HOW DO WE CREATE A CONSISTENTLY HIGH QUALITY ITE EXPERIENCE?

By Team Toques:
Alison Catairella-Michel
Amy Burch
Erin Toop
Kondala Mantri
Matt Kruse
Introduction

When Team Toques was formed as part of the 3rd Leadership ITE program, it was quickly evident to team members that each of us had unique experiences within ITE. This is probably common for all groups that are formed as part of the Leadership ITE program and is a good representation of the overall membership of ITE as an organization. ITE itself is made up of thousands of members who each have their own experience, everyone’s is unique, unlike anyone else’s. With such different backgrounds and experiences for the various members within ITE, one could ask the hypothetical question, “How does ITE provide a consistently high quality experience to ITE members?” The experience and services provided to ITE members is vital to retaining current members and to the recruitment of future members. This may start for some at the student chapter level or for others once they have established their careers after the college years. It is important for a professional organization to provide the best experience possible. The goal of this project for Team Toques at the completion of the Leadership ITE program was to provide information to ITE that will assist in providing a consistently high level experience for all members, which in-turn will help with retention of current members and recruitment of new members.

Class Discussions

Early on in the first session of the 2016 Leadership ITE training the question was raised to whether ITE should expand its services to include more individuals and thus in turn recruit new members or should ITE narrow the focus of the organization, possibly reduce the offerings of the organizations and focus on the transportation engineering aspect. Discussion in class was very spirited in regards to this question and to the future direction of ITE. The discussion went as far as changing the name of the organization from ITE and rebranding the organization, which we know to be a topic of consideration by the Board. Within our group it was clear there was no easy answer to future direction of ITE question, but after some very healthy dialogue it was clear that we all felt that ITE needed to try to provide the best experience to the members.

It was also clear as the discussion within our group ensued, that we each knew about our own experiences within ITE, but that we didn’t have much knowledge about others within ITE. As we sat and discussed our differing backgrounds, it was clear that within ITE there was almost segregation or disconnect amongst the various levels of ITE. ITE is made up of the International Board of Directors and then Districts, which are made up of Sections, which can also include Chapters. Amongst these levels is a large network of student chapters with varying levels of participation. Within our entire class of Leadership ITE, we found out that not everyone was familiar with this structure, or even knew that Chapters existed within the overall structure of ITE. If those within the Leadership ITE do not know or understand the overall structure, it is probably safe to say that other ITE members throughout the world may not fully understand the structure as well. This lack of knowledge also carried over into the member’s knowledge of a Section or District that was not their own. From this discussion and the realization that no matter which course of action on the future direction of ITE as a whole was selected, it couldn’t be a success without first ITE becoming more of a united membership from the ranks up within the organization.
Communication within ITE

ITE is made up of amazing individuals within the organization who are willing to donate their time and talents for the betterment of the transportation profession. There are events or activities within the organizations that are occurring on a weekly, if not on a daily level throughout the entire ITE organization. However, many of these go unnoticed on a peer to peer level within the organization. As a motorized vehicle is made up of a various parts and mechanisms that serve a sole purpose, the vehicle cannot achieve the highest performance if all of the parts are not working in harmony. This is true about the overall organization of ITE, the group will not reach the highest level of success if all of the organization is not working together. Within ITE, the Sections and Chapters may be the only interface with a majority of ITE members. Many of the chapter members, may not have any interface within their District or even Section for that matter, and that puts such great importance on the experience of those individual at a chapter level to be positive and informative of the overall ITE organization to ensure those members are aware of the on-goings of the entire ITE organization. This would include the programs happening within their own Section and District, but then also those of other Sections and Districts that might be of interest to them. Within ITE there are great programs and practices happening at the various levels of ITE, all the way down to the Sections and Chapters. The Chapters and Sections may be so successful at providing the services desired by the membership that individuals may choose to become a member of a Chapter only and not members of ITE International. While the member may feel that the services provided at a Chapter only level may be what they want, they may not be aware of what is taking place at a higher level within the organization.

As was previously mentioned, in the current state of practices within ITE, the individual Chapter and Sections within ITE are often times isolated and there is not a great mechanism in place to communicate across the various levels or geographic locations within ITE. While the Districts all have District liaisons to the International Board of Directors if ITE (IBOD), sections and chapters do not have the same interface with the IBOD, or the same lens on what groups across the organization are doing. For example, the Northern Alberta section does not have easy access to information about what initiatives the Georgia Section is pursuing. One may argue that the Chapters have representation with the Sections, and the Sections within the District, and thus through the Districts to the International Board. However, the task of effective communication through this many levels within an organization is tough given the current circumstances. One could compare this line of communication to that of the children’s game of a telephone, where a message relayed three or four times differs greatly from the original message, however through the various levels within ITE, the message often times isn’t being relayed to other groups. Team Toques wanted to make sure that ITE was able to communicate within the organization in an effective manner and to make sure this was done for all members, those within the United States and those worldwide. Now that our mission had been further identified, “How do we create a consistently high quality experience worldwide?”, it was time to work on how we could accomplish this task.
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Washington D.C.
After the first in person session of classwork in January of 2016, Team Toques left Washington D.C. in hopes of developing a strategy to provide quality experiences to all members within the ITE organization. Individuals within the leadership of ITE had shared with our group the recent activities and inquiries from international groups within ITE and it seemed like a logical progression that if we were trying to provide a quality experience to members that it would be to all members of ITE, including those that reside outside of North America. As our data gathering continued and we started to realize the similarities within the various levels of ITE within the North America region, we also discovered the different needs and desires of those international groups within ITE. While there were some similarities that could translate from North America ITE members to international ITE members, there were several differences in what may influence the experiences of ITE members depending on their location within the world. As weekly discussions about the project took place, the original problem statement almost seemed to become two projects, one strictly for North America members, and the second for international ITE members.

Nashville, Tennessee
During the second in person session of the Leadership ITE training held in Nashville, TN, Team Toques made the decision to focus on the experiences of those members in North America as opposed to including worldwide members as well. We felt that given the time constraints of the program, that our resources would be best served focusing on either North America or international ITE members. It was also determined that if a successful process or roadmap was established for one group, then that could be updated and adapted to fit the needs of the other group. Given the current state of ITE, we selected to focus on those members of ITE within the North America region and to develop a strategy that would allow ITE to provide a quality experience to those members in the United States and Canada.
ITE Membership Survey

When the Leadership Class first met in January 2016, ITE Headquarters was in the process of developing a comprehensive needs assessment survey to be sent to the entire member database as well as non-members. Team Toques reviewed the draft questions prior to it being sent out and discovered that the results would help inform our project. The ITE survey results were provided to the Leadership class at the April meeting in Nashville. The results clearly demonstrated that networking opportunities was the most valuable component of ITE membership experience and reason to become a member followed by staying current on transportation industry news and information and access to technical resources.

From that point, the project’s focus became centered around the idea that if networking and community is the highest reason to join ITE, then how does ITE capitalize on this throughout the organization? What activities and initiatives are districts, sections, and chapters doing that are successful? Would other geographic divisions of ITE benefit from knowing more about these successful activities and use that information to replicate or tailor it to their own section? In other words, let’s not reinvent the wheel, but rather share those successful networking activities and initiatives across the entire organization. Outside of the international headquarters staff, ITE is led by volunteer efforts, which means we all have limited time to devote to the organization so let’s make those efforts the most impactful for membership experience.

ITE Officer Survey

In June 2016, we developed a follow-up survey targeted at ITE Officers across the organization, from Student Chapters to the International Board level. The focus of this short survey was to better understand successful activities that groups across the organization employ to enhance the experience of their members. These activities include networking initiatives, communication and outreach tools, partnerships, and methods for welcoming new members. The survey asked a combination of quantitative and qualitative questions. The results are described below and quantified where possible. The survey is attached in the Appendix for reference.

We sent the survey to 240 people. In total, 81 surveys were completed and the breakdown of completions by ITE Officer level is shown in Table 1.

<table>
<thead>
<tr>
<th>ITE Group</th>
<th>Number of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Board</td>
<td>1</td>
</tr>
<tr>
<td>District</td>
<td>13</td>
</tr>
<tr>
<td>Section</td>
<td>55</td>
</tr>
<tr>
<td>Chapter</td>
<td>4</td>
</tr>
<tr>
<td>Student Chapter</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>81</strong></td>
</tr>
</tbody>
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Table 1 - Survey Responses by ITE Group
Meetings and Networking
Understandably there is variation in the number of meetings and social events hosted at the District level versus the Section, Chapter or Student Chapter level. Districts, on average host two to three full membership meetings and two to three social events each year (some of those include overlap at Annual Meetings). Sections, Chapters and Student Chapters typically host meetings and social events monthly. The Student Chapters, on average, are most active with meetings and social events.

More information about unique social events and meeting ideas is provided in the idea tool kit in the following section.
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Welcoming New Members
53% of the respondents reported that they welcome new ITE or group members in some fashion. The proportions of groups welcoming new members varies according to the ITE organization level, where Districts and Chapters appear to be most likely to welcome their new members. Sections and Districts fall below the average. The manner in which new members are welcomed varies from announcements in newsletters, to introductions at meetings, to welcome emails.

Partnerships
The majority, 81%, of the ITE officers who responded to the survey report that their group partners with other organizations. Reported partnerships are highest at the section level at 84% and consistently approximately 75% across Districts, Chapters and Student Chapters.
ASCE/CSCE is the most popular partner organization, followed by WTS, ITS, YPT and the regional Professional Engineering associations. It is also very common for ITE groups to partner with each other. The organizations listed toward the right side of the chart below present opportunities to leverage existing partnerships more broadly across ITE’s Districts, Sections, Chapters and Student Chapters.

Communication Tools
Almost all of the survey respondents report using email to contact and communicate with their membership. Less than half of the groups have websites and an even smaller share report using social media of any kind. An example of social media strength from the Georgia Section is provided in the idea kit.
Follow-Up Interviews

We reviewed the survey results to identify unique and successful activities of the Chapters, Sections and Districts. We sent an email to individual respondents to schedule one on one interviews via phone to gather additional details. We asked questions about the activities for inclusion in the attached idea tool kit. The goal was to provide enough information for other ITE Chapters, Sections and Districts to understand the objective and decide if it is an activity they want to pursue. We obtained photos from websites, including Facebook, to include in the attached idea kit. Contact information is also provided. These activities ranged from the MiteY Race and wine & beer tastings to scholarship auctions and student-industry mixers and regular monthly networking events.

Traits of Success

Sections that have been successful at attracting new and younger members are doing so by encouraging these young members or students to participate on committees and help deliver content that appeals to their demographics. Some sections/chapters intentionally separate learning and development activities from social activities to purposefully cater to and attract a variety of different audiences. Many sections are accustomed to doing the same traditions and type of events year after year. But it seems that those sections that mix it up and incorporate new activities (while maintaining some traditions) have been more successful in increasing attendance and member engagement and creating new traditions. Section leaders should not be afraid to divert from an operations manual in order to enhance the ITE experience.

In a similar vein, multiple communication tools are being used by some groups. Many sections communicate via social media outlets such as Facebook, Instagram, and Twitter, in addition to traditional newsletters, email blasts, and website content. These various communication tools may appeal to a broader demographic.
Conclusion

This project has focused on ITE’s strength, which is its community, and how we can build on this strength to enhance the baseline member experience across the organization. Research indicated that ITE has started similar initiatives in the past. Links on the website were found for the following under Elected Leadership Tools:

- Retention, Recruitment, Reactivation Best Practices Report from 2004
- Chapter Best Practices from 2005
- ITE Community Group – “Districts, Sections and Chapters” 2016

We think these efforts by ITE HQ are great starting points, but the information available may be outdated and not widely known by leadership and participation in the ITE Community group does not appear to have taken off yet.
Recommendations

We recommend calling the idea kit “Networking in a Box”. We have the following ideas on how to take the initiatives that ITE has started to the next level:

1. Publish the one-page success stories in the ITE journal every month, so people get used to looking for ideas in the same location every month as well as spur interest in what other sections are doing.
2. Highlight on the homepage of ITE’s website that this information is available and provide a link with “We’d like to hear from you. Forward your chapter’s ‘Best practices’ to membership@ite.org”.
3. Use Social Media to highlight some of the events like what ITE is doing now but also focus on local events. Have the ITE staff dedicated to social media for ITE maintain the “Networking in a Box” database and also work with each individual District, Section, and Chapter to establish a social network presence.
4. Develop an App for the “Networking in a Box” which would be an easy way to connect to a larger audience and especially new members. This may take the shape of an ITE Community App.
5. Promote use of the existing ITE Community group for Districts, Sections and Chapters. This is an easy way to get the “Networking in a Box” out to members in leadership positions or on committees who are planning events, activities, and initiatives.

These recommendations could be the next steps in improving communications, sharing of ideas, and best practices between Chapters, Sections and Districts - building on the initiatives that ITE has begun. Using “Networking in a Box” will take each other’s good work and streamline the process of integrating new ideas and initiatives into District, Section, and Chapter activities. This allows the ITE volunteers on all levels to create a great experience for their local members without having to invent every activity and initiative from scratch or from feeling that it has to be done the same way year after year. In the long run, this will avoid duplicating effort that has already been invested by the vast network of ITE Officers, and ensure that our best practices across the organization are reaching more ITE members at large.

We see this tool being used by new or young leaders in the organization that may be interested in planning different events for the organization.
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ITE Networking in a Box
Roll Call of States

**Who:** Southern District

**When:** Opening Session of the Annual Meeting

**Objective:** Kick-off the annual meeting, and a fun and informal way of learning about other section activities.

**Description:**

This is an activity that occurs during the opening session the first full day of the Annual Meeting (typically Monday morning). The long-standing tradition has been to announce the attendance of members by section from each of the Southern District sections (or other District sections if this is a joint meeting). Each section is encouraged to have all members attending the meeting present at the opening session and have them sit together by section.

Signs / placards with the section emblem have been made to designate places for sections to sit. These signs are re-used and passed from one LAC to the following one once the opening session is over. Each section typically selects a representative to speak for their section (usually the highest ranking section officer or section representative).

Things that may be noted by the representative include: number of people in attendance representing section, past-year activities for their section, fun facts about their state(s) such as sports team championships and/or accomplishments such as hosting large events. It can also include an invitation to subsequent year SDITE annual meetings. Creativity is also encouraged (though not mandatory) during the roll call. Sections may announce themselves in a unique manner. This has included costumes, props, skits, music, singing, dancing, tossing out items to the crowd etc. It’s a really fun way to “break the ice” and get the meeting started.

For more information, check out [www.sdite.org](http://www.sdite.org) or call Strategic Planning for the Annual Meeting Committee Chair, Lindsay Walker, at 859.245.3869 or walkerli@pbworld.com
Scholarship Auction

**Who:** Deep South, Alabama, and Tennessee Sections

**When:** Summer Meeting

**Objective:** Raise money for scholarships while enjoying fellowship.

**Description:**

This is an activity that occurs after the awards banquet at the summer meeting. Members bring items to be auctioned off and all proceeds go towards scholarships awarded to college students. Auction items over the years have included just about everything. Popular items have included:

- Traffic signs and/or Traffic Signals
- Golf items (clubs, balls, tees)
- Beach stuff (ice chests, towels, goggles, chairs)
- Adult beverages (wine, wine glasses, bottle openers, whisky, shot glasses)
- Deep Sea Charter Fishing Trips
- Kids toys (whatever trinket is popular that summer)
- College themed garb
- Random household items
- ITE memorabilia

**Traditions of Repeat Items - Re-auctioned Every Year**

The most important part of this activity is to get a fun, energetic auctioneer who will keep the crowd involved and having fun. A bar helps with this too!

For more information, check out [www.deepsouthite.org](http://www.deepsouthite.org) or [www.alsite.org](http://www.alsite.org) and contact a current officer.
Wine & Beer Tasting with Scholarship Auction

Who: Alaska Section

When: November

Objective: Raise money for scholarships while enjoying fellowship.

Description:
This is an annual activity that occurs as a separate stand-alone event. A committee of eight plans the event and acquires the auction items donated from local businesses and members/companies. The auction is silent and occurs during a wine and beer tasting with a live band. All proceeds go towards student scholarships. The event usually sells out and attracts a mix of people different from monthly meetings with PDH’s. Young members attend this event and help with planning. Auction items over the years have included:

- Car wash passes
- Ski lodge
- Train tickets
- Gift Baskets
- Outdoor gear
- Outings/Tours
- Local Art & Jewelry

For more information, contact an Alaska ITE officer. http://alaskaite.blogspot.com/
MiteY Race

Who: Western District

When: Saturday evening before the Western District Annual Meeting

Objective: Networking and Fun

Description:

MiteY Race is modeled after the hit television series “The Amazing Race” in which teams of two people raced around the world in competition with other teams. In the ITE version of this competition, teams follow clues to “Pit Stops” where they must complete challenging but fun tasks. The inaugural MiteY Race was held in San Francisco in conjunction with the 2010 Western District Annual Meeting.

The ITE Annual Meeting in Anaheim will feature the MiteY Race International Edition which will be held on the 16th of August as a part of the Game Night at the conference host hotel. The teams for the MiteY Race contain students as well as professionals. Each team must be comprised of at least one student member of ITE which is a great way for student to network with professionals from the field of Transportation.

This is a great networking opportunity not only for students but also transportation professionals to meet and compete with peers. Apart from being a fun networking event the entry fees collected for the MiteY Race go towards the ITE Student Endowment Fund.

For more information, please contact Cathy Leong: MiteY Race Coordinator at cleong@wilsonokamoto.com
James H. Kell Student Competition

Who: Western District

When: At the Western District Annual Meeting

Objective: Networking and Collaborate

Description:

The James H. Kell Student Competition is intended to give student members attending the Annual Meeting an opportunity to apply transportation and traffic engineering classroom knowledge to a specific “real-world” problem. The competition also gives students the chance to meet and interact with students from other schools. Teams can be formed at the event. Students from various universities are encouraged to form a team which to help the students network with other student chapters.

The District issues a request for proposals inviting ITE Student Chapters to define and run the Student Competition at the Annual Meeting. The winning Student Chapter is awarded $1500 to cover material costs and help defray travel expenses to attend the Annual Meeting. In the past, an additional $1000 has been split amongst the winning teams (usually the top three teams) at the discretion of the host chapter.

The reallocation of funds will still include $1500 for the RFP winners, but the competition prize will be reduced to $300 for the 1st place team. The 2nd and 3rd place teams will still receive certificate awards and their participation will still count towards the Student Chapter Annual Meeting Award.

For more information, please contact Danielle Scharf: Students Initiative Committee at dscharf@sandersonstewart.com
Student Leadership Summit

**Who:** ITE Student Chapters from the Western District

**When:** Stand Alone Event in January

**Objective:** Career development and networking

**Description:**

The Student Leadership Summit is an event that brings ITE students to a western district university in order to develop their leadership abilities. As well as, improve their career development and create friendships with fellow students. The vision of this summit is an on-going passing of the torch from university to university. This allows for the leadership and conference planning experience to be experienced by many universities across the western district.

This is the chance for leaders from the transportation industry to share their expertise in how to be a successful leader and create a successful career.

For more information on the summit, please contact a Western District officer.
Annual Transportation Fair

Who: Transportation Engineers Association of Metropolitan St Louis (TEAM)

When: September

Objective: Networking and Professional development

Description:

Now in its 14th year the Annual TEAM Transportation Fair is a one-day conference with speakers from various parts of the region. The conference is very well attended by professionals and vendors alike mainly because of its low registration fees of $30. The attendance is usually around 300-400 people.

In the past the conference was held at an auditorium donated by the City. The conference includes 5 technical sessions along with a keynote speaker during lunch. The conference also charges $100 for vendors to set up a booth and the sponsorship money is directed to the student chapters. This is a great networking event for the Transportation professionals in the St Louis Metropolitan Area.

For more information on the Annual Team Transportation Fair, please visit
http://www.teamstl.org/TEAMFair
Industry Tours

**Who:** Washington University St Louis

**When:** Ongoing

**Objective:** Technical Knowledge and Networking

**Description:**

ITE Student Chapter at Washington University St Louis coordinated tours of various construction projects around the St Louis Metropolitan Area. These tours typically feature a Transportation Professional showing the students around various construction projects. These tour help make a connection between the students and the local professionals.

Washington University St Louis also teams up with Southern Illinois University Edwardsville on the tours helping them to network with other students along with transportation professionals.
Student-Industry Mixer

**Who:** Northern Alberta Section and University of Alberta Student Chapter

**When:** March (after midterms and before finals)

**Objective:** Networking and Learning

**Description:**

The University of Alberta Student Chapter hosted a Student / Industry night with four presentations from industry speakers talking about their career paths and real experience working in the transportation engineering industry, followed by an hour of refreshments and mingling.

The Northern Alberta ITE Section invited and coordinated with the speakers and helped the students connect with public and private sector businesses across the region to sponsor their event. Sponsorships of $100 per firm were requested to help with refreshments and support the Student Chapter’s initiative. Firms were then asked to bring along posters or banners and promotional materials to give away to students.

In total 11 businesses attended with representatives to meet and talk with students. The mixer was a true collaboration: the student chapter took care of event logistics, location, catering and advertising, and the Section connected with industry sponsors and speakers to ensure industry attendance at the event.

It is also of note that the idea for this event was borrowed from the University of Toronto Student Chapter. They have been hosting a successful Student-Industry Mixer since 2012.

For more information please contact Northern Alberta Section at contact@nacite.org or visit www.nacite.org or https://www.facebook.com/iteualberta/?fref=ts
Engaging Young Professionals

Who: Georgia Section

When: Ongoing

Objective: Organizational Growth

Description:

The Georgia Section has found that in order to engage and retain young professionals (YPs) in their group, it is important to have their perspective on the executive committee and provide opportunities for them to participate in the leadership.

Previously the Section’s Summer Seminar was very focused on families and people at older stages in life. Thinking that the summer seminar would be a hook for people to join the group, the Georgia Section pushed marketing for the conference toward YPs. This effort helped to recruit and retain YPs in the Section. The Section’s two-day Winter Workshop was created as a less expensive summer seminar. It was heavily marketed to YPs and is often the first conference that transportation practitioners in the area attend. The target audience for the Winter Workshop is the younger professional.

Half of the section activities are networking or socially focused and the other half are community outreach focused. This blend of activities helps to attract a broad range of participation in the Section.

The Georgia Section also uses social media. They have active accounts on Twitter, Instagram, Facebook and LinkedIn.

In addition, the Section hosts a Mentorship program in which young members are paired up with a senior ITE member for 6 months. This program was started in 2008 and has ramped up over the years. At the beginning, mentors were recruited through targeted outreach. The program has a competitive application process for prospective mentees.

For more information, please contact Georgia Section President at sean.coleman@kimley-horn.com or visit http://www.gaite.org/
Successful Social Events

**Who:** Georgia Section

**When:** Ongoing

**Objective:** Networking and Growth

**Description:**

The Georgia Section intentionally hosts a range of monthly social events at different times to cater to different groups and demographics within their membership.

Monthly social events led by Activities Director, who is responsible for planning these events. Atlanta has other transportation professional associations like ITS, WTS and ACEC, and the Georgia Section often collaborates on socials. Socials include outreach activities / volunteer / community involvement, as well as more standard pub nights and sporting events.

The Section tries to keep the volunteer / outreach events transportation themed. For example, they help out with high schools and middle schools where the students are less aware of engineering. They have also hosted a Beltline cleanup, which is a multi-use path in the Atlanta area. Twenty to thirty people typically attend these social events.

Something they have found particularly helpful is offering a range of meeting times for different preferences.

For more information, please contact Georgia Section Vice-President at marco.friend@jacobs.com

http://www.gaite.org/
Leadership Training Series

Who: Southern District

When: Ongoing

Objective: Professional Development and Networking

Description:

Modules were developed for presentations over the course of a year similar to ITE Leadership. The goal is to continue personal development of strong leaders, encourage the sharing of information and experiences for those with a passion for leadership.

Any Section can use the modules to offer to their members. The modules are in PowerPoint and are updated each time they are given by the presenter. Modules include, but are not limited to:

- Have a Positive Influence
- Create a Shared Vision Mentoring Employees
- Create Positive Change
- Preparing Vision and Mission Statements
- Conducting Effective Meetings
- Identifying and Engaging Stakeholders
- Dealing with Difficult People
- Relationships with Public Officials
- Communications
- Evaluating Leader Effectiveness

Separate classes can be held and/or they can be included as part of regular Section meetings.

For more information, contact Becky White at bwhite@sain.com or visit the Facebook page at https://www.facebook.com/SDITELead/?hc_location=ufi
Appendix: Officer Survey
ITE Networking Experience - Survey for Officers

This survey is to better understand best practices around delivering a high quality ITE networking experience across our vast network of chapters, sections and districts internationally. Thank you for taking the time to complete this survey. Please respond on behalf of the entity for which you are, or have recently been, an officer. Please complete the survey by Friday, June 24, 2016 to be included in our project.

*Required

1. I am currently an ITE officer for my: *
   Mark only one oval.
   ○ Student Chapter (please add school name in "Other")
   ○ Chapter
   ○ Section
   ○ District
   ○ International Board
   ○ Other: ________________________________

2. How many full membership meetings does your group hold each year?

   ______________________________________

3. How many other meetings or social events does your group hold regularly every year?
   If you are unsure of the exact number, please provide a frequency: "monthly luncheons", for example.

   ______________________________________

4. What are the unique social event type traditions of your Chapter / Section / District Annual Meetings or other?

   ______________________________________
   ______________________________________
   ______________________________________
   ______________________________________
   ______________________________________
5. What new networking initiatives is your group currently pursuing? And/or what are your favourite past networking initiatives?


6. How does your group welcome new members?


7. Does your group partner with any other organizations on a one-off or ongoing basis?
   Mark only one oval.
   ○ Yes
   ○ No
   ○ Other: ________________________________

8. If yes to the above, what are the other organizations that you partner with, and how do you support each other?


9. What activity has attracted the most interest/engagement and/or participation in the recent past? Why do you think it was successful?


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10. What tools do you use to communicate with your members? How often do you actively communicate with your membership?


11. In your ITE Chapter / Section / District, what would you like to see done differently?


12. Please leave us your email address in case we need to follow-up.


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