



NACURH

2015 NACURH SERVICES & PERFORMANCE ASSESSMENT

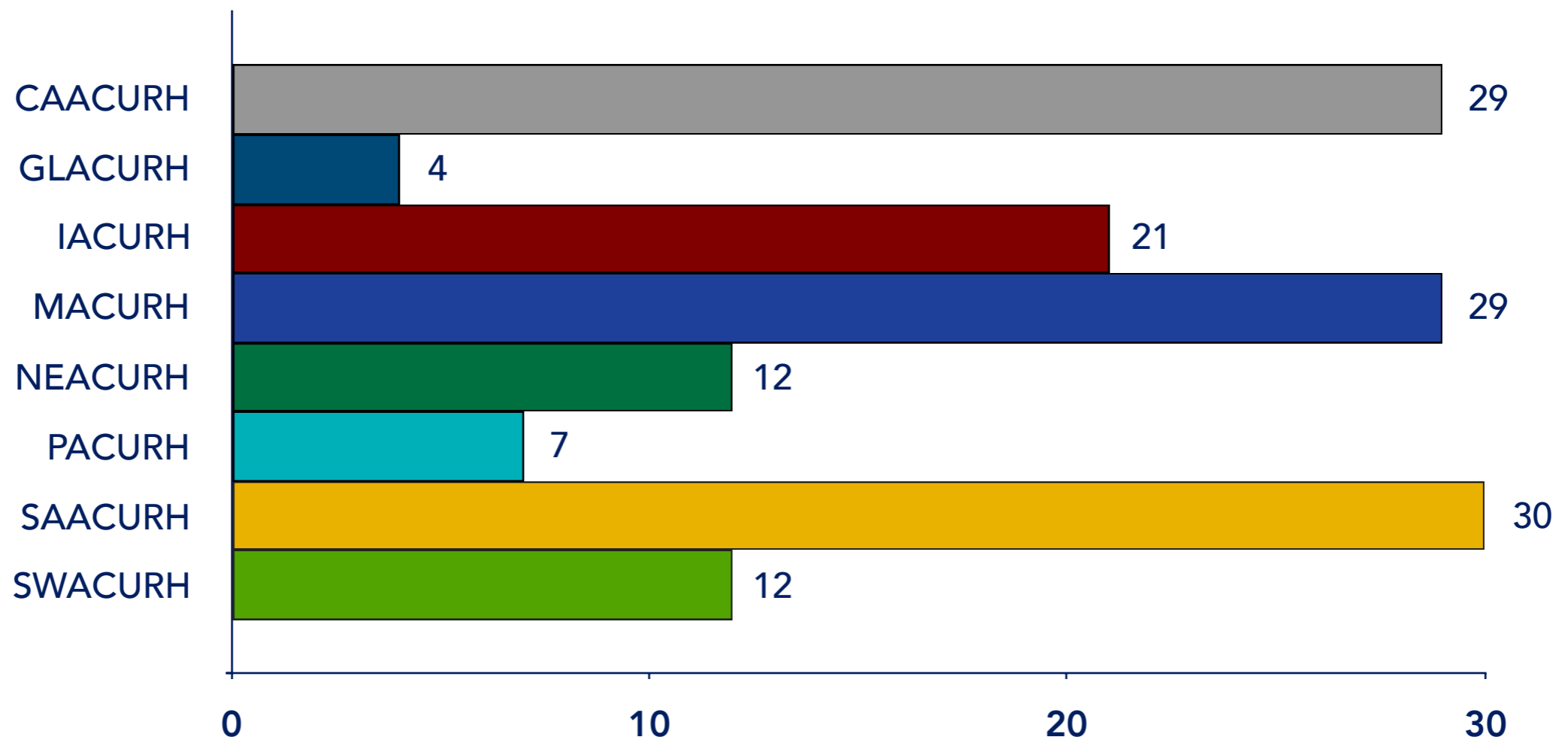
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# DATA REPORT



# REGIONAL RESPONDENTS

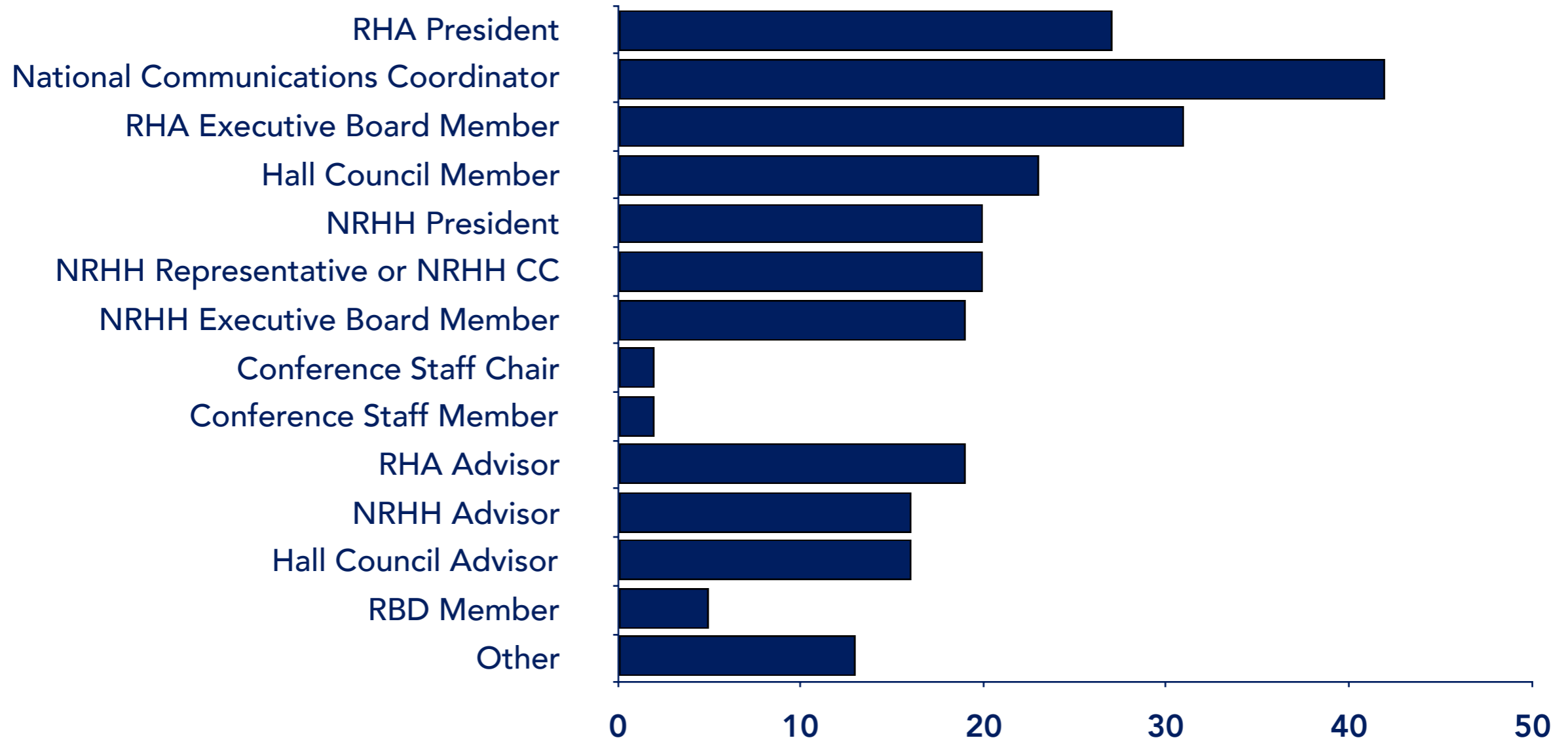
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# POSITIONS OF RESPONDENTS

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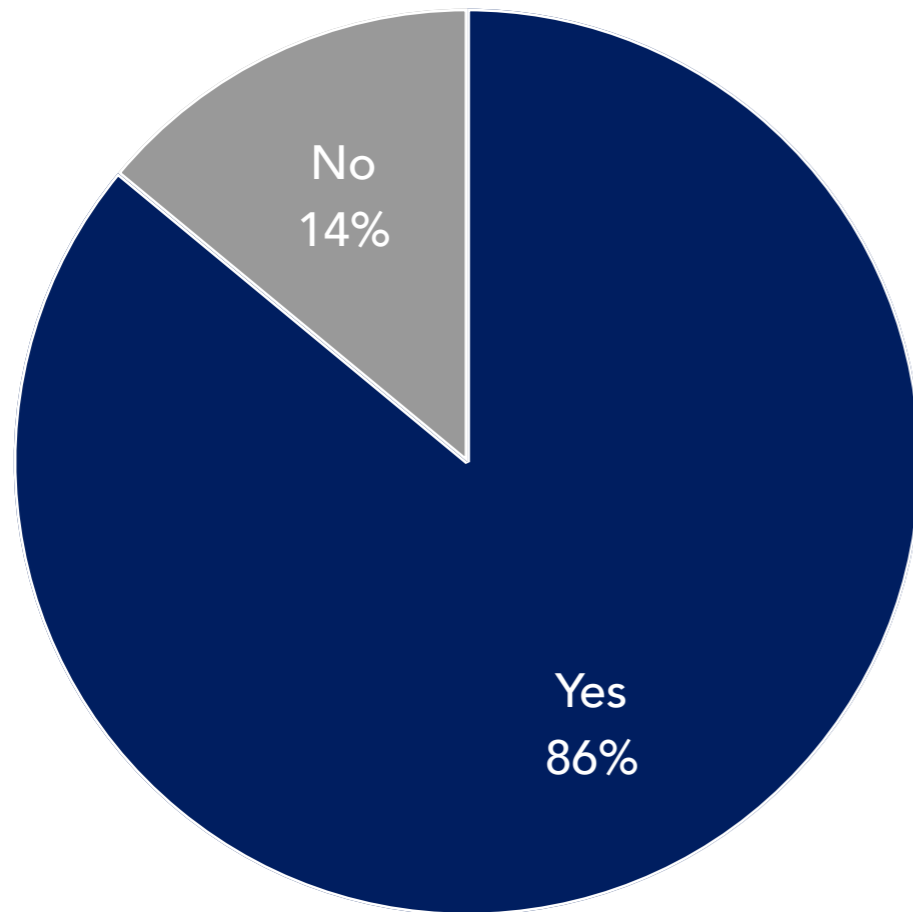


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# NRHH MEMBERSHIP

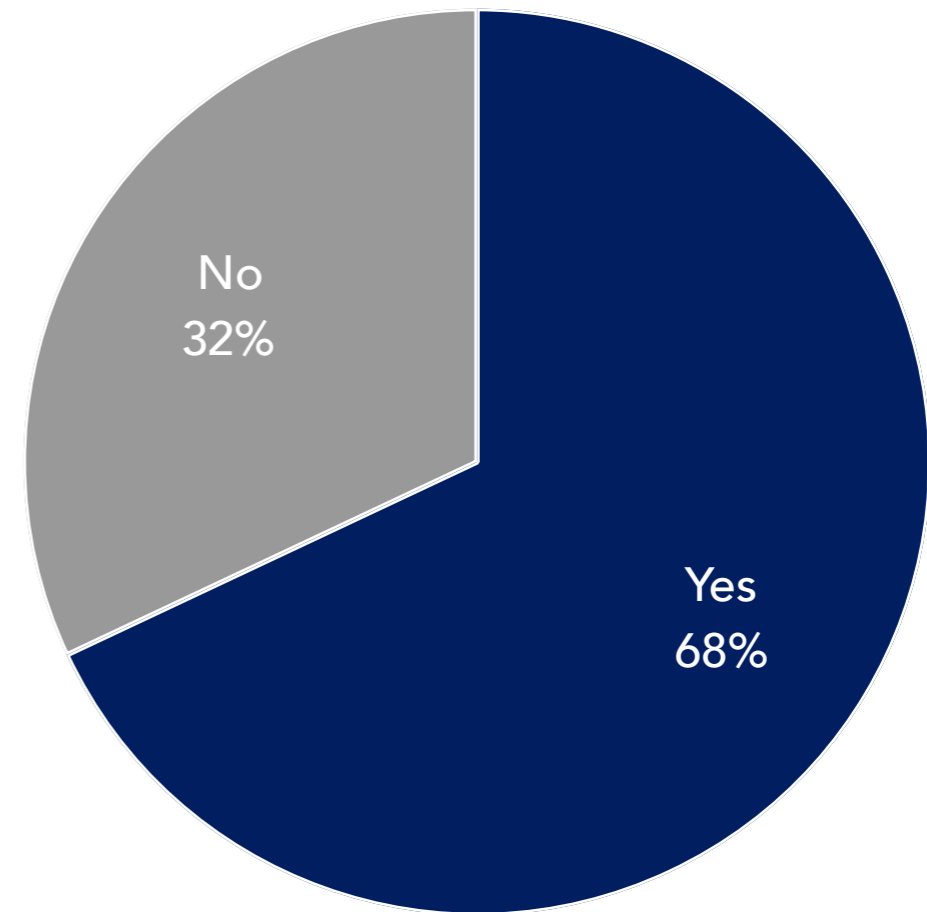
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*“Does your campus have an NRHH Chapter?”*



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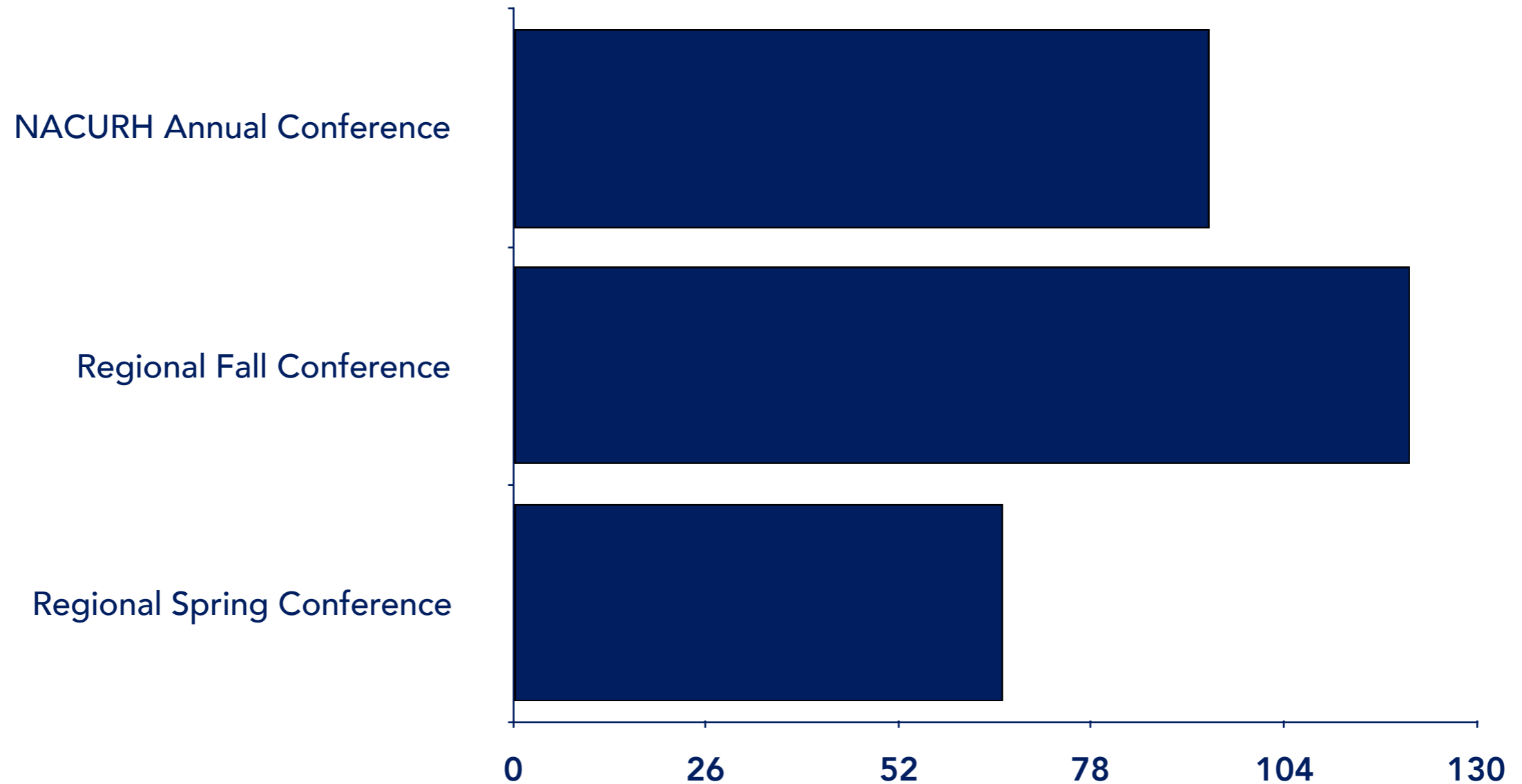
*“Are you a member of NRHH?”*



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# CONFERENCE ATTENDANCE

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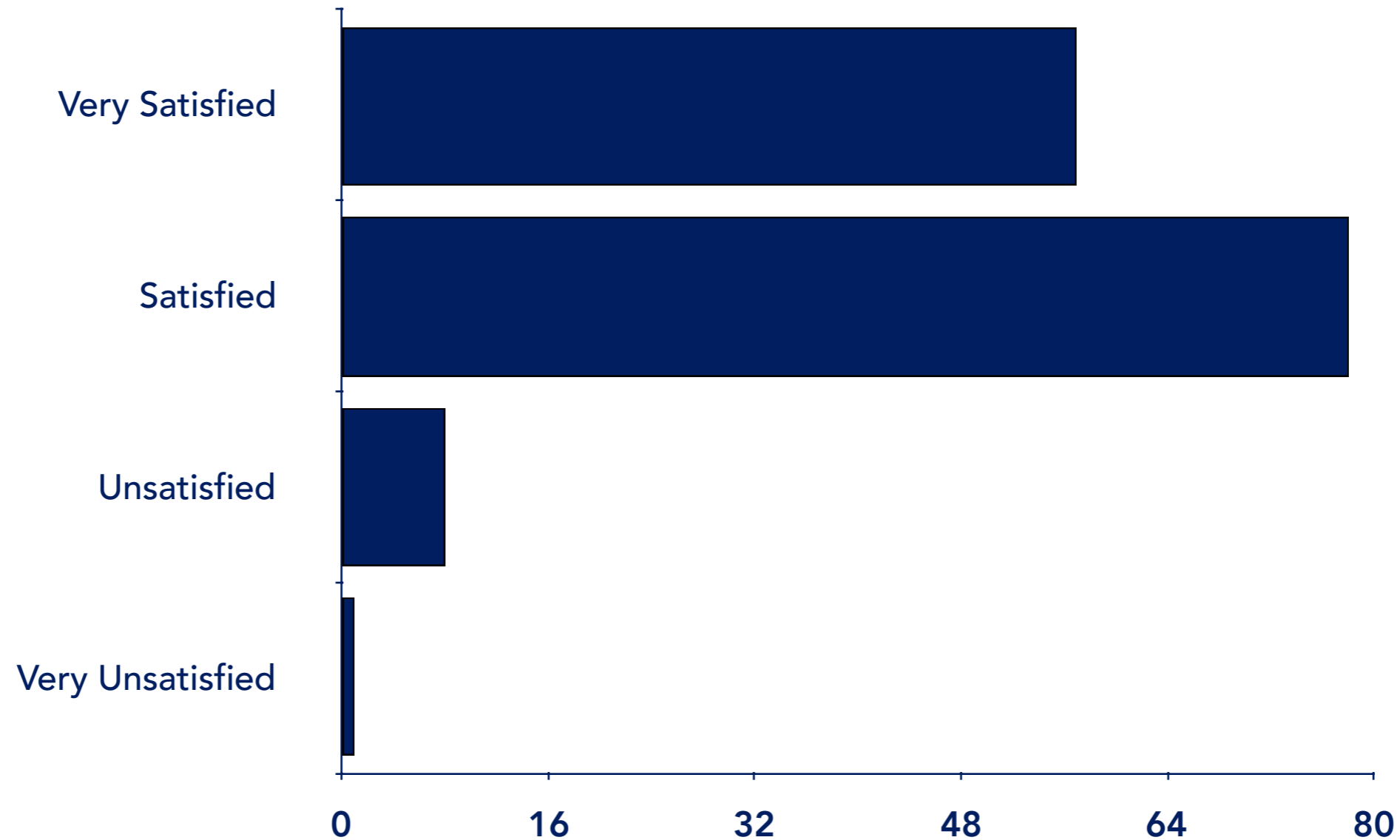


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# SATISFACTION RATINGS

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*"NACURH, Inc."*

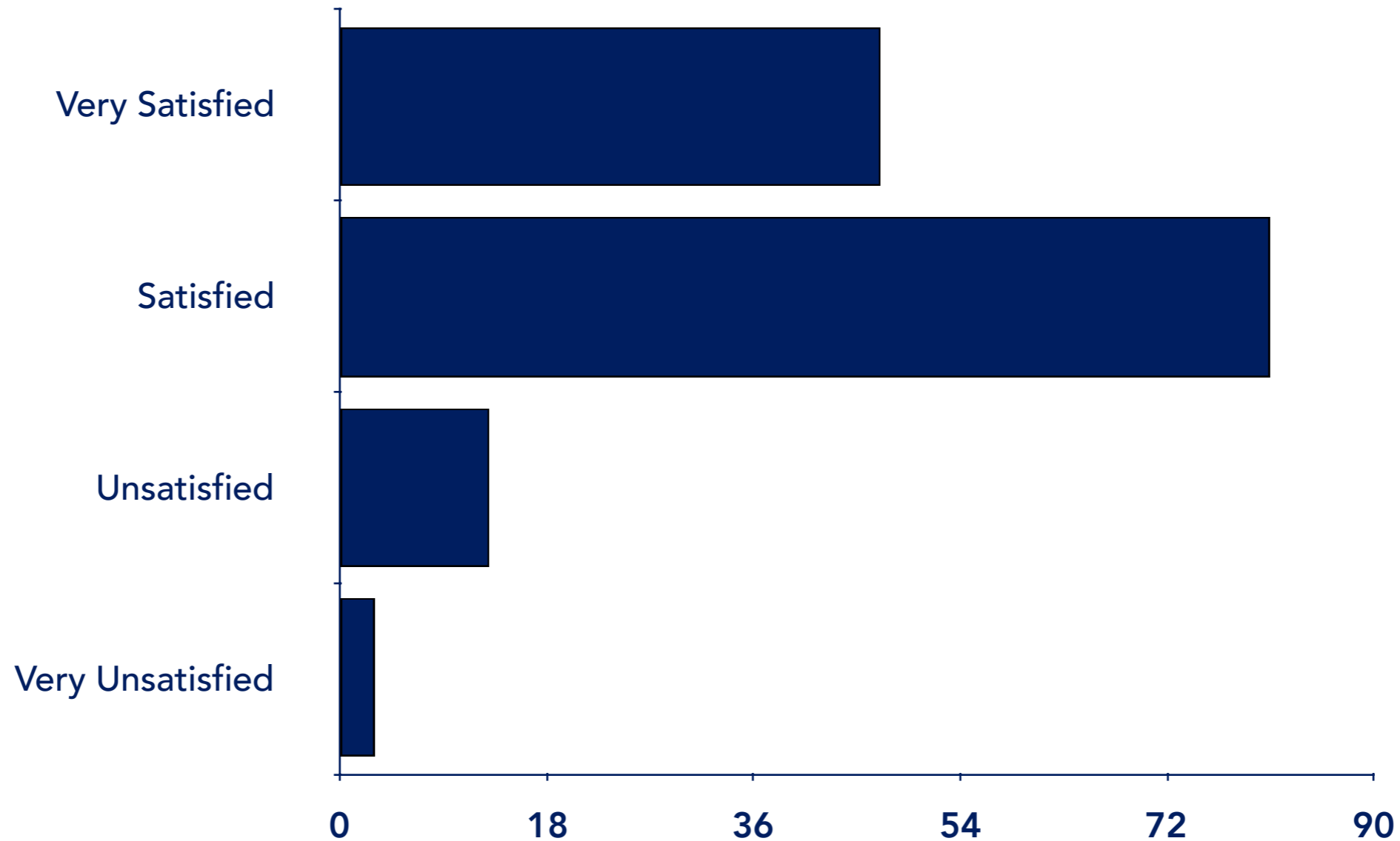


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# SATISFACTION RATINGS

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*"NACURH Information Center"*

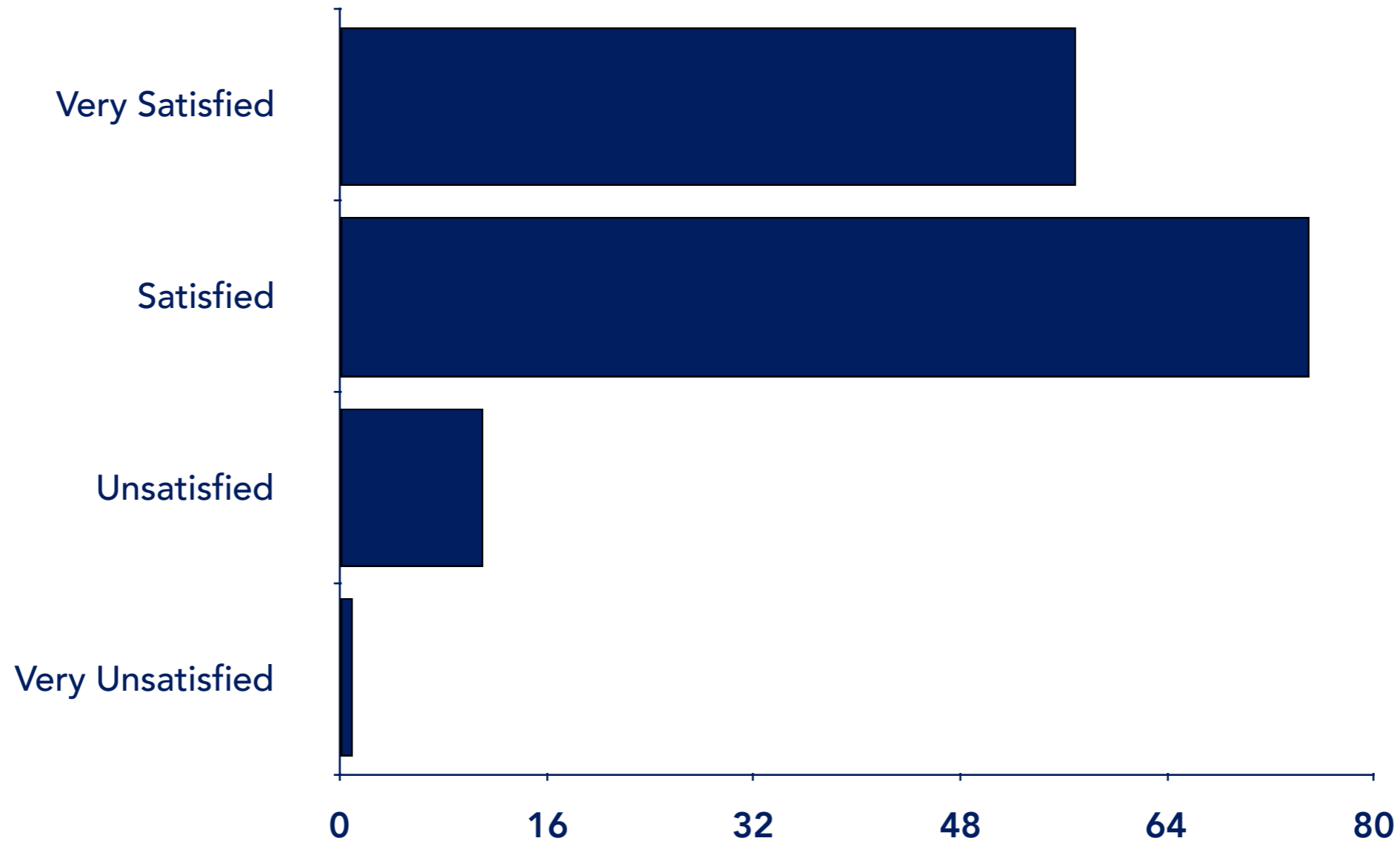


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# SATISFACTION RATINGS

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*"NACURH Services & Recognition Office"*



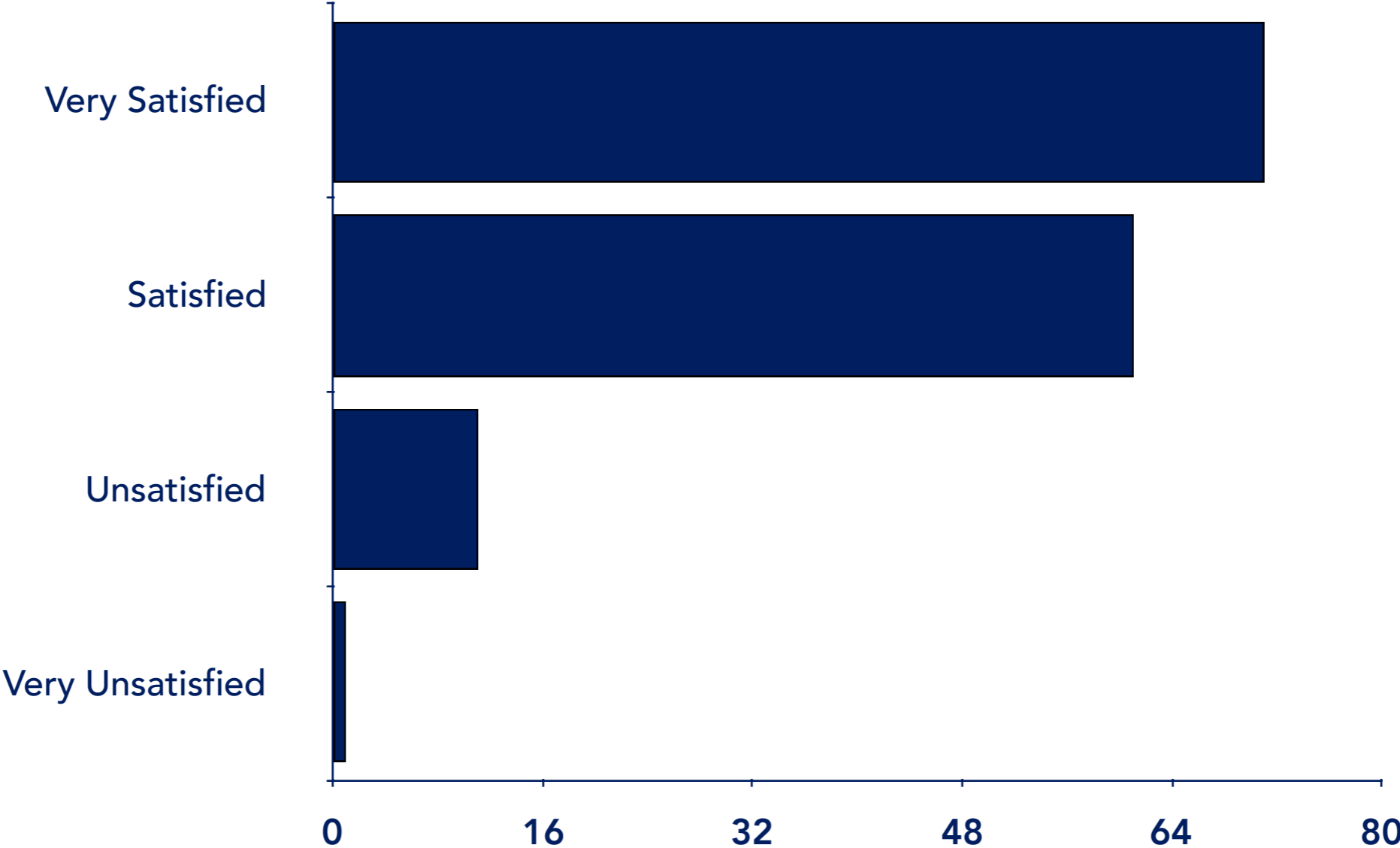
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# SATISFACTION RATINGS

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*"Your Selected Region"*

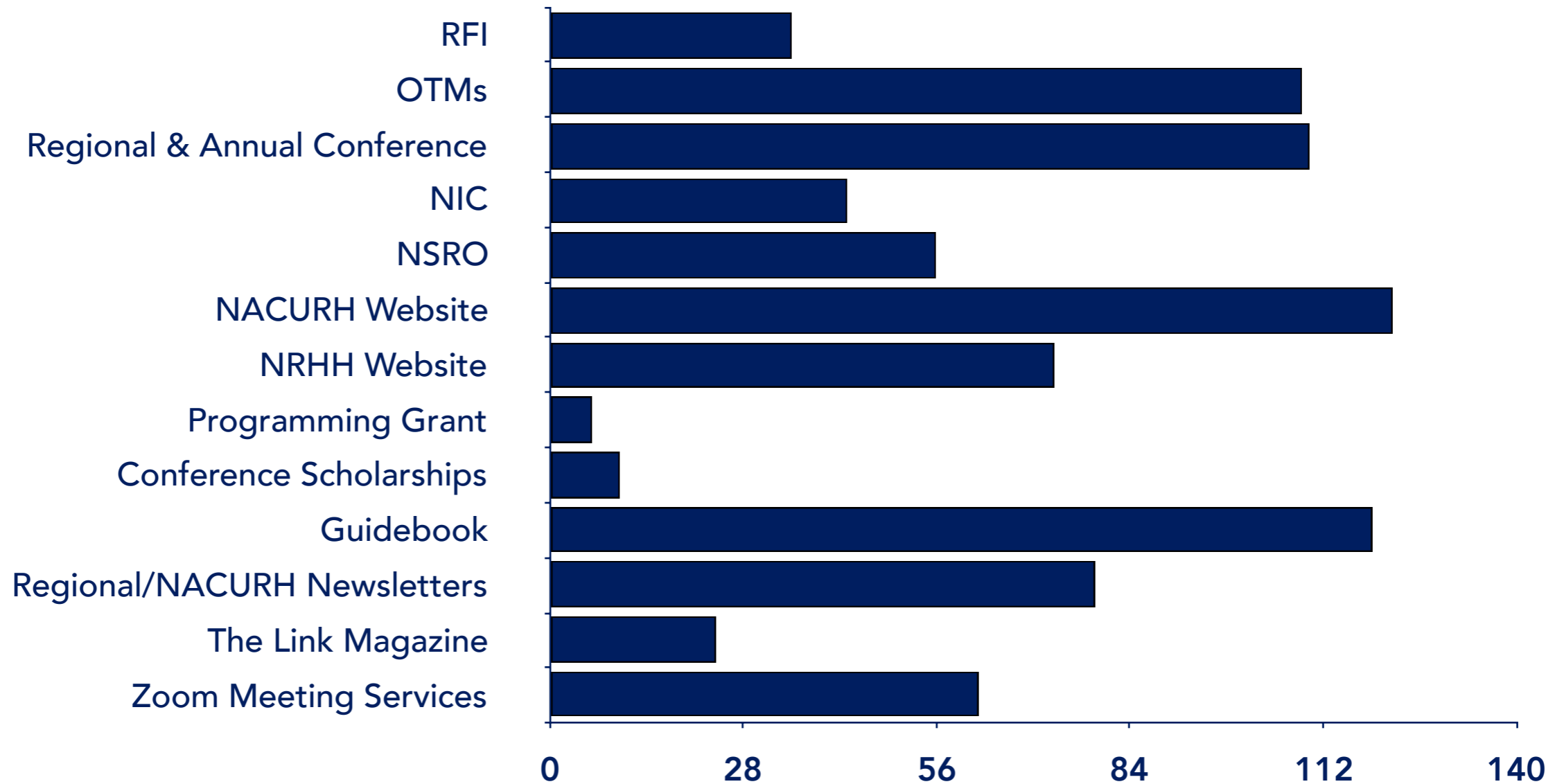


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# MEMBER SERVICES

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*“What resources have you utilized within the past twelve (12) months?”*



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# MEMBER SERVICES

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*"How can we improve member services?"*

"Send out **more reminders about the services available** to us, I had no idea about so many great resources that were available to me."

"Website is not very **user-friendly**; difficult to navigate."

**RFI.**

"**Sending info more directly** about NACURH happenings rather than trickling down through the regions."

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# MEMBER SERVICES

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*"Why does your institution affiliate with NACURH?"*

"To provide our student leaders with the bigger picture of student leadership and their **impact on the residential experience.**"

"Because we want to be a part of something **bigger than ourselves.**"

"Our students really enjoy being able to **connect with other universities.**"

"The experience students get from **conferences** as well as all of the **resources that are available.**"

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# MEMBER SERVICES

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*"How has being a member of NACURH impacted your institution?"*

"It has given us a **strong support network.**"

"It's really **provided an avenue for student leadership and recognition.**"

"We've taken so many programs from NACURH back to our campus to help **diversify our programming opportunities.**"

"We are able to **foster positive change** to help students live and grow in a positive environment."

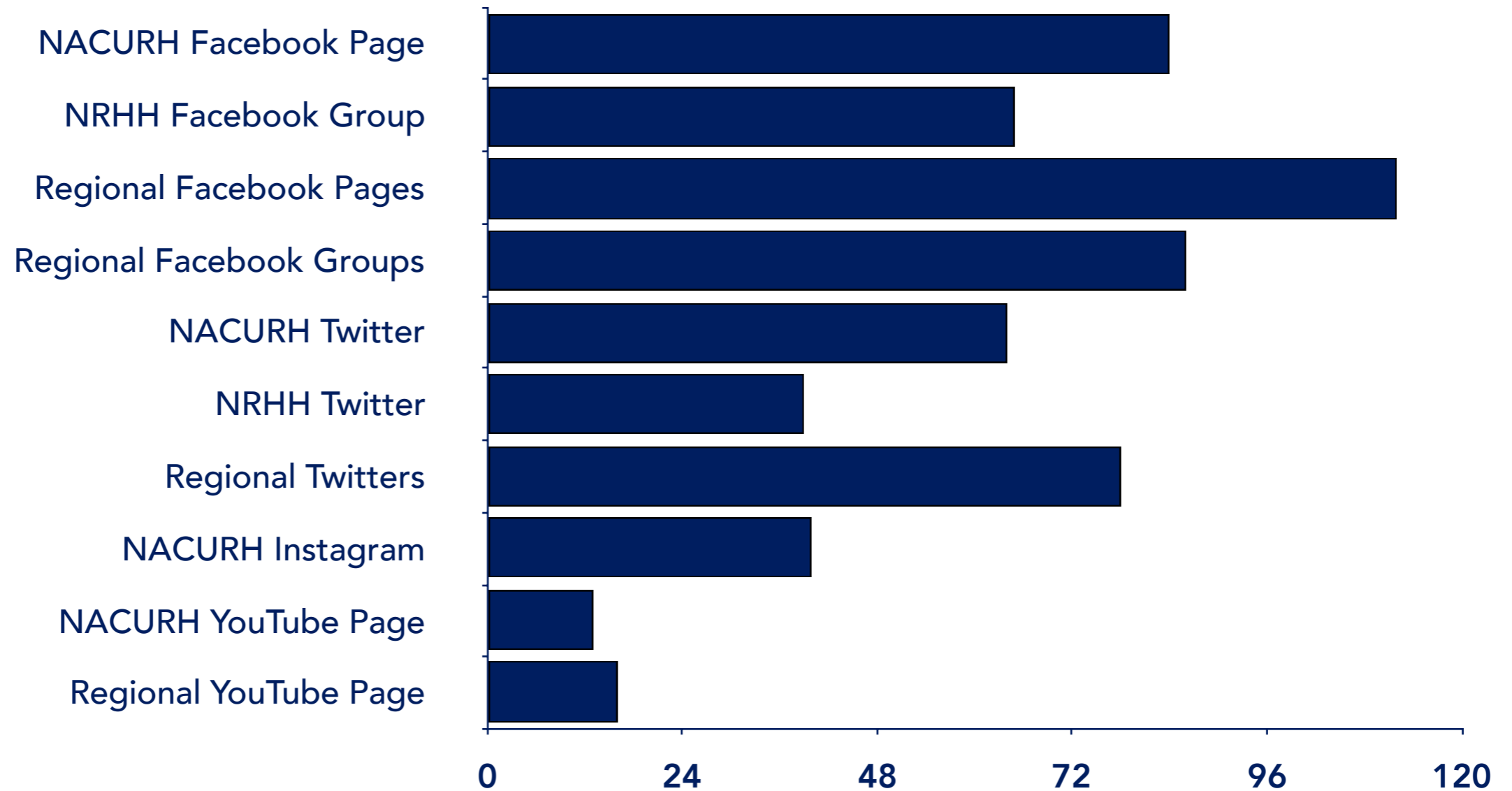
"It has given us the ability to **gain valuable information and ideas from other institutions.**"

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# MEMBER SERVICES

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*"In what ways are you connect with NACURH's social media platforms?"*

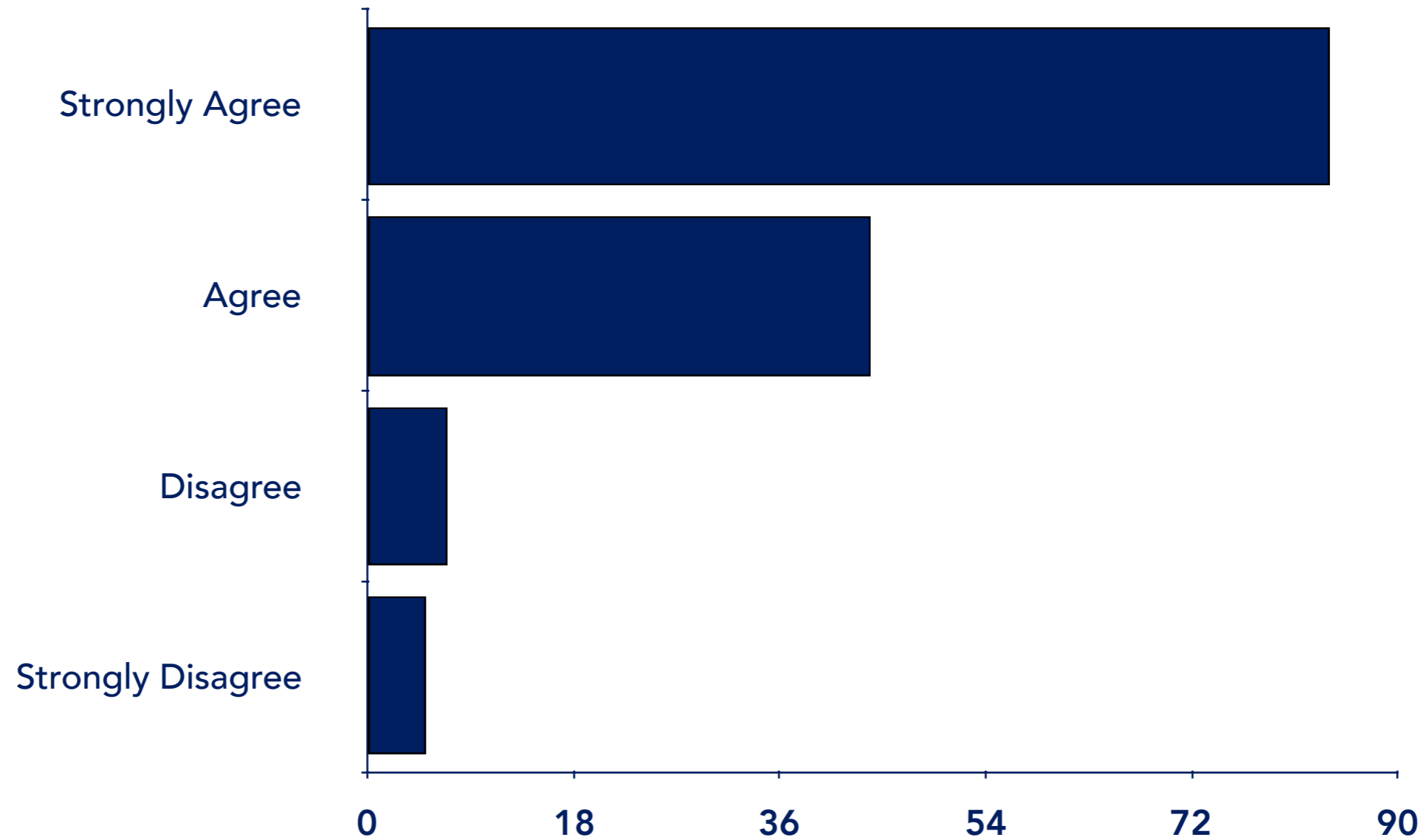


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# MEMBER SERVICES

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*"Guidebook is useful at conferences."*

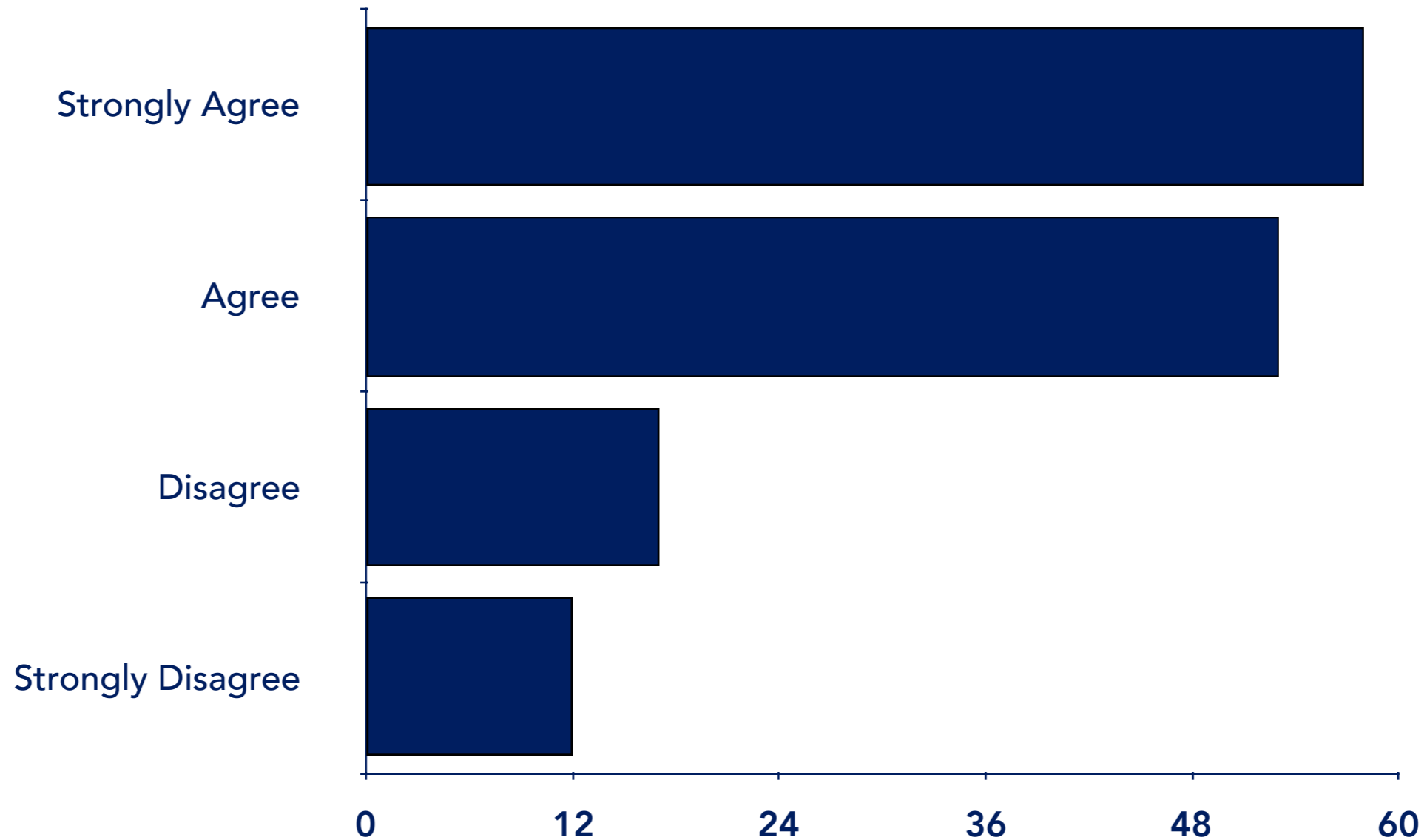


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# COMMUNICATION

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*"My region effectively sends emails to inform me of information."*



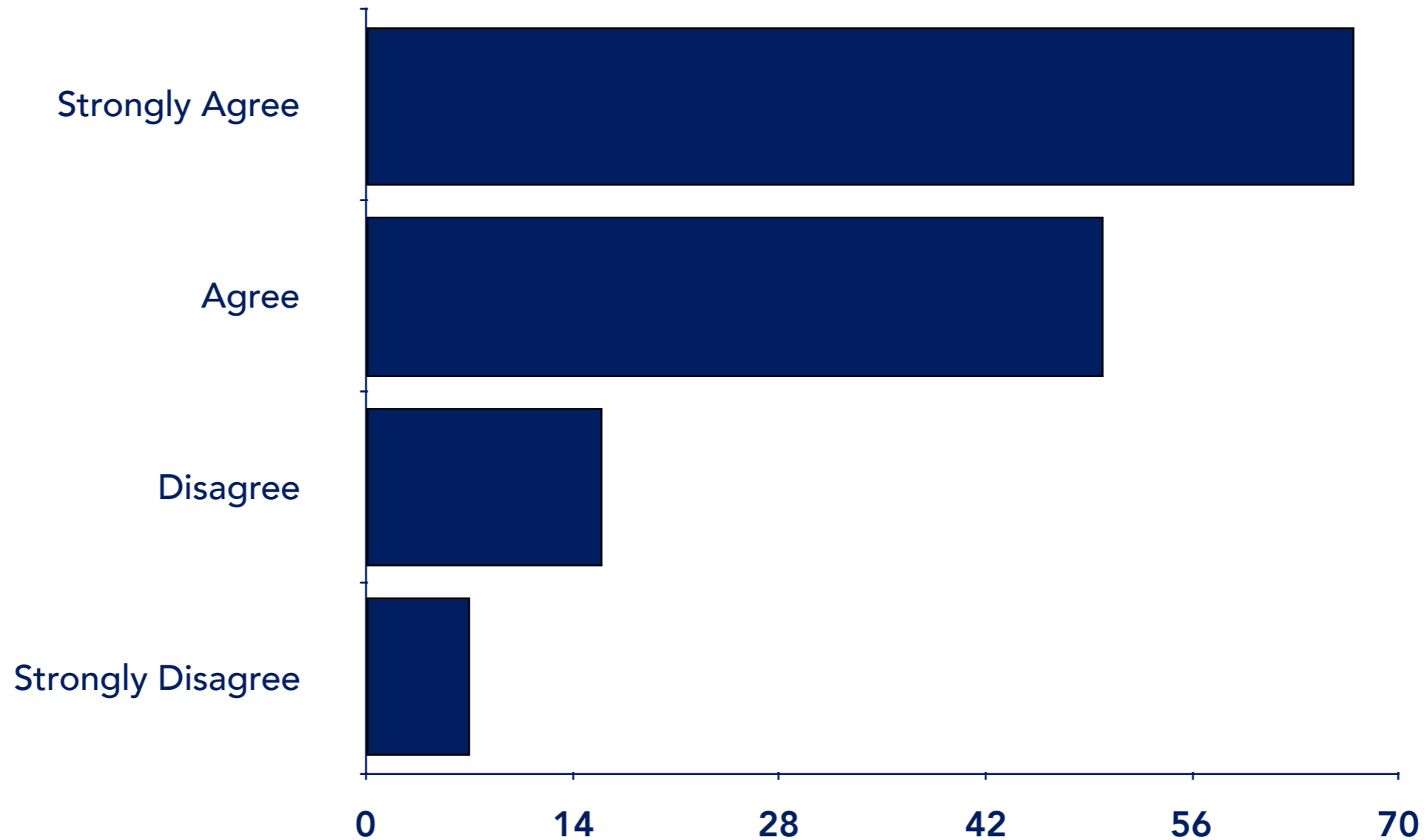
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# COMMUNICATION

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*"I actively read all emails from my region."*

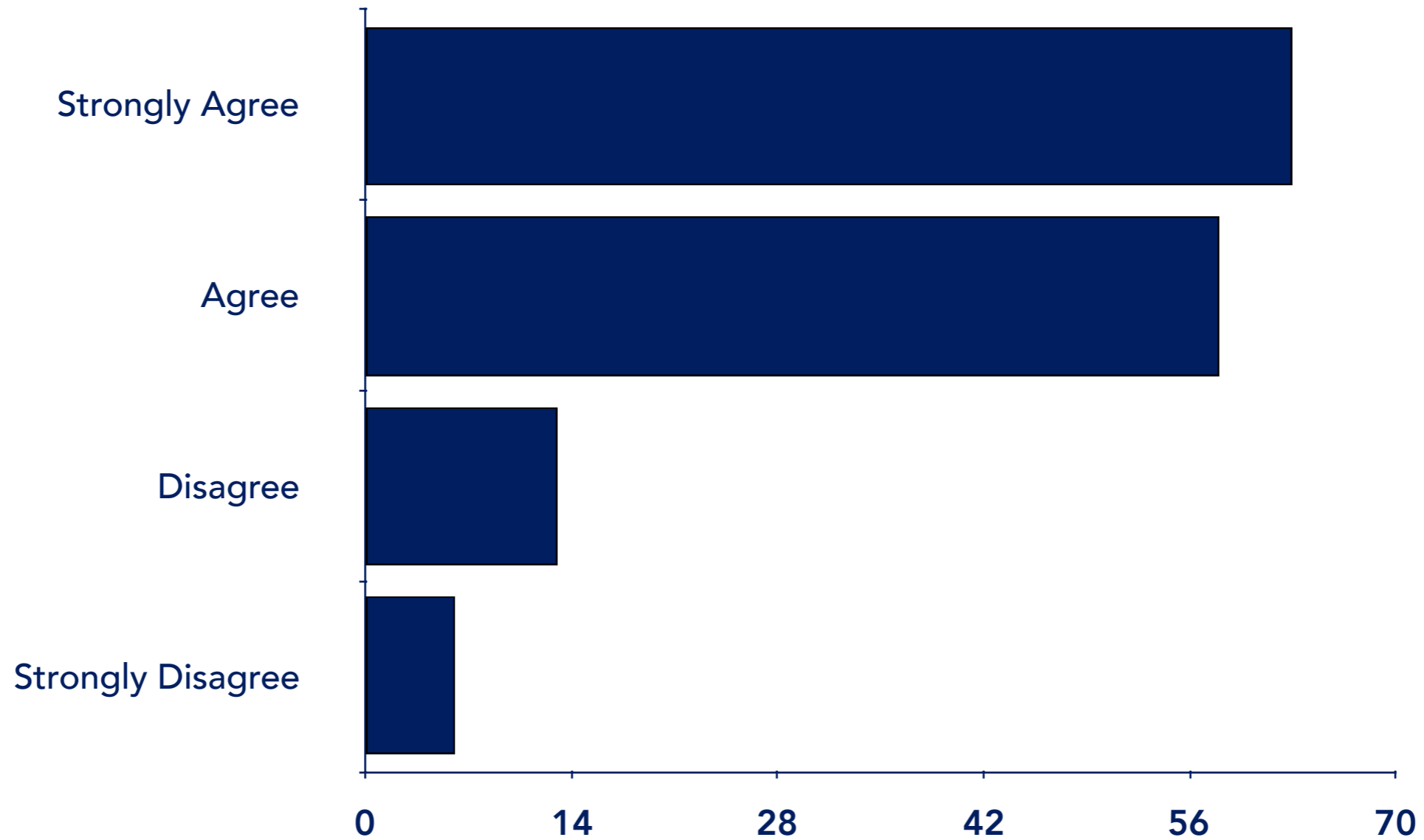


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# BRAND

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*"I both see and know what my region's brand is."*

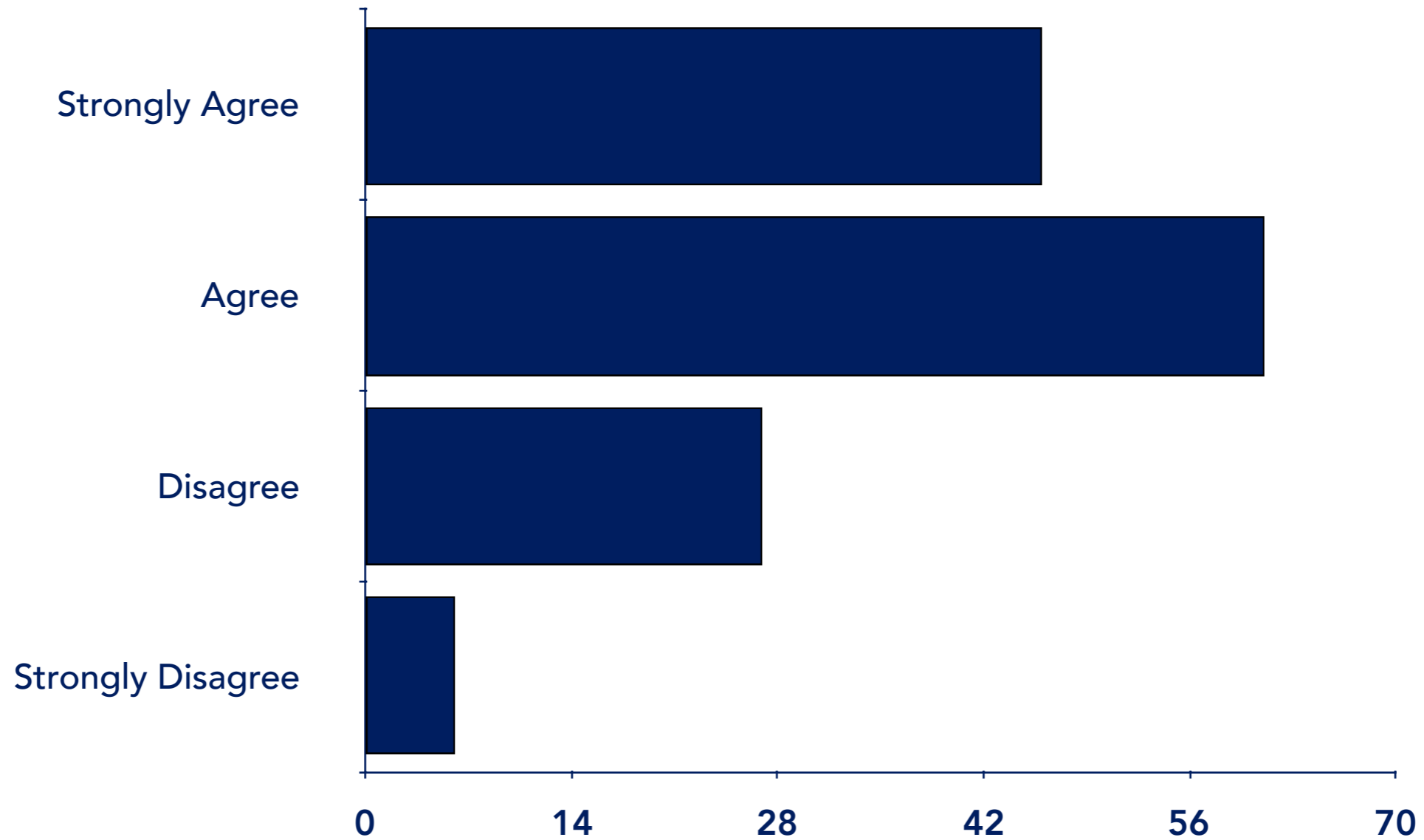


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# BRAND

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*"I both see and know what NACURH's brand is."*

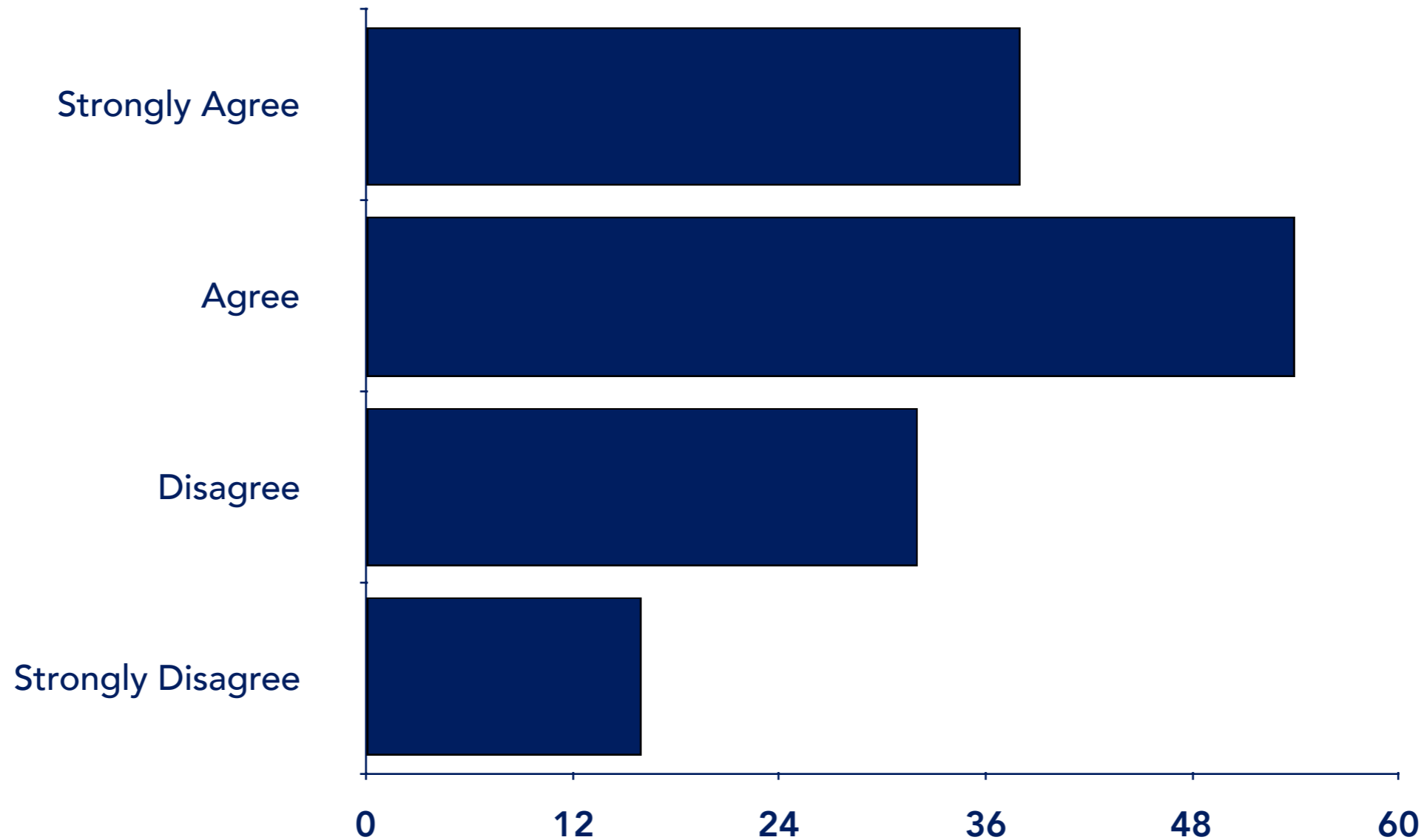


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# TECHNOLOGY

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*"It is easy to find information on my region's website."*

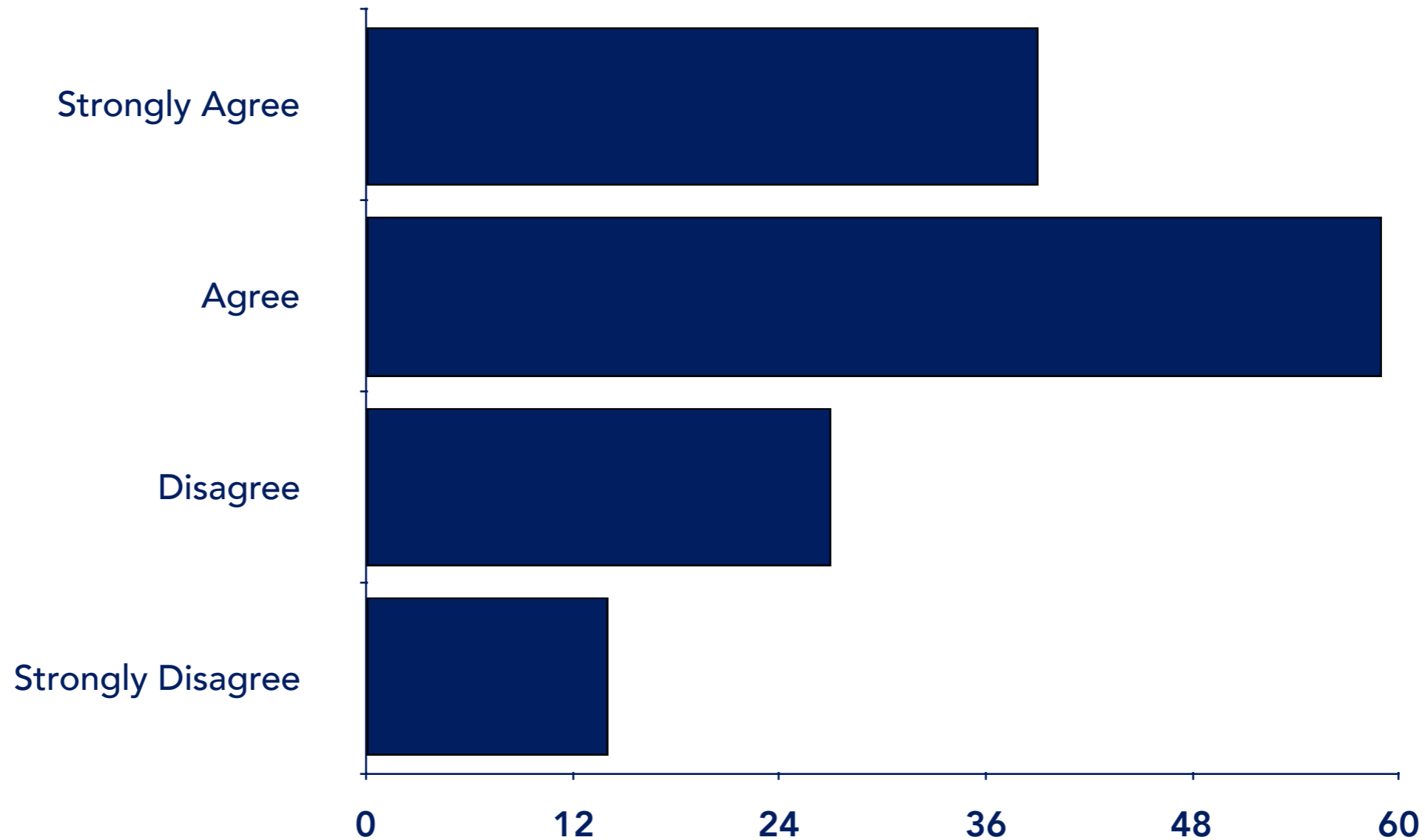


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# TECHNOLOGY

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*"It is easy to find information on the NACURH website."*



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QUESTIONS?

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