

**2016 SURVEY OF CHAPTER ADMINISTRATORS  
RE: ADMINISTRATIVE SERVICES  
EXECUTIVE SUMMARY  
June 2016**

**Overview**

The Association of Fundraising Professionals conducted a survey of all chapter administrators to determine the cost and scope of administrative services they are currently providing to supplement volunteer resources.

**Methodology**

The survey was designed to be completed electronically, using a web-based survey tool which accumulates responses and provides a report that may be tailored to show data in various formats. Respondents were able to expand upon the questions they answered by using “text” boxes provided.

Of the 137 administrators, 48 responded - a 35% response rate. Response rate by Like Size Group was as follows:

Group 1	3 administrators	6.25%
Group 2	6 administrators	12.5%
Group 3	26 administrators	54.17%
Group 4	5 administrators	10.42%
Group 5	8 administrators	16.67%

With regards to length of service, administrators reported:

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Less than 1 year		16.7%	23.1%		12.5%
1 to 3 years	66.67%	33.3%	23.1%	40.0%	25.0%
4 to 8 years		33.3%	23.1%	20.0%	25.0%
8 to 10 years		16.7%	19.2%	40.0%	
Over 10 years					37.5%

When asked about the number of hours the administrator works per week:

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Less than 10 hours	100.0%	66.7%	38.5%		
10 to 20 hours		33.3%	42.3%	20.0%	25.0%
20 to 35 hours			15.4%	60.0%	37.5.0%
35 to 40 hours			3.8%		
Over 40 hours				20.0%	37.5%

Contractual arrangements with chapters:

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Independent contractor	100%	83.3%	80.8%	40.0%	25.0%
Management firm			15.4%	60.0%	50.0%
Employee/Executive Director			3.8%		25.0%
Volunteer		16.7%			

How are administrators paid?

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
By contract	33.3%	16.7%	46.2%	100.0%	62.5%
Hourly	33.3	66.7%	42.3%		12.5%
Annual salary			11.5%		25.0%
Volunteer		16.7%			

How much are administrators paid? (*Percentages are of those that replied to this question*)

<b>Hourly</b>					
	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
\$0 - \$20		100.0%	27.80%		100.0%
\$21 - \$40			54.5%		
\$41 - \$60			9.1%		

<b>Annually</b>					
	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
\$10,001 - \$20,000			33.3%		
\$30,001 - \$\$40,000			33.3%		
\$40,001 - \$50,000			33.3%		
\$100,000+					100.0%

<b>By Contract - Annually</b>					
	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
\$0 - \$10,000	100.0%	100.0%	33.3%		100.0%
\$10,001 - \$20,000			33.3%	20.0%	
\$20,001 - \$30,000			8.3%	20.0%	
\$30,001 - \$\$40,000				20.0%	
\$40,001 - \$50,000				20.0%	
\$100,000+				20.0%	

Are additional fees paid?

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Yes			19.2%	60.0%	37.5%
No	100.0%	100.0%	80.8%	40.0%	62.5%

If yes, what are the additional fees paid?

- Federal mileage and expenses for out of town travel
- Negotiated for services outside of the contract as needed
- AV equipment usage
- Chapter conference planning

Do you receive benefits?

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Yes			3.8%		62.5%
No	100.0%	100.0%	96.2%	100.0%	37.5%

Do you receive an annual review?

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Yes	n/a	33.4%	52.8%	60.0%	62.5%
No	66.6%	66.6%	42.3%	40.0%	25.0%

If yes, who performs the annual review? *(Percentages are of those that replied to this question)*

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Chapter President		50.0%	42.9%		
Chapter President and President-Elect		50.0%	35.7%		40.0%
Executive Committee			14.3%		
Entire Chapter Board			7.1%	100.0%	
Management Company					60.0%

Do you have a regular call/meeting with your Chapter President?

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Yes	66.6%	50.0%	50.0%	100.0%	75.0%
No	33.3%	50.0%	50.0%		25.0%

If yes, how often are the calls/meetings? *(Percentages are of those that replied to this question)*

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Daily					
Weekly			23.1%	20.0%	16.7%
Bi-Weekly		33.3%	23.1%		16.7%
Monthly	50.0%	33.3%	30.7%	40.0%	33.3%
Quarterly			7.8%		
As needed			15.4%	40.0%	16.7%

**Duties:**

<b>Chapter Programs</b>					
	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Registration for meetings	33.3%	50.0%	100.0%	100.0%	75.0%
Prepare name tags		50.0%	92.3%	100.0%	75.0%
Onsite registration	33.3%	66.6%	92.3%	100.0%	75.0%
Meeting logistics		66.6%	84.6%	100.0%	75.0%
Prepare monthly program materials	33.3%	66.6%	69.2%	100.0%	50.0%
Organize membership promotions	33.3%	16.7%	50.0%	100.0%	50.0%
Speaker confirmation/logistics			50.0%	100.0%	62.5%

<b>Finances</b>					
	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Make chapter deposits		50.0%	65.4%	100.0%	62.5%
Receive dues checks from IHQ		33.3%	46.2%	100.0%	62.5%
Monitor chapter income/expenses	33.3%	50.0%	57.7%	100.0%	75.0%
Accounts payable/receivable		33.3%	61.5%	100.0%	75.0%
Maintain chapter bank account		33.3%	50.0%	100.0%	62.5%
Write chapter checks		33.3%	46.2%	80.0%	62.5%
Prepare financial statements	33.3%	16.6%	53.8%	100.0%	62.5%

<b>Board/Committee Support</b>					
	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Submit Accord documents to IHQ	33.3%	33.3%	65.4%	100.0%	50.0%
Prepare collateral materials for board/committee meetings	33.3%	83.3%	61.5%	80.0%	75.0%
File chapter's federal returns	33.3%	33.3%	34.6%	80.0%	62.5%
Prepare Board Orientation Manual	33.3%	50.0%		80.0%	62.5%
Attend Board Meetings	33.3%	66.7%	88.5%	100.0%	75.0%
Take/prepare/distribute minutes of board/committee/member mtgs.		33.3%	53.8%	60.0%	75.0%
Serve on sub-committees	33.3%	50.0%	57.7%	80.0%	50.0%

<b>Communications</b>					
	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Website management	66.7%	83.3%	100.0%	100.0%	62.5%
Email Blasts	66.7%	100.0%	84.6%	100.0%	62.5%
Newsletter	33.3%	66.7%	42.3%	100.0%	37.5%
Answer chapter telephone		50.0%	80.8%	100.0%	62.5%
Manage chapter voice mail		50.0%	73.1%	100.0%	75.0%
Mailings	66.7%	50.0%	57.7%	100.0%	62.5%
Chapter contact on applications	33.3%	66.7%	76.9%	100.0%	62.5%

Other duties include:

- Venue selection, contract negotiation
- Social media
- Catering
- Budgeting and forecasting process
- Invoicing for programs and job postings
- Maintain contact database
- Posting Chapter member news articles to website; maintain permanent files for historical purposes
- National Philanthropy Day duties

- Maintain the webinar library (download upload etc.)
- Purchase office supplies
- Report to the Board of Directors and ensure all business procedures run effectively.
- Manages 3.5 staff to perform within their position description.
- Build and maintain relationships with companies who support the Chapter through sponsorships, exhibiting and vendors

Are you responsible to generate revenues within your Chapter?

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Yes			23.1%	20.0%	25.0%
No	66.7%	100.0%	76.9%	80.0%	62.5%

If yes, please explain how:

- Secure National Philanthropy Day sponsorships
- Job Postings- provide great customer service to encourage repeat customers
- Promotion of fundraising consultant subscriptions, membership, job postings, event tickets, sponsorship leads
- Solicit companies to sponsor our 1-day,3-day and awards luncheon
- Solicit companies to exhibit at the conferences
- Solicit companies through e-mail to advertise on the website Directory of Suppliers
- Generating new and retaining members

If no, why not:

- Handled by Chapter board member
- I am not local so do not have the relationships. It is not part of my contract.
- This is the responsibility of the Board of Directors
- I was never asked to generate revenue.
- I execute the ideas for generating revenue and it is inherent in my role that we try to garner high attendance at our events and work to increase membership, but it is not my 'responsibility'. The success of the chapter is the board's role.
- The chapter board prefers to maintain the relationships with the donors rather than staff.

Do you develop annual budgets for the Chapter?

	<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	<u>Group 5</u>
Yes	33.3%		53.8%	80.0%	25.0%
No	33.3%	100.0%	42.3%	20.0%	62.5%