



SOUTHEAST

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

2017 BOARD OF REGENTS ROSTER

CHAIR

Kimberly Dahlsten, IOM

Vice President of Operations
Catawba County Chamber of Commerce
1055 Southgate Corporate Park SW
Hickory, NC 28601
828-431-7230
kdahlsten@catawbachamber.org
Term: 2016-2017

PAST CHAIR

Mark L. Field, IOM, CCE

Senior Vice President of Membership
Knoxville Chamber of Commerce
17 Market Square #201
Knoxville, TN 37902
865-246-2607
mfield@knoxvillechamber.com
Term: 2016-2017

Elisabeth Deville, IOM

Vice President, Finance & Administration
SWLA Economic Development Alliance
PO Box 3110
Lake Charles, LA 70602
337-433-3632
ldeville@allianceswla.org
Term: 2016-2018

Elizabeth Horton, IOM

Senior Vice President of Operations
Greenville Chamber of Commerce
24 Cleveland Street
Greenville, SC 29601
864-239-3723
lhorton@greenvillechamber.org
Term: 2013-2017

VICE CHAIR

Bryan Daniels, IOM, CCE, CEcD

President and CEO
Blount Partnership
201 South Washington Street
Maryville, TN 37804
865-983-2241
bdaniels@blountpartnership.com
Term: 2016-2017

Rita Berry, IOM, CCEC

President and CEO
Greater Summerville/Dorchester County
Chamber of Commerce
402 North Main Street
Summerville, SC 29483
843-873-2931
rberry@greatersummerville.org
Term: 2014-2018

Henry Florsheim, IOM

President and CEO
Wichita Falls Chamber of Commerce
900 8th Street, Suite 218
Wichita Falls, TX 76301
940-723-2741
henry@wichitafallschamber.com
Term: 2016-2018

Pammie Jimmar, IOM

Small Business and Events Director
Chamber of Commerce of Huntsville/Madison
County
225 Church Street
Huntsville, AL 35801
256-535-2043
pjimmar@hsvchamber.org
Term: 2016-2018



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Christine Kennedy, IOM, CPC, ELI-MP
Chief Operating Officer and Executive Vice
President
Lynchburg Regional Business Alliance
2015 Memorial Avenue
Lynchburg, VA 24501
434-845-5968
ckennedy@lynchburgregion.org
Term: 2014-2018

Rick Roden, IOM
President and CEO
Greater Jackson County Chamber of Commerce
PO Box 973
Scottsboro, AL 35768
256-259-5500
roden@scottsboro.org
Term: 2015-2017

Teri H. Smiley, IOM, GCCE
President
Walton County Chamber of Commerce
132 East Spring Street
Monroe, GA 30655
770-267-6594
teri@waltonchamber.org
Term: 2013-2017

Raymund Villegas, IOM
Vice President and COO
Seminole County Regional Chamber of
Commerce
1055 AAA Drive, Suite 153
Heathrow, FL 32746
407-708-4600
rvillegas@seminolebusiness.org
Term: 2015-2017

Allison B. Walden, IOM
Senior Vice President of Resource Development
Tulsa Regional Chamber
One West Third Street, Suite 100
Tulsa, OK 74103
918-560-0271
allisonwalden@tulsachamber.com
Term: 2016-2018

Scott Waller, IOM
Interim President and CEO
Mississippi Economic Council
PO Box 23276
Jackson, MS 39225
601-969-0022
swaller@mec.ms
Term: 2013-2017



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

AGENDA

OCTOBER 6, 2017

10:15 A.M. – 12:00 P.M. EDT

U.S. CHAMBER OF COMMERCE
WASHINGTON, D.C.

- | | | |
|------|--|-------------------------------|
| I. | Welcome and Introductions | Kimberly Dahlsten, IOM |
| II. | Approval of Minutes | Kimberly Dahlsten, IOM |
| III. | Nominating Committee Report | Kimberly Dahlsten, IOM |
| IV. | Analysis of 2017 Southeast Institute | Board Members/Institute Staff |
| | A. Final Enrollment Report | |
| | B. Survey Results and Discussion of Institute Week | |
| V. | 2018 Southeast Institute | Kimberly Dahlsten, IOM |
| | A. Create 2-3 Strategic Goals | |
| | B. Discussion of Week/Assign Regent Responsibilities | |
| VI. | Institute Staff Update | Institute Staff |
| | A. Program Updates | |
| VII. | Other Business/Adjournment | Kimberly Dahlsten, IOM |

*****Remember, our Institute attendees represent associations, chambers, and other nonprofit organizations.*****



SOUTHEAST

MINUTES

JUNE 25, 2017

11:00 AM EDT

BOARD OF REGENTS AND CLASS ADVISOR BRIEFING

In attendance: Kimberly Dahlsten, IOM; Bryan Daniels, IOM, CCE, CEcD; Mark L. Field, IOM, CCE; Rita Berry, IOM, CCEC; Elisabeth Deville, IOM; Henry Florsheim, IOM; Elizabeth Horton, IOM; Pammie Jimmar, IOM; Christine Kennedy, IOM, CPC, ELI-MP; Teri H. Smiley, IOM, GCCE; Raymund Villegas, IOM; Allison B. Walden, IOM; Scott Waller, IOM; Skip Alford, IOM; FCCP; Rachel Gauldin, IOM; Beth Morrison, IOM; Diane Sawyer, IOM; Scott Tate, IOM; Heath Taylor, IOM; Mary Taylor, IOM; Carlton Tidwell, IOM; Karyn K. MacRae, IOM, CAE, CMP; Shelby A. Parish, IOM, CAE, CMP; Andrew Weller, IOM

I. Welcome and Introductions

Kimberly Dahlsten, IOM welcomed everyone to the meeting and introductions were made.

II. Board of Regents Business

- Approval of minutes
 - The minutes from the May 10, 2017 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 downstairs 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.
- Visiting Homeroom
 - Regents discussed the possibility of visiting each Homeroom.
- Importance of fundraising
 - The group was reminded of the various ways to fundraise and that all funds raised on-site go directly into the Southeast Regent Scholarship Fund.
- Additional business
 - Any remaining business was discussed prior to adjourning the meeting.

III. Class Advisor Welcome and Introductions

Bryan Daniels, IOM, CCE, CEcD welcomed the Class Advisors to the meeting and introductions were made.



MINUTES

JUNE 25, 2017

11:00 AM EDT

BOARD OF REGENTS AND CLASS ADVISOR BRIEFING

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. 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 updates on social media, fundraising, and incentives.

VI. Joint Lunch

The group caught up over lunch.

VII. Continuation of Week Overview

Detailed discussion of the week of events continued.

VIII. Other Business and Adjournment

Any remaining business was discussed prior to adjourning the meeting.

*****Remember, our Institute attendees represent associations, chambers, and other nonprofit organizations.*****



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2018 SCHEDULE OF ACTIVITIES

****PLEASE NOTE THIS SCHEDULE IS TENTATIVE AND SUBJECT TO CHANGE****

Sunday, June 24

11:00 a.m.–11:30 a.m. **Board of Regents Meeting:** UGA Hotel, Room R
11:30 a.m.–12:15 p.m. **Board of Regents & Class Advisor Briefing:** UGA Hotel, Room R
12:15 p.m.–12:45 p.m. **Board of Regents & Class Advisor Lunch:** UGA Hotel, Room R
12:45 p.m.–1:00 p.m. **Board of Regents & Class Advisor Additional Business:** UGA Hotel, Room R
2:00 p.m.–4:00 p.m. **Registration:** UGA Hotel, Pecan Tree Galleria
3:30 p.m.–4:00 p.m. **Graduation Rehearsal** (*4th year participants*): UGA Hotel, Mahler Hall
4:00 p.m.–4:45 p.m. **Homeroom:** UGA Hotel, Individual Classrooms
5:00 p.m.–5:30 p.m. **Institute Kickoff:** UGA Hotel, Mahler Hall/Hill Atrium
5:30 p.m.–6:30 p.m. **Returning Attendee Reception:** Pecan Tree Galleria
5:30 p.m.–6:30 p.m. **First-Timers Reception:** Magnolia Ballroom
6:30 p.m.–7:30 p.m. **Open Reception:** Magnolia Ballroom

Monday, June 25

7:00 a.m.–8:00 a.m. **Registration:** Institute Office, UGA Hotel, Room D
8:00 a.m.–11:30 a.m. **Core Classes:** UGA Hotel, Individual Classrooms (*Break: 9:30–10:00 a.m.*)
11:30 a.m.–12:30 p.m. **Lunch:** UGA Hotel, Magnolia Ballroom
12:30 p.m.–4:00 p.m. **Core Classes:** UGA Hotel, Individual Classrooms (*Break: 2:00–2:30 p.m.*)
1:30 p.m.–2:00 p.m. **Class Advisor Meeting:** Faculty/Regent Lounge, UGA Hotel, Room C
4:15 p.m.–6:15 p.m. **Elective Classes:** UGA Hotel, Individual Classrooms
Evening **Class Dinner Option**

Tuesday, June 26

8:00 a.m.–10:00 a.m. **Elective Classes:** UGA Hotel, Individual Classrooms (*Break: 10:00–10:30 a.m.*)
10:30 a.m.–12:30 p.m. **Elective Classes:** UGA Hotel, Individual Classrooms
10:30 a.m.–11:00 a.m. **Board of Regents Meeting:** Faculty/Regent Lounge, UGA Hotel, Room C
12:30 p.m.–1:00 p.m. **Box Lunch:** UGA Hotel, Concourse
1:00 p.m.–4:30 p.m. **Core Classes:** UGA Hotel, Individual Classrooms (*Break: 2:30–3:00 p.m.*)
1:30 p.m.–2:00 p.m. **Class Advisor Meeting:** Faculty/Regent Lounge, UGA Hotel, Room C
4:45 p.m.–5:30 p.m. **Potential Bonus Sessions:** UGA Hotel
Evening **Class Dinner Option**

Wednesday, June 27

8:00 a.m.–11:30 a.m. **Core Classes:** UGA Hotel, Individual Classrooms (*Break: 9:30–10:00 a.m.*)
9:00 a.m.–9:30 a.m. **Class Advisor Meeting:** Faculty/Regent Lounge, UGA Hotel, Room C
11:30 a.m.–12:30 p.m. **Lunch:** UGA Hotel, Magnolia Ballroom
12:30 p.m.–4:00 p.m. **Core Classes:** UGA Hotel, Individual Classrooms (*Break: 2:00–2:30 p.m.*)
6:30 p.m.–10:30 p.m. **Graduation Ceremony and Big Bash:** UGA Hotel, Mahler Hall

Thursday, June 28

8:00 a.m.–11:30 a.m. **Core Classes:** UGA Hotel, Individual Classrooms (*Break: 9:30–10:00 a.m.*)
9:00 a.m.–9:30 a.m. **Class Advisor Meeting:** Faculty/Regent Lounge, UGA Hotel, Room C
10:00 a.m.–10:30 a.m. **Board of Regents Meeting:** Faculty/Regent Lounge, UGA Hotel, Room C
11:30 a.m. **2018 Southeast Institute Concludes**



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2018 BOARD OF REGENTS RESPONSIBILITIES CHECKLIST

Class Advisors

Christine Kennedy

Silent Auction/Fundraising

1. _____

2. _____

3. _____

4. _____

Industry Consultations

1. _____

2. _____

Scholarships

1. _____

2. _____

3. _____

4. _____

First-Timers Reception

1. _____

2. _____

3. _____

Big Bash

1. _____

2. _____

Volunteer/Faculty/Staff Dinner

1. _____

Tuesday Afternoon Bonus Session

1. _____

2. _____

State Photos

1. _____

Association Specific Bonus Session (Optional)

1. _____

2. _____

Social Media Strategy (Optional)

1. _____

2. _____



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GEOGRAPHIC BREAKDOWN

2017 Southeast Institute

248 Attendees from 26 states and the District of Columbia

State, Number of Attendees, %

Alabama,	19,	7.66%	Nebraska,	2,	0.81%
Arkansas,	4,	1.61%	North Carolina,	27,	10.89%
District of Columbia,	5,	2.02%	New Mexico,	1,	0.40%
Florida,	24,	9.68%	Ohio,	3,	1.21%
Georgia,	36,	14.52%	Oklahoma,	3,	1.21%
Illinois,	2,	0.81%	Pennsylvania,	1,	0.40%
Indiana,	2,	0.81%	South Carolina,	25,	10.08%
Kansas,	4,	1.61%	South Dakota,	2,	0.81%
Kentucky,	8,	3.23%	Tennessee,	24,	9.68%
Louisiana,	3,	1.21%	Texas,	14,	5.65%
Massachusetts	1,	0.40%	Virginia,	6,	2.42%
Michigan,	2,	0.81%	West Virginia,	3,	1.21%
Mississippi,	22,	8.87%	Wisconsin,	1,	0.40%
Missouri,	3,	1.21%	Washington,	1,	0.40%

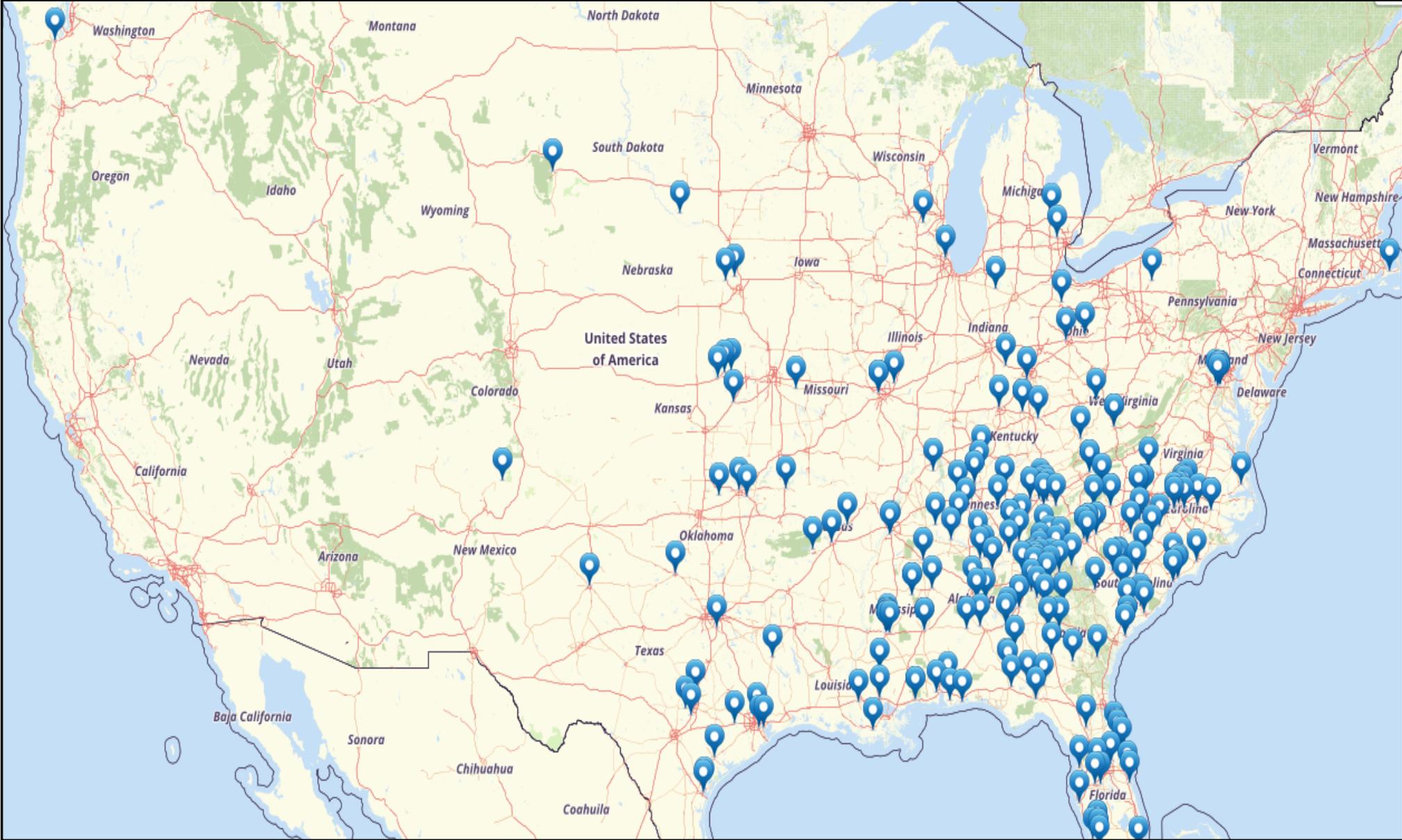
Top Increases since 2016:

North Carolina	+6
Kansas	+3
Mississippi	+3
Ohio	+3

Most Attendees in 2016, Georgia with 47

Most Attendees in 2017, Georgia with 36

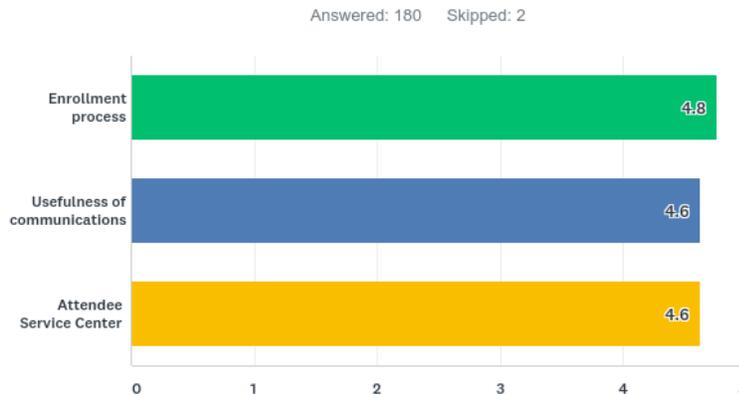
2107 Southeast Institute Attendees





ATTENDEE SURVEY RESULTS AND FEEDBACK

Q3 Registration and Communication (with 1 being poor and 5 being excellent)



Additional comments about registration and communication*:

- Excellent and thorough process.
- Many communications from instructors may have been caught in spam, so I know I missed a couple of them. Would be good to figure out a way to make sure these come through, or have a reminder from the institute, or a place to go via Attendee service center to see if we missed these messages. It's hard to know how to prevent these emails from getting caught in our spam filters if we don't know they're coming. There's got to be a better way.
- Billing got mixed up, and our card was charged the incorrect amount, but it was fixed, and the person was nice.
- It would be great to have a full attendee list available, in the Attendee Service Center, at least a few days prior to Institute week.
- No problems with registration.
- Staff has always been very professional each year I attended.
- Process was easier and easier to navigate through each year.
- Many of the speakers had not uploaded materials in advance, so that made it slightly difficult on site. Not a huge deal as I know it can be hard to demand those by deadline.
- Some of the teachers did not have their handouts uploaded until a couple days before or the day before class. Many of us like to print out the handouts and need them in advance due to travel. If they can't have the handouts ready then it would be nice for them to print them off and bring them to class.
- It went very smooth.
- Not sure what attendee service center is.
- Would be nice if all instructors were required to put up handouts/slides/etc before Institute.
- Thank you so much for your help!

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



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- It would have been great to have a schedule of electives in advance instead of having to sort through the registration.
- Registration was a breeze the second time around!
- I felt like the dress code was totally relaxed verses what was put in print. I wish I knew the dress was more casual.
- A date all class handouts must be uploaded by would be helpful. Constantly having to check to see if another class has been added could be streamlined.
- Class 470 did not provide handouts and notes were not on site until after Institute was over with.
- There needs to be an easier way to access the attendee service center from the institute website or facebook page.
- I would have given a 5 if more instructors would have used the ASC to upload their documents prior to class.
- My advisor was very helpful and made you feel good being at the US Chamber Institute.
- It can become "vague" on the elective courses, on what they are about. Also, you are never sure if you have taken a class before or not. There were several in my class that accidentally signed up for the same class this year that they had already taken either in their first year or second year; therefore, they had to switch elective classes the morning of electives.
- Forgot login in information, but the system sent it to me without too much trouble.
- I was late to register so I did not receive all pre-Institute communications.
- Great job with pre conference updates and making registration smooth and easy.
- We have a very limited staff and often wear numerous hats. For me personally, there were too many emails before we got to UGA and my colleague who will graduate next year insisted on printing out everything but most people in the classes I had just pulled the info up on their laptop.
- Never received any communication prior to Institute week. Was also not included on class list, so I missed invitations to connect on SM, emails during the week, etc.
- I was greatly appreciative for all of the communication coming from my class advisor prior to attending.
- It would be great if the teachers had to upload their documents in advance - it's a bit difficult for those who like paper to not be able to follow along and take 'visual notes.'
- If there was a way to allow us to register then add in our electives that would be helpful.

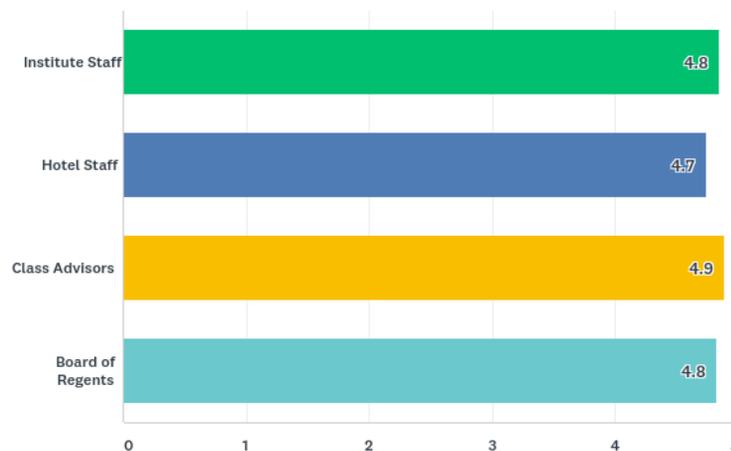
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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q5 Customer Service

Answered: 180 Skipped: 2



Additional comments about customer service*:

- Everyone I interact with is incredibly friendly, supportive, motivating, and just all-around fabulous!
- It was all reasonable however, I thought the board of regents was way over the top with the attendance and comments that were made to people who were running a little behind. I understand because of the credits being issued that this needs to be taken serious, and I think most people are aware, I also know that these are adults, and paying for the course, it isn't high school, and it was a bit too overbearing this year on feeling like a high schooler if I was a few minutes late because of a business phone call. I did appreciate after going to the "principles office" ha ha, to ask for 10 minutes early to catch my airport shuttle was granted.
- I love the enthusiasm of the Board and the class advisors.
- I was at the Holiday Inn and they were very rude about their check-in time saying that I arrived WAY too early. (their check-in was a guarantee of 3 p.m. and I arrived at 2:15 p.m.)
- Everyone catered to our needs in a professional and timely manner.
- IOM staff has not always seemed accommodating or friendly. It was a little better this year. Others don't seem to be very involved and I am curious as to what there role at Institute is. Perhaps they are not supposed to be that involved and if that is the case, then that is ok too. Their role has not seemed to be communicated, unless I have overlooked it somewhere. Have really enjoyed all of our advisors.
- I am unsure of the Board of Regents and who they were. would have liked more of a presence with them and the Institute Staff to get to know them. Maybe I was just too overwhelmed by everything.
- Staff greatly helped when I had a death in the family and were very understanding that I had to miss the Sunday session.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Everyone from the Institute Staff to the Hotel Staff is always outstanding and strives to provide the best experience possible every year!
- My class advisor prepared us for a great week and helped us feel really welcome. I also appreciate the level of energy and hospitality the BOR and Institute Staff maintained the whole week!
- I was very impressed with the level of customer service from everyone involved with Institute.
- Hotel staff was incredible. Make sure class advisors know to be welcoming first before diving into the work/details of the week.
- I love that staff/regents were available at every break and making the atmosphere fun and welcoming!
- The conference center did a great job with my vegan meals.
- Loved the recognition in the halls and how everyone was upbeat and positive!!
- Only negative was that I received an email message saying I had not paid about a week before institute, even though I had paid weeks earlier.
- Institute staff, class advisors and the board of regents made this a great week. Very organized and well planned.
- Food at the center was terrible. Lunch was too heavy and I wouldn't serve enchiladas at lunch. Stick to the staples and have lighter lunches or salad options.
- The institute staff was very helpful and made you felt very welcome to be there at the Chamber Institute.
- Would have loved to have been treated more as adult professionals than as middle schoolers in several classroom environments.
- This was top-notch customer service from everyone. I constantly got the feeling that I was cared about, and genuinely appreciated for being there.
- Hotel staff is always nice - but there is always mass chaos on check-in day.
- The class advisors have always been excellent in my experience. The board of regents are excellent mentors.
- Everyone was above expectations on their professionalism and made for a fun and exciting week.

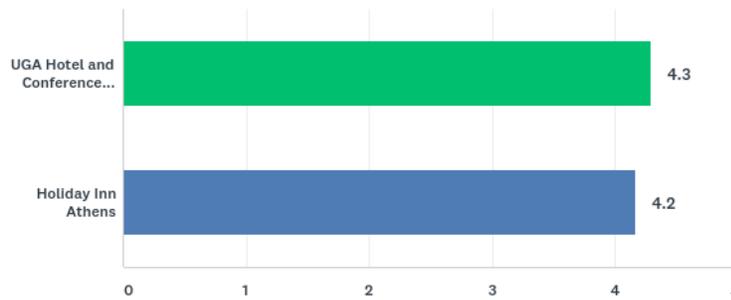
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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q8 How would you rate your accommodations?

Answered: 168 Skipped: 14



Additional comments about accommodations*:

- The shuttle drivers at UGA were top notch!
- I wish they'd fix the hotel room doors. You can hear every door shut as if someone is slamming it.
- My room was spotless. Thanks Juana for the great service!
- No issues, very good experience.
- The hotel was a bit worn but you can't beat the convenience.
- I still prefer the Holiday Inn because of it's convenience to the downtown.
- Love the facility, love the rooms, love the meeting/classrooms. Great place.
- Super clean and SUPER convenient!
- No issues with staff, just poor air conditioning in the room!
- I was in one of interior rooms at the conference center. They are very small (which is fine), but they need upgrading.
- I stayed at the Graduate thinking it would be convenient to Karaoke at the Foundry.
- Please let the hotel folks know that their facility and staff are amazing! I have been to large conferences where the facility started to get dirty and run down after a few days. The UGA folks do a GREAT job keeping up with a sold out house.
- The Conference Center was beyond freezing. I along with others needed winter coats and blankets. It was just way too cold.
- The UGA Hotel & Conference Center always pleases!
- Excluding the rooms I thought the conference center layout was great. Nice to have everything in one place.
- Guy at front desk had no idea what I was talking about when I asked the bus schedule. Someone else attending the event pointed to a print out near the check-in.
- Could use a floor-length mirror! But the staff was fabulous and very welcoming. Very clean and comfy accommodations.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

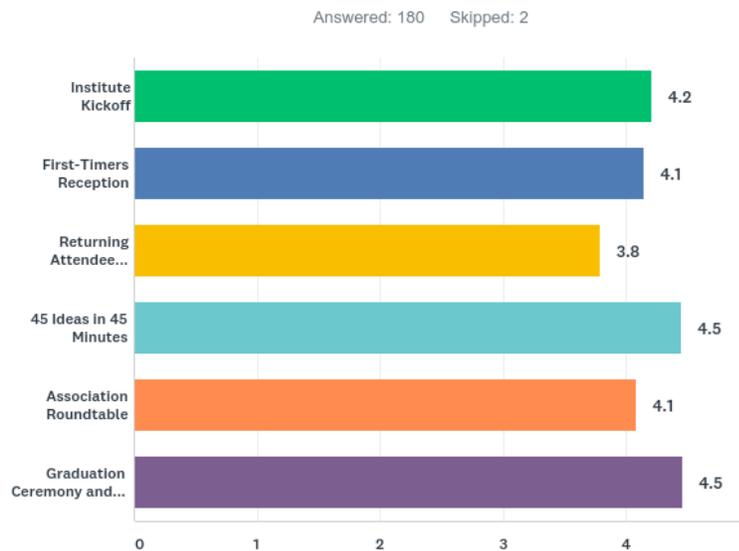
- It would be nice if there were more of a breakfast and or having the morning snack options for breakfast instead of break time.
- UGA needs a few more amenities, but other than that, it's great!
- A little disappointed the bar closed at 10 p.m. and they shut off the outside sitting area at 11 p.m.
- The rooms are a bit small but they were fine for sleeping.
- The only reason for 4 scoring is due to the lock on my room door stopped working and I didn't know. I kept getting a new key thinking my key demagnetized. Apparently the battery died. The cleaning staff wasn't able to get in my room to clean, nor did they report the issue. I felt like that was a disservice.
- Nice, for a Holiday Inn.
- Room had cobwebs in the windows.
- UGA Hotel is great. The convenience of the hotel is great and the sitting areas outside are nice for being able to visit. The hotel rooms seem to have been upgraded. Helpful and friendly staff. Housekeeping did a great job (and was able to accommodate my need for extra coffee!) The shuttle bus to downtown was a wonderful service and all the drivers were very nice and efficient even when there were several groups waiting.
- The conference space was amazing. The rooms were terrible. I could hear every word coming from the hallway. It was hard to sleep.
- The staff at UGA Hotel was very great and helpful. Very good customer service.
- UGA staff was outstanding! Excellent facility.
- Still felt too cold, but was a tad better this year!
- Physical hotel okay...service was subpar.
- Loved the motivational stickers on my door each morning!!
- It was so nice to be on site.
- I was severely disappointed that there was not a continental breakfast, and that our only breakfast option had to be paid for out of pocket. However, the location was perfect and all of the other amenities were good.
- I had a connecting room and it was horrible. The other person was on their phone (speakerphone) all the time and it was like they were in the room with me. The flashing light from the smoke detector was annoying - and in all honestly the hotel is very outdated for the price. The only plus is the convenience of being able to walk downstairs. Had I known there wouldn't have been the normal 'storm of the summer' during the week I would have stayed at another hotel.
- The shuttle was very well organized and much appreciated!

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



ATTENDEE SURVEY RESULTS AND FEEDBACK

Q10 Please rate your experience at the following Institute events.



Additional comments about Institute events*:

- It would have been nice to have more returning attendees attend the first-timers reception.
- 45 ideas in 45 minutes - timing of session was probably reason for lack of attendance. As first year, I didn't know what to expect with Big Bash/Graduation. I left after dinner ended... didn't know until the next morning that there would be a band and more entertainment. Feel like I missed something!
- The kickoff didn't have any real 'feel' to it. There was a room with OK food and a mediocre bar. But it would be nice to have more of a feel to it. Maybe as a returning attendee I didn't get too excited about it. I just thought the previous year had a better atmosphere to it and more excitement. I didn't get that same sense this year.
- I think the association roundtable is a good idea and I participated, but because of the change in schedule for this year, I was ready for a break, and I think many others agreed (held on the tuesday afternoon after a LONG day on Monday) as the turnout was very low in comparison to the previous year and to the number of association executives that were in attendance.
- I think it would be great to set it up at the kickoff reception and make it a bit more informal, or maybe to have it during one of the lunches or something. Or maybe have a way to identify the associations another way via name badges, or have a breakfast or something for them. I think it's easier in the beginning or middle of the day or during one of the other pre-planned events. An extra session, even for 45 minutes can be daunting after a couple of long days, and the lure of getting out of the building for a bit for a change of scenery.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- I was also disappointed to not have the karaoke night outside of the UGA campus. We spend so much time there, it was nice the previous year to get out of the building and to another location.
- Was not aware that there would be photos for attendees by state and missed the opportunity. If there was an announcement, I missed it/did not hear it.
- As always, it would be great if all speakers were invited to quote both genders when talking about leadership. Let me know if you need a list of women and people of color to quote.
- One suggestion is to reduce the amount of time between First-Timers Reception and Returning Attendee Reception. Or, don't even separate out First-Timers, let us all mix and mingle together. I feel like a lot of people bailed before the two receptions came together.
- I think the karaoke event might be more successful at an offsite location downtown and not at the conference center.
- Loved the dinner, much better than the previous years.
- Because my husband was traveling, I had to miss the social events in order to pick up our children. Hoping that I will be able to attend next year!
- Each year I have attended Institute past experiences have been addressed as needed.
- I enjoyed my entire experience, all four years and can't believe its over. I look forward to applying everything I've been taught on my job and look forward to the opportunities this will award me, both professionally and personally.
- I very much appreciated that we didn't have to do an icebreaker game - chamber folks are already outgoing and know how to make connections themselves. I MISSED karaoke at the Foundry.
- The returning attendee reception died out very early. I think having it in the hotel hurt attendance. If it is going to continue to stay in house, I think we need a better draw for folks. Also, The graduation ceremony and big bash, waiting to feed folks until 8pm is not a good idea. We were STARVING by the time graduation was over and cheap wine doesn't sit well on an empty stomach. Then when the salads came out and they were blue cheese...ummm...YUCK! Please stick with something NEUTRAL when feeding people in a group setting. And since it was ON the salad, I couldn't even eat the salad without dressing. And by that point, I was hangry, so I went to the bar to get food. Please try to be more neutral in the food choices.
- I wish more association professionals attending conference would have attended the Association Roundtable event.
- Karoke at the hotel was nice but we loved it more at the Foundry.
- Kickoff provided bonding opportunities and was just a good way to begin the week when it was at the foundry. I really think the Big Bash should be held off site, if possible, somewhere downtown. No one really wants to let loose on UGA campus. I thought that the graduation certificates would have been a bit more upscale for a four year investment. Maybe you could omit flowers (as many travel anyways) and add that cost in to get a nicer plaque or something like that.
- I had hoped that IOM would have an off-site event this year like last year.
- With regards to the Graduation Ceremony and Big Bash I would suggest considering starting the food service earlier. Not everyone is interested in staying for the party due to having to pack, etc. Also, consider formalizing the process for the State Roll Call pictures. Even if it means just having

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

someone call roll from the podium. It's very hard to hear when people are yelling the state name at various parts of the room. First-Timers Reception: the bingo icebreaker is an easy go to but doesn't do much for people making connections. You are so focused on getting the card filled up you literally run from one person to the next and then go right back to your original table when it's finished. Give this more thought. Maybe put people in groups by their position or by their years in the industry and do a different activity.

- The Ceremony and Big Bash are always great, but I do believe that there needs to be an announcement for each state in attendance to have their pictures taken on the stage rather than the unorganized way it was.
- Love the photo booth at the big bash!
- Kickoff was fine, but was nothing exciting. THANK YOU for not making us do an ice breaker!
- The returning attendee reception lasted too long before karaoke started.
- Big Bash was great this year, but I was disappointed that everyone left so quickly. I did like the new format of doing the ceremony before dinner.
- Consider having salads plated at start of event to tide people's appetite during the ceremony.
- The mixer atmosphere was missed. I felt like the reception - first timers and returning - were too "separate." Several of us did not stay for the reception and we felt like we didn't get to connect with the first timers well on that first day. I'm sure there were reasons for doing this.
- Food at First-Timers was kind of random. Mexican food is always risky. Loved karaoke! And LOVED the photobooth and dancing at big bash.
- Sunday nights receptions were too separated. Too much time between. Too disjointed. Evening just didn't flow -- obvious people felt the same as you could tell people were leaving/not showing up/etc. Not sure that was the right venue. What about something outside? Food at big bash was awful.
- The Big Bash is kind of boring. I'm not sure what would make it better. Starting on time for one would be nice... It's ok, not great, not terrible.
- Need to organize pictures by class, not by state.
- Photos first was a WIN! Thank you for making sure our accomplishment was celebrated in such a great way! Consider doing Facebook live so folks at home and other Chamber professionals can watch. They may be inspired to participate? Just an idea.
- Big Bash meal was much improved!
- Dinners at the Graduation Ceremony & the First Timers reception were NOT good. Was very awkward to have First Years finishing up karaoke while returning attendees were kinda sorta floating in and out of the room, and kinda sorta not.
- To keep the program moving and keep other attendees engaged, I recommend serving the food earlier and allowing attendees to eat during the speakers' comments.
- I was disappointed in the dinner option. The only main course option was beef unless you had special dietary restrictions which I don't. I thought there would be an option other than beef.
- Please have dinner for returning attendee reception if we are expected to stick around to attend the first-timers reception.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Great week! Maybe more of interactive greeting for first timers, Line dancing or more of a team building exercise.
- Karaoke didn't go over too well. I would have rather the DJ play music people can dance to (cha cha slide, cupid shuffle, etc...).
- Don't begin graduation ceremony so late. Also, organize state/association group pictures so that attendees aren't missing their opportunities.
- Sad to leave new friend.
- There were only four of us in the association roundtable, and it got to be just a description of what we all did instead of a time to share ideas.
- I don't really understand the point of the Institute kick-off except to introduce the faculty and staff of Institute; could it be done before the Graduation? Also, the Graduation is good, and I like it, however, I liked it better when someone would announce the states on the microphone for group pics; and I would suggest if it goes back to that, to announce ALL states that have participants at Institute, not just the East Coast states. Yes, there are more attendees from those states, however, I am not, and my state is never announced, but I paid the same tuition dues as everyone else, so should be treated the same, right?
- Don't need to separate the first years from everyone else.
- Open ceremony and graduation were excellent. Not too long and was enjoyable for the 1st year attendees. I felt very welcome at all events. Really enjoyed the music and energy from the Board and staff to pep us up!
- Returning Attendee Reception was too spread out - didn't realize there was more food down the hall, so we left for dinner as a group.
- I think having the first-timers at the hotel was good. It was easier for the returning classes to mix with the first-timers with it being on-site.
- I didn't attend 45 Ideas in 45 Minutes because it was at the end of a long day. I enjoyed the Graduation Ceremony and Big Bash, but the dinner entree was a big let down.
- Big bash - bus schedule to Holiday Inn did not match with time dinner was served and when photos were done. I was greatly disappointed that photo announcements were not made with the microphone as I did not hear the states being called until halfway through, missing mine.
- Would have stayed for 45 ideas if there had been a later bus to go back to Holiday Inn.
- I seem to recall that last year the food was served before the speeches and ceremony and that we were eating during the presentations. The dinner seemed to drag a bit.
- Felt that some of the initial events (eg. karaoke) may have sacrificed some professionalism in the name of fun.
- I liked how there wasn't forced networking at the opening event for people that have been there before. We want to spend more time together and you heard that. Thank you! I like the changes to the graduation ceremony in taking photos ahead of time.
- Karaoke was MUCH better off-site. People did not stick around.
- I didn't like the food at the graduation.

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SOUTHEAST

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

ATTENDEE SURVEY RESULTS AND FEEDBACK

- The event was top notch however the food was not the greatest at the hotel.
- Food was delicious at the Big Bash but the service staff didn't seem prepared or organized. Half of our table was served and it took another 10-15 minutes for the rest of us to get entrees. We had to wave down a server.
- Karaoke was fun but a little embarrassing for the first night.
- Could have been a little more organized when the group pictures were being yelled out instead of announced on the PA.
- Graduation was very nice. My only suggestion would be to use the microphone when wanting the "states" picture made. The yelling was not effective.
- The food was much better this year than in years past!
- I would like the welcome reception together with first time and returning attendees, not two separate events. Would also like the graduation to start earlier
- I suggest the reception have high-top tables instead of sit down tables. More networking could have occurred. And there seemed to less attendance by the upper years than there should have been. Maybe location? Maybe they wanted to eat elsewhere? Not sure.
- While moving the reception onsite to better accommodate attendees may have appeared to be valuable in planning, it was poorly executed and futile.
- Food was poor at best. Karaoke night was lame.

Q12 Please rate your experience participating in industry consultations.

Answered: 178 Skipped: 4



Additional comments about industry consultations*:

- This is an invaluable benefit while at Institute. Huge thanks to the consultants who give us their time and wisdom to! I appreciate these opportunities greatly. Mark and Henry are Rock Stars!!!
- I did request one but wasn't able to connect with the particular instructor that I requested so I opted to contact him directly. However, the scheduling and the service and process was thorough and the fact that it is even offered is awesome! Thank you!

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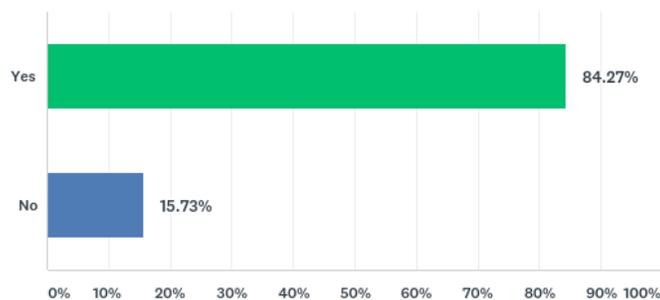
U.S. CHAMBER OF COMMERCE FOUNDATION
Institute for Organization Management

ATTENDEE SURVEY RESULTS AND FEEDBACK

- This was most helpful. They were most available for hire after the event and made this clear. I am not sure how I feel about this.
- I think the one-to-one consultations are a great tool.
- I appreciated the opportunity, but at the time I did not have a reason to participate in one. Great idea to make it available!
- I have learned SO much during this special meetings. My only complaint is I wish we had more time! You all do such a great job bringing in top notch industry leaders.
- Thank you for the greatest professional development experience in the history of the world!!
- I wanted a little more Economic Development depth but I think I need to go to my state ED, however the ideas I got were great. Just not ED related.

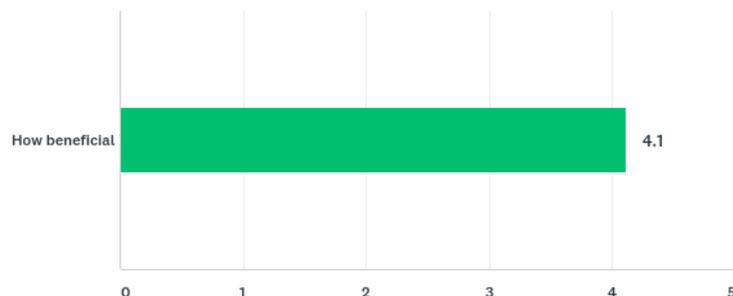
Q14 Did you download the 2017 Southeast Institute App?

Answered: 178 Skipped: 4



Q15 If you downloaded the app, how beneficial was the app to you?

Answered: 170 Skipped: 12



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ATTENDEE SURVEY RESULTS AND FEEDBACK

Additional comments about the app*:

- I liked the 2017 app better than the prior year.
- I loved the app, just wish more people used it and used it to communicate. I send a couple of notes to folks, that were never seen because the recipient didn't know about that feature, and/or didn't download the app.
- I really didn't use it this year. I found myself referring to my printed schedule when I needed to remind myself of where to be and when.
- Much better app.
- It was a great experience, filled with relevant and useful information. Can't wait to go back next year.
- I relied on my printed information more than the app. When the app included the auction through guidebook it was easier to access and see what the current bids were.
- I would have liked my individual schedule to be preloaded for me, but I understand limitations there.
- Incredible setting and my class is the best!
- I could have lived without it, but the app was WAY better than the thing we used the past few years. Much easier to download and navigate.
- I didn't use it very much since I had a printed agenda and had printed out handouts in advance.
- It was easier to navigate last year vs this year.
- The only reason I did not was because I always run out of space on my phone. I still think it is a great idea for you all to have one.
- The app was great! I loved having the downloads on my iPad so I did not have to print everything off. This also made changing classes easier after I arrived.
- I actually just forgot I had it so I never used it but I think it would have been a great tool if I did.
- It was a great tool!
- I loved the schedule portion of the app but had a hard time taking notes from classes through it. It would be GREAT to have all the notes from classes right in the app -- but to me that portion was not user friendly. Love having the app overall, though, for contact information and schedules.
- A chat feature would have been nice.. Maybe it had that but I didn't see it.
- I wish all the class info (syllabus) was uploaded in time for Institute.
- I prefer printouts so I didn't download the app.
- I did use it when I was in Madison earlier in the month.
- Love the app!
- Make it easier to toggle through the agenda/schedule.
- Suggestion: Make the handouts easier to find in the app.
- Much improved from previous version. Very easy to use.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Had a blast. thanks for the memories, experience and tons of knowledge that have benefitted me over the past four years. I look forward to applying the things I learned as well as keeping the connections I made for future growth.
- I did not really have a need for the App.
- It was great to have the app as a reference, however at one point during the week the schedule stopped working. Though I believe it was fixed within a day.
- I loved being able to add my schedule of classes to my calendar but the app really wasn't helpful because my class documents weren't loaded there. I'd say do away with the app, as most people download class documents from the ACS or print before attending.
- My Schedule and the Institute schedule needs to be combined. I had to check each separate schedule for separate things. "My schedule" should already include all the pre-set Institute events.
- I wish once you set your own agenda, and choose it, that it did not default back to the full agenda with all the classes listed.
- I liked the app and not having to carry around a calendar/agenda all week. Helped me know exactly where I needed to be and when.
- I didn't really use it. I didn't have a need to, because the communication leading up to Institute was great.
- Do it again!
- I only downloaded it to read a bio to the class of one of our speakers. I don't think it is necessary. But I also use my laptop during class so I can access everything from the attendee service center and don't need the app. Those with iPads may feel differently.
- Can't wait to see what next year has in store for us.
- It was super helpful having my class schedule right there, as well as having the entire directory!
- When you choose a class to view on agenda and then go back to the home screen, it would take you back to the top of the agenda. You would then have to scroll back down through all of the classes to get back to where you were.
- The website and the app should be the same thing. Two different platforms shouldn't be needed. Perhaps develop your own app?
- The app was fantastic !
- I tried to download the app to my iphone but could not get it to work.

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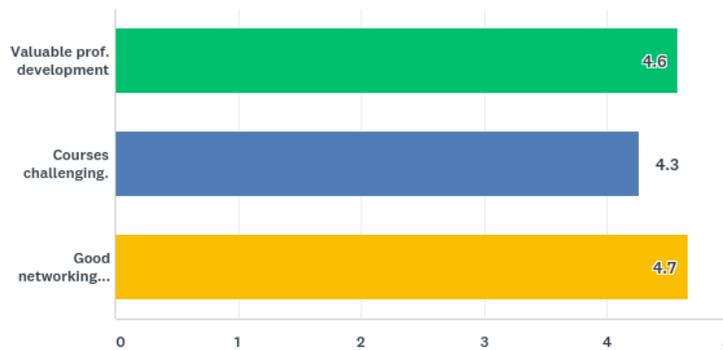
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ATTENDEE SURVEY RESULTS AND FEEDBACK

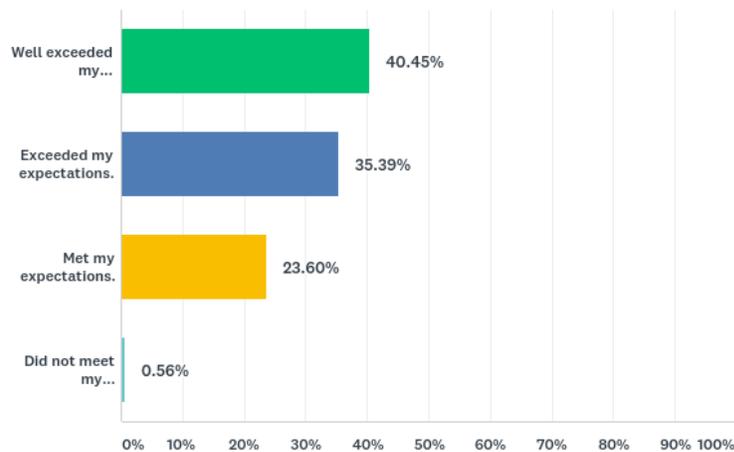
Q17 Rate to what degree you agree with the following statements.

Answered: 178 Skipped: 4



Q18 Overall, to what extent did Institute meet your expectations?

Answered: 178 Skipped: 4

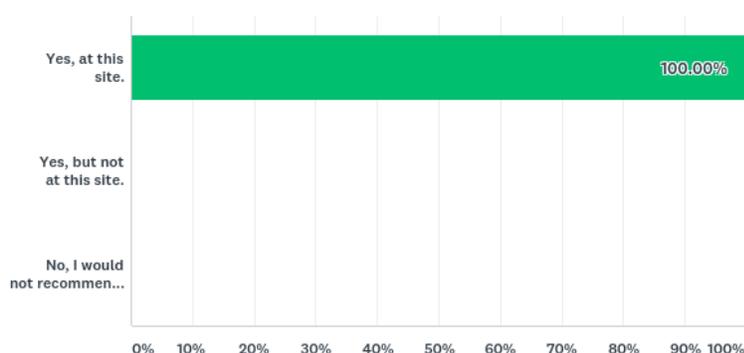


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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q19 Would you recommend Institute to other nonprofit professionals?

Answered: 177 Skipped: 5



Additional comments about Institute*:

- It was clear, based on conversations I had with other first year attendees, the teachers make the class. I felt I would have gotten a lot more valuable information had I been able to get some of the more sought after teachers. Now I know to register early and to register for my classes as soon as possible.
- Institute was fantastic - thanks to leadership and staff for all of the hard work. Exceeded expectations!
- I was again disappointed that the Celebration at the end of the week featured 90% white men. This program and industry needs to embrace diversity and demonstrate that. The head of the board of regents is indeed a woman, which is nice, but every other speaker that night was a man. I'd love to see diversity and how we can bring more diversity to this program - it lacks it in appearance from this perspective and it made myself and many of my other female or non-white attendees upset that there isn't any diversity displayed.
- Also, another frustrating part of the program was that it seemed like in every session, we had to reintroduce ourselves and in one case, those took up more than half of the class. Especially by the last day, I've had a chance to get to know my colleagues, and I don't need to hear these same situations over and over - we're not learning anything from them. If the instructor needs to find out more about the attendees, a roster would be a good start, then maybe ask for some insights ahead of time. Or, if you're going to do introductions, please please be able to manage the amount of time of no more than 15-25 minutes at the most. It was incredibly frustrating, and in several cases, the material indicated in the description was never discussed because these intros took up so much time.
- The new schedule was great!
- Great program, thrilled to have been at the Southeast Institute! I would recommend for the 4th year the best of the best for instructors. We would have loved a full day with Kyle Sexton. Hopefully there will be refresher opportunities going forward. Thanks!

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Looking forward to 2018 to 2020 in Athens!
- Special kudos to our class advisor for his enthusiasm and participation with his class. The legal classes for 4-2 were exceptionally well executed and beneficial.
- The schedule change was difficult. Monday was a really long day going to 6 pm and then class dinners, especially when most people travel on Sunday. I would rather go the whole day on Thursday. Most of us that needed to catch flights ended up taking the same flight as if we got out at 4:00 in previous years. only because of the travel time to the airport and on the shuttle. some students even left early to make an earlier flight.
- During the night of the big bash and Graduation, the different states like to have group photos done with the students that are attending to share with our State associations and it would be nice if they could be either announced or coordinated in some manner. Just my thoughts, hope it's helpful. Overall it was a wonderful experience, I like the music playing in the mornings as we all came to class, it got everyone pumped up and the board of regrets were very accessible.
- If you didn't change a thing...Southeast Institute would still be THE BEST INSTITUTE EVER!
- Extremely beneficial and highly recommend!
- I would rather go an extra day and not as long as some days. Maybe leave on Friday afternoon.
- This year I felt too many instructors began classes by asking what students want to learn and introductions. While I appreciate the inclusiveness, I would prefer the instructors teach the materials they had planned and then if there is extra time at the end of the session go over other questions or items students want to know that wasn't covered. Also, if it is possible to have more vegetable options at lunches that would be great. Overall, the experience was great and i look forward to next year!
- Overall good experience, there were probably two instructors that I gave low evaluations for that probably shouldn't come back. Other than that, again a very good experience.
- Southeast Institute was an amazing experience. I am still talking about it 3 weeks later!
- Airline tickets for 2 to any destination in the US or Caribbean in the Silent Auction. Someone there has to have connections. :)
- The mexican lunch was not very desirable. Sack lunch should have been a hot lunch instead, especially since the Foundary visit was removed. Shorter breaks on Monday to shorten the day, class dinners should be on the short day instead of after 6:00.
- IOM is such a wonderful opportunity to sharpen our skills and hear new and fresh ideas. I am grateful to be able to spend a week surrounded by those who have done this for so long and who are experts in their field.
- I had an incredible 4 year journey. Each year IOM has made the experience over the top. I recommend this opportunity to anyone in the profession. No other organization offers the connections and opportunities that I have experienced the last 4 years. I regret that this was my last year as I was elated at what I had learned my last year. Keep up the good work and thank you for making a difference in my career and life.
- This program will be beneficial throughout my career.
- I will miss the camaraderie and week to reflect on my organization a great deal.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Institute is great. The Board of Regents does an AMAZING job as does the US Chamber staff. The only reason I have the "met my expectations" response was because I always expect it to be a great experience. I wasn't as impressed with some of my classes this year, but I indicated the reasons why on the class feedback forms. But as for the overall experience, it was great as always.
- Awesome, just awesome!
- The food was better this year. But please do not serve the enchildas that we had at lunch. It's the exact same meal as the year before. Also, could you add a healthy option. Like a salad or something like that.
- Overall, I really enjoyed it again this year!
- It would be nice to have a bit more unscheduled time to check in on work/office things. The first day especially was very long.
- Overall, I think that the experience was a good one that I am grateful for. I do believe that the IOM staff could improve on being more accommodating and friendly. It was better this year, but has been something I thought about every year. Curriculum I think could use a facelift. It would be nice to have follow up info. emailed about obtaining your CAE or CCE post IOM. An IOM attendee roster would be a great tool to have also. I don't want this to seem like it is all negative as there are many things that are going right. Thank you for all you do.
- Didn't like the long wait period on Sunday for Karaoke and the way the room was set up. Since the first years had been in the room, you couldn't mingle with them because they were sitting together at tables.
- I also didn't like the wait time for food at graduation. Missed having our picture by states.
- I liked that we went longer on Monday and got out earlier on Thursday. It helps with traveling.
- Enjoyed having a night on our own.
- Overall, Great job again this year. Can't wait for next year.
- The meals, except for the boxed lunch were very unhealthy. With sitting all day in classrooms would have like a lighter, healthier option for lunch.
- The food served during lunch was very, very heavy. As a class we enjoyed the boxed lunch day the most. In the dining room I would suggest doing more of a salad bar setup with some lighter meat selections. Heard lots of complaints about the fried chicken, mashed potatoes and macaroni and cheese. Heard even more complaints about the chicken enchiladas served at lunch. With regards to schedule & breaks: you may want to consider having 15 minute breaks at the 45 minute mark. Most of us in the career field are constantly on the go and don't sit in an office for long periods of time. Sitting in a classroom for an hour and a half at a time was way more draining that could be imagined.
- Now that I'm graduated, and have been working in higher ed for a while, I can see that having Institute be more than training might be beneficial. Incorporating requirements like testing each year, doing and presenting research, etc. would add to the value of the IOM designation. While completing the IOM is an accomplishment, sitting through training (even great training, like at Institute) doesn't have the import of an earned degree program.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Certainly graduates can go on to work for the CCE or CAE, but for those who don't for whatever reason, a more rigorous IOM could raise the credibility and recognition of the designation.
- The IOM experience at Southeast is amazing!
- Our room for the 3-2 core classes was sooooo cold.
- I wish there was a place where we could view feedback from previous classes on electives. My technology elective, for example, had no real application to a small Chamber. It might be useful for a larger Chamber though. Other electives were amazing. I'd like to view feedback on returning classes/ professors.
- Institute is the most amazing professional development I have ever had the chance to be a part of. I do not want to graduate next year, because I don't want to stop going.
- The plated taco lunch did taste good. Please offer grilled chicken as well as fried on the buffet lunch day.
- I feel fortunate to have had the honor of attending and look forward to (hopefully) serving as a volunteer.
- Great experience!
- We missed the Foundry this year. It became tradition for our class. We really looked forward to it AND I felt it was a huge ice breaker for the first year student.
- I appreciate the 30 minutes breaks to allow time to stretch and get fresh air.
- All classes were helpful and enjoyable. Would be very helpful to have all class info uploaded and accessible to students prior to Institute week.
- Please DO NOT have that nasty fried chicken and collard greens next year. I'm a born and raised southerner and do not eat collard greens... gross! That fried chicken was just eh. Also, no one needs to eat that heavy on the FIRST, LONGEST day of IOM. Just do soup/sandwich/salad bar. At least everyone can find something there. The box lunch day is fine... Add MORE chicken salad, if our class was a minute over, we were screwed and got turkey. Also, pay a little more and get flavored chips! Lunch doesn't have to be a sit down the meal... if you're going to do Mexican theme, do a taco bar where people can do tacos, taco salad, etc. I get that it's hotel food but for the price of IOM, the food is majorly lacking. The best part is the afternoon break with veggie trays!!
- Thank you for helping me grow in my profession. You are all appreciated!
- PLEASE reevaluate the lunch selections. Fried chicken and mac and cheese is not the best idea when you have 10 hours of class. And the enchiladas were cold and caused myself and several others to become sick.
- Thank you for the opportunity to be a part of this process.
- Overall, the instructors are excellent. This year I learned a great deal from Cathi Hight, Lowell Aplebaum, and Vicki Horton. All three are innovative and their remarks were relevant to today's business environment. However, there are some instructors whose comments were less relevant and at times, very dated. I recommend reviewing content and delivery to ensure the instructor is up-to-date on current trends and challenges.

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SOUTHEAST

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

ATTENDEE SURVEY RESULTS AND FEEDBACK

- In general Institute was better this year than last. I was able to stay on campus which helped tremendously. I really liked that no one had to leave to go to their welcomes. Having it all inclusive was so much more inviting! The food was also good!
- Please offer more protein options during the breaks. Almost everything was candy, pastries, or fruit. There was some dairy available, but only sometimes and not consistently. Nuts or deli meats would be cheap and easy to include.
- I would say the staff at winter institute 2017 was much more visible and friendly. Perhaps because I was a first year they were more involved than 2nd years. The Winter board of regents popped in once a day to say hello, they were always in the hallway talking to attendees. Also my class advisor was much more outgoing and involved and helped by giving expert advice and tips at winter opposed to southeast.
- Third Year was the best year yet for content in my opinion!
- Thank you for changing the schedule to allow us to leave earlier on Thursday. It made a huge difference!!
- Great week! Looking forward to next year.
- Temperatures in the classrooms were much warmer this year thank you!
- I believe the most benefit of all comes from talking among class peers. One suggestion - at the beginning of the week, have each student write down one or two topics of interest and still have an instructor (for crowd control and moving along) but then allow 30 minutes for the class to talk among themselves on particular topics?
- Thanks - had a blast!
- Overall, it was a great experience. I'm glad I began this journey. I'm already looking forward to next year.
- Thank you for completing another successful year of SE Institute. I love our location and it's clear a lot of hard work is invested into this program.
- I enjoyed the new schedule. Most importantly, you took the surveys to heart--thank you! The condensed schedule was a bit intense at times and I missed the karaoke night at The Foundry. Having class dinner on Monday after the mega day of classes was A LOT, but I seemed to manage. Also, for how late of a day Sunday was, I wish we could fit in an elective that day. The homeroom and kickoff could be re-purposed. Homeroom could start at 3:45 and the board of regents could use lunch breaks and the karaoke reception to recognize class advisors and make remarks. Having an elective on Sunday would free up some time Monday or Tuesday to take in the extra workshops like 45 ideas in 45 minutes.
- I'm sure you get plenty of feedback regarding food. This year, the only duds for me was the enchilada lunch and the beef/pot roast meal at graduation.
- Well done and thank you!
- Please offer lighter options at lunch. My favorite lunch was the boxed lunch because it was the lightest option available. At the sit-down lunches, please offer food staples like chicken and mashed potatoes that most people like (not enchiladas).

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



SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- It was noticeable that you made changes this year from previous years. From my perspective the changes were very practical, and I really appreciated that. There was very little fluff that didn't have purpose and meaning. That is very important to me.
- THANK YOU for making Monday longer so we could leave after one class on Thursday. It made traveling home on Thursday much safer. Also, please stop serving the chicken enchiladas. They are nasty.
- I love Institute; however, this was my 3rd year, and I just didn't get as much from the classes as I usually do. Most became something entirely different than what the title of the class was, and never even really touched on what the subject of the class was supposed to be about. And I did write this on my class evaluation sheets every time.
- I really enjoy being at the institute last week, learn about how other chambers operate and better understood my work habit and making thing better for me and my co-worker.
- Really enjoyed my 4 years at Institute - had a great class and learned a lot from all the instructors. Thank you for making this available!
- Great as always. I took one class I found useless but the Board of Regents is already aware and took quick action - thank you! I personally didn't like getting out so late on the first day, but I understand people want to get home earlier. Great time, thank you!
- Please take the surveys seriously. Your program success may suffer otherwise.
- Thank you for thinking of the small details and the enthusiasm of the board, staff, and instructors.
- Would like to see breakout sessions (may in-place of an elective?) to meet with other people in my position. Have a breakouts for sales/recruitment, programs and events, economic development, communications, etc. It's hard to hear at lunch so I don't think roundtable discussion topics there would be as beneficial.
- Really liked being dismissed at 11:30 on Thursday but Monday was SUCH a long day. Maybe designate Tuesday as the time for class dinners since class is over earlier and let Monday end at 6:15 pm.
- Thank you for listening to us about the earlier end time on Thursday. Also, our class strongly believes that there should be a part of every year's courses that allows for general "best practice sharing" within the classes and not just during the optional breakouts.
- I think the evenings should end a little earlier or at least you have the discretion to end when you want to. I would have loved to rewrite my notes when I got back to my hotel, but typically it was too late or I was too tired to do so.
- Like all the format changes especially for Thursday! Great job!
- I learned so much. I am having to go through my notes to make a to do list for this next year at my chamber. It's hard to prioritize when you want to change to much to make your chamber better. Thanks for a great first year.
- Some kind of continental breakfast in the morning would have been nice. The graduation dinner meal and the Mexican meal were both sub par.
- While admittedly a picky eater, I was surprised by the chicken enchilada lunch. The meal seemed out of place.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- It was a great experience. I plan to be back next year.
- Institute was terrific. The speakers, topics and the networking was fantastic. There is so much knowledge to be had. I certainly can't wait until next year. The only comment I would have is to improve on lunch. There was so much heavy food and most starches. A lighter fare would be nice. Hats off to all involved in putting this together!
- I did not care for the extended day on Monday. I prefer the schedule of last year. I understand that IOM is trying to accommodate schedules. It is just my personal preference as the week tends to feel longer with Monday classes extended.
- On a bright note, I am in awe of the regents and instructors of Southeast IOM. I would never go to another site. This is a well oiled fighting machine! Pace Yourself never meant more with this fast paced group of individuals.
- Definitely appreciate adjusting the schedule to allow the Thursday noon departure.
- Lunch food was not good. Enchiladas made me very sick. Need lean meats and vegetables (try whole foods).
- It was a great week!
- I think that you did an excellent job!
- I was overwhelmed with the entire institute. All the classes and staff were so helpful. I can't wait to come back next year.
- Thanks so much for another excellent experience! I can't recommend it enough to growing Chamber professionals!
- This was a great experience for me and I look forward to returning for my third year! Thanks so much!
- Thank you for finally changing the schedule to better accommodate travel plans on Thursday.
- Bring back the table topics at lunch. Consider some type of lunch group conversation.