

2010 Annual Report with Benchmark Survey

Screen 1 - Question 1 - Choice - One Answer (Bullets)

[Mandatory]

Are you filing this Annual Report on behalf of a State Council or a Local Chapter?

- a State Council
- a Local Chapter

Screen 2 - Question 2 - Choice - One Answer (Drop Down)

Please select your STATE COUNCIL from the drop down box.
(Click the down "v" arrow)

Screen 2 - Question 3 - Choice - One Answer (Bullets)

Is your STATE COUNCIL in a two-tier (national / state) or three-tier (national / state / local chapter) structure?

- Two-tier (national / state)
- Three-tier (national / state / local)

Screen 5 - Question 6 - Rating Scale - Matrix

Does your organization have ...?

	Yes	No
A strategic plan / formal goals	<input type="radio"/> 1	<input type="radio"/> 2
Bylaws	<input type="radio"/> 1	<input type="radio"/> 2
Operating policies / procedures	<input type="radio"/> 1	<input type="radio"/> 2
A formal budget	<input type="radio"/> 1	<input type="radio"/> 2

Screen 5 - Question 7 - Yes or No

If you have a strategic plan or formal goals, do you revise / update them every year?

- Yes
- No

Screen 6 - Question 8 - Yes or No

Does your organization utilize the services of a CPA or accounting firm?

- Yes
- No

Screen 6 - Question 9 - Rating Scale - Matrix

Are the following financial documents prepared internally (by your organization), externally (by a CPA or accounting firm), or are they not prepared by anyone?

	prepared by your org.	prepared by CPA / accy. firm	(NOT prepared)
Income Statement	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Balance Sheet	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Tax Form 990, 990EZ, or 990N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

Screen 7 - Question 10 - Choice - Multiple Answers (Bullets)

If your organization utilizes the services of a CPA or accounting firm ...
Which services do they provide? (CHECK ALL THAT APPLY)

- Audit
- Review
- Compilation
- Payroll tax filing

Screen 8 - Question 11 - Rating Scale - Matrix

Does your organization have ...?

	Yes	No
a Checking account	<input type="radio"/> 1	<input type="radio"/> 2
a Savings account	<input type="radio"/> 1	<input type="radio"/> 2
a Money market account	<input type="radio"/> 1	<input type="radio"/> 2
an "Investment" account (e.g., longer term - stocks, bonds)	<input type="radio"/> 1	<input type="radio"/> 2
a documented investment policy	<input type="radio"/> 1	<input type="radio"/> 2

Screen 8 - Question 12 - Open Ended - One or More Lines with Prompt

What are the current (Dec. 31, 2010) balances for each of those accounts? (NOTE: Enter as whole numbers; Rounded to nearest thousand; No \$ sign or commas; Leave blank if none)

- Checking account
- Savings account
- Money market account
- Investment account

Screen 9 - Question 13 - Rating Scale - Matrix

For each type of account that your organization has ... Please indicate whether or not the account has three authorized signatories.

	3 signatories? - Yes	3 signatories? - No	(Don't know or Not applicable)
Checking account	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> (Don't know or Not applicable)
Savings account	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> (Don't know or Not applicable)
Money market account	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> (Don't know or Not applicable)
"Investment" account (e.g., longer term - stocks, bonds)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> (Don't know or Not applicable)

Screen 9 - Question 14 - Yes or No

STATE COUNCILS ONLY:
Is your state treasurer a signatory for each of the local chapters? (A requirement set forth in the ENA Procedures.)

- Yes
- No

Screen 10 - Question 15 - Open Ended - One or More Lines with Prompt

In total, how many in-person and / or telephonic Board of Director meetings were held in 2010? (Enter numbers only - no written response)

- In-person
- Telephonic

Screen 10 - Question 16 - Open Ended - One or More Lines with Prompt

In total, how many General Membership meetings ... (Enter number)

- were held in 2010?
- are planned for 2011?

Screen 10 - Question 17 - Open Ended - Comments Box

Please list dates for your 2011 General Membership meetings. [Enter as month / day (MM/DD - e.g., 10/12) -- one per line.]

Screen 11 - Question 18 - Rating Scale - Matrix

How active is your organization in each of the following ...?

	Very active	Somewhat active	Not too active	Not at all active
Legislative issues	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Nursing practice issues	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Member communication	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Member recruitment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Member education	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Injury prevention	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Research	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

Screen 12 - Question 19 - Rating Scale - Matrix

Does your organization have a mentoring program for ...?

	Yes	No
Members (existing)	<input type="radio"/> 1	<input type="radio"/> 2
Officers	<input type="radio"/> 1	<input type="radio"/> 2

Screen 12 - Question 20 - Yes or No

Does your organization have an orientation program for new members?

- Yes
- No
- (Please comment below)

Screen 13 - Question 21 - Yes or No

Does your organization hold officer elections prior to October 31st? (A requirement set forth in the ENA Procedures.)

- Yes
- No

Screen 13 - Question 22 - Open Ended - Comments Box

If your organization does NOT hold officer elections prior to October 31st ... When will you be making the change to an October 31st election cycle?

Screen 14 - Question 23 - Yes or No

Does your organization have an orientation / transition program for incoming officers?

- Yes
- No
- (Please comment below)

Screen 14 - Question 24 - Yes or No

Does your organization hold an annual educational symposium for members?

- Yes
- No
- (Please comment below)

Screen 15 - Question 25 - Yes or No

[Mandatory]

Does your organization have its own newsletter?

- Yes
- No [Skip to Screen 17]

Screen 16 - Question 26 - Choice - One Answer (Bullets)

If your organization has its own newsletter ...
How frequently is it published?

- Monthly
- Every other month
- Quarterly
- Twice-a-year
- Less frequent than twice a year

Screen 16 - Question 27 - Choice - One Answer (Bullets)

If your organization has its own newsletter ...
How is it distributed?

- Hard copy
- Electronic
- BOTH as Hard copy and Electronic

Screen 17 - Question 28 - Choice - Multiple Answers (Bullets)

Which, if any, of the following does your organization use to communicate with members? (CHECK ALL THAT APPLY)

- Facebook
- LinkedIn
- Twitter
- ENA's listserv communities
- ENA's eWeb
- (Other than above, please specify)

Screen 19 - Heading

The remainder of the 2010 Annual Report consists of benchmark survey questions. The benchmark portion is conducted every two years. Results from the benchmark will be shared with all state leaders at a later date. (NOTE: The benchmark survey questions are mandatory for State Council leaders.)

Screen 20 - Question 30 - Rating Scale - One Answer (Horizontal)

How many individuals are on your Board of Directors?

(If you don't have a Board of Directors, please leave blank)

- | | | | | | | | | | |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 or more |
| <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 | <input type="radio"/> 6 | <input type="radio"/> 7 | <input type="radio"/> 8 | <input type="radio"/> 9 | <input type="radio"/> 10 |

Screen 20 - Question 31 - Yes or No

Does your organization have in place a code of ethics applicable to Board members?

- Yes
- No

Screen 20 - Question 32 - Yes or No

Does your organization have in place a conflict of interest policy applicable to Board members?

- Yes
- No

Screen 21 - Question 33 - Yes or No

Does your organization have in place a policy relative to whistleblower protection?

- Yes
- No

Screen 21 - Question 34 - Yes or No

Does your organization have in place a policy relative to document retention?

- Yes
- No

Screen 22 - Question 35 - Open Ended - One or More Lines with Prompt

When were your bylaws last reviewed? Revised? (Enter year as a 4-digit number - e.g., 2008)

- Year last reviewed
- Year last revised

Screen 22 - Question 36 - Rating Scale - One Answer (Horizontal)

How many active committees / work groups do you have?

- 1 2 3 4 5 6 7 8 9 10 or more

Screen 23 - Question 37 - Choice - Multiple Answers (Bullets)

Which of the following committees do you have? (CHECK ALL THAT APPLY)

- Awards
- Education
- Finance
- Fundraising
- General Assembly / Delegation
- Governance
- Government Relations
- Injury Prevention
- Membership
- Nominations / Elections
- Nursing Practice
- Pediatrics
- Research
- Trauma
- Trauma and Pediatrics (combined)
- (Other, please specify)

Screen 24 - Question 38 - Choice - Multiple Answers (Bullets)

Which of the following officer positions are identified in your bylaws? (CHECK ALL THAT APPLY)

- President
- President Elect
- Past President
- Secretary
- Secretary Elect
- Treasurer
- Treasurer Elect
- Secretary / Treasurer (combined)
- Board of Directors (positions other than above)

Screen 25 - Question 39 - Rating Scale - Matrix

What is the term of office (in years) for each position identified in your bylaws?

	1 year	2 years	3 years	(no stated term)
President	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
President Elect	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Past President	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Secretary	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Secretary Elect	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Treasurer	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Treasurer Elect	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Secretary / Treasurer (combined)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Board of Directors (positions other than above)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

Screen 26 - Question 40 - Choice - Multiple Answers (Bullets)

Which of the following techniques do you utilize to select delegates to General Assembly?
(CHECK ALL THAT APPLY)

- Board approval
- Chapter approval
- Council approval
- Election
- Lottery system
- Point system
- (None or Other than above, please specify)

Screen 27 - Question 41 - Choice - Multiple Answers (Bullets)

Which, if any, are requirements to serve as a General Assembly delegate?

(CHECK ALL THAT APPLY)

- Must be a member for a certain number of years
- Must have held a leadership position within the state
- Must have attended a set number/percentage of meetings/events
- Must have a recommendation from an officer or Board member
- (None or Other than above, please specify)

Screen 28 - Question 42 - Choice - Multiple Answers (Bullets)

Does your state have requirements that delegates (once selected) must achieve prior to serving their role as a delegate?
(CHECK ALL THAT APPLY)

- Must have attended the state councils delegate training meeting
- Must have attended a set number/percentage of meetings/events once they've been selected
- Must have attended at least one ENA Delegate Training Webinar offered by ENA National Headquarters
- (None or Other than above, please specify)

Screen 29 - Question 43 - Rating Scale - Matrix

What proportion of the following General Assembly delegate expenses are picked up by your state organization?
 (NOTE: This is for an "average" delegate; officers and other individuals may receive higher levels of support.)

	100% - state pays (reimburses) for everything	State pays (reimburses) for majority but not all costs	State pays (reimburses) for half the costs and delegate covers half	State pays (reimburses) for less than half but covers some of the cost	0% - state does NOT pay (reimburse) for anything
Transportation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Lodging	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Meals	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Screen 30 - Question 44 - Choice - One Answer (Bullets)

How do you reimburse for out-of-pocket expenses?

- Reimbursement based on receipts
- Per diem

Screen 30 - Question 45 - Open Ended - One or More Lines with Prompt

If per diems are used for expense reimbursement, what is the maximum daily rate you provide to your officers and members?

(NOTE: Enter as whole numbers; No \$ sign or decimal points)

- Officers
- Non-officer members

Screen 31 - Heading

NOTE: If you are in a two-tier (national / state) structure, please answer the questions below. If you are part of a three-tier structure (national / state / local chapter), skip ahead to next screen.

Screen 31 - Question 46 - Yes or No

Do you utilize Special Interest Groups (SIGs) to operate much like chapters in a three-tier state?

- Yes
- No

Screen 31 - Question 47 - Rating Scale - One Answer (Horizontal)

If utilized, how many SIGs are currently operating in your state?

- | | | | | | | | | | |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 or more |
| <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 | <input type="radio"/> 6 | <input type="radio"/> 7 | <input type="radio"/> 8 | <input type="radio"/> 9 | <input type="radio"/> 10 |

Screen 31 - Question 48 - Choice - One Answer (Bullets)

If SIGs are utilized, are they ... ?

- Identified in the bylaws as a constituent level
- Not in the bylaws, but we still have them

Screen 32 - Question 49 - Choice - Multiple Answers (Bullets)

Which of the following techniques do you use to target / recruit new members to ENA? (CHECK ALL THAT APPLY)

- Contacts with nurse managers
- Direct mail (US Postal Service)
- E-mail
- Telephone solicitation
- Member Get-a-Member campaigns
- Monetary incentives/giveaways at ENA events
- Other, please specify

Screen 33 - Question 50 - Choice - Multiple Answers (Bullets)

Which of the following techniques do you use to retain existing members? (CHECK ALL THAT APPLY)

- Direct mail (US Postal Service)
- E-mail
- Telephone messages
- Monetary incentives (member benefits)
- Other, please specify

Screen 34 - Question 51 - Rating Scale - One Answer (Horizontal)

On average, how many hours do your general membership meetings last?

- | | | | | | | | |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 1 hour | 2 hours | 3 hours | 4 hours | 5 hours | 6 hours | 7 hours | 8 hours |
| <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 | <input type="radio"/> 6 | <input type="radio"/> 7 | <input type="radio"/> 8 |

Screen 34 - Question 52 - Open Ended - One Line

On average, how many members attend a general membership meeting?
(Enter a number)

Screen 35 - Question 53 - Yes or No

Do you rotate the location of your general membership meetings among cities in your state?

- Yes
- No

Screen 35 - Question 54 - Rating Scale - Matrix

Do you offer an opportunity for members to participate via ... ?

	Yes	No
Telephone	<input type="radio"/> 1	<input type="radio"/> 2
Videoconferencing	<input type="radio"/> 1	<input type="radio"/> 2

Screen 35 - Question 55 - Yes or No

Do you periodically facilitate joint meetings with other organizations (e.g., ACEP or AACN)?

- Yes
- No

Does your state facilitate an educational symposium?

- Yes
 No [Skip to Screen 39]

Screen 37 - Question 57 - Rating Scale - One Answer (Horizontal)

How many educational symposiums did your state facilitate in 2010?

1

 1

2

 2

3

 3

4

 4

5 or more

 5

Screen 37 - Question 58 - Open Ended - One Line

What was the number of attendees at your largest (2010) educational symposium? (Enter a number)

Screen 37 - Question 59 - Open Ended - One Line

What was the number of exhibitors at your largest (2010) educational symposium? (Enter a number; If none, enter 0)

Screen 38 - Question 60 - Open Ended - One Line

How many Contact Hours could attendees earn at your largest (2010) educational symposium? (Enter a number; If none, enter 0)

Screen 38 - Question 61 - Open Ended - One or More Lines with Prompt

What were the registration fees for your largest (2010) educational symposium? (NOTE: Enter as whole numbers; No \$ sign or decimal point)

- Member fee
 Non-member fee

Screen 38 - Question 62 - Yes or No

Was your largest (2010) educational symposium a money-maker?

- Yes
 No

Screen 39 - Question 63 - Open Ended - One or More Lines with Prompt

How many state-sponsored courses did your organization facilitate in 2010? (Enter a number for each type; If none, please enter 0)

- TNCC courses
 ENPC courses
 CEN review courses
 CATN courses

Screen 40 - Question 64 - Choice - One Answer (Bullets)

Last spring, ENA unveiled the Institute for Quality, Safety and Injury Prevention (IQSIP) to better integrate quality, safety and injury prevention into everyday practice.

Some states have combined injury prevention (IP) into a state version of IQSIP. Other states have two separate chairs - one for IP and one for quality and safety. Which best describes your own state?

- Our state has combined injury prevention into a state version of IQSIP
- Our state has two separate chairs - one for IP and one for quality and safety
- (Other, please specify)

Screen 41 - Question 65 - Yes or No

Do you have a designated Government Affairs chair or its equivalent?

- Yes
- No

Screen 41 - Question 66 - Yes or No

Do you have a state specific public policy agenda?

- Yes
- No

Screen 41 - Question 67 - Choice - One Answer (Bullets)

If you have a state specific public policy agenda, how often is it updated?

- Monthly
- Quarterly
- Twice-a-year
- Yearly
- Every few years
- Less than every few years

Screen 42 - Question 68 - Yes or No

Do you actively cultivate relationships with specific regulatory and/or legislative branch officials?

- Yes
- No

Screen 42 - Question 69 - Yes or No

Did you organize at least one legislative visit day in 2010 for members to meet with legislators and/or state regulators?

- Yes
- No

Screen 42 - Question 70 - Yes or No

Did you conduct training on effective advocacy during one or more state council meetings in 2010?

- Yes
- No

Screen 42 - Question 71 - Yes or No

Do you formally team with other organizations (e.g., state AACN or ACEP chapters) to accomplish your advocacy objectives?

- Yes
- No

Screen 43 - Question 72 - Yes or No

Do you actively cultivate a targeted list of corporate sponsors?

- Yes
- No

Screen 43 - Question 73 - Open Ended - One Line

How many corporations provided support to your state during 2010? (Enter a number; If none, enter 0)

Screen 44 - Question 74 - Choice - Multiple Answers (Bullets)

For which of the following did you receive corporate support during 2010? (CHECK ALL THAT APPLY)

- Educational sessions / symposium
- State council newsletter
- Banner ads on the state council website
- General meetings
- Scholarships
- Special events
- Member research
- (none of the above)

Screen 45 - Question 75 - Open Ended - One or More Lines with Prompt

How many applications for grants did your state organization make in 2010? (Enter a number; if none, enter 0)

- From governmental entities
- From foundations

Screen 45 - Question 76 - Open Ended - One or More Lines with Prompt

What was the dollar value of grants your state council received during 2010? (NOTE: Enter as whole numbers; No \$ sign or commas; Make a note to send grant specifics to kzick@ena.org)

- From governmental entities
- From foundations

Screen 46 - Question 77 - Yes or No

Does your state have its own Web site?

- Yes
- No

Screen 46 - Question 78 - Open Ended - One Line

IF YOUR STATE HAS A WEB SITE:
Please enter the URL (e.g., www.yourorganization.org)

Screen 47 - Question 79 - Yes or No

Does your state exhibit at conferences of other organizations or associations? (Other than ENA)

- Yes
- No

Screen 47 - Question 80 - Open Ended - One Line

How many times did you exhibit in 2010? (Enter a number)

Screen 47 - Question 81 - Open Ended - One Line

What was the average cost (\$\$\$ per square foot) for your exhibit space during 2010? (NOTE: Enter a number; No \$ sign)

Screen 47 - Question 82 - Choice - One Answer (Bullets)

How much of an impact do you think exhibiting at other conferences has made on your member recruitment?

- A major impact
- A minor impact
- No impact at all
- (Not sure)

Screen 48 - Question 83 - Yes or No

Does your state provide monetary support to members to conduct research?

- Yes
- No

Screen 48 - Question 84 - Open Ended - One Line

In total, what was the amount of research grants that your state distributed to members in 2010? (NOTE: Enter a number; No \$ sign or commas)

Screen 49 - Question 85 - Choice - One Answer (Bullets)

How do members cast their vote in your state elections?

- Paper ballot
- Online
- BOTH - Members have option - Paper ballot or Online
- Other, please specify

Screen 50 - Heading

The next few questions are about your ENA Board Liaison.

Screen 50 - Question 86 - Rating Scale - One Answer (Horizontal)

In total (for 2010), how many times did you have contact with your Board Liaison?

1	2	3	4	5	6	7	8	9	10	11 or more
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10	<input type="radio"/> 11

Screen 51 - Question 87 - Rating Scale - Matrix

Did your Board Liaison "attend" any of your state council meetings?

	Yes	No
In person	<input type="radio"/> 1	<input type="radio"/> 2
By phone	<input type="radio"/> 1	<input type="radio"/> 2
By videoconference	<input type="radio"/> 1	<input type="radio"/> 2

Screen 52 - Question 88 - Rating Scale - Matrix

Did your Board Liaison "attend" your conference(s) or educational symposium(s)?

	Yes	No	(not applicable)
In person	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> (not applicable)
By phone	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> (not applicable)
By videoconference	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> (not applicable)

Screen 53 - Question 89 - Rating Scale - Matrix

Overall, how satisfied are you with the level of support you receive from your Board Liaison?

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	(No Opinion)
Your Board Liaison	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> (No Opinion)

Screen 53 - Question 90 - Open Ended - Comments Box

If you'd like to comment about your Board Liaison or make suggestions on liaison support, please do so below.

Screen 54 - Heading

The last few questions address the support your organization receives from National Office. Please be candid when rating and providing comment.
 (If there has been very limited interaction, please check "No Opinion.")

Screen 55 - Question 91 - Rating Scale - Matrix

Overall, how satisfied are you with the level of support you receive from ... ?

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	(No Opinion)
Component Relations staff – Kari Zick and Yuen Atkins	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> (No Opinion)
Member Services staff – Judie Cruse and others in dept.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> (No Opinion)
Course Operations staff – Maureen Howard and others in dept.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> (No Opinion)
Government Relations staff – Kathi Ream and others in her firm	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> (No Opinion)
Finance staff – Ed Rylko and others in his dept.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> (No Opinion)
All (other) remaining ENA staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> (No Opinion)

Screen 56 - Question 92 - Rating Scale - Matrix

When you need help or assistance from _____, how would you rate the service your organization receives?

	Excellent	Good	Average	Fair	Poor	(No Opinion)
Component Relations staff – Kari Zick and Yuen Atkins	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (No Opinion)
Member Services staff – Judie Cruse and others in dept.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (No Opinion)
Course Operations staff – Maureen Howard and others in dept.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (No Opinion)
Government Relations staff – Kathi Ream and others in her firm	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (No Opinion)
Finance staff – Ed Rylko and others in his dept.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (No Opinion)
All (other) remaining ENA staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (No Opinion)

Screen 57 - Question 93 - Rating Scale - Matrix

How often does your organization interact with ... ?

	Once per week or more often	Two or three times per month	Once a month	Once every few months	Annually or Less than once a year	(Don't Know)
Component Relations staff – Kari Zick and Yuen Atkins	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (Don't Know)
Member Services staff – Judie Cruse and others in dept.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (Don't Know)
Course Operations staff – Maureen Howard and others in dept.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (Don't Know)
Government Relations staff – Kathi Ream and others in her firm	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (Don't Know)
Finance staff – Ed Rylko and others in his dept.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (Don't Know)
All (other) remaining ENA staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> (Don't Know)

Screen 58 - Question 94 - Yes or No

On the whole, is the National Office meeting your organization's expectations?

- Yes
- No

Screen 58 - Question 95 - Open Ended - Comments Box

Please use the space below to comment on any aspect of National Office support. (If citing a particular department, please provide the name of that department.)

Screen 59 - Heading

IMPORTANT NOTE: The following documents are required to be submitted to ENA Component Relations by the date shown:

- Copy of IRS Form 990 (due May 31)
- State Council Budget (due January 31)
- List of Corporate Sponsors and Conference Exhibitors (due January 31)
- Change of address change form - to be filed with IRS upon treasurer and / or president changing office (due Dec. 31)

END