

Report on Chapter Performance Indicators October 2006

Background: The Chapter Performance Indicators study was completed earlier this year. This report was developed by the Governors Committee on Chapter Activities (GCCA), the College's group of volunteers that serves as an advocate for all of the College's Chapters, and monitors and reports on Chapters' activities, resources, and issues. The GCCA's report is based on a study that was published in 2004 by the American Society of Association Executives. There are four Indicators that are used to gauge Chapters' performance, which are based on a report¹ prepared by Peggy Hoffman, President of Mariner Management & Marketing. The four Performance Indicators are:

- Sustainable Leadership
- Supportive Administrative Structure
- Enthusiastic Member Involvement
- Worthwhile Member Service

This year's report is enclosed and is comprised of the follow materials:

- A cover sheet for the report
- a special, individual report for your Chapter that identifies your Chapter's scores on the Indicators, as well as the average score for each Performance Indicator
- a list of various activities and management strategies that comprise each Performance Indicator
- a list of the Chapters that completed the Checklist
- a series of scatter diagrams that depicts how your Chapter scored in relation to other Chapters of the same size, e.g., small (>399 members), medium (400-999 members), or large (1,000 + members)

Chapter Performance Indicators—Average Scores—2005

Performance Indicator:	Large Chapters (N=19)	Medium Chapters (N=12)	Small Chapters (N=11)
Sustainable Leadership	16	12	10
Supportive Administrative Structure	8	7	6
Enthusiastic Member Involvement	7	6	5
Worthwhile Member Services	9	8	6

Each Chapter will receive its own, separate, individual summary of scores for each Indicator, along with this report. For more information about these Performance Indicators, or to obtain the report that these Indicators are based on, contact the Chapter hotline at 1/888-857-7545.

1.. Peggy Hoffman, President, Mariner Management & Marketing, LLS. *Bright Lights, Vibrant Component. Association Management*, February 2004, American Society of Association Executives, Washington, DC.

Descriptions of Chapter Performance Indicators, 2006

I. Sustainable Leadership
<ul style="list-style-type: none"> • Council Representation • Young Surgeons • Assoc. of Women Surgeons • Resident • Retired Surgeons • Specialty Society Surgeons • ACS Cancer Liaison Physician • ACS COT Representative • Surgical Dept. Chairs • ACS Governors-at-Large • ACS Specialty Society Governors • **Diversity in gender and ethnicity
II. Supportive Administrative Structure
Council Meetings <ul style="list-style-type: none"> • 1/year • 2-3/year • More than 3 times
Conference Calls <ul style="list-style-type: none"> • 1/year • 2-3/year • More than 3/year
Utilized e-mail and/or fax for official council business
Send Chap. Administrator or Exec. Director to Leadership Conference
Send 1 or more Chapter representatives to the Leadership Conference
Send 1 or more Young Surgeons to Leadership Conference
Send 1-3 representatives to the Resident-Associate Society Annual Meeting
Reviewed bylaws in last 3 years, but not revised
**Chapter has a succession plan for leadership (maybe specified in the bylaws)
III. Enthusiastic Member Involvement
Contacted Initiates within 4 weeks of Congress
Contacted new Members in Chapter area
Membership market share <ul style="list-style-type: none"> • At least 25% of eligible ACS members are Chapter members • At least 51-75% of eligible ACS members are Chapter members • More than 75% of eligible ACS members are Chapter members
Provided CME program for Residents
Provided Residents' competition and/or awards
Provided for Residents' participation in the CME program
Medical students as presenters/attendees

IV. Worthwhile Member Services
<p>CME programs</p> <ul style="list-style-type: none"> • Conducted 1-8 CME credits • Conducted 8-15 CME credits • Conducted more than 15 CME credits • Provided 4-8 “hands-on” credits
<p>Conducted more than 1 meeting for general membership</p>
<p>Membership Communications</p> <ul style="list-style-type: none"> • Distributed 1-3 newsletters • Distributed 1 or more e-mail newsletters • Maintained an active Web site • Included ACS information in communications with members
<p>Advocacy Activities</p> <ul style="list-style-type: none"> • Participated in Capitol Hill Visit with DC Office staff • Encouraged Chapter leaders and members to utilize the on-line federal and state Legislative Action Centers to send letters to legislators supporting ACS positions and issues • Participated in state-level advocacy by visiting or communicating with members of state legislature • Participated in state medical society advocacy committees • Contacted state-level surgical specialty societies regarding state legislation and/or advocacy activity • Participated in Medicare carrier advisory committee activities

****Items in BOLD indicate new indicators for 2005.**

Chapters Participating in 2005 Chapter Performance On-line Survey

Large Chapters (1,000+ members)

CA-Southern CA
DC-Metro. Washington
Florida
South Florida
Georgia
Illinois-Metro. Chicago
Indiana
Massachusetts
Michigan
North Carolina
New Jersey
New York
NY-Brooklyn-Long Island
Ohio
PA Keystone
Tennessee
TX-North Texas
Virginia
Wisconsin

Medium Chapters (400-999 members)

Alabama
Arkansas
Arizona
Colorado
Iowa
Illinois
Kentucky
Louisiana
Maryland
Mississippi
Oregon
South Carolina

Small Chapters (less than 399 members)

Delaware
Maine
Montana-Wyoming
North Dakota
New Mexico
Nevada
NY-Western NY
Puerto Rico
Rhode Island
South Dakota
Vermont

Note: One Checklist was completed but it was missing the Chapter's name, and therefore, could not be tallied.

Scatter Grams for 2005 Chapter Performance Indicators



