

## FINAL REPORT

As of March 6, 2019

# 2019 ACR-Hawai'i Member and Lapsed Member Survey Results

## Current Member Survey

For a summary of the results: <https://www.surveymonkey.com/results/SM-WGJXBYQRV/>

### Methods:

74 invitations were emailed on January 17 to ACR-Hawai'i members who were current as of January 2018.

- On January 23, reminder messages were sent to 61 contacts who had not responded.
- On January 29, email reminders with a link were emailed to the same 61 non respondents.
- On February 26 a final reminder was sent to the same 61 non respondents

### Returns (43% response rate)

32 Responses were returned (18 returned to emails; 14 returned to link)

0 partially completed surveys were returned.

0 surveys bounced back

1 opted out

### **Q1 Please tell us why you joined ACR-Hawai'i. Check all that apply:**

- (27 responses) To network with other colleagues in the Hawai'i conflict resolution community
- (25 responses) For educational purposes (workshops and training sessions)
- (2 responses) For discounts on speakers and workshops
- (21 responses) To receive regular updates by email on local conflict resolution seminars, webinars, symposium, training projects, and National ACR events
- (3 responses) To submit research, articles and videos about conflict resolution for possible publication on the ACR Hawai'i website
- (1 response) To seek ACR Hawai'i sponsor support to develop an application for the ADR field

### **Other (please specify) 4 responded with the following comments:**

1. To bridge our work and achieve the support of the National ACR which has a membership over 1500 participants not only from USA but abroad. We are Stronger Together...they have a new Board including an ACR Hawaii member so our voice will be heard!.
2. To support mediation and mediators in Hawaii
3. To support ACR
4. I joined ACR-HI to partner with leaders in Hawaii's conflict resolution community on educational outreach and to grow ADR practices in the greater community

### **Q2 Is ACR-Hawai'i meeting your expectations?**

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27 or 82% said YES 6 or 18% said NO

Comments:

1. It is very Honolulu centric and I live on Hawaii Island. If there were a way to remotely participate in events, that would be awesome.
2. I joined about a year ago and felt there were many activities in the first few months, but lately have not seen any offerings.
3. I do not see as many educational workshops offered as before.
4. Can't get to many meetings I would like attend because I live on Maui.
5. I think this varies with where we are in our professional and volunteer lives. When I was working fulltime in the field, ACRH was crucial to information nationally and locally and sharing new trends and applications. Now I am interested, because conflict resolution has been such a big part of my life and I like to see the new trends and practices.
6. It needs to work on membership development to get bigger and stronger at its core to meet its goals.
7. We need more financial support to travel from Hawaii to attend the Mainland conferences. I enjoy my companionship and the support I get from members more legally trained than I am with difficult cases and mediations.
8. While ACR-Hawaii is meeting my basic expectations, it is not, as yet, an invaluable resource to the community.
9. Fewer education opportunities in recent years.
10. Steady development of opportunities for mediators to network, learn, and prosper.
11. Workshops are usually relevant. Could be more frequent.
12. Yes. Since joining ACR-HI two years ago, I have enjoyed working with ACR-HI in co-sponsoring workshops/seminars that have benefited ADR professionals, students, attorneys, judges, and the greater community. Together, we are making a positive difference in Hawaii.

### **Q3 Are you aware that ACR-Hawai'i is a chapter of a parent, national organization, The Association of Conflict Resolution?**

31 or 94% said YES 2 or 6% said NO

### **Q4 Are you a member of ACR-Hawai'i's parent organization, The Association for Conflict Resolution?**

12 or 36% said YES 21 or 64% said NO

### **Q5 How important is it to you that ACR-Hawai'i continue as a chapter of its parent organization, The Association for Conflict Resolution? This response was a sliding scale.**

32 responded to this question; 1 skipped the question

- Among the 32 respondents, over half (18) applied an average or above average value (50 or more) to retaining membership in the national organization, and 6 of those respondents applied a value of over 70.

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- 14 respondents applied a value below 50, and of those, 4 respondents applied a value of 49 and 10 applied a value of under 30.

### **Q6 Will you remain a member of ACR-Hawai'i if its chaptership with The Association for Conflict Resolution is terminated?**

31 respondents said YES      1 respondent said NO

Comments:

1. Would want to continue to see information relevant to Hawaii.
2. For my purposes, ACR National affiliation is only to fulfill the requirements as a board of director.
3. Because ACR-Hawaii is a longtime group of likeminded professionals, whom I respect and enjoy connecting with. I do think we have a stronger case for our members, when we are aligned with the national ACR group. I didn't know this a topic of discussion. Are they charging chapters a lot of money to belong?
4. I am going to remain interested in local events. I don't think there needs to be a tie to the national organization for this. Not sure what the issue is about whether to remain a local chapter. I don't think it matters to me as a member, but I think the pros and cons should be transparently shared with local members. The one big con I can think of is advertising. I found the local chapter through the national organization.
5. I am a member because of my Hawaii affiliation, not the other way around.
6. I believe the relationship with the parent organization hasn't shown real benefits to the local chapter, but the reason I'm not renewing my membership is more simple than that, it is just prioritizing my volunteer efforts and time.
7. But I would also remain active as a member and BOD...having attended the last year's conference in Pittsburgh which was joined with Mediators Beyond Borders International. Also...you will lose access to free webinars and speakers invited by our smaller group might be more reluctant like we had Shawn Watt from the Columbia University Law School program...if they can't write off their travel to continue to present to us.
8. I'll remain a member for the same reasons I joined: to network with colleagues and attend trainings. I also want to support the very hardworking volunteers who are keeping ACR-Hawaii going.
9. The local chapter works well for my needs.
10. One of the important benefits I have is mediator's insurance. I think being a member of ACR is a prerequisite for that. If termination of the relationship with the parent organization would jeopardize the insurance, I'd be against it. Otherwise it's a nonissue for me. Thx for asking.
11. Support for local activities.
12. Yes. ACR-HI brings together ADR leaders and practitioners from diverse backgrounds and experience. My organization partners with ACR-HI on educational outreach (workshops, seminars) and ADR initiatives. This partnership is possible and

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productive because of the caliber of ACR-HI's leaders/members and their collective contributions. In this regard, ACR-HI's status as a chapter is unimportant.

13. Our work is concentrated Statewide and only in Hawaii. A national recognition is not so important to this aspect of our work.
14. In my opinion, little value has been added by staying linked with ACR National and I think those in our local chapter could re-form into a great organization.

### **Q7 What would make your ACR-Hawai'i membership more valuable to you?**

1. More events-guest speakers, workshops, etc.
2. Participation opportunities for those of us who do not live on Oahu
3. Live broadcast (in some form) of presentations
4. I cannot think of any at this moment.
5. “?”
6. Have sessions that focus on a problem in the state, devise some alternatives with all points of view represented, and design an agreement that would satisfy or even enthruse the participants.
7. As I stated above, it needs to work on membership development to bring in a more diverse group of people from all walks of life and different communities. The value of any community organization is the quality and commitment of its membership.
8. More community involvement.
9. More trainings and events
10. More Workshops
11. More simulations of facilitations...and more inclusiveness of your psychologists and other social scientists and human behavior members. Also we should invite some of our political leaders. ie Lt Governor Josh Green for open discussions which do not violate our 501(3) C legal status.
12. Coordination with other conflict resolution groups to offer higher-level training opportunities through co-sponsorships.
13. Great big challenging efforts to create collaborative leaders!
14. More training. That said, I understand that we are all very busy and that is asking a lot of the volunteers. I should be working harder with the team to put on additional trainings.
15. Have regular interaction with members through education or social activities.
16. It's already valuable.
17. Having meetings someplace besides Maple Garden. Honeys was great!
18. More ACR-Hawaii members.
19. Demonstrated focus on key issues in Hawaii
20. Less healthy food at Board meetings

## Lapsed Member Survey

### Methods:

25 invitations were sent on January 17 to lapsed members of ACR-Hawai'i.

- A reminder message was sent on January 23 to the same 25 lapsed members.

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- A second reminder was sent with a link to the survey on January 29 to the same 25 lapsed members.
- A final reminder was sent on February 26 to the same 25 lapsed members.

### Returns:

3 surveys were completed (2 returned to emails; 1 returned to link  
0 were returned incomplete

### **Why did you choose not to renew your ACR-Hawai'i membership?**

1. With my schedule I am not able to attend many of the activities.
2. No longer mediating
3. Chose another career path.

### **What will it take to get you back?**

1. Activities and an emphasis on members that are not attorneys but mediate in other capacities
2. Can't think of anything
3. Time. I am attempting a new strategy for the next two years.