

**Survey Report for the
City Clerk and Municipal Finance Officers Association of Kansas**

For Members and Non-Members

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There are two parts to this report. One covers the members survey (see Appendix A) and the other the non-members survey (see Appendix B).

MEMBERS SURVEY RESULTS

One hundred and seventy-five members responded to the City Clerks Member Survey. This is a response rate of 35.21 percent (= 175 respondents / 497 membership or potential respondents). Some individuals responding to the survey answered all the questions while others answered only some of the questions. For instance, only 158 of the 175 respondents answered the question about how long they had been a city clerk while larger numbers of respondents answered other questions. The 175 respondents returned surveys that are mostly if not entirely complete (all questions answered).

Tenure as a City Clerk. The city clerks who responded to this survey have an average tenure of 9.02 years. The range is from 1 year or less to 44 years, and the most common tenure or mode is 1 year. The frequencies or number of times each answer occurs is described in Table 1.

Table 1 How many years have you been a city clerk?		
Years	N	Percent
1 or less	20	12.7
2	14	8.9
3	19	12.0
4	5	3.2
5	8	5.1
6	7	4.4
7	6	3.8
8	8	5.1
9	6	3.8
10	15	9.5
11-15	23	14.6
16-20	11	7.0
21-25	9	5.7
26 or more	7	4.4

Number answering the question = 158. *Percentages may not total exactly 100 percent because of rounding.		

That only 158 of the individuals responding to the survey answered this question, “How long have you been a city clerk?”, may be due to the fact that all of the respondents are not city clerks. The fact that many potential respondents are not city clerks may have deterred them from responding both to this question and to the survey overall. Some respondents indicated that they were not the city clerk. A few respondents wrote in their job titles.

Level of Certification. About one eighth of the city clerks answering the question are Master Municipal Clerks (12.9 percent) and almost as many are seeking MMC certification (11.2 percent) (See Table 2).

More than a quarter of the respondents are Certified Municipal Clerks (27.1 percent) and slightly more than that are seeking that certification (30 percent).

Slightly less than a fifth of the respondents are not seeking certification (18.8 percent).

One explanation is that they are members of the association, but not city clerks or assistant city clerks. They may not be interested, and certification is not mandatory.

Table 2 Level of Certification		
Level of Certification	N	Percentage
Master Municipal Clerk	22	12.9
MMC in progress	19	11.2
Certified Municipal Clerk	46	27.1
CMC in progress	51	30.0
Neither, not seeking certification	32	18.8
	170	
Number answering the question = 170.		
*Percentages may not total exactly 100 percent because of rounding.		

Fall Institute Evaluation. Almost three quarters of the City Clerks answering this question indicate that the 4 and a half day Fall Institute meets their needs completely or somewhat (73.2 percent) (See Table 3). More than a fifth of the respondents indicated that the Fall Institute did not meet their needs at all (21.7 percent).

Table 3 How well does the 4.5 day Fall Institute meet your needs?		
	N	Percentage
Completely	64	40.8
Somewhat	51	32.5
A Little	8	5.1
Not at all	34	21.7
	157	
Number answering the question = 157.		
*Percentages may not total exactly 100 percent because of rounding.		

Fall Master Academy Evaluation. Almost three-quarters of the City Clerks answering this question indicate that the 1.5 day Fall Master Academy meets their needs completely or somewhat (73.7 percent) (See Table 4). Nearly a sixth of the respondents indicated that the Fall Master Academy did not meet their needs at all (15.8 percent).

Table 4 How well does the 1.5 day Fall Master Academy meet your needs?		
	N	Percentage
Completely	50	32.9
Somewhat	62	40.8
A Little	16	10.5
Not at all	24	15.8
	152	
Number answering the question = 152.		
*Percentages may not total exactly 100 percent because of rounding.		

Spring Conference Evaluation. More than four fifths of the City Clerks answering this question indicate that the 2.5 day Spring Conference meets their needs completely or somewhat (82.5 percent) (See Table 5). Just over a tenth of the respondents indicated that the Spring Conference did not meet their needs at all (10.2 percent).

Table 5 How well does the 2.5 day Spring Conference meet your needs?		
	N	Percentage
Completely	76	45.8
Somewhat	61	36.7
A Little	12	7.2
Not at all	17	10.2
	166	
Number answering the question = 166.		
*Percentages may not total exactly 100 percent because of rounding.		

Relative Importance of Content. City Clerks believe that educational content is more important than networking or points in their meetings (See Table 6).

Table 6 Relative Importance of Content			
	Most Important		Least Important
Educational	70.1%	14.3%	15.6%
Networking	26.3%	46.7%	27.0%
Points	19.9%	45.0%	35.1%
Number answering the question = 175.			
*Row percentages total 100 percent. Column percentages do not total 100 percent.			

Fall Institutes and Master Academies Attendance. The City Clerks indicated that they had attended an average of 2.46 Fall Institutes and Master Academies in the last 5 years (See Table 7). Nearly three-quarters of the respondents had attended one or more of the Fall events in the last 5 years (74.7 percent), but a quarter of them (25.3 percent) had attended none of these events. A fifth had attended 3 (19.8 percent) and slightly more than a fifth had attended 5 events in the last 5 years (22.2 percent).

Table 7 Fall Institute/Master Academy attendance in the last 5 years?		
	N	Percentage
0	41	25.3
1	16	9.9
2	21	13.0
3	32	19.8
4	16	9.9
5	36	22.2
	162	
Number answering the question = 162. *Percentages may not total exactly 100 percent because of rounding.		

Spring Conference Attendance. City Clerks attended an average of 2.61 Spring Conferences in the last 5 years. Nearly four-fifths of the city clerks attended at least one Spring Conference in the last 5 years (79.9 percent) (See Table 8). More than a quarter of them attended all 5 of these Spring Conferences (25.4 percent).

Table 8 Spring Conference attendance in the last 5 years?		
	N	Percentage
0	34	20.1
1	19	11.2
2	30	17.8
3	25	14.8
4	18	10.7
5	43	25.4
Number answering the question = 162. *Percentages may not total exactly 100 percent because of rounding.		

Reasons for Not Attending Educational Events. City Clerks indicate that the primary reasons for not attending educational events are staffing concerns for absences (65.9 percent) and the time required to participate (58.3 percent). Most city clerks disagree with the ideas that they do not attend because of lack of elected officials’ support (81.9 percent), and lack of financial support for training (64.8 percent).

Most city clerks disagree with the ideas that they do not attend because they either lack of information about the educational events (90.3 percent) or about the benefits of attending the educational events (84.6 percent). These results indicate that city clerks are well informed about the educational events and the potential benefits of attending.

	Strongly Disagree	Disagree	Agree	Strong Agree
Lack of elected officials’ support	37.0	44.9	13.4	4.7
Lack of financial support for training	27.2	37.6	32.8	2.4
Staffing concerns for absences	10.3	23.8	41.3	24.6
Time required	11.0	30.7	46.5	11.8
Distance	21.0	43.6	26.6	8.9
Lack of information about events	40.3	50.0	8.1	1.6
Lack of information about benefits of events	30.6	54.0	11.3	4.0

If you do not attend educational events, what prevents you from attending the Spring Conference and Fall Institute/Masters Academy? OTHER

Forty-four city clerks answered this question.

1. Great education
2. Great continuing education. Could we have some one day, day long sessions please on a Monday or a Friday.
3. Great programming. I would not miss it for the world. Subjects, points, and networking are all equally important.
4. Conflict with family activities.
5. We are a one person office. The fall sessions usually fall into the week of the election and it's my responsibility to get things set up and taken down for the election. Being a one person office it is usually hard to be gone more than a day or two at a time and try to stay on top of things at the office.
6. I was once CMC certified, then moved away from that city and left employment there, let my IIMC membership go... when I went back to work for another city, they couldn't afford for me to attend trainings, etc., so I didn't renew IIMC, and now, even with 18+ years experience, I would have to start completely over again if I want to be certified. To me, it's like a college taking away your degree if you don't belong to the alumni association...
7. I strongly value my membership in CCMFOA. I could not do this job as well without the education I have been provided or the network of clerks I met through CCMFOA.
8. I hold two State of Kansas certifications in water and wastewater. The KRWA Conference is in the same month as the Clerk's Spring Conference. I am unable to attend both. I would like to take online courses but they are too costly for a small municipality.
9. I would love to go the spring conference every year! The timing is fine for work (the middle of the month is best for me), but the last few years parent-teacher conferences have been at the same time. I completed the institute, but my council feels it is not important for me to have a fancy title. Help in the office when I am gone is also a little bit of an issue.
10. In addition to staffing concerns, many times the reason I can't attend the Institute and Spring Conference are because of Council meetings, Board meetings and other conflicts that prevent the time away from the office. Also, travel expenses are closely scrutinized; therefore, justifying the expenditure of attending CCMFOA training versus other work-related training plays a big part in the decision-making process. I believe the CCMFOA

educational training and networking opportunities are very vital to the health and well-being of the City Clerk in these tough times. The listserv is a great tool and it is being used often by cities of all sizes. Good job - our program is working!

11. Cut Spring Conference back to 1-1/2 days

12. I think I have answered this last question A-G correctly in that these items do not prevent me from attending. Your questions about fall academy and spring conference do not have enough choices. To say "completely" is too much and to say "somewhat" is not enough. And I'm not involved in the Master's academy at all so how can I answer that?

13. It is easier to attend a conference in the fall & spring than to try to do an online course due to my workload. It allows me to actually get out of the office for a few days (which are a rarity), gives me a chance to actually meet the clerks across the state, and a gives me the only chance I have to earn continuing education points for recertification.

14. I am still new and learning what training is the best for me to take at the stage I'm in. The LKM training has been wonderful the few classes I have taken. I am hoping to obtain some certification a little later on when I get my feet grounded into the daily grind. I still struggle with some of that!

The timing of the event - single employee office and really busy from the 1st - 17th

15. Council thinks the one conference is all that is necessary since I have completed institute. I prefer the variety of information available at the spring conference.

16. As City Clerk I try and attend both the fall and Spring Conference. I don't use the List Serve often but have. I do try and read it daily but don't always accomplish it.

17. They happen when I am either preparing for a council meeting or when we actually have a council meeting. I would LOVE to attend someday! Our meetings are the second Monday of the month. Thanks for inquiring and my email is

18. Maybe not so much lack of information about events as it is lack of "detailed" information about classes. All of these things can play a role in not attending - it's just some more than others depending upon the year, the budget and the Governing Body.

19. Variety of education being offered from year to year

20. It would be helpful for new clerks to have more information about where to go to obtain scholarships for funding.

21. Spring Conference always falls the same time as state basketball. Family is my first priority. As long as family is participating in the basketball tournament I will not be attending Spring Conference even though I would like to. This is also making it harder to get my points for certification.

22. Other conferences that require my attendance conflict
23. Takes time out of the office and the classes not that as beneficial
24. You have asked in the past what classes we would like to see and I never think of them while I am there. I would like a state statute class...some of it is hieroglyphics to me.
25. The fall Masters Academy and CMC fall on a holiday. My city does not want to pay holiday and overtime pay. This should be re-evaluated.
26. I had most of the education in college.
If I was younger and not disabled I think it would all be useful.
I'm planning on retiring in the next 2 years
27. Didn't answer any of the above because I attended all of the conferences. The Academy that I missed was because of a scheduling conflict with IIMC.
My city feels that education is VERY important.
28. Spring Conference does not seem to offer educational choices that are as relevant and valuable as November classes.
29. Lack of quality. Sometimes it seems like it is the same content over and over.
30. I think the program is very valuable, but my city council has no interest in my gaining certification due to ignorance of the advantages of same, but they might have approved if I had pushed it. If I were not so close to the end of my career, I would have requested approval to go to the continuing program, and I have told them they should require it of whoever succeeds me.
31. Unfortunately my grandbaby was born March 15th which conflicts with family gatherings and birthday celebrations. They live in California, so the week of Spring Conference usually falls at the same time I go for vacation to see my grandson.
32. As a side note, I do not mind the list serve but I feel there are topics that get on the list serve that have no business on there. The latest was the question about divorce papers coming over the fax. It is a good tool when used in the correct manner.
33. In Missouri where I was a Clerk before they had one Spring Conference in March which was 4-5 days, with the Master Academy starting on Sunday. Combining the two may be more cost effective. It may be hard for some clerks to be out of the office two times per year. Also going to Wichita in November can be tough with potential snow storms.

34. Just don't care to attend. I am here at this office all by myself. I have worked for 21 years. If I have a problem with something, I have 5 other City Clerks that I call.

35. It would be helpful to have several mini courses around the state. It is difficult to get away to attend the fall and spring course due to staff issues. Part of the difficulty is full time job as deputy clerk and side job as city clerk for 2 different cities.

36. I don't like to drive in Wichita

37. The needed paperwork/hoops to get college records transferred for consideration toward hours is quite an ordeal and not very user friendly and the required hours/training to receive certification is quite excessive and expensive. I think CMC/MMC certification shouldn't be easily obtained but I think it should be a little less of a pain to acquire. I also wonder why the years to obtain certification was increased due to not everyone planning on staying in their current position for 3+ years and not all cities can afford the expense, hire alternative staff while absent for training, or support something that really doesn't seem to behoove them. Shorter amount of required training hours, more accessible training, easier to record alternative training, and less expense would make me personally more willing to obtain CMC status.

I do enjoy networking at the conferences and the classes are informative and enjoyable. My city cannot afford to send me every year but I am hoping that I will get to attend either the fall 2009 or spring 2010 conference.

38. Since I am new to this position, I don't feel qualified to answer any of the above questions.

39. The reason for me not attending once was due to personal issues.

40. This year City Clerks school and the KS Water Conference were conflicting for me. I spoke with Elmer Ronnebuam of KRWA, he feels that having them at the same time would be beneficial. He told me he has offered to assist with hotel accommodations for the City Clerks. He believes he can negotiate to get our food cheaper. I can attest we have better food at KRWA conferences. After talking with him I have questions. His offer sounds great. I'm wondering why we haven't taken him up on it?!

41. Being a very small town we can't afford the cost of the trainings plus the expenses for overnight travel and extra office staff, so I go to one major training event per year and I choose the Spring Conference.

42. The fall academy just falls at the wrong time for me.

43. It is usually before or during spring break. I usually go on vacation at that time. I also disagree that you must be a member of the national association to continue with your CMC & MMC. I have taken the CMC classes but the council has decided not to pay the membership, so I have not continued to attend classes.

44. If I have missed going, it is because my Deputy Clerk is going to Institute. This coming year will be her 3rd year. When she graduates, I will again start going to Advanced Academy. Any other absences were probable due to personal family reasons or illness.

IIMC Online Courses. Most Kansas City Clerks have not taken an IIMC online education course (96.5 percent of the 172 clerks answering the question). Most of them indicate that they would not consider enrolling in one (58.9 percent of the 168 clerks answering the question) either.

Another perspective on this matter is that although only 6 city clerks indicated that they had taken an IIMC online course, more than two-fifths indicated that they would consider enrolling in one (41.1 percent of the 168 clerks answering the question).

Preferred Method of Taking Courses. Given a choice attending classes in person or completing them online, 85.7 percent of Kansas City Clerks indicated that they preferred attending in person (168 clerks answered the question).

CCMFOA ListServ Use. Most Kansas City Clerks make frequent use of the CCMFOA ListServ with 44.1 percent using it daily, and 71.6 percent indicating that they use it several times per month or more (See Table 10).

Table 10 How Often Do You Use The CCMFOA ListServ?		
Frequency	N	Percentage
Daily	75	44.1
More than once per week	20	11.8
Weekly	9	5.3
Several times per month	18	10.6
Once per month	8	4.7
Several times each year	11	6.5
Once per year	3	1.8
Never	26	15.3
	170	
Number answering the question = 170.		
*Percentages may not total exactly 100 percent because of rounding.		

NON-MEMBER SURVEY RESULTS

Surveys were sent to 121 non-member city clerks. 86 surveys were emailed and 35 were sent via the United States Postal Service. 30 usable surveys were returned for a response rate of 24.79 percent.

Are you a member of the City Clerks and Municipal Finance Officers (CCMFOA) of Kansas organization?

All 30 city clerks who received the non-member survey answered “No.”

Awareness of CCMFOA. Only 13 of the non-member city clerks (43.3 percent) said that they were aware of the CCMFOA.

Why are you currently not a member?

Non-member city clerks said that the major reasons for non-membership were staffing concerns for absences, and the time required. These concerns are shared by members.

Most of the non-members (64.3 percent) indicated that they lacked information about CCMFOA membership benefits. A majority of non-member clerks had information about CCMFOA membership, but a significant percentage of them lacked this information (42.9 percent) (See Table 11).

Also, non-member clerks were concerned about cost.

Non-members disagreed with the statements about “Lack of elected official support” (67.8 percent) and that their “City will not pay for it” (60.8). Both non-members and members responded to these issues in the same manner.

Table 11 Why are you currently not a member?				
Reason	Strongly Disagree	Disagree	Agree	Strongly Agree
Lack of elected official support	32.1	35.7	28.6	3.6*
Cost	14.3	25.0	53.6	7.1
City will not pay for it	17.9	42.9	32.1	7.1
Time required	3.7	22.2	59.3	14.8
Staffing concerns for absences	14.3	21.4	42.9	21.4
Lack of information about CCMFOA membership benefits	14.3	32.1	21.4	32.1
Lack of information about CCMFOA membership	17.9	39.3	17.9	25.0
* Percentages may not sum exactly to 100 percent because of rounding.				

Why are you currently not a member? Other

Heck if I know

Rarely hear about the organization

Just haven't been that interested.

No knowledge of this organization.... would like more info, Please! Thanks for contacting me! [Name supplied]

We currently do not have a full time city clerk. We are in the process of hiring someone. So this survey will not be too accurate.

We are a very small entity, and I am a very part-time employee, and frankly don't see a need for it.

I work a city with approx. 200 residents. It is part time and the city office is in my home. Just really can't and don't have time to participate.

New City Clerk/Finance Director as of November 1997.

We are not members because we are just such a small city we cannot afford to join everything we get in the mail. We have only the necessary things to join. Thanks for your concern.

Would you be interested in joining CCMFOA to obtain these benefits?

Ten or 40 percent of the non-member city clerks said “Yes.”

Attractiveness of Potential Incentives. How helpful would the following potential incentives be to you in helping make the decision to participate in CCMFOA?

There is slightly more interest in first-time attendee registration reduction (Rank 1 and 2 combined = 66.7%) than in conference registration scholarships (54.1%) and personal contact—a member visit with the mayor and yourself (34.6%) (See Table 12).

Table 12 How helpful would the following potential incentives be to you in helping make the decision to participate in CCMFOA?			
Incentive	Rank 1	Rank 2	Rank 3
Personal contact – member visit with mayor & yourself	23.1%	11.5%	65.4%
First-time attendee registration reduction	29.2%	37.5%	33.3%
Conference registration scholarships	33.3%	20.8%	45.8%
* Percentages may not total exactly 100 percent because of rounding.			

If you would like more information about the City Clerks and Municipal Finance Officers (CCMFOA) of Kansas organization please provide your name, mailing address, phone number and email address.

Six non-member city clerks provided contact information:

If you were once a member of CCMFOA, but no longer are, why did you leave the organization?

Cost

We use LKM for all our questions and answers.

Didn't have time to go to conferences. I'm the only employee with a lot of responsibility put on me

We did not feel that the experiences we had were worth the cost to the city or the time away from the office. If you are not a new city clerk or from a fairly large city, there is little usable information to be gained at these events. We have learned more and made more valuable contacts by attending workshops and meetings that deal with specific issues that we are working with. The CCMFOA meetings are more social and deal with general issues rather than specific issues.

APPENDIX A

MEMBER SURVEY

MEMBER SURVEY

How many years have you been a city clerk?

What is your level of certification?

- Master Municipal Clerk (MMC)
- MMC in progress
- Certified Municipal Clerk (CMC)
- CMC in progress
- Neither, not seeking certification

A four and one-half day Fall Institute is offered annually in Wichita and participants (clerks working toward their certification) generally receive one certification point for every two hours in class. How well does the Fall Institute meet your needs?

- Completely
- Somewhat
- A little
- Not at all

A one and one-half day Fall Master Academy is offered annually in Wichita and participants (certified municipal clerks, master municipal clerks and others not interested in the certification process) generally receive one certification point for every two hours in class. How well does the Fall Master Academy meet your needs?

- Completely
- Somewhat
- A little
- Not at all

A two and one-half day Spring Conference is offered annually in Wichita and participants generally received one certification point for every six hours in class. How well does the Spring Conference meet your needs?

- Completely
- Somewhat
- A little
- Not at all

Which of the following should the CCMFOA's educational events focus on most? Educational Content
(Rank this option 1 to 3 with one being most important)

- 1
- 2
- 3

Which of the following should the CCMFOA's educational events focus on most? Points (Rank this option 1 to 3 with one being most important)

- 1
- 2
- 3

Which of the following should the CCMFOA's educational events focus on most? Peer networking
(Rank this option 1 to 3 with one being most important)

- 1
- 2
- 3

How many Fall Institute/Master Academies have you attended in the last five years?

How many Spring Conferences have you attended in the last five years?

If you do not attend educational events, what prevents you from attending the Spring Conference and Fall Institute/Masters Academy? (Please select one choice for each alternative.) (A) Lack of elected officials' support

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(B) Lack of financial support for training

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(C) Staffing concerns for absences

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(D) Time required

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(E) Distance

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(F) Lack of information about events

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(G) Lack of information about the benefits of attending

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(H) Other

The International Institute of Municipal Clerks (IIMC) offers online education courses. The cost for each course cost is \$195 for IIMC members, \$250 for non-members plus a first-time, one-time admission fee of \$50. Textbook costs are in addition to course and admission fees. Have you completed an IIMC online education course?

- Yes
- No

If not, would you consider enrolling in one?

- Yes
- No

Which method of delivery of educational programs do you prefer most?

- Complete classes online
- Personally attend City Clerks and Municipal Finance Officers (CCMFOA) of Kansas educational programs

How often do you use the CCMFOA listserv?

- Daily
- More than once per week
- Weekly
- Several times per month
- Once per month
- Several times each year
- Once a year
- Never

APPENDIX B

NON-MEMBER SURVEY

NON-MEMBER SURVEY

Are you a member of the City Clerks and Municipal Finance Officers (CCMFOA) of Kansas organization?

- Yes
- No

Are you aware of the City Clerks and Municipal Finance Officers (CCMFOA) of Kansas organization?

- Yes
- No

Why are you not currently a member? (Please answer for each alternative.) (A) Lack of elected officials' support

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(B) Cost

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(C) City will not pay for it

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(D) Time required

- Strongly Disagree
- Disagree
- Agree

- Strongly Agree

(E) Staffing concerns for absences

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(F) Lack of information about CCFOA membership benefits

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(G) Lack of information about CCMFOA events

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

(H) Other

The CCMFOA's membership benefits include clerk education programs, a quarterly newsletter, peer networking, and a listserv? In 1999, the League of Kansas Municipalities set up a listserv for CCMFOA of KS member. This listserv is a discussion group for individuals interested in certain topics linked together via e-mail. Listservs are used to seek advice on problems/issues that your city/organization is handling. The process allows individuals to contact listserv members and League staff by sending a single e-mail message. Would you be interested in joining CCMFOA to obtain these benefits?

- Yes
- No

How helpful would the following potential incentives be to you in helping make the decision to participate in CCMFOA? (Please rank each of the following statements 1 to 3 with one being most important) Personal contact - a CCMFOA member to visit with yourself and the mayor

- 1
- 2
- 3

A first-time attendee registration fee reduction

- 1
- 2
- 3

Conference registration scholarships

- 1
- 2
- 3

If you would like more information about the City Clerks and Municipal Finance Officers (CCMFOA) of Kansas organization please provide your name, mailing address, phone number and email address.

If you were once a member of CCMFOA, but no longer are, why did you leave the organization?