

# **ABC FP Organization Survey**

**December 2010**

## Table of Contents

|   |   |
|---|---|
| 1. Forest Practices Legislation .....     | 3 |
| 2. Standards of Practice .....            | 4 |
| 3. RFT Scope of Practice .....            | 4 |
| 4. The Increment.....                     | 5 |
| 5. <i>Foresters</i> Act Enforcement ..... | 5 |
| 6. Bylaw Enforcement.....                 | 6 |
| 7. Forest Stewardship .....               | 6 |
| 8. Website .....                          | 7 |
| 9. Staff Response.....                    | 7 |

## Introduction

In April 2008 we surveyed members to find out how well the ABCFP was meeting their needs in several areas including:

- Guidance
- RFT scope of practice
- The Increment
- Enforcement of the *Foresters Act* and Bylaws
- Advocacy
- The website
- Customer service when members call or e-mail the ABCFP

The results of the 2008 survey were used as benchmarking figures. The ABCFP resurveyed the membership in January 2009, December 2009 and December 2010 to see if we were able improve our service to you. Below you will find the results from the December 2010 survey and year-to-year averages in satisfaction levels.

The 2010 results were lower than the previous year's results. The ABCFP is concerned about this drop in satisfaction with our services and is taking action to improve the results for next year.

### 1. Forest Practices Legislation

The ABCFP is responsible for providing guidance on professional obligations related to forest practices legislation such as the [Professional Reliance Principles for FRPA Operational Plans and Declarations](#). On a scale of 1 (least helpful) to 5 (most helpful) how would you rate the association in providing you with guidance?







| Response   | Frequency | Relative % | Valid % |
|--|-----------|------------|---------|
| 1  | 50        | 8%         | 9%      |
| 2  | 101       | 17%        | 17%     |
| 3  | 224       | 37%        | 38%     |
| 4  | 181       | 30%        | 31%     |
| 5  | 30        | 5%         | 5%      |
| No Response  | 18        | 3%         |         |
| Totals   | 604       | 100%       | 100%    |
| Valid Responses: 586 of 604 (97%)                      |           |            |         |
| <b>Average (Mean): 3.08</b> , Standard Deviation: 1.01 |           |            |         |

| Satisfaction |     |
|--------------|-----|
| Negative     | 25% |
| Neutral      | 38% |
| Positive     | 36% |

| Year to Year Averages |      |      |
|-----------------------|------|------|
| 2008                  | 2009 | 2010 |
| --                    | 3.27 | 3.08 |

## 2. Standards of Practice

The association is responsible for providing guidance on standards of practice. This year, we produced the [Guidelines for Interpretation for the Standards of Practice](#). On a scale of 1 (least helpful) to 5 (most helpful) how would you rate the association in providing you with guidance?







| Response   | Frequency | Relative %  | Valid % |
|--|-----------|---|---------|
| 1  | 39        |  | 6%      |
| 2  | 76        |  | 13%     |
| 3  | 180       |  | 30%     |
| 4  | 233       |  | 39%     |
| 5  | 55        |  | 9%      |
| No Response  | 21        |  | 3%      |
| Totals   | 604       |   | 100%    |
| Valid Responses: 583 of 604 (97%)                      |           |   |         |
| <b>Average (Mean): 3.33</b> , Standard Deviation: 1.04 |           |   |         |

| Satisfaction |     |
|--------------|-----|
| Negative     | 20% |
| Neutral      | 31% |
| Positive     | 49% |

| Year to Year Averages |      |      |
|-----------------------|------|------|
| 2008                  | 2009 | 2010 |
| 3.46                  | 3.52 | 3.33 |

## 3. RFT Scope of Practice

The ABCFP develops scopes of practice so professionals are guided in how broad a scope they can practice in. If you were to rate the RFT scope of practice document, and consider how clear and useful the document is, on a scale of 1 to 5 how would you rate the association with respect to the RFT scope of practice?




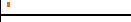


| Response   | Frequency | Relative %  | Valid % |
|--|-----------|---|---------|
| 1  | 42        |  | 7%      |
| 2  | 78        |  | 15%     |
| 3  | 194       |  | 36%     |
| 4  | 172       |  | 32%     |
| 5  | 46        |  | 9%      |
| No Response  | 72        |  |         |
| Totals   | 604       |   | 100%    |
| Valid Responses: 532 of 604 (88%)                      |           |   |         |
| <b>Average (Mean): 3.18</b> , Standard Deviation: 1.05 |           |   |         |

| Satisfaction |     |
|--------------|-----|
| Negative     | 23% |
| Neutral      | 36% |
| Positive     | 41% |

| Year to Year Averages |      |      |
|-----------------------|------|------|
| 2008                  | 2009 | 2010 |
| 3.24                  | 3.37 | 3.18 |

#### 4. The Increment

One of the main communication vehicles that the association sends out is **The Increment**. The association sends out **The Increment**, which includes a number of advocacy and operational news items, by e-mail twice a month. On a scale of 1 to 5 how useful is **The Increment** at letting you know what's happening at the association?







| Response   | Frequency   | Relative % | Valid % |
|--|---|------------|---------|
| 1  | 41   | 7%         | 7%      |
| 2  | 55   | 9%         | 9%      |
| 3  | 120  | 20%        | 20%     |
| 4  | 222  | 37%        | 38%     |
| 5  | 154  | 25%        | 26%     |
| No Response  | 12   | 2%         |         |
| Totals   | 604   | 100%       | 100%    |
| Valid Responses: 592 of 604 (98%)                      |   |            |         |
| <b>Average (Mean): 3.67</b> , Standard Deviation: 1.16 |   |            |         |

| Satisfaction |     |
|--------------|-----|
| Negative     | 16% |
| Neutral      | 20% |
| Positive     | 64% |

| Year to Year Averages |      |      |
|-----------------------|------|------|
| 2008                  | 2009 | 2010 |
| 3.86                  | 3.95 | 3.67 |

#### 5. Foresters Act Enforcement

Part of the association's mandate is to enforce the *Foresters Act* to ensure that non-members do not practice forestry. On a scale of 1 to 5, with 1 being the least effective and 5 being the most, how effective a job do you think the association does in this area?







| Response   | Frequency   | Relative % | Valid % |
|--|---|------------|---------|
| 1  | 104  | 17%        | 18%     |
| 2  | 105  | 17%        | 18%     |
| 3  | 202  | 33%        | 35%     |
| 4  | 130  | 22%        | 23%     |
| 5  | 35   | 6%         | 6%      |
| No Response  | 28   | 5%         |         |
| Totals   | 604   | 100%       | 100%    |
| Valid Responses: 576 of 604 (95%)                      |   |            |         |
| <b>Average (Mean): 2.79</b> , Standard Deviation: 1.16 |   |            |         |

| Satisfaction |     |
|--------------|-----|
| Negative     | 36% |
| Neutral      | 35% |
| Positive     | 29% |

| Year to Year Averages |      |      |
|-----------------------|------|------|
| 2008                  | 2009 | 2010 |
| 2.92                  | 3.00 | 2.79 |

## 6. Bylaw Enforcement

Another part of the association's mandate involves enforcing the ABCFP's Bylaws. On a scale of 1 to 5, with 1 being the least effective and 5 being the most, how effective a job do you think the association has done in this area?







| Response   | Frequency | Relative %  | Valid % |
|--|-----------|---|---------|
| 1  | 87        |  | 14%     |
| 2  | 96        |  | 16%     |
| 3  | 219       |  | 36%     |
| 4  | 141       |  | 23%     |
| 5  | 35        |  | 6%      |
| No Response  | 26        |  | 4%      |
| Totals   | 604       | 100%  | 100%    |
| Valid Responses: 578 of 604 (96%)                      |           |   |         |
| <b>Average (Mean): 2.90</b> , Standard Deviation: 1.12 |           |   |         |

| Satisfaction    |     |
|-----------------|-----|
| <b>Negative</b> | 32% |
| <b>Neutral</b>  | 38% |
| <b>Positive</b> | 30% |

| Year to Year Averages |             |             |
|-----------------------|-------------|-------------|
| <b>2008</b>           | <b>2009</b> | <b>2010</b> |
| 3.08                  | 3.16        | 2.90        |

## 7. Forest Stewardship

The ABCFP is responsible for advocating for good forest stewardship. During the last year, the ABCFP has advocated on issues such as: certified forest measurement specialists and principles of stewardship as well as labour mobility. On a scale of 1 to 5 how effective would you say that the ABCFP has been in advocating for good forest stewardship?

| Response   | Frequency | Relative %  | Valid % |
|--|-----------|---|---------|
| 1  | 92        |  | 15%     |
| 2  | 101       |  | 17%     |
| 3  | 189       |  | 31%     |
| 4  | 165       |  | 27%     |
| 5  | 36        |  | 6%      |
| No Response  | 21        |  | 3%      |
| Totals   | 604       | 100%  | 100%    |
| Valid Responses: 583 of 604 (97%)                      |           |   |         |
| <b>Average (Mean): 2.92</b> , Standard Deviation: 1.15 |           |   |         |

| Satisfaction    |     |
|-----------------|-----|
| <b>Negative</b> | 33% |
| <b>Neutral</b>  | 32% |
| <b>Positive</b> | 34% |

| Year to Year Averages |             |             |
|-----------------------|-------------|-------------|
| <b>2008</b>           | <b>2009</b> | <b>2010</b> |
| 3.27                  | 3.35        | 2.92        |

## 8. Website

One of the key ways that the association communicates to its members is through its website. On a scale of 1 to 5, with 1 being least effective and 5 being the most, how effective is the website at providing you with the information you need to maintain your membership and understand what the ABCFP is doing.

| Response   | Frequency | Relative % | Valid % |
|--|-----------|------------|---------|
| 1  | 48        | 8%         | 8%      |
| 2  | 63        | 10%        | 11%     |
| 3  | 149       | 25%        | 25%     |
| 4  | 223       | 37%        | 38%     |
| 5  | 106       | 18%        | 18%     |
| No Response  | 15        | 2%         |         |
| Totals   | 604       | 100%       | 100%    |
| Valid Responses: 589 of 604 (98%)                      |           |            |         |
| <b>Average (Mean): 3.46</b> , Standard Deviation: 1.15 |           |            |         |

| Satisfaction |     |
|--------------|-----|
| Negative     | 19% |
| Neutral      | 25% |
| Positive     | 56% |

| Year to Year Averages |      |      |
|-----------------------|------|------|
| 2008                  | 2009 | 2010 |
| 3.57                  | 3.69 | 3.46 |

## 9. Staff Response

Many members phone or e-mail the ABCFP to get questions answered. If you have contacted the ABCFP within the last year, on a scale of 1 to 5, with 1 being the least effective and 5 being the most, how effective are staff at getting back to you and responding to your questions?

| Response   | Frequency | Relative % | Valid % |
|--|-----------|------------|---------|
| 1  | 36        | 6%         | 7%      |
| 2  | 17        | 3%         | 3%      |
| 3  | 52        | 9%         | 10%     |
| 4  | 67        | 11%        | 13%     |
| 5  | 85        | 14%        | 16%     |
| N/A  | 275       | 46%        | 52%     |
| No Response  | 72        | 12%        |         |
| Totals   | 604       | 100%       | 100%    |
| Valid Responses: 532 of 604 (88%)                      |           |            |         |
| <b>Average (Mean): 1.72</b> , Standard Deviation: 2.03 |           |            |         |

| Satisfaction |     |
|--------------|-----|
| Negative     | 10% |
| Neutral      | 10% |
| Positive     | 29% |

| Year to Year Averages |      |      |
|-----------------------|------|------|
| 2008                  | 2009 | 2010 |
| 2.14                  | 1.91 | 1.72 |