

# Survey of Maine Chapter Membership - Fall 2008

## Maine Chapter Construction Specifications Institute Chapter Membership Survey - October 2008

Report by: Dick Eustis Nov. 2, 2008

### Background:

In an attempt to improve the services that the Maine Chapter provided to its members, the Chapter undertook an electronic "Membership Survey" using the capabilities of the Chapter website. The questions included in the survey can from Chapter Leaders as well as from previous Chapter Surveys and was intended to provide a broad look at the CSI interests and activities of the Chapter Membership. Because very large majorities of the Chapter Members use electronic communications, it was decided use only an electronic survey.

At the time the survey was opened, the Institute records showed a total of 107 CSI Members affiliated with the Maine Chapter as either their "Home" Chapter or "Non-home" Chapter. The Chapter electronic mailing list included 97 of these members or approximately 90% of the total Chapter Membership. The survey was distributed to both "Home" and "Non-home" members and there has been no attempt to separate the responses received from these two groups of Chapter members. The survey was opened for response on September 28, 2008 and was kept open for four weeks. In addition to the initial announcement of the survey, several follow-up reminders were distributed. By the end of the 4-week period, 40 Chapter Members out of the 97 that had internet access, had responded to the survey. This gave a response rate of 41%. Not all respondents answered all question but for the purpose of the survey results, the statistics for all questions will be based on 40 responses.

For some questions, the member was required to pick from a group of possible answers but was forced to set some priorities as the allowed number of selections was less than the entire list. In some cases, members selected a lesser number than they were allowed.

The following are the questions that were contained in the "Membership Survey" and the responses that were received.

## SURVEY

General Information - (This section was intended to provide some baseline information about the Chapter Members that responded to the survey and to determine their participation in CSI related activities)

1. Approximately how long have you been a member of the Maine Chapter?
  - Less than 3 years - 5
  - 3 to less than 6 years - 7
  - 6 to less than 10 years - 9
  - 10 years or more - 19
2. Approximately how many Chapter Meetings have you attended in the past 12 months?
  - None - 7
  - 1 or 2 - 8

3 to 5 - 13  
6 or more - 12

3. Have you ever attended a CSI Northeast Region Conference?  
21 members reported that they have attended a Region Conference. Possibly this number is the result of the Maine Chapter hosting the Conference just over a year earlier.
4. Have you ever attended a CSI Nation Convention?  
17 members reported that they have attended an Institute Convention.
5. My CSI Membership Classification is:  
Professional Member - 28  
Industry Member - 7  
Associate Member - 2  
Intermediate Member - 1  
(Two respondents indicated they did not know their Membership Classification and one other listed the wrong classification. This should raise a "Red Flag" for Chapter and Region Leaders.)
6. I currently hold the following professional licenses or certifications  
Registered Architect - 10  
Professional Engineer - 4  
CDT - 9 (This does not include those who had passed the CDT as a prerequisite for one of the Certification programs)  
CCS - 6  
CCCA - 7  
CCPR - 3  
(NOTE: Just over 62% of the respondents reported they had taken and passed at least one CSI Certificate or Certification Exam)  
LEED AP - 6
7. I am currently retired from my profession  
Four members reported they had retired.

Chapter Meetings - (This section was intended to provide some indication of how Chapter Members perceive Chapter Meetings and an opportunity to suggest improvements) Chapter Meetings are currently held as "Dinner Meetings" on the first Tuesday of the month at various locations around the state with the educational program following dinner with dinner cost set at \$30 for Members.

1. My major reasons for attending Maine Chapter Meetings are: (Members were instructed to "selecting not more than 3")  
Continuing Education Credits - 16  
Meeting Program Topic - 31  
Networking - 22  
Collaboration - 3

Socializing - 18

Chapter Administrative Responsibilities - 9

2. My major reasons for NOT attending more Chapter Meetings are: (Members were instructed to "selecting not more than 3")
  - Do not attend organization Meetings - 0
  - Meeting Location - 15
  - Meetings held on wrong day or wrong time - 7
  - Programs not of interest - 14
  - Lack of Time - 20
  - Cost - 2
  - Meetings are not of any benefit to me - 0
  - I get my CSI membership benefits without Meeting attendance - 0
3. I would attend more meetings if they were held on a different day of the week:
  - Only 1 member suggested having the meetings on a different day. My preference for day is: Monday
4. I would attend more meetings if they were held at a different time of the day:
  - Only 3 members suggest having meetings at a different time of day.
  - My preference for time is:
    - 1 member suggested Breakfast Meetings
    - 1 member suggested Luncheon Meetings
    - 1 member did not indicate a preference
5. I would attend more meetings if they were all held in a single geographic location:
  - 9 Members indicated a preference for having all meetings in a single area.
  - My preferred geographic location is:
    - 5 members preferred the Portland-Brunswick area
    - 2 members preferred the Bangor-Orono area
    - 1 member preferred the Augusta-Waterville area
    - 1 member preferred the Lewiston-Auburn area
6. I would attend more meetings if the educational presentation was made prior to the social and meal time.
  - 6 members expressed a preference to having the presentations prior to the meal.
7. I would attend more meetings if the meal was "optional".
  - 8 members indicated a preference for "Optional Meals".
  - (NOTE: The above responses suggest that the Chapter Membership is satisfied with having dinner meetings on the first Tuesday of the month at various locations)
8. The Chapter currently subsidizes most Chapter Meals as the cost exceeds that amount charged.
  - I would support an increase in meal charges to \$35 for members to eliminate the Chapter subsidy.

28 members supported an increase in the amount charged for meals. (70% favorable)

9. I think more Chapter Meeting Programs should include: (Check all that apply)

- Plant Tours - 23
- Site Visits - 25
- Panel Discussions - 30
- Social Activities - 9

10. I think that more Chapter Meeting Program topics should be devoted to: (Members were instructed to select not more than 4 from the list)

- a. New Product Presentations - 17
- Changes in Project Delivery Methods - 15
- Changes in State or Federal Laws or regulations pertaining to design or construction - 22
- Existing Construction Methods and Technology - 12
- Changes in Construction Methods and Technology - 30
- Changes in Design Methods and technology - 18
- Legal Issues - 4
- "General Condition" issues - 7
- New or existing CSI (national) Programs and Services - 3

11. I would suggest the following 2 topics for a future Chapter Meeting: (Topics suggested)

- 1) - Practical Applications of BIM
- 2) - Egress and Fire Protection changes in IBC2006
- 3) - Code related topics
- 4) - Sustainable design
- 5) - The Art of holding to the specifications
- 6) - True Life Cycle Analysis
- 7) - Building Codes: Local and National
- 8) - State Codes: NFPA, National Electric Code, Elevator Code and Plumbing Code
- 9) - Division 02 topics
- 10) - BIM - Building Information Modeling
- 11) - Integrated Design
- 12) - BIM and CAFM
- 13) - Energy and Climate Change
- 14) - Dynamics of Concrete
- 15) - Concrete plant tour
- 16) - CSI's GreenFormat
- 17) - Integrated Project Delivery
- 18) - BIM
- 19) Green/Sustainability Topics
- 20) - ICC Smart Codes
- 21) - Demonstrated successful LEED Certified projects
- 22) - A look at First Costs compared to Life Cycle Costs
- 23) - Renewable Energy systems for buildings

- 24) - Innovative pre-fab and modular construction systems
- 25) - Firesafing products and uses
- 26) - Division 01 for "Green" Projects (New and existing building renovations)
- 27) - Exterior envelope, latest technology for detailing.
- 28) - Efficiency Maine 29) - Energy conservation in electrical engineering design (Not an Efficiency Maine presentation)
- 30) - Design-Build -- What is really going on?
- 31) - Candid Membership Discussion
- 32) - Trying not to be all things to a big state, distance learning tools

12. I think it is a good idea to hold Chapter Meetings on "Higher Education" Campuses  
 20 members agreed that holding meetings on academic campuses was worthwhile (50% favorable)

13. I support inviting students to these meetings at a reduced price:  
 33 Member supported inviting students to attend meetings at a reduced cost. (82.5% favorable)

Chapter Activities (This section was intended to provide some indication of what individual Chapter Members perceive as appropriate Chapter activities and what might increase participation)

1. I think the Maine Chapter should become more involved in the following activities:  
 (Members were instructed to select not more than 4 from the list)
  - Activities involving higher education students - 14
  - Assisting faculty members by providing "Guest Lecturers" on industry issues when requested - 15
  - Joint Meetings with other related organizations - 22
  - Joint Meetings with the New Hampshire CSI Chapter - 6
  - Half-day or whole day Seminars on Industry related subjects - 17
  - CSI Certification Program "Education Programs" - 10
  - Programs involving "Emerging Professionals" - 8
  - Design and Construction related issues - 30
  
2. I think the Maine Chapter of CSI should take the lead in developing solutions to Maine Design/Construction Industry Problems and improving our industry.  
 16 members indicated the Maine Chapter should be active in this area  
 Two problems the Chapter might address are: (Problems suggested as needing work)
  - 1) - QBS - Education, logistical support, drafting policy, reporting on use of QBS.
  - 2) - Alternative Delivery Methods for State Projects
  - 3) - Uniform placement of information on drawings
  - 4) - Electronic document distribution and use
  - 5) - Temporary Heat requirements
  - 6) - Appropriate use of Alternative Delivery Systems
  - 7) - Collaboration among all Professional Organizations

- 8) - Communications with State Agencies, Licensing Boards, etc.
- 9) - Alternate Delivery Methods
- 10) - Licensing Contractors
- 11) - A look at the changes in Project Delivery
- 12) - Project Closeout - How to get what you required in the Contract Documents
- 13) - Confrontational relationship between contractor, architect, and owner.
- 14) - Lack of innovation in construction industry.
- 15) - Cleaning up front end of BGS General Conditions and Bidding Requirements.
- 16) - Reviewing legislation and attending hearings to present Chapter position. (NOTE: CSI is prohibited from "Lobbying")
- 17) - Exploring the real problems with Design-Build (Not a DBIA presentation)
- 18) - On-site education to all parties, possibly arranged by CSI but paid for by firms.
- 19) - Seminars on CCCA topics quarterly to educate the masses.

3. What can the Chapter do to improve member participation? (Responses received)

- 1) - I feel that a greater focus on new building practices, new materials, and construction trends (green building) would bring more members to meetings.
- 2) - Develop a program panel discussion around a particular Division/Section of the specifications, i.e. design professional, contractor, and manufacturer's rep each represented by an active member of the Chapter.
- 3) - Determine what is of interest to members.
- 4) - Invite more members to participate.
- 5) - Timely and informative programs
- 6) - Service our Industry Members by specifying their products
- 7) - Personal contact and invitations
- 8) - Project and/or Plant Tours and relevant discussions
- 9) - Strictly AVOID proprietary pitched and programs.
- 10) - Joint meetings with other organizations.
- 11) - All I can think of is publicity - put notices about meetings/presentations in various publications. Similar to what Chambers of Commerce do.
- 12) - Provide more in depth coverage of a topic, not just a brief summary of the topic.
- 13) - Topics should be information that the membership is trying to get up to speed with. I would rather have one long in depth meeting (every other month) than short basic ones every month.
- 14) - Meetings are stale, lack energy, same old faces in different roles, develop use of electronic communication to reach all of Maine all of the time. Go back to the basics of teaching and educating what CSI is all about other than products.

Individual Activities (This section was intended to provide some indication of individual Chapter Member interests and activities as related to CSI)

1. Chapter and Region Committee activities:
  - 1) I am currently a member of a Chapter or Region Committee - 17  
I have served as a Member of a Chapter or Region Committee in previous years - 16  
I would be interested in serving on a Chapter or Region Committee - 2  
I am interested in opportunities to serve on Institute Committees - 5  
I am not interested in serving on any Committees - 10
  - 2) I would be willing to promote CSI Membership in my local area - 18
  - 3) I would be interested in "Car Pooling" to a Chapter Meeting if I had the opportunity - 17
  - 4) I would be willing to provide a "Member Profile" for the Chapter Newsletter - 13
1. I would rate my understanding of the relationship between Chapters, Regions and the Institute as
  - Excellent - 4
  - Good - 14
  - Fair 13
  - Poor - 6(NOTE: Less than 50% of the members that responded indicated they had an "Excellent or Good" understanding of the relationship between the Chapter and the Region and Institute)

Web Sites (This section was intended to provide some indication of the use of Chapter, Region and Institute Websites by Chapter Members)

1. Maine Chapter website - [www.mecsi.org](http://www.mecsi.org)
  - I normally visit the Maine Chapter website at least once each month - 39
  - Approximate number of visits during the past month
    - 1-3 times - 21
    - 4-6 times - 6
    - 7-10 times - 1
    - 10 or more - 1
  - I usually read the Maine Chapter Newsletter on the website - 28
  - I use the "On-line Directory" - 16
  - I use the "Meeting Reservation Form" - 34
  - I use the Maine Website as a portal to other sites - 5
  - Other pages used
2. Northeast Region website [www.neregioncsi.org](http://www.neregioncsi.org)
  - I have visited the NE Region website during the past 3 months - 9
  - Approximate number of visits during the past 3 months
    - 1-3 times - 7
    - 4-6 times - 1
    - 10 or more - 1

Public pages used: Region Conference only item mention more than once.

I have logged in to the NE Region website and used 1 or more "Members Only" features - 2

Features used most frequently AFTER log in: No response

3. Institute website [www.csinet.org](http://www.csinet.org)

I have visited the Institute website during the past 3 months - 17

Approximate number of visits during the past 3 months

1-3 times - 10

4-6 times - 5

10 or more - 1

Pages or sections used

Membership Renewal was only item mentioned more than once

I have logged in to the Institute website - 12

Membership Benefits (This section was intended to provide some indication of what Chapter Members perceive as the major benefits from their membership)

The major benefits to me from my CSI Membership are: (Members were instructed to select not more than 6 from the list)

Opportunity to "Network" with others employed in the design/construction industry - 29

Maine Chapter Newsletter - 11

Chapter Meetings - 24

Meeting Programs with Continuing Education Credits - 18

Construction Specifier Magazine - 20

Region Conferences - 5

Institute Convention - 6

Affiliation with Nationally recognized organization - 10

Institute Certificate and Certification Programs - 13

Chapter Website - 8

Institute Webinars - 1

Institute Technical Publications such as MasterFormat & PRM - 7

Access to Region or Institute Websites - 2

Social Opportunities - 9

Information about new Products & Services - 23

Information about changes in Codes and Regulations - 14

Other Comments Do you have any additional comments about the Maine Chapter or this Survey that you wish to share?

Comments Received:

1) - I think the Chapter does a great job.

2) - Great questionnaire ... Questions 5,6,& 7 touched on time and cost but I didn't see any option regarding late afternoon say 4 to 6 PM start... with the option for a meal. Maybe the luncheon meeting would answer this for me.

3) - I wish I was around during the winter months so that I could be more active.



- 4) Sorry about the lack of responses, but until I start going to the monthly meetings, I have no voice in their direction.
- 5) - The issue is always, "How can we add meaningful VALUE to Membership?"
- 6) - This is the best professional organization I've ever belonged to. I always learn something new at the monthly meetings. I only wish I had more time to help.
- 7) - My own feeling is that our meetings need to show CSI's value to our membership and other professional organizations (AIA, AGC, ...). Maybe our topics should find a relationship between program and how it relates to our documents. Our past Certification Program study groups were well attended by all different people in the industry (architectural, engineering, contractors, suppliers) because many were trying to gain more knowledge on construction documents. Many do not understand how valuable the information is until they need to apply it.
- 8) - All professionals lead a very busy life and this organization competes for their time. I have found there is a lack of basic understanding of the roles and responsibilities of the players in this industry.

## **End of Survey results - Maine Chapter Survey**