

2009 HLAoR SURVEY - RESULTS SUMMARY (60 TOTAL RESPONDENTS)

SURVEY QUESTION	YES	NO	
HLAoR Board and MLS Services and Dues			
1. Do you feel you have a reasonable understanding of the governance, financial and services structure of the HLAoR?	53	9	
2. Do you hold membership in more than one Board of or MLS (other than HLAoR)?	12	49	
3. Do you think the amount of your local dues for HLAoR Board services is reasonable?	45	8	
4. Do you think the amount of your local dues for HLAoR MLS services is reasonable?	43	10	
T.A.R. and N.A.R.			
1. Have you ever visited these websites to view the benefits & opportunities available to you?	50	10	
MLS Policies and Procedures			
1. Do you feel you have a good understanding of MLS policies and procedures?	42	4	
2. Do you think the levying of fines for violations of these policies and procedures is fair and needed?	48	16	
3. Are you comfortable with your knowledge and ability to use the current Paragon MLS program?	50	5	
4. Does your Broker provide assistance and/or additional MLS training for you?	32	22	
5. Have you ever used the tutorials available on Paragon?	33	24	
HLAoR Committees			
1. Do you now, or have you in the past, served on any HLAoR Committee or Committee Chair?	30	23	
2. Level of <i>importance</i> of the following committees:	NOT	SOMEWHAT	VERY
MLS COMMITTEE	0	5	45
MEMBERSHIP	2	22	28
PUBLIC RELATIONS	4	20	25
TREPAC	3	13	38
BUDGET & AUDIT	0	9	39
EDUCATION	1	9	41
NOMINATING	3	22	24
BY-LAWS	3	15	34
GOVERNMENTAL	3	21	25
INSURANCE	2	21	25
BUILDING	5	20	24
3. Do you have any questions or concerns regarding the duties or responsibilities of any of the above committees?	9	49	
4. Do you wish to serve on a Committee in the future?	19	31	
Board of Directors			
1. Do you now or have you in the past, served as a Director or Officer on the Highland Lakes Board of REALTORS®?	16	36	
2. Do you have any interest in participating in Leadership Training sponsored by TAR?	12	44	
3. If yes, would you like to have a Director contact you regarding your level of interest?	4	23	
4. Are you interested in serving as a Director or Officer in HLAoR?	8	27	

Board of Directors (continued)	YES	NO
5. If not interested at this time, do you see yourself having some interest in the future?	21	25
6. Do you think the current Board of Directors of HLAoR has been receptive to the needs and opinions of the members:	40	9
7. Have you been kept adequately informed of important actions being considered or taken by the Board?	43	11
8. Do you read the informational E-Mails that are sent to you from the HLAoR Office or Board?	57	0
9. Do you read the messages and notices that are posted on the HLAoR website? (www.highlandlakesrealtors.com)	41	13
10. Do you read the messages and notices that are posted on the Home Page of your Paragon MLS?	52	4
11. On a scale of 1 to 5, with 5 being the BEST rating, how would rate the responsiveness and assistance from HLAoR Board of Directors?		
Rating of 1:	0	
Rating of 2:	2	
Rating of 3:	6	
Rating of 4:	30	
Rating of 5:	14	
HLAoR Office Staff	YES	NO
1. Do you think the current HLAoR staff has been receptive to your needs and questions?	57	1
2. On a scale of 1 to 5, with 5 being the BEST rating, how would rate the responsiveness and assistance from HLAoR Office Staff?		
Rating of 1:	1	
Rating of 2:	1	
Rating of 3:	4	
Rating of 4:	23	
Rating of 5:	30	
Education	YES	NO
1. Do you regularly utilize the educational classes that are offered to you through the local Board?	39	16
2. Which classes do you feel are most useful to you?		
Legal & Ethics	33	
3-4 Hr. MCE:	12	
7-8 Hr. MCE:	5	
15-Hr. MCE:	25	
Other:	0	
MLS Classes:	15	
Lunch & Learn:	15	
Designations:	11	
3. Do you think the cost of classes offered by HLAoR is in line with those offered elsewhere?	44	10
4. Have you been pleased with the instructors who have taught classes for HLAoR?	44	3
5. Do you find it helpful to be able to pay for education and dues/fees with a credit card?	41	10

Membership Participation	YES	NO
1. Do you regularly participate in social events sponsored by the HLAoR Board?	31	20
2. Have you ever requested to be on the agenda to speak at a monthly Board meeting?	4	49

Survey Response	YES	NO
1. Do you think this type of survey is helpful or important to keeping lines of communication open between the H LAoR Board and Committees and the membership at large?	49	10
2. Would you like to see this type of survey presented annually?	44	13
3. Would you read a newsletter regarding Board activities, issues and events if one was sent via E-Mail?	49	5

SUMMARY OF MOST FREQUENTLY GIVEN COMMENTS

BOARD AND MLS DUES / FINANCIAL

1. FINANCIAL STATEMENTS SHOULD BE SENT OUT TO ALL MEMBERS REGULARLY.
2. WE SHOULD NOT KEEP SUCH A LARGE AMOUNT OF MONEY IN THE BOARD BANK ACCOUNTS; DUES SHOULD BE REFUNDED WHEN BANK ACCOUNTS ACCRUE MORE MONEY THAN NEEDED FOR OPERATION EXPENSES.
3. MORE EDUCATION CLASSES SHOULD BE OFFERED TO MEMBERS.
4. WE SHOULD NOT USE ANY OF THE DUES INCOME FOR A NEW BUILDING.
5. TOO LITTLE PLANNING WENT INTO THE DECISION TO BUILD A NEW BUILDING.
6. WE NEED MORE QUALITY SPEAKERS AT THE LUNCHEON MEETINGS.
7. WE SHOULD INCREASE OUR STAFF.
8. WE NEED MORE COMFORTABLE CLASSROOM AND CHAIRS.
9. WE SHOULD USE LESS MONEY ON SOCIAL EVENTS.

MLS POLICIES & PROCEDURES

1. NO FINES SHOULD BE GIVEN WITHOUT FIRST ISSUING A WARNING; WE NEED HELP, NOT PUNISHMENT.
2. FINES FOR FIRST OFFENSES ARE TOO HIGH.
3. THERE SHOULD BE A SLIDING SCALE TO INCREASE FINES ISSUED TO REPEAT OFFENDERS.
4. WE NEED MORE TIME TO ENTER PHOTOS.
5. PHOTO REQUIREMENTS OF "FRONT" OF HOUSE NEED TO BE ELIMINATED.
6. AGENTS SHOULD BE MORE TRUTHFUL ABOUT INFORMATION PROVIDED ON LISTINGS; MORE ENFORCEMENT.
7. TIME REQUIREMENT FOR ENTERING LISTINGS SHOULD BE EXTENDED.
8. PARAGON MLS SYSTEM IS TOO LIMITED AND SHOULD BE IMPROVED; MORE TRAINING NEEDED.
9. THE BOARD'S FACILITIES SHOULD BE FREE FOR USE BY MEMBERS.
10. BROKERS SHOULD NOT HAVE TO PAY MORE THAN AGENTS FOR MLS DUES.

COMMITTEES

1. THE NOMINATING COMMITTEE IS TOO CLOSED; THE MEMBERS SHOULD HAVE MORE INPUT INTO THE NOMINATING PROCESS FOR OFFICERS, DIRECTORS AND MEMBER AWARDS.
2. MEMBERS NEED TO BE GIVEN MORE INFORMATION ABOUT THE T.A.R. LEADERSHIP PROGRAM.

BOARD OF DIRECTORS

1. WE NEED TO HAVE BETTER COMMUNICATION WITH THE BOARD OF DIRECTORS.
2. BOARD MEMBERS NEED TO BE MORE ACCOUNTABLE TO THE MEMBERS.
3. THE BOARD SHOULD GIVE FINANCIAL STATEMENTS TO MEMBERS QUARTERLY AND AT THE END OF YEAR.
4. BOARD MEMBERS SHOULD BE REQUIRED TO BE A COMMITTEE CHAIR FOR AT LEAST TWO YEARS PRIOR TO HOLDING A BOARD POSITION.
5. THE BOARD DID NOT GIVE THE MEMBERS ENOUGH INFORMATION ABOUT THE NEW BUILDING BEFORE PROCEEDING TO BUILD.

HLAOR STAFF

1. THE STAFF IS ALWAYS WILLING TO HELP MEMBERS, ANSWERS QUESTIONS PROMPTLY, AND ARE NICE TO THE MEMBERS.
2. THE STAFF IS TOO LIMITED BY THE BOARD IN WHAT THEY CAN DO; THEIR HANDS ARE TIED BY THE BOARD OR COMMITTEE RULES.
3. THE STAFF NEEDS TO BE MORE KNOWLEDGEABLE ABOUT PARAGON IN ORDER TO HELP MEMBERS.

EDUCATION

1. TIME CLASS SCHEDULES AND TIMES ARE NOT CONVENIENT.
2. THE SPEAKERS ARE HARD TO HEAR IN THIS CLASSROOM.
3. CLASSES OFFERED HERE SAVE US TIME, TRAVEL EXPENSES AND COST OF SOME CLASSES.
4. ONLINE CLASSES ARE MORE CONVENIENT AND CHEAPER.
5. THE LUNCH & LEARN CLASSES ARE A GOOD THING.
6. WE NEED MORE CLASSES ON DESIGNATIONS, CONTRACTS, COMMERCIAL, AND CLASSES ABOUT REAL ESTATE LEGISLATIVE ISSUES.

MEMBER PARTICIPATION

1. THE BOARD SHOULD NOT BE IN THE BUSINESS OF PROVIDING SOCIAL ACTIVITIES.
2. THE BOARD NEEDS TO SPONSOR MORE **BUSINESS-RELATED** EVENTS.

SURVEY

1. THE SURVEY WOULD BE HELPFUL IF THE MEMBERS WILL RESPOND FREELY & OPENLY & IF IT BRINGS NEEDED CHANGE.
2. IT'S ONLY GOOD IF ANY CHANGES MADE WILL CARRY FORWARD TO FUTURE BOARDS.

NEWSLETTER

1. GOOD IDEA IF IT'S DONE QUARTERLY AND THE FINANCIAL STATEMENTS ARE INCLUDED.