

SM Suvery 2

Results Overview




Date: 7/14/2008 12:50 PM PST


Responses: Completes

Filter: No filter applied

- 2.** In relation to Question 1, if you feel there are no positions that should be moved from the SM's responsibility, please click here.

No positions that should be moved		23	100%
Total		23	100%

- 5.** In relation to Question 4, if there are no problem areas of the Field Organization, please click here.

No problem areas		3	100%
Total		3	100%

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Filter: No filter applied

1. What Field Organization positions should be moved from the Section Manager's responsibility to another department within ARRL HQ to manage? (The SM may still be asked to endorse someone for that position.)

#	Response
1	No opinion, yet.
2	None
3	None
4	none
5	None
6	PIC/PIO
7	ARES, SEC's and EC's
8	Official Observers!!! Since RF doesn't respect section boundries, it doesn't make much sense for these to be section-level appointments.
9	None
10	None
11	I know that SMs, SECs have an email reflector to disseminate info from HQ out and among themselves. There should be one for SGLs, OOCs, TCs, PICs, etc if there isn't. The OOC works closely with staff already.
12	SGL
13	OOs. Please.
14	No opinion. I am a relatively new Section Manger and I am in the process of staffing positions htat have been neglected for years in the San Diego Section
15	None
16	None
17	The OO position should be overseen by the Field Services and Regulatory staff. The OOC could be abolished. Many items that we ask our OOs to listen for involve several sections so central coordination and oversight would be more practical.
18	Official Observers (Amateur Auxiliary) to HQ, perhaps with a Division Director appointee as OO Coordinator.
19	SGL
20	I don't think any of the positions should be moved as the SM should have better knowledge of the local situations that would dictate the person needed for the position. However, more inter-Section cooperation in certain areas (PIO, LGL, OO, etc) is needed. The SMs in N. CA. are working on this and it is helpful as were are all working with the same state wide entities. More success with synergy, I think.
21	Possibly the OOC however I would oppose this unless he is still recommended by the SM.
22	OO, OOC
23	None
24	SGL should be removed from control of SM in multi-section states.
25	At this time, see # 2
26	None

27	The question that should also be asked is what Field Organization positions should be moved to the Section Manager's responsibility. In the case of the Pacific Section the QSL manager and Volunteer Counsel should be under the SM.
28	None. I can offer detailed comments for each. There is a large membership in this Section that makes the service of each of these important (with the possible exception of "Bulletin Manager" - - I have maintained that title in my Section largely as honorary rather than functionary).
29	OO's

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3. What improvements in the Field Organization do you suggest in order to help the Section Manager be more effective, efficient and save time and money?

#	Response
1	No opinion, yet.
2	More direct communications with ARRL leadership; Directors, HQ.
3	Conference Call enabling
4	Increase the section budgets.
5	elimination of "official emergency station", "offocoal relay station", and I think you have eleimated the "bulletin manager" and "official bulletin station". In today's climate, they sound way too childish.
6	Travel to each club is going to become prohibitively expensive. I will be trying to meet with each club at joint meetings when they can be arranged.
7	Accountability - regular status reports
8	A section should be attached to the SM web page that would allow ordering of supplies such as brochures, forms, manuals, books and PR materials. Make it easier.
9	None
10	More and better training. I did not have a realistic understanding of the position when elected and still have not received any formal training. I am learning on the job and therefore learning from my mistakes rather than from others experience and knowledge.
11	New tools like Webinars, Increase in fuel cost reimbursement, Decrease the number of staff personel that SM's oversee.
12	Are section boundries still appropriate across the nation? As a single section, NC has 49,000sq mi, 18,000 hams and 4,000 ARRL members. Other states are divided into much smaller sections. I'm not suggesting NC be split, but if I can handle this big a section, maybe others can too. So would it be more efficient to have fewer, larger sections?
13	Budgets adjusted for increases in fuel ! Better accountability in getting information out to new appointees
14	Budgets need to be looked as a tool for HQ. We are in the field and the budgets are a tool for getting us before the troops to present our programs and the need for membership in ARRL
15	Increasing the budget for travel for section staff and paying for space for a staff meeting would help with being effective. I could be very efficient and save lots of time and money by not going to meetings, hamfests, etc. In a people oriented process, effective means being there and isn't always compatible with saving time and money.
16	NONE AT THIS TIME
17	None.
18	A better understqanding of who is registered in the section, when their memebrship expires, and who has been registered in the section. Knowing who the memebrship is/is not will help with retention and marketing. Currently, only a monthly status change snapshot is available.

19	A better definition of each position.
20	1- A simple table of positions vs description, requirements and responsibilities.
21	Can we have a way to send messages to just the volunteers from the ARRL SM site?
22	None
23	A) Correct the Web page version of the Field Organization data base so that daytime and evening phone numbers are not continually reversed. B) Dates of training on the ARECC graduates data base and the ability to sort the list by date trained are essential to recruitment.
24	I have no complaint with the current structure and support in general from HQ Field Services. My issue is of geographic nature in that the section is large with few members per square mile. The time and expense to properly cover the section and represent the ARRL is far in excess of the budget. Better funding would help and allow me to recruit others to assist if they knew that their out of pocket expenses would be covered. I know that this is a tough one..
25	Better communications with HQ and also mor ehandouts sent for hamfests what is being sent is pitiful
26	Multiple SGLs operating in a single state is a disaster. It is a waste of time, money, and energy. Uncordinated, multiple SGLs and their different agendas present a confusing voice to our target audience.
27	Some "beni" or way to reward the volunteers to encourage existing volunteers and to entice others to volunteer. Unfortunately, it appears that most hams consider this a "me" hobby and do not / will not consider going outside, at best, a local club.
28	Provide list of appointments monthly or at least access to a file with print capabilities only.
29	<ol style="list-style-type: none"> 1. Increase the SM term. 2. Increase the SM budget. 3. Make the budget correspond to the SM term. Right now that would be a two year budget corresponding to the SM term. 4. Have the Directors elected by the SM's. 5. Make a vice SM position. That way if the SM leaves there is a clear successor. Failing that, make one of the ASM positions the #1 ASM with the ability to access most of the SM pages such as member information. 6. Continue the good work on putting forms, manuals and other information on the web however be careful not to be "too modern" in the formats as not everyone has the latest versions of programs available. Perhaps make information available in a couple formats. 7. Make information as short and concise as possible. Use more of journalistic style. Long messages tend not to be read.
30	I have no suggestions here
31	<p>Current Section budget status should be shown on the ARRL Internet web page, including any calculations that apply to orders of publications.</p> <p>Technical improvements to Section web page facilities.</p> <p>Reconcile need to supply receipts on small items - - the same procedure now used for travel expenses should apply to all other very small expenses. Handling receipts for very small amounts is burdensome.</p> <p>Members pay dues to ARRL with the understanding that the organization will be consistent, and that they will receive the same benefits in one local jurisdiction as they would receive if they moved to another. We should seek to eliminate any unreasonable inconsistency. We do not want the organization to be misrepresented to members, the public, or to government officials.</p>
32	At the present time I do not have any recommendations for this, except to say that there are some items that would fit this category but are dangerous for other reasons - like SM's direct access to Field Appointments database for additions, deletions and edits.

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Responses: Completes

Filter: No filter applied

4. What are your top three problem areas of the Field Organization?

#	Response
1	No opinion, yet.
2	communications, leadership, consistency.
3	-Getting ARES reports- -Recruiting -Sustaining appointment activity
4	1. Recruiting members for the various leadership positions. 2. Retaining good members in all positions. 3. Getting activity reports each month.
5	getting folks interested in the field organization, revamping of the OO program to eliminate the "OO card".
6	Getting information to members in a timely manner is problem number one. Getting feedback is a close second. (Some members are not Internet connected.)
7	No interest No Interest No Interest
8	Being new I am just now working on cleaning up my section position assignments and insuring that I have up to date information. I am finding more and more things that I am supposed to do. Is there a list of what reports etc are due, when and who to send them to?
9	Finding active people willing to do a job , not just have a title
10	Money, Time and Gas Prices
11	Finding volunteers. Developing a cohesive ARES program with the many different clubs and entities having their own agendas. Limited budget
12	ARES / RACES cooperation. Recruitment of volunteers for staff positions. People personality issues.
13	Red Cross background check debate, distance, lack of expense \$ to travel around the state.
14	#1 (by far): Finding good leadership for ARES. #2: Dealing with conflicts between various clubs, ARES groups, SKYWARN groups, hamfest committees, etc (I try not to get involved in these, but must sometimes). #3: Paperwork (filling out forms for ARES reporting, PSHR, Net Reports, appointment certificates).
15	SGL being only effective if they live in the section of the capital.
16	speed of response to questions or suggestions. I have a question in FS that has been there for almost 4 months with no response. New programs don't seem to get the ear of HQ unless the idea comes from HQ Staff
17	Finding and recruiting the right person for the job. I still don't have a PIC yet.
18	OOC

19	Public relations Legislative issues Maintaining the clubs
20	<p>Too soon to know. Current challenges for the San Diego Section all revolve around recent past leadership placing their personal interests above those of the community. In the San Diego Section, the #1 immediate proble was the lag between Section Manager Election Results and the Official Change of Leadership allowed the former SEC an additional 6 weeks to scuttle the ARES program, under the color of authority, and to drain off human assests to start a competeing organization.</p> <p>The Leadership Change should be within a few days of the official results to prevent this in the future.</p> <p>I would suggest that the #2 issue has been the lack of local oversight to see if the Section leadership was promoting the ARRL or competing agendas. I would suggest that an independent quarterly review might identify trends that could lead to problems. This review would at least allow the opportunity for dialogue and corrective action when problems are still minor.</p>
21	Responsibilities of position Perceived resonsibilites of position Actual responsibilites of position
22	1- SEC
23	<p>OOs - there seems to be a lot of folks who want to be policemen and then rant if you don't recommend them. PR - it is hard to find good PIOs Clubs - they don't feel affiliation is worth anything more than the insurance and don't cooperate to send their news to the section or even complete the online form each year.</p>
24	Vitality of clubs; locating and retaining Field Organization appointees; and inculcating "public service" as the critical basis for the avocation.
25	<p>A) Lack of accountability. Today, emergency managers seem to fel they can try to manage our ARES organizations. We have little that we can do to motivate volunteers to follow the ARES structure in some cases. There should be some defined criteria for ARES members that comes from national organizaton.</p> <p>B) Recruitment of leaders C) Finding good public relations volunteers</p>
26	<p>For me they are:</p> <ol style="list-style-type: none"> 1. Recruiting QUALIFIED volunteers - There are plenty of Hams who want to wear a fancy badge, but few of the type and personality who I would want to represent the ARRL. With the economy in N. CA and the loss of tech jobs, I have seen talented people leave the area or have no time for volunteer pursuits. 2. Retention/Motivation/Training of Appointees - When there is little to do, or little on going training, the volunteers drift away. There should be a concentration on providing on-line, on-going courses for appointees to keep their interest and hone their skills. Sorry, but they should be at no cost. Perhaps in house ARRL staff can generate little continuing ed classes on the various subjects. 3. PIO - We really need more training available for PIOs who are not media pros. Rarely do I find someone stepping up to the job with the prior knowledge to be successful. The programs that Allen Pitts has put together help, but we need more Type-A personality folks to take the job, or, train them to be that in the job.
27	Hamfest materials, getting answers to questions seems that HQ only reads parts of emails and staff making policy decisions
28	Motivating the rank and file ARRL members
29	<ol style="list-style-type: none"> 1. SGLs in multi-section states with conflicting agendas. 2. Section Managers in multi-section states using the SGL position to advance their own personal political agenda at the ARRL's expense.
30	<ol style="list-style-type: none"> 1. Not enough interest in the larger world of the hobby. 2. Getting volunteers 3. Getting volunteers who really put in an effort and are available when needed.

31	<p>Filling positions within the state. More timely response to inquiries. More timely response to updates of changes at the HQ level. If someone is on vacation/ill, there should be a qualified person to pick up duties/responsibilities.</p>
32	<ol style="list-style-type: none"> 1. Low budget. 2. People that drop out of ARRL for some perceived wrong national ARRL has done or some other grievance. Be sensitive to complaints. 3. The wrong perception of what Amateur Radio is and does by the general public and government officials.
33	<p>ARES - only because the volunteers involved can have very strong personalities</p>
34	<p>(This system accepts only 3500 characters in the box. This answer is continued in box no. 8, below.)</p> <p>Relations with Government officials: The outcome of initiatives with FEDERAL elected officials have not produced favorable results here. Procedures are available to see that we make the most of available resources and see that opportunities for effective relationships with FEDERAL officials are in place. We have a United States Senator who lives within walking distance of me, who is on one of the committees the ARRL lobbyist said should be contacted with certain concerns. It follows that I have particular knowledge of how this Senator's office is run. But I was not consulted about how to deal with this Senator by the people who purport to operate the ARRL's FEDERAL program in Texas. At the STATE level we found people visiting offices of elected officials and purporting to represent us who are not a part of our program. Consequently the people who are involved in the official program were not advised about what the others may have been doing. The office of my local State Senator was visited by someone who did not live in my Section, while the Section Manager of the jurisdiction where the man does live advises he has never met him. One such ARRL member set up a "Yahoogroup" that disseminated incorrect information to the public. We found another who went to State officials claiming to represent the "Amateur Radio Relay League" [sic.]. I have never met this man and, again, the Section Manager of the other Section where he lives advises he has never met him, either. This man sent me a notice trying to get me to refrain from performing duties that are spelled out for me to perform on behalf of ARRL members in my Section. At the LOCAL level I received a message from a member who complains that after he spoke with the ARRL Director and Vice Director about a proposed city ordinance, nothing was done. He posted a message on an EMail reflector saying "As far as I can tell there was no input or assistance from any ARRL official. That disappoints me, greatly." I heard nothing from the Director or Vice Director about this, but when I finally did hear from the member directly I consulted with Dan Henderson on the matter. Dan answered, and I am proceeding from there. I feel if this member had read the details on the ARRL web page, or had otherwise been advised correctly, he would have taken his concerns to the right place in the beginning - - and that is to me. I have done Graduate work in Government Relations ("Public Affairs"), and have particular experience that has been considered by ARRL members who have elected me as the Section Manager. Over the years four Governors of both political parties have signed my initiatives into law. I have served on a Municipal Master Plan Committee and a committee that advised our local school board on the selection of a new Superintendent. My political party has elected me, and re-elected me to strategically important positions that I will not detail here. I find elected public officials here like to deal with a Section Manager who is able to relate to them about being elected by a large membership. I object to the interference I have seen to what has previously been a successful, orderly program, that was carried out as represented to the ARRL members, and that got our initiatives passed into law. There are good reasons why the STATE program is organized the way it is.</p>
35	<p>1,2 & 3 = Personnel problems</p>

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Responses: Completes

Filter: No filter applied

6. What is your section Field Organization doing to promote the ARRL at the local level?

#	Response
1	Just beginning to get moving on this. I am planning to implement Eastern Washington's welcome letter to all new hams. Contact KB7HDX, SM, or WX7P, ASM, for additional info.
2	I personally promote ARRL on the air, at events like Field day and club meetings.
3	-Presence -Appointment Certificates -League brochures
4	Since membership has increased, the organization is doing a good job. We use the repeater directory as a bonus for new members.
5	encouraging contest participation, the section isn't big enough to have any real ARRL programs/
6	We have appointed additional Assistant SMs and a few more Public Information officers.
7	very little
8	I have a new PIC who has 30 years experience in broadcasting. He was instrumental in getting radio and TV coverage on Field Day and all of the sites had ARRL literature available. I am also trying to get to as many of the clubs as possible and promote ARRL there. This will take time because New Mexico is large and travel is difficult.
9	The league is always talked about in a positive manner at all meetongs, and VE sessions
10	Active mentoring program for most affiliated clubs. Letters to all new hams.
11	There is no cohesive Section effort at this time. Many clubs have effective programs but this also causes problems of power and territory claims.
12	Constant communication with amateur clubs. Presenting ham radio at public events. Visiting schools.
13	Pushing to have a PIO in each local club. Getting more public info announcements out on the local radio stations. Attending more local public meetings/clubs to tell about amateur radio.
14	Section leadership visiting local club meetings to share ARRL info and benefits. Follow up by ACC to keep ARRL affiliated clubs active in the ARRL database and facilitate new affiliate clubs. Use of section news to promote scheduled events. Attending hamfest to staff the ARRL booth. Use of Repeater Directory bonus to recruit members.
15	ALWAYS talk about ARRL at club meetings, and hamfests.
16	We have begun an aggressive club and youth contacting program. Going to the clubs (which is where our membership comes from) is our thrust
17	As SM I go to club meetings, hamfests, and travel around Field Day sites. If the directors were serious about putting the ARRL in front of hams, then they'd budget for it. Clubs are always looking for programs and being able to have enough money to pay mileage to the SEC, SGL, OOC, etc to get out to club meetings for a talk would have the face of the ARRL constantly before the ham public. It's as important for a small club in a distant part of the section to see and talk to an official as it is a large easily accessed metro club.
18	EVERYTHING WE CAN
19	We don't have enough motivated people to do anything but maintain what we have.

20	Taking a friendlier approach to both Served Agencies and the Amateur Community. Working to put how-to classes together for new and returning hams. Attempting to link these efforts with ARRL branding/badging.
21	Attend ham fest. Promote several nets
22	Talking at ham fests, flea markets, getting the clubs to promote the benefits of the ARRL
23	1- Translate ARRL introductory material to Spanish. 2- Distribute translated material at local activities.
24	All appointees are expected to recruit. I offer free repeater directories at every meeting and hamfest. We are a pilot section for the Membership Coordinator position
25	Each is tasked with making sure their club members and friends are ARRL members.
26	Use of banners/logos at events; promoting ARRL services as club/event presentations; circulating HQ information to clubs and on Section website; encouraging specific contacts between HQ staff and members.
27	Contact new hams by letter. Contact new hams personally by phone whenever possible by cabinet members, ARES leadership and others selected by me. The idea is to get more than leadership involved.
28	I have encouraged each bona fide club to have a PIO who generally also holds a PIO appointment in the Section. I have found that our rural area clubs have better success with getting Ham Radio into the media than the more urban area. Each active PIO sends regular info on the club's activities to the media, with varying degree of success in having it published. The urban media is much less likely to publish anything, even the monthly meeting date of the local club, presumably due to cost cutting and limited space. I would say that the Section's PIO effort is marginal and only successful in small, rural areas desperate for local stories.
29	I visit clubs to speak and attend all hamfests as well as my monthly section news and other bulletins
30	The Mississippi Section Membership is slowly closing in on the 1000 mark. Clubs and individuals have more or less gotten in the spirit of reaching this goal through clubs and individual contact. Also it doesn't hurt if the SM has a box of repeater directories in his truck for new members and renewals.
31	Attending hamfests where possible; speaking to clubs;
32	All the fancy printed and on-line material is useless if the SM's budget does not support his/her travel.
33	I can't get most of them to subscribe to, or respond to, the SM e-mail bulletins or section news. I am highly discouraged.
34	Provision of materials to prospective and new amateurs; Educational programs at meetings; Emergency preparedness events, etc.
35	1. Telling the truth both good and bad. This is especially true comparing the benefits and downsides of ARES and RACES. 2. Trying to get more club to affiliate however making sure they are not just paper clubs to feed someone's ego. 3. Trying to attend as many functions as possible within the budget.
36	Promoting the affiliated club program
37	I include membership information at the top of the Section web page. I discuss benefits of membership at local club meetings, which I personally attend. Among those things are functions that I handle as SM and SGL. I order ARRL publications to offer as door prizes at these meetings. I also provide catalogs of the publications, and include a link to this on the Section web page. When Austin Wilmot was awarded the Goldfarb Scholarship, I took him, his father and his supporters to dinner. I gave him copies of articles written by Angela Hartlage, a previous Goldfarb winner, and encouraged him to exercise the option of offering the same kind of participation that we have seen in the past from Angela. This would involve the Dayton Hamvention and writing articles for QST. I'll be available to him if he has further questions.
38	Being as much assistance to Section Hams as possible

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Filter: No filter applied

7. What do you think will improve Section Manager leadership and effectiveness in the Field Organization?

#	Response
1	Video tape the SM training and offer it on DVD to new SMs. Not just a two hour DVD, but a set with nearly all the training included. The trip to ARRL HQ is nice but it comes for me, 10 months after I become SM. The training manual is fine but if it was sufficient, why even hold the HQ training at all? I am not advocating the elimination of the in person training so do not infer that from these comments.
2	Report to a Section Manager leader. Currently, Section Managers do not report to anyone.
3	-Activity w/neighboring Section SM's -Provide time at forum and club meetings for League Section level staff to be presenters
4	Increase the Section Manager's budget. Provide more incentives to join ARRL.
5	unable to comment, again the section is too small to have any dedicated ARRL programs.
6	Quarterly joint meetings of affiliated clubs would help.
7	People who what to be in the field organization.
8	Just being there. I have found that going to the clubs and the ARES meetings I have received a more positive response than when I took over the SM position.
9	Better communication with HQ when a major change proposal is in the mill.
10	A stronger national organization we can point to as a reason for building our local organizations.
11	Reduce the number of individuals under the SM's leadership responsibility.
12	More expenses \$ to travel around state for face to face meetings with field organization and clubs.
13	Getting some help mailing out those darn appointment certificates would be great (what a pain). National ARES database that includes member information and allows for consolidated activity reports. Regular section manager conference calls are excellent. Also, I would like to attend the SM training at headquarters every two years as a refresher (at my own expense).
14	Budgets.... can't travel much with out funding.
15	Listen to us. We are here in the trenches
16	Having a budget that allows staff to travel around the section. Why should they only see the SM to give an overview? It's equally important that they get the specialized perspective from the various section staff.
17	NOTHING
18	We won't get stronger until we have more members. We won't get more members until we get more hams. And, recruiting more hams is completely up to us. Sometimes I wonder if we as a group want to pass this Service on to our grandchildren.
19	I am still trying to figure this one out.
20	A better understanding of responsibilities
21	More ARRL promotional material to give away free at local activities.
22	Comply with the BOD directive about workshops and send everyone every few years. Hold the workshops twice during the year to better accommodate schedules.
23	Strange to say but communications.

24	Closer liaison between Director and SM on League policy development and F/O issues; and continuing efforts to network between SMs and HQ staff.
25	A) ARRL staff needs to be more sensitive to volunteers and to remember to thank them! B) Copy the Section Manager on correspondence with members that relate to significant issues, awards and request for assistance from staff.
26	Although my profession has me managing teams of people, both employees and independents, managing volunteers is an art. More training in volunteer leadership, non-monetary incentives for volunteers, motivation, recruitment, etc. would help greatly. We really need more of this available to us. Also, I found the SM workshops at HQ VERY helpful. You connected with other SMs, experienced and new, from whom you could gain valuable info. This also has led to diverse friendships on which you can keep contact to bounce ideas/discuss issues. I was able to attend 2 workshops; one at HQ expense, the other at my own expense. I offered to come a third time at my own expense, but there was not room. Attending workshops on one's own dime should be an option that an SM could take advantage of as much as reasonably possible. Yes, I'd like to attend again. I gained so much info (more on the 2nd visit; it was not so new as to be overwhelming) that has helped my job.
27	Mandating that all directors vice directors and officers must come up through the raks so they know wht the field is about
28	(a) Continue to encourage SM get togethers at Hamfests to facilitate information exchange and approaches to opportunities and problem areas. (b) Form a Candidate Qualifications Committees to ferret out those SM Candidates, who will apparently not be effective leaders, and warn good prospects of what the job entails. © SM duties take a lot of time. Distilling information coming from many directions and preparing the section monthly report is a significant part of this time. Headquarters should not make time consuming requests (such as detailed surveys) with drop-dead dates between the 5th and 10th of the month in order that the SM can focus on the Monthly Report. (d) Meetings (in confidence) before Board Meetings with the Director in person or via telebridge are needed. Thus, the SM can think through issues before events occur which will allow him to be a more effective leader and not have to respond to after Board Meeting announcements by the seat of his pants. (BTW, whatever happened to the rumor that Dave Patton would send out a bulletized fact sheet for the SMs immediately after Board Meetings so that SMs would have a heads up on major actions taken?). This will also give the SM an opportunity to make suggestions for Board consideration (through his/her Director) which may have merit. (e) An SM refresher course is needed from time to time for old SMs even at the SMs expense. (Considering the dollars that SMs run over their budgets each year what's another \$750 more or less?) After so many years, it is real easy to get off in your own world and become unplugged from ARRL ways of doing business. (f) Be honest with SMs. Officers, Directors, and Staff have a way of listening politely to your ideas and problems, but forgetting the conversation ever happened when brought up later. If the idea is dumb, say so, or if a problem is hopeless, then say so. Stop painting moonbeams and lolly pop scenarios. We are all grown up. If a particular idea or problem is of significance, provide some feedback.
29	New Managers after two-three terms as SM
30	A SM cannot effectively serve the membership nor can he represent the League by tying himself to the keyboard. He must commit himself to traveling the miles and spending the time that it takes to meet members and potential members one-on-one. The ARRL must pledge itself to adequately supporting the SM's travel expenses.
31	A functional field organization and having people interested in the hobby overall, not just parochial interests.
32	To be able to provide incenstive to prospective appointees. Qualified volunteers need some supports.
33	1. Putting the SM column back in QST. It was a bad idea when it was removed and it is still a bad idea.
34	I think each SM needs to find talented and motovated appointees to help him/her run the Field Organization (which can be hard to do when dealing with volunteers)

35	A focus on the integrity of the organization, to see that functions that are assigned to Section Managers are carried out without interference, as represented to the members. When the staff is presented with something that appears to involve a conflict, they have an obligation to competently manage the situation - - where the first step is to get all the information from everyone who is concerned.
36	A more effective Section leadership

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Filter: No filter applied

8. Please list your brief comments about improving the Section Field Organization?

#	Response
1	No opinion, yet.
2	Communications to and from Field leaders such as SMs is poor. ARRL HQ only responds to requests very nicely to requests but only as a reactive agent. With SMs having no reporting relationship upward, there is little way to monitor consistent quality and service provided by Section Managers.
3	Excited A way to focus fine talent to improve all
4	The field organization works fine without continuing tweeking by the directors.
5	having a section webmaster.
6	Getting better feedback from HQ might be helpful. Are we getting our reports in on time? Sometimes I wonder if there are adjustments I can make that others have made in their sections.
7	a unified ARES program
8	I am hoping to learn more about who to contact at HQ. I really am looking forward to the New SM meeting in October. I think that will answer many of my questions.
9	Seems to operate very well as it is but Section budget runs out well before eoy.
10	As a relative new comer, I am still learning what can or should be happening. In my section, organizational influence stop at city or county lines. While this is a national program, there is no real national organization to bind cities, counties, and states.
11	Reorganise similiar to the Incident Command Structure limit to seven people in the command structure.
12	also spreading the word about field organization skills that can be used by the section ham community to improve enjoyment and use of amateur radio.
13	Get serious about ARES. The one thing the public knows about us is response to emergencies. With emergency managers operating under NIMS, we don't really have nor do we project anything they're interested in with standard section MOUs, databases, training standards, etc. We should actually do something at HQ level to vastly improve our best known feature and make us relevant to EMs. Increase the budget for SMs, see responses to questions 3, 6 & 7.
14	NO COMMENT
15	See above.
16	contact/with key Section personnel.
17	Cooperation amongst the membership
18	In my section, the main problem is language. There are many hams that do not speak or read english well. For example, if QST had a spanish issue, they would have no problem in becoming ARRL members. I think that the ARRL should think about a spanish QST, not only for Puerto Rico but for all Central and South american hams.
19	Our EMCOMM database has really helped us keep track of the DEC's, EC's and all of the volunteers. It is 1000% better than the old card method. It would be useful for the rest of the sections.

20	ARES needs a national volunteer leadership framework (similar to NTS). Except for the fine work of Steve Ewald, there seems to be considerable distance between SMs and the HQ department charged with F/O coordination and oversight.
21	A) Give SECs access to the ARECC graduates data base. B) Field Organization appointment data base should be returned to the cabinet level appointees C) Add an appointment for the coordination of mentoring new hams. This can be done now through the ASM appointment, but another specific appointment would give this important initiative recognition and credibility.
22	The SM position could really be a full time job for a retired or independently wealthy individual. That not being the case in most instances, the best way to get the job done is to get interested and qualified volunteers to delegate parts of the job out. I believe that the Section Field Organization will be a lot stronger and more effective if we have the knowledge to better recruit, train and motivate people for the field structure. I think that is the key.
23	In my section I have no problem as the director and vice director came up through the ranks and know the field org. I do however think that before releases are made by HQ they get the facts so we do not have another fiasco like the recent red cross issue which is embarrassing
24	1. Get the SM/SGL out of partisan political activities. 2. Adequately fund the SM's travel.
25	Some way to hit them over the head and make them realize the must put in to get out.
26	In the "QST Field Org. Reports", provide for quick/short comments from the Section for a specific/special activity/event. PSHR guidelines could be reference to the ARRL site and realign reporting. Seems to be lots of room for DX/Sweepstakes/etc, don't forget the new ham.
27	1. Allow Steve Ewald to travel to more functions especially on the West Coast. After all he is the defacto head of the Field Organization.
28	Of course an increased budget never hurts also would like to see Assistant EC added as an appointment
29	After several years as Section Manager I do have some experiences that may be of help to other Section Managers, particularly those who are beginning in the office. ARRL must not lose track of the tremendous benefits that everyone receives from elected, non-salaried Section Managers, who report to the local members. - - - Continuation from box 4: - - -
29	People who are not appointed who proceed to act as if they held certain appointments they do not hold. Statements by persons elected or appointed at the Division level that are misleading, or that misrepresent the ARRL to members, to the public, and/or to government officials, or that come to interfere with Section programs and services. The responsibilities and relationships of positions in the organization have long been settled and published, and must be applied consistently throughout the organization. Members should receive the same benefits regardless of where they may live. The board would be well advised not to make specific changes in these long standing relationships without detailed, specific proposals being discussed with all Section Managers in advance.
30	Nothing to add at the moment.

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SM Suvery 2

Results Overview



Date: 7/14/2008 12:55 PM PST

Responses: Completes

Filter: No filter applied

9. Please enter your call sign.

#	Response
1	AL7FS
2	W1YRC
3	WB5SYT
4	W6DPD
5	NP2B
6	W6KJ
7	w7dvr
8	W5FHA
9	W1KT
10	K5GLS
11	AF6AQ
12	ad3m
13	wy7upr
14	N4IB
15	k7cex
16	WI3N
17	W1KT
18	KA9QPN
19	AD6VI
20	n4gd
21	KAØBOJ
22	KP4AC
23	w4stb
24	K7DF
25	K6YR
26	K1EIC
27	KH6GJV
28	W5XX SM MS
29	K9ZBM
30	AE5B
31	WB2KLD
32	KA8ZGY
33	AH6J
34	w4cac
35	N5GAR

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