



MIDWEST

2014 BOARD OF REGENTS ROSTER

VICE CHAIR

Jacqueline Rakers, IOM, PFMM
Executive Director
Illinois Association of Mutual Insurance
Companies
PO Box 116
Ohlman, IL 62076
217-563-8300
leadership@iamic.org
Term: 2010-2014

Robert Burns, IOM, MPA

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Midland, TX 79701
432-683-3381
bobby@midlandtxchamber.com
Term: 2013-2015

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202-898-2837
teyet@ahca.org
Term: 2012-2014

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Vice President
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380 West Western Avenue, Suite 202
Muskegon, MI 49440
231-722-3751
johnsond@muskegon.org
Term: 2012-2014

PAST CHAIR

Joseph B. Henning, IOM, CAE, ACE
President and CEO
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630-256-3181
jhenning@aurorachamber.com
Term: 2009-2015

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acrain@kychamber.com
Term: 2013-2015

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Claudia J. Meenan, IOM

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cmeen@elkhart.org
Term: 2012-2014



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Michael J. Paone, IOM

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Term: 2010-2014

Jodie Perry, IOM

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Term: 2013-2015

Gayle Potter, IOM

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Laura Schoen Carbonneau, IOM

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Term: 2010-2014



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U.S. CHAMBER OF COMMERCE FOUNDATION
Institute for Organization Management

AGENDA

OCTOBER 10, 2014

1:00 P.M. - 3:00 P.M. EDT

U.S. CHAMBER OF COMMERCE
WASHINGTON, DC

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| I. Welcome and Introductions | Joseph B. Henning, IOM, CAE, ACE |
| II. Approval of Minutes | Joseph B. Henning, IOM, CAE, ACE |
| III. Nominating Committee Report | Jacqueline Rakers, IOM, PFMM |
| IV. Analysis of 2014 Midwest Institute
A. Final Enrollment Report
B. Survey Results and Discussion of Institute Week | Board Members/Institute Staff |
| V. 2015 Midwest Institute
A. Create 2-3 Strategic Goals
B. Discussion of Week/Assign Regent Responsibilities
C. Morning Session Recap and Additional Business | Jacqueline Rakers, IOM, PFMM |
| VI. Institute Staff Update
A. Program Updates | Institute Staff |
| VII. Other Business/Adjournment | Joseph B. Henning, IOM, CAE, ACE |



MIDWEST

BOARD OF REGENTS MINUTES

JUNE 1, 2014
12 NOON CDT

UNIVERSITY OF WISCONSIN-MADISON
MADISON, WI

In attendance: Joseph B. Henning, IOM, CAE, ACE; Jacqueline Rakers, IOM, PFMM; Robert Burns, IOM, MPA; Ali Crain, IOM, CCE, ACE; Teresa Eyet, IOM; Dawn Johnson, IOM; Claudia Meenan, IOM; Michael J. Paone, IOM; Jodie Perry, IOM; Gayle Potter, IOM; Laura Schoen Carbonneau, IOM; Laura Baldwin, IOM; Cary Beasley, IOM; Mark Dickey, IOM; Debra Morotini, IOM; Robert J. Foulks, IOM, CAE, CPA, CGMA; Karyn K. MacRae, IOM, CAE, CMP; Shelby A. Parish, IOM, CMP; Meghan Morgan, IOM

I. **Board of Regents and Class Advisor Working Lunch**

The group reconnected over lunch.

II. **Welcome and Introductions**

Joseph B. Henning, IOM, CAE, ACE welcomed everyone to the meeting and introductions were made.

III. **Overview of Week**

The group reviewed the schedule of activities for the week, which included a detailed review of evening events. Regents signed up for various on-site responsibilities and classes to audit throughout the week. Final enrollment and scholarship numbers were given, as well as social media, curriculum, and faculty updates.

IV. **Responsibilities of Class Advisors**

Specific Class Advisor responsibilities were discussed in detail. The first Class Advisor Broadcast was reviewed with the group and questions were answered. The role of the Regent Partner was also reviewed.

V. **Board of Regents Other Business**

- Approval of minutes
 - The minutes from the May 5, 2014 conference call were approved with no changes.
- On-site regent responsibilities
 - Regent roles and expectations during the Institute week were explained. This included, but was not limited to: information on when to arrive at Grainger Hall every day; how they should network with attendees during meals and social functions; after-hours interaction with attendees; what to do while attendees are in class, etc.
- Regent meetings
 - Two meetings were scheduled to take place during the Institute week.



MIDWEST

BOARD OF REGENTS MINUTES

JUNE 1, 2014
12 NOON CDT
UNIVERSITY OF WISCONSIN-MADISON
MADISON, WI

- Visiting Homeroom
 - Assignments for visiting Homeroom were made.

- Additional business and adjournment
 - Any remaining business was discussed prior to adjourning the meeting.



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U.S. CHAMBER OF COMMERCE FOUNDATION
Institute for Organization Management

2015 SCHEDULE OF ACTIVITIES **PLEASE NOTE THIS SCHEDULE IS TENTATIVE**

Sunday, June 7th

12:00 noon–12:30 p.m.
12:15 p.m.–1:30 p.m.
1:30 p.m.–1:45 p.m.
2:00 p.m.–5:00 p.m.
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.–8:30 p.m.

Board of Regents & Class Advisor Lunch: Fluno Center
Board of Regents & Class Advisor Briefing: Fluno Center
Board of Regents Meeting – Additional Business: Fluno Center
Registration: Grainger Hall Atrium
Bonus Session: Enhance Your Institute Experience Through Technology: Grainger Hall
Bonus Session: Pre-Homeroom: Grainger Hall
Graduation Rehearsal (*4th year participants*): Grainger Hall
Homeroom: Individual Classrooms, Grainger Hall
Institute Kickoff: TBD

Monday, June 8th

7:30 a.m.–8:00 a.m.
8:00 a.m.–11:30 a.m.
11:30 a.m.–12:30 p.m.
12:30 p.m.–4:00 p.m.
1:30 p.m.–2:00 p.m.
7:00 p.m.

Registration: Institute Office, Grainger Hall, Room 1080
Core Classes: Individual Classrooms, Grainger Hall (*Break: 9:30–10:00 a.m.*)
Lunch: Gordon Avenue Market
Core Classes: Individual Classrooms, Grainger Hall (*Break: 2:00–2:30 p.m.*)
Class Advisor Meeting: Faculty/Regent Office, Grainger Hall, Room 1070
Class Dinners

Tuesday, June 9th

8:00 a.m.–11:30 a.m.
9:00 a.m.–9:30 a.m.
10:00 a.m.–10:30 a.m.
11:30 a.m.–12:00 noon
12 noon–2:00 p.m.

Core Classes: Individual Classrooms, Grainger Hall (*Break: 9:30–10:00 a.m.*)
Class Advisor Meeting: Faculty/Regent Office, Grainger Hall, Room 1070
Board of Regents Meeting: Faculty/Regent Office, Grainger Hall, Room 1070
Lunch: Box lunches available in Grainger Hall Atrium
Elective Classes: Individual Classrooms, Grainger Hall

Wednesday, June 10th

8:00 a.m.–10:00 a.m.
10:00 a.m.–10:30 a.m.
10:30 a.m.–12:30 p.m.
12:30 p.m.–1:30 p.m.
1:30 p.m.–5:00 p.m.
2:30 p.m.–3:00 p.m.
6:30 p.m.–7:30 p.m.
7:30 p.m.–10:00 p.m.

Elective Classes: Individual Classrooms, Grainger Hall
Morning Break: Grainger Hall Lobby
Elective Classes: Individual Classrooms, Grainger Hall
Lunch: Gordon Avenue Market
Core Classes: Individual Classrooms, Grainger Hall (*Break: 3:00–3:30 p.m.*)
Class Advisor Meeting: Faculty/Regent Office, Grainger Hall, Room 1070
Graduation Ceremony: TBD
Big Bash: TBD

Thursday, June 11th

8:00 a.m.–11:30 a.m.
9:00 a.m.–9:30 a.m.
10:00 a.m.–10:30 a.m.
11:30 a.m.–12:30 p.m.
12:30 p.m.–4:00 p.m.
4:00 p.m.

Core Classes: Individual Classrooms, Grainger Hall (*Break: 9:30–10:00 a.m.*)
Class Advisor Meeting: Faculty/Regent Office, Grainger Hall, Room 1070
Board of Regents Meeting: Faculty/Regent Office, Grainger Hall, Room 1070
Lunch: Gordon Avenue Market
Core Classes: Individual Classrooms, Grainger Hall (*Break: 2:00–2:30 p.m.*)
2015 Midwest Institute Concludes



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2015 BOARD OF REGENTS RESPONSIBILITIES CHECKLIST

Class Advisors

Teresa Eyet

Silent Auction

1. _____

2. _____

3. _____

Professional Consultations

1. _____

2. _____

Scholarships

1. _____

2. _____

3. _____

Sponsorships

1. _____

2. _____

3. _____

Institute Kickoff

1. _____

2. _____

3. _____

Big Bash

1. _____

2. _____

3. _____

Course Audit Leader

1. _____

Lunch Roundtable Discussions (Optional)

1. _____

2. _____

Association Specific Event (Optional)

1. _____



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2014 MIDWEST INSTITUTE ATTENDEE STATE BREAKDOWN

126* Attendees from 25 states and the District of Columbia

State, Number of Attendees, %

Arizona,	1,	0.79%	Missouri,	1,	0.79%
Arkansas,	2,	1.59%	Nebraska,	2,	1.59%
California,	1,	0.79%	New York,	2,	1.59%
District of Columbia,	13,	10.32%	North Dakota,	1,	0.79%
Georgia,	1,	0.79%	Ohio,	2,	1.59%
Illinois,	24,	19.05%	Oklahoma,	7,	5.56%
Indiana,	6,	4.76%	South Carolina,	1,	0.79%
Iowa,	8,	6.35%	South Dakota,	4,	3.17%
Kansas,	4,	3.17%	Texas,	7,	5.56%
Louisiana,	1,	0.79%	Virginia,	2,	1.59%
Michigan,	13,	10.32%	Washington,	1,	0.79%
Minnesota,	5,	3.97%	Wisconsin,	13,	10.32%
Mississippi,	1,	0.79%	Wyoming,	3,	2.38%

Top Increase Since 2013:

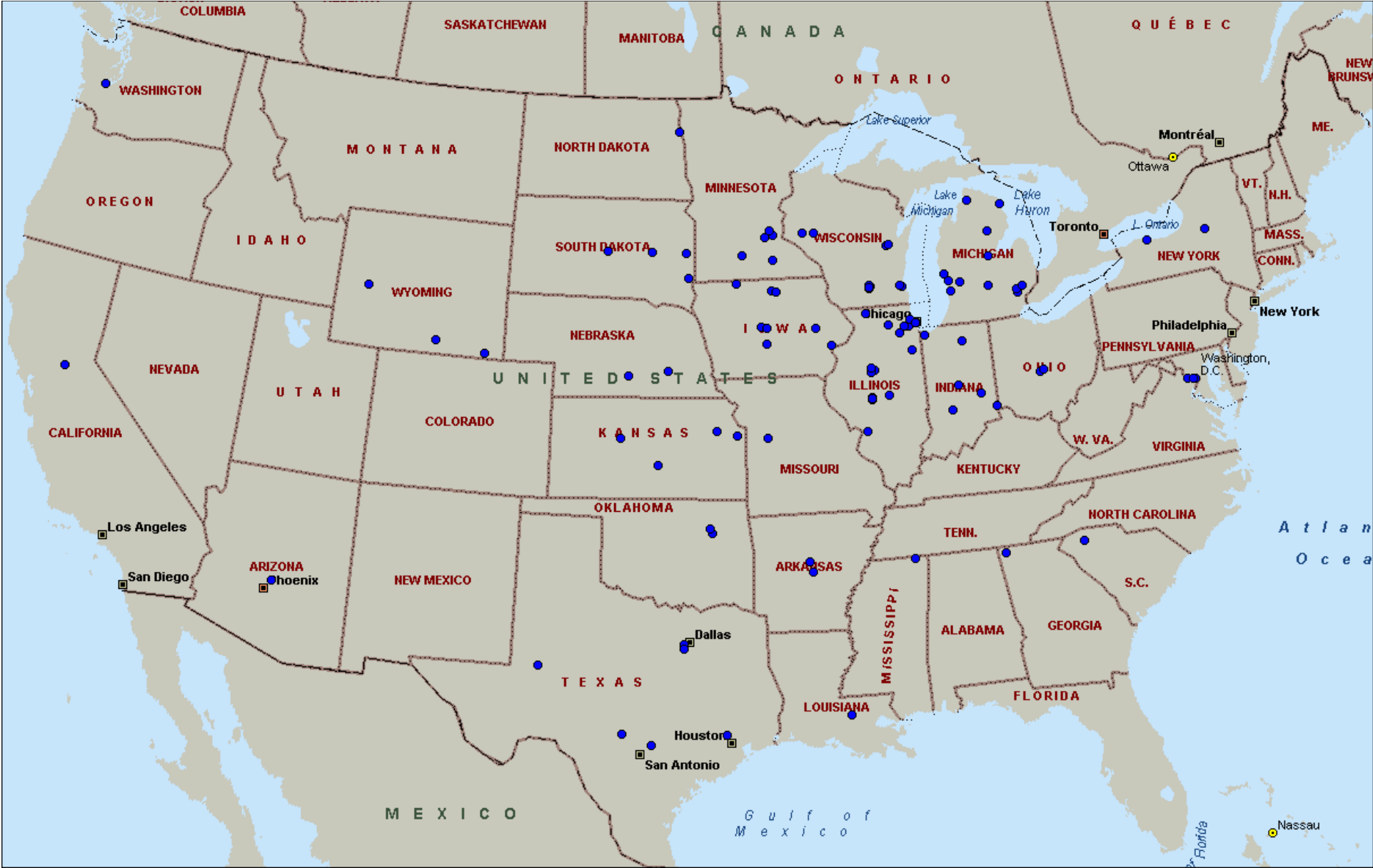
District of Columbia	+9
Oklahoma	+6
Wisconsin	+5

Most Attended in 2013, Illinois with 23

Most Attended in 2014, Illinois with 24

*Numbers do not include three GEP Participants from Illinois and Missouri.

Midwest Institute 2014



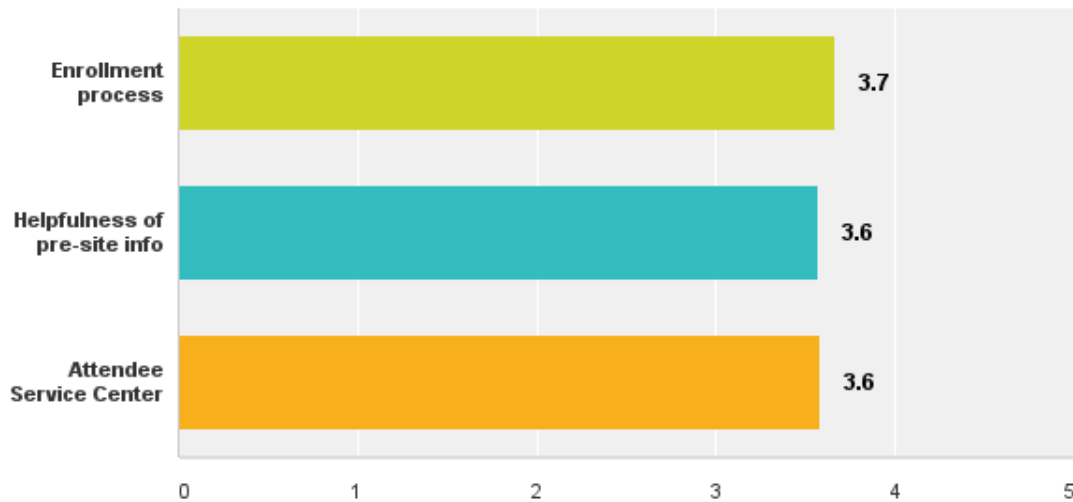


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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q6 Please rate the following details of registration on a scale of 1-5.

Answered: 92 Skipped: 0



Additional comments* about registration and communication:

- I would really like to see us go full days and get off a half day early on the last day. Those who want to sight-see can, but some of us need to be able to fly home that evening for work.
- I received a Regent Scholarship and it was a bit confusing how it reflected on my tuition invoice.
- The Institute is really organized and so professional in all its communications.
- I truly loved the Guidebook App! :-)
- The GuideBook app was AWESOME!!!
- I didn't use the Service Center after downloading the handouts for my classes. Seemed to overlap the app a bit - do you need both?
- Please post the class roster to the Service Center sooner.
- Wish I could change electives through attendee service center while at Institute. Also, there should be up-to-date rosters provided. I was worried that I wouldn't get credit for the electives I attended because I had switched and was not on the updated roster.
- Once my schedule was set I wasn't able to access downloaded material for other classes. I changed electives and wasn't able to get the handouts. Even now I'm not able to access that material.
- Could on-line system remember what electives you signed up for from year to year?

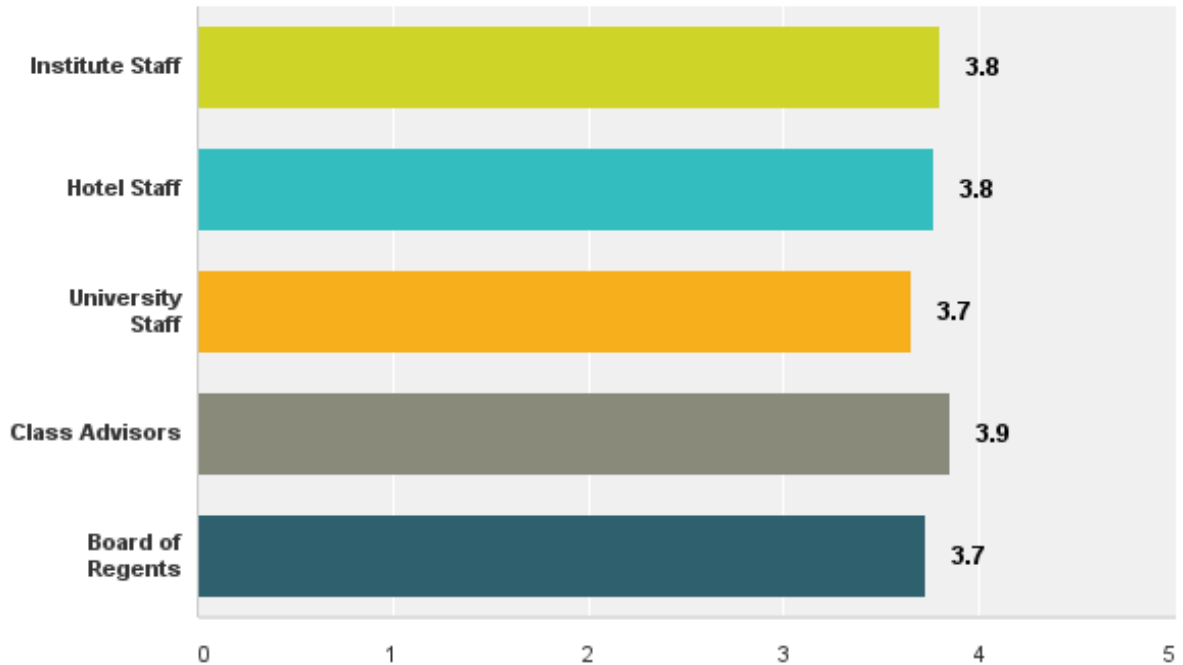
*ATTENDEE COMMENTS ARE LISTED AS WRITTEN BY THE ATTENDEE AND NOT EDITED FOR GRAMMAR.



ATTENDEE SURVEY RESULTS AND FEEDBACK

Q8 Customer Service

Answered: 92 Skipped: 0



Additional comments* about customer service:

- I didn't to my knowledge come into contact with Board of Regents folks outside a couple of times. That certainly doesn't mean I don't assume they were working in the background though! I just can't speak to it.
- Wonderful! You can always find the help you need.
- When I checked in at Institute for Homeroom at 5, the gal at the desk said it had already occurred at 4 and I should go over to the Fluno reception that started in an hour. Check in people should know the schedule inside/out. Period.
- Everyone was knowledgeable, helpful and responsive.
- The young ladies at the hotel were not very friendly most days in the past they've been great. The university staff should have been more attentive about keeping water and items filled during breaks and making sure there was appropriate silverware.

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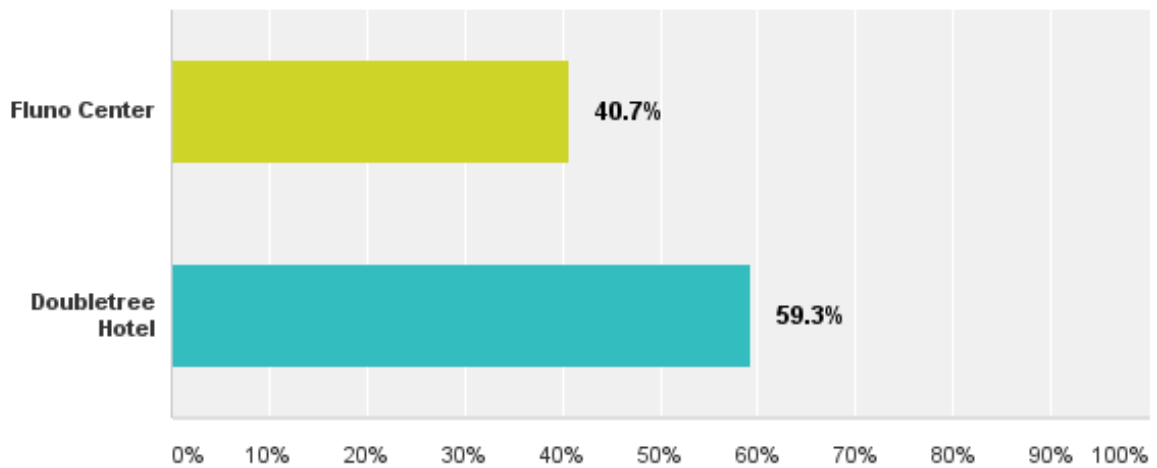
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ATTENDEE SURVEY RESULTS AND FEEDBACK

- I was a little irritated at how many times we were asked to donate to IOM - even before I'd been to one minute of training.
- Loved that the instructors interacted with students at dinners/socials. Was great to get extra time with them!
- Everyone was friendly and helpful.
- It would be great to have your class advisor stay with the class through their institute journey.
- Board and advisors are very friendly and seek interaction.
- The University and Institute staff were very accommodating since I was traveling with my 10 week old and also nursing.

Q10 Which hotel did you choose to stay at?

Answered: 59 Skipped: 33



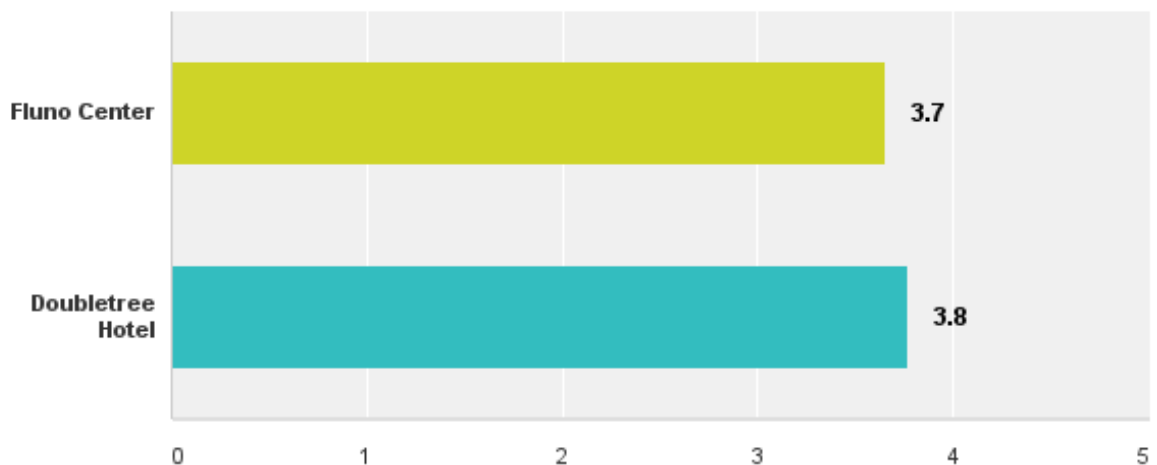
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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q11 How would you rate your accommodations?

Answered: 69 Skipped: 23



Additional comments* about accommodations:

- They need a pool and hottub.
- Amazing that the Fluno doesn't tell it's guests about the bar upstairs and the snacks and cont. breakfast on the 2nd floor. These additional amenities make the Fluno so nice. really quiet but you don't feel that you are missing anything.
- Doubletree is a great location - love staying here!
- Would love it if they would improve their gym. It was always very busy and they had very few machines/equipment. It could use an update.
- The staff at the Doubletree was some of the best I have come across!
- Excellent service.
- We LOVED the Hyatt! Would definitely stay again!
- Very affordable and clean.
- The room I was in this year - the bed was hard as a rock.
- Hampton Inn & Suites was an excellent hotel!
- I loved the breakfast every morning! :-)
- I loved being downtown Madison!!

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Institute for Organization Management

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Doubletree is one of the best hotels I have ever stayed at (two years in a row now) and I travel a lot.
- Hampton Inn was very conveniently located, I stayed at Doubletree last year and felt Hampton out-performed in every way for a cheaper fee. Walk was no longer than Doubletree.
- Free parking at the DoubleTree is essential!
- For me, Lowell Center provides a nice room at a rate that doesn't hold me back from attending IOM.
- Extremely friendly & helpful staff!
- Accommodations were excellent.
- The staff at the DoubleTree Hotel were the best hotel staff I have ever interacted with.
- No breakfast at Doubletree... Also, I had to speak to a manager to get a room at the Doubletree because the room block was sold out.

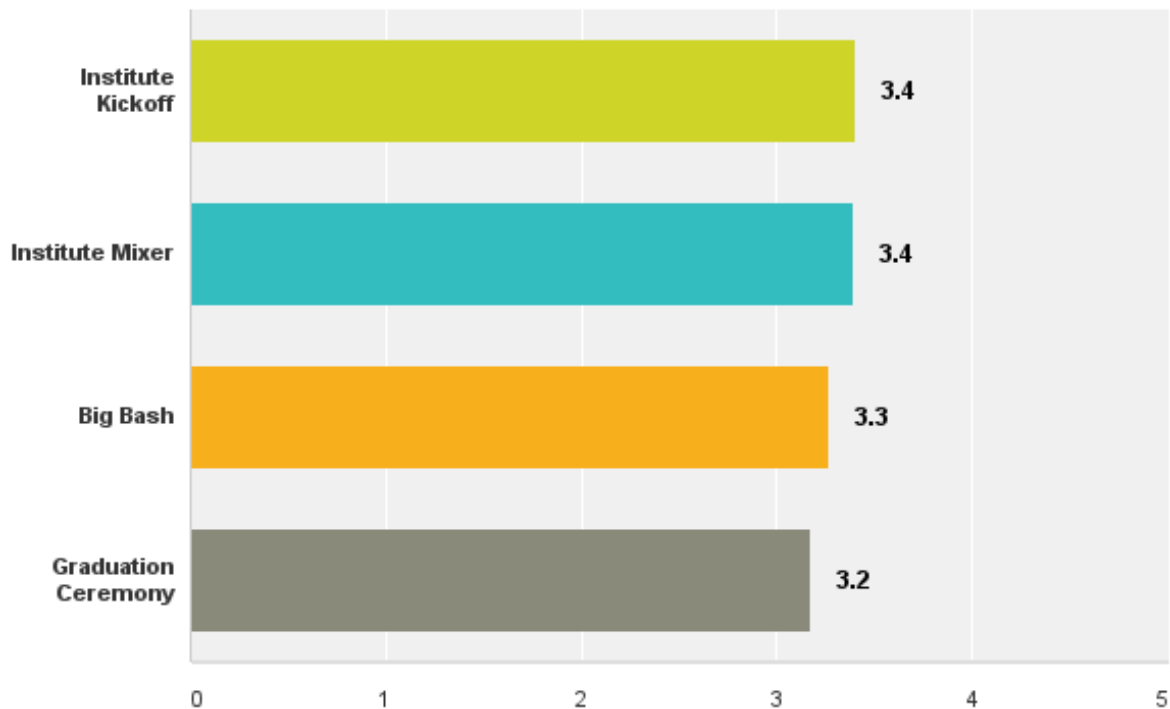
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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q13 Please rate your experience at the following Institute events.

Answered: 92 Skipped: 0



Additional comments* about events:

- Little crowded, I guess that is a good problem to have.
- Re. the Mixer, I just think it's much nicer when folks can all sit down at tables dedicated to their own class. It let's new folks get to know their classmates and old classmates catch up. Other mixing happens in between too. This is what they do in AZ. But otherwise, you have people awkwardly juggling plates, etc. Or make them ALL stand-up cocktail tables and enough of them for everyone. That way there's mixing and a place to eat!
- I'm a sucker for inspiring and motivational graduation speeches!! Big bash dinner is nice but the gap between dinner and music is too much... most of my class left to go to the martini bar... I understand and support the need for a party, but just seems to lose some of its appeal.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- This year's location of Big Bash/Graduation was great! Wonderful views of the lake and delicious food!
- The Institute Mixer was a great atmosphere but they ran out of food almost right away and didn't refill anything. It would have been nice if the food that went the fastest was refilled for everyone.
- The setting was outstanding. As a fast track, I've had the opportunity to compare it to other sites. This location is one of my favorites.
- I also loved going to dinner with my class and spending off-time with other students.
- I would end the Wednesday a bit earlier, to allow time for people to go and change for the evening, plus allow time for the graduates to practice their presentation.
- Big bash setting was very nice, but disc jockey and dance floor were not necessary.
- Graduation Ceremony - I felt the Pyle Center was not the right place for the Graduation. For the Big Bash, yes, but not for Graduation. 2013 Location at the Union was a beautiful location for graduation and big bash. Just felt like the room was too small and not "elegant" enough for such an event. The graduation & big bash was a great time, don't get me wrong, but the Union set the bar pretty high in my eyes and I was looking forward to graduating there this year.
- Being a graduate, there were some small details that took away from our celebration: eating last (we were last in line due to pictures) which left us with limited food choices and having to move from our tables to open up the dance floor. Once we were asked to move, we didn't feel compelled to stay and our group/class would have been most likely to remain to celebrate. Also, more time needs to be given to the graduating class so they have ample time to dress and then do several run-throughs of the presentation to avoid technical difficulties like we had experienced.
- Prior to attending the Big Bash I was told there would be dancing, but that did not happen.
- Would have appreciated info regarding dress for Big Bash - I was underdressed and felt awkward. The Big Bash and graduation seemed anti-climatic, though I'm not sure how to make it better.
- I think having to take time to tear down tables to set up a dance floor really interrupted the flow of the evening at big bash.
- Mixer and big bash locations are too crowded.
- Big Bash food was fair--nothing spectacular. Ceremony lacked coordination and felt too ordinary. Needed karoki back to keep people engaged!
- As its been more than 10 years since I graduated, this program and celebration seemed much less "celebratory" in the form of boosting the accomplishment in a professional manner. Perhaps I'm a bit old-fashion, but a more formal ceremony followed by heavy appetizers and then class dinners always worked well. Without a "celebration", there's really not a "big bash" to be had. Most left the room as soon as dinner was over not to be seen again. I was in hopes for much more.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Healthier options at the networking events would be good.
- I would prefer luncheon style events, I'm not all about staying out drinking all night.
- A lot of people in a small room trying to have conversations . . . too noisy for anything of value.
- Graduation Ceremony space was small for the amount of people that attended.
- Everything is always very well planned. I think the mixer was a little tighter than normal (mostly because there were so many first years) and it wasn't as pleasant as years before because I was really difficult to get around. However, kudos to whoever added the second bar! Its my opinion that the Big Bash could be pared way down. I don't think something going on after the graduation is necessary. I know my class loves to go out on the last night, but we feel guilty leaving when we know time and money was spent on entertainment at the bash.
- Numerous people at the mixer so not enough seating. Hard to get around.
- I love having the graduation at the Pyle center. Perfect setting. I don't really care about dancing or karaoke.
- Institute Mixer - I would have rated higher if it had not been so warm inside! The Big Bash & Graduation were at a beautiful but the food was just okay, the ceremony wasn't as much of an event as they probably deserved and no one wanted to stay there for the dj - it was off to other places.
- More seats at the Mixer - people in our class could not sit by us because there wasn't seating. More room at the graduation - it was crowded.
- Loved the big bash location!
- I felt like the ceremony needed more structure. I would also suggest having graduation at a different location. The location of 2013's graduation ceremony had more room and everything was properly placed.
- The mixer seemed to run out of food pretty early.
- Loved this year's location for the big bash/graduation. Only complaint on the mixer would be that the food was not very good. Too many fried foods.
- It was a shame no one stayed and danced at all.
- I understand supporting fourth years and participating in events after because alot of people put a lot of work into it, but it puts a burden on some for travel. Attending a dinner shouldn't be mandatory after you've taken 5 days of classes.
- I thought the room for the Graduation and Big Bash was better in 2013. This year was too crowded and felt "hokey" and amateur vs. the grandeur of last years stage and ceremony. Now I am not including the class presentation which was a debacle in it's own right, I'm talking about just the staging and set up of the two rooms. Also, the buffet is not as nice as a sit down dinner, and the graduates got served last and then had to get up from their tables to make room for the dance floor. It was not the experience I had hoped it to be.

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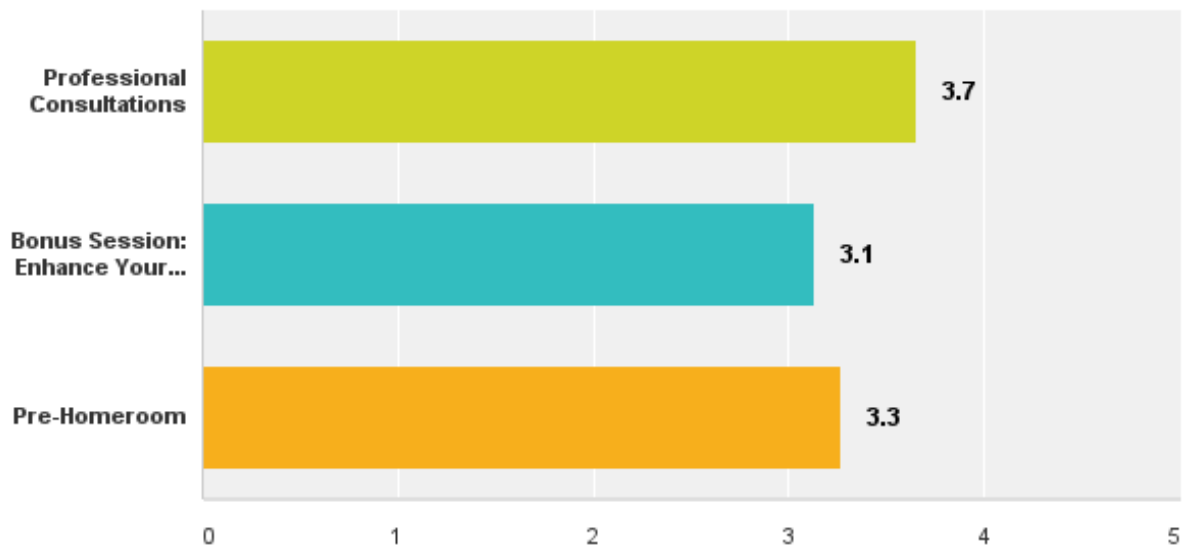


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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q15 Please rate your experience participating in additional learning opportunities.

Answered: 90 Skipped: 2



Additional comments* about additional learning opportunities:

- Did not hear about the Professional Consultations except that they were mentioned in passing during various announcements.
- I filled out my form for a Professional Consultation on Wednesday and did not realize it was best to request the consultation at the start of the program. Therefore, I am still trying to schedule time to obtain the professional consultation.
- I did not ask for a professional consultant this year. Last year's consultant still never contacted me for the one I requested that had to be post poned.
- It would be nice to combine the classes into three days instead of four, with longer days and less down time, especially after the first year.
- This isn't about learning opportunities but didn't see it where I could put this comment. I would like to see attendees have the option of taking classes on Tuesday afternoon if they are not going to the game. I would much rather get out early on Thursday so I am home at a reasonable hour. I heard that comment from many.

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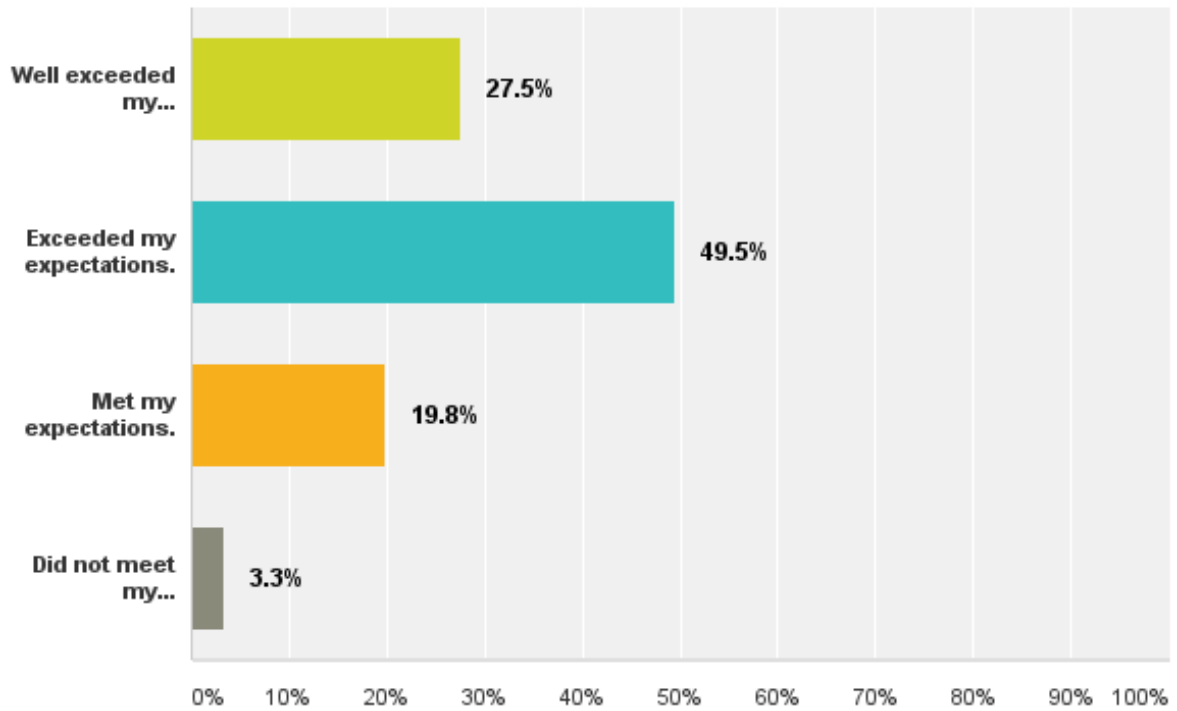
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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q25 Overall, to what extent did Institute meet your expectations?

Answered: 91 Skipped: 1



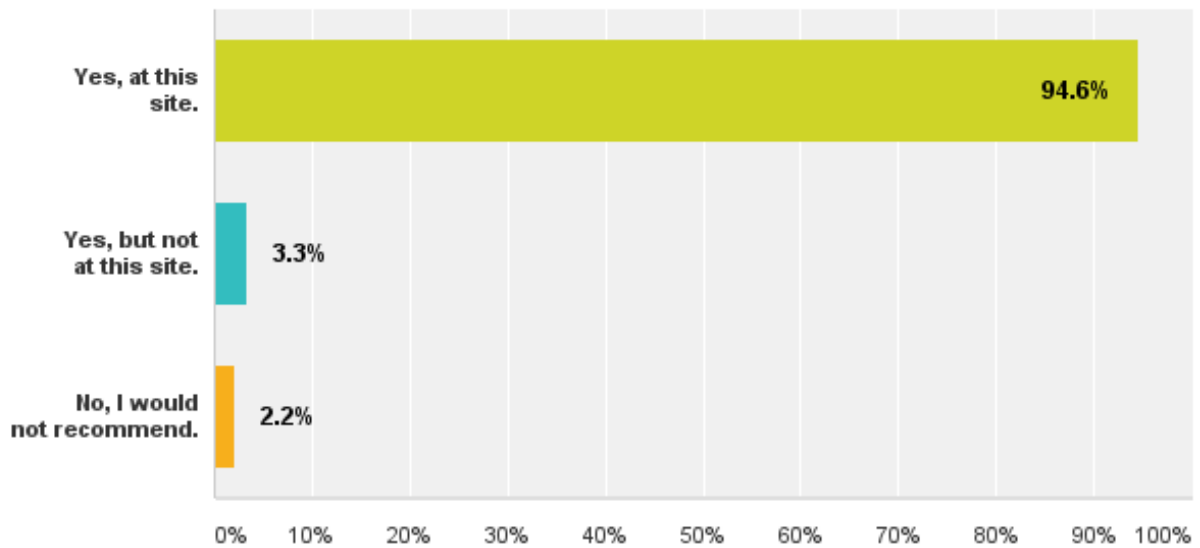
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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q26 Would you recommend Institute to other nonprofit professionals?

Answered: 92 Skipped: 0



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