2012 MIDWEST
BOARD OF REGENTS

Robert E. Thomas, IOM, CAE, CMP
CHAIR
Senior Director of Operations and
Executive Director
Michigan Chamber Foundation
Michigan Chamber of Commerce
600 South Walnut Street
Lansing, MI 48933
517-371-7639
Email: bthomas@michamber.com
Term: 2007-2013

Joseph B. Henning, IOM, ACE
VICE CHAIR
Chief Executive Officer
Aurora Regional Chamber of Commerce
43 West Galena Boulevard
Aurora, IL 60506
630-256-3180
Email: jhenning@aurora-il.org
Term: 2009-2013

Timothy M. McKee, IOM
PAST CHAIR
Chief Executive Officer
Olathe Chamber of Commerce
18001 West 106th Street, Suite 160
Olathe, KS 66061
913-764-1050
Email: tmckee@olathe.org
Term: 2006-2012

Chris C. Adelmann, IOM
Executive Vice President
Saint Louis Auto Dealers Association
13616 Manchester Road
St. Louis, MO 63131
314-822-0333
Email: cadelmann@stlautos.com
Term: 2007-2013

Jackie Arrison, IOM
Chief Operating Officer
Greater Hot Springs Chamber of
Commerce
PO Box 6090
Hot Springs, AR 71902
501-321-1700
Email: jackie@hotspringschamber.com
Term: 2010-2012

Bill Corby, IOM
President
Burnsville Chamber of Commerce
101 West Burnsville Parkway
Suite 150
Burnsville, MN 55337
952-435-6000
Email: bill@burnsvillechamber.com
Term: 2011-2013

Laurie Cooper, IOM
Member Services Director
Mitchell Area Chamber of Commerce
601 North Main
Mitchell, SD 57301
605-996-5567
Email: lauric@mitchellchamber.com
Term: 2008-2012

Robert L. Goltz, IOM
President and CEO
Miramar Pembroke Pines Chamber of
Commerce
10100 Pines Boulevard, 4th Floor
Pembroke Pines, FL 33026
954-432-9808
Email: Robert@MiramarPembrokePines.org
Term: 2007-2013
2012 MIDWEST BOARD OF REGENTS

Rene Hipple, IOM
Senior Vice President, Membership
Quad Cities Chamber of Commerce
622 19th Street
Moline, IL 61265
563-322-1706
Email: rhipple@quadcitieschamber.com
Term: 2011-2013

DJ Johnson, IOM, CAE
Senior Manager, Volunteer Relations
ASAE: The Center for Association Leadership
1575 I Street, NW
Washington, DC 20005
202-626-2885
Email: djohnson@asaccener.org
Term: 2010-2012

Michael J. Paone, IOM
Director-Member Services
Joliet Region Chamber of Commerce and Industry
63 North Chicago Street
Joliet, IL 60432
815-727-5371
Email: mpaone@jolietchamber.com
Term: 2010-2012

Gayle Potter, IOM
President
Liberty Area Chamber of Commerce
1170 West Kansas Street, Suite H
Liberty, MO 64068
816-781-5200
Email: gaylep@libertychamber.com
Term: 2009-2013

Jacqueline Rakers, IOM
Executive Director
Illinois Association of Mutual Insurance Companies
PO Box 116
Ohlman, IL 62076
217-563-8300
Email: leadership@iamic.org
Term: 2010-2012

Jennifer Schlueter, IOM
Senior Manager, Leadership Services
Institute of Real Estate Management
430 North Michigan Avenue
Chicago, IL 60611
800-837-0706
Email: jschlueter@irem.org
Term: 2008-2012

Laura Schoen Carbonneau, IOM
Chief Executive Officer
Pierre Area Chamber of Commerce
PO Box 548
Pierre, SD 57501
605-224-7361
Email: laurasc@pierre.org
Term: 2010-2012

Brian Shafer, IOM
Logansport, IN
Email: Bison.Brian87@gmail.com
Term: 2011-2013
Stacey L. Wilson, IOM  
Senior Manager, Professional Development  
Indiana CPA Society  
8250 Woodfield Crossing Boulevard, #100  
Indianapolis, IN 46240  
317-726-5000  
Email: swilson@incpas.org  
Term: 2011-2013
AGENDA

I. Welcome and Introductions
   Robert E. Thomas, IOM, CAE, CMP

II. Approval of Minutes
    Robert E. Thomas, IOM, CAE, CMP

III. Nominating Committee Report
     Joseph B. Henning, IOM, ACE

IV. Analysis of 2012 Midwest Institute
    A. Final Enrollment Report
    B. Survey Results
    C. Discussion of Institute week
     Board Members/Institute Staff

V. 2013 Midwest Institute
    A. Create 2-3 Strategic Goals
    B. Assign Regent Responsibilities (please refer to checklist)
    C. Regent Marketing Role – Additional Business
     Joseph B. Henning, IOM, ACE

VI. Institute Staff Update
    A. Board of Trustees/Curriculum Committee Update
    B. Fall Webinar
     Institute Staff

VII. Other Business/Adjournment
     Robert E. Thomas, IOM, CAE, CMP
MIDWEST INSTITUTE

June 3, 2012
12 noon CDT

BOARD OF REGENTS AND CLASS ADVISOR BRIEFING
MINUTES

In attendance:

Board of Regents: Robert E. Thomas, IOM, CAE, CMP; Joseph B. Henning, IOM, ACE; Timothy M. McKee, IOM; Chris C. Adelmann, IOM; Jackie Arrison, IOM; Bill Corby, IOM; Rene Hipple, IOM; DJ Johnson, IOM, CAE; Michael J. Paone, IOM; Gayle Potter, IOM; Jackie Rakers, IOM; Laura Schoen Carbonneau, IOM; Brian Shafer, IOM; Stacey L. Wilson, IOM

Class Advisors: Melissa Arthur, IOM; Ali Crain, IOM, ACE; Melissa Flynn, IOM; Jeff Griffin, IOM

Staff: Marimar Molinary, IOM, CAE, CMP; Karyn K. MacRae, IOM, CMP; Amanda J. Griffin; Shelby A. Parish

Not in attendance: Laurie Cooper, IOM; Robert L. Goltz, IOM; Jennifer Schlueter, IOM

I. Board of Regents and Class Advisor Working Lunch
The group reconnected over lunch.

II. Welcome and Introductions
Robert E. Thomas, IOM, CAE, CMP welcomed everyone to the meeting and introductions were made.

III. Overview of Week
Institute staff briefed the group on the schedule of activities for the week. Regents signed up for various onsite responsibilities and classes to audit throughout the week. Institute staff provided final enrollment and scholarship numbers, social media and marketing updates, as well as curriculum and faculty updates.

IV. Responsibilities of Class Advisors
Specific Class Advisor responsibilities were discussed in detail. Staff reviewed the first Class Advisor Broadcast with the group and answered any questions that came up.

V. Board of Regents Other Business
- Approval of minutes
  - The minutes from the April 26, 2012 conference call were approved with no changes.

- Regents visiting Homeroom
  - Assignments for visiting Homeroom were made.
June 3, 2012
12 noon CDT

BOARD OF REGENTS AND CLASS ADVISOR BRIEFING
MINUTES

- Institute staff update
  - Staff provided a general Institute update, which included social media efforts, the 2012 Fall Board Meeting, the Spring Webinar, representation at the MAKO conference, and including the IOM recognition on LinkedIn.
MIDWEST INSTITUTE
SCHEDULE OF ACTIVITIES

PLEASE NOTE THIS SCHEDULE IS TENTATIVE AND IS SUBJECT TO CHANGE

2013 MIDWEST INSTITUTE

Sunday, June 2nd
12:00 noon–12:30 p.m. Board of Regents & Class Advisor Lunch: Fluno Center
12:15 p.m.–1:30 p.m. Board of Regents & Class Advisor Briefing: Fluno Center
1:30 p.m.–1:45 p.m. Board of Regents Meeting – Additional Business: Fluno Center
2:00 p.m.–5:00 p.m. Registration: Grainger Hall Atrium
3:30 p.m.–4:00 p.m.
4:00 p.m.–4:30 p.m.
4:30 p.m.–5:00 p.m.
5:00 p.m.–5:45 p.m.
6:00 p.m.–6:30 p.m.
6:30 p.m.–8:30 p.m.

What You Need to Know Before Your First Class: Grainger Hall
Institute and Social Media: Grainger Hall
Graduation Rehearsal (4th year participants): Fluno Center Auditorium
Homecoming: Individual Classrooms, Grainger Hall
Institute Kickoff: Fluno Center Auditorium
Institute Mixer: Fluno Center Dining Area (1st Floor)

Monday, June 3rd
7:30 a.m.–8:00 a.m. Registration: Institute Office, Grainger Hall
8:00 a.m.–11:30 a.m. Core Classes: Individual Classrooms, (Break: 9:30–10:00 a.m.)
11:30 a.m.–12:30 p.m. Lunch: Gordon Commons
12:30 p.m.–4:00 p.m. Core Classes: Individual Classrooms, Grainger Hall (Break: 2:00–2:30 p.m.)
1:30 p.m.–2:00 p.m. Class Advisor Meeting: Faculty/Regent Office, Grainger Hall
7:00 p.m. Class Dinners

Tuesday, June 4th
8:00 a.m.–11:30 a.m. Core Classes: Individual Classrooms, Grainger Hall (Break: 9:30–10:00 a.m.)
9:00 a.m.–9:30 a.m. Class Advisor Meeting: Faculty/Regent Office, Grainger Hall
11:30 a.m.–12:00 noon Lunch: Box lunches available in Grainger Hall Atrium
12 noon–2:00 p.m.

Wednesday, June 5th
8:00 a.m.–10:00 a.m. Elective Classes: Individual Classrooms, Grainger Hall
10:00 a.m.–10:30 a.m. Morning Break: Grainger Hall Lobby
10:30 a.m.–12:30 p.m. Elective Classes: Individual Classrooms, Grainger Hall
12:30 p.m.–1:30 p.m. Lunch: Gordon Commons
1:30 p.m.–5:00 p.m. Core Classes: Individual Classrooms, Grainger Hall (Break: 3:00–3:30 p.m.)
2:30 p.m.–3:00 p.m. Class Advisor Meeting: Faculty/Regent Office, Grainger Hall
6:30 p.m.–7:15 p.m. Graduation Ceremony: Fluno Center Auditorium
7:30 p.m.–10:00 p.m. Big Bash: Pyle Center Alumni Lounge

Thursday, June 6th
8:00 a.m.–11:30 a.m. Core Classes: Individual Classrooms, Grainger Hall (Break: 9:30–10:00 a.m.)
9:00 a.m.–9:30 a.m. Class Advisor Meeting: Faculty/Regent Office, Grainger Hall
11:30 a.m.–12:30 p.m. Lunch: Gordon Commons
12:30 p.m.–4:00 p.m.
4:00 p.m.

2013 Midwest Institute Concludes
Class Advisors

- Who will be responsible for advisors?

1. Jackie Arrison
   - Have advisors (4 class sections) confirmed by 12/7/12
   - Assign advisors to classes by 12/14/12

Silent Auction

- What does Institute staff need to help you with for the silent auction?
- Which regents will be handling the silent auction?

1. ______________________________
2. ______________________________
3. ______________________________

Class Challenge

- Which regent(s) will be in charge of updating the thermometers?

1. ______________________________
2. ______________________________

Professional Consultations

- Which regents would like to take the lead on consultations?

1. ______________________________
2. ______________________________

Scholarships

- Which regents would like to be assigned to the scholarship committee?

1. ______________________________
2. ______________________________
3. ______________________________
**Sponsorships**

- Which regents would like to take the lead on sponsorships?

1. 

2. 

**Sunday, June 2nd**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00 noon–12:30 p.m.</td>
<td>Board of Regents &amp; Class Advisor Lunch: Fluno Center</td>
</tr>
<tr>
<td>12:15 p.m.–1:30 p.m.</td>
<td>Board of Regents &amp; Class Advisor Briefing: Fluno Center</td>
</tr>
<tr>
<td>1:30 p.m.–1:45 p.m.</td>
<td>Board of Regents Meeting – Additional Business: Fluno Center</td>
</tr>
<tr>
<td>2:00 p.m.–5:00 p.m.</td>
<td>Registration: Grainger Hall Atrium</td>
</tr>
<tr>
<td></td>
<td>- Regents need to help greet students</td>
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<tr>
<td></td>
<td>- Is there something unique we can do to welcome first year attendees?</td>
</tr>
<tr>
<td></td>
<td>- Is there something we can do during registration to gear up attendees</td>
</tr>
<tr>
<td>3:30 p.m.–4:00 p.m.</td>
<td>What You Need to Know Before Your First Class: Grainger Hall</td>
</tr>
<tr>
<td></td>
<td>- Which regents will facilitate this session? (include someone with</td>
</tr>
<tr>
<td></td>
<td>CAE/CCE)</td>
</tr>
<tr>
<td>4:00 p.m.–4:30 p.m.</td>
<td>Institute and Social Media: Grainger Hall</td>
</tr>
<tr>
<td>4:30 p.m.–5:00 p.m.</td>
<td>Graduation Rehearsal (4th year participants): Fluno Center Auditorium</td>
</tr>
<tr>
<td></td>
<td>- Which regents will be involved?</td>
</tr>
<tr>
<td></td>
<td>1. Joe Henning</td>
</tr>
<tr>
<td></td>
<td>2. Jackie Arrison</td>
</tr>
<tr>
<td>5:00 p.m.–5:45 p.m.</td>
<td>Homeroom: Individual Classrooms, Grainger Hall</td>
</tr>
<tr>
<td>6:00 p.m.–6:30 p.m.</td>
<td>Institute Kickoff: Fluno Center Auditorium</td>
</tr>
<tr>
<td>6:30 p.m.–8:30 p.m.</td>
<td>Institute Mixer: Fluno Center Dining Area (1st Floor)</td>
</tr>
<tr>
<td></td>
<td>- Which regent(s) would like to work with Institute staff on this?</td>
</tr>
</tbody>
</table>
Monday, June 3rd
7:30 a.m.—8:00 a.m. Registration: Institute Office, Grainger Hall
8:00 a.m.—11:30 a.m. Core Classes: Individual Classrooms, (Break: 9:30—10:00 a.m.)
11:30 a.m.—12:30 p.m. Lunch: Gordon Commons
12:30 p.m.—4:00 p.m. Core Classes: Individual Classrooms, Grainger Hall (Break: 2:00—2:30 p.m.)
1:30 p.m.—2:00 p.m. Class Advisor Meeting: Faculty/Regent Office, Grainger Hall
7:00 p.m. Class Dinners

Tuesday, June 4th
Core Classes: Individual Classrooms, Grainger Hall (Break: 9:30—10:00 a.m.)
Class Advisor Meeting: Faculty/Regent Office, Grainger Hall
Lunch: Box lunches available in Grainger Hall Atrium
Elective Classes: Individual Classrooms, Grainger Hall
Elective Classes: Individual Classrooms, Grainger Hall
Morning Break: Grainger Hall Lobby
Core Classes: Individual Classrooms, Grainger Hall (Break: 3:00—3:30 p.m.)
Class Advisor Meeting: Faculty/Regent Office, Grainger Hall
Graduation Ceremony: Fluno Center Auditorium
• Classes are responsible for their own A/V
• Which Regents are working with the Institute staff on this?

1. Joe Henning
2. Jackie Arrison

7:30 p.m.—10:00 p.m. Big Bash: Pyle Center Alumni Lounge
• Would we like to keep this event at the Pyle Center?
• What extra items are needed to make this event special? Any themes?
• Which regent(s) would like to work with Institute staff on this?

1. ____________________________
2. ____________________________
   o Do not leave meeting without deciding venue location

Thursday, June 6th
8:00 a.m.—11:30 a.m. Core Classes: Individual Classrooms, Grainger Hall (Break: 9:30—10:00 a.m.)
9:00 a.m.—9:30 a.m. Class Advisor Meeting: Faculty/Regent Office, Grainger Hall
11:30 a.m.—9:30 a.m. Lunch: Gordon Commons
11:30 a.m.—12:30 p.m. Core Classes: Individual Classrooms, Grainger Hall (Break: 2:00—2:30 p.m.)
12:30 p.m.—4:00 p.m. 2013 Midwest Institute Concludes
Regarding registration, communication, and marketing:
- I thought information was provided in a sufficient and timely manner for attendees and volunteers. Registration went smoothly.
- I think it goes a lot smoother when the Class Advisors do registration.
- From all aspects that I was involved with, registration seemed to go well. It also seemed that second through fourth-year students came later. Is there any kind of incentive to get them there earlier? Maybe have a special 30 minute quick start class with a lot of meat in a little time.
- Staff is amazing and I felt completely up to date and informed!

Regarding customer service (USCC, university, and accommodations):
- No complaints with the DoubleTree at all.
- The university staff was great.
- I stayed at the DoubleTree hotel and the staff was friendly and responsive.

Regarding regents and advisors:
- Everyone seemed to work like a team and it was seamless.
- Keep up the co-advisorship (1 advisor, 1 regent).
- I wish there were more responsibilities onsite. I like to keep busy and at times wasn't sure what my role was supposed to be.
- I would like to see regents more involved onsite. I suggest assigning 2-3 to each class, rotating each day. Advisors really need to connect pre-site.
- The Class Advisors did an awesome job! I think there are more ways to keep the regents engaged.

Regarding logistics (breaks, meals, etc.):
- I think it was all good. I know people complain about box lunch and the cafeteria, but personally, I think it is fine.
- Appreciated having fruit available at breaks.
- Breaks were good. Meals were poor.
- Great! I would have provided more pizza or sandwiches at Kickoff.

Regarding events:
- The only question I would raise is about the Kickoff and Mixer held at the Fluno Center. Should we look for a new location so that we can mix things up a little instead of going back x number of years in a row?
- Kickoff event was very nice and well organized. Mixer food was fabulous and attendees seemed to enjoy themselves. I liked the setting of the Big Bash, although I'm not sure the event itself constitutes the name 'Big Bash.' Graduation was very nice and well organized.
- I thought it was helpful to have a "default" gathering space after each event so that advisors and regents had a place to steer people if they got separated from their groups.
- Love the Big Bash location at sunset time! Food was a little iffy, as was the size of the plates. They also ran low on plates.
Regarding additional programs:
- The Class Challenge was fun and it was nice to see the group get involved. I was glad to see people take advantage of the professional consultations, but I wish there were more.
- I liked the Class Challenge and it obviously worked to help bring in some money. I think you need to be careful to not overdo it. People are coming here for professional development and networking. While fundraising is necessary, it should be secondary.
- I think using the thermometers for the Class Challenge was a great idea. For consultations, can we update the form so the person requesting the consultation can list their job title, organization and city state? This makes it a little easier to assign consultants.
- Class Challenge becomes a little uncomfortable because many of the attendees are there on scholarship.

Regarding Institute classes:
- How about adding bonus sessions that are chamber or association specific? I think this would help attendance and would give attendees another opportunity for in-depth conversation.
- I think some of the faculty are no longer relevant and some younger, up-and-coming speakers should be considered.
- There were some really great new additions to the faculty.

Overall, to what extent did Institute meet your expectations?
- Well exceeded my expectations – 1
- Exceeded my expectations – 7
- Met my expectations – 4
- Did not meet my expectations – 0
12 people completed this question

Regarding why people volunteer for Institute:
- I fully believe in the positives that one can bring back from Institute. I really had my view of the chamber world changed in year 1 of Institute and continue to learn and grow from the classes and connections made. With that said, I enjoy aiding others in finding the satisfaction from Institute as well.
- I love the network of professionals, and I value the education I have received.
- It's a service back to the U.S. Chamber and its program; it's part quality control for sending our local chambers through the program.
- To give the opportunity for the new classes -- Institute changed my life and provided guidance that helped skyrocket my career! To give back and say thank you.

On how we can make volunteering a more rewarding experience:
- I think it would be great to get the regents together with whoever facilitates the strategic planning session to do a strategic plan for Midwest one of the days we are there. There is so much knowledge there from both the faculty and board; let's collaborate and move it forward in a site-specific way.
MIDWEST VOLUNTEER
SURVEY FEEDBACK

• Encourage regents to audit classes, not just for official regent duties, but for their own professional development.
• A morning meeting or regent meeting (separate from the advisor meeting) to make regents feel they are checking in and on the same page every day would be great. I felt like our new regents especially were a little lost.
• The regents need to be more engaging with the new board members; welcome them, talk with them, and be a mentor.

On things we can improve for next time:
• I think we need to dress more professionally. It's advertised as business casual, but all the regents wear shorts. If we want it to be casual that may be ok, but if students come business casual they are uncomfortable.
• Add graduation year to regent nametags (so we don't forget when we graduated). We need to better mix faculty in with the regents at dinner or other functions. Can we look into an onsite new regent orientation? This is their first time onsite as a volunteer and meeting everyone in person. The last time they were briefed would have been months before.
• Continue with the same enthusiasm and it will be great again!

On things that were done well:
• The staff is fabulous! They are organized, detailed, and always communicate expectations.
• Logistics, customer service, communication were done well. Staff is great.
• Staff is always well prepared, professional and great to work with. Despite my resistance to making fundraising a bigger deal, it was very successful.
• Attention to details, daily updates, accommodating special requests-- staff went above and beyond at this site!
23. Registration and Communication

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>N/A</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment process</td>
<td>58.2% (32)</td>
<td>38.2% (21)</td>
<td>1.8% (1)</td>
<td>1.8% (1)</td>
<td>0.0% (0)</td>
<td>55</td>
</tr>
<tr>
<td>Usefulness of Institute</td>
<td>51.9% (28)</td>
<td>36.9% (21)</td>
<td>9.3% (5)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>54</td>
</tr>
<tr>
<td>communications prior to the</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Institute week</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Timeliness of information</td>
<td>55.4% (31)</td>
<td>43.6% (24)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>55</td>
</tr>
<tr>
<td>received</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of Institute Web site</td>
<td>30.9% (17)</td>
<td>38.2% (21)</td>
<td>23.6% (13)</td>
<td>7.3% (4)</td>
<td>0.0% (0)</td>
<td>55</td>
</tr>
<tr>
<td>navigation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accuracy of your registration</td>
<td>47.3% (26)</td>
<td>41.8% (23)</td>
<td>9.1% (5)</td>
<td>1.8% (1)</td>
<td>0.0% (0)</td>
<td>55</td>
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<tr>
<td>onsite</td>
<td></td>
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<td></td>
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<tr>
<td>Attendee Service Center</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

24. Additional comments about registration and communication:
- It would be nice to receive an individual transcript with electives to avoid taking the same class more than once.
- Attendee Service Center login was hard to find.
- Had some difficulty navigating changes to Attendee Service Center. *(Note: The layout of the Attendee Service Center changed prior to Midwest Institute.)*

25. Customer Service

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>N/A</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>USCC Staff</td>
<td>89.1% (49)</td>
<td>10.9% (6)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>4.89</td>
<td>55</td>
</tr>
<tr>
<td>Hotel Staff</td>
<td>70.9% (39)</td>
<td>20.0% (11)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>9.1% (5)</td>
<td>4.78</td>
<td>55</td>
</tr>
<tr>
<td>University Staff</td>
<td>69.3% (32)</td>
<td>18.5% (10)</td>
<td>3.7% (2)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>4.68</td>
<td>54</td>
</tr>
</tbody>
</table>
26. Additional comments about customer service:

- The catering staff was available at every break and the service was excellent in the dining hall. Way to go!
- U.S. Chamber employees were amazing - always helpful and friendly. They made me feel very welcome.

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27. Volunteers

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>N/A</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Advisor</td>
<td>87.0% (47)</td>
<td>11.1% (6)</td>
<td>1.9% (1)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>54</td>
</tr>
<tr>
<td>Board of Regents</td>
<td>80.0% (44)</td>
<td>12.7% (7)</td>
<td>1.8% (1)</td>
<td>1.8% (1)</td>
<td>3.6% (2)</td>
<td>55</td>
</tr>
</tbody>
</table>

---

28. Additional comments about volunteers:

- Lack of communication with those who were not previously in the class. We were not informed of the baseball trip.
- This year, more than ever, board seemed more engaged, less cliquish.
- Class Advisors should take more time to coordinate class activities.
- Everyone was just wonderful - what a great bunch of folks!
- What is the purpose of the Class Advisor? It seems like overkill to have a separate Class Advisor when so many of the Board of Regents and IOM staff are present. Would suggest a review of how many IOM related personnel are needed onsite.
30. Additional comments about logistics:

- Parking not allowed at the Illuno Center on Sunday was a problem for me.
- Breaks of 30 minutes seemed too long for me personally. 10-15 minute breaks would be sufficient. Then either being done earlier or having more class time would be appreciated.
- Cafeteria lunches were not very exciting.
- The cafeteria is unimpressive to say the least. Box lunches everyday would be perfectly fine with me. They were great, healthy, and I liked being able to eat outside.
- Lunches were okay. Our class only ate at the cafeteria once. I would consider re-thinking the lunches.
- Thank you for providing healthy food choices.
- I would recommend 15 minute breaks, especially on Wednesday so that the day is shortened. As for food, the breaks were great, but the lunches were not.
- The college cafeteria is not appealing for lunch. Prefer the box lunch. Would be great to have breakfast items first thing in the morning.
- Box lunches are much better than cafeteria.
- The classrooms were cold the entire time even with my sweater.
- The Gordon Commons were very disappointing in the layout of the facility and the quality of the food.

31. Events

<table>
<thead>
<tr>
<th>Event</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>N/A</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institute Kickoff</td>
<td>34.5% (19)</td>
<td>60.9% (28)</td>
<td>5.5% (3)</td>
<td>1.8% (1)</td>
<td>7.3% (4)</td>
<td>55</td>
</tr>
<tr>
<td>Institute Mixer</td>
<td>41.8% (23)</td>
<td>41.8% (23)</td>
<td>7.3% (4)</td>
<td>1.8% (1)</td>
<td>7.3% (4)</td>
<td>55</td>
</tr>
<tr>
<td>Big Bash</td>
<td>35.4% (20)</td>
<td>43.6% (24)</td>
<td>10.9% (6)</td>
<td>5.5% (3)</td>
<td>3.6% (2)</td>
<td>55</td>
</tr>
<tr>
<td>Graduation Ceremony</td>
<td>43.6% (24)</td>
<td>47.3% (26)</td>
<td>3.6% (2)</td>
<td>1.8% (1)</td>
<td>3.6% (2)</td>
<td>55</td>
</tr>
</tbody>
</table>

32. Additional comments about events:

- The food at the Big Bash this year was not very appetizing! The venue is very nice being right on the lake but couldn't something be done as to the quality of refreshments. Graduation ceremony ran a bit long, perhaps limit the amount and time for speeches.
- I was disappointed to see after communicating several times on the registration form the first year and the survey and the registration form for the second year that you still had peanut products at your events. I had stated that I have a severe peanut allergy. Please accommodate those with such allergies as this is very serious and can be life threatening.
As an upcoming senior who will graduate in 2013, I believe a time limit should be placed on the senior class presentation to prevent them from getting too lengthy. As chamber professionals we ask that of our speakers so I feel we should ask and expect that of our graduating classes.

Institute Kickoff was heavy about the Chamber. Sets the tone for the event by being somewhat exclusionary to the association attendees. Food at Big Bash is horrible. The quality was poor, there wasn't enough, and it was hard to eat. Tiny plates were given. I left starving. There is not enough. If you want us to stay, feed us! The heavy appetizers offered at the Kickoff were tasty and substantial enough to substitute for dinner.

Food seemed to be a duplicate of last year's menu. Things should be mixed up but I did notice that they really worked to accommodate the people in my class with food health issues.

I'm not a big fan of the Kickoff. It seems like a waste of time.

Location for Mixer is fine, but the food could use improvement. Would suggest a different location for the Big Bash and the food needs significant improvement.

I have attended the Georgia Institute and Madison. I was disappointed at the quality of the food at the Madison Big Bash as well as karaoke. The choice to use tiny plates was inappropriate. Quite a shocker and disappointment to go from real dinner plates and a band to tiny buffet plates and karaoke. I believe the cost to attend both is the same, so quality of the events should be the same too.

Might be nice if the events had areas for each class.

### 33. Additional Learning Opportunities

<table>
<thead>
<tr>
<th></th>
<th>Very Beneficial</th>
<th>Beneficial</th>
<th>Somewhat Beneficial</th>
<th>Not Beneficial</th>
<th>I did not take advantage of this opportunity</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Consultations</td>
<td>10.9% (6)</td>
<td>9.1% (5)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>80.0% (44)</td>
<td>55</td>
</tr>
<tr>
<td>Bonus Session: What You Need to Know Before Your First Class</td>
<td>3.7% (2)</td>
<td>14.8% (8)</td>
<td>5.6% (3)</td>
<td>0.0% (0)</td>
<td>75.3% (41)</td>
<td>54</td>
</tr>
<tr>
<td>Bonus Session: Institute and Social Media</td>
<td>1.8% (1)</td>
<td>12.7% (7)</td>
<td>7.3% (4)</td>
<td>1.8% (1)</td>
<td>76.4% (42)</td>
<td>55</td>
</tr>
</tbody>
</table>

### 34. Additional comments about additional learning opportunities:

- I attended these classes my first year, so I didn't feel the need to take them again.
### 35. Institute’s online community

<table>
<thead>
<tr>
<th>Platform</th>
<th>Very Beneficial</th>
<th>Beneficial</th>
<th>Somewhat Beneficial</th>
<th>Not Beneficial</th>
<th>I have not taken advantage of this opportunity</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>ConnectIN</td>
<td>11.1% (6)</td>
<td>24.1% (13)</td>
<td>24.1% (13)</td>
<td>11.1% (6)</td>
<td>29.6% (16)</td>
<td>54</td>
</tr>
<tr>
<td>Twitter</td>
<td>1.9% (1)</td>
<td>13.5% (7)</td>
<td>13.5% (7)</td>
<td>1.9% (1)</td>
<td>69.2% (36)</td>
<td>52</td>
</tr>
<tr>
<td>Facebook</td>
<td>9.4% (5)</td>
<td>30.2% (16)</td>
<td>17.0% (9)</td>
<td>0.0% (0)</td>
<td>43.4% (23)</td>
<td>53</td>
</tr>
<tr>
<td>Foursquare</td>
<td>0.0% (0)</td>
<td>3.8% (2)</td>
<td>7.5% (4)</td>
<td>1.9% (1)</td>
<td>86.8% (46)</td>
<td>53</td>
</tr>
<tr>
<td>LinkedIn</td>
<td>3.7% (2)</td>
<td>14.8% (8)</td>
<td>14.8% (8)</td>
<td>3.7% (2)</td>
<td>63.0% (34)</td>
<td>54</td>
</tr>
<tr>
<td>Blog</td>
<td>0.0% (0)</td>
<td>5.7% (3)</td>
<td>5.7% (3)</td>
<td>0.0% (0)</td>
<td>88.7% (47)</td>
<td>53</td>
</tr>
</tbody>
</table>

### 36. Additional comments about ConnectIN and other social media:

- Quite honestly, I am not a big communicator via social media. We are all constantly trying to keep up with our email inbox, so I just don't have the time in my professional life to also be checking messages, etc. via social media. I reserve that for personal use. Our class has never used ConnectIN as we communicate via email regularly.
- I am trying to figure out how to get more engaged in social media without expending too many man hours.
- I would rather get info from Facebook than participate in another social media platform.
- I appreciate the work behind ConnectIN, but I really do not need another social media framework to connect into.
### 37. Rate to what degree you agree with the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, the Institute curriculum provided valuable professional development.</td>
<td>63.6% (35)</td>
<td>32.7% (18)</td>
<td>1.8% (1)</td>
<td>1.8% (1)</td>
<td>0.0% (0)</td>
<td>4.55</td>
<td>55</td>
</tr>
<tr>
<td>Overall, the Institute courses were conducted at a suitably challenging level for me.</td>
<td>47.3% (26)</td>
<td>43.6% (24)</td>
<td>7.3% (4)</td>
<td>1.8% (1)</td>
<td>0.0% (0)</td>
<td>4.36</td>
<td>55</td>
</tr>
<tr>
<td>Overall, Institute provides a good networking opportunity in nonprofit management.</td>
<td>63.6% (35)</td>
<td>32.7% (18)</td>
<td>3.6% (2)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>4.60</td>
<td>55</td>
</tr>
</tbody>
</table>

### 38. Overall, to what extent did Institute meet your expectations?

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well exceeded my expectations.</td>
<td>23.6%</td>
<td>13</td>
</tr>
<tr>
<td>Exceeded my expectations.</td>
<td>47.3%</td>
<td>26</td>
</tr>
<tr>
<td>Met my expectations.</td>
<td>27.3%</td>
<td>15</td>
</tr>
<tr>
<td>Did not meet my expectations.</td>
<td>1.8%</td>
<td>1</td>
</tr>
</tbody>
</table>
39. Do you plan on returning to Institute next year?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, I will return by attending Institute next year</td>
<td>78.2%</td>
<td>43</td>
</tr>
<tr>
<td>No, I have completed the program</td>
<td>18.2%</td>
<td>10</td>
</tr>
<tr>
<td>No</td>
<td>3.6%</td>
<td>2</td>
</tr>
</tbody>
</table>

40. If you answered no to the above question, why not:
- I don't plan to attend as a student, possibly a role in other areas.
- I have thought about being an advisor or on the board, but since I left the chamber and now work in the foundation world, I just don't think my continuing involvement will be as beneficial. If I ever return to the chamber/association world, I fully intend to get involved again.
- Curriculum was not tailored enough to my organizational needs, also sessions were not challenging.
- Graduated. But would love to return as a Board of Regents member.

41. Would you recommend Institute at this site to other nonprofit professionals?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, I would recommend Institute at this site.</td>
<td>100.0%</td>
<td>54</td>
</tr>
<tr>
<td>Yes, I would recommend Institute, but not at this site.</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>No, I would not recommend Institute at all.</td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>