ASSOCIATION OF CHAMBER OF COMMERCE EXECUTIVES

Dynamic Chamber Benchmarking
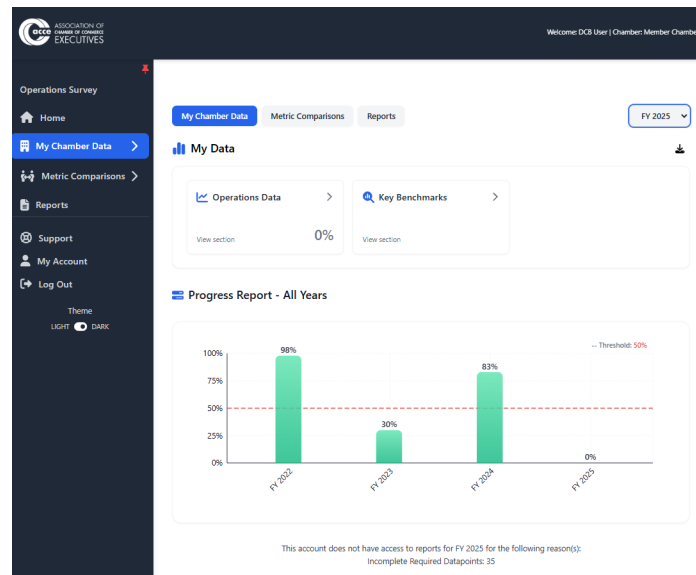## Support Guide

DYNAMIC
CHAMBER
BENCHMARKING

Introducing the New User Interface

The Dynamic Chamber Benchmarking (DCB) user interface, upgraded in December 2025, is a smart, responsive and adaptive system that changes in real-time based on user behavior, context and data.

FAQs

Who can access Dynamic Chamber Benchmarking?
DCB is exclusively available to organizational members of ACCE (e.g., chambers of commerce, merged organizations with a chamber entity or similar). To access the platform, see the "Login Instructions" page.

Do I have to hit [Save] after every question?
As you continue through the survey, your data will automatically save as you move along.

Do I have to enter all the data in one sitting?
When data collection is open, you do not need to complete the entire survey all at once. You can return to the survey at any time but be mindful of ACCE's Spring deadline to get free access to reports.

How do I navigate to a different page or report?
Navigation is on the left-hand side of the page.

How can I tell which area I still need to finish?
There are icons and percentages on the home page that indicate progress and possible errors for each question group.

For Optimal Browsing Experience

All current browser versions are fully supported as follows (older versions of browsers may work but will not provide the best experience):

- Use the recommended browser settings for security and cookie settings. Cookies must be enabled to support the login process.
- **Chrome (recommended)**, Firefox, Safari – These browsers auto-update so the latest version should be used.
- Microsoft Edge – Browser that comes with Windows 10.
- Internet Explorer 11 – Support for Internet Explorer is going to be phased out when Windows 7 is no longer supported by Microsoft.

Login Instructions

1. Log in to your [ACCE Member Portal](#).

2. Select **Benchmarking** from the top navigation bar to open Dynamic Chamber Benchmarking in a new tab.
   NOTE: Make sure pop-ups are enabled in your browser before continuing.
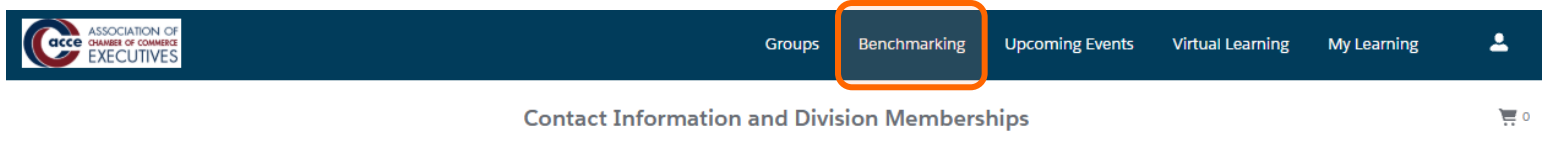
3. If this is your first time logging in, you will be directed to the account setup page. Here you can read and accept the terms of use and select your communication preferences. Click **Done** when you're finished.

Home Page

Operations Survey

🏠 Home

📊 My Chamber Data ›

👥 Metric Comparisons ›

📄 Reports

⊗ Support
👤 My Account
[→ Log Out

Theme
LIGHT ⬤ DARK

Welcome: DCB User | Chamber: Member Chamber

My Chamber Data　Metric Comparisons　Reports

FY 2025 ⌄

📊 **My Data**

📈 Operations Data　›
View section　　　　0%
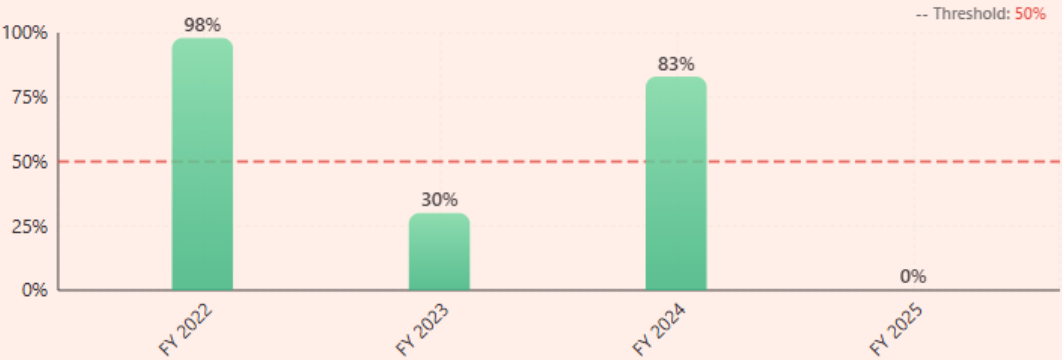
🔍 Key Benchmarks　›
View section

⬛ **Progress Report - All Years**

-- Threshold: 50%

98%　　　　　　83%

100%

75%

50%

30%

25%

0%　　　　　　　　　　　　　0%

FY 2022　FY 2023　FY 2024　FY 2025

This account does not have access to reports for FY 2025 for the following reason(s):
Incomplete Required Datapoints: 35

① Surveys are divided into three sections. **My Chamber Data** is where you will enter data. When results are available, they will be accessed through the **Metric Comparisons** and **Reports** tabs.

② Percentages next to each survey subcategory indicate your progress and warn you when you have missed a required question or when you have a numeric value outside of the expected range.

③ Your overall survey progress can be tracked through the progress graph and messaging at the bottom of the page.

④ Use the **Support** link to access support documentation and contact information. Use the **My Account** link to view your account information, Terms of Use and policies. Click **Log Out** when you are ready to close the survey session.
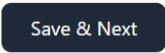
⑤ Switch years using the dropdown to review data and results for previous survey years. Use the **Download** option to download the survey questions (with or without your responses).

⑥ View the site in a light or dark theme. Toggle between light and dark to see which option you prefer.

⑦ Use the thumbtack to lock or unlock the bar on your screen. When pinned, the thumbtack will turn red; when unpinned, simply hover over it to temporarily expand the menu.

Data Entry

- As you enter data, the data is automatically saved to the database.
- To abandon or discard newly entered data, go back to the question and modify your answer(s).
- Required questions are marked with a large, red asterisk *.

Total Salary Expenses *   Example

Enter the total salary expense including the bonuses of all staffing and management. Do NOT include benefits expenses.

$1,835,469

- Click **Save & Next** to continue to the next page of questions.   [Save & Next]

- Some questions allow the option of checking **n/a**, indicating that the question does not apply to you. Selecting n/a counts toward your overall progress/completion rate. When you check n/a, the question will gray out.

Technology expenses *   Example

▶ Details

$ ☑ n/a

- Some numeric questions may be set with expected minimum and/or maximum expected answer ranges. If you enter a value outside of the expected range, you will see a warning sign appear. You will be able to save this data, but it will be flagged as being out of the expected range. Be sure to read the question and ensure you have entered the requested data.
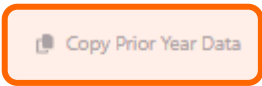
Total Time Allocation   Example

The total here should be 100%.

⚠   110%

Value should not exceed 100%.

Streamline Data Entry in Subsequent Years

- In subsequent years of data entry, select **Copy Prior Year Data** on each data entry page to copy previous year data forward. If you already started data entry, using this option will not overwrite your current saved answers. Be sure to <u>review all copied data for accuracy</u>.

- Dynamic messaging will let you know how many answers were copied from previous year. Click **Yes** and return to the page, review and edit data as necessary. Click **Save** at the bottom of the page to save your answers and continue to the next page.

[📋 Copy Prior Year Data] → **Confirm Action**

Copied 4 answer(s) from the prior year, and kept 1 answer(s) which were already set for this year.

[FY2024 ▼] ⬇   [✓ Yes] [✕ No]

Accessing Results When Available

When released, results will be available to accounts who completed the minimum participation requirements.

Results are available in two formats—comparisons by question and report downloads.
- **Metric Comparisons**: Question by question comparisons allow you to see how you compare to other participants for each question in the site.
- **Reports**:
 - Dynamic reports provide users with a downloadable report of results information presented in charts and graphs. These reports can be filtered for more direct comparisons.
  - ACCE also shares a free copy of its static benchmarking publications to accounts who completed the survey. These cannot be filtered further.

To ensure data anonymity, results are displayed in the aggregate, and a minimum number of responses is required for a result to display, even when filters are applied.
- Numeric results are presented in quartiles, values that divide a list of numbers into quarters:
  - 25th Percentile/first quartile: 25% of the data fall below this percentile.
  - 50th Percentile/median: The median represents the middle number where 50% of answers are lower and 50% are higher.
  - 75th Percentile/third quartile: 75% of the data fall below this percentile.
- Multiple-choice results are reported with the percentage of answers associated with each response option for that question.
- Your response will be displayed in the same feature color across donut, bar, column and line charts.

Metric Comparisons Dashboard

- From **Metric Comparisons,** click on any question group or sub-group to begin viewing results for each question. Your answers as they are highlighted in purple.

- Click on the chart to interact with the data and click the icon(s) to the right of each chart to switch chart type or download the chart to save it.
  - Donut charts can be changed to bar charts and can be expanded the width of the screen.
  - Bar charts can be switched to table view.

- Apply filters to the results for more targeted peer group comparisons (see the "Apply Filters" section for more details).
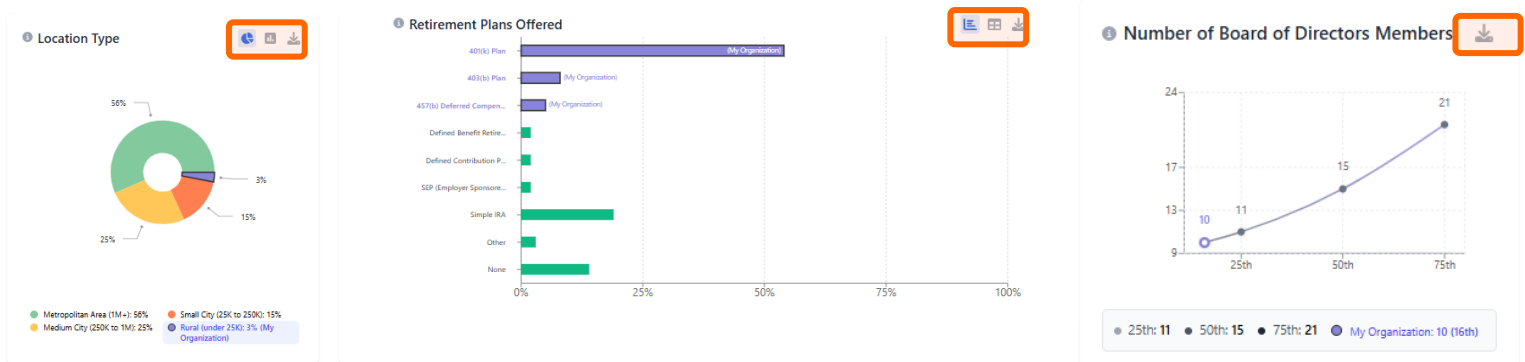
Example

Download Reports

From your **Reports** tab**,** click on a report name to download a report. These reports will contain charts and tables that have been compiled for participants.

- PowerPoint reports display data in charts and graphs. Trend reports include multi-year data.

- Word reports display data in tables with summary details.

- Apply filters to the results for more targeted peer group comparisons (see the "Apply Filters" section for more details).

- Filters applied to question-by-question comparisons will carry forward into reports until they are cleared.

- NOTE: Static reports are PDF publications created by ACCE. Filters will NOT apply to static reports.

| My Chamber Data | Metric Comparisons | **Reports** | | FY 2024 ⌄ |

📊 Dynamic Reports

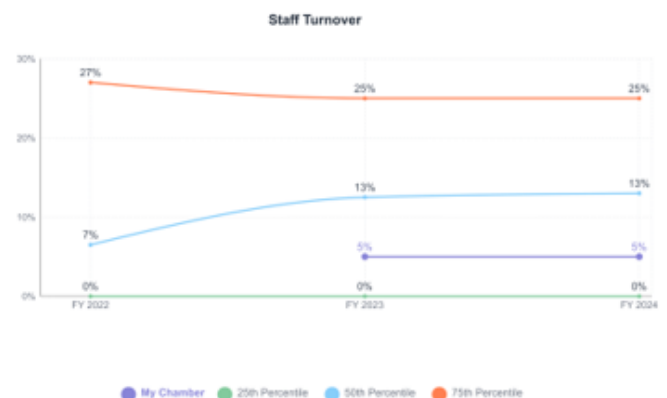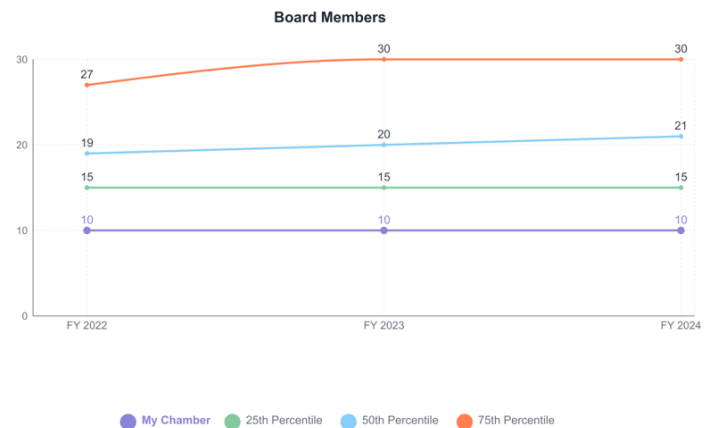| 📕 | **Chamber Operations Report** (ppt)
 This report displays results on Chamber Operations in charts and graphs. | ⬇ Download |
| 📕 | **Chamber Operations Trend Report** (ppt)
 This report displays multi-year trend results on Chamber Operations in charts and graphs. | ⬇ Download |
| 📄 | **Chamber Report Card** (docx)
 This report displays personalized results from the Chamber Operations Survey. | ⬇ Download |

Multi-Year Trend Charts

Trend charts display results over time to show how a result has changed.

Trend reporting follows the minimum number of accounts and data points required by the platform to display results:

- The minimum number of accounts must meet the filter criteria set for each trend year.

- The minimum number of data points are required for each trend year.

- If there is not enough data for a specific year, that year will not display a trend value/dot.

- If the first or last year do not have enough data points, then the trend line will not be drawn to that year.

Board Members

```
30                    30           30
27
                      20           21
19
15          15                     15
10          10                     10
   FY 2022      FY 2023       FY 2024
```

● My Chamber ● 25th Percentile ● 50th Percentile ● 75th Percentile

Staff Turnover

```
30%
27%                   25%          25%
20%
                      13%          13%
10%
7%                    5%           5%
0%          0%                     0%
   FY 2022      FY 2023       FY 2024
```

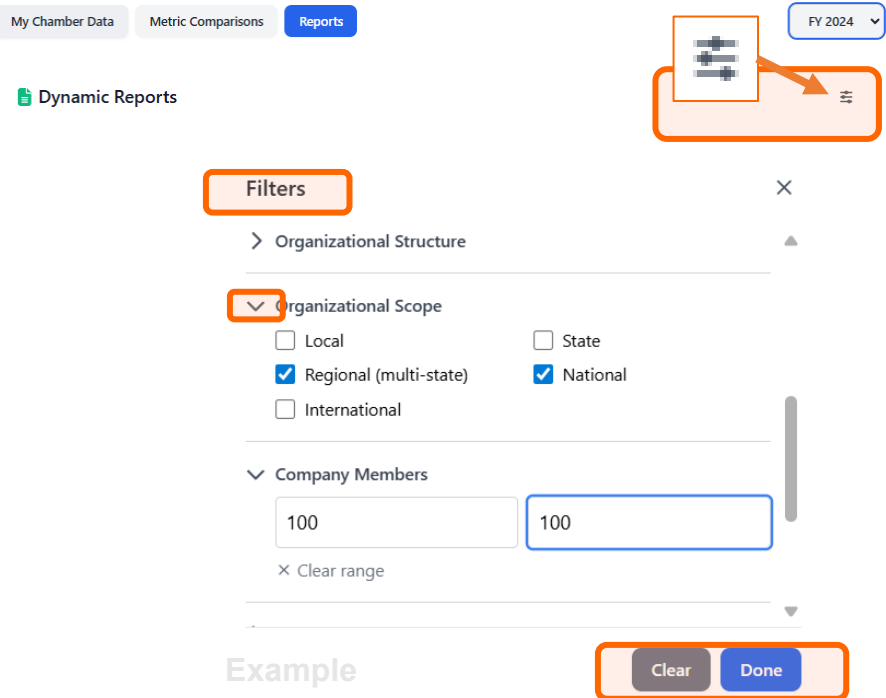● My Chamber ● 25th Percentile ● 50th Percentile ● 75th Percentile

Examples

Apply Filters

Get more out of your results by applying filters. Filters allow you to drill down and compare your answers to a subset of respondents. Results continue to be aggregated with a minimum number responses required, even when filters are applied.

On any **Metric Comparisons** Page or the **Reports** tab, click on the **Filter Icon** ⚏ to activate the filters.

- Numeric filters: Click Add to activate sliders. Use slide bar to set a numeric range by moving the blue squares or enter a number in boxes.

- Multi-select filters: Check the items you wish to include.

- Single-select filters: Choose from the drop-down menus.

- NOTE: **Any** indicates that the filter is NOT applied. To include all accounts that answered the question, select the full range of data in a numeric filter and select check all answer options in a multiple-choice filter.

- Filter messaging updates as you select filters. A green bar returns results. A red bar indicates that you have filtered too much and the results are displaying without any filters applied.

There are 41 accounts that meet the filter criteria. Not all accounts answer all survey questions.

Save Filter

- If your filters do not return enough responses, change your filter settings as follow:
    - Widen the range of a numeric filter.
    - Turn off a numeric filter by clicking the **X**.
    - Return a multiple-choice filter to **Any**.
    - Click **Clear** to start over and select different filter options.
- When you have the filter settings you desire, click **Done** to close the filter area.
- Once you have found a filter setting that works for you, name it and save it as a **filter favorite** to use it in the future.
- NOTE: Filters applied WILL carry forward onto subsequent compare pages and reports page until they are cleared.
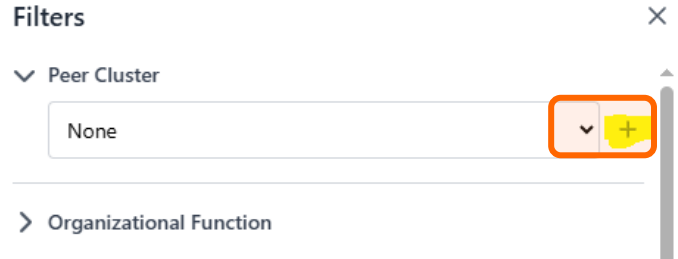
Peer Cluster Filtering

Peer Cluster filters allow Users to select a group of named accounts to be created/saved as a filter.

Best Practice: Deactivate/clear all other filters before/when using peer clusters.
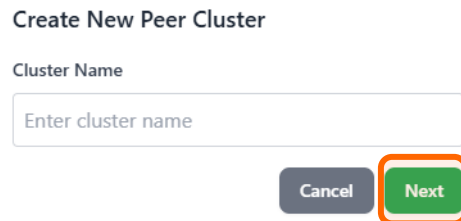
- Click on the **Filter Icon** to activate the filters.
- Expand the **Peer Cluster** filter option and click the **+** to create a peer cluster.

Filters   ✕

∨ Peer Cluster

None   ∨   +

> Organizational Function

- Name your Peer Cluster, then click **Next.**

Create New Peer Cluster

Cluster Name

Enter cluster name

Cancel   Next

- Search and select accounts to add to your Peer Cluster from the list of accounts in the database. When you've selected all the accounts for your Peer Cluster, click **Save Cluster**.

Select Members for Peer Cluster

10 selected   Clear all

Selected (10)

Anonymous ✕   Dynamic Benchmarking Test Company ✕   Carli Test Account ✕

Maria Test Org ✕   Anonymous ✕   Anonymous ✕   Anonymous ✕

Anonymous ✕   Anonymous ✕   Anonymous ✕   MMcDonaldTest ✕

Available

Cancel   Save Cluster

Example

- In the Peer Cluster drop down, select your saved cluster.

Filters   ✕

∨ Peer Cluster

Top 10 Peer Group   ∨   +   ✎   🗑

Support Resources

Resources will be posted on the **Support** page within Dynamic Chamber Benchmarking and online at acce.org/pages/dcb.

If you have any further questions, email AskACCE@acce.org. Please allow 24-48 hours for a response.

Data Integrity Statement

Secure: The platform, powered by Dynamic Benchmarking, protects all data submissions and the delivery of results using multiple layers of security and encryption. Your response data is encrypted and protected by SSL when in transit from your browser to the Dynamic Benchmarking databases. You can see this SSL certification by putting your mouse on the ⒮ next to the HTTPS part of the URL. User ID and password data is managed and stored on ACCE's association management software database and is not stored by Dynamic Benchmarking.

Confidential: Individual responses are only accessible to select staff directly involved in managing the benchmarking platform. Survey responses are released as aggregate data that cannot be traced back to specific organizations or individuals. To further ensure data anonymity, a minimum number of responses are required for results to be displayed, even when filters are applied.

Trustworthy: Dynamic Benchmarking stands by their pledge to strive to execute well-researched, tested surveys that use statistically valid survey techniques. Their aggregation methodologies and data analysis are continually tested, reviewed and updated to ensure validity.