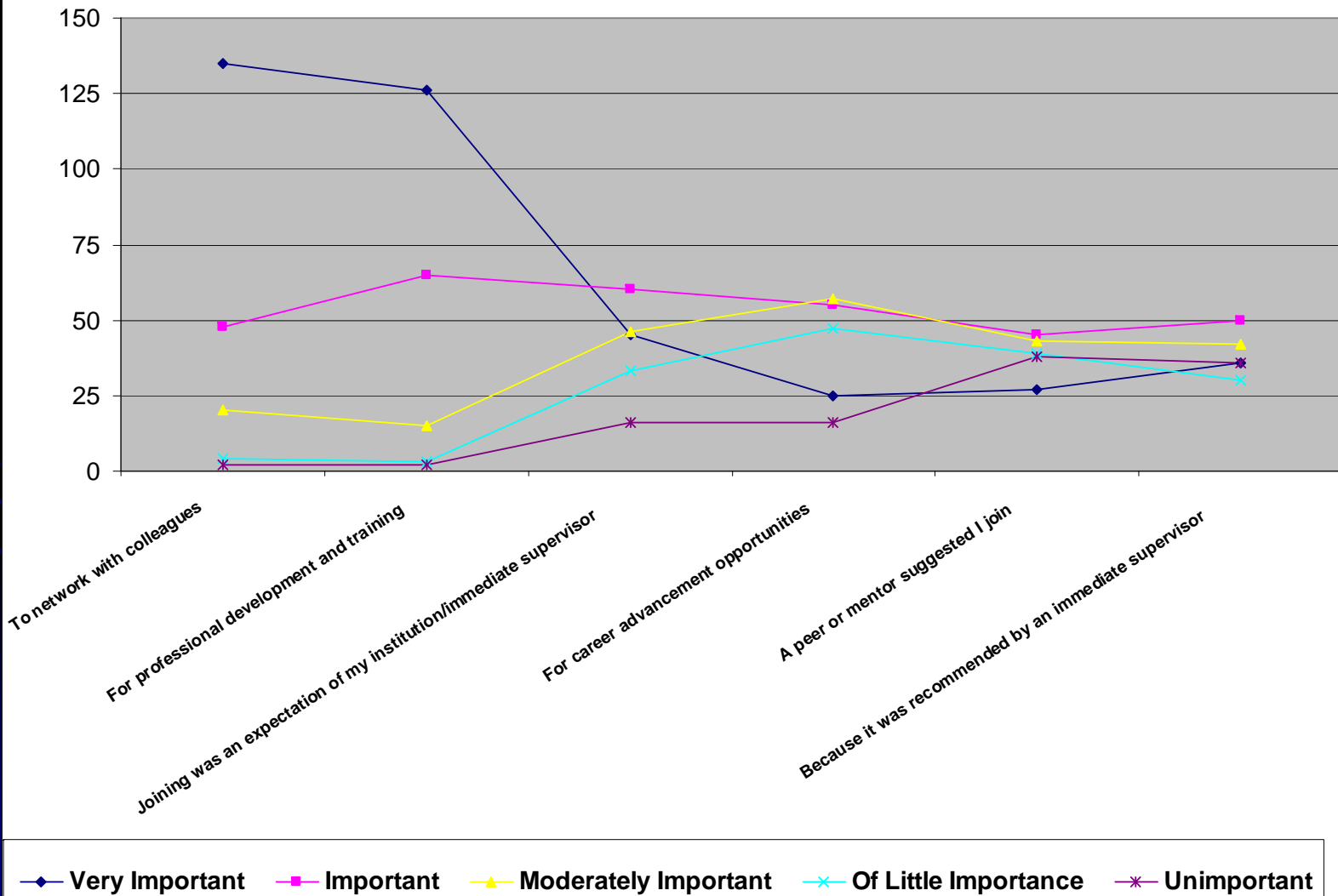


■ Less than one year      ■ One to three years      ■ Four to nine years  
■ Ten to fourteen years      ■ Fifteen to nineteen years      ■ Twenty years or more

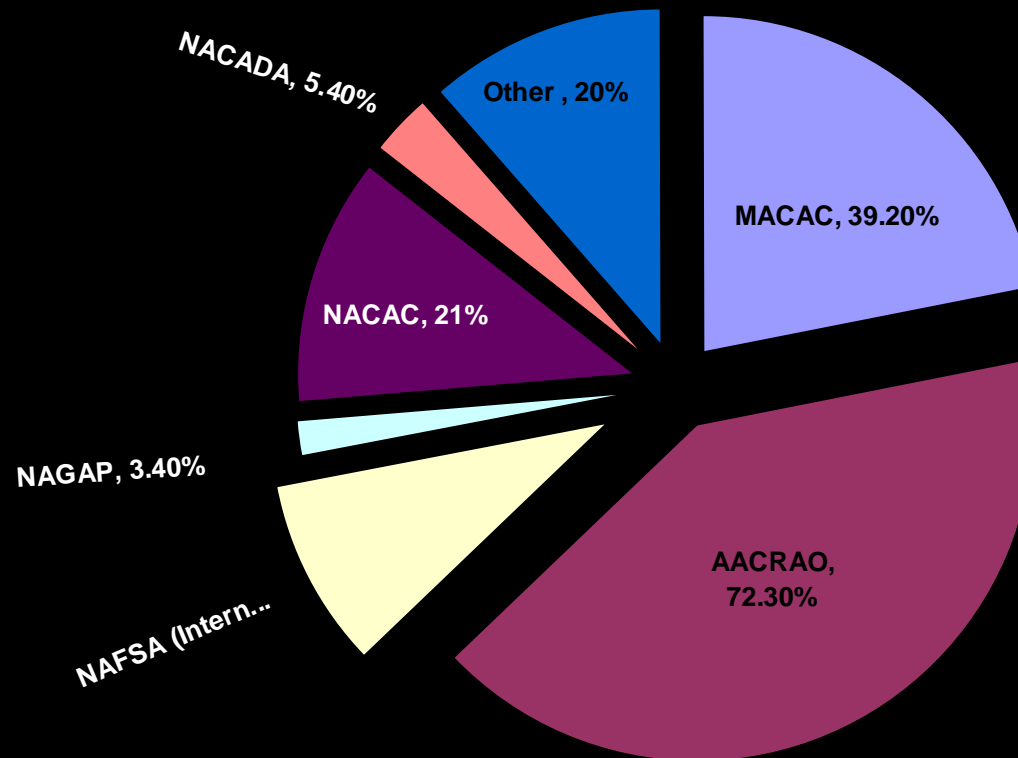
# MACRAO Event Attendance



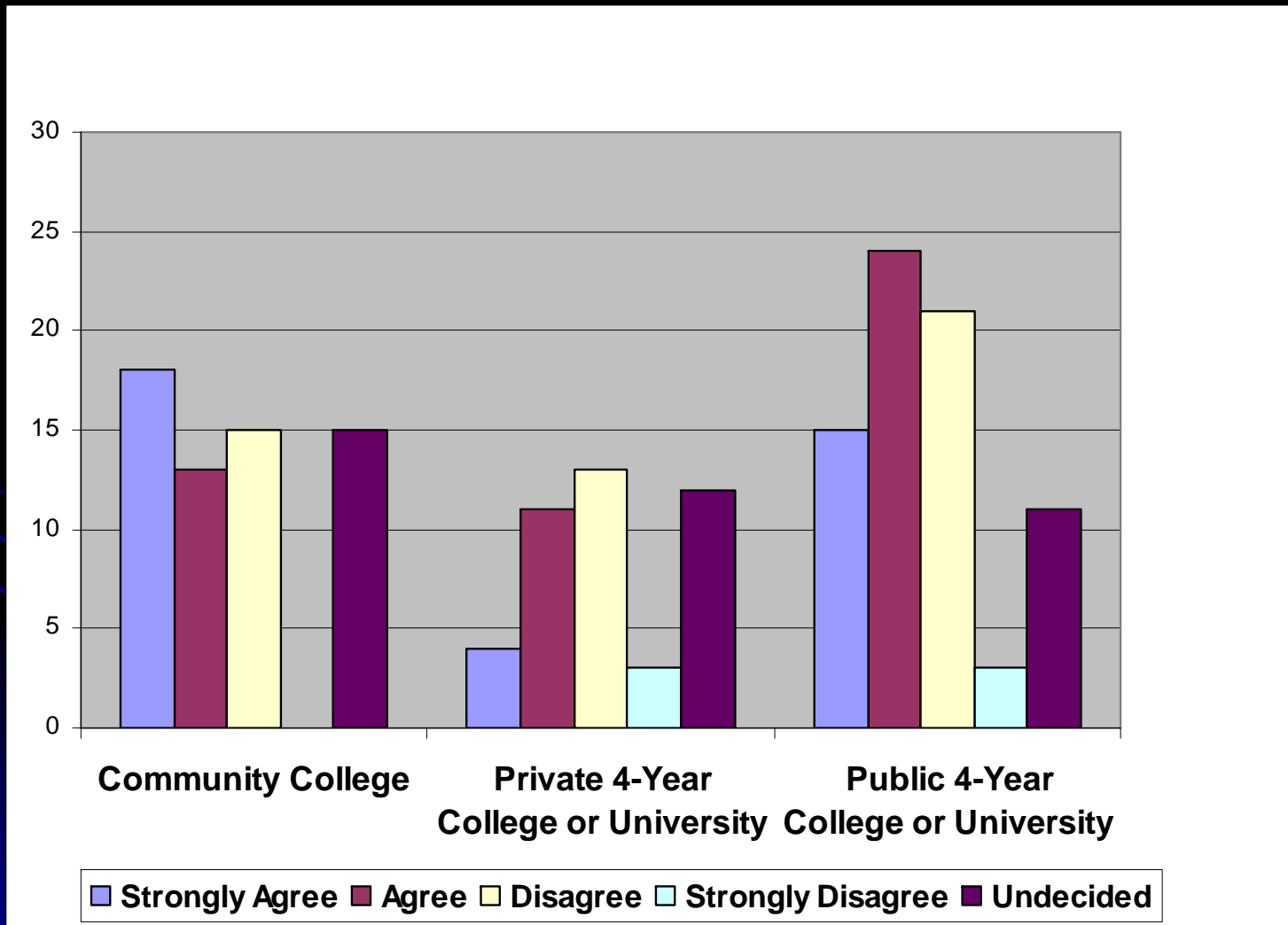
# Reasons for Involvement



# Other Professional Organizations



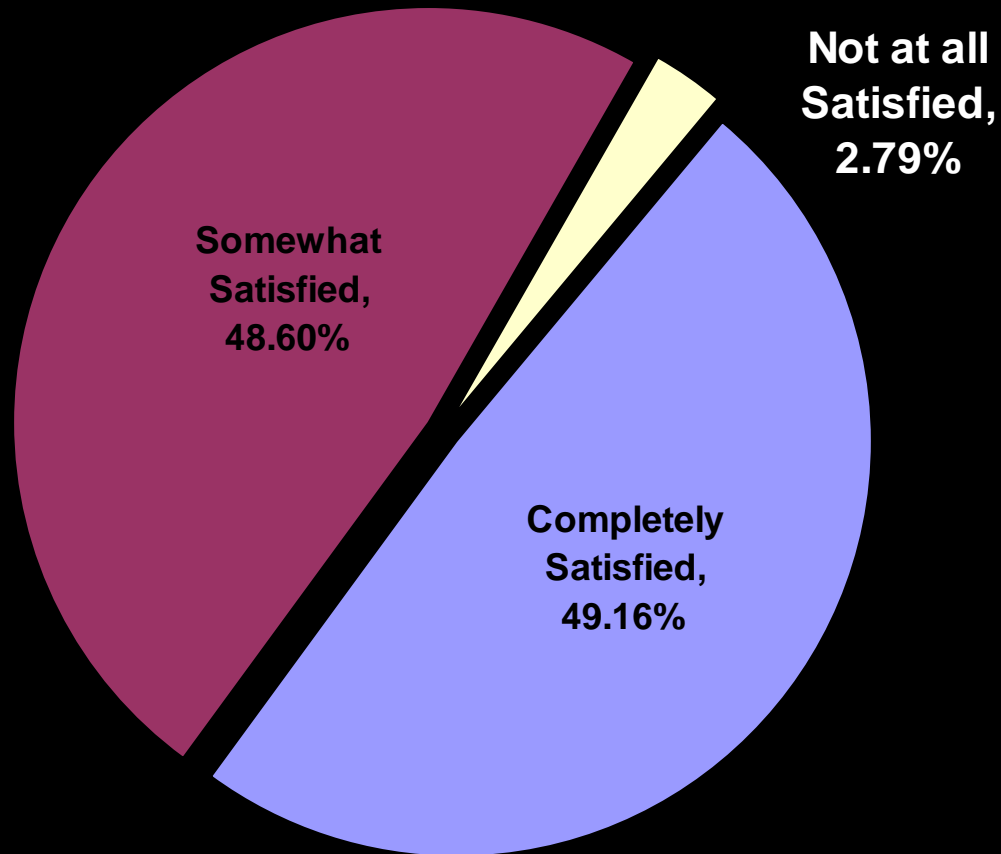
# Most Important Professional Organization



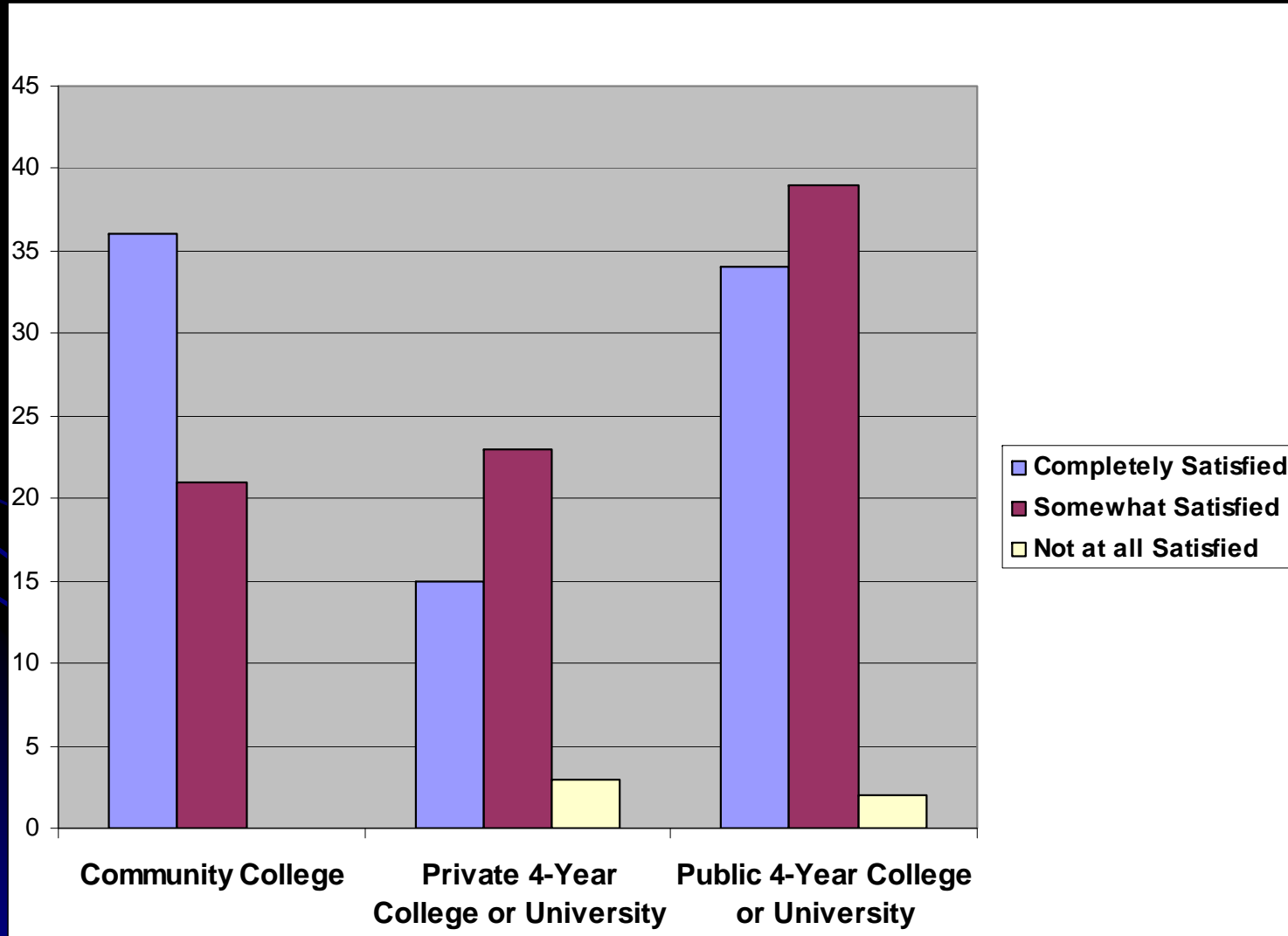
# Other Professional Organizations Cited

- MCCSSA
- MCCAD
- IACAC - Indiana
- OACAC - Ohio
- IACAC – Illinois
- WACAC – Wisconsin

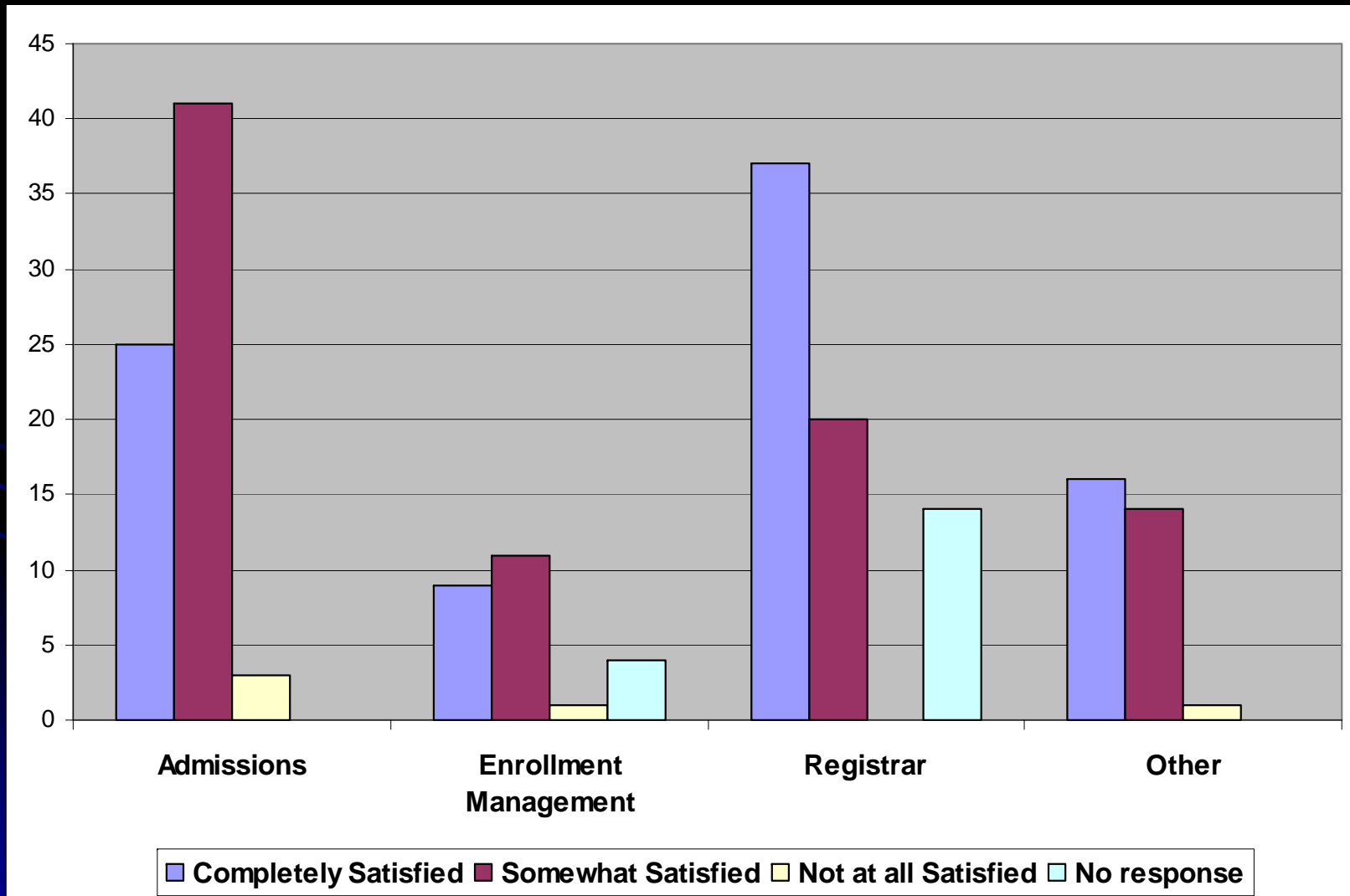
# Satisfaction with MACRAO



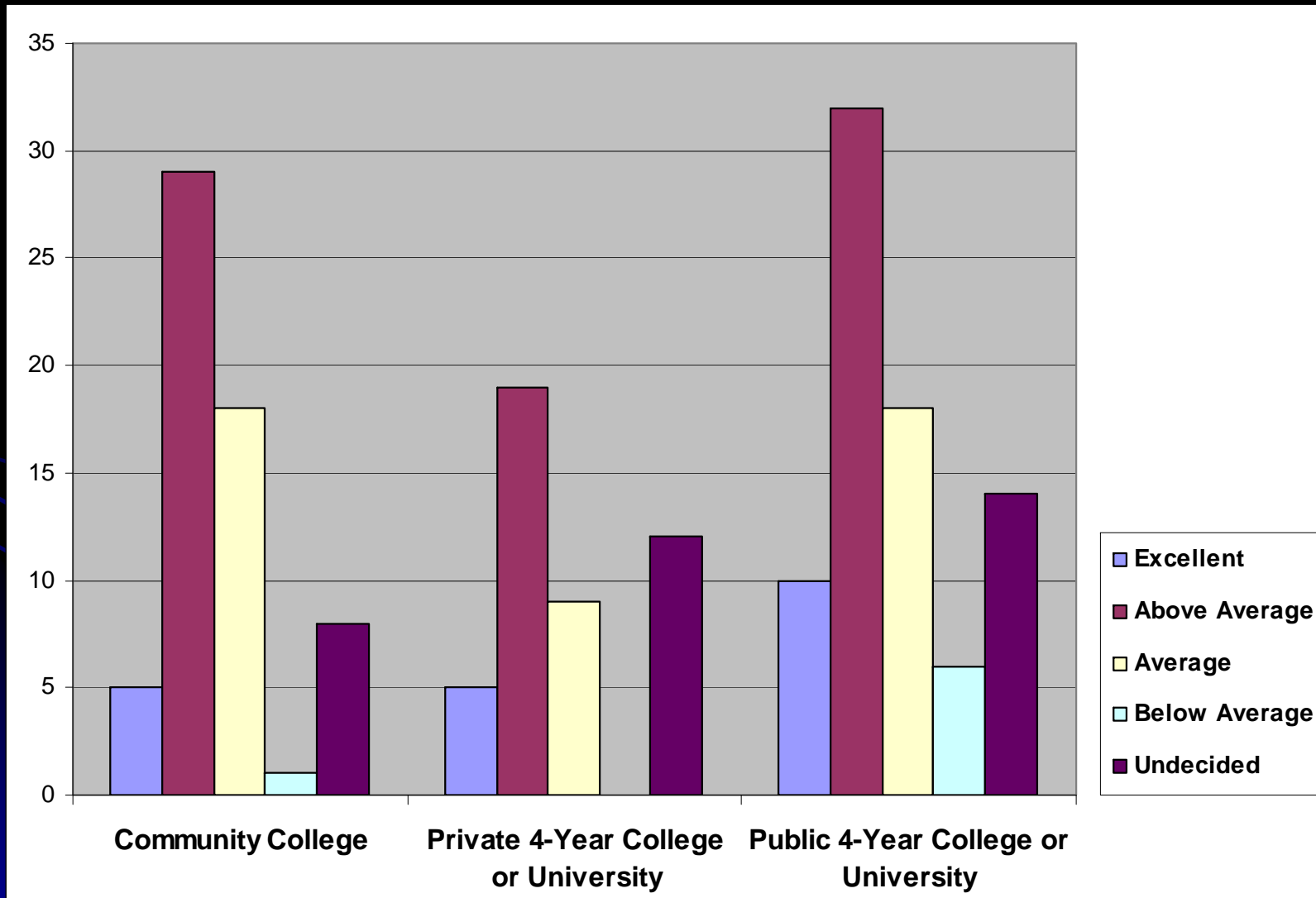
# Satisfaction Levels with MACRAO



# Satisfaction Level with MACRAO by Work Group Type

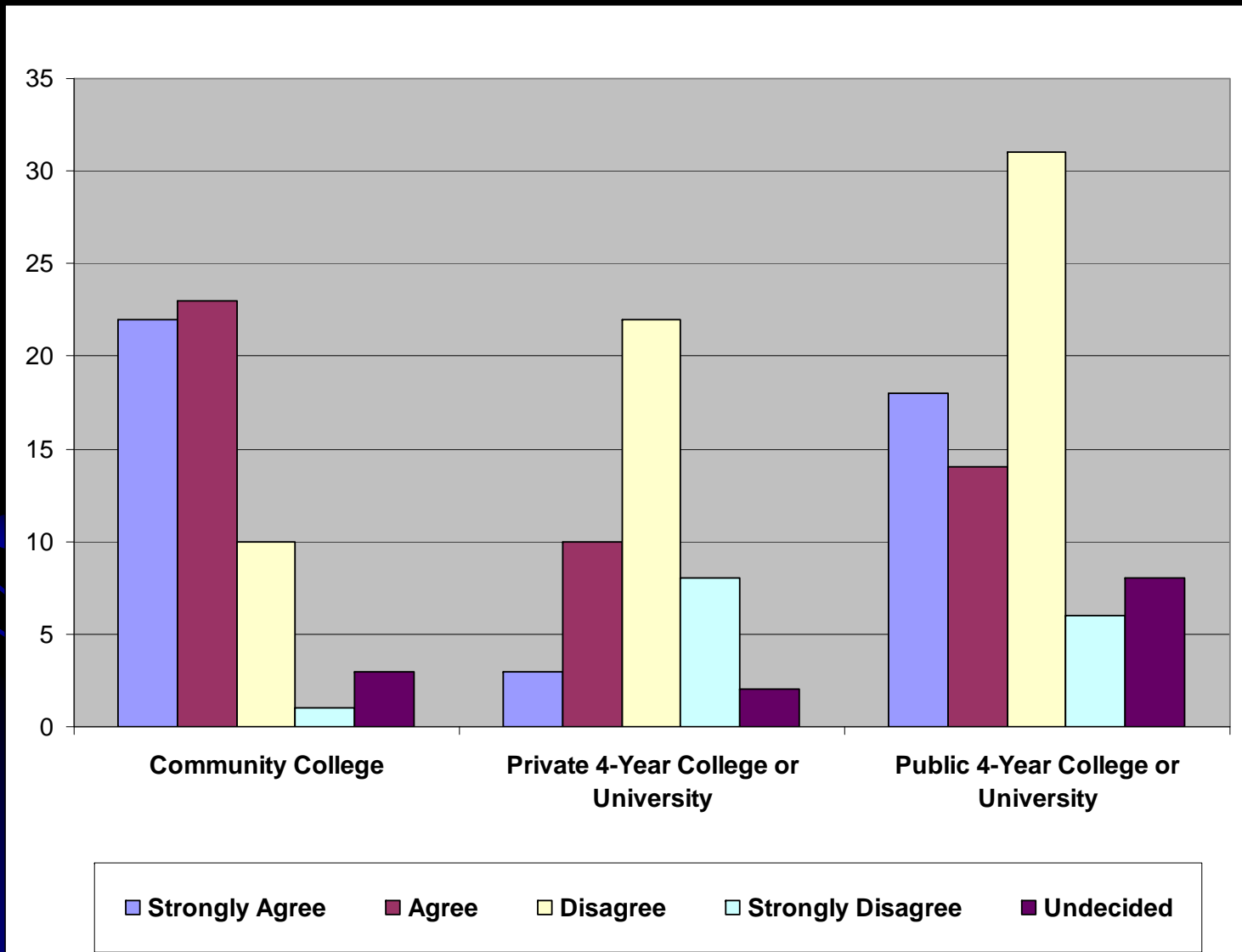


# Effective Communication by MACRAO



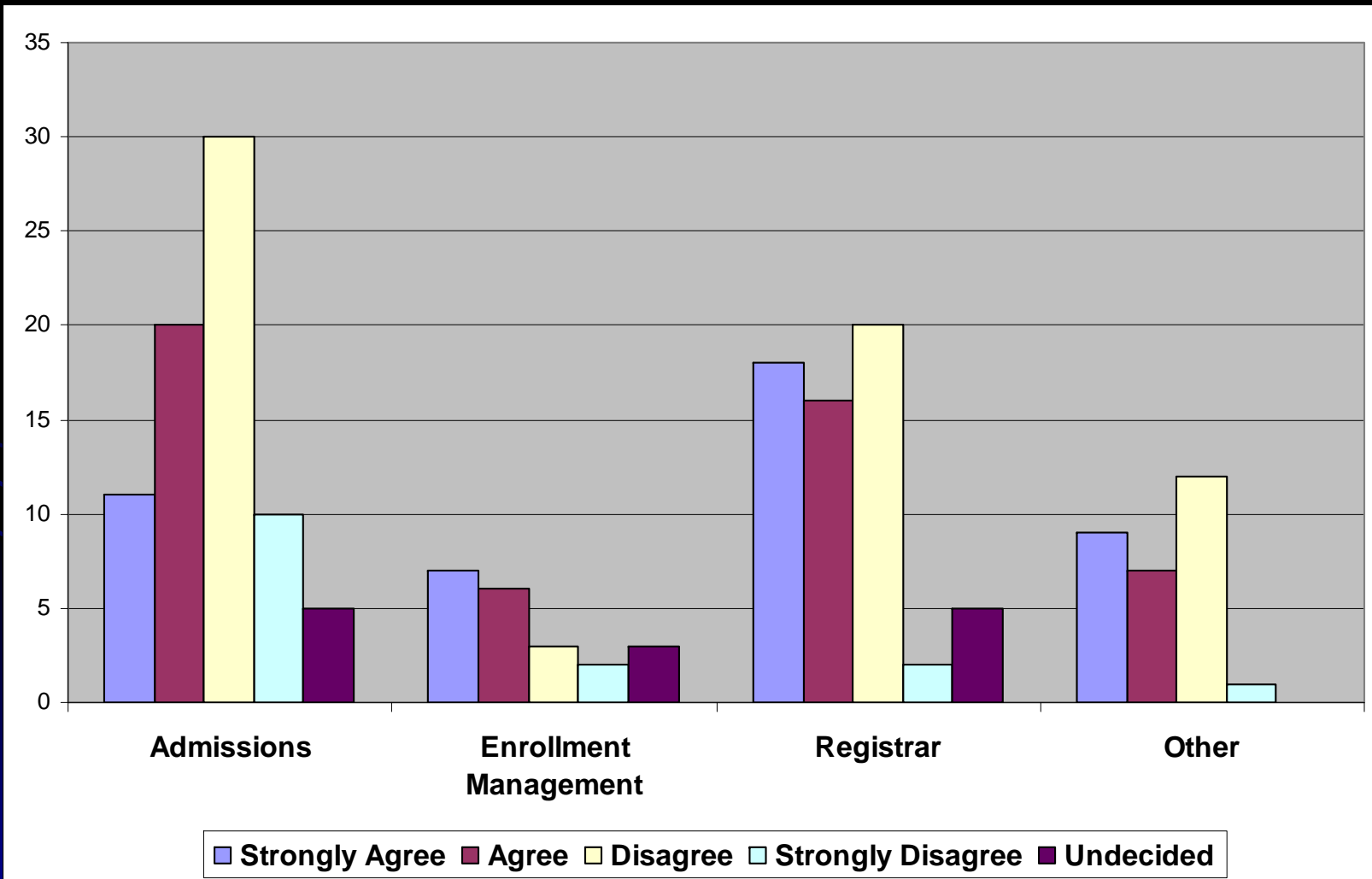
# Frequent MACRAO Site Visitation

(Do you visit the site more than twice a month?)

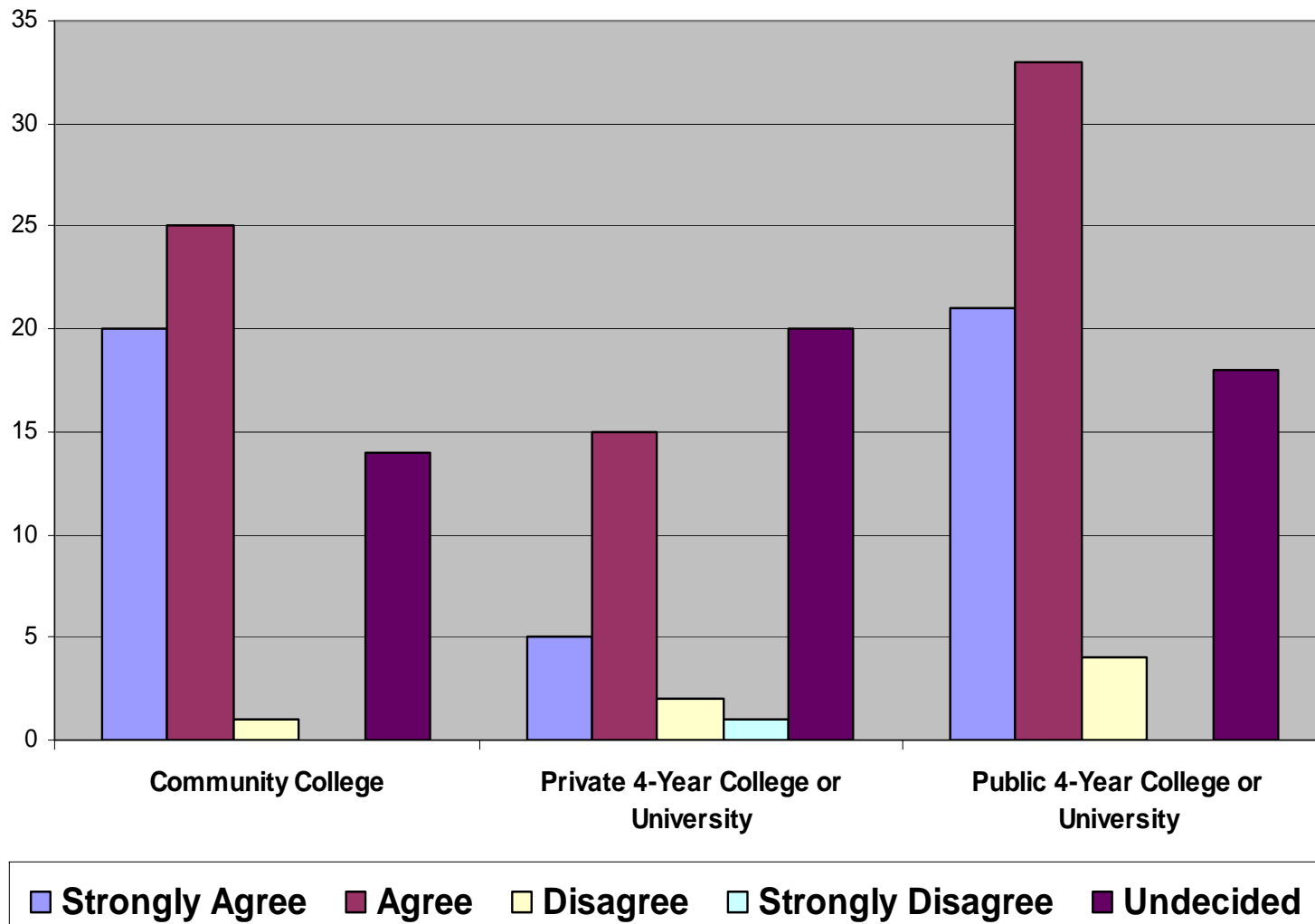


# Frequent MACRAO Site Visitation

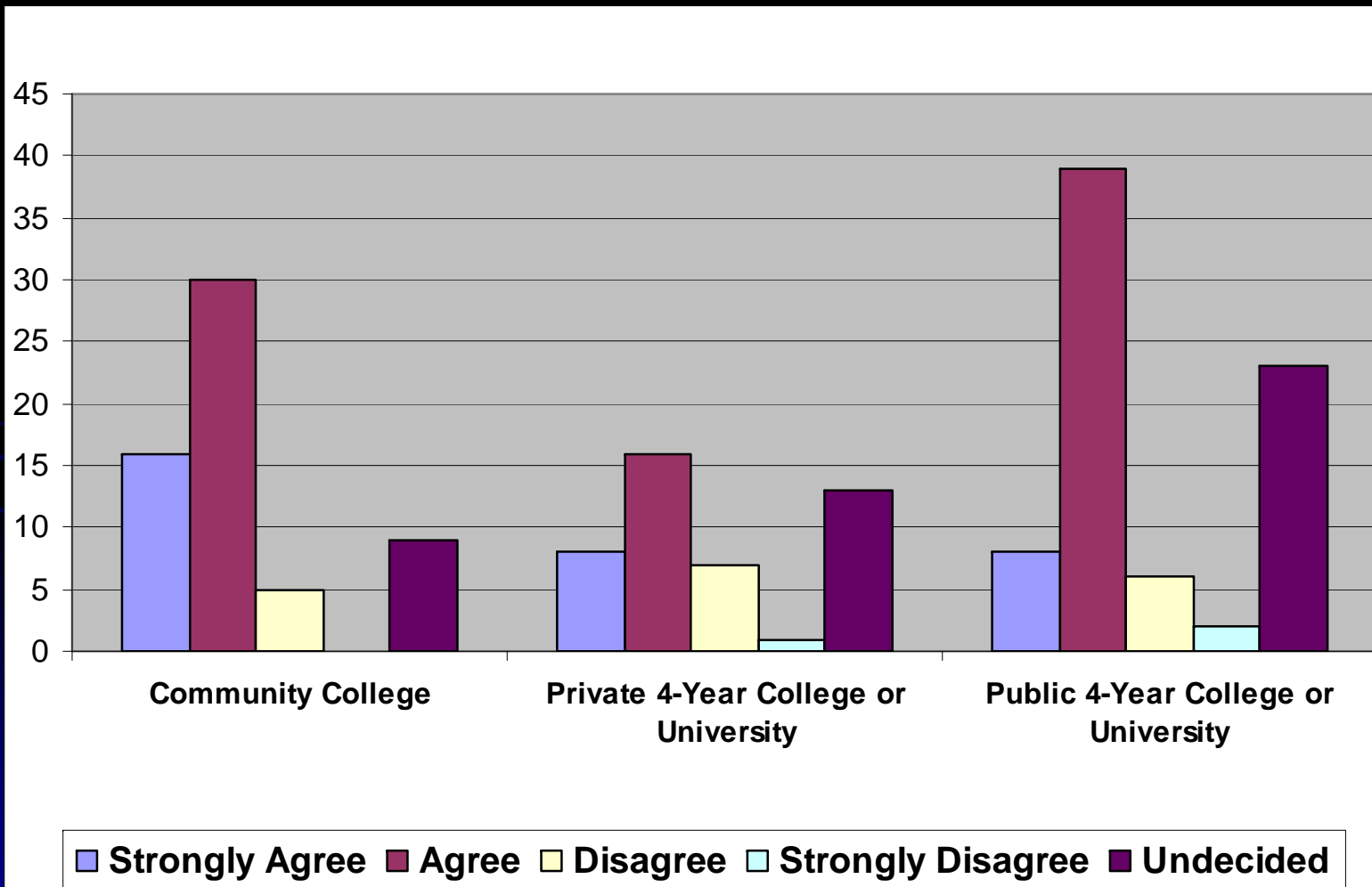
(Do you visit the site more than twice a month?)



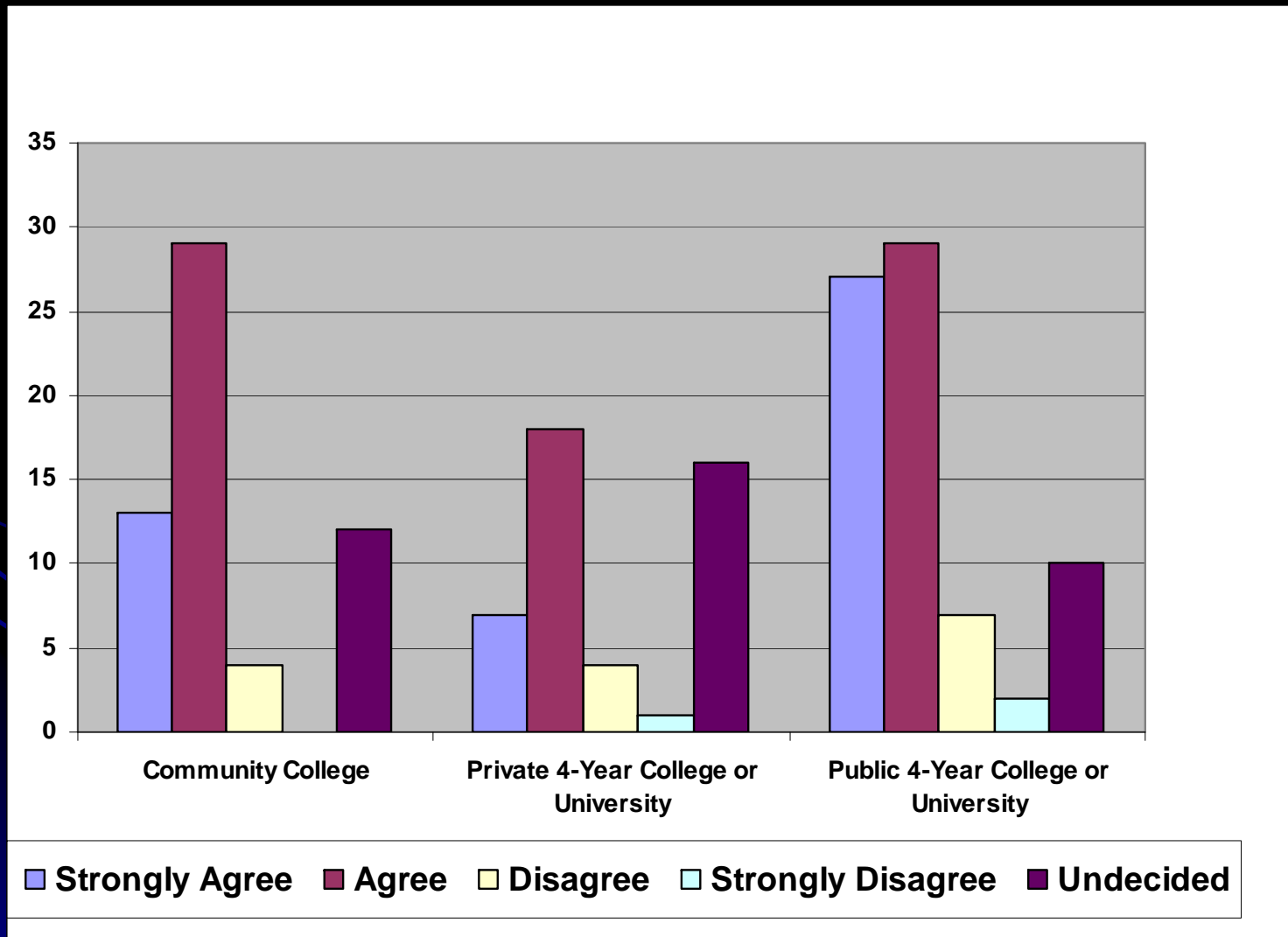
# The Executive Committee is Approachable



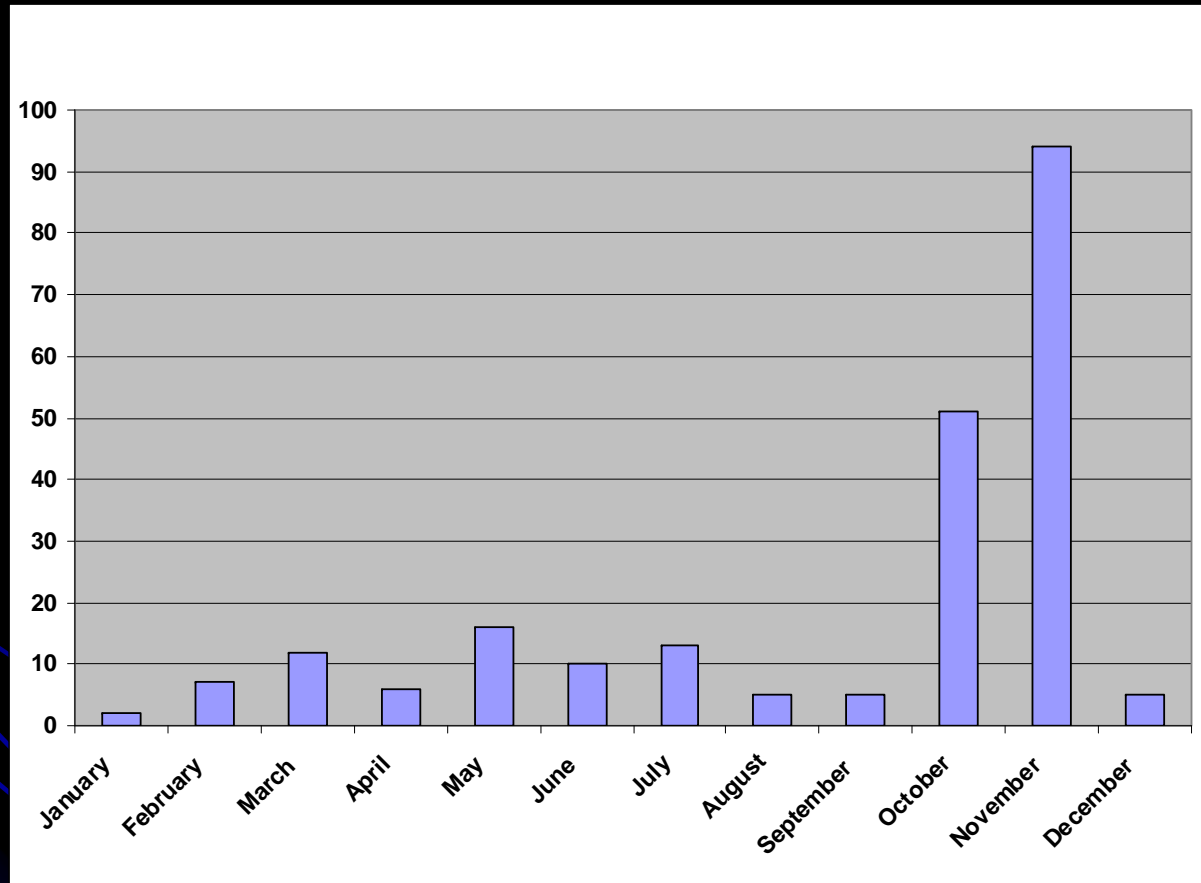
# I Receive More From MACRAO Than I Give



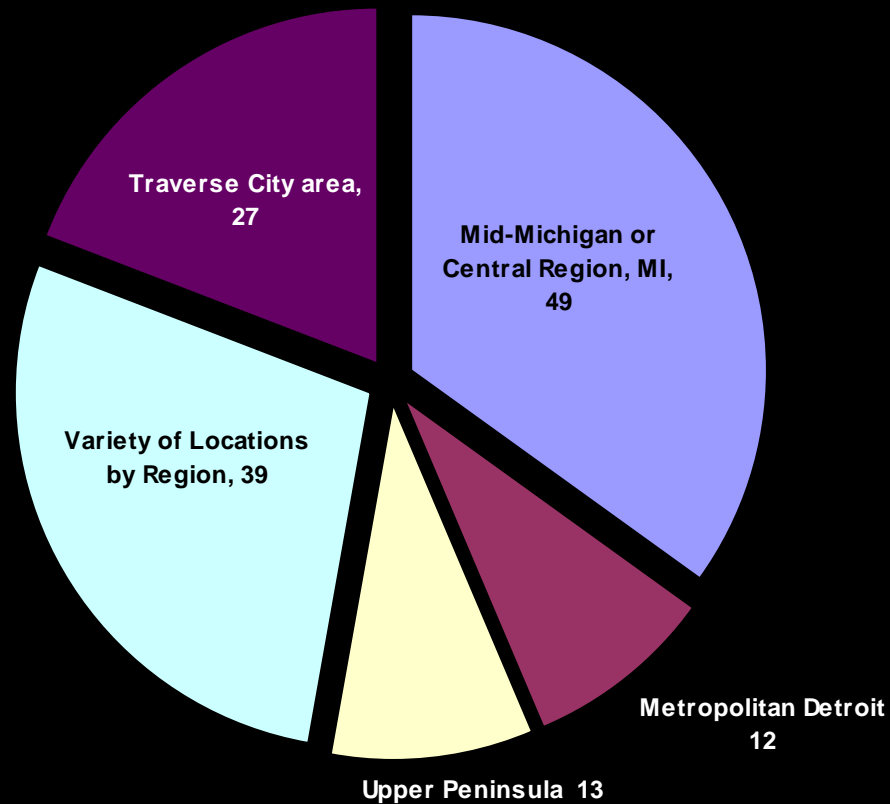
# It is Easy to Volunteer



# Which Month Works Best?



# Which Location Works Best?



# Where MACRAO Excels

- MTN
- New Website
- Annual Conference
  - Better in Northern Michigan
- Workshops
  - Support Staff
  - Registrar Drive-In
  - New Professionals
- Avenue for Networking

# Suggested Improvements

- Communication from MACRAO Leadership
  - Executive Committee meeting minutes need to be sent out to the membership
  - Committee Chairs should provide quarterly reports
  - Conference Evaluations should be available to all membership
- Electronic Dissemination of Information
  - Summary of technologies at schools on web site
  - Webinars
  - More communication is better

# Suggested Improvements

- Annual Conference
  - Location
  - Scheduling
  - More Advanced Sessions
  - New Sessions, Less Repetition
- Minimize the Impact of Institutional Budgets
  - Offer Webinars
  - Re-Invest profits in leadership
  - Discounts or donated conference fees to institutions with lack of budgets for travel

# Suggested Improvements

- College Day/Night Committee
  - Re-evaluate entire Day/Night calendar
- Additional sessions and information regarding Transfer Articulation
- Common Themes Expressed in Survey
  - Stronger outreach needed by EC
  - Leadership in MACRAO is “clique-ish”
  - Barriers to entry
  - Big-Buddy system for new members
  - Open elections for EC positions and less position term length

# Questions and Answers

Thank you!!!!

Jim Dwyer ([jdwyer@svsu.edu](mailto:jdwyer@svsu.edu))

Scott Owczarek ([owczare6@msu.edu](mailto:owczare6@msu.edu))

Howard Shanken ([hshanken@grcc.edu](mailto:hshanken@grcc.edu))