



NACURH

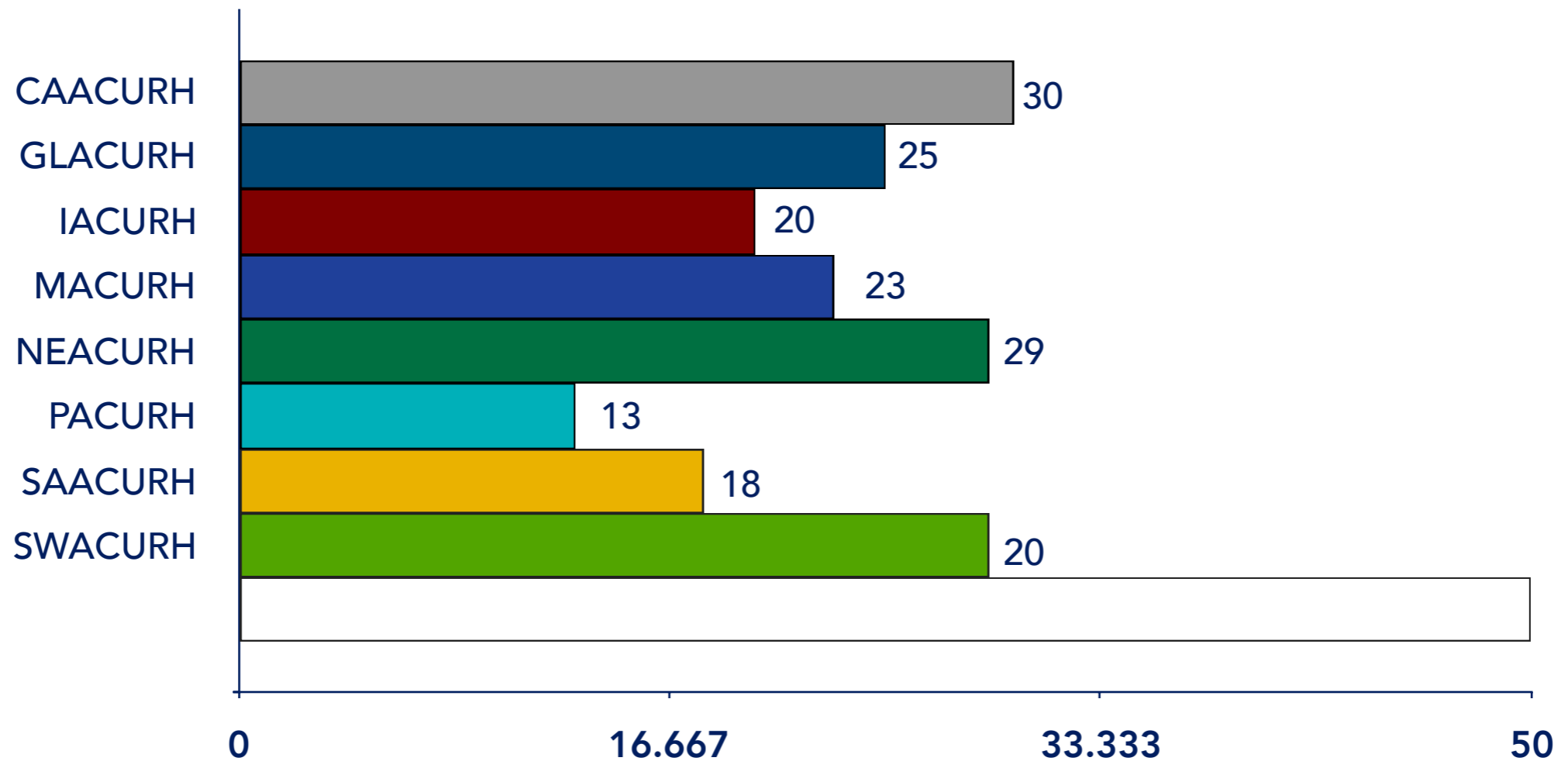
2016 NACURH SERVICES & PERFORMANCE ASSESSMENT

DATA REPORT



REGIONAL RESPONDENTS

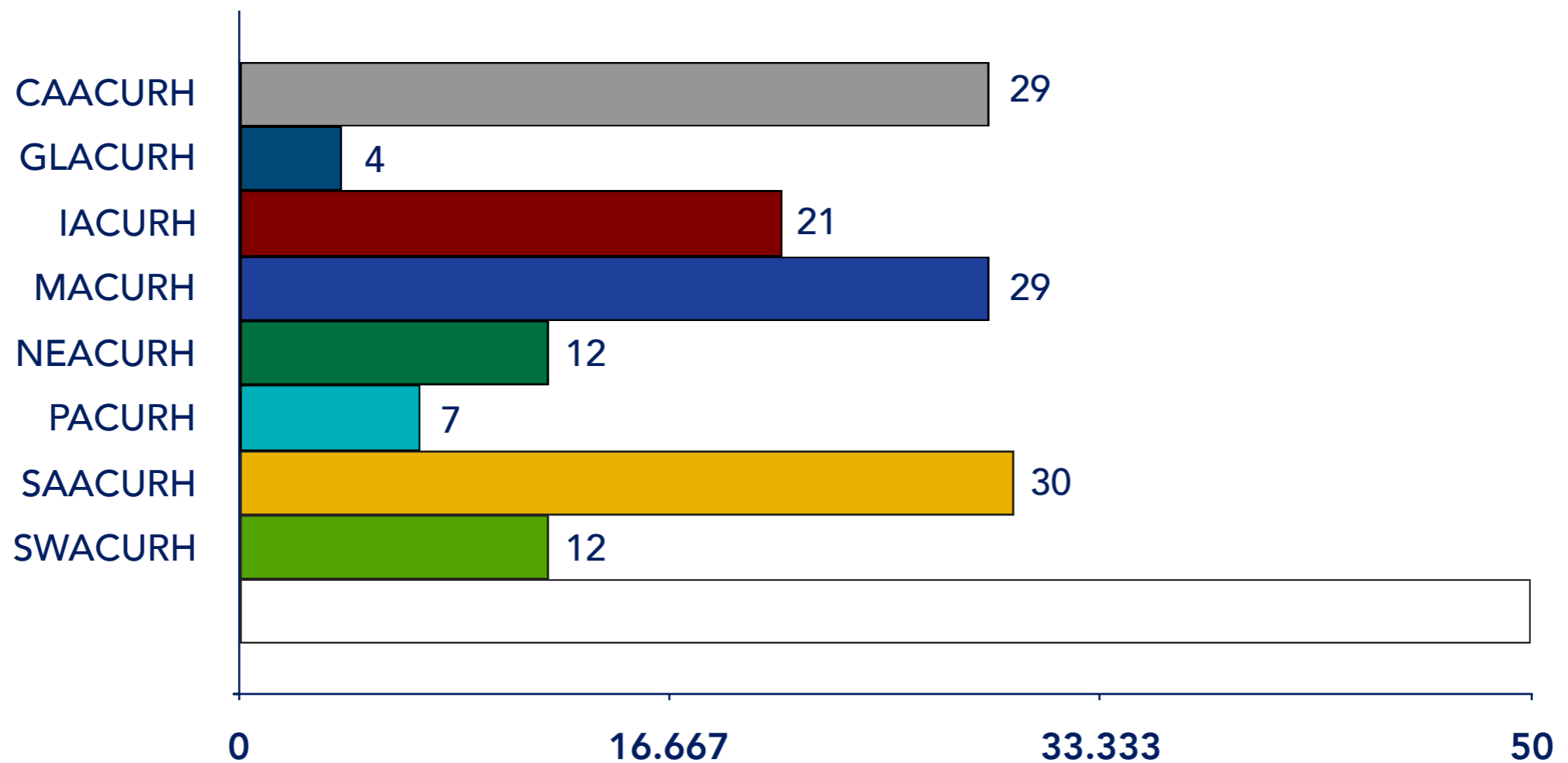
Affiliation Year 2014 - 2015



n=178

REGIONAL RESPONDENTS

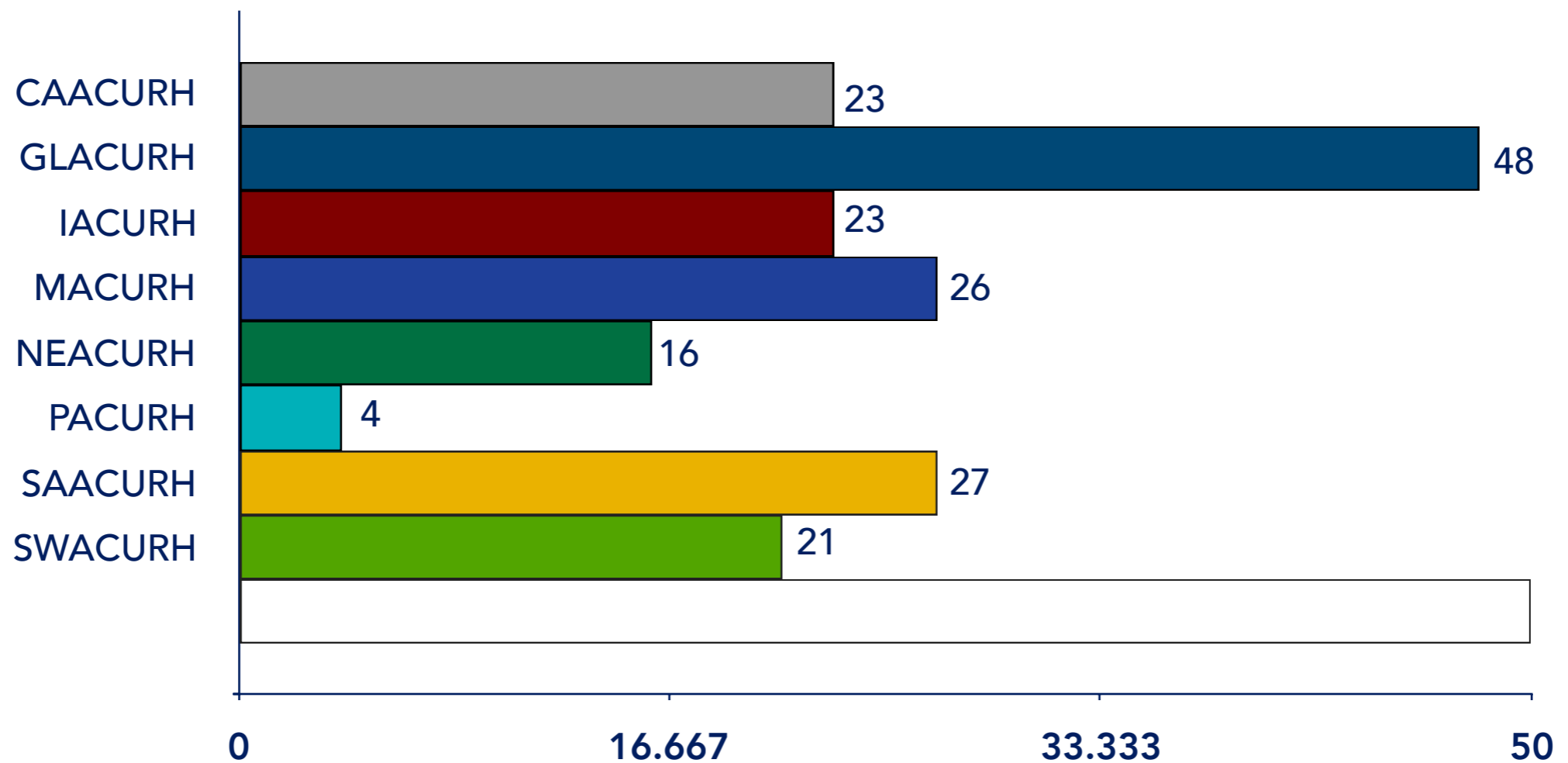
Affiliation Year 2015 - 2016



n=144

REGIONAL RESPONDENTS

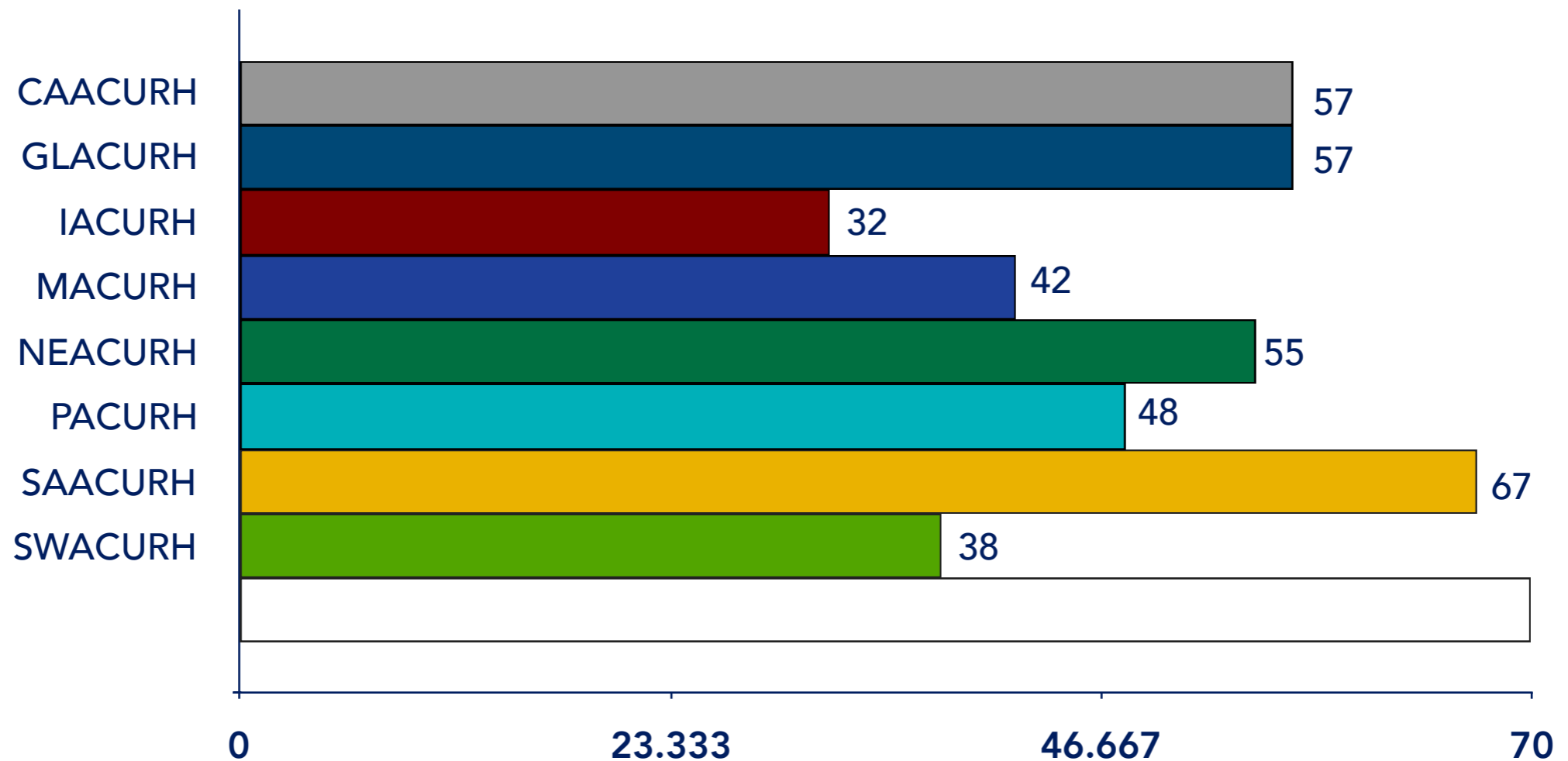
Affiliation Year 2016-2017



n=189

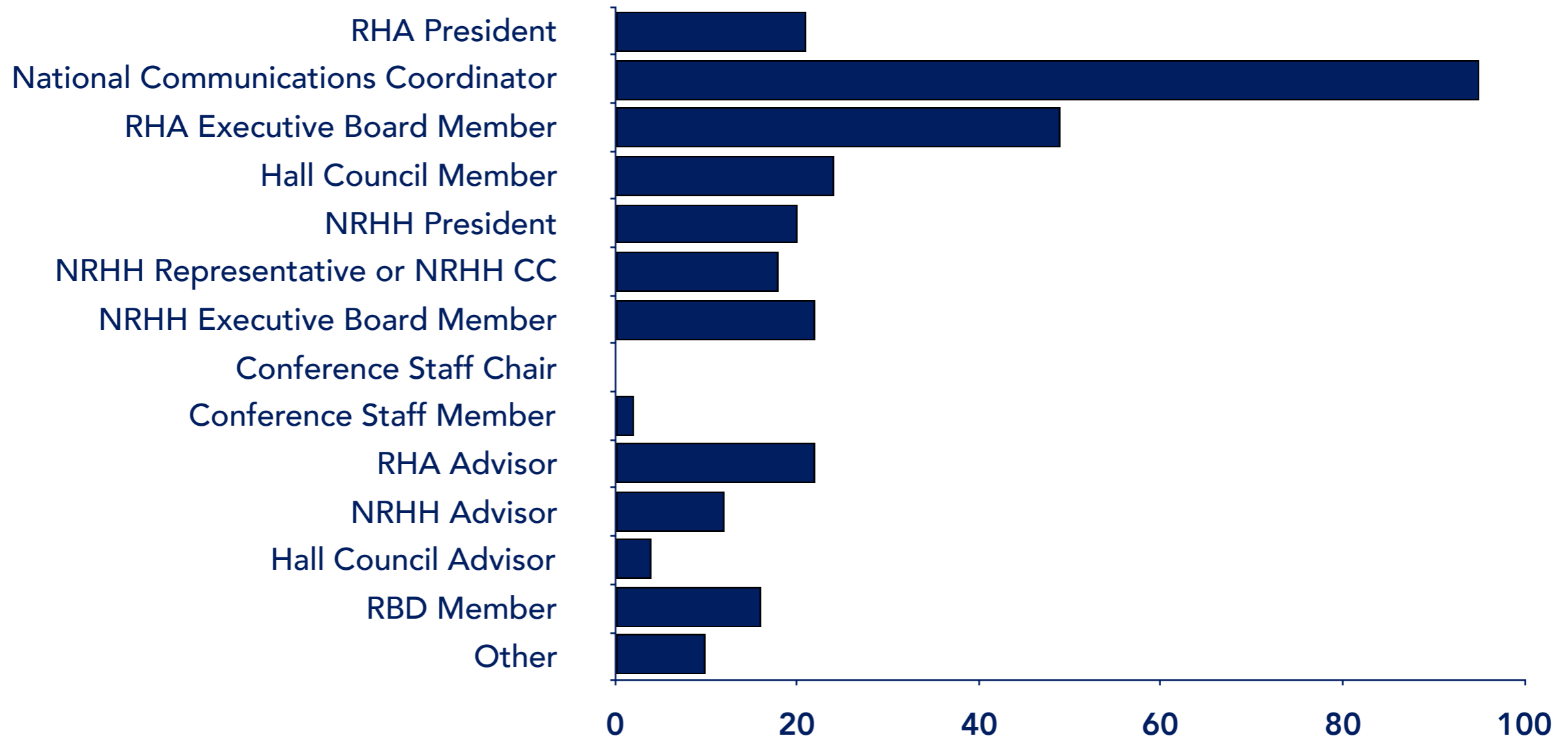
REGIONAL RESPONDENTS

Compared to Regional Affiliate Numbers



**If you anticipated the potential for 4 results per affiliated institution, then 189 total results is only about 12%*

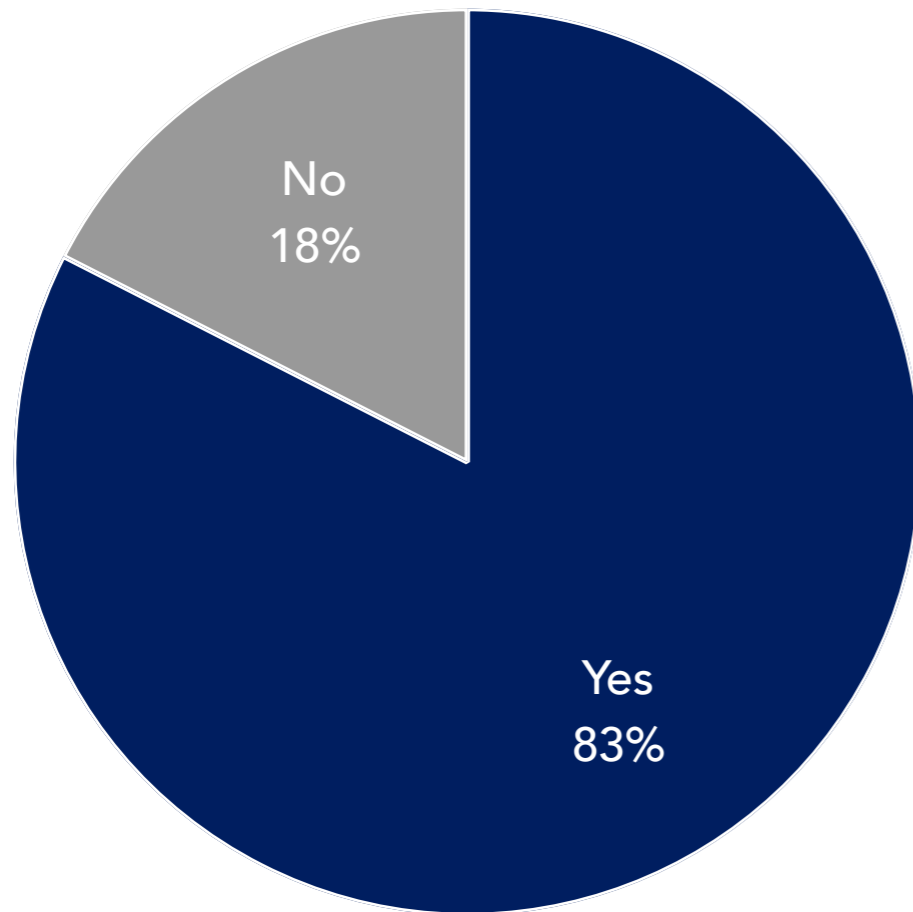
POSITIONS OF RESPONDENTS



n=189

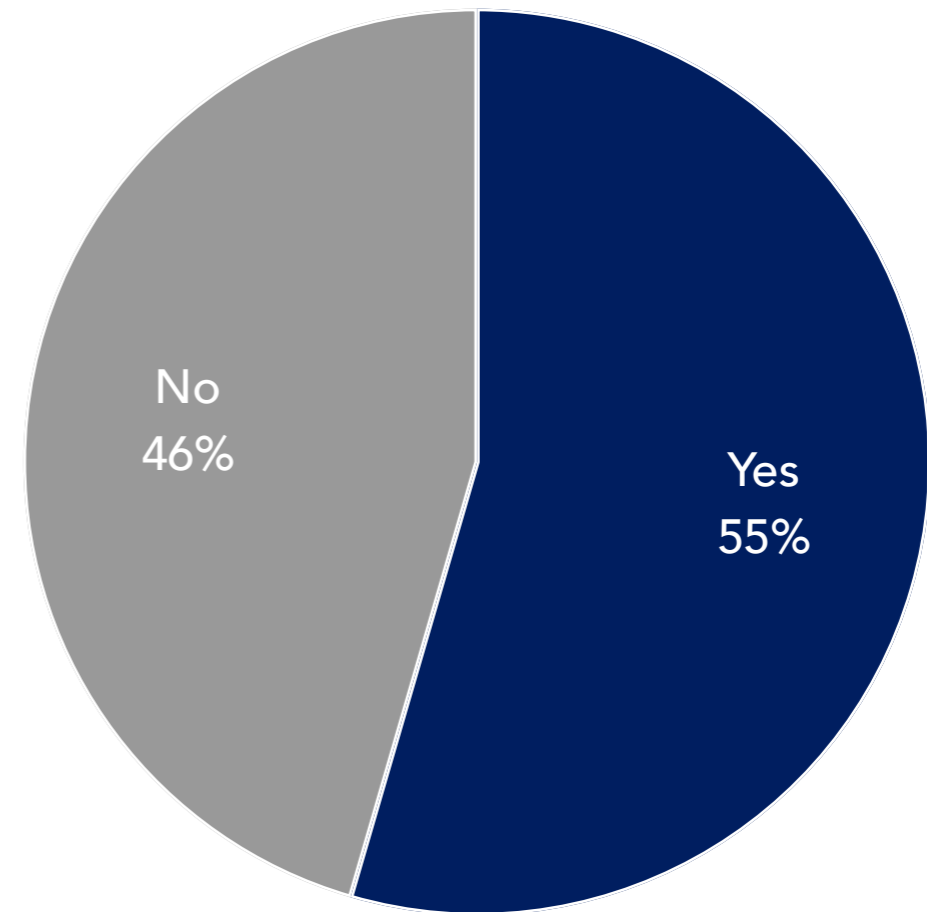
NRHH MEMBERSHIP

"Does your campus have an NRHH Chapter?"



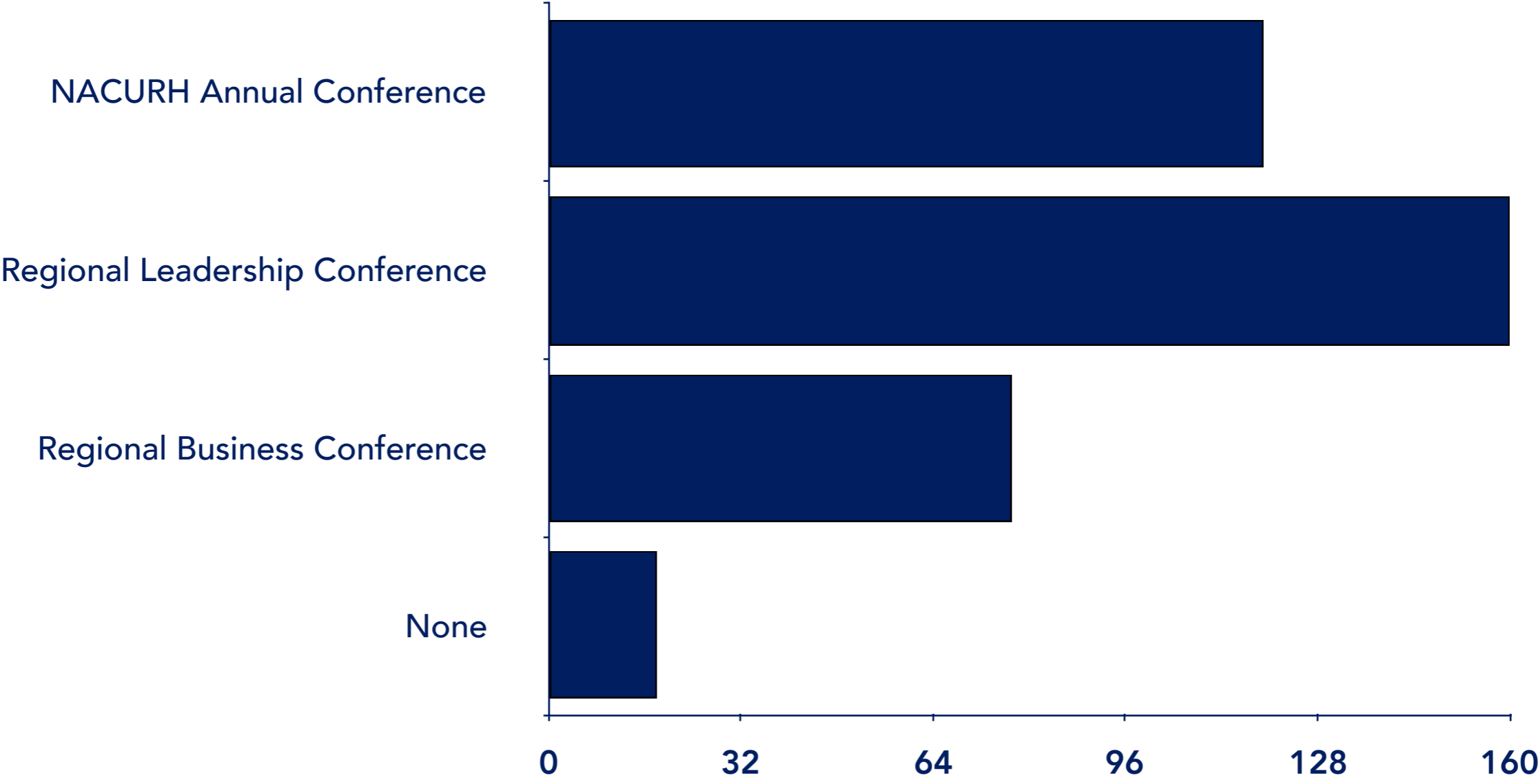
n=189

"Are you a member of NRHH?"



n=189

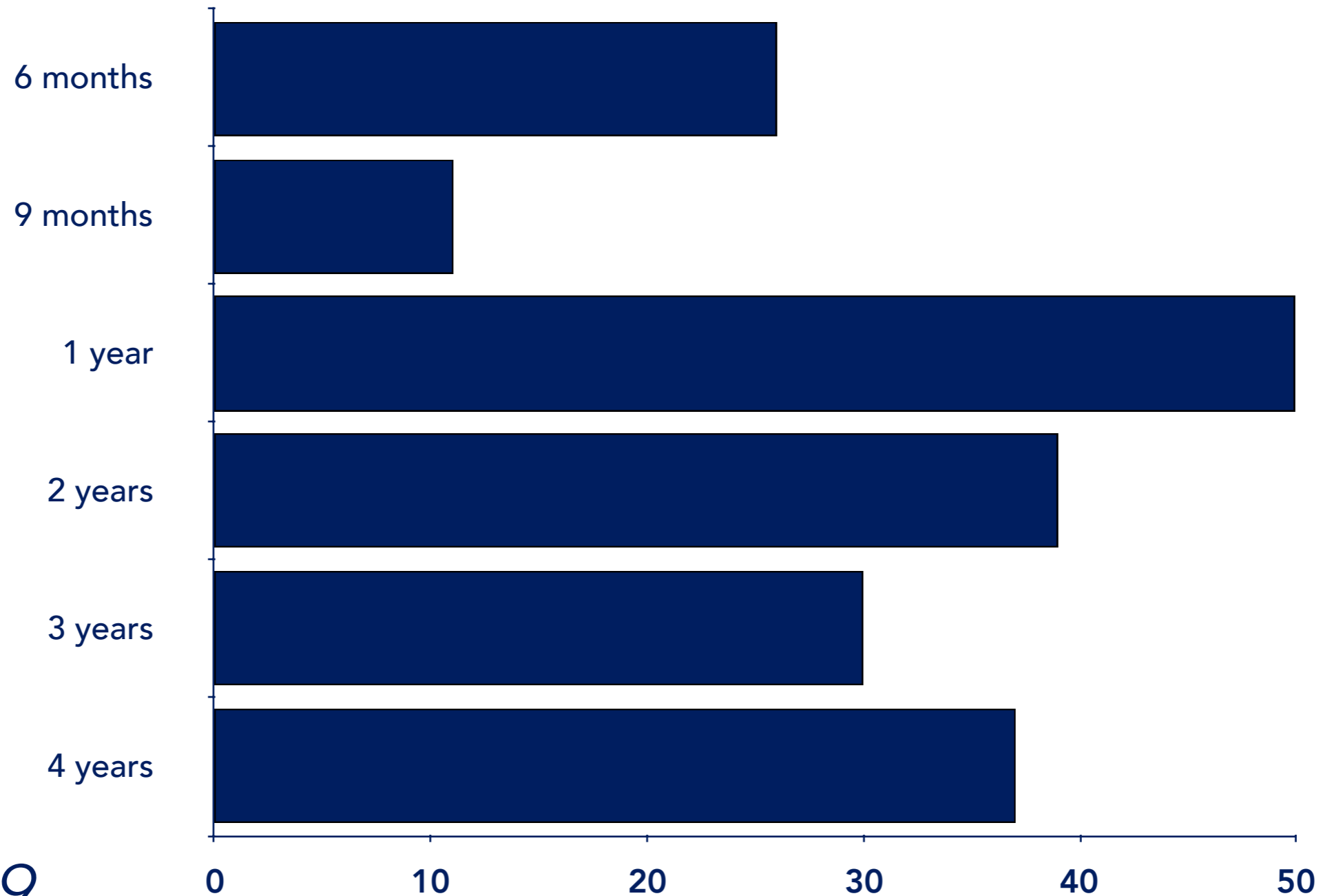
CONFERENCE ATTENDANCE



n=189

AWARENESS/TIME INVOLVED

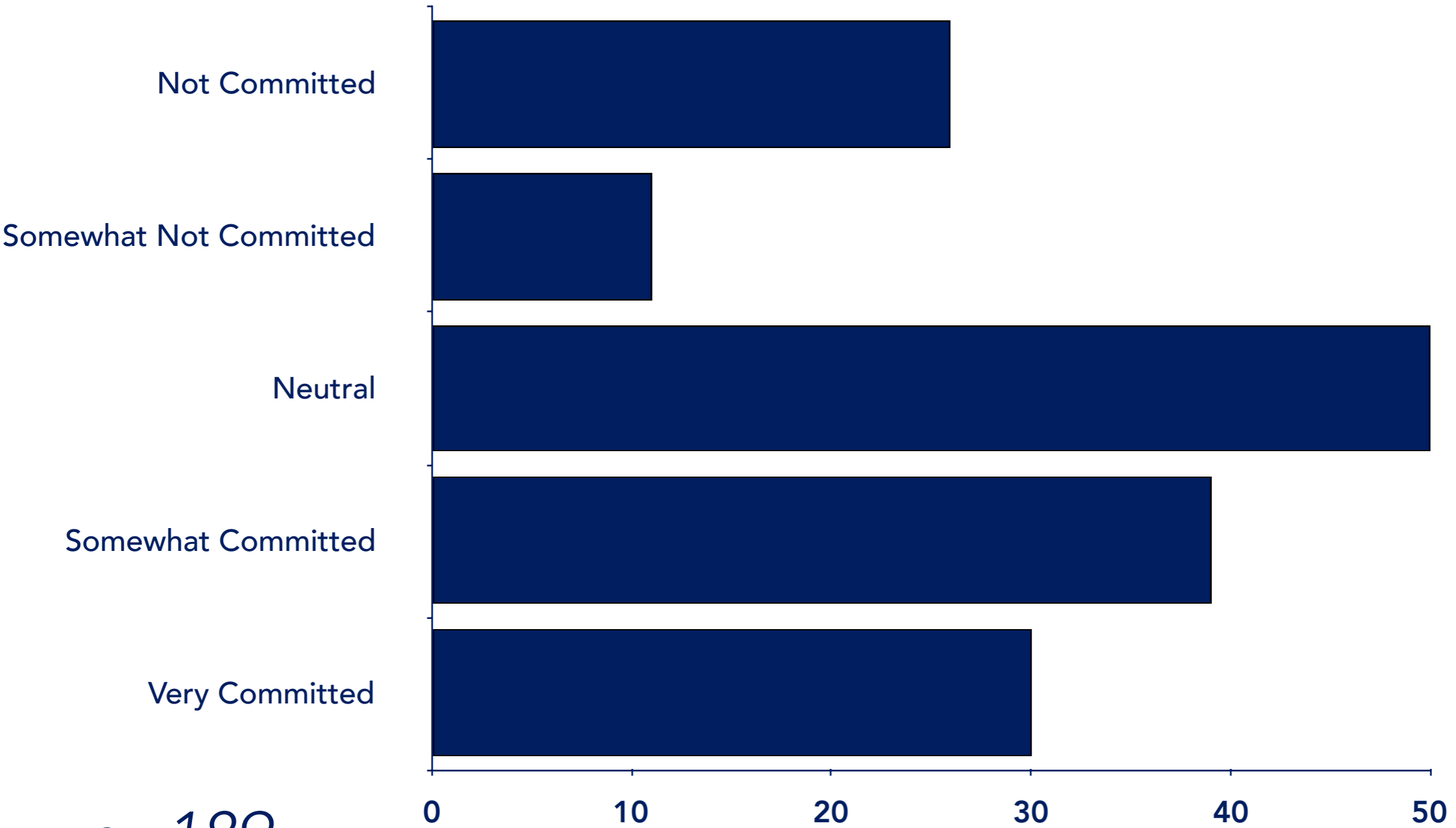
"About how long have you been aware of NACURH, Inc."



n=189

COMMITMENT

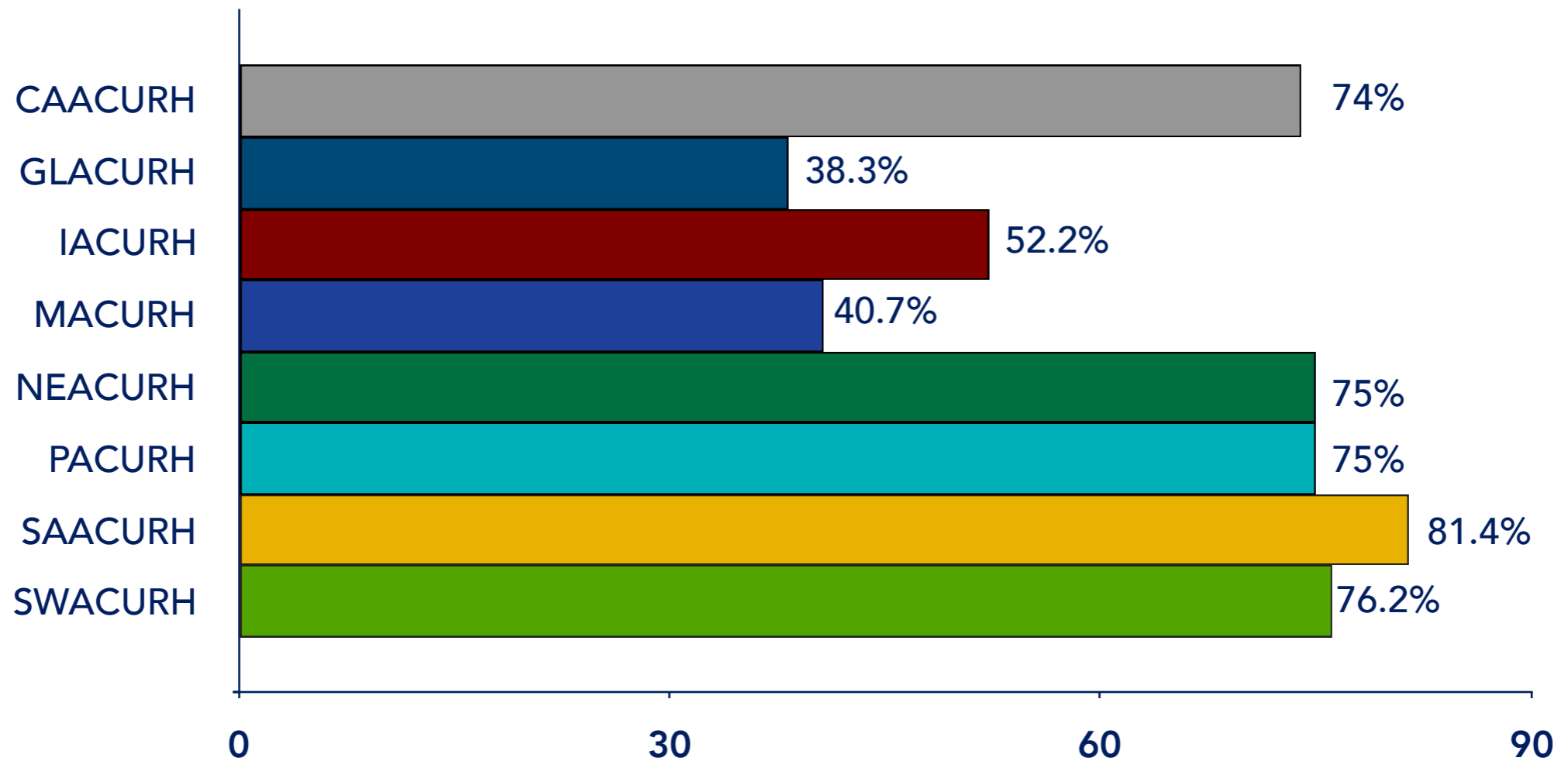
"How committed are you to being involved in the future?"



n=189

COMMITMENT

"How committed are you to being involved in the future?"

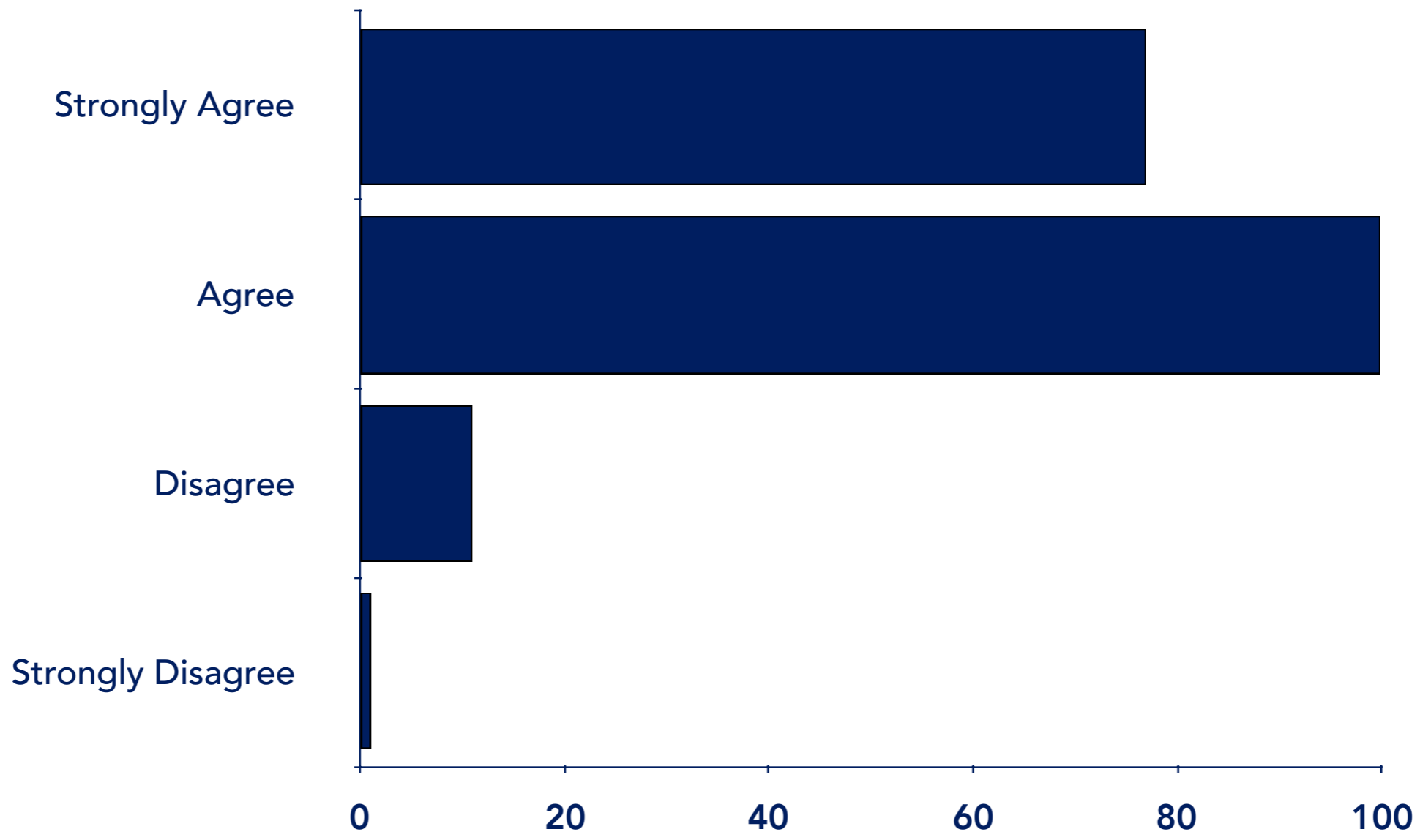


Percentage of Very Committed Per Region

n=189

CONNECTION

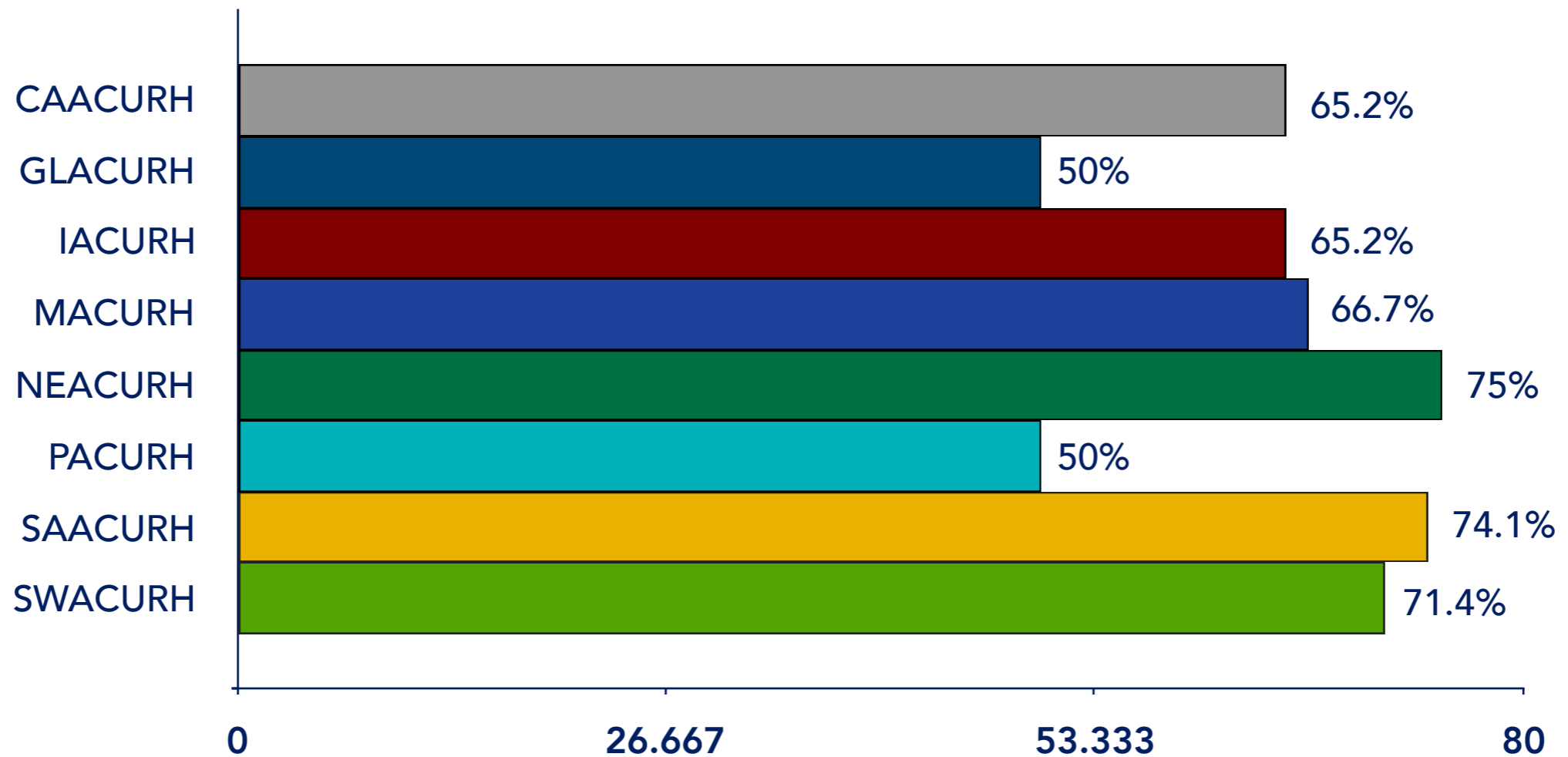
"I feel connected to NACURH, Inc. outside of during conferences"



n=189

CONNECTION

"I feel connected to NACURH, Inc. outside of during conferences"

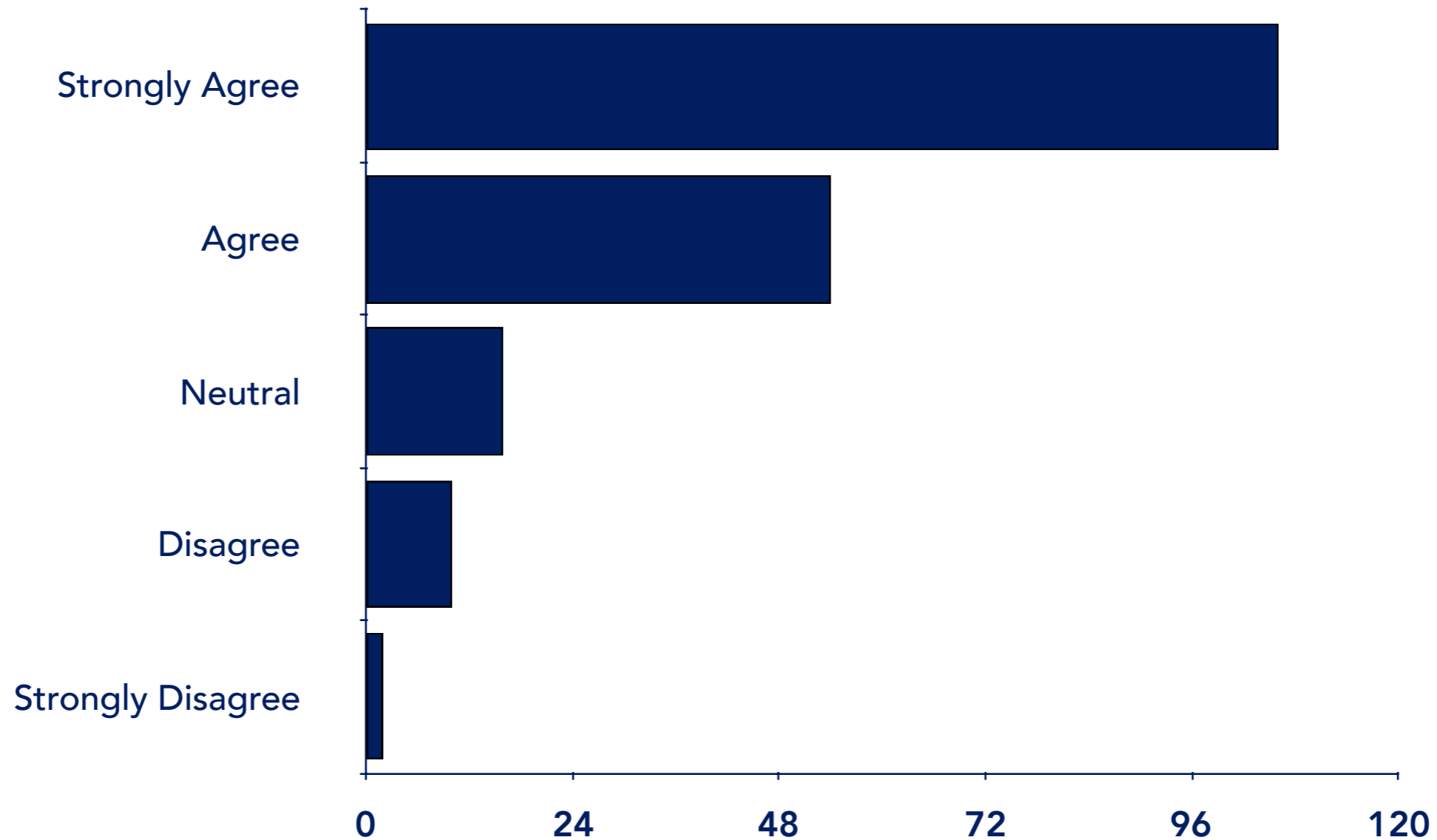


Percentage of Agree & Strongly Agree Per Region

n=189

FREEDOM OF OPINION

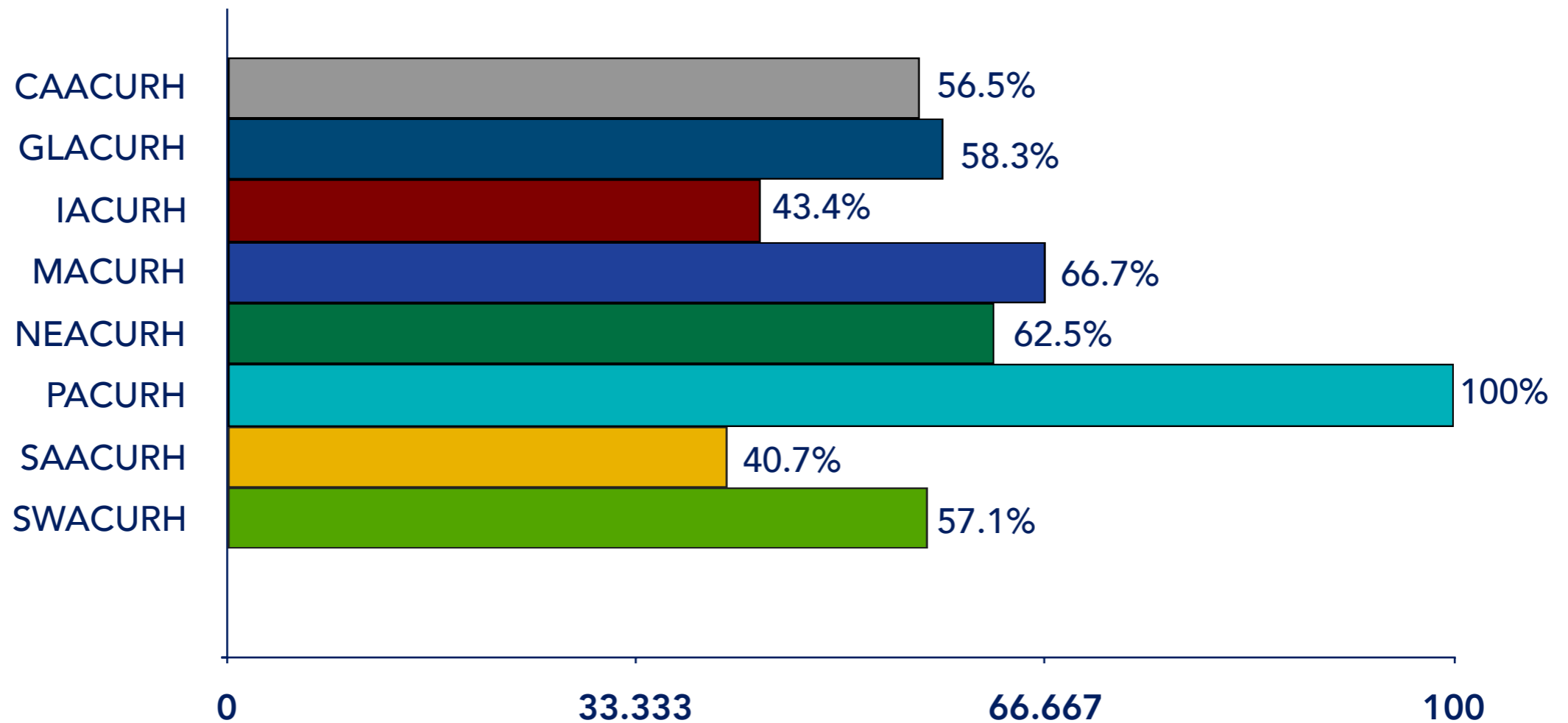
"My region creates an environment where I can freely express my opinion"



n=189

FREEDOM OF OPINION

"My region creates an environment where I can freely express my opinion"

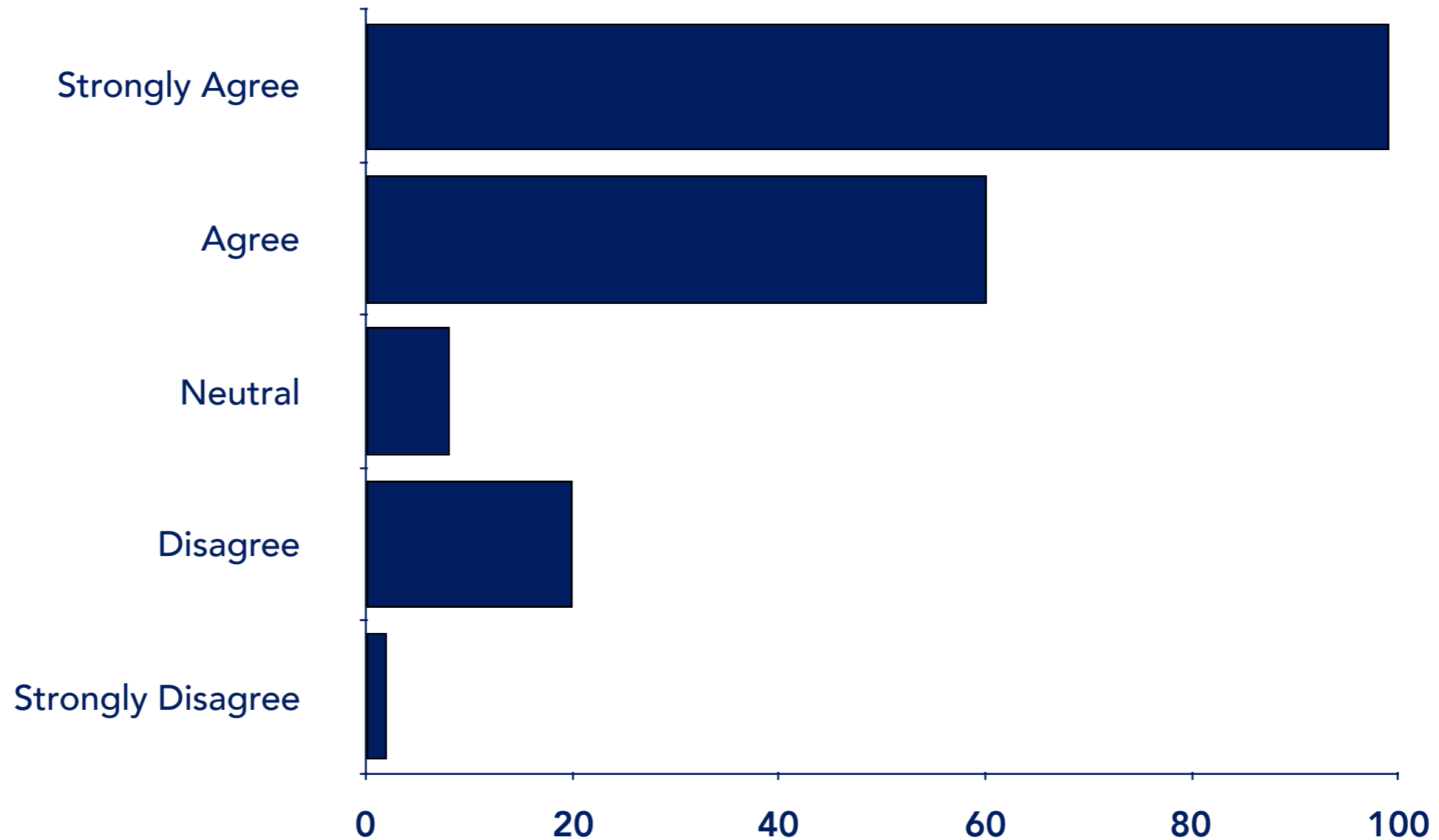


Percentage of Strongly Agree Per Region

n=189

FREEDOM OF OPINION

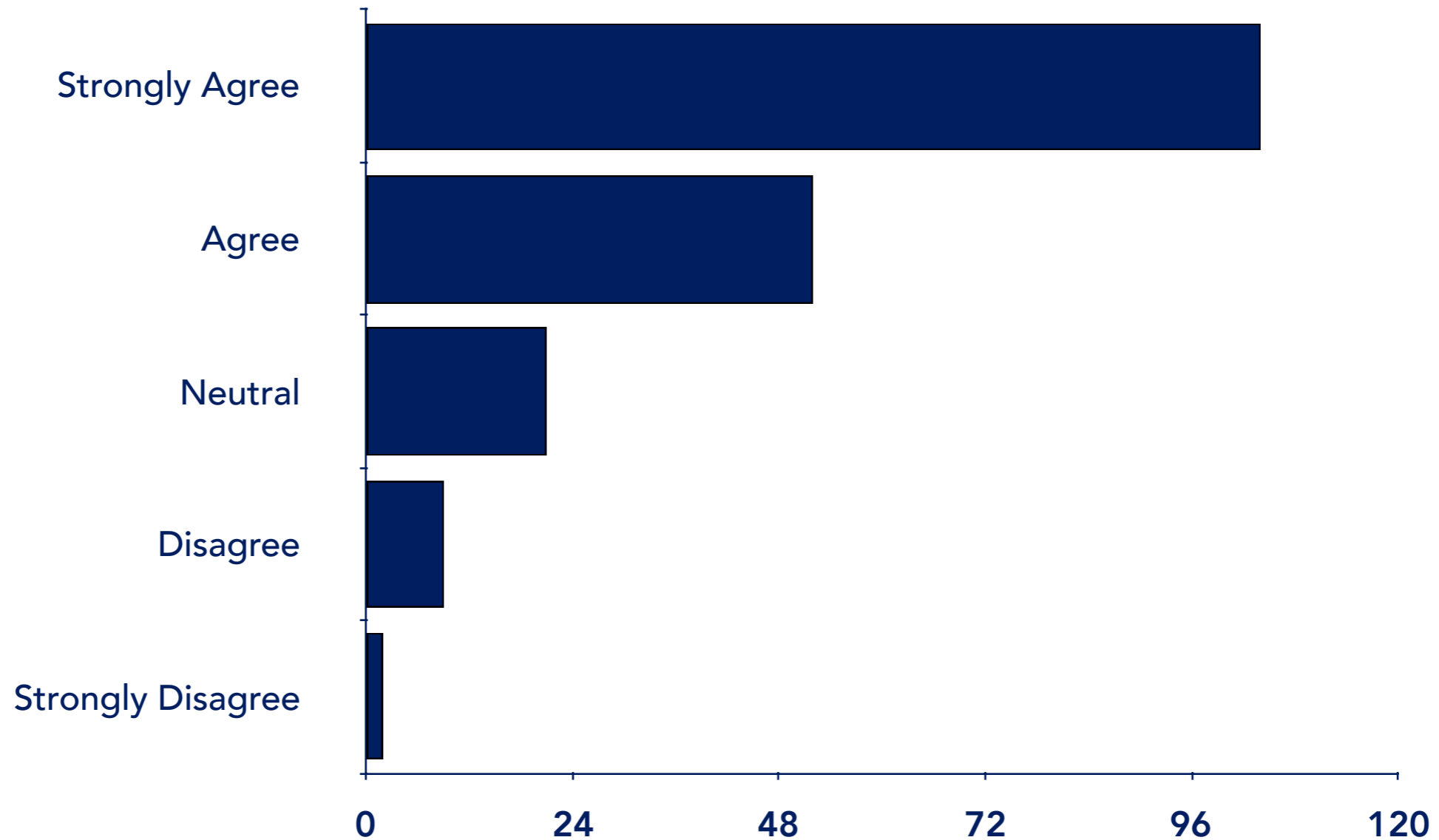
"NACURH, Inc. creates an environment where I can freely express my opinion"



n=189

FREEDOM OF OPINION

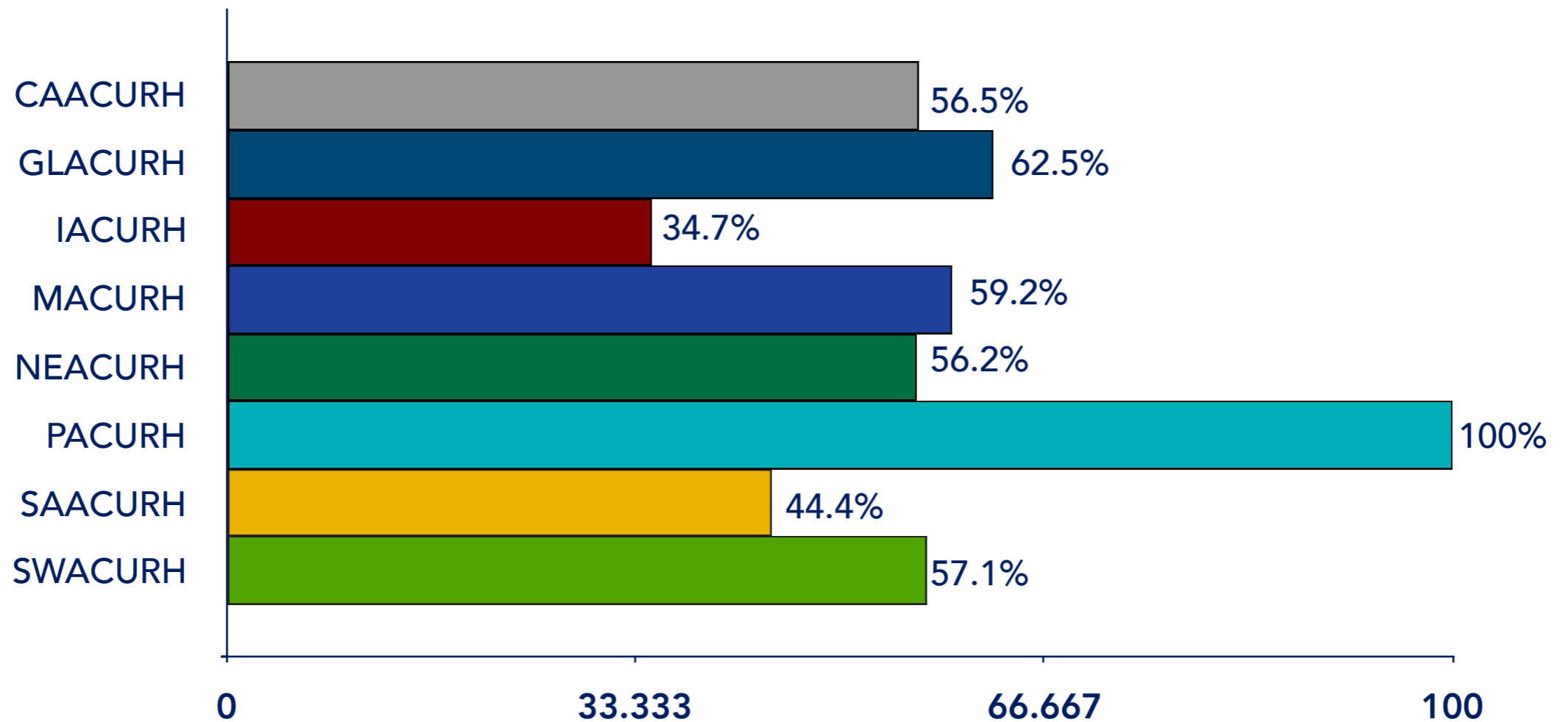
"When I express my opinion, it is valued by my region"



n=189

FREEDOM OF OPINION

"When I express my opinion, it is valued by my region"

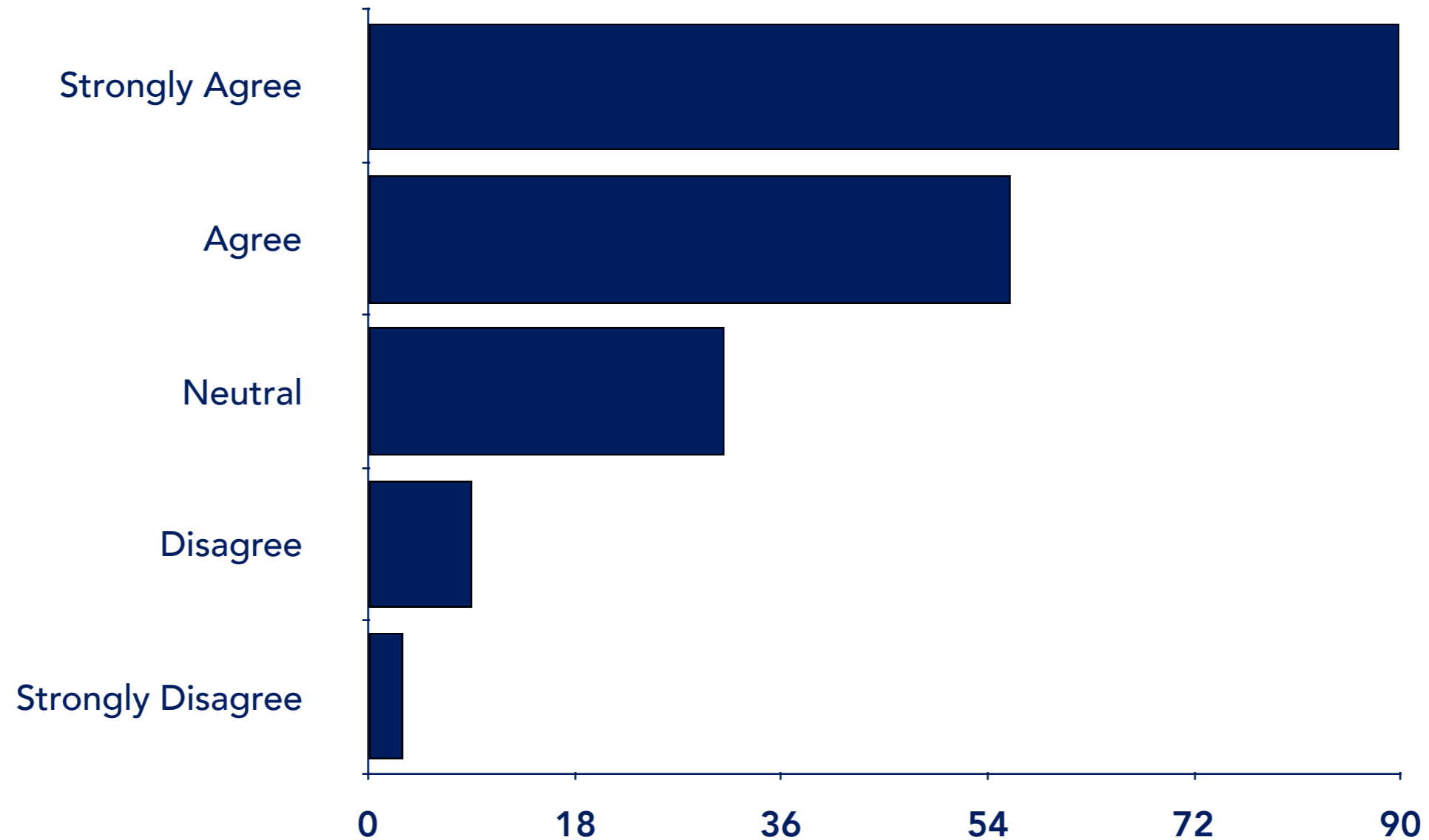


Percent of Strongly Agree Per Region

n=189

FREEDOM OF OPINION

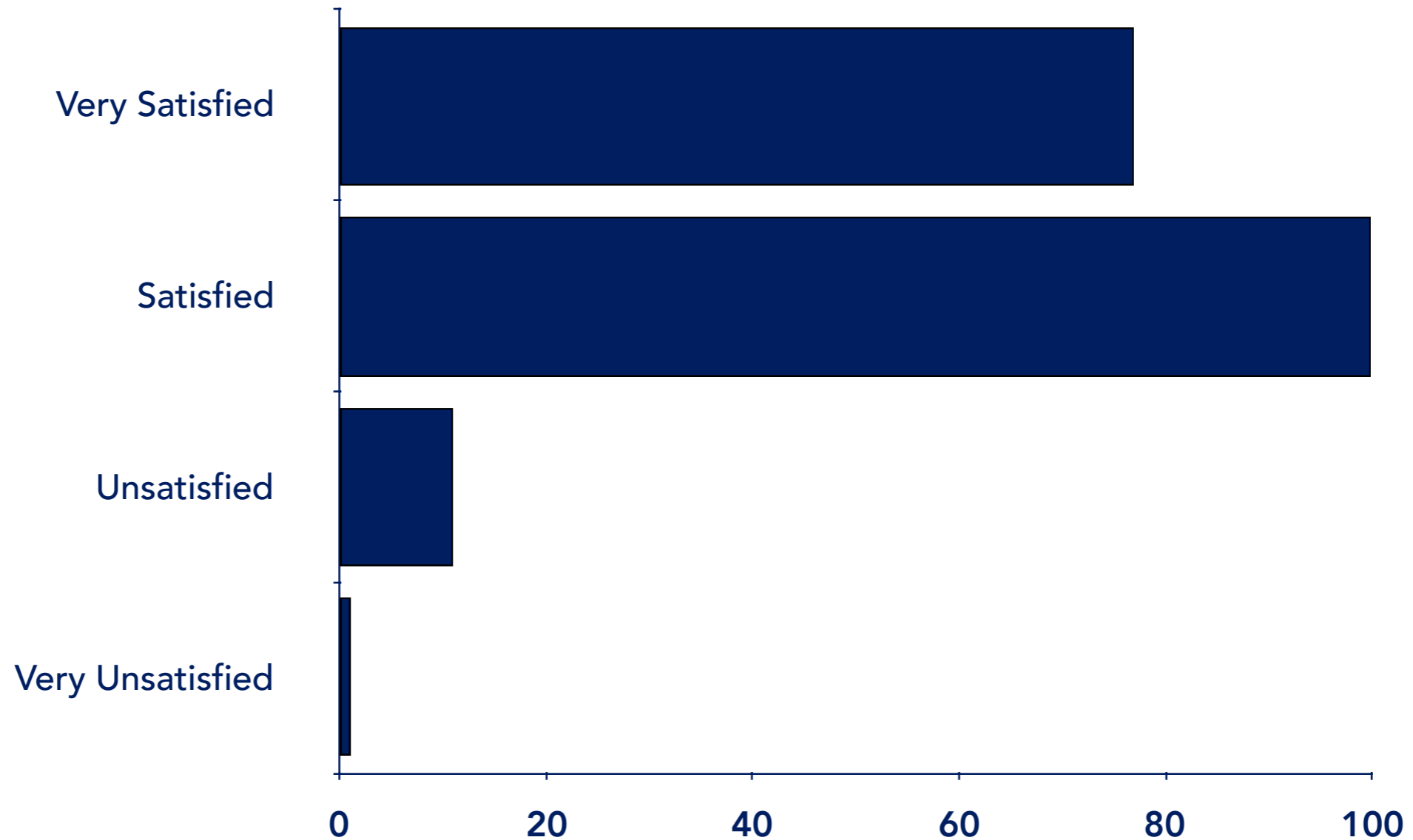
"When I express my opinion, it is valued by NACURH, Inc."



n=189

SATISFACTION RATINGS

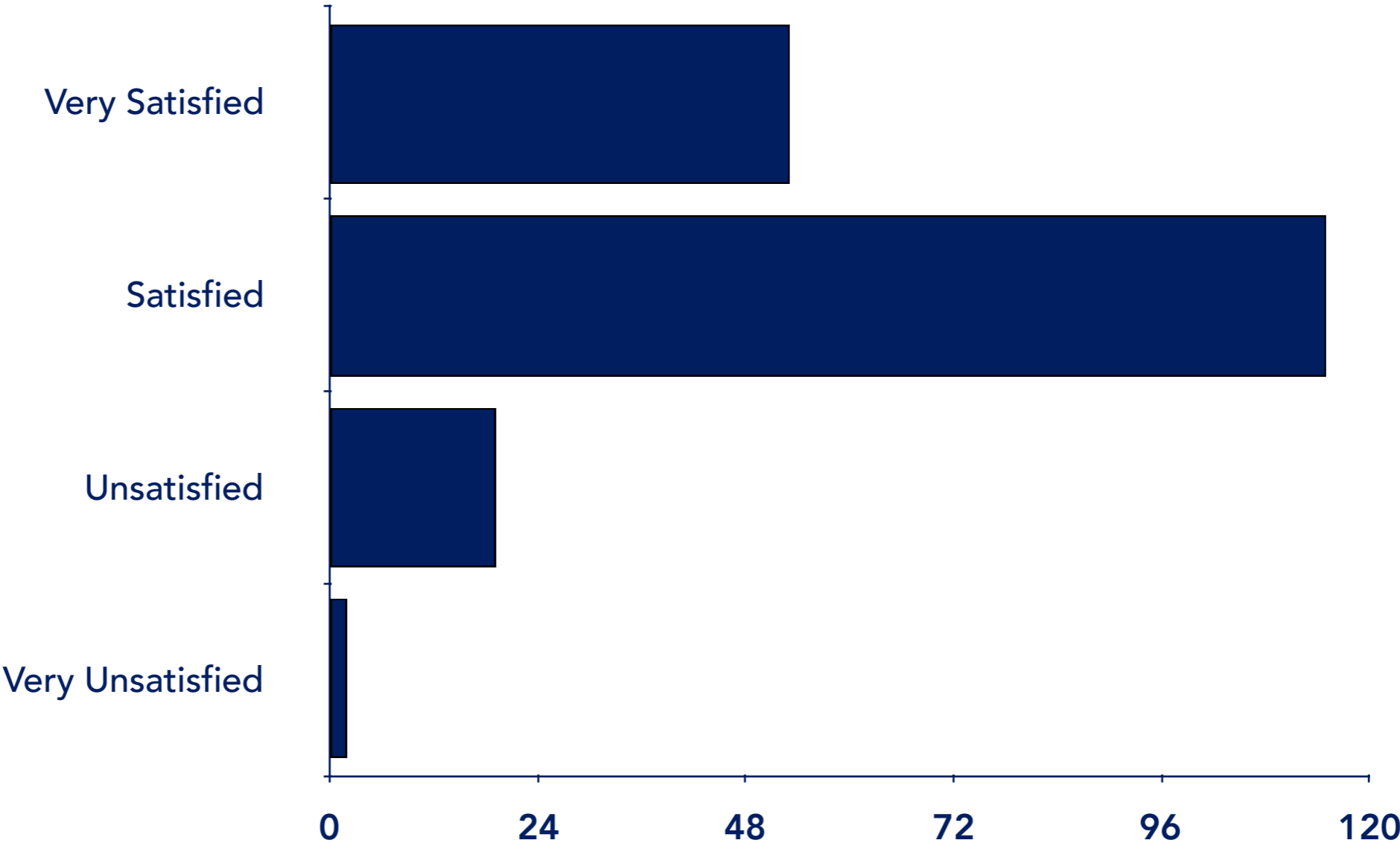
"NACURH, Inc."



n=189

SATISFACTION RATINGS

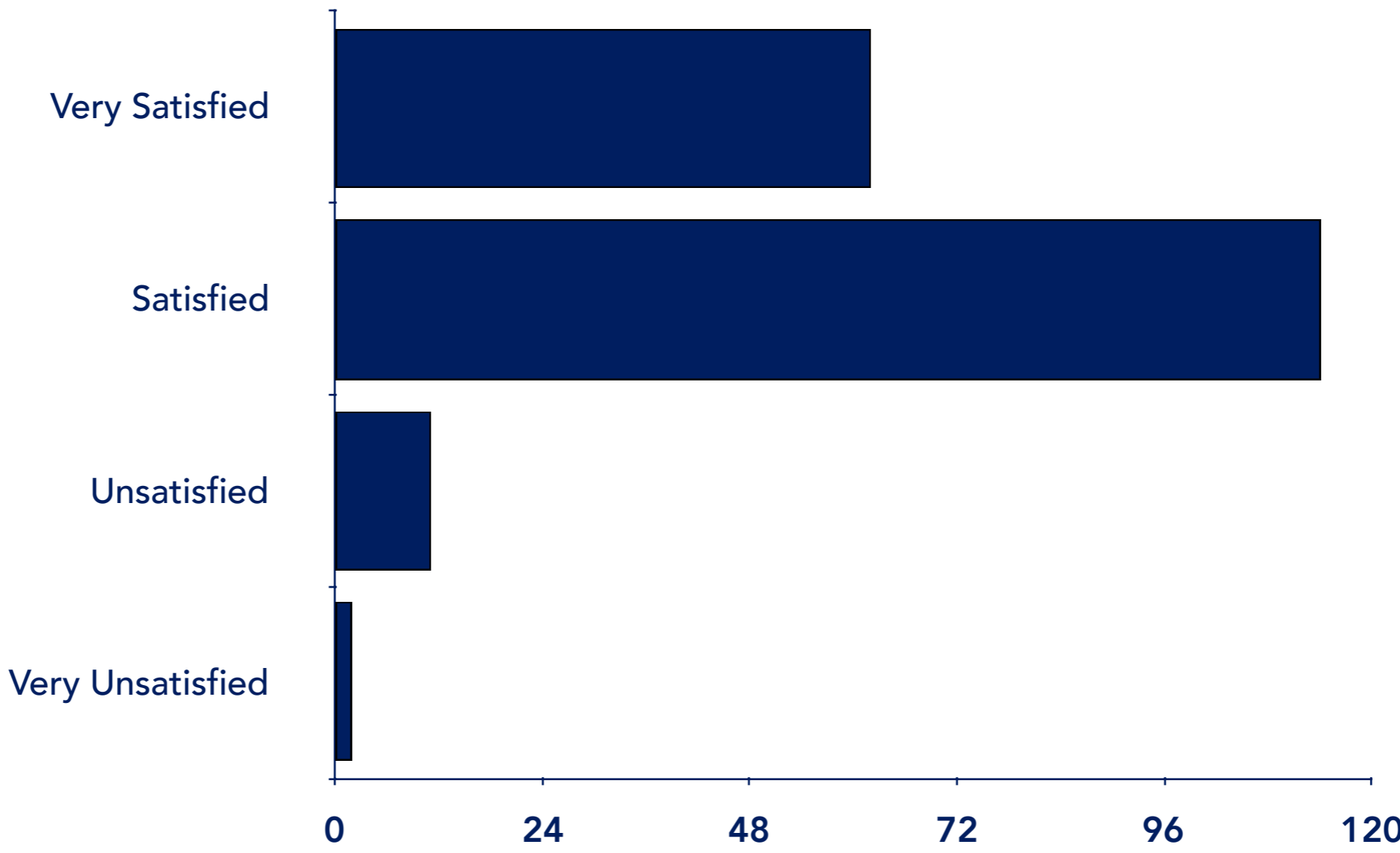
*NACURH Corporate Office at UNL -
formerly NACURH Information Center*



n=189

SATISFACTION RATINGS

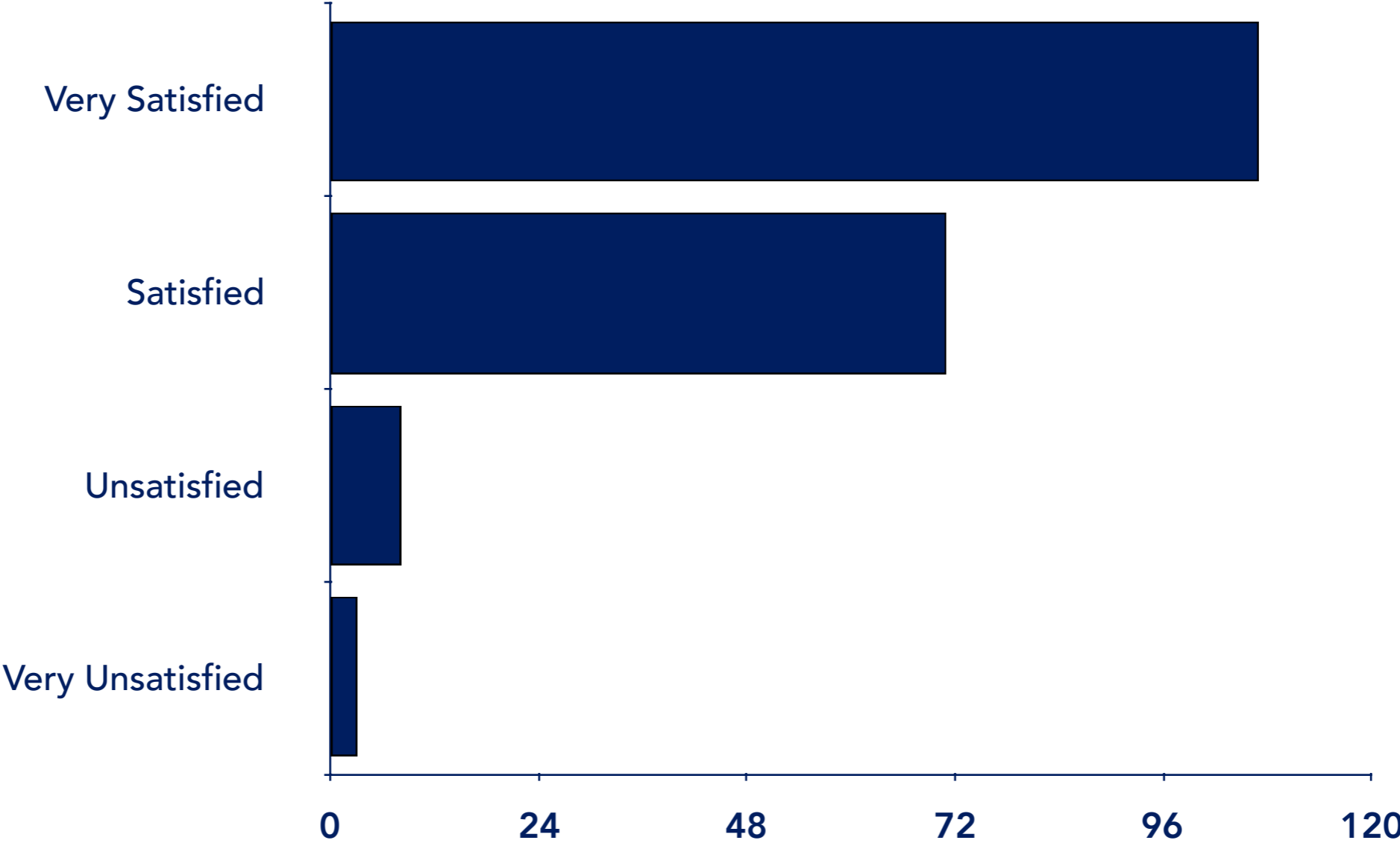
*NACURH Corporate Office at Kent State -
formerly NACURH Services & Recognition Office*



n=144

SATISFACTION RATINGS

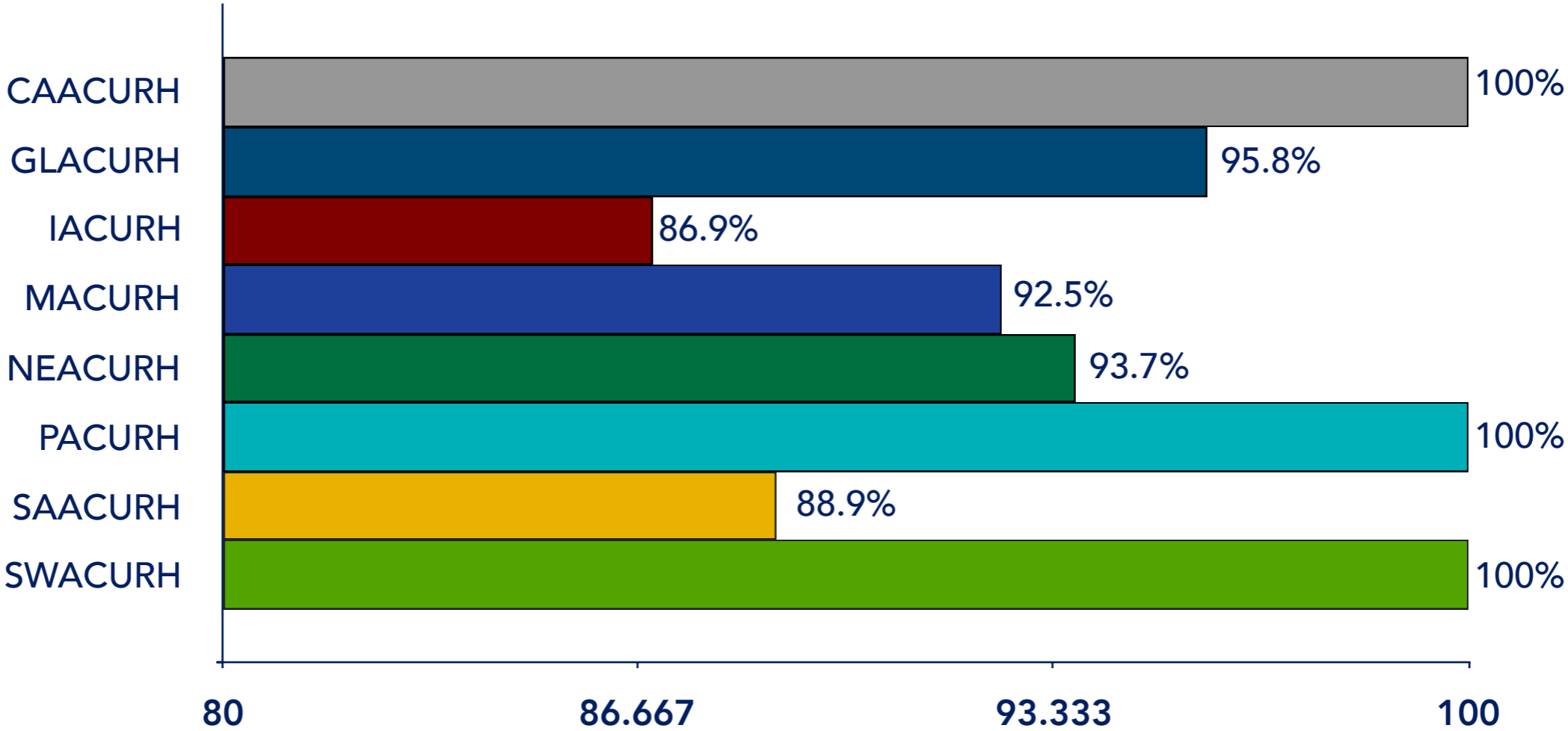
"Your Selected Region"



n=144

SATISFACTION RATINGS

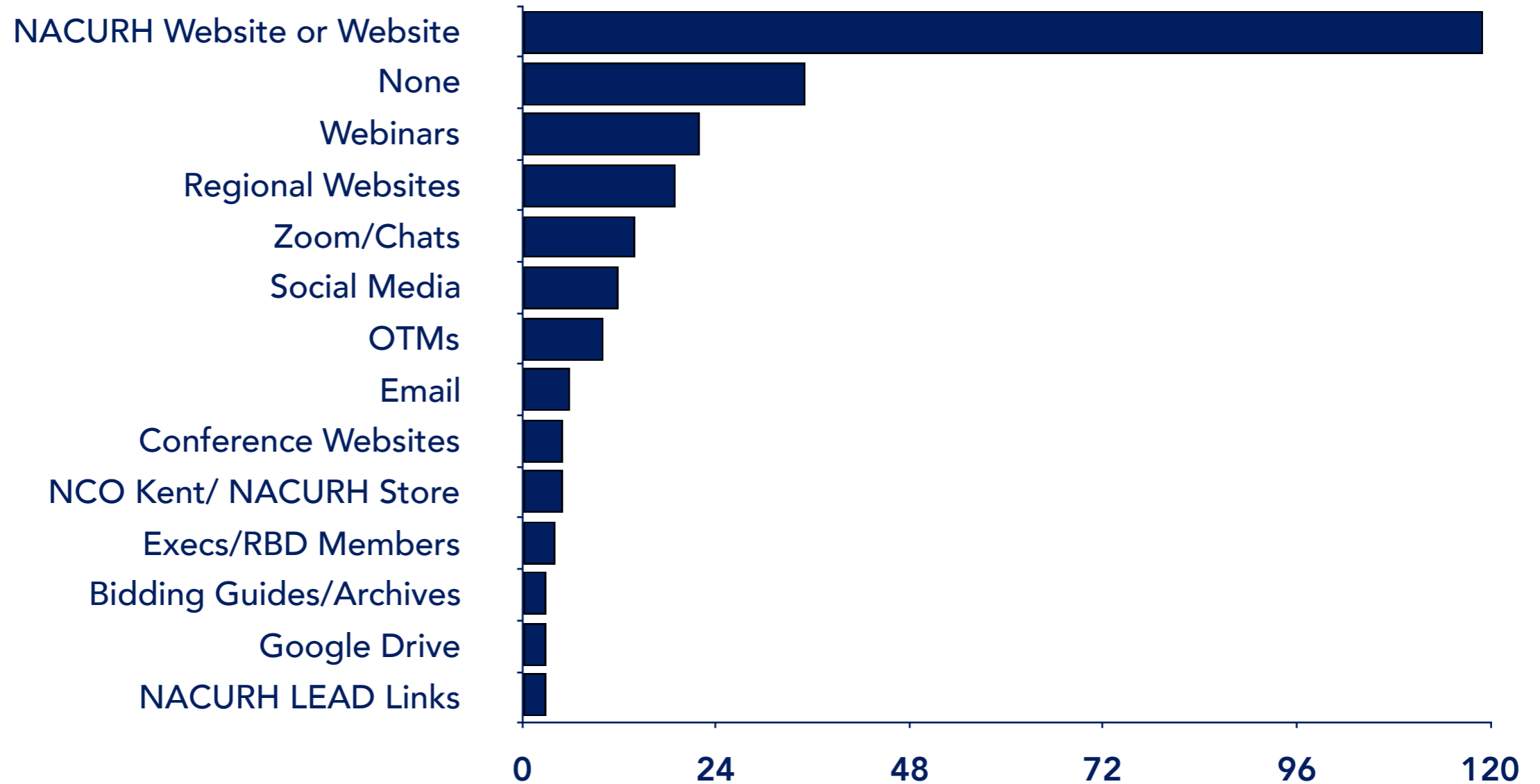
"Your Selected Region" - Percent of Very Satisfied & Satisfied



n=189

RECALLING MEMBER SERVICES

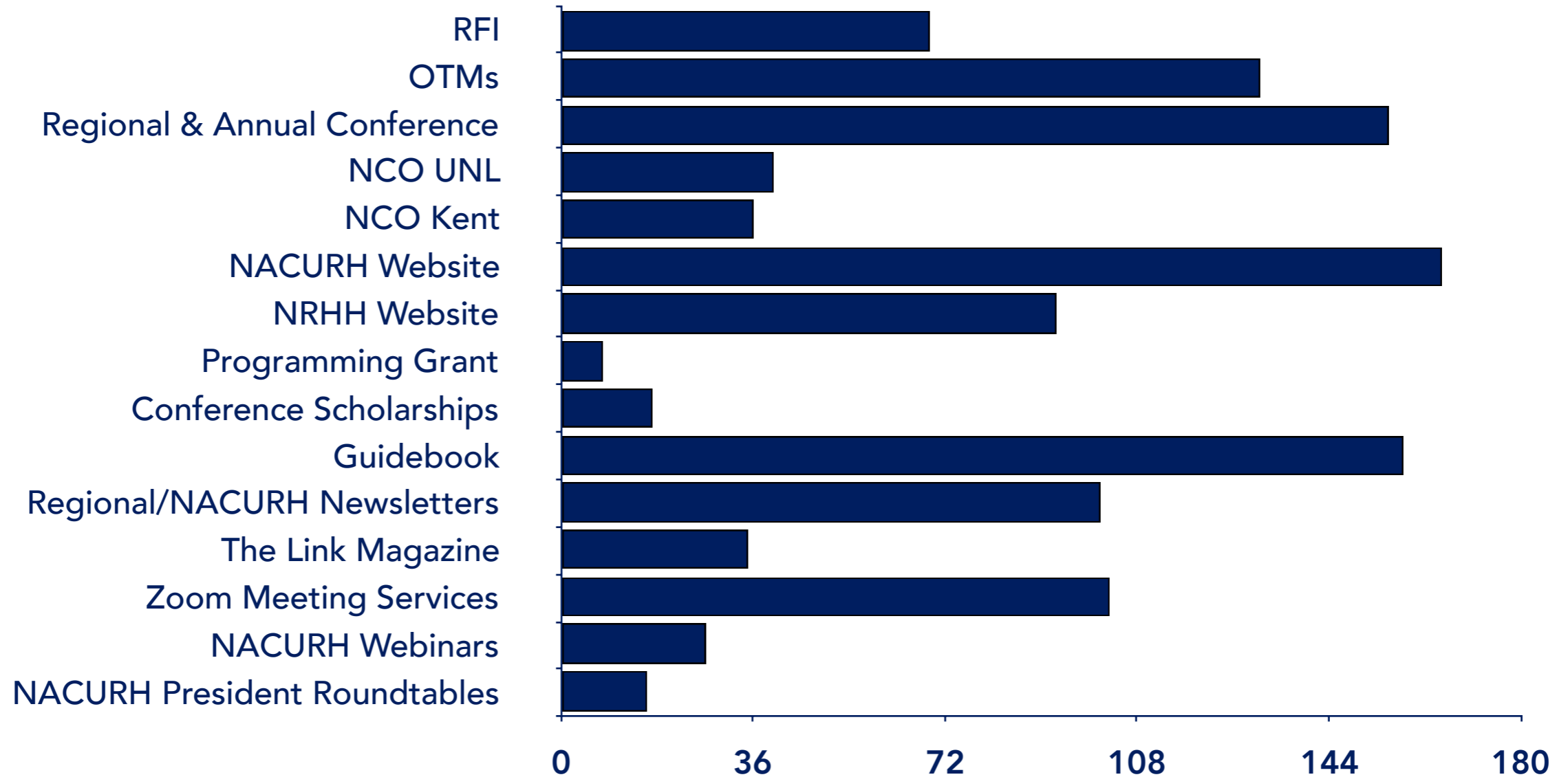
Open Ended Response: *"List the NACURH services you use most often"*



n=189

MEMBER SERVICES

Check all that apply: "What resources have you utilized within the past twelve (12) months?"



n=189

MEMBER SERVICES

"How can we improve member services?"

Make services **more well known**, promote them more frequently. Enhance and advertise beginning **during and immediately after the affiliation process.**

Update **website** more often, make website more user friendly

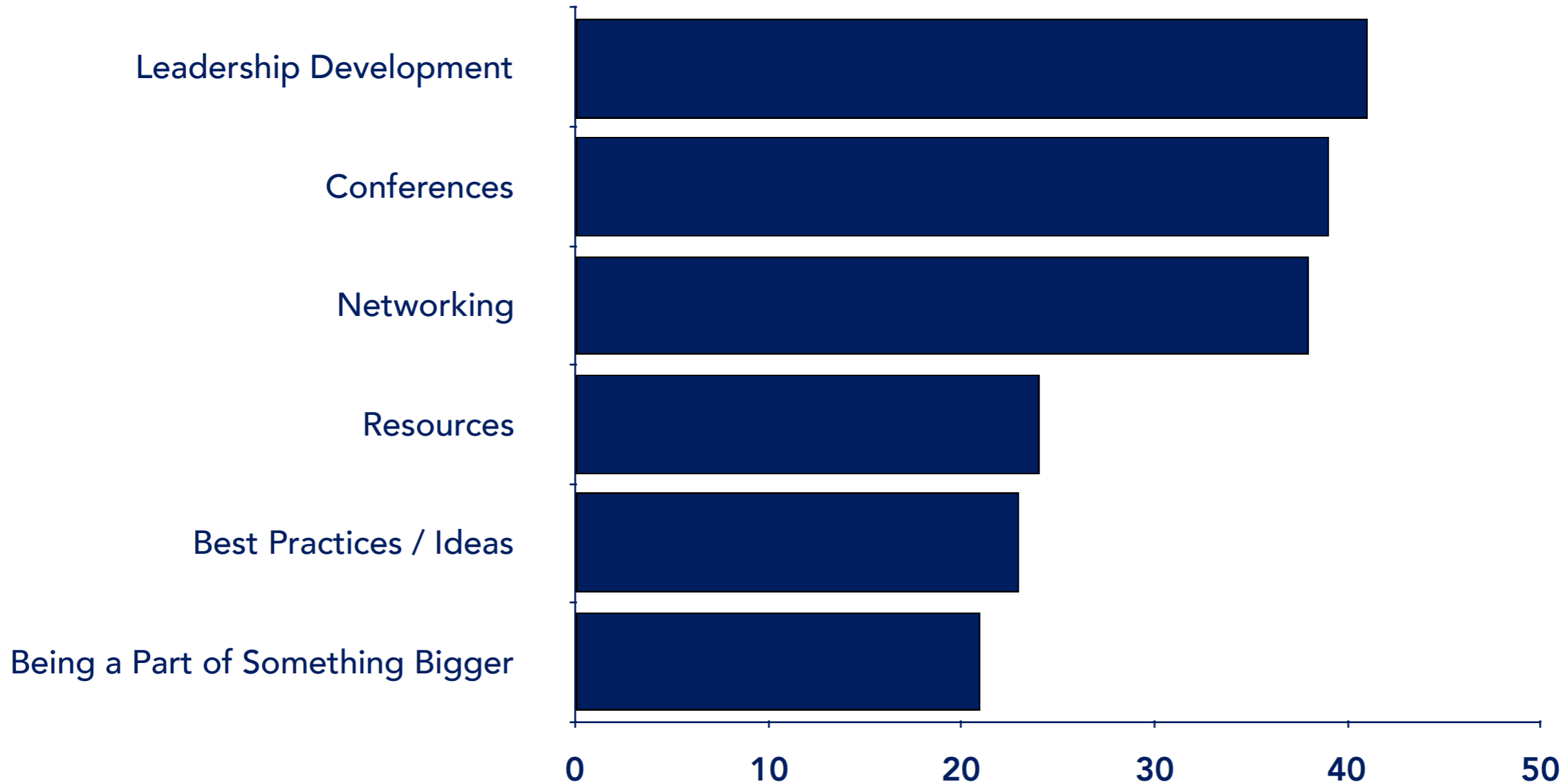
RFI.

Direct outreach to individuals and **individual** member institutions.

n=131

MEMBER SERVICES

Open Ended Response: *"Why does your institution affiliate with NACURH?"*



n=174

MEMBER SERVICES

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

"We have been able to discover so many new **leadership styles**...With the help of NACURH, quiet students became **strong and outgoing leaders**."

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

n=173

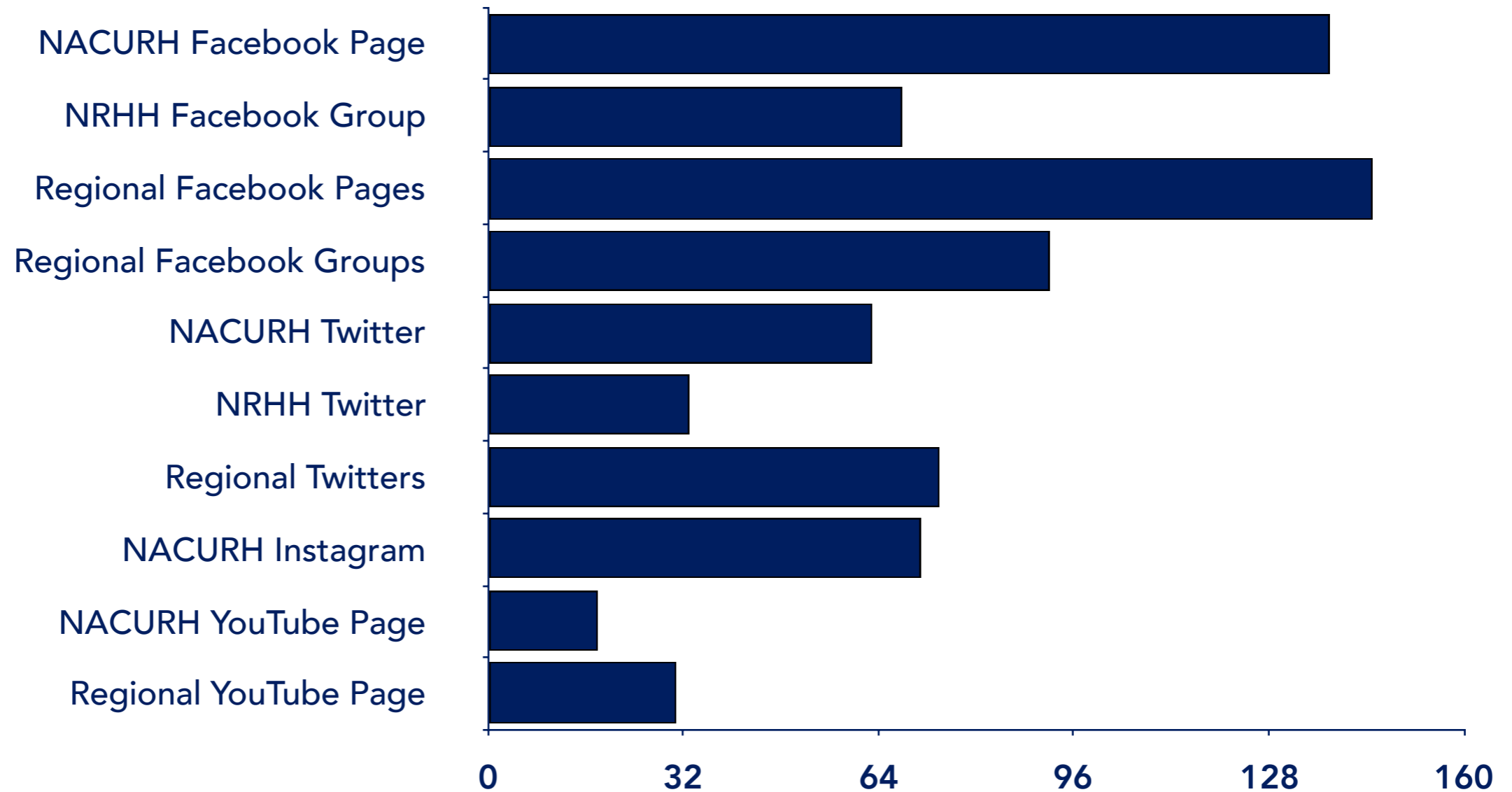
"**Enhanced perspective** of university residence experience around North America."

"It allows us to be apart of **something bigger than ourselves, bigger than our school**. We see the importance of national and international communications and collaborations."

"Bring back **beneficial information** to **implement** into our school."

MEMBER SERVICES

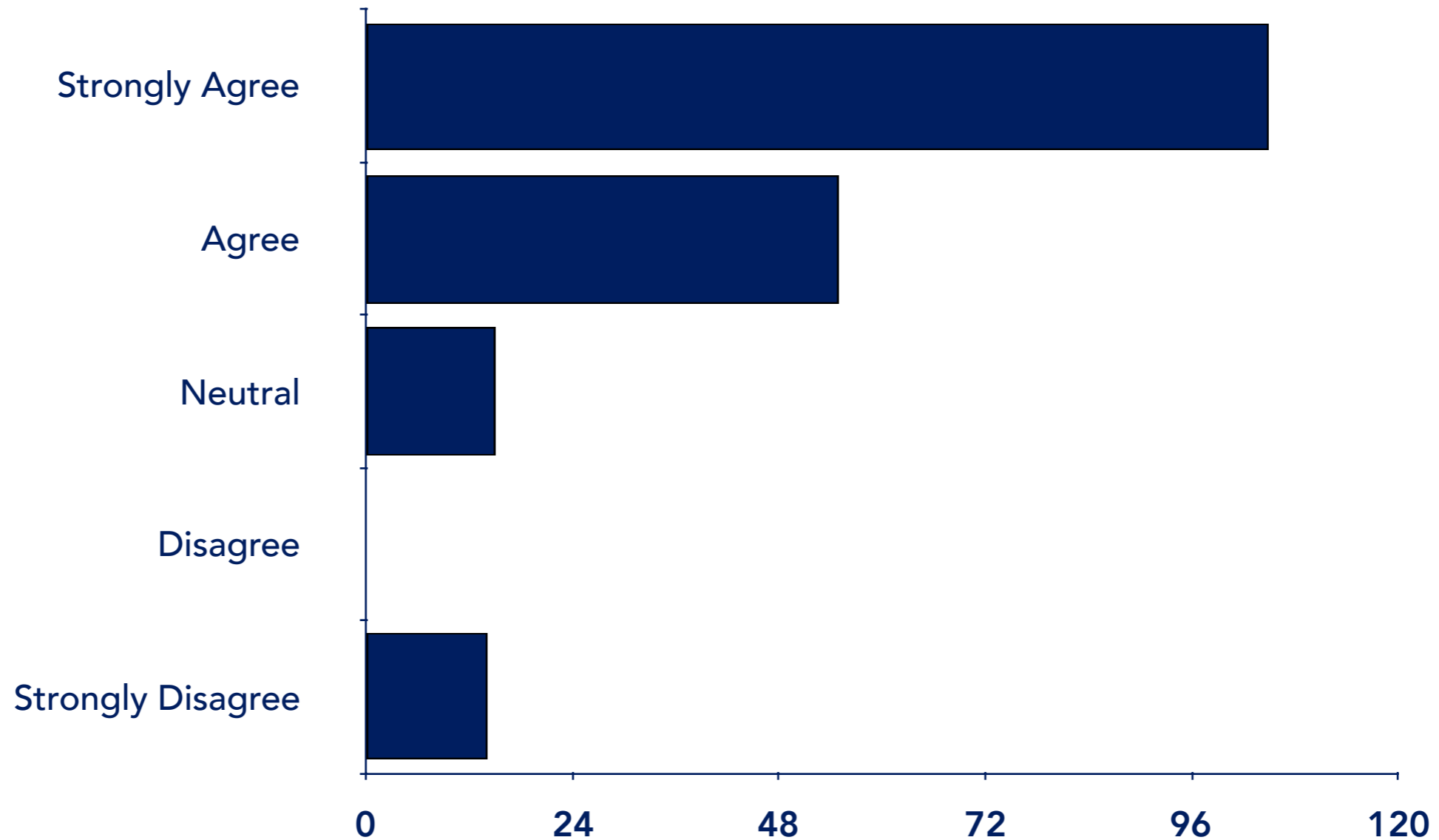
"In what ways are you connected with NACURH's social media platforms?"



n=189

MEMBER SERVICES

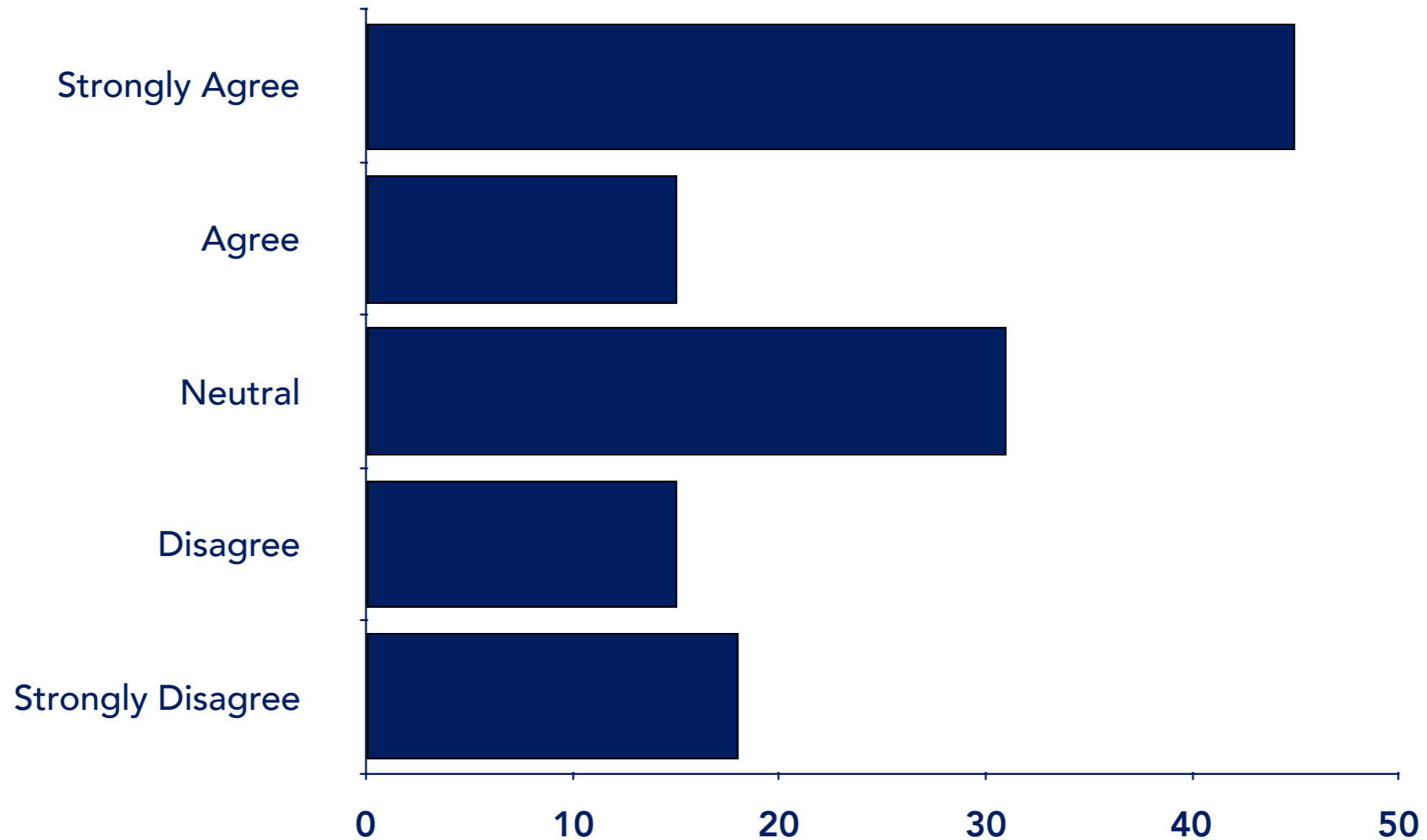
"Guidebook is useful at conferences."



n=189

COMMUNICATION

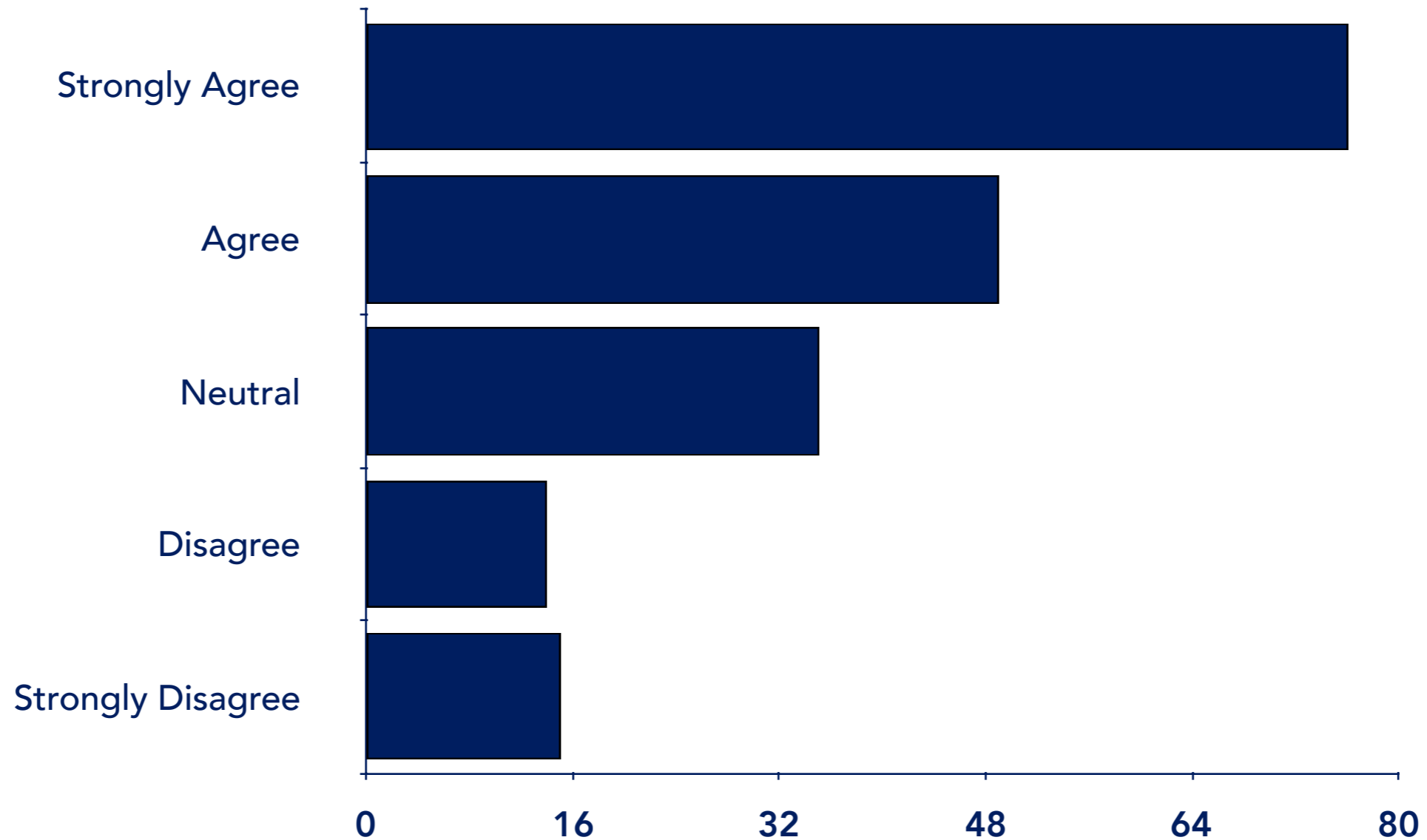
"My region effectively sends emails to inform me of information."



n=189

COMMUNICATION

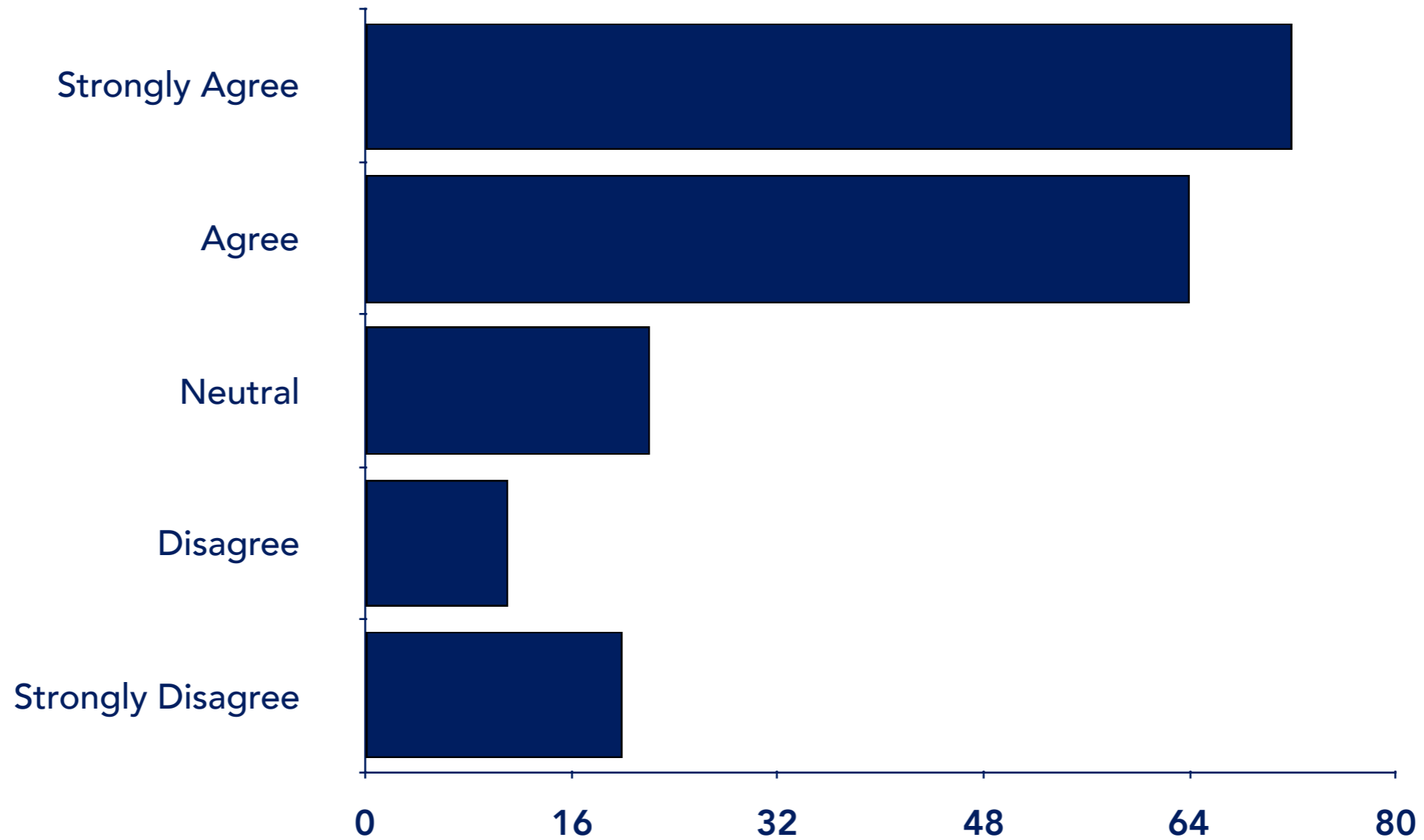
"I actively read all emails from my region."



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BRAND

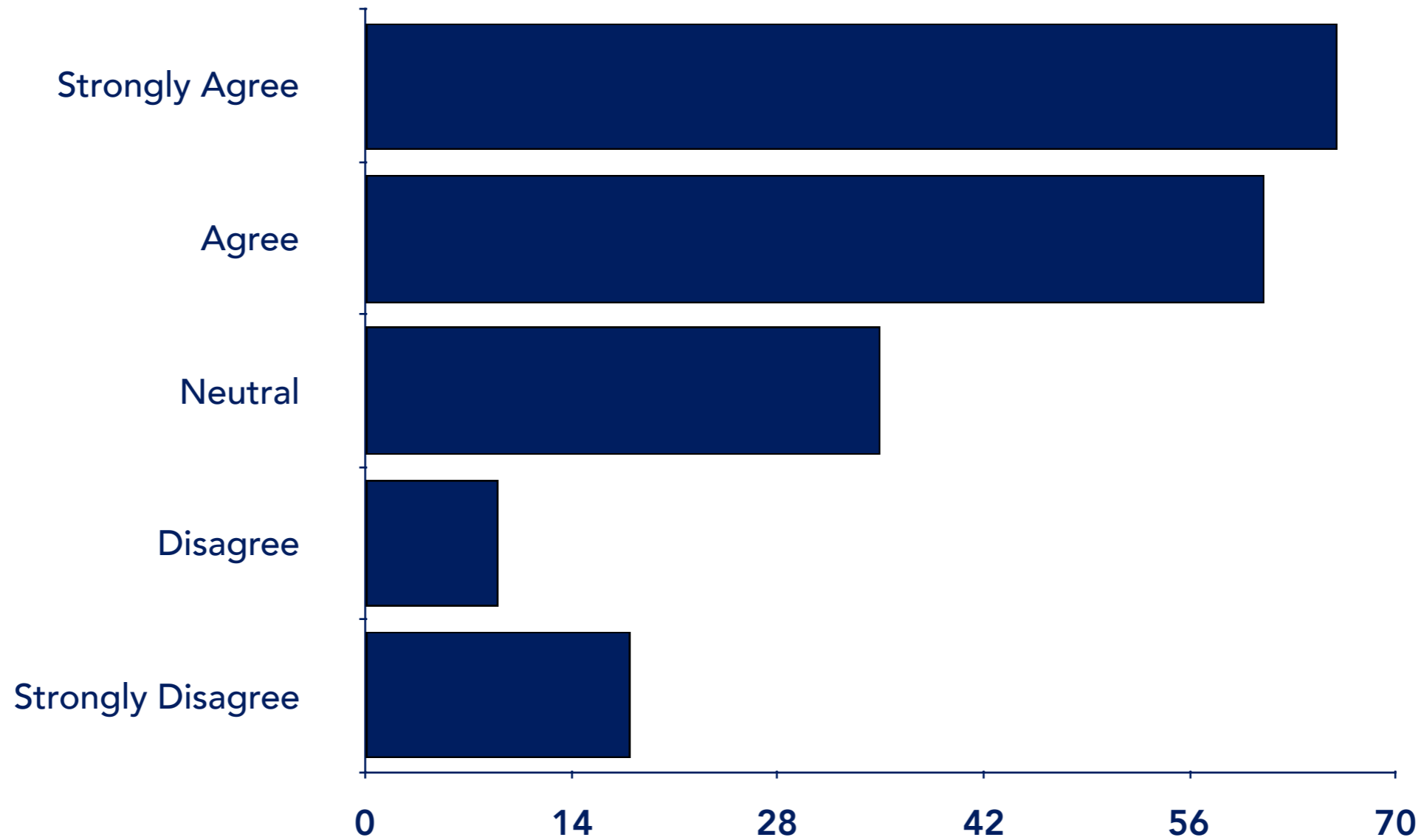
"I both see and know what my region's brand is."



n=189

BRAND

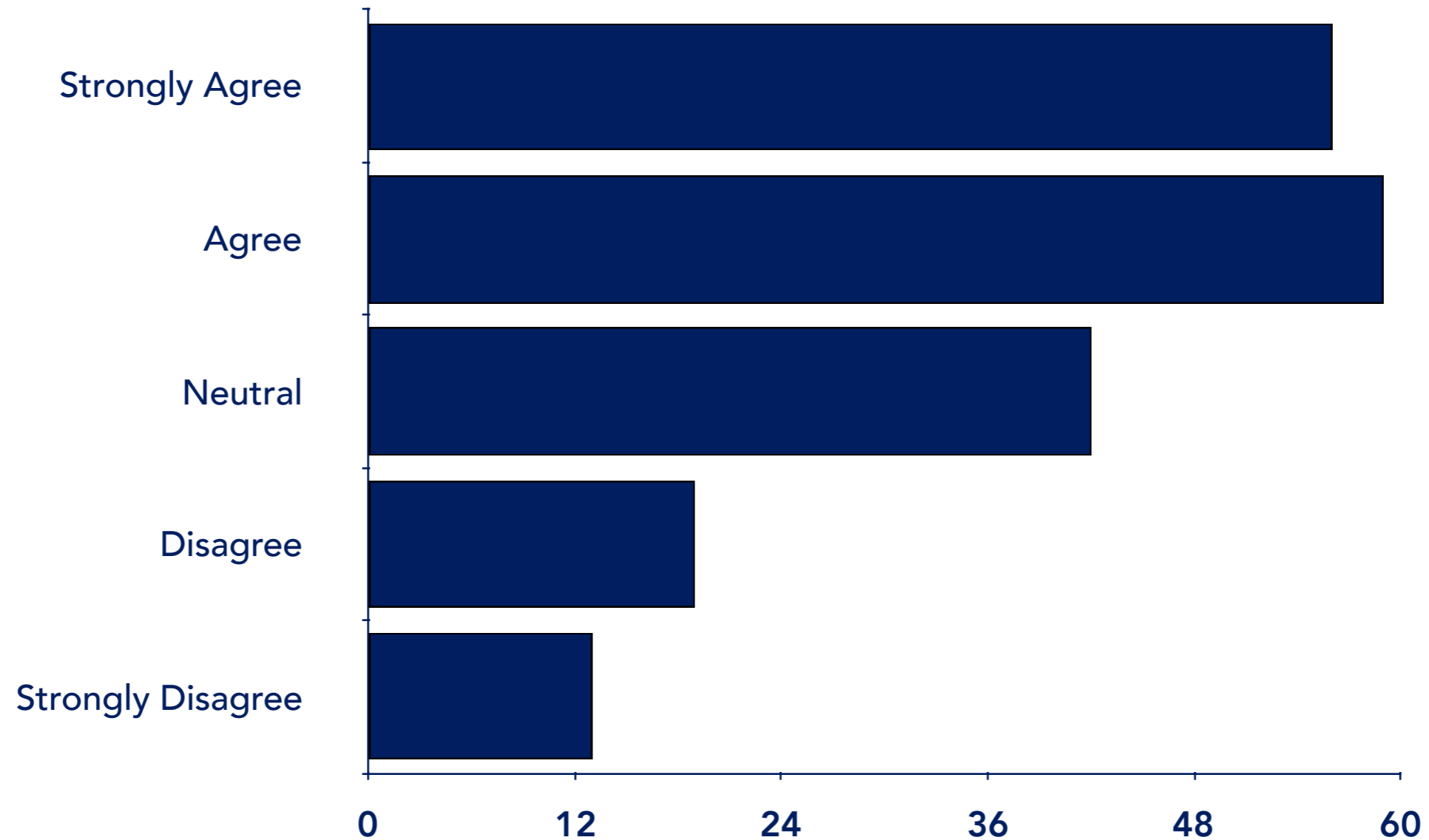
"I both see and know what NACURH's brand is."



n=189

TECHNOLOGY

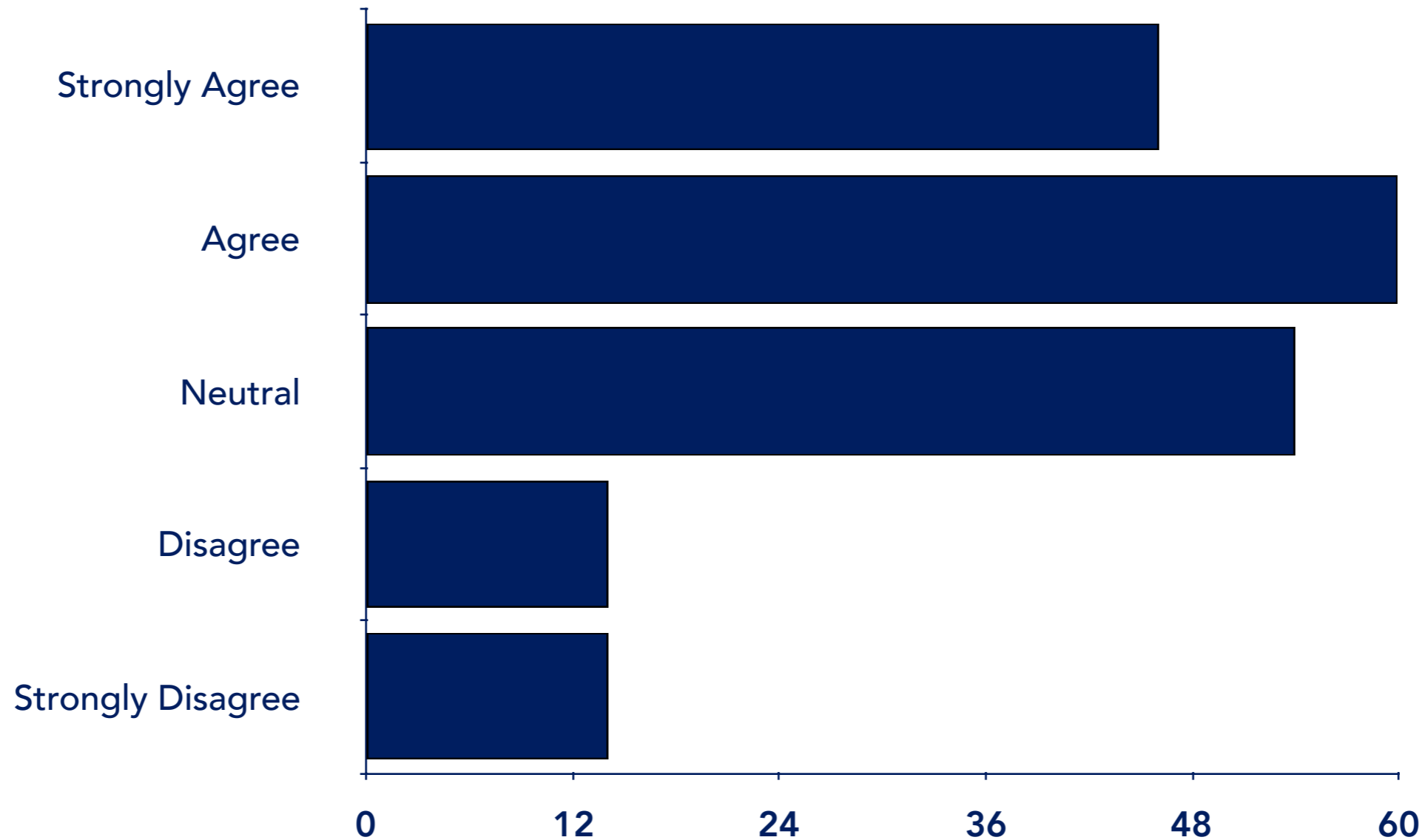
"It is easy to find information on my region's website."



n=189

TECHNOLOGY

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



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TECHNOLOGY

"What technologies should NACURH, Inc. consider using in the future?"

"None"

"Texting Reminder Services"

"NACURH App"

"Enhance what you already have, don't focus on adding more"

Suggestions of things we already do.

"Enhance and better websites"

n=109

STRATEGIC PLANNING

Percentage that Strongly Agree or Agree with the following statements:

- **79%** are aware NACURH is currently in a strategic planning process
- **48%** understand the NACURH strategic plan
- **65%** are aware their region is currently in the middle of a strategic planning process
- **60%** can find resources to learn about the NACURH strategic plan
- **62%** can find resources to learn about their regional strategic plan
- **51%** have noticed an improvement in NACURH's visual identity in the past year
- **60%** have noticed an improvement in their region's visual identity in the past year

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QUESTIONS?

EMAIL NAA@NACURH.ORG

