

# Chapter Visitation Program

## Final Report

February 28, 2013



## Executive Summary

- The Chapter Visitation Program took place in 2011, primarily in the second half of that year.
- 756 chapters were personally contacted, mostly with face-to-face visits from various Society leadership.
- The intent was to come away with an understanding of the “pulse” of the Society’s chapters, as well as gather useful data to help Society leadership plan and develop programs designed to assist chapters.



## Executive Summary Continued

- Several areas were evaluated:
  - Weekly participation.
  - Chapter's involvement in community service.
  - Chapter's opinion of key Society education programs.
  - Chapter's opinion of participation in Society contests.
  - Chapter's use of a membership recruitment program.
  - The chapter's perceived need for, desire, and benefit from Society assistance.
  - What the Society and/or District can offer that would enhance the level of enjoyment that the chapter members already receive through their chapter affiliation.

## Executive Summary Continued

- While the results of the data are important, a significant (unintended) positive that came from the Chapter Visitation Program was a sense that the chapters now had faces to put with names in leadership positions as well as a feeling that their comments and concerns were being heard.
- The results follow this slide.



## General Information-Weekly Participation

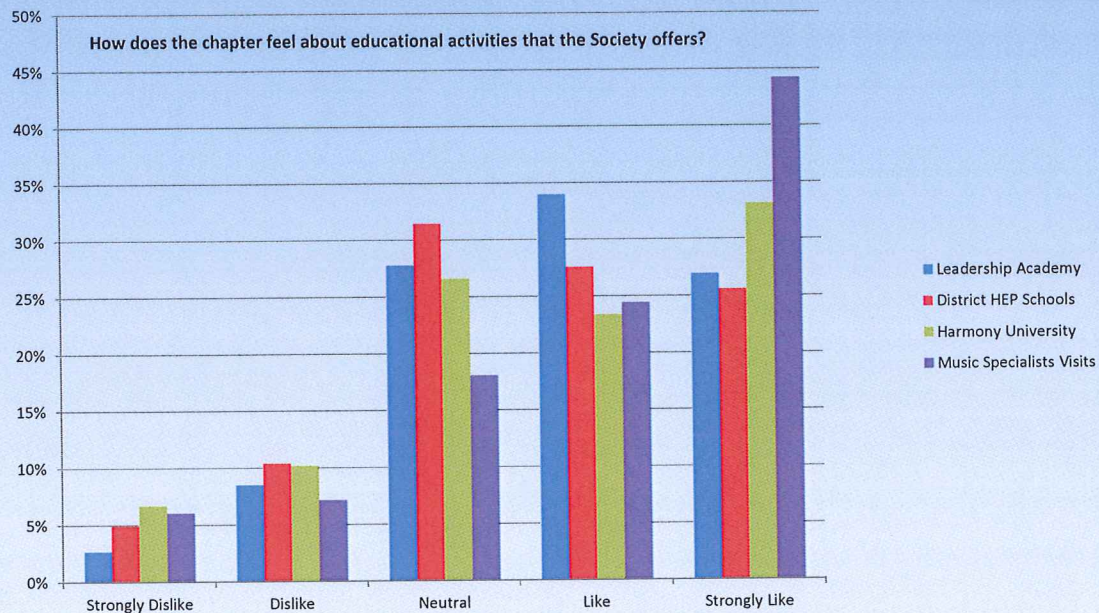
- 756 chapters reported a combined total “active membership” of 17,625 men.
- Visitors to these chapters reported a combined total of 15,678 men in attendance during their visits.
- Visitors determined that of the 756 chapters visited, 23 chapters are “not active and do not meet.”

## General Information-Chapters Reporting Community Service

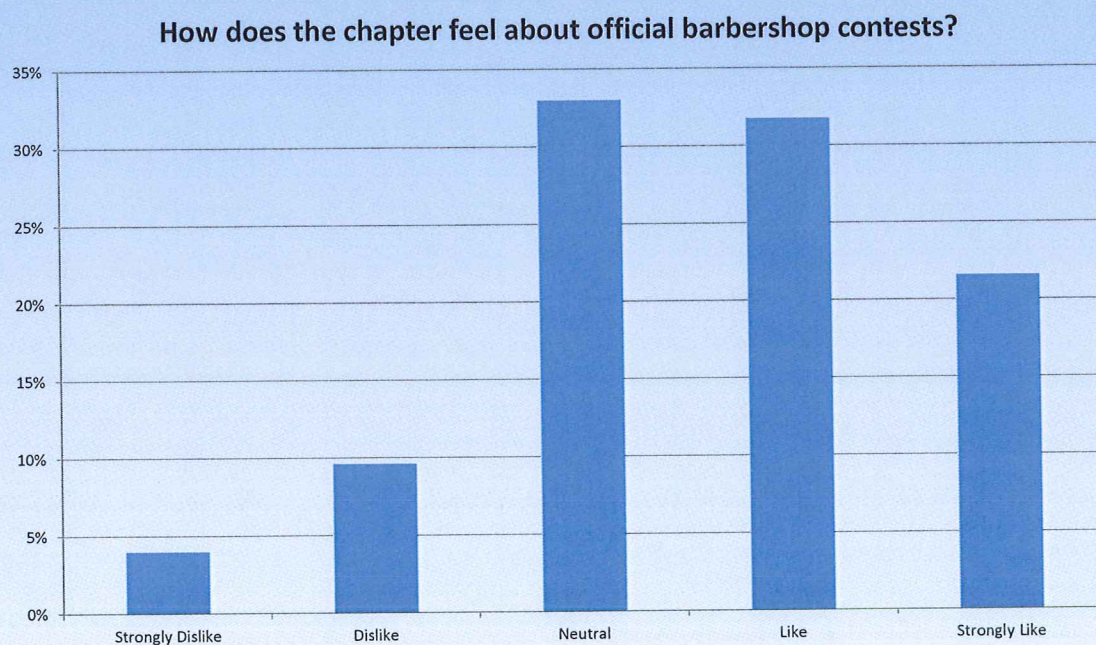
- Of the 756 chapter reports, 729 chapters report doing some kind of community service (free show or sing-out, singing for life event, youth outreach event, or the chapter donating time or money to a charity that is not HFI or SCH).
- Report data shows those 729 chapters performed 6969 community service events in 2011.
- An average of 9.5 events per group.



## General Information-Educational Offerings



## General Information-Competition





# Summary of Society Assistance Needs

**TABLE 1: CHAPTERS CLASSIFIED BY PERCEIVED NEED FOR, DESIRE FOR AND BENEFIT FROM SOCIETY ASSISTANCE**

	HIGH	MEDIUM	LOW	UNKNOWN	TOTAL
NEED	259	375	89	33	756
DESIRE	248	394	80	34	756
BENEFIT	315	345	55	41	756

**TABLE 2: TABLE 1 PERCENTAGES**

	HIGH	MEDIUM	LOW	UNKNOWN	TOTAL
NEED	34.26	49.60	11.77	4.37	100.00
DESIRE	32.80	52.12	10.58	4.50	100.00
BENEFIT	41.67	45.63	7.28	5.42	100.00

## Summary of Society Assistance Needs Cont.

**TABLE 3: CHAPTERS CLASSIFIED BY RELATIONSHIP AMONG PERCEIVED NEED, DESIRE AND BENEFIT**

	A HIGH NEED	B MEDIUM NEED	C LOW NEED	
1	110	67	5	High Desire, High Benefit
2	43	78	3	Medium Desire, High Benefit
3	30	31	1	High Desire, Medium Benefit
4	2	0	0	High Desire, Low Benefit
5	3	2	0	Low Desire, High Benefit
6	5	1	4	Medium Desire, Low Benefit
7	56	177	21	Medium Desire, Medium Benefit
8	2	9	17	Low Desire, Medium Benefit
9	2	7	34	Low Desire, Low Benefit

NOTE: 46 Chapters did not have all three scores



## Summary of Society Assistance Needs Cont.

TABLE 4: TABLE 3 PERCENTAGES

	A HIGH NEED	B MEDIUM NEED	C LOW NEED	
1	14.55	8.86	0.66	High Desire, High Benefit
2	5.69	10.32	0.40	Medium Desire, High Benefit
3	3.97	4.10	0.13	High Desire, Medium Benefit
4	0.26	0.00	0.00	High Desire, Low Benefit
5	0.40	0.26	0.00	Low Desire, High Benefit
6	0.66	0.13	0.53	Medium Desire, Low Benefit
7	7.41	23.41	2.78	Medium Desire, Medium Benefit
8	0.26	1.19	2.25	Low Desire, Medium Benefit
9	0.26	0.93	4.50	Low Desire, Low Benefit

NOTE: 46 Chapters did not have all three scores

## Summary of Society Assistance Needs Cont.

TABLE 5: CHAPTER SIZE (ACTIVE MEMBERS) BY TYPE

	A HIGH NEED	B MEDIUM NEED	C LOW NEED	
1	17.21	24.75		High Desire, High Benefit
2	15.95	26.37		Medium Desire, High Benefit
3	14.1	25.68		High Desire, Medium Benefit
4				High Desire, Low Benefit
5				Low Desire, High Benefit
6				Medium Desire, Low Benefit
7	15.98	26.16	50.19	Medium Desire, Medium Benefit
8			38.47	Low Desire, Medium Benefit
9			40.44	Low Desire, Low Benefit

NOTE: 46 Chapters did not have all three scores

Society Average: 23.93

Data for types with <10 chapters not shown



# Summary of Society Assistance Needs Cont.

TABLE 6: RECRUITMENT ACTIVITY BY TYPE

HAVE Attempted Recruitment				490 Chapters -- 64.8%
	A HIGH NEED	B MEDIUM NEED	C LOW NEED	
1	65	55	5	High Desire, High Benefit
2	20	48	3	Medium Desire, High Benefit
3	21	24	1	High Desire, Medium Benefit
4				High Desire, Low Benefit
5	1	1		Low Desire, High Benefit
6	3	1	4	Medium Desire, Low Benefit
7	30	130	18	Medium Desire, Medium Benefit
8		6	14	Low Desire, Medium Benefit
9	1	2	25	Low Desire, Low Benefit

NOTE: 46 Chapters did not have all three scores

HAVE NOT Attempted Recruitment				239 Chapters -- 31.6%
	A HIGH NEED	B MEDIUM NEED	C LOW NEED	
1	45	12		High Desire, High Benefit
2	23	30		Medium Desire, High Benefit
3	9	7		High Desire, Medium Benefit
4	2			High Desire, Low Benefit
5	2	1		Low Desire, High Benefit
6	2			Medium Desire, Low Benefit
7	26	47	3	Medium Desire, Medium Benefit
8	2	3	3	Low Desire, Medium Benefit
9	1	5	9	Low Desire, Low Benefit

NOTE: 46 Chapters did not have all three scores

# Summary of Society Assistance Needs Cont.

TABLE 7: TABLE 6 PERCENTS

HAVE Attempted Recruitment				490 Chapters -- 64.8%
	A HIGH NEED	B MEDIUM NEED	C LOW NEED	
1	59.1	52.1	100.0	High Desire, High Benefit
2	46.5	61.5	100.0	Medium Desire, High Benefit
3	70.0	77.4	100.0	High Desire, Medium Benefit
4	0.0			High Desire, Low Benefit
5	33.3	50.0		Low Desire, High Benefit
6	60.0	100.0	100.0	Medium Desire, Low Benefit
7	53.6	73.4	85.7	Medium Desire, Medium Benefit
8	0.0	66.7	82.4	Low Desire, Medium Benefit
9	50.0	28.6	73.5	Low Desire, Low Benefit

NOTE: 46 Chapters did not have all three scores

HAVE NOT Attempted Recruitment				239 Chapters -- 31.6%
	A HIGH NEED	B MEDIUM NEED	C LOW NEED	
1	40.9	18.9	0.0	High Desire, High Benefit
2	53.5	38.5	0.0	Medium Desire, High Benefit
3	30.0	22.6	0.0	High Desire, Medium Benefit
4	100.0			High Desire, Low Benefit
5	66.7	50.0		Low Desire, High Benefit
6	40.0	0.0	0.0	Medium Desire, Low Benefit
7	46.4	26.6	14.3	Medium Desire, Medium Benefit
8	100.0	33.3	17.6	Low Desire, Medium Benefit
9	50.0	71.4	26.5	Low Desire, Low Benefit

NOTE: 46 Chapters did not have all three scores



## Summary of Society Assistance Needs Cont.

### MOST COMMON CHAPTER TYPES

Type	Number	%	Cumulative Percent
B7: Medium Need, Desire and Benefit	177	23.41	23.41
A1: High Need, Desire and Benefit	110	14.55	37.96
B2: Medium Need and Desire, High Benefit	78	10.32	48.28
B1: Medium Need, High Desire and Benefit	67	8.86	57.14
A7: High Need, Medium Desire and Benefit	56	7.41	64.55
	488	64.55	

## ANALYSIS OF RESPONSES TO QUESTION 10:

“What else can the Society and/or District offer that would enhance the level of enjoyment that the chapter members already receive through their chapter affiliation?”



## Question 10: Response Categories

Responses were categorized into these primary categories:

• Better Communication	147 responses
• Improve Singing and Performance Skills	134 responses
• Improved Events	98 responses
• Music Type and Availability Issues	89 responses
• Growth in Membership	86 responses
• Improved Training	73 responses
• Nothing	71 responses
• Financial Issues	69 responses
• Improved Marketing and Promotion	68 responses
• Leadership and Director Issues	64 responses
• Sharing and Cooperation	58 responses
• Youth Outreach	28 responses

## Question 10: SPECIFIC ITEMS MOST FREQUENTLY CITED:

- Nothing
- Help with recruiting
- More frequent visits and communication
- Provide coaching help
- Share activities
- Provide newer music



## Question 10: Overarching Findings

- No single thing that chapters want.
- The data does indicate however, that the Society should develop (better) strategies to assist chapters in five main areas:
  - Recruitment.
  - Frequent visits from and communication with District and Society staff and officers.
  - Coaching help for chapters.
  - Help chapters plan and implement shared activities with other chapters.
  - Modernize the music and arrangements available through the Society.

## Recommendations from CSLT

- Immediately assure all chapters, especially the smaller and more fragile ones that the Society is taking action based on their responses to the survey: They have been heard.
- Given the fact that the data are somewhat dated, the Society should commission an effort to update the responses to Questions 4, 5 and 10-14. This could be done by telephone or e-mail and should not entail a great deal of time or expense.
- The updated data should be analyzed in accordance with the methodologies established by previous analyses.
- Develop intervention strategies for the five most numerous Types of chapters, based on the most commonly voiced items revealed in Question 10.



## Sample Strategy: A1 Chapters (those having High Need, High Desire for and High ability to benefit from Society help).

- Communicate immediately that help is on the way.
- Develop a detailed template of how a struggling chapter in a low-population environment can make itself more visible to potential audiences and members.
- Set up regional events for several A1 chapters combining coaching, fellowship and training activities.
- Survey such chapters quickly to compile a set of best practices, solutions that have worked in similar chapters, for issues such as recruitment, director support, financial enhancement and improved musicality.
- Discuss frankly with some chapters the importance of sharing resources, directors, and performances with nearby chapters, and possibly considering merger.
- A full strategy could be developed to a much larger extent.

## Resources

- “Chapters by Type and District” spreadsheet.
  - Identifies within which type category a chapter falls.
- Individual Chapter Visitation Reports on [ohhadmin.org](http://ohhadmin.org)
  - District leaders are encouraged to review these reports for potential follow up with their chapters.
- Full “Question 10” report.
  - Written by David Montgomery, it is summary of question 10 responses complete with individual comments.



# Acknowledgements

- Keith Eckhardt-For the development and maintenance of the online reporting tool.
- David Montgomery-For analyzing the data and creating the reports.
- The countless volunteers and staff that took the time to visit each chapter.



Chap #	Q8	Q9	Q10	Type	Chapter Name	District
459 A001	6	8	7 BAB	B3	A001 Nebraska City	CSD
400 A005	10	8	4 AAB	A3	A005 Grand Island	CSD
401 A006	4	8	4 BAB	B3	A006 Cedar Rapids	CSD
158 A008	7	8	8 BAA	B1	A008 Davenport	CSD
166 A009	4	7	7 BBB+	B7+	A009 Des Moines	CSD
498 A010	8	10	10 AAA	A1	A010 Dubuque	CSD
495 A011	8	6	9 ABA	A2	A011 Elkader	CSD
622 A013	6	10	10 BAA	B1	A013 Columbia	CSD
263 A015	3	0	3 BCB	B8	A015 Iowa City	CSD
547 A016	3	7	8 BBA	B2	A016 Denison	CSD
399 A017	7	5	6 BBB+	B7+	A017 Joplin	CSD
405 A018	7	3	8 BBA	B2	A018 Mitchell	CSD
40 A020	0	2	0 CCC	C9	A020 Fremont	CSD
310 A022	5	7	7 BBB+	B7+	A022 Hays	CSD
408 A023	10	7	10 ABA	A2	A023 Ottumwa	CSD
276 A024	10	8	0 AAC	A4	A024 Ord	CSD
237 A025	7	5	8 BBA	B2	A025 Central Kansas	CSD
241 A026	7	9	7 BAB	B3	A026 Leavenworth	CSD
374 A027					A027 Salina	CSD
650 A031	8	5	10 ABA	A2	A031 Winner	CSD
510 A034					A034 Atlantic	CSD
318 A035	0	0	0 CCC	C9	A035 Kearney	CSD
222 A036	8	8	8 AAA	A1	A036 Springfield	CSD
56 A038	10	8	5 AAB	A3	A038 Black Hawk Metro	CSD
309 A039	5	6	6 BBB+	B7+	A039 Topeka	CSD
3 A040	3	4	4 BBB-	B7-	A040 Wichita	CSD
638 A041	5	0	3 BCB	B8	A041 St Louis Suburban	CSD
388 A045	5	5	10 BBA	B2	A045 St Charles	CSD
617 A034	7	6	4 BBB-	B7-	A046 Sioux City	CSD
610 A048	5	8	7 BAB	B3	A048 Kansas City	CSD
460 A052	3	1	4 BCB	B8	A052 St Louis No 1	CSD
391 A053	6	5	7 BBB+	B7+	A053 Aberdeen	CSD
382 A055	6	5	8 BBA	B2	A055 Milbank	CSD
163 A060	7	8	8 BAA	B1	A060 Lincoln	CSD
275 A061	7	7	8 BBA	B2	A061 Hastings	CSD
450 A062	8		9		A062 Omaha	CSD
278 A063	6	8	8 BAA	B1	A063 Manhattan	CSD
647 A065	5	5	10 BBA	B2	A065 Viborg	CSD
383 A066	6	5	8 BBA	B2	A066 Sioux Falls	CSD
320 A083	1	1	5 CCB	C8	A083 Mason City	CSD
357 A089	6	5	8 BBA	B2	A089 St Joseph	CSD
652 A094	10	8	10 AAA	A1	A094 Florissant Valley	CSD
269 A096	9	10	9 AAA	A1	A096 Overland Park	CSD
457 A097	4	8	6 BAB	B3	A097 Algona	CSD
602 A098	8	9	10 AAA	A1	A098 Fort Dodge	CSD
527 A100	8	9	8 AAA	A1	A100 Beatrice	CSD



150 A101	7	6	6 BBB+	B7+	A101 Papillion	CSD
250 A102	5	4	5 BBB	B7	A102 Watertown	CSD
569 A104	8	5	5 ABB	A7	A104 New London	CSD
649 A105	10	10	10 AAA	A1	A105 Pierre	CSD
193 A106	8	5	6 ABB	A7	A106 Linn County Metro	CSD
640 A107	3	7	10 BBA	B2	A107 Greater Ozarks	CSD
192 A108	8	9	6 AAB	A3	A108 Muscatine	CSD
252 A111	8	5	7 ABB	A7	A111 Olathe	CSD
406 A112	3	0	3 BCB	B8	A112 Metro Kansas City, MO	CSD
367 A113	10	5	8 ABA	A2	A113 McCook	CSD
558 A114	6	4	7 BBB+	B7+	A114 Jefferson City	CSD
120 B001					B001 Columbus	DIX
441 B003	6	6	9 BBA	B2	B003 Mobile	DIX
662 B014	3	3	5 BBB	B7	B014 Tuscaloosa	DIX
246 B016	8	5	10 ABA	A2	B016 Marietta	DIX
624 B020					B020 Dothan	DIX
530 B024	7	5	7 BBB+	B7+	B024 Jackson	DIX
445 B030	1	2	1 CCC	C9	B030 Stone Mountain	DIX
679 B034	7	7	8 BBA	B2	B034 Memphis	DIX
499 B037	5	5	7 BBB+	B7+	B037 Cleveland	DIX
257 B038	8	5	5 ABB	A7	B038 Roswell	DIX
678 B039	3	3	3 BBB-	B7-	B039 Nashville	DIX
442 B041	8	6	9 ABA	A2	B041 Upper Cumberland	DIX
631 B044	8	10	8 AAA	A1	B044 Huntsville Metropolitan	DIX
515 B048	5	5	7 BBB+	B7+	B048 North East Tennessee	DIX
465 B049	7	5	6 BBB+	B7+	B049 Greater Knoxville	DIX
411 B058	5	7	7 BBB+	B7+	B058 Macon	DIX
9 B066	6	5	7 BBB+	B7+	B066 Chattanooga	DIX
532 B070	7	8	8 BAA	B1	B070 Augusta, GA	DIX
453 B094	10	9	9 AAA	A1	B094 Blue Ridge Mt Foothills	DIX
431 B095	8	8	8 AAA	A1	B095 Athens	DIX
31 B098	8	9	10 AAA	A1	B098 Atlanta Metro	DIX
483 B101	6	10	7 BAB	B3	B101 Central Alabama	DIX
253 B103	0	0	0 CCC	C9	B103 Lake Lanier	DIX
670 B104	5	8	5 BAB	B3	B104 Germantown	DIX
					BLANKS--(hand counted)	
72 C001	8	9	9 AAA	A1	C001 Anchorage	EVG
78 C002	9	3	3 ABB	A7	C002 Centralia	EVG
242 C004	7	8	10 BAA	B1	C004 Vancouver	EVG
596 C005	9	3	7 ABB	A7	C005 Canby	EVG
289 C007	6	5	5 BBB	B7	C007 Twin Falls	EVG
115 C008	8	4	5 ABB	A7	C008 Coeur D' Alene	EVG
561 C009	2	2	3 CCB	C8	C009 Eugene	EVG
554 C010	7	6	8 BBA	B2	C010 Coos Bay	EVG
277 C012	8	7	10 ABA	A2	C012 Victoria	EVG
226 C014	3	3	8 BBA	B2	C014 Greater Portland	EVG
113 C015	8	8	8 AAA	A1	C015 Missoula	EVG



538 C016	6	7	5 BBB	B7	C016 Juan De Fuca	EVG
591 C017	5	5	5 BBB	B7	C017 Fairbanks	EVG
186 C018	10	10	10 AAA	A1	C018 Snohomish County	EVG
404 C020	6	7	7 BBB+	B7+	C020 Nanaimo	EVG
341 C021	3	2	4 BCB	B8	C021 Seattle	EVG
114 C022	8	4	5 ABB	A7	C022 Spokane	EVG
343 C023	5	3	5 BBB	B7	C023 Tacoma	EVG
20 C024	0	4	3 CBB	C7	C024 Langley	EVG
154 C025	10	3	7 ABB	A7	C025 Yakima	EVG
437 C026	9	9	5 AAB	A3	C026 Roseburg	EVG
656 C027	3	8	9 BAA	B1	C027 Kitsap County	EVG
366 C029	2	4	3 CBB	C7	C029 Salem	EVG
348 C030	6	7	8 BBA	B2	C030 Kelowna	EVG
621 C031	2	5	5 CBB	C7	C031 Anacortes	EVG
70 C032	5	6	8 BBA	B2	C032 Calgary	EVG
551 C033	9	7	7 ABB	A7	C033 Ellensburg	EVG
227 C035	9	5	4 ABB	A7	C035 Chilliwack	EVG
233 C037	7	10	9 BAA	B1	C037 Central Oregon	EVG
204 C039	3	8	9 BAA	B1	C039 Boise	EVG
228 C040	2	6	4 CBB	C7	C040 Greater Vancouver	EVG
421 C043	10	4	2 ABC	A6	C043 Helena	EVG
604 C044	5	8	7 BAB	B3	C044 Bellingham	EVG
162 C046	3	5	5 BBB	B7	C046 Kalispell	EVG
169 C047	4	6	7 BBB+	B7+	C047 Federal Way	EVG
187 C048	10	10	10 AAA	A1	C048 Olympia	EVG
234 C049	10	5	8 ABA	A2	C049 Great Falls	EVG
225 C052	10	4	5 ABB	A7	C052 Medicine Hat	EVG
77 C055	7	7	6 BBB+	B7+	C055 Columbia Basin	EVG
342 C057	3	7	10 BBA	B2	C057 Bellevue	EVG
556 C059	4	7	7 BBB+	B7+	C059 Tualatin Valley	EVG
206 C060	2	3	4 CBB	C7	C060 Bozeman	EVG
562 C063	5	3	8 BBA	B2	C063 Rogue Valley	EVG
219 C064	3	8	10 BAA	B1	C064 Calgary Foothills	EVG
461 C065	6	4	5 BBB	B7	C065 Havre	EVG
220 C066	4	10	10 BAA	B1	C066 Spruce Grove	EVG
353 C068	8	4	9 ABA	A2	C068 Vernon	EVG
18 C069	3	8	7 BAB	B3	C069 Red Deer	EVG
584 C070	6	7	7 BBB+	B7+	C070 Oregon Mid-Coast	EVG
514 C071	10	6	9 ABA	A2	C071 Lethbridge	EVG
614 C074	8	8	7 AAB	A3	C074 San Juan Island	EVG
13 C075	7	9	8 BAA	B1	C075 Nelson	EVG
205 C076					C076 Pierce County	EVG
25 C077	8	8	7 AAB	A7	C077 Florence	EVG
557 C079	5	7	6 BBB+	B7+	C079 Portland Metro	EVG
224 C082	9	2	7 ACB	A8	C082 Abbotsford	EVG
267 C083	10	4	3 ABB	A7	C083 Tri Cities	EVG
197 C084	7	9	10 BAA	B1	C084 Pullman-Moscow	EVG



171 C085	0	1	3 CCB	C8	C085 Western Washington	EVG
434 D001					D001 Lompoc	FWD
36 D002	5	10	10 BAA	B1	D002 Greater Phoenix	FWD
198 D003	9	3	3 ABB	A7	D003 Tucson	FWD
296 D005	9	9	9 AAA	A1	D005 Bakersfield	FWD
717 D006	6	6	6 BBB+	B7+	D006 Walnut Creek	FWD
719 D008	1	1	1 CCC	C9	D008 Santa Rosa	FWD
196 D009	10	10	10 AAA	A1	D009 Placerville	FWD
613 D012	8	3	5 ABB	A7	D012 South Bay	FWD
261 D013	10	10	10 AAA	A1	D013 Long Beach	FWD
236 D014	8	8	8 AAA	A1	D014 Conejo Valley	FWD
585 D015	10	10	10 AAA	A1	D015 Hemet	FWD
595 D018	7	7	9 BBA	B2	D018 Pasadena	FWD
417 D019	3	9	10 BAA	B1	D019 Inland Empire	FWD
83 D020	6	10	6 BAB	B3	D020 Davis-Vacaville	FWD
100 D021	8	7	7 ABB	A7	D021 Sacramento	FWD
710 D022	6	5	10 BBA	B2	D022 Palo Alto - Mountain View	FWD
176 D023	10	10	10 AAA	A1	D023 San Diego	FWD
255 D024	8	7	9 ABA	A2	D024 San Francisco	FWD
709 D026	1	1	1 CCC	C9	D026 Bay Area	FWD
458 D028	7	9	8 BAA	B1	D028 Santa Maria	FWD
39 D029	3	3	6 BBB+	B7+	D029 Visalia	FWD
690 D030	10	10	10 AAA	A1	D030 Whittier	FWD
71 D031	3	9	9 BAA	B1	D031 Aloha	FWD
89 D033	8	5	5 ABB	A7	D033 Carson City	FWD
235 D036	9	9	7 AAB	A3	D036 Ventura	FWD
260 D037	7	9	9 BAA	B1	D037 South Orange County	FWD
354 D039	8	8	8 AAA	A1	D039 Marin	FWD
129 D040	9	5	7 ABB	A7	D040 Nevada-Placer	FWD
80 D041	5	8	7 BAB	B3	D041 Palomar Pacific	FWD
155 D042	2	8	8 CAA	C1	D042 Stockton	FWD
611 D043	8	10	8 AAA	A1	D043 Santa Clarita	FWD
28 D044	7	9	10 BAA	B1	D044 Prescott	FWD
436 D046	0	0	1 CCC	C9	D046 Santa Fe Springs	FWD
179 D047					D047 Sierra Vista	FWD
338 D049	5	8	8 BAA	B1	D049 Monterey Peninsula	FWD
696 D050	10	7	3 ABB	A7	D050 Crescenta Valley	FWD
168 D051	3	7	7 BBB+	B7+	D051 Reno	FWD
101 D052	10	10	6 AAB	A3	D052 Chico	FWD
256 D053					D053 Crescent City	FWD
214 D054	7	10	8 BAA	B1	D054 Santa Barbara	FWD
673 D055	3	3	3 BBB-	B7-	D055 Orange (Quartet)	FWD
207 D056	3	3	5 BBB	B7	D056 Fullerton	FWD
99 D057	2	3	4 CBB	C7	D057 Central California	FWD
497 D058	5	7	7 BBB+	B7+	D058 Santa Monica	FWD
79 D059	3	2	1 BCC	B9	D059 Fresno	FWD
96 D063	5	5	3 BBB-	B7-	D063 Yuma	FWD



102 D064	0	0	0 CCC	C9	D064 Redding	FWD
612 D066	7	8	8 BAA	B1	D066 San Fernando Valley	FWD
23 D069	3	6	6 BBB+	B7+	D069 Mesa	FWD
262 D072	2	1	2 CCC	C9	D072 Central Arizona (Quartet Ch	FWD
689 D074	8	7	5 ABB	A7	D074 Westminster	FWD
322 D075	8	5	7 ABB	A7	D075 Las Vegas	FWD
721 D076	9	9	10 AAA	A1	D076 Napa Valley	FWD
251 D080	5	6	5 BBB	B7	D080 Las Vegas Metro	FWD
722 D081	6	7	8 BBA	B2	D081 Eureka	FWD
484 D085	6	7	8 BBA	B2	D085 San Luis Obispo	FWD
674 D086	8	6	9 ABA	A2	D086 El Cajon	FWD
443 D087	3	3	6 BBB+	B7+	D087 Coachella Valley	FWD
245 D092	7	7	7 BBB+	B7+	D092 San Mateo County	FWD
435 D093					D093 Los Angeles	FWD
669 D095	9	7	9 ABA	A2	D095 Apple Valley	FWD
268 D096					D096 Rohnert Park	FWD
66 D098	8	5	3 ABB	A7	D098 Folsom	FWD
300 D099	7	8	9 BAA	B1	D099 Santa Cruz	FWD
181 D101	2	2	2 CCC	C9	D101 Sun Cities	FWD
454 D102	6	7	6 BBB+	B7+	D102 Fremont-Hayward	FWD
447 D103	8	8	10 AAA	A1	D103 Rincon Beach	FWD
718 D106	10	4	4 ABB	A7	D106 San Francisco Bay Cities	FWD
188 D107	9	9	5 AAB	A3	D107 Canada Del Oro	FWD
172 D110	4	9	8 BAA	B1	D110 White Mountains	FWD
410 D111	4	7	8 BBA	B2	D111 St George	FWD
32 D113	8	10	10 AAA	A1	D113 Sedona	FWD
492 D114	6	9	8 BAA	B1	D114 Riverside	FWD
208 D116	5	5	7 BBB+	B7+	D116 Brea	FWD
41 D117	0	0	0 CCC	C9	D117 La Jolla	FWD
178 D119	10	5	3 ABB	A7	D119 Casa Grande	FWD
576 D120	3	1	2 BCC	B9	D120 Laguna Hills	FWD
81 D122	10	10	10 AAA	A1	D122 Temecula	FWD
173 D123	0	1	1 CCC	C9	D123 California Delta	FWD
693 E002	5	2	8 BCA	B5	E002 Arlington Heights	ILL
130 E003	7	9	7 BAB	B3	E003 Aurora	ILL
200 E005	0	0	1 CCC	C9	E005 Belleville	ILL
209 E007	0	5	5 CBB	C7	E007 Bloomington	ILL
651 E008	7	5	8 BBA	B2	E008 Macomb	ILL
707 E009	4	5	7 BBB+	B7+	E009 Northbrook	ILL
210 E010	8	8	2 AAC	A4	E010 Champaign Urbana	ILL
680 E012					E012 Chicago No 1	ILL
677 E013	10	10	8 AAA	A1	E013 Danville	ILL
691 E014	8	4	7 ABB	A7	E014 Decatur	ILL
390 E016	8	8	8 AAA	A1	E016 Collinsville	ILL
636 E017	0	0	5 CCB	C8	E017 Coles County	ILL
703 E018	5	7	8 BBA	B2	E018 Elgin	ILL
132 E019	4	7	4 BBB-	B7-	E019 Rockford Metro	ILL



201 E020					E020 Harrisburg	ILL
685 E021	5	5	7 BBB+	B7+	E021 Lake County	ILL
359 E024	8	10	10 AAA	A1	E024 Bureau County	ILL
667 E029	9	5	10 ABA	A2	E029 Quincy	ILL
133 E030	1	3	2 CBC	C6	E030 Chicagoland West Suburban	ILL
702 E044	5	2	2 BCC	B9	E044 Peoria	ILL
135 E045	8	8	5 AAB	A3	E045 Chicago Metro	ILL
686 E047	6	7	5 BBB	B7	E047 Rockford	ILL
698 E048	5	10	10 BAA	B1	E048 Rock Island	ILL
350 E050	8	8	8 AAA	A1	E050 South Cook	ILL
692 E052	4	5	5 BBB	B7	E052 Sterling Rock Falls	ILL
425 E054	7	7	7 BBB+	B7+	E054 Waterloo	ILL
635 E060	6	5	5 BBB	B7	E060 Joliet	ILL
708 E061	6	7	7 BBB+	B7+	E061 Springfield	ILL
351 E066	7	3	2 BBC	B6	E066 DuPage Valley	ILL
697 E067	8	6	7 ABB	A7	E067 Kishwaukee Valley	ILL
648 E073					E073 Sandoval	ILL
424 E075	8	8	8 AAA	A1	E075 Carbondale	ILL
311 E077	5	8	10 BAA	B1	E077 Kankakee	ILL
270 F005	3	5	7 BBB+	B7+	F005 Mammoth Cave	CAR
521 F010	10	5			F010 Greensburg	CAR
271 F015	5	5	5 BBB	B7	F015 Kokomo	CAR
468 F018	7	7	9 BBA	B2	F018 Bloomington	CAR
520 F027	5	5	7 BBB+	B7+	F027 Terre Haute	CAR
727 F031	0	0	0 CCC	C9	F031 Louisville	CAR
141 F046	2	4	5 CBB	C7	F046 Lexington	CAR
304 F052	3	4	5 BBB	B7	F052 Columbus-Greenwood	CAR
140 F054	9	8	10 AAA	A1	F054 Marion	CAR
316 F062					F062 Rensselaer	CAR
572 F063	10	6	7 ABB	A7	F063 Seymour	CAR
668 F066	8	6	8 ABA	A2	F066 Oldham County	CAR
371 G002	8	10	10 AAA	A1	G002 Akron	JAD
274 G003	10	10	5 AAB	A3	G003 Alle Kiski	JAD
433 G004	8	6	8 ABA	A2	G004 Marion	JAD
427 G005	3	3	3 BBB-	B7-	G005 Buckeye Columbus	JAD
456 G006	10	4	3 ABB	A7	G006 Western Reserve	JAD
84 G007	3	5	4 BBB-	B7-	G007 Canton	JAD
526 G009	7	10	8 BAA	B1	G009 Dayton Metro	JAD
423 G010	7	5	6 BBB+	B7+	G010 Cincinnati	JAD
615 G011	9	8	6 AAB	A3	G011 Wheeling Metro	JAD
508 G012	7	9	10 BAA	B1	G012 Cleveland East	JAD
473 G013	7	3	5 BBB	B7	G013 Columbus	JAD
215 G014	6	4	5 BBB	B7	G014 Tuscarawas County	JAD
428 G015	5	5	5 BBB	B7	G015 Xenia	JAD
426 G017	3	6	5 BBB	B7	G017 Defiance	JAD
147 G018	5	5			G018 Shenango Valley	JAD
156 G019	7	7	7 BBB+	B7+	G019 Elyria	JAD



455 G020	5	7	7 BBB+	B7+	G020 Zanesville	JAD
472 G023					G023 Heart of Ohio-Columbus	JAD
185 G024	5	6	6 BBB+	B7+	G024 Greater Kanawha Valley	JAD
630 G025	7	7	10 BBA	B2	G025 Cleveland West Suburban	JAD
545 G027	7	7	10 BBA	B2	G027 Lima Beane	JAD
629 G028	10	10	9 AAA	A1	G028 Mon Valley	JAD
539 G031	8	8	8 AAA	A1	G031 Maumee Valley	JAD
476 G032	5	8	8 BAA	B1	G032 Middletown	JAD
524 G035	7	5	5 BBB	B7	G035 Newark	JAD
633 G039	6	9	7 BAB	B3	G039 Northcoast	JAD
616 G042	9	8	6 AAB	A3	G042 Upper Ohio Valley	JAD
394 G044	0	3	0 CBC	C6	G044 Warren	JAD
103 G045	2	5	3 CBB	C7	G045 Mansfield	JAD
379 G048	9	7	5 ABB	A7	G048 Butler	JAD
378 G049	7	6	7 BBB+	B7+	G049 Beaver Valley	JAD
504 G050					G050 French City	JAD
451 G054	10	6	8 ABA	A2	G054 Greater Pittsburgh	JAD
549 G058	5	5	8 BBA	B2	G058 Clarksburg Fairmont	JAD
540 G062	7	9	8 BAA	B1	G062 Black Swamp	JAD
619 G067	7	7	7 BBB+	B7+	G067 Miami-Shelby	JAD
334 G069	2	5	1 CBC	C6	G069 Western Hills (Cincinnati)	JAD
481 G073	10	10	10 AAA	A1	G073 Pittsburgh South Hills	JAD
506 G075	7	8	10 BAA	B1	G075 Lorain	JAD
608 G080	7	4	9 BBA	B2	G080 Greater Allegheny	JAD
452 G086					G086 Salem	JAD
95 G087	4	6	6 BBB+	B7+	G087 Pittsburgh North Hills	JAD
620 G089	5	5	5 BBB	B7	G089 Fostoria	JAD
632 G094	7	8	7 BAB	B3	G094 Grand Lake	JAD
432 G095	5	8	10 BAA	B1	G095 Pittsburgh Metro	JAD
422 G096	1	9	10 CAA	C1	G096 Greater Central Ohio	JAD
142 G097	7	8	8 BAA	B1	G097 Huntington Tri-State	JAD
587 G099	8		10		G099 Cambridge	JAD
583 G100	7	8	5 BAB	B3	G100 Athens Co	JAD
509 G101	7	8	10 BAA	B1	G101 Independence	JAD
503 G102					G102 New Martinsville	JAD
493 G103	5	8	7 BAB	B3	G103 Ashland	JAD
384 G104	3	8	5 BAB	B3	G104 Northwest Ohio	JAD
505 G105	7	8	7 BAB	B3	G105 Parkersburg-Marietta	JAD
536 G106	10	10	10 AAA	A1	G106 Greater Cranberry	JAD
272 H002	7	4	9 BBA	B2	H002 Windom	LOL
362 H003	7	6	8 BBA	B2	H003 Winnipeg	LOL
393 H005	9	9	9 AAA	A1	H005 Dauphin	LOL
386 H007	6	10	10 BAA	B1	H007 Fergus Falls	LOL
529 H008	6	1	5 BCB	B7	H008 Minot	LOL
663 H009	8	6	7 ABB	A7	H009 Plymouth	LOL
297 H014	2	7	7 CBB	C7	H014 Minneapolis	LOL
174 H015	7	5	9 BBA	B2	H015 Albert Lea	LOL



337 H017	6	10	10 BAA	B1	H017 Dunn County	LOL
420 H019	6	10	10 BAA	B1	H019 Fargo-Moorhead	LOL
305 H021	1	3	2 CBC	C6	H021 Appleton	LOL
664 H028	7	6	7 BBB+	B7+	H028 Green Bay	LOL
280 H029	7	5	8 BBA	B2	H029 Rock Valley	LOL
403 H030	9	8	4 AAB	A3	H030 Kenosha	LOL
324 H032	6	8	10 BAA	B1	H032 La Crosse	LOL
380 H033	7	7	7 BBB+	B7+	H033 Madison	LOL
358 H034	2	1	3 CCB	C8	H034 Manitowoc	LOL
223 H038	7	5	7 BBB+	B7+	H038 Milwaukee	LOL
170 H041	7	10	10 BAA	B1	H041 Oshkosh	LOL
58 H043	0	0			H043 Hilltop	LOL
347 H044	5	3	7 BBB+	B7+	H044 Racine	LOL
395 H045	8	8	8 AAA	A1	H045 Saskatoon	LOL
258 H046	0	6	10 CBA	C2	H046 St Croix Valley	LOL
59 H047	5	5	7 BBB+	B7+	H047 Mankato	LOL
567 H049	9	9	9 AAA	A1	H049 Bismarck-Mandan	LOL
146 H050	10	9	10 AAA	A1	H050 Stevens Point	LOL
244 H055	5	6	6 BBB+	B7+	H055 Wausau	LOL
180 H062	7	10	10 BAA	B1	H062 Faribault	LOL
189 H065	10	6	3 ABB	A7	H065 Black River Falls	LOL
325 H067	10	10	10 AAA	A1	H067 Le Roy	LOL
346 H070	2	1	2 CCC	C9	H070 Lake Geneva	LOL
175 H072	10	0	8 ACA	A5	H072 Winona	LOL
298 H073	8	9	7 AAB	A3	H073 Greater St Paul Area	LOL
418 H076	2	2	4 CCB	C8	H076 Bloomington	LOL
302 H079	10	6	10 ABA	A2	H079 Duluth-Superior	LOL
387 H080	8	10	10 AAA	A1	H080 Willmar	LOL
301 H082	5	10	10 BAA	B1	H082 Polk County	LOL
368 H086	6	10	10 BAA	B1	H086 St Cloud	LOL
592 H087	8	8	10 AAA	A1	H087 Minnetonka	LOL
661 H089	7	7	8 BBA	B2	H089 Ripon	LOL
369 H090	8	8	8 AAA	A1	H090 Greater Grand Forks	LOL
398 H091	9	9	9 AAA	A1	H091 Regina	LOL
61 H092	5	5	5 BBB	B7	H092 Rochester	LOL
336 H098	10	1	10 ACA	A5	H098 Menomonee Falls	LOL
345 H100	2	3	3 CBB	C7	H100 Greendale	LOL
232 H106	3	3	5 BBB	B7	H106 Delta County	LOL
240 H112	5	5	5 BBB	B7	H112 West Allis	LOL
183 I003	10	8	8 AAA	A1	I003 Benton Harbor-St Joseph	PIO
658 I005	5	5	5 BBB	B7	I005 The Motor City Metro	PIO
469 I007	10	10	10 AAA	A1	I007 Macomb County	PIO
352 I008	2	0	2 CCC	C9	I008 Detroit-Oakland	PIO
646 I011	4	8	10 BAA	B1	I011 Grand Rapids	PIO
675 I012	8	8	6 AAB	A3	I012 Gratiot County	PIO
315 I013	4	5	10 BBA	B2	I013 Grosse Pointe	PIO
600 I014	10	7	10 ABA	A2	I014 Alpena	PIO



644 I015	10	7	5 ABB`	A7	I015 Holland	PIO
199 I019	7	7	6 BBB+	B7+	I019 Hillsdale	PIO
51 I020	7	7	6 BBB+	B7+	I020 Kalamazoo	PIO
597 I021	2	5	5 CBB	C7	I021 Lansing	PIO
139 I022	7	8	7 BAB	B3	I022 Rochester	PIO
643 I028	10	10	5 AAB	A3	I028 Muskegon	PIO
463 I032	7	5	7 BBB+	B7+	I032 Pontiac-Waterford	PIO
125 I035	10	7	6 ABB	A7	I035 Saginaw Bay	PIO
737 I040	5	7	8 BBA	B2	I040 Traverse City	PIO
735 I041	5	8			I041 Wayne	PIO
122 I045	8	8	9 AAA	A1	I045 Battle Creek	PIO
124 I049	8	7	7 ABB	A7	I049 Flint	PIO
314 I055	4	7	10 BBA	B2	I055 Windsor	PIO
642 I058	3	3	10 BBA	B2	I058 Sault Ste Marie	PIO
464 I061	5	5	7 BBB+	B7+	I061 Huron Valley	PIO
17 I063	10	10	6 AAB	A3	I063 Monroe North	PIO
65 I064	10	10	3 AAB	A3	I064 Gaylord	PIO
284 I065	8	10	8 AAA	A1	I065 Livingston County	PIO
159 I066	7	3	7 BBB+	B7+	I066 Michiana Metro	PIO
645 I067	2	5	10 CBA	C2	I067 Mt. Pleasant	PIO
407 J001	10	10	10 AAA	A1	J001 Wilmington	MAD
565 J002	5	3	6 BBB+	B7+	J002 District of Columbia	MAD
137 J003	6	8	10 BAA	B1	J003 Anne Arundel	MAD
94 J004	8	8	10 AAA	A1	J004 Baltimore	MAD
24 J005	8	10	5 AAB	A7	J005 Frederick	MAD
590 J007	6	4	7 BBB+	B7+	J007 Princeton	MAD
449 J008	7	7	7 BBB+	B7+	J008 Milford	MAD
127 J011	3	9	7 BAB	B3	J011 Montclair	MAD
12 J012	10	4	0 ABC	A6	J012 Pottsville Area	MAD
525 J014	5	5	10 BBA	B2	J014 Carroll County	MAD
430 J015	4	6	6 BBB+	B7+	J015 Roanoke Valley	MAD
123 J016	9	7	9 ABA	A2	J016 Somerset Hills	MAD
97 J017	9	2	10 ACA	A5	J017 Ridgewood	MAD
93 J019	4	4	6 BBB+	B7+	J019 Teaneck	MAD
575 J020	8	7	10 ABA	A2	J020 Charlottesville	MAD
134 J021	7	9	9 BAA	B1	J021 Rahway Valley	MAD
448 J022	6	7	6 BBB+	B7+	J022 Cherry Hill	MAD
136 J025	8	7	10 ABA	A2	J025 Jamaica	MAD
564 J026	8	8	9 AAA	A1	J026 Freehold	MAD
68 J029	2	5	7 CBB	C7	J029 Tunkhannock	MAD
47 J030	0	2	3 CCB	C8	J030 Westchester County	MAD
128 J031	6	9	8 BAA	B1	J031 Allentown Bethlehem	MAD
303 J032	6	6	7 BBB+	B7+	J032 Altoona	MAD
491 J033	5	5	10 BBA	B2	J033 Allegany County	MAD
519 J034	1	1	1 CCC	C9	J034 Lansdale	MAD
571 J035	0	1	1 CCC	C9	J035 Bryn Mawr	MAD
249 J036	5	7	8 BBB+	B7+	J036 Harrisburg	MAD



462 J038	0	0	0 CCC	C9	J038 Lancaster Red Rose	MAD
44 J039	7	3	3 BBB-	B7-	J039 Lebanon	MAD
85 J040	5	5	7 BBB+	B7+	J040 Wilkes Barre	MAD
467 J041	10	0	0 ACC	A9	J041 Mahanoy City	MAD
578 J042	6	2	4 BCB	B8	J042 Philadelphia	MAD
282 J044	2	2	4 CCB	C8	J044 Reading	MAD
27 J046	10	5	3 ABB	A7	J046 York	MAD
488 J047	0	0	0 CCC	C9	J047 Alexandria	MAD
413 J048	8	5	10 BAB	B3	J048 Winchester	MAD
60 J049	3	6	8 BBA	B2	J049 Richmond	MAD
248 J050	10	8	8 AAA	A1	J050 Fredericksburg	MAD
157 J051	2	5	5 CBB	C7	J051 Fairfax	MAD
593 J053	10	7	8 ABA	A2	J053 Hagerstown	MAD
419 J054	4	10	6 BAB	B3	J054 Red Bank Area	MAD
148 J056	10	7	10 ABA	A2	J056 Brooklyn	MAD
579 J058	2	2	4 CCB	C8	J058 Delco	MAD
76 J061	6	8	10 BAA	B1	J061 Lewisburg	MAD
440 J063	10	10	10 AAA	A1	J063 Greater Atlantic City	MAD
69 J064	8	5	9 ABA	A2	J064 Honesdale	MAD
470 J065	3	6	5 BBB	B7	J065 Harford County	MAD
466 J066	0	2			J066 Dundalk	MAD
90 J067	8	4	4 ABB	A7	J067 North Brookhaven	MAD
439 J068	8	8	9 AAA	A1	J068 Ocean County	MAD
117 J069	5	5	6 BBB+	B7+	J069 Norfolk	MAD
67 J070	9	7	9 ABA	A2	J070 Sussex County	MAD
548 J071	3	5	4 BBB-	B7-	J071 Bucks County	MAD
308 J072	7	7	5 BBB	B7	J072 Arlington	MAD
149 J076	8	8	10 AAA	A1	J076 Western Suffolk	MAD
108 J081	7	5	8 BBA	B2	J081 Morris County	MAD
26 J082	2	2	4 CCB	C8	J082 Patapsco Valley	MAD
586 J083	10	10	10 AAA	A1	J083 Tri-County	MAD
91 J084	2	2	5 CCB	C8	J084 Nassau-Mid Island	MAD
119 J085	8	5	4 ABB	A7	J085 Suffolk	MAD
38 J086	7	8	4 BAB	B3	J086 Montgomery County	MAD
580 J087	4	6	6 BBB+	B7+	J087 Hamilton Square	MAD
397 J091	7	5	8 BBA	B2	J091 Prince William	MAD
416 J092	6	6	8 BBA	B2	J092 Salisbury	MAD
45 J093	10	10	10 AAA	A1	J093 Rockland County	MAD
531 J095	8	10	10 AAA	A1	J095 Abington-Levittown	MAD
415 J096	2	4	4 CBB	C7	J096 Hanover	MAD
86 J097	5	5	5 BBB	B7	J097 Columbia-Montour County	MAD
487 J098	3	3	5 BBB	B7	J098 State College	MAD
151 J099	10	7	10 ABA	A2	J099 Stroudsburg	MAD
131 J100	0	0	3 CCB	C8	J100 Manhattan	MAD
471 J102	4	7	5 BBB	B7	J102 Somerset County	MAD
706 J103	9	8	8 AAA	A1	J103 Pottstown	MAD
307 J104	7	5	6 BBB+	B7+	J104 Fauquier County	MAD



98 J105	2	5	5 CBB	C7	J105 Hunterdon County	MAD
438 J106	9	9	9 AAA	A1	J106 Cape May County	MAD
412 J107	8	8	5 AAB	A3	J107 South Coastal	MAD
598 J108					J108 Greater Brunswick Area	MAD
444 J110	4	2	4 BCB	B8	J110 Smith Mountain Lake	MAD
286 J112	10	10	10 AAA	A1	J112 Charles Town	MAD
429 J113	8	8	8 AAA	A1	J113 Easton	MAD
121 J116	5	5	5 BBB	B7	J116 Virginia Peninsulas	MAD
306 J117	3	3	4 BBB-	B7-	J117 La Plata	MAD
118 J118	5	3	5 BBB	B7	J118 Five Towns College	MAD
490 J119	3	0	4 BCB	B8	J119 Inwood	MAD
29 J120	8	8	8 AAA	A1	J120 Kilmarnock	MAD
489 J121	3	4	6 BBB+	B7+	J121 Loudoun County	MAD
389 J122	0	2	3 CCB	C8	J122 Mt. Vernon	MAD
563 J125	5	8	10 BAA	B1	J125 Queen Anne's County	MAD
35 J126	3	3	5 BBB	B7	J126 James River	MAD
191 J127	5	2	10 BCA	B5	J127 Germantown	MAD
126 J128	4	3	7 BBB+	B7+	J128 Hell's Kitchen	MAD
361 J129	10	8	10 AAA	A1	J129 Culpeper	MAD
360 J130	1	9	9 CAA	C1	J130 Harrisonburg	MAD
370 K001	4	3	3 BBB-	B7-	K001 Bridgeport	NED
287 K003	9	10	9 AAA	A1	K003 Hartford	NED
184 K006	5	8	8 BAA	B1	K006 Danbury	NED
216 K008	7	7	8 BBA	B2	K008 New Haven	NED
446 K009	7	9	9 BAA	B1	K009 Norwich	NED
740 K010	10	5	5 ABB	A7	K010 Enfield	NED
730 K012	7	8	9 BAA	B1	K012 Waterbury/Derby	NED
217 K012	7	7	9 BBA	B2	K012 Waterbury/Derby	NED
511 K013	7	7	7 BBB+	B7+	K013 Saint John	NED
355 K014	4	6	6 BBB+	B7+	K014 Brunswick	NED
340 K019	10		10		K019 Boston	NED
195 K021	8	8	9 AAA	A1	K021 Springfield	NED
753 K022	5	7	10 BBA	B2	K022 Lowell	NED
312 K025	3	4	5 BBB	B7	K025 Concord	NED
177 K027	7	4	10 BBA	B2	K027 Natick	NED
218 K029	5	5	9 BBA	B2	K029 New Bedford	NED
716 K031	4	7	8 BBA	B2	K031 Cape Breton	NED
695 K033	9	7	8 ABA	A2	K033 Beverly	NED
699 K034	7	7	9 BBA	B2	K034 Scituate	NED
231 K038	7	5	10 BBA	B2	K038 Worcester	NED
518 K039	8	6	10 ABA	A2	K039 Waterville	NED
751 K039	5	10	10 BAA	B1	K039 Waterville	NED
161 K041	8	8	5 AAB	A3	K041 Laconia	NED
356 K043	6	3	6 BBB+	B7+	K043 Midcoast Maine	NED
202 K045	4	0	2 BCC	B9	K045 Greater Montreal	NED
313 K046	7	7	10 BBA	B2	K046 Providence	NED
681 K048	4	7	8 BBA	B2	K048 Burlington	NED



542 K053	6	5	7 BBB+	B7+	K053 Halifax	NED
167 K054	7	7	8 BBA	B2	K054 Cape Cod	NED
694 K055	7	8	9 BAA	B1	K055 Lincoln	NED
704 K056	4	8	10 BAA	B1	K056 Nashua	NED
714 K057					K057 Norway-South Paris	NED
715 K058					K058 Portsmouth	NED
713 K059	7	8	7 BAB	B3	K059 Troy	NED
194 K060	8	7	10 ABA	A2	K060 Haverhill	NED
285 K062	10	10	4 AAB	A3	K062 New London	NED
711 K063	6	8	8 BAA	B1	K063 Dartmouth	NED
221 K067	4	6	8 BBA	B2	K067 Saratoga Springs	NED
160 K068	3	6	6 BBB+	B7+	K068 Concord	NED
165 K072	5	7	9 BBA	B2	K072 Pittsfield	NED
726 K075	4	7	8 BBA	B2	K075 Moncton	NED
203 K080	6	0	2 BCC	B9	K080 Plattsburgh	NED
517 K082	4	7	8 BBA	B2	K082 South Shore	NED
588 K084	5	8	10 BAA	B1	K084 Poughkeepsie	NED
164 K092	0	0	0 CCC	C9	K092 Manchester	NED
553 K095	5	8	7 BAB	B3	K095 Kentville	NED
512 K098	7	5	7 BBB+	B7+	K098 Fredericton	NED
568 K100	8	8	8 AAA	A1	K100 Bedford-Sackville	NED
725 K101	8	8	8 AAA	A1	K101 Prince Edward Island	NED
705 K106	8	3	8 ABA	A2	K106 Dover	NED
266 K107	8	8	7 AAB	A3	K107 Lyndon	NED
594 K108	8	8	8 AAA	A1	K108 Rutland	NED
534 L001	10	9	8 AAA	A1	L001 St Thomas	ONT
414 L003	5	3	7 BBB+	B7+	L003 Guelph	ONT
501 L005	8	10	10 AAA	A1	L005 East York	ONT
543 L007	5	5	7 BBB+	B7+	L007 Oakville	ONT
143 L008	7	4	8 BBA	B2	L008 Kingston	ONT
500 L009	5	5	8 BBA	B2	L009 Kitchener-Waterloo	ONT
480 L010	8	5	7 ABB	A7	L010 Quinte Regional	ONT
402 L011	7	5	8 BBA	B2	L011 London	ONT
577 L012	8	8	9 AAA	A1	L012 Grimsby	ONT
478 L013	4	6	7 BBB+	B7+	L013 Greater Toronto	ONT
541 L014	8	7	9 ABA	A2	L014 Oshawa	ONT
392 L015	8	9	10 AAA	A1	L015 Peterborough	ONT
294 L016	10	10	10 AAA	A1	L016 St Catharines	ONT
295 L017	8	8	8 AAA	A1	L017 Sarnia	ONT
550 L018	5	6	5 BBB	B7	L018 Seaforth	ONT
523 L020	8	7	8 ABA	A2	L020 Mount Forest	ONT
502 L024	10	10	10 AAA	A1	L024 Scarborough	ONT
544 L025	10	10	10 AAA	A1	L025 Brockville	ONT
496 L026	1	5	4 CBB	C7	L026 Simcoe	ONT
533 L027	6	6	8 BBA	B2	L027 Newmarket	ONT
494 L028	3	3	3 BBB-	B7-	L028 Ottawa	ONT
522 L030	4	4	8 BBA	B2	L030 Toronto	ONT

144 L031	6	5	7 BBB+	B7+	L031 Nepean	ONT
535 L032	8	9	10 AAA	A1	L032 Niagara Falls	ONT
73 L037	8	10	10 AAA	A1	L037 Etobicoke Mississauga	ONT
528 L042	6	6	5 BBB	B7	L042 Owen Sound	ONT
555 L049	3	6	7 BBB+	B7+	L049 Barrie	ONT
482 L052	10	10	10 AAA	A1	L052 North Bay	ONT
546 L053	9	8	6 AAB	A3	L053 Huntsville	ONT
145 L055	6	5	7 BBB+	B7+	L055 Cornwall	ONT
396 L056	10	10	10 AAA	A1	L056 Strathroy	ONT
507 L058	2	2	5 CCB	C8	L058 Hamilton	ONT
211 M003	3	7	7 BBB+	B7+	M003 Binghamton	SLD
291 M004	8	5	7 ABB	A7	M004 Buffalo	SLD
212 M005	10	9	10 AAA	A1	M005 Auburn	SLD
230 M008	3	3	3 BBB-	B7-	M008 East Aurora	SLD
566 M010	0	0	0 CCC	C9	M010 Batavia	SLD
625 M011	6	4	7 BBB+	B7+	M011 Jamestown	SLD
321 M012	3	3	3 BBB-	B7-	M012 Geneva	SLD
328 M013	5	5	10 BBA	B2	M013 Venango County	SLD
213 M014	7	9	10 BAA	B1	M014 Oneonta	SLD
239 M015	10	10	10 AAA	A1	M015 St Marys	SLD
190 M017	6	5			M017 Headwaters	SLD
329 M021	5	7	8 BBA	B2	M021 Olean	SLD
264 M023	8	3	9 ABA	A2	M023 Painted Post	SLD
323 M024	8	2	4 ACB	A8	M024 Hornell	SLD
247 M025	7	7	7 BBB+	B7+	M025 Rochester	SLD
365 M029	8	8	5 AAB	A3	M029 Syracuse	SLD
254 M031		7	8		M031 Mohawk Valley	SLD
229 M033	3	5	5 BBB	B7	M033 Warsaw	SLD
626 M040	10	10	10 AAA	A1	M040 Warren	SLD
265 M041	6	6	6 BBB+	B7+	M041 Mark Twain	SLD
327 M043	0	0			M043 New Bethlehem	SLD
339 M044	5	10	10 BAA	B1	M044 Erie	SLD
293 M048	3	8	7 BAB	B3	M047 Canton	SLD
319 M048	3	3	3 BBB-	B7-	M048 Oswego Valley	SLD
292 M051	10	10	10 AAA	A1	M051 Watertown	SLD
331 M053	6	6	7 BBB+	B7+	M053 Crawford County	SLD
279 M058	2	2	2 CCC	C9	M058 Onondaga County	SLD
283 M059	5	10	10 BAA	B1	M059 Salamanca	SLD
326 M061	10	4	10 ABA	A2	M061 Ithaca	SLD
332 M062	10	5	0 ABC	A6	M062 Bradford	SLD
106 M064	8	6	4 ABB	A7	M064 Grove City	SLD
238 M065	5	5	5 BBB	B7	M065 Greater DuBois	SLD
485 N001	5	9	8 BAA	B1	N001 Northwest Louisiana	SWD
5 n002					N002 Alamogordo	SWD
560 N006	2	8	7 CAB	C3	N006 Spring	SWD
290 N007	6	5	7 BBB+	B7+	N007 New Braunfels	SWD
22 N008	10	5	5 ABB	A7	N008 Monroe	SWD



107 N010	0	0	2 CCC	C9	N010 Bay City	SWD
112 N011	0	0	0 CCC	C9	N011 Oklahoma City	SWD
606 N015	10	9	9 AAA	A1	N015 Tulsa	SWD
182 N016	10	10	10 AAA	A1	N016 Abilene	SWD
281 N017	10	7	10 ABA	A2	N017 Amarillo	SWD
54 N018	8	8	8 AAA	A1	N018 Permian Basin	SWD
43 N019	8	10	10 AAA	A1	N019 Nacogdoches	SWD
48 N020	2	0	0 CCC	C9	N020 Big "D"	SWD
82 N021	8	10	8 AAA	A1	N021 El Paso	SWD
299 N022	3	6	10 BBA	B2	N022 Fort Worth	SWD
243 N023	0	0	5 CCB	C8	N023 Houston	SWD
273 N024	10	10	10 AAA	A1	N024 Lubbock	SWD
52 N025	0	0	0 CCC	C9	N025 Dallas Metro	SWD
4 n027	10	5	7 ABB	A7	N027 Coleman	SWD
477 N028					N028 Northwest Arkansas	SWD
11 n031	4	4	4 BBB-	B7-	N031 Central Texas Corridor	SWD
109 N032	8	6	8 ABA	A2	N032 Greater New Orleans	SWD
486 N033	10	0	0 ACC	A9	N033 Acadiana	SWD
475 N034	6	7	7 BBB+	B7+	N034 San Antonio	SWD
14 N035	8	8	5 AAB	A7	N035 Greater Baton Rouge	SWD
111 N037	6	10	10 BAA	B1	N037 Central Cities	SWD
57 N038	4	9	7 BAB	B3	N038 Centroplex	SWD
138 N042	4	6	10 BBA	B2	N042 Lawton	SWD
49 N047	0	0	0 CCC	C9	N047 Town North Plano	SWD
288 N048	10	6	10 ABA	A2	N048 Greater Fort Smith	SWD
409 N053	8	10	10 AAA	A1	N053 Corpus Christi	SWD
10 N054	10	5	7 ABB	A7	N054 Austin	SWD
46 N057	1	2	0 CCC	C9	N057 Arlington	SWD
110 N058	4	5	9 BBA	B2	N058 Southeast Texas	SWD
349 N074	7	8	9 BAA	B1	N074 Hot Springs	SWD
33 N075	5	7	5 BBB	B7-	N075 San Angelo	SWD
42 N078	10	3	3 ABB	A7	N078 Lake Jackson	SWD
7 n079					N079 Kerrville	SWD
385 N103	7	8	10 BAA	B1	N103 Liberal	SWD
30 N105	7	5	5 BBB	B7	N105 Marble Falls	SWD
6 n106					N106 Carlsbad	SWD
259 N107	0	10	10 CAA	C1	N107 Mills County	SWD
375 N108	3	10	5 BAB	B3	N108 East Texas	SWD
50 N109	10	5	5 ABB	A7	N109 Wichita Falls	SWD
8 n110					N110 Victoria	SWD
333 N111	10	7	8 ABA	A2	N111 Alvin	SWD
21 N112	6	4	6 BBB+	B7+	N112 San Marcos	SWD
55 N113	5	3	4 BBB-	B7-	N113 Tarrant County Metro Texas	SWD
474 N114	2	10	10 CAA	C1	N114 Greater West Texas	SWD
687 P001	6	7	7 BBB+	B7+	P001 Venice	SUN
37 P003	9	9	7 AAB	A3	P003 Daytona Beach Metro	SUN
682 P004	7	7	9 BBA	B2	P004 Manatee County	SUN

749 P006	5	5	9 BBA	B2	P006 Charlotte County	SUN
88 P006	4	2	2 BCC	B9	P006 Charlotte County	SUN
16 P007	5	5	5 BBB	B7	P007 Gainesville	SUN
634 P010	7	9	8 BAA	B1	P010 Miami	SUN
684 P011	8	7	9 ABA	A2	P011 Orlando	SUN
729 P012	7	6	9 BBA	B2	P012 Ocala	SUN
746 P013	5	5	6 BBB+	B7+	P013 Greater Pinellas Chapter	SUN
739 P014	6	8	7 BAB	B3	P014 Sarasota	SUN
754 P015	2	5	5 CBB	C7	P015 Tampa	SUN
750 P016	10	10	8 AAA	A1	P016 Palm Beach County	SUN
741 P016	10	10	10 AAA	A1	P016 Palm Beach County	SUN
53 P016	10	9	7 AAB	A3	P016 Palm Beach County	SUN
742 P017	5	8	6 BAB	B3	P017 Greater Canaveral	SUN
745 P019	5	5	5 BBB	B7	P019 Fort Walton Beach	SUN
516 P021	9	9	9 AAA	A1	P021 Zephyrhills-Dade City	SUN
552 P022	8	8	8 AAA	A1	P022 Palm Harbor	SUN
734 P022	5	2	2 BCC	B9	P022 Palm Harbor	SUN
724 P023	0	0			P023 Naples/Fort Myers	SUN
19 P024	5	5	5 BBB	B7	P024 Tallahassee	SUN
683 P026	8	8	8 AAA	A1	P026 Polk County	SUN
34 P027	1	2	2 CCC	C9	P027 Fort Lauderdale	SUN
744 P028	8	7	7 ABB	A7	P028 Panama City	SUN
701 P030	1	3	7 CBA	C2	P030 Martin - St Lucie	SUN
755 P032	10	10	5 AAB	A3	P032 Pasco County	SUN
752 P034	0	0	1 CCC	C9	P034 Jacksonville Big O	SUN
748 P034	1	2	1 CCC	C9	P034 Jacksonville Big O	SUN
15 P035	10	5	2 ABC	A6	P035 Citrus County	SUN
628 P036	5	7	7 BBB+	B7+	P036 Melbourne	SUN
87 P037	3	5	4 BBB-	B7-	P037 Cape Coral	SUN
637 P038	2	2	2 CCC	C9	P038 Englewood	SUN
559 P041	10	10	10 AAA	A1	P041 Suwannee Valley	SUN
152 P043	8	8	8 AAA	A1	P043 Boca Raton	SUN
105 P045	2	5	4 CBB	C7	P045 Greater Sun City Center	SUN
728 P047	5	6	7 BBB+	B7+	P047 Hernando County	SUN
756 P047	7	7	7 BBB+	B7+	P047 Hernando County	SUN
688 P048	2	6	6 CBB	C7	P048 Sebring	SUN
757 P049	4	4	4 BBB-	B7-	P049 Central Florida	SUN
747 P049	5	2	4 BCB	B8	P049 Central Florida	SUN
153 P051	8	7	6 ABB	A7	P051 Orange Ridge	SUN
743 P052	8	3	3 ABB	A7	P052 Everglades	SUN
479 P052	3	3	5 BBB	B7	P052 Everglades	SUN
732 Q008	5	5	3 BBB-	B7-	Q008 Savannah	NSC
63 Q009	10	6	2 ABC	A6	Q009 Grand Strand	NSC
671 Q015	3	3	4 BBB-	B7-	Q015 Pinehurst	NSC
659 Q018	10	5	5 ABB	A7	Q018 Anderson	NSC
657 Q019	7	3	5 BBB	B7	Q019 Charleston	NSC
666 Q022	8	10	10 AAA	A1	Q022 New Bern	NSC



574 Q027	3	5	7 BBB+	B7+	Q027 Asheville	NSC
573 Q028	7	7	5 BBB	B7	Q028 Charlotte	NSC
720 Q029	2	2	5 CCB	C8	Q029 Hickory	NSC
627 Q031	8	6	10 ABA	A2	Q031 Greensboro	NSC
618 Q032	5	6	7 BBB+	B7+	Q032 Winston-Salem	NSC
665 Q035	4	3	6 BBB+	B7+	Q035 Edenton	NSC
676 Q040	9	10	8 AAA	A1	Q040 Wilmington	NSC
62 Q056	7	10	8 BAA	B1	Q056 Spartanburg	NSC
723 Q065	10	8	8 AAA	A1	Q065 Raleigh	NSC
609 Q072	5	5	5 BBB	B7	Q072 Hilton Head Island	NSC
599 Q073	3	3	5 BBB	B7	Q073 Research Triangle Park	NSC
623 Q075	10	10	10 AAA	A1	Q075 Greenville Area	NSC
700 Q080					Q080 Rocky Mount	NSC
653 Q081	9	9	10 AAA	A1	Q081 Greater Gaston	NSC
660 Q083	8	10	10 AAA	A1	Q083 Seneca	NSC
738 Q085	7	7	7 BBB+	B7+	Q085 Beaufort	NSC
733 Q091	7	8	8 BAA	B1	Q091 Jacksonville	NSC
537 Q093	10	10			Q093 West Jefferson	NSC
607 Q096					Q096 Lexington County	NSC
64 Q099	6	7	7 BBB+	B7+	Q099 Central Carolina	NSC
372 S001	8	7	8 ABA	A2	S001 Boulder	RMD
74 S002	0	2	7 CCB	C8	S002 Colorado Springs / Pikes Peak	RMD
364 S003	0	3	3 CBB	C7	S003 Denver Mile High	RMD
581 S004	3	7	6 BBB+	B7+	S004 Longmont	RMD
570 S005	5	5	8 BBA	B2	S005 San Juan County	RMD
601 S006	7	7	8 BBA	B2	S006 Loveland	RMD
104 S007	10	4	5 ABB	A7	S007 Northern Black Hills	RMD
582 S008	7	5	7 BBB+	B7+	S008 Pocatello	RMD
605 S009	10	10	7 AAB	A3	S009 Colby	RMD
317 S010	10	10	3 AAB	A3	S010 Santa Fe	RMD
330 S014	3	10	7 BAB	B3	S014 Grand Junction	RMD
335 S015	8	6	6 ABB	A7	S015 Rexburg	RMD
116 S016	8	8	7 AAB	A3	S016 Burley	RMD
589 S017	8	5			S017 Los Alamos Area	RMD
344 S018		5	5		S018 Mt Rushmore	RMD
377 S020	2	2	2 CCC	C9	S020 Bernalillo County	RMD
376 S022	5	5	5 BBB	B7	S022 Albuquerque	RMD
641 S024	8	6	7 ABB	A7	S024 Durango	RMD
2 S028	6	7	6 BBB+	B7+	S028 Denver MountainAires	RMD
381 S030	7	7	7 BBB+	B7+	S030 Sterling	RMD
655 S033	4	5	5 BBB	B7	S033 Billings	RMD
513 S035	3	5	5 BBB	B7	S035 Salt Lake City	RMD
654 S037	7	5	6 BBB+	B7+	S037 Montrose	RMD
603 S043					S043 Scottsbluff	RMD
363 S068	4	4	7 BBB+	B7+	S068 Utah Valley	RMD
75 S076	10	5	10 ABA	A2	S076 Pueblo	RMD
639 S078	7	7	10 BBA	B2	S078 Cheyenne	RMD

731 S079					S079 Casper	RMD
373 S081	4	5	8 BBA	B2	S081 Wasatch Front	RMD
736 S089	8	10	10 AAA	A1	S089 Grand County	RMD
672 S090	7	5	4 BBB-	B7-	S090 Ogallala	RMD
92 S091	6	6	8 BBA	B2	S091 Colorado Springs Metro	RMD
712 S092					S092 Colorado Front Range	RMD
					TOTAL # (should be 756)	



BARBERSHOP HARMONY SOCIETY  
EVERY CHAPTER VISIT SURVEY

ANALYSIS OF RESPONSES TO QUESTION 10:

“What else can the Society and/or District offer that would enhance the level of enjoyment that the chapter members already receive through their chapter affiliation?”

David Montgomery, Central States District VP-CSLT  
February 27, 2013

INTRODUCTION

This is the last installment from the analysis of the Society’s Every Chapter Visit initiative undertaken in 2011 and largely completed in the last half of that year. Previous analyses have focused on identifying the extent to which chapters may need, desire, and benefit from assistance from the Society. A typology was developed to support the development of assistance strategies by the Society.

This analysis is of a different kind. It focuses on the content of responses to the open-ended question, “What else can the Society and/or District offer that would enhance the level of enjoyment that the chapter members already receive through their chapter affiliation?” In essence, it seeks to answer the fundamental question that prompted the ECV program in the first place – “What do our chapters want from us?”

METHODOLOGY

A preliminary review of the responses to Question 10 allowed them to be grouped into fifteen broad categories. Each survey was classified only once, according to what appeared to be its dominant or primary issue.

The secondary analysis presented here digs more deeply into the responses and identifies each separate item that drew a comment from the chapter. These were then grouped into the fifteen categories emerging from the initial analysis. The individual items were then put into sub-groups based on their similarity, but each category was left with a large number of unique items that defied grouping. *While the analytical focus is on the items mentioned most frequently, the unique items often contain original or out-of-the-box observations and should be reviewed by anyone using these data.*

Items with two or more mentions are listed first in each category, followed by the unique items for that category. No attempt was made to present unique items in any particular order.

DATA LIMITATIONS

The chief limitation of this and other similar analyses is that it is necessary to condense and abstract open-ended responses. These responses are often lengthy and complex. Sometimes they are irrelevant to the question being asked. Most respondents gave one or two suggestions; one gave twenty-one while 147 provided no suggestions whatsoever.

Responses seldom distinguish between the Society and the District as the party best situated to address the concern voiced. Many of these, however, become more clear in the context of the item itself.

Classification of responses was not unambiguous. Many items could lend themselves to inclusion in two or more categories. For example, the item “Need lower prices on music and guest quartets” could easily be classified as relating to Finance, to Events or to Music. In these cases the researcher tried to gain clues from the context of the entire survey to determine which concern was strongest. In most cases such as this one the item has been classed as Finance, since that seemed to be the thrust of the chapter’s concerns. But be aware that boundaries between categories are fluid and little should be made of minor differences between them.

## SUMMARY OF RESPONSES BY CATEGORY

Better Communication	147
Improve Singing and Performance Skills	134
Improved Events	98
Music Type and Availability Issues	89
Growth in Membership	86
Improved Training	73
Nothing	71
Financial Issues	69
Improved Marketing and Promotion	68
Leadership and Director Issues	64
Sharing and Cooperation	58
Youth Outreach	<u>28</u>
TOTAL VALID RESPONSES	985
Other non-relevant responses	<u>59</u>
TOTAL RESPONSES	1044

Item left blank on 76 of 756 questionnaires returned

## SPECIFIC ITEMS MOST FREQUENTLY CITED

1. Nothing	(Nothing)	71
2. Help with recruiting	(Growth in Membership)	70
3. More frequent visits and communication	(Better Communication)	61
4. (tie) Provide coaching help	(Improve Singing...)	46
(tie) Share activities	(Sharing and Cooperation)	46
5. Provide newer music	(Music Type....)	30

## OVERARCHING FINDINGS

Perhaps the outstanding single finding is that there is no single thing that chapters want. The single most frequent response item was, "Nothing" (71 responses, 9.39 % of chapters). Even the most frequently cited item (Help with recruiting) was noted by only 70 chapters (9.26% of chapters).

This does not mean that there are no clear patterns. The six items most frequently cited constitute 324, or 31.03%, of all responses. If "Other" responses are eliminated, these constitute 32.89% of all valid responses. And if the "Nothing" responses are set aside as non-actionable, then five specific items constitute 253 of 914 actionable responses (27.68%).

In other words, if the Society could develop five strategies to assist chapters (as follows):

Strategies to help with recruiting

Strategies to provide more frequent visits from and communication with District and Society staff and officers

Strategies to provide coaching help to chapters

Strategies to help chapters plan and implement shared activities

Strategies to modernize the music and arrangements available through the Society

It could respond to over one-quarter of the stated requests for help from its chapters.

I believe it is important here not to respond to these requests by saying, "We're already doing these things". Whatever the Society is doing or has done in these areas, it clearly is not meeting the needs of the chapters. This is also true, but to a lesser degree, for items cited less frequently. Perception is reality. If chapters perceive the Society has not provided them with adequate help and support in a given area, then that is real to them, regardless of how much effort



the Society thinks it has made. This can be frustrating, but is a core point that must underlie any efforts to take action on the suggestions made by the chapters.

Nor should categories or items with fewer mentions be overlooked. Perhaps some of the most creative responses occurred in those that were unique.

For example, no single item relating to Events is cited by more than 19 chapters, yet the cumulative amount of suggestions made for improving Events is below only Better Communication and Improved Singing. One interpretation of this finding is that, while there is no clear consensus on ways that events could be improved, there is a broad feeling that things in this area could be made better. And while Sharing and Cooperation as a category did not rise high, one single recommendation – Share Activities – dominated the category and is among the six most frequently cited items.

## RECOMMENDATIONS

1. Immediately assure all chapters, especially the smaller and more fragile ones that the Society is taking action based on their responses to the survey: They have been heard.
2. Given the fact that the data are somewhat dated, the Society should commission an effort to update the responses to Questions 4, 5 and 10-14. This could be done by telephone or e-mail and should not entail a great deal of time or expense.
3. The updated data should be analyzed in accordance with the methodologies established by previous analyses.
4. Develop intervention strategies for the five most numerous Types of chapters, based on the most commonly voiced items revealed in Question 10.

A sample of such a strategy might look something like this:

**SAMPLE STRATEGY FOR TYPE A1 CHAPTERS** (those having High Need, High Desire for and High ability to benefit from Society help).

1. Communicate immediately that help is on the way.
2. Develop a detailed template of how a struggling chapter in a low-population environment can make itself more visible to potential audiences and members.
3. Set up regional events for several A1 chapters combining coaching, fellowship and training activities.
4. Survey such chapters quickly to compile a set of best practices, solutions that have worked in similar chapters, for issues such as recruitment, director support, financial enhancement and improved musicality.
5. Discuss frankly with some chapters the importance of sharing resources, directors, and performances with nearby chapters, and possibly considering merger.
6. ....This is just a starter. A full strategy could be much more inclusive.

## CONCLUSION

The Every Chapter Visit program takes the Society forward in many ways. It has reduced the sense of isolation that many chapters felt and has shown them the Society is a friend and helpmate, not a distant money-obsessed oppressor. Now the Society can leverage that goodwill by moving quickly to respond to the expressed needs of our chapters. Such opportunities are few and may not come again soon. Organized, well-thought-out, targeted initiatives that are perceived as being responsive to the individual situations of chapters have the greatest potential to provide them the help they need to become more successful. As our chapters succeed, our Society succeeds.

APPENDIX:  
RESPONSE ITEMS TABULATED BY CATEGORY AND SUB-CATEGORY

BETTER COMMUNICATION (147)

More frequent visits and communication (61)

By District officers (19)

By Society staff (7) – several Dixie chapters asked to have visitors from Nashville, not Atlanta.

By either or both (34)

By District area counselors (1)

Use more electronic media for communication (14)

Revive hardcopy District newsletters (12)

Recognize, appreciate and sympathize with struggling and isolated chapters (12)

Help chapters feel part of a larger organization (7)

Phone calls and requests to Nashville not responded to (5)

Communicate availability of help better (5)

Items with 4 responses each:

Send reminders when dues or reports are due or late

Provide earlier advance notice for events

Items with 3 responses each:

Provide templates of best practices from other chapters or Districts.

Notify chapters when Society staff are in the area

Communicate better the value of Society membership

Items with 2 responses each:

Create a District/division newsletter

Faster response and delivery from BHS, Harmony Marketplace

Unique items:

Recounts a bad experience trying to get coaching support

Society should be more proactive to chapters

Provide more support for website development

Provide better follow-up from LA and HEP

District lacking in communication

More opportunities for members

Received advice from a coach that was contradicted by contest judge

Harmonizer should have more articles and information targeted to smaller chapters

Keep Comcast on demand

Improve the website to provide downloadable music

IMPROVE SINGING AND PERFORMANCE SKILLS (134)

Provide coaching help (46)

Provide a music specialist visit to the chapter (31)

Help with arranging one-on-one vocal instruction (8)

Identify coaches and retired coaches in each area; develop coaching pools (7)

Provide visits and clinics from District champions and other good quartets (5)

Arrange for guest directors periodically, especially for smaller chapters (5)

Provide more performance and choreography coaching (4)

Items with 3 responses each:

Arrange a regional visit by a music specialist

District help with quartet formation

Promote quartetting

Identify music specialists



Items with 2 responses each:

- Identify ways to improve our singing
- Find ways for smaller choruses to sing with larger ones or other choruses
- Need an SOP review
- More woodshedding

Unique items:

- Provide weekly funded coaching opportunities
- Coaching for directors and quartets
- "How-to" DVD on warm-up techniques
- Require all members to be in a quartet
- DVD set to improve vocal skills
- District's SOP program is bad
- Provide coaching sessions over the internet
- New show scripts

#### IMPROVED EVENTS (98)

- Organize more local/regional festivals and singing events (19)
- District events are too far away (7)
- Need small chorus competition at all conventions (7)
- Conventions should be more fun, festival-oriented, less about competition (7)
- More organized singing, group singing during down times (6)
- Invite the general public to District competitions (5)
- Contest rules should be open to/encourage more contemporary styles and arrangements (4)
- Judging concerns (4)
- Scheduling concerns/conflicts (4)

Items with 2 responses each:

- Allow female participants at all shows
- Don't let champions recomplete, even in a new quartet
- Improve sound quality; cut down on background noise

Unique items:

- Hold in performance theaters, not flat floors
- Keep hotel costs down
- Better planning for District contests
- District events don't provide RV parking
- Always have hospitality rooms
- Need guidelines for quartet pricing for shows
- Only publish the scores of the top 3-4 competitors, deliver others privately
- Continue Harmony Brigade
- District encourage support for annual events
- More quartet involvement in District events
- Top choruses and quartets should go on tour to encourage attendance at conventions
- Recognize comedy quartets
- Recognize District plateau winners
- Better logistics for rehearsal rooms
- Division competitions should be more informal
- More focus on smaller chapters at events
- Make YIH festival participants compete
- Add a super-senior division
- Hold an Evergreen District contest in Canada
- More professional photos
- More emphasis on performance, less on vocal skills

- Toronto much too expensive
- Use Harmony Brigade or XtremeQuartetting as guest chorus for shows
- Consider setting quartet evals for Sunday morning, start later on Friday to attract more guys
- Novice quartet contests
- More quartet activities at convention
- Make and distribute a short video of convention highlights
- Find a better venue for our District contest
- Make Harmony Marketplace more visible at District conventions

#### MUSIC TYPE AND AVAILABILITY ISSUES(89)

- Provide newer music, more contemporary arrangements (30)
- Provide more on-line assistance to chapters (26)
  - Make it easier to find and purchase music (11)
  - Help with song selection (7)
  - Provide audio samples/previews for all music on website (4)
  - Improve information available online about music (3))
  - More information on difficulty level of arrangements (3)
  - List contemporary music and arrangements separately (1)
- Provide improved learning media (14)
  - More low-cost learning CDs (4)
  - Better learning tracks (2)
  - Provide more learning media (1)
  - Make preview CDs of 15-20 songs each to help chapters select new songs (1)
  - Send learning tracks by e-mail, not CD (1)
  - Label tracks on learning CDs and make sequence consistent (1)
  - Provide music charts in Braille (1)
  - Provide a music lending service for small chapters (1)
  - Make it easier to get learning tracks (1)
  - Mark chords and root, 3<sup>rd</sup>, 5<sup>th</sup> on music (1)
- Update Polecat songs (4)
- Provide downloadable music from Harmony Marketplace (3)
- Items with 2 responses each:
  - Identify 4-8 part male and female learning tracks
  - More free and easy selections
  - Speed up delivery of orders
- Unique items:
  - Provide ways to learn music faster
  - Quicker song clearance
  - Publish complete song in the Harmonizer sometimes, not just tags
  - Make it easier to make new music arrangements
  - Had a bad experience of purchasing music – handwritten, poor quality, expensive
  - Be more open to vocal percussion

#### GROWTH IN MEMBERSHIP (86)

- Provide help with recruiting (70)
  - General (55)
  - Customized plan for chapter (8)
  - Targeted to specific age groups (3)
  - Provide support materials and training (3)
  - Have tried and failed – what now? (1)



Already doing all we can (3)

Chapter may disband or merge soon (3)

Unique responses:

- How do you make men more comfortable doing one-on-one proselytizing?

- Give membership recognition at certain years

- Society coordinate a National Guest Night week

- Provide information on former barbershoppers in area, people moving in

- Have quarterly membership visits

- Consider becoming a mixed chapter

- Joint recruiting with other area chapters

- Limit the number of choruses per state, increase the size of existing ones

- Ask successful chapters what groups have proved to good sources of new members

- Put more effort into retention

### IMPROVED TRAINING (73)

Make training more available locally (15)

Offer more 1-2 day schools (10)

Need CACM for chapter (5)

Leadership Academy issues (5)

- Hold before January

- More brainstorming

- Put CSLT class on Comcast

- Put LA sessions on-line

- Prefer old COTS

Train locals as resources; restore Chapter Counselor program (5)

Training media (4)

- BHS should provide more training on CDs (2)

- Short on-line leadership training (1)

- Use Skype or DVDs (1)

Harmony U suggestions (4)

- New shows

- Mini HU in Canada, alternate East-West

- HU rejected our new director because he wasn't yet a Society member

- Hold a winter HU

Provide a beginning course in music reading, chords (3)

Items with 2 responses each:

- Larger chapters need special training events

- More training on marketing operations and materials

- Provide mentoring training in marketing and recruitment

- Offer some learning opportunities at conventions

- Administrative and management training

- Social media training

- Tutorial on BHS website, ebiz

Unique responses:

- Provide more on history of barbershopping to new members

- Provide more training tools

- Have District HEP schools

- Need better attendance at District HEP, HU

- More joint music team/director training

- Training on how to run good board meetings

- Extended (1-2 weeks) leadership visits

## More educational activities

### "NOTHING" (71)

This response was specifically entered for this question

### FINANCE ISSUES(69)

Reduce cost of membership for individuals (25)

- Lower dues (16)

- Provide dues break for youth, unemployed (5)

- Provide reduced dues for all first-year members (2)

- Keep dues low (1)

- Be aware of cost burden on some members (1)

Reduce cost of activities and events for chapters (22)

- Districts pay all or part of cost of coaching visits (7)

- Subsidize attendance at training and contests (2)

- Less cost to attend events (2)

- Lower coaching costs for smaller chapters (2)

- Subsidize some or all costs for bringing in quartets for shows (2)

- Don't charge for webcasts (1)

- Provide financial help for International competition (1)

- Fund participation in Outstanding in Front (1)

- Create endowment to support directors' travel (1)

- ASCAP fees too high (1) Pay directors' salaries (1)

- Help pay for director training (1)

Lower-priced or free music and learning tracks (9)

Provide help with fund-raising (5)

- Provide information on fundraising ideas that have helped other chapters (2)

- Help with grant-writing, acquiring sponsorships (2)

- Promote life memberships (1)

Communicate BHS membership benefits better (3)

Unique responses:

- We can't expect more help without higher dues

- Our chapter doesn't think it needs to pay for annual insurance coverage

- District funding for representatives to International should be in a lump sum, not per man

- Subsidize design of simple movement packages

- Put investments into programs that yield high return, especially YIH

### IMPROVED MARKETING AND PROMOTION (68)

Help us with advertising events (13)

Help us with increasing public awareness and promoting barbershop singing (13)

Conduct a national centralized marketing campaign (8)

Provide marketing materials (6)

Help with getting on TV, radio, public access channels , Sirius-XM (4)

Items with 3 responses each:

- Provide templates for press releases, valentines

- Advertise on YouTube, Google, Facebook

Items with 2 responses each:

- Marketing should focus more on chorus singing, less on quartetting

- Ideas for more performance opportunities

Unique responses:

- More Society-level marketing of choruses



- Provide video-DVD promotion
- Periodic road show from Society in Districts with time for local chorus performance
- Market nationally on sports channels
- Team with other community arts organizations for marketing campaigns
- More marketing of contest shows
- Publicize our international and district champions more
- Have a District marketing specialist
- Provide weekend tours of Harmony Hall by appointment
- Offer more logo merchandise
- Develop elevator speech: "What do I get for my dues?"
- Provide free demo CD for distribution to prospective members
- Link up with local tourism offices and get in their listings
- Work out arrangement with copyright holders to allow certain number of internet posts
- With music purchase

#### LEADERSHIP AND DIRECTOR ISSUES (64)

Need a spark, jump-start, motivation, new direction, passion (19)

Help with finding a new director, retaining director (12)

Help with planning, developing strategies (6)

Director needs training, CDWI (6)

Administrative help (4)

Help with structuring meetings, rehearsals (3)

Items with 2 responses each:

- Chapter is undecided about goals, direction

- Need District leadership direction and support

- Specific issues with director

Unique responses:

- Chapters should run the Society

- Help us overcome isolation

- Need a music team

- Need better internal communication

- Make fellowship a priority

- Have officer manuals on-line

- Provide self-assessment materials

- Need a better meeting place

#### SHARING AND COOPERATION (58)

Share activities (46)

- Hold more inter-chapter events, visits (35)

- Promote social outings with other chapters (6)

- Have "official" District or division songs (2)

- Promote quartets to visit other chapters (1)

- Have more group and family programs to build camaraderie (1)

- Combined shows for smaller chapters (1)

Share ideas (5)

- Use the BHS website to share fun ideas for chapter activities (3)

- Share fundraising ideas (1)

- Share program ideas (1)

Share resources (5)

- Share costs for music specialist visits (2)

- Lend-a-tenor program (2)

Pool resources for purchasing (1)

Unique responses:

Encourage chapters to help chapters

Schedule events that match special interests across chapter lines -- motorcycle rallies, poker

Nights -- for fellowship and fund-raising

#### YOUTH OUTREACH (28)

Help us become more active in relationship to schools, colleges (10)

Targeted recruitment activities, "hooks" for young people (10)

Improve marketing of, and to, youth (4)

Society should showcase youth choruses more

Better marketing to youth

Arrange tours of youth choruses to Districts

Created a youth-oriented publicity DVD

Unique responses:

Narrow the gap between BHS and college a capella

Society Education office should make getting barbershopping into schools a priority

More District support of YIH

Help with developing a youth chorus

#### BLANK (76)

No response was entered for this question

#### OTHER RESPONSE (59)

These were irrelevant to the question, e.g.,

Really enjoyed the visit

Our District is great