

New Jersey CPCU Chapter Society Member Survey 2021

Results compiled by Executive Director Rita Williams-Bogar, MBA, CPCU, ChFC
April 8, 2021

Methodology

- There was an expansive outreach conducted from March 16 – April 2 to secure member input.
- This survey was sent electronically to 359 email addresses, which were comprised of chapter members as of August 2020 and March 2021 (in case of any lapses). Reminder emails were sent to those who did not open the initial appeal as well as subsequent original mailings. A last call email was sent as well.
- An appeal was included in the March Chaptergram, on social media, and on *INteract*.
- Twenty-seven people responded for a 7.5% response rate. The average time to complete the survey was 3 minutes.

Highlights

- Members are interested in a variety of events with the top three being:
 - Emerging Issues Panel or Speaker (17)
 - Educational workshops for license CEs (15)
 - Leadership/Professional/Career Development (15)
- The preferred format is webinars. (18)
- Approximately half are interested in social events (14)
- Although any weekday works, most preferred afternoons, mid-week
- There are several topical areas of interest. Those are listed on Question 4. No speakers were identified.

Highlights Continued

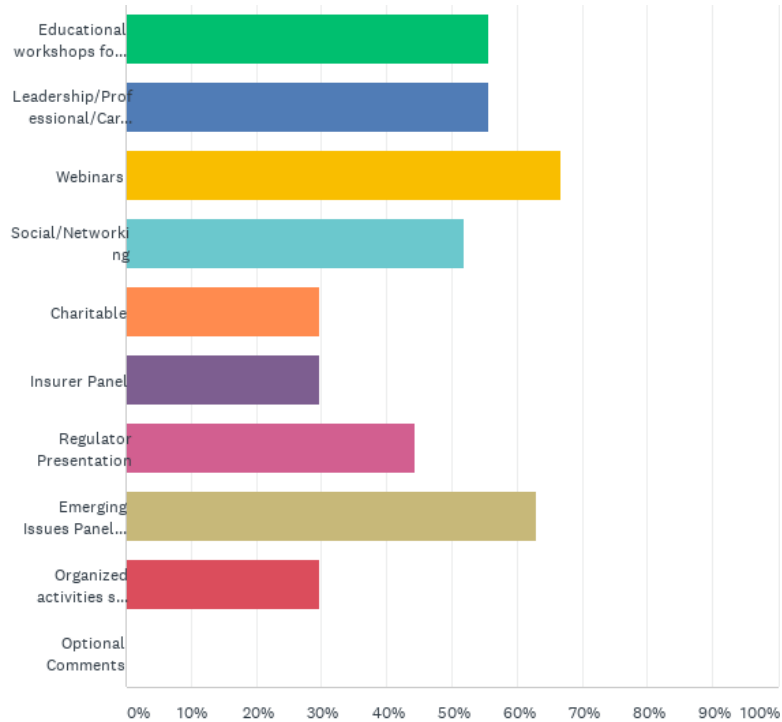
- The majority (62.96%) read the Chaptergram, though a few stated they never saw it. There were several comments, which can be inferred as suggestions. Two people recommended including a Data Puzzler with a \$25 gift card to the winner.
- Nine respondents indicated interest in volunteering, but only one provided contact information.
- The majority (66.67%) did not attend I-Day, primarily due to timing/conflicts. A few (4) said they did not hear about I-Day.
- The majority of respondents (61.54%) prefer I-Day 2021 to be hybrid.

Highlights Continued

- Twenty respondents provided their information for the \$50 gift card drawing, with one recusal. The winners were randomly selected:
 - Barbara Burns, CPCU
 - Ajay Marathe, CPCU
- The response details with charts, percentages, and comments follow. While all comments are verbatim, there are minor edits for grammar and/or spelling

Q1: What types of events interest you? Check all that apply.

Answered: 27 Skipped: 0



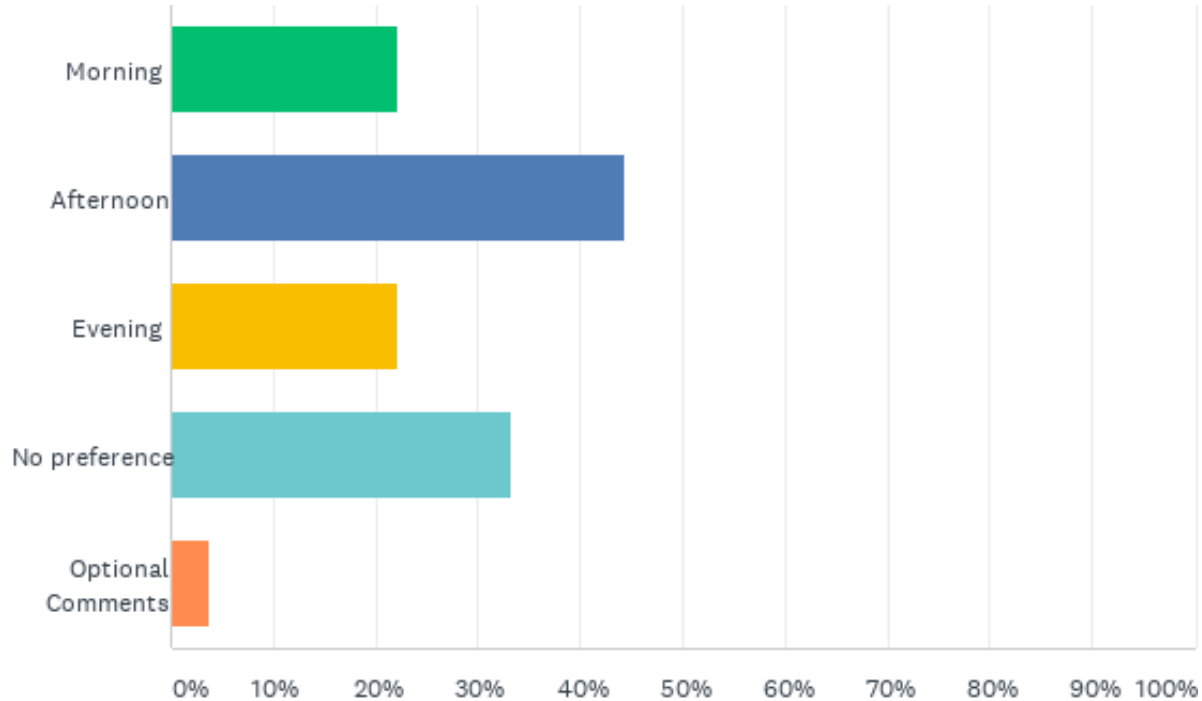
Q1: What types of events interest you? Check all that apply.

Answered: 27 Skipped: 0

ANSWER CHOICES	RESPONSES	
Educational workshops for license CEs	55.56%	15
Leadership/Professional/Career Development	55.56%	15
Webinars	66.67%	18
Social/Networking	51.85%	14
Charitable	29.63%	8
Insurer Panel	29.63%	8
Regulator Presentation	44.44%	12
Emerging Issues Panel or Speaker	62.96%	17
Organized activities such as golf clinics, charitable engagement, socializing, etc.	29.63%	8
Optional Comments	0.00%	0
Total Respondents: 27		

Q2: What time of day works better for you for member events? Check all that apply.

Answered: 27 Skipped: 0



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Answered: 27 Skipped: 0

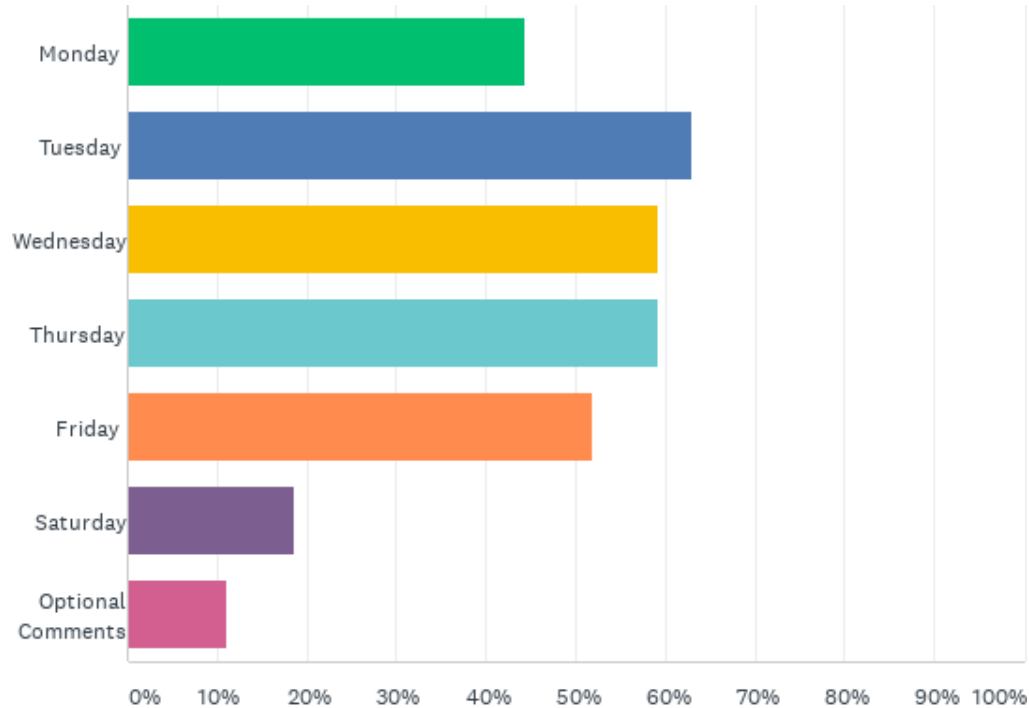
ANSWER CHOICES	RESPONSES	
Morning	22.22%	6
Afternoon	44.44%	12
Evening	22.22%	6
No preference	33.33%	9
Optional Comments	3.70%	1
Total Respondents: 27		

Comment:

In the WFH environment, daytime virtual events work best. I am not sure what will be in the post-covid era because I don't know where I'll be or how accessible events will be.

Q3: What day of the week works better for you to attend member events? Check all that apply.

Answered: 27 Skipped: 0



Q3: What day of the week works better for you to attend member events? Check all that apply.

Answered: 27 Skipped: 0

ANSWER CHOICES	RESPONSES	
Monday	44.44%	12
Tuesday	62.96%	17
Wednesday	59.26%	16
Thursday	59.26%	16
Friday	51.85%	14
Saturday	18.52%	5
Optional Comments	11.11%	3
Total Respondents: 27		

Comments:

- No preference
- All weekdays are equally acceptable with enough advance notice
- It depends on whether the events are daytime or evening. Monday nights and Friday nights don't work for me.

Q4: Please let us know of a speaker or specific topic you would like the chapter to offer in 2021

Answered: 8 Skipped: 19

- Anything to do with Commercial Lines
- The responses below were all from one person:

The increase of cyber attacks and cyber risk as a result of covid.

Data Leadership (what does it mean to be a data leader?)

Switch from being a change manager to a change leader

Emerging jobs/professions in the insurance sector

How to develop and maintain an effective mentorship program

Resources available for the insurance professional.

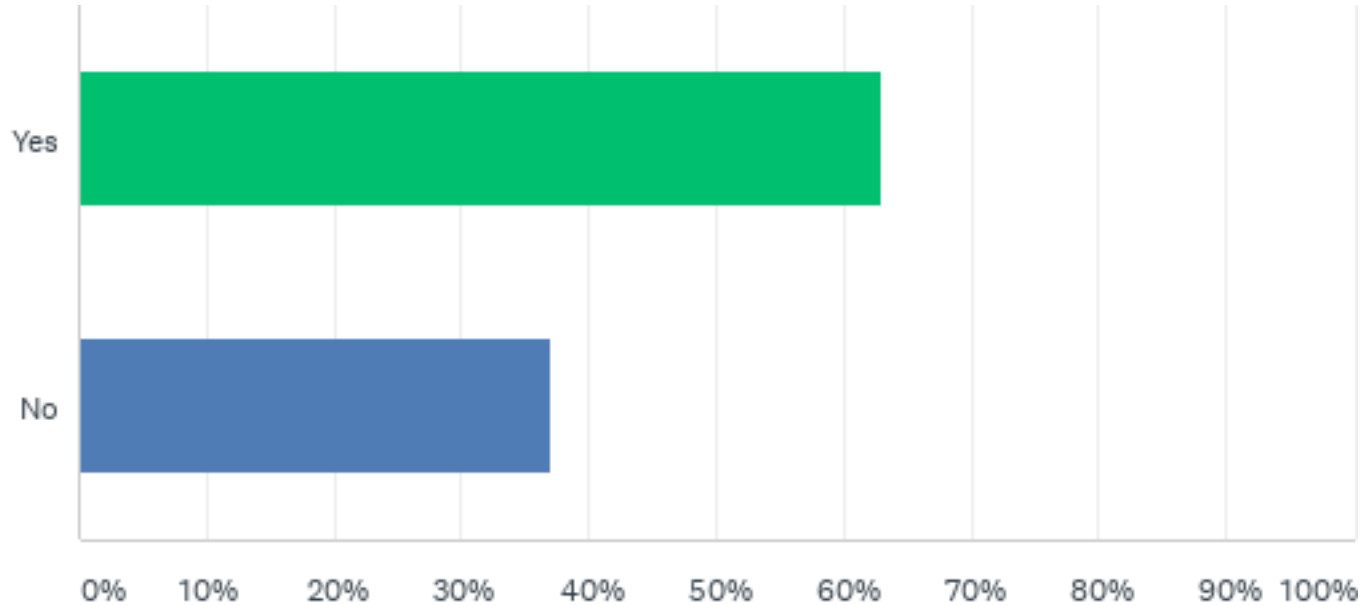
Q4: Please let us know of a speaker or specific topic you would like the chapter to offer in 2021

Answered: 8 Skipped: 19

- I'd like to see alternative risk transfer (ART) topics including parametric and other non-traditional covers. I'd also like to see reinsurance topics
- Data Privacy and Protection
- Covid impact on Travel Insurance in the next year or so
- Covid Impact to NJ's DOI Rate Filing Approval Delays
- Nothing about Covid. Nothing Woke....
- Insurtech

Q5: Do you read the monthly NJ ChapterGram?

Answered: 27 Skipped: 0



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Answered: 27 Skipped: 0

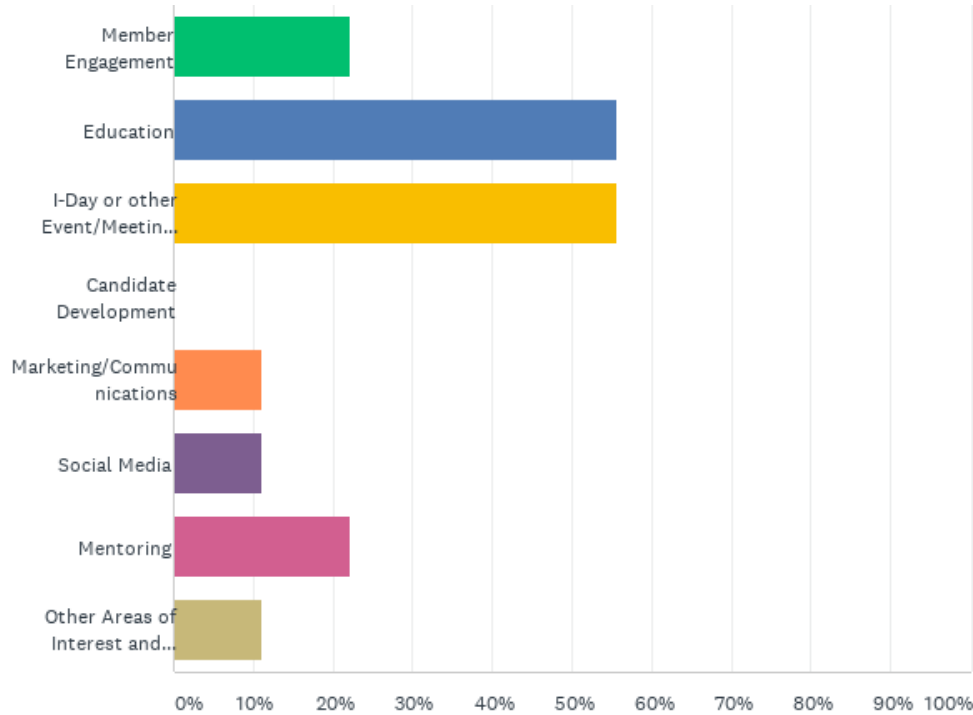
Comments

- I don't recall ever receiving this (2 responses)
- Data related puzzler. Winner gets \$25 Amazon card
- More interviews/testimonials from data experts in our industry
- I'm not sure I know what this is. Does it come in the informational emails?
- Didn't have time then
- A puzzler (Related to data) with maybe a \$25 gift card for selected winner.
- Interview with one new CPCU per edition
- Matt's video blogs
- Nothing really new, and bombarded by newsletters from every corner of the globe....

ANSWER CHOICES	RESPONSES	
Yes	62.96%	17
No	37.04%	10
TOTAL		27

Q6: The chapter has opportunities for members to volunteer their expertise in specific areas. Please indicate which events/areas you'd like to offer your support to the chapter in 2021. Please include your contact information.

Answered: 9 Skipped: 18



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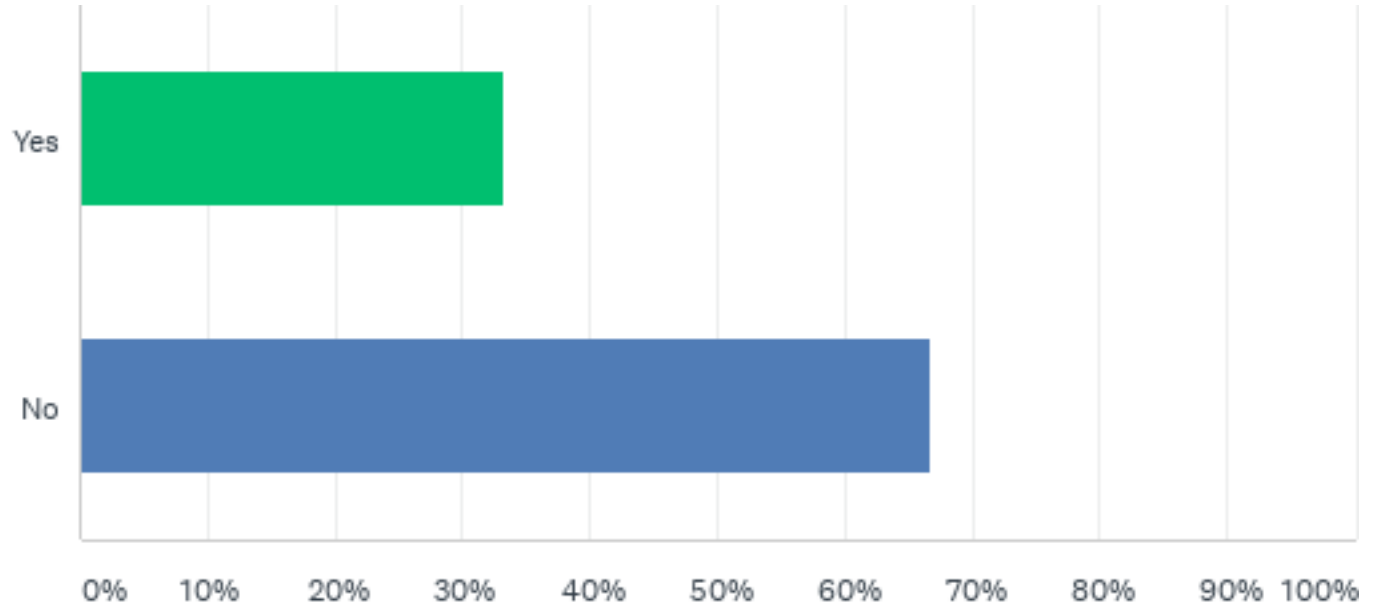
Answered: 9 Skipped: 18

ANSWER CHOICES	RESPONSES	
Member Engagement	22.22%	2
Education	55.56%	5
I-Day or other Event/Meeting Planning	55.56%	5
Candidate Development	0.00%	0
Marketing/Communications	11.11%	1
Social Media	11.11%	1
Mentoring	22.22%	2
Other Areas of Interest and/or Contact Info	11.11%	1
Total Respondents: 9		

craig@nychronicle.com

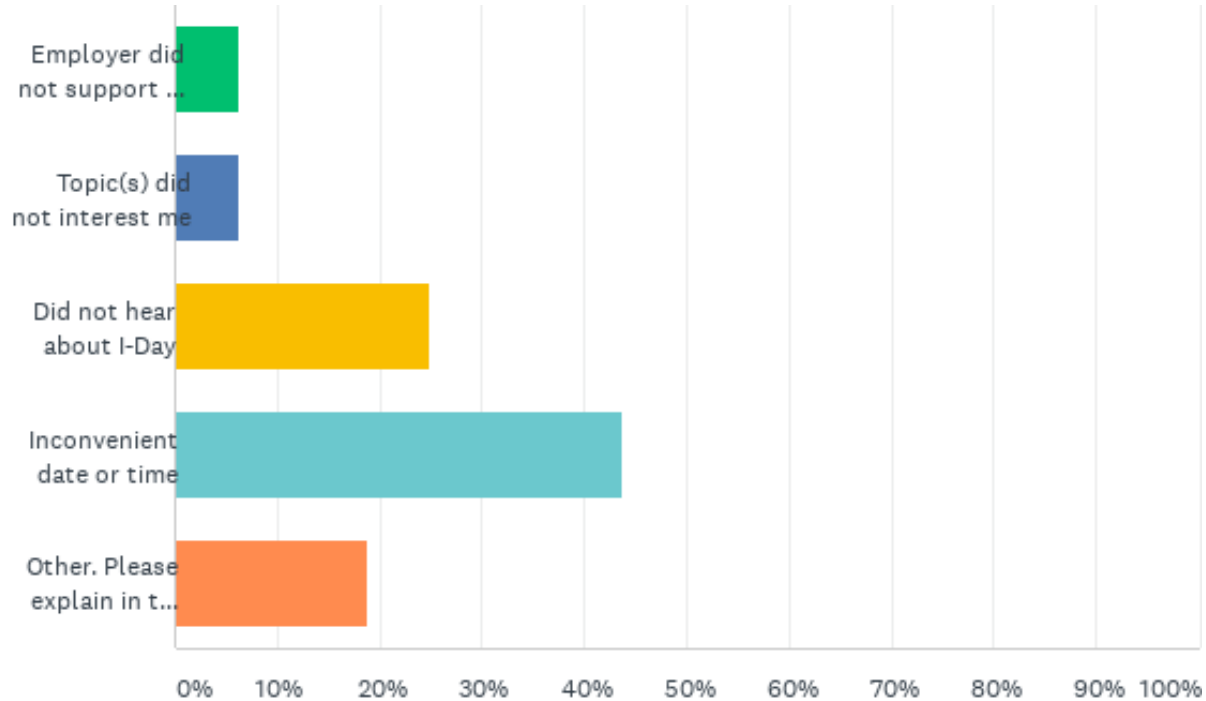
Q7: Did you attend our first ever virtual I-Day on October 15 & 16, 2020?

Answered: 27 Skipped: 0



Q8: If you did not attend I-Day, please share your reason(s) with us.

Answered: 16 Skipped: 11



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Answered: 16 Skipped: 11

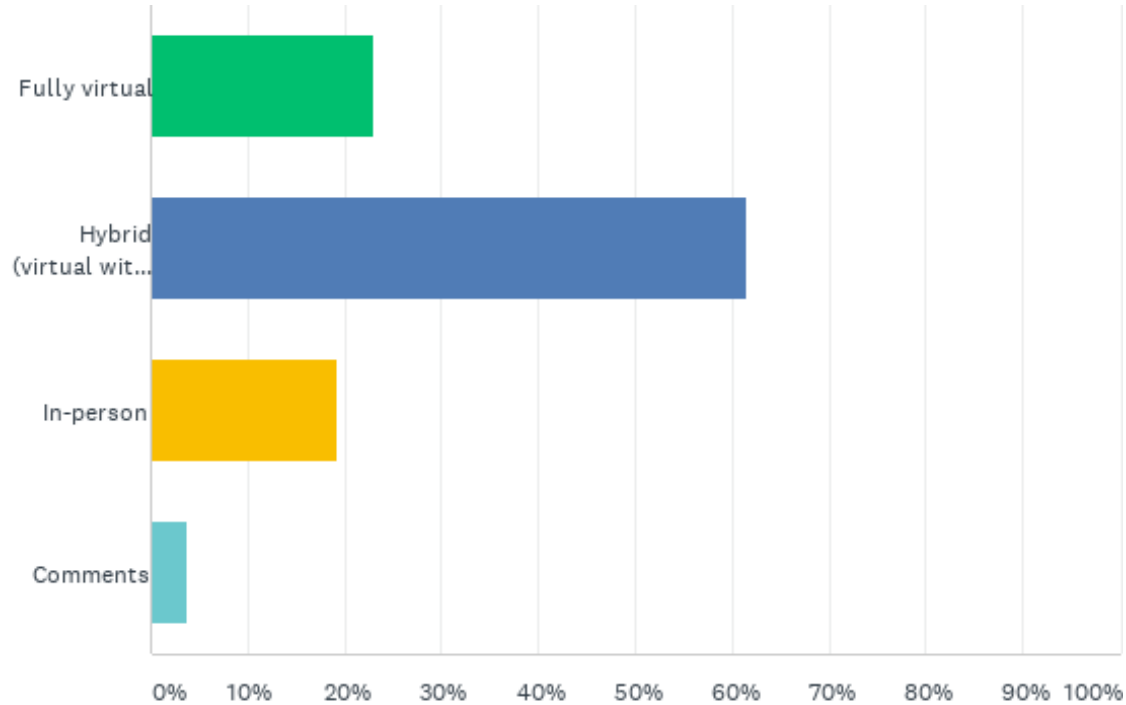
ANSWER CHOICES	RESPONSES	
Employer did not support my attendance	6.25%	1
Topic(s) did not interest me	6.25%	1
Did not hear about I-Day	25.00%	4
Inconvenient date or time	43.75%	7
Other. Please explain in the comment field below.	18.75%	3
Total Respondents: 16		

Comments

- Prefer in-person to virtual
- Unfortunately, was too busy
- I get most of my CE from actuarial events, but I am trying to mix it up more.
- There was a conflict in my schedule.

Q9: Which format would you prefer for I-Day 2021?

Answered: 26 Skipped: 1



Q9: Which format would you prefer for I-Day 2021?

Answered: 26 Skipped: 1

ANSWER CHOICES	RESPONSES	
Fully virtual	23.08%	6
Hybrid (virtual with an in-person option)	61.54%	16
In-person	19.23%	5
Comments	3.85%	1
Total Respondents: 26		

Comment

Virtual is easier to attend. Include one or more informal networking chat sessions. The Crop Insurance and Reinsurance Bureau did this at their conference this summer by arbitrarily creating breakout rooms of 10-12 participants to facilitate communication.

Q10: Please use this space to tell us anything else you'd like us to know.

Answered: 1 Skipped: 26

Comment

Continue to be a great chapter.