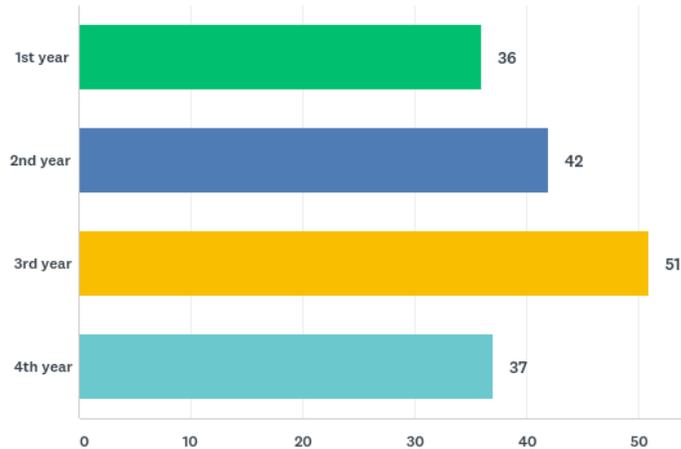


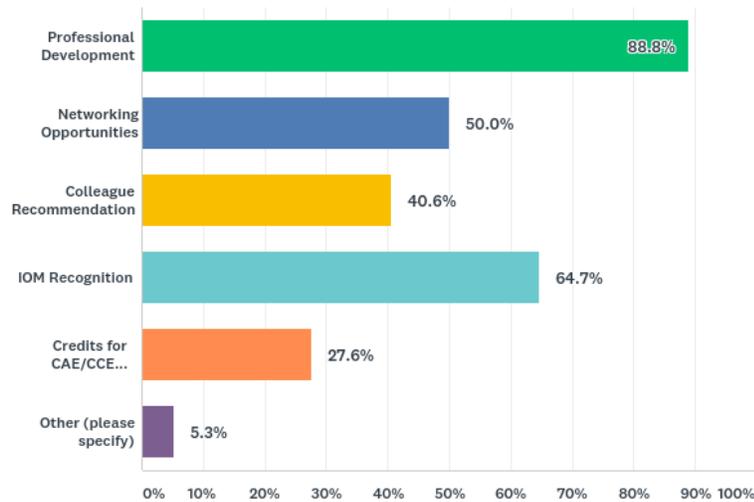


ATTENDEE SURVEY RESULTS AND FEEDBACK

Q1 Your class level:



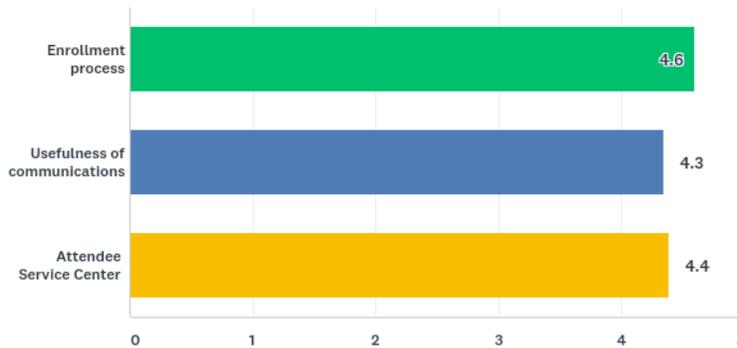
Q2 What was the key factor(s) in your decision to attend Institute? Check all that apply:





ATTENDEE SURVEY RESULTS AND FEEDBACK

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



Q4: Additional comments about registration and communication*:

- When I changed organizations, I updated my email address with IOM but didn't receive any notifications leading up to Institute. When I called, my address hadn't been updated in several places which is why I wasn't receiving anything. I felt disconnected from the start of class due to not having information.
- I feel like we only got 1 or 2 emails before arriving. Maybe do a series of 1 a week for a month?
- Way too many emails leading up to Institute. I stopped reading them they were so frequent. Class advisors should send few emails and learn how to use BCC.
- Please provide the manuscript online prior to registration for the following year.
- Communications – My class advisor did a great job of keeping the class informed of times, events and activities.
- Communication was great. Would suggest enabling user to have ability to change Attendee Service Center password after initial login. Trying to remember the letter/number indicator proved to be challenging and ended up having to write it down/save it in my device. Ease of access would be helpful.
- I wish some of the class info had been uploaded sooner but I realize the holidays made that more difficult for everyone involved.
- Disappointed that I registered for an elective I took last year. Either that could be improved with it not being an option or perhaps a warning to check transcripts. I just wasn't aware and found out later it has occurred many times before.
- Previously taken electives should not be an option when registering. Allow more time to change schedule in Attendee Service Center.
- It would be really nice if the class roster were updated on the website. While that information is in the app most people still print things off the website. Having my transcript (which was sent last year) available was very helpful when choosing electives.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- There were a ton of emails going around prior to IOM and mostly were just introductions. It was hard to decipher important information. Would have been much more effective to be sending information about the hotel construction, locations of classes, a map to the classes, etc. Preparing people for the changes this year.
- Some of the handouts did not download properly and others were missing.
- A few of the handouts wouldn't open for download.
- Registration was easy.
- It would be great that if a part of the Attendee Service Center resources was a map of the U of A campus. Including this on the app would be helpful as well.
- There were a couple of areas of the Attendee Service Center that said info coming soon and I don't think the info ever was added. Also just on the pre-communication it seemed like there was some duplication between our adviser and a board of regent sending the same info, but that was not a big deal.
- Our class advisor did a great job communicating with our class ahead of time!
- Our class seemed to be missing some information ahead of time; for example, we did not know about the sports team thing on the kickoff night.
- Downloading course materials is an important function for participants. Please make that process more efficient.
- Only downside was not all instructors had their presentations up on the Attendee Service Center site prior to Winter Institute.
- I could not find any information regarding dress code for events so I ended up packing half of my closet. Some direction on this in advance would have been helpful.
- Easy registration process - great registration company!
- There should be a "download all" button in the service center. Having to download each document separately is insane when there are 20+ documents. Also, each instructor should be required to upload their documents prior so we have them.
- On the handouts, it would be helpful to have the instructor let the attendees know what handouts might be useful to print and bring with (especially for first year students).
- Very easy.
- It would have been helpful to know that the class content correlated with #, ie 100-level classes were more basic. I would have liked to know more about classes prior to registering.
- Love the app! Especially thankful that all addresses were included for all function locations! I had to UBER to one location, so the addresses were particularly helpful! And the attendee lists!
- Wish the service center profile included course transcripts. I registered for electives this year, not recalling what I took before, but assuming I would not be allowed to double book a course through the registration system.
- Staff was very helpful; I graduated WACE Academy and had questions that they handled very well.
- It seems to be a pretty smooth process but would like to see the courses I have taken in the same area where we are registering.
- Registration and communication were easy and informative.



ATTENDEE SURVEY RESULTS AND FEEDBACK

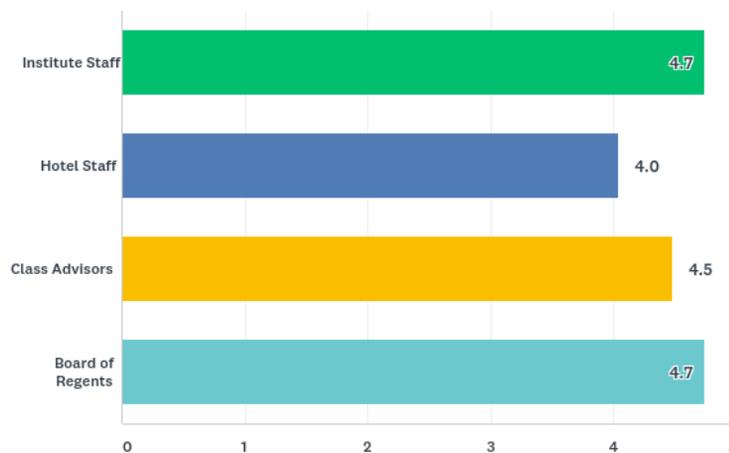
- Communication from IOM staff was good but did not receive much from our class advisor.
- The process for looking up one's transcript should be simple and accessible. This would help eliminate double booking of classes. Also, one's schedule should be accessible online.
- For class handouts, it would be nice if there was some way to communicate if there would not be any handouts put up for a class. Having been out of the office for the holidays the week before I left, I found myself constantly looking to see if I needed to head into the office to print anything off. None were added, and so it would have been great to have a symbol stating that no handouts were be put up.
- Several of the presentations did not get uploaded to the website. Instructors were not aware of this. I print out all the documents and bring with me for note taking.
- Transcripts are needed to avoid taking classes twice....Once a student has taken a class it needs to be taken out of the list of electives to take to cut down on confusion.
- Too many emails from the class-- Need to find another platform for communication-- like a Facebook group. My email was completely bogged down with irrelevant information.
- My most reliable source of information was my class advisor.
- The myriad of emails from the class and class advisors was a little over the top.
- I didn't get any emails from IOM because they went to my junk mail (not your fault). I was, however, disappointed in the lack of prior emails from our advisor. There wasn't a lot of information communicated to us. We also didn't find out until homeroom that we had merged with the 1-3 class. It was super awkward and our class was divided for the entire week. Had that been communicated to us prior, I think it would have been a lot less awkward. We wouldn't have stuck with all of the 1-2, 2-2 themes which alienated them.
- Easy and flawless.
- If you have fast trackers and the class uses Facebook to communicate. Make sure they can join the group.
- The registration discount for being a US Chamber Member seems to be a bit awkward, at least in my experience each year. I have always had to have phone calls or emails back and forth in order to activate the discount or get a refund after paying full rate. Other than that, I have no complaints regarding the registration process.
- For the majority of Institute I was unable to log into the service center or app because it couldn't find me for some reason and wouldn't allow access.
- I could not get the app to work to load my classes. I tried multiple times to delete and reinstall, without success. The Attendee Service Center/Registration was a little chaotic.
- It would have been nice to have all schedules in one spot, including bus schedules and evening events. Also, if the app could auto load my personal schedule, that would be great.
- If you register a little later in the process, you often miss emails from class advisers. Had this happen with multiple classes.
- I needed to update my registration information with a name change, but I was unable to without contacting my class advisor. Is it not possible to make changes as businesses or information changes over four years?



ATTENDEE SURVEY RESULTS AND FEEDBACK

- As a first year there were a few things that would have been helpful to know ahead of time. These include: transportation to class from the secondary hotel option. I assumed that we'd be required to walk but was pleasantly surprised to learn we'd be able to take a bus. It just would have been nice to know ahead of time. Staff was very helpful during registration because I had an issue that was quickly and professionally resolved.
- I still haven't logged into the attendee service center so can't rate it. I used the app, which was good but could be improved.

Q5 Customer Service



Q6: Additional comments about customer service*:

- I would strongly recommend utilizing a different hotel. The nightly price continues to increase each year and the quality of the hotel, amenities, and staff decrease each year. Very disappointing.
- My Staff Adviser was the best ! Helpful in every way.
- Only one who receives a high mark in this is *Name Removed* - he is phenomenal. This years class adviser was much more "enforcer" than "friend". IOM Staff (*Name Removed*) was pretty abrasive in a couple of separate encounters I witnessed. Hotel staff was ok but nothing could overcome the construction and general noise or lack of amenities.
- If we're not allowed to leave class the last day just 5 minutes early, it might need to be considered to have Institute in a city with a better airport. There was only one flight out that day for us.
- Hotel staff tried, but renovations prove to be trying times for organizations lacking strong support staff. No major complaint and hopefully next year they will be more equipped to help after renovations are complete.
- That's just it... the BEST teams around.
- My class advisor seemed preoccupied and compared to previous years the participation and communication was quite low.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Excellent engagement and support from the Board of Regents members.
- The perception of our class was that our class advisor didn't really want to be there. She didn't interact with us or observe what was going on with our class. Very disappointed. I would not put a first year advisor with a 4th year class.
- Thank you to all the staff, advisors and regents for all their hours of work to make this a wonderful experience for class participants! How much you care about this program truly shows!
- It was so helpful that the Institute Staff and Regents were easily identifiable with their badges and "Ask Me" buttons!
- Our hotel staff at the Aloft were not the most knowledgeable about where buses would be located.
- My class advisor and the regents were great!
- Overall the Institute staff and board are great people. My only comment is that unfortunately it took four days before the board acknowledged our classes poor classroom accommodations. Thankfully Stephanie spoke to our class briefly about how this was an unexpected turn of events and that next year would be better. Thank you for acknowledging the situation and telling us about the solution for next year.
- Everyone was very positive and helpful when asked.
- I put N/A for the Regents because besides two of them introducing themselves to our class I really didn't have any interaction with them.
- The staff and regents at this location are wonderful! My experience with the regents at a different location was hit-and-miss (much more cliquy), so I was very impressed.
- Our Class advisor was not very attentive to our class nor enthusiastic. She lacked people skills and good customer service.
- The hotel staff was not very friendly nor were they very helpful.
- I was disappointed in our class adviser. She lacked enthusiasm and didn't do a lot to unify our class. We were meshed with another class and of course had a few fast trackers added in. There was a disconnect among us and it made the week a little uncomfortable.
- Class advisors should not talk badly about those who fast track. It has happened 2 years in a row now and is quite ridiculous especially when institute fast tracks their own staff!
- I appreciate everyone's friendly faces and willingness to help.
- Hotel was not the best.
- Class Advisor, IOM staff, instructors & Board of Regents were ALL AMAZING -- so kind, helpful and welcoming.
- The board of regents seems to really care about our overall experience...even circled back when we had questions they couldn't answer. Our class advisor was OK...she didn't really seem super engaged in the week.
- It would have been nice to have explained to us at the beginning about why our home room was such a small room. Weren't here any other possibilities? We literally spread disease in the at cramped space. By Sunday morning, most of the class members were either coughing or sneezing, having progressed from 1-2 members on Wednesday. We rearranged our room, which did help a little, but we were cramped.



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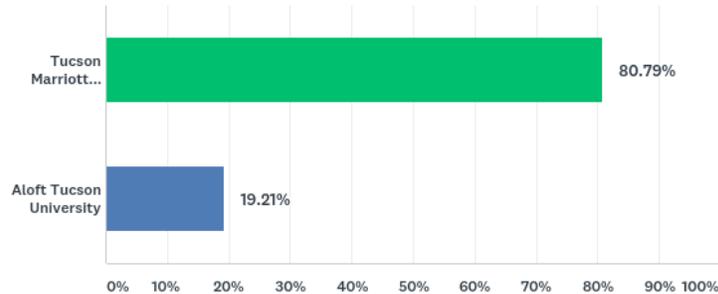
ATTENDEE SURVEY RESULTS AND FEEDBACK

- I suggest when completing room blocks to negotiation a late check out for everyone staying in the hotel block. Our check out was a firm 11 AM and the hotel would not allow even a 12:30 check out. It was incredibly inconvenient.
- Appreciate everyone's responsiveness to issues at both the hotel and the university.
- Everyone was awesome, welcoming and inclusive! I had a great experience from beginning to end!
- Was not impressed w/our class advisor. Not a lot of enthusiasm or communication before IOM.
- Outstanding class advisor!
- Our class didn't feel the connection and warmth from this years' advisor as we did last year. At times, we were talked to pretty sternly without reason in my view.
- Class Advisors should be more engaged and attentive.
- The Class Advisors, Board of Regents, and staff were welcoming! I felt very comfortable asking questions and it was great getting to know everyone.
- Our class advisor took until the night of graduation to learn our names. It was hard for our class that had gotten along so well with our advisors the other 3 years to have that experience our final year. Board of Regents were fantastic like always, and always had a smile on their face and a friendly demeanor to them each time you saw them. Honestly, barely interacted with Institute staff, not sure if it was because there was such a limited number of them this year or what, but, barely saw them in person, unless it was while we were in class and they were heading to another location.
- I feel all IOM staff does the best they can and they address issues to the best of their ability.
- My advisor did everything that was required, I had all I needed for information and support. I did not enjoy her style of treating some members of the class with ridicule and calling them out for being late or something else, or discussing the night before. I would prefer a less personal approach. Also I felt there was more room for flexibility in allowing people to handle their days as they felt appropriate, making up class on line or watching via video links etc. Felt a bit "old school" with the requirement for physical presence. IOM could have a more modern approach to distance learning in addition to class time.
- Hotel was awful. Many different issues, no remedy offered not even an apology.
- I'm going to be honest, I have no idea what it is the Board of Regents do other than say good morning.
- Outstanding - at every level.
- Everyone was very welcoming and willing to help provide information, directions and just a friendly face!

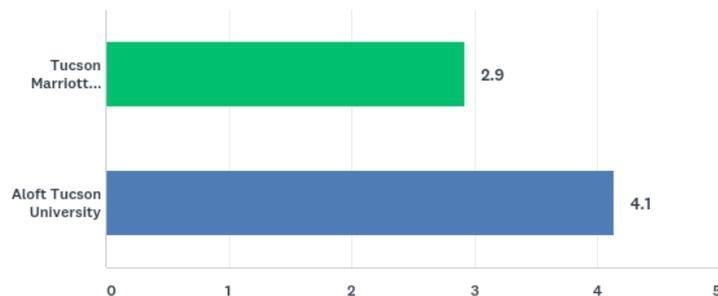


ATTENDEE SURVEY RESULTS AND FEEDBACK

Q7 Which hotel did you choose to stay at?



Q8 How would you rate your accommodations?



Q9: Additional comments about accommodations*:

- Location is nice, but quality has continued to decrease each year.
- I valeted my car and my car never moved from in front of the hotel where I parked it, I was charged \$24 daily.
- The hotel wasn't as good, but I'm sure it just that they're displace currently. I would've been nice if the "Grab and Go" was open when it said it would be and better stocked.
- Construction on hotel stunk.
- Even with the construction, I did not feel put out at all. Well done!
- Not being notified about construction was awful. I checked in the day before to work, and had to leave the property because the construction work was unbearably loud. I arrived late Tuesday night (midnight) and didn't want to deal with changing hotels that late. Had I known in advance, I would have changed to the Aloft. I stayed at the Marriott last year and it is absolutely amazing how far this property has fallen in 1 short year - no wonder they were stripped of the Marriott brand.
- Room cleanliness was bad. Extremely short staffed.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Can't do anything about renovations. Would be nice to have had a refrigerator in the room to keep water bottles and such cold--the desert dries you out and refreshing cold water would have beat lukewarm.
- This is part of my timeshare, which is why I chose it.
- Aloft was good and I was glad I stayed there. Just a few minor items like the fact that they had no drawers/dressers for clothes and the closet only had 5 hangers. Also, it was a bit dusty and the tiles in the shower were kind of stained. It wasn't terrible, just unexpected.
- Renovation - can't be helped, but I felt that their prices should have definitely been lowered to this group to compensate for the renovation.
- Several classmates were disappointed with the Marriotts renovations.
- Disappointed... I recognize your team found out last minute as well but an email would have been appropriate.
- This hotel was so noisy even though they weren't doing construction during the evening. It's noisy outside - no sound proofing whatsoever. Noisy elevator. I purposely asked for furthest from elevator. Their staff is very nice & very accommodating.
- With the renovation work being done it just seemed the overall cleanliness of the hotel was not up to par.
- I would have appreciated communication in regards to the renovations happening at the hotel during our stay. Because of allergy and sinus issues it made for a less than pleasurable stay.
- I have already written a letter to the hotel. I was so disappointed in the overall experience there. I understand that construction happens but they had no available staff to help people unload bags and there were only stairs. I'm 7 months pregnant and had to do all my own bags. Also, I feel it was the job of both the hotel and Institute to give us a heads up on the construction. I feel like it was purposely not communicated to us so that we wouldn't switch hotels. Bottom line, I'm in the hotel business and I know that if there is something going on at a hotel, it needs to be communicated before the person shows up to check in.
- The hotel was completely under construction. I missed the campus tour because I went to the "restaurant" at the hotel and it took over 45 minutes to get a pizza and fries. Service was terrible and I was the only one in there. The convenience store at the hotel was not convenient at all - weird hours and rarely open. The room I was in was loud - lots of trucks backing up at weird hours of the night.
- Would have been nice to know that they were under construction.
- I think the construction at the Tucson Marriott made things more challenging than usual but the rooms could also use some work.
- It is not fair of me to rate the hotel as it is going through an extensive remodel. However, I dropped points in their "grade" as I thought they should have communicated that through email to their patrons instead of letting us find that out when we arrived. I felt that with all the hubbub of the hotel staff and restaurant being relocated and so on that a discount for the inconveniences would have been a nice gesture. Maybe like half off the breakfast or something.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- The hotel was not ready for a lot of guests. It was under construction but they did not do enough to mitigate the inconveniences caused by the renovation. My room was filthy--in that the curtains, rug and furniture obviously had not been deep cleaned in a long, long time.
- Zero communication about the hotel being under renovations prior to arrival.
- We kept calling it the "non-Marriott Marriott" as it was more a construction zone than anything else.
- I don't think IOM knew the hotel wouldn't be done in time and for the cost the Aloft was cheaper and after getting a chance to look at a room they were better.
- The hotel looked modern, however, I had mold on the ceiling in my shower, and there was no place to easily store my clothes for the week (other than a hanging bar with 5 hangers).
- It was great last year and I hope it will come back and be great again next year, but this year the hotel was disruptive to sleep, which is so needed during this packed week of learning and networking.
- The lobby renovation should have been announced so those who would have liked other accommodations could have explored that option. Nearby construction also was noise disruptive at 4:30am 3 moorings in a row. Rooms' rates should have been deeply discounted for the week.
- Too bad about the lobby renovations - kind of took away from the networking possibilities
- Please review other hotel options.
- Provided breakfast would've been nice. Great hotel the distance to class was a little annoying but enjoyed the walk in nice weather and the bus was great!!!
- With the facility being under construction and quite outdated and in disrepair, I would NOT recommend using them again. Although it is an excellent location and the staff was very friendly, the accommodations were horrible. There were no light covers in my bathroom exposing lightbulbs covered in dust and dead insects, the shower didn't drain and the toilet didn't flush for 3 days. It was also extremely difficult to check-in/out with luggage if driving your own vehicle with the entry bay closed.
- Last year I stayed at Aloft and would have preferred it over University Park.
- Construction inconvenience was to be expected, elevators were bad, staff was great, food great
- the room attendants did little more than make the bed and throw new towels on the counter. I walked over the same beer cap (not mine by the way) the entire time I was there.
- Wish we would have known about the lobby before getting there. The bathroom really needs to be update. Mold in there.
- Renovation made a mess -- felt like we were invading their work. Not much done to make us feel welcome. Registration/front desk as weird, not very welcoming.
- Too expensive. Uncomfortable bed. Valet and housekeeping need refresher courses.
- Not much hot water which was unfortunate.
- Can we please stay at the JW Marriott Tucson Starr Pass Resort and Spa? I checked room prices, and they begin at \$142/night, without any conference/group special. We could run the entire event at that location. Also, it has wonderful areas (particularly the patio) for natural connecting. Beautiful establishment!



ATTENDEE SURVEY RESULTS AND FEEDBACK

- Despite the renovations, it is a very conveniently located hotel. I am concerned about the accommodations at the Marriott next year if their rooms are under construction during our time there.
- No one at Institute communicated anything about the hotel renovations. That should have been on the website as an FYI. It would have been nice to know before booking there and it felt unfair or like a bait and switch to get us to fill the room block.
- Everyone did the best they could to work around issues.
- Noise was bad at aloft.
- I wish we would have been alerted about the construction in advance.
- Honestly, due to the construction, it isn't fair to rank the hotel this year. I do think they could have managed it better and made more accommodations.
- Overall, just really disappointed with IOM's hotel choice, especially knowing it was under construction. I will definitely not be staying there next year. Room was dirty and hotel staff was not helpful.
- This hotel is getting a much needed facelift, but it is still a pile.
- Construction is never fun but the service and the rooms were excellent again.
- Very disappointed in the hotel accommodations over last year. I realized they were under construction but I think they had many opportunities to provide better customer service...specifically with breakfast.
- Location was great. Wish the hotel offered more amenities, but understand it is currently in remodel.
- It was a shock to get to the hotel and see that the lobby, restaurant, bar and our normal meeting spots for before class were all gone. It would have been great if some communication would have occurred with us. For the price that they charged us this year (same exact as previous year), it felt like there was nothing that was given to us. Hotel staff wasn't helpful at all, and, in fact, I reserved a room with a king size bed and balcony, and when I checked in on Tuesday was told that there weren't any available, and so I had 2 full size beds. The beds were small, uncomfortable, and I barely slept the first 3 nights. I was also placed right by the elevator, and so all night, every night, I heard the elevator every time it went by my room. Not what I expected considering I stayed for 5 nights, and was one of the first people to arrive to check in. I also felt like we were bothers to the staff, because anytime any of my classmates had a question or needed something (like washcloths that housekeeping kept forgetting to leave) they were not friendly at all. I guess we all were disappointed in most aspects of the hotel this year, after 3 years of loving every piece of it. We all were wishing that we had stayed at the ALOFT.
- The construction made this year a bit more challenging but it worked out.
- Would have appreciated notification regarding remodel/construction at hotel prior to registration, or the very least prior arrival.
- Hotel was a hot-mess this year, if they're going to have the whole lobby under construction during our stay, making it even more of a pain in the butt to get to our rooms I feel there should have been at least a huge discount on the rooms...something to make up for it.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- With all the construction going on, the hotel was not set up for a group that size. The entrance was small and dangerous with people trying to go up and down the steps with luggage. The hotel is not worth the price of the rooms. The coffee is bad, elevators slow, rooms are loud.
- I understand it was under construction and it will be better. I would have expected a better rate to be negotiated given the great interruption of services.
- The renovations were frustrating, but not my main concern after I noticed how dirty my room was, how it took days to receive towels and soap and my key card didn't work to get to the floor where food was available.
- My board chair runs a Comfort Suites so I was able to get the room for \$49/night.
- For such a large hotel, it would be nicer if they had more elevators and breakfast included. I realize there is nothing they can do about the elevators, but it does create a bit of a problem.
- Nice room, but lots of construction in most public spaces.
- The hotel was under construction and very dusty which was very disruptive to my allergies.
- Give the length of our stay, a hotel room with some drawers would have been nice.
- Their renovations impact it a little- but the staff, room, and customer service were all excellent.
- The location is ideal.
- Breakfast was good.
- Renovations of course were the problem.
- I believe the photos of the Marriott were very misleading on their website. It was the more expensive option and I was disappointed with the accommodations. I believe their website should reflect accurate information including the lack of dining, networking space, and overall amenities. I do not blame the IOM or US Chamber for these inaccuracies.
- Looking forward to staying when it is not in renovation stage.
- Typically have enjoyed my stay at Tucson Marriot but this year it was under construction which disrupted my stay and found it to be very inconvenient.
- Would love to see a room block arranged at the JW Star Pass Marriott location.
- The construction at the Marriot wasn't anticipated when I made my reservation. Not a huge issue for me, but the room also was looking a bit dated and my TV was not working most of the time. I realize they are in transition, but I believe their room rates could have been discounted more than our standard group rate, which was still higher than the Aloft. Also, the elevator system is too limited to handle a full hotel when a conference is being held, though I'm not sure how that could be improved without adding additional elevators or an escalator to the first floor. Once their renovations are completed, I expect the customer experience will improve greatly.
- I found that there were a few days that I did not receive clean towels but my used towels just folded back up. Also, noticed that the bed sheets and pillowcases were not changed out as well.
- A hotel that has an in-room refrigerator and microwave would be much appreciated in the future. Since we are there for four full days, having access to quick meals/cold water would be nice.
- Bus service from Aloft was very helpful - thank you!

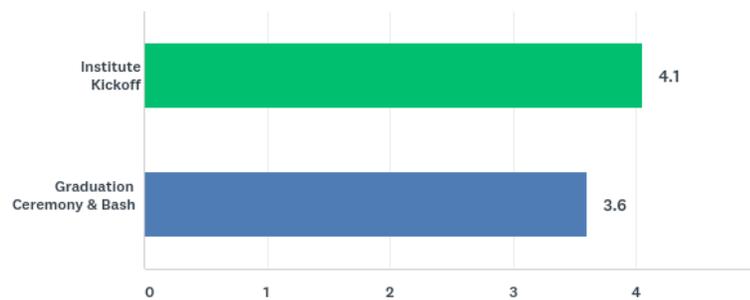


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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Overall the hotel was nice and the service was great from staff. The hotel was, however, lacking on in-room information on how to access the hotel amenities, where things were located, etc. I felt I had to work to figure out those types of things.
- For the price, Aloft was great.
- It was under construction.

Q10 Please rate your experience at the following Institute events.



Q11: Additional comments about events*:

- There is no comparison from this year’s Big Bash to prior years Big Bash. Since graduation was on a Saturday there were too many other events happening and we were tucked in a back room. Also servers cleared the plates and full drinks to soon.. not leaving an opportunity to enjoy your meal (the whole evening was too rushed).
- I did not attend the kickoff, I was sick. The food has never been great at the Big Bash. The chicken looked horrible. Myself and others at my table were disappointed in having a dessert that was coffee flavored as we do not like coffee.
- Recommend class photos prior to dinner (possibly during reception) and serve dinner to attendees prior to graduation ceremony. Graduating class can then be seated, served and eat during presentations. Waiting until 8:20 to eat is far too late. Especially when the first bus back is at 8:40.
- The conga line is ridiculous. I know it's done at other institutes, but wow. Graduation doesn't come across very sophisticated.
- Suggestion for kick off - have the tables numbered for the classes.
- Both kickoff and the Big Bash are just not very exciting. Why were the 2nd year attendees put in the back at the bash? I can't believe the Star Pass fed that meal.
- PLEASE don't play dance music so loudly while we're eating. That's for after.
- Chicken. Had to!
- You already know about the chicken on the menu.
- To me the Big Bash seemed disorganized. With the pictures being taken at the beginning it just did not seem like a nice sit down talk at the dinner table. Lots of commotion.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Great food all week.
- This is the second year that the food was inedible. Doesn't JW Starr Pass realize they are feeding people that make decisions on where to hold meetings? Unacceptable.
- Terrible food at the big bash. The prior two years were bad as well.
- Food served at big bash might've been a step below chamber chicken
- Food was not great; routine was "the same" so that's something to consider. Same "Mixer" game, etc.
- Food was HORRIBLE this year at Bash - felt kinda dull as well. I certainly didn't stick around.
- I think it's great that we have it at Starr Pass because it is beautiful but if it's too expensive to have it there that we have to order the cheapest thing on the menu, maybe we should look elsewhere. The food was embarrassing. The hotel should be ashamed of themselves.
- The food at the Big Bash was awful.
- The Big Bash seemed scaled down - not what the grads were expecting. Missed the flowers. Seemed a bit disorganized.
- It would be nice to know if these two events are strongly encouraged, or mandatory.
- Institute Kickoff - While I think the intention behind the signature cards was good, it felt like we were rushing to just get the signatures and didn't really get to know others. It would have been nice to possibly have assigned table for first years and mix them so you get to know the other class.
- I'm sure you are receiving many negative comments about the food.
- As a 1st year - I didn't know what to expect for the Kickoff. For the Big Bash - a better dj would be nice.
- Kickoff would have been fun and interesting if our Class Adviser would have remembered to print out the mixer sheet and passed out to us before going over to the event. Graduation and Big Bash was good. Hard to hear speakers on the mic when others around us were talking and PLEASE bring back the steak! Chamber Chicken was too cliché.
- I would have preferred to come in on a later flight vs. rushing to get to the kickoff which was honestly a waste of time. Graduation nice but the salads should have been preset and you know about the chicken!
- I haven't gotten much out of the cheerleader approach to the kickoff the past 2 years but I do appreciate there being a planned event for us to get acquainted/reacquainted
- I gave the Big Bash a three because while the overall experience was good, the food was awful! I don't know what you were charged per plate but given what they served it was not worth it.
- The event space for the Big Bash was beautiful, but the food was atrocious! I know you'll get lots of comments on this, so I'll leave my remarks at that. The server was rude to people at my table, slapping one woman on the hand when she went to use the wrong fork, and making us feel impolite for asking for salt and pepper (to make the chicken palatable). Our class was able to make the best of the night by moving to the hotel patio, which was lovely.
- The Big Bash should be the last thing we have to do. More people would stay and enjoy it if they didn't have to get up early for one last class the next day.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Big Bash food was very poor. An additional plate at \$75 was definitely not worth it. Other activities/recongnition of some sort should be considered for classes other than graduates. It's all about the graduates so why go?
- Kickoff is always hard as many people leave early. Save the time and money of busing everyone to the JW Marriott. It's not worth the time to go all the way out there to be stuck in an ugly ballroom and not get to enjoy the beautiful scenery. If we're going to be in a hotel ballroom, select one that's closer to campus so we can at least enjoy the evening without having to worry about which bus we're taking back. I won't even comment on the food as I'm sure others have!
- Pictures took too long. Dancing started about the same time the first bus left. Too many people left early. DJ was not good. You know about the chicken.
- Disappointed at the quality of food for a five star location. The location, the room, presentations are all amazing and then you get the chamber chicken.
- Work on a new format for dinner or not serving dinner for the Big Bash, maybe a heavy cocktail reception with carving stations, seafood station, pasta station, stationed and hand passed hd's.
- You already know that the chicken was bad. No need to harp on that.
- The banquet food at the JW Marriott Starr Pass is inedible. Last year's experience was a disaster, so several folks from my class went out to dinner before this year's dinner and we were so thankful we did when we saw what appeared to be steamed/undercooked chicken on the plates. IOM staff either needs to do their job managing the hotel's banquet staff or they need to find a venue with better quality food. Or they need to stop holding the big bash and they can reduce the registration fee.
- The DJ at the bash had poor music choice/transition. The chicken was GROSS!
- I'm sure you're sick of hearing it, but the food at both events (especially Starr Pass) was not very good.
- Would be nice to see Big Bash venue in daylight for photo ops. Maybe start at 5? Serve heavy or doubles all night? End at 8 and everyone on their own for dinner?
- Not overly impressed with the food at the Big Bash. My chicken was very rubbery and lukewarm.
- I was a 4th year gradute and the event did not seem special. Why didn't we receive flowers, why was the reception a small room? After having steak the last three years then we get chicken? It was a great meal, but not the same special feeling.
- As first year students, it all felt a bit rushed.
- Big Bash food was awful.
- Food was mediocre. A lot of people left really early or didn't attend, which put a damper on the evening. It may be worth considering a different facility that is within a reasonable distance to other night life opportunities.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Seemed disorganized, as if agenda was uncertain. The guidance for taking group pic of scholarship recipients was three different decisions and outcomes - take outside before we begin; take on stage after things end; take onstage with everything in place. Graduation ceremony - this is where we need to have hotel accommodations and hold institute! Check on that chicken dinner at graduation - folks did not know what to expect and we thought the chicken was raw until we cut into it. Either let people know with the dish is that they are about to eat, or make certain it has very good eye appeal.
- Kickoff: have tables assigned for the classes so all know where to sit. Helpful for 1st years and those fast tracking that don't know the regular attendees. Big Bash: I was hoping the 3rd year would be the charm with the food at Starr Pass. Once again, I was very disappointed with the food. It is not that large of a group to feed decent, warm food to. Salads should be on the tables when we are seated. Also, allow drink tickets to be used on mixed drinks.
- Food was not good, as you are hearing. The location is beautiful for it.
- The Big Bash was a bit off schedule and I was served mushrooms in the meal witch I am allergic.
- Big Bash food was weird and the sauce had ingredients that were not made public to those with allergies.
- Food was not good - don't have a coffee flavored dessert - not everyone likes coffee.
- Food at big bash was horrible - totally inedible. Don't know who thought that was a good idea.
- The food at the Big Bash was absolutely disgusting. And I am very used to Chamber Chicken! But this literally looked and tasted like they had slammed some frozen chicken breasts on a sheet, baked it and then slammed it on top of some baby food. No salt, no pepper. And, mine was undercooked. Everything else was great.
- The food and bartenders at Kickoff have been great the last three years. If I could give the Big Bash a zero I would have. The schedule is bad at Big Bash, almost as bad as the food.
- Food at Big Bash was bad which I'm sure you're already well aware of.
- Food at Big Bash needed help.
- Personally, I hate the game at the kickoff. I don't think it really accomplishes the goal because people are just trying to get signatures and not really making connections. Aside from the interesting menu at graduation, we need to begin on time. By that time in the week, we are exhausted and delaying the program becomes an issue. Several of the men at our table were very hungry by that time. Always best to avoid the hangry student!



ATTENDEE SURVEY RESULTS AND FEEDBACK

- This breaks my heart to have to rate such a good program so low. Kickoff only got a 3 because my class had so much fun being obnoxious when we were called and the food was decent. The wine selection was awful, I know its hard to keep costs low but throw in something for the people that don't like dryer wines or beer. Pretty sure there are some really cheap sweeter wines out there. Tables were also very cramped. Please please please start sampling the food dishes or something before ordering. I know you're getting this from 800 other students but that was just awful. I wasn't exactly excited to get herded across the city after a long day of classes but was kinda hoping maybe the food wouldn't suck this year.... or that the bar lines wouldn't be so long...wrong. Haven't you guys heard the term Chamber Chicken? LOL The bartenders were also not on the ball, again...people like the sweeter drinks so the Sangria was flying off the shelves, just like last year. Half the time we were waiting was because they had to go make more mix...was there even alcohol in it? Didn't taste like it to me and others I talked to. Why do we hold the big bash at the JW? Is it a Sacred Cow that needs to go away? Seems very pricey for what we get (If I would've paid 75\$ to bring a guest I would've been pretty irritated). I'm from a small community and even we have options on our Banquet facilities, I know Tucson has got to have other options out there for this event. All of that aside, I know what an ordeal it must be to organize that so please forgive me for ranting.
- The Graduation event was nice, however the accommodations and food at the JW hotel were poor, especially the meal, it was beyond poor and unacceptable.
- It kind of seems like the JW Marriott is your sacred cow. The food is AWFUL, the room this year was half the size of previous years. The bars were slow, poorly staffed and not prepared. I felt bad for those who were graduating and had such a poor experience for their graduation. Extra tickets are \$75 and that dinner was not worth \$15. You need to find a different venue for the graduation. I would be so appalled if I hosted an event like this for my members and expected them to pay \$75 a ticket. For the mixer, it would be awesome if you had tables assigned for the different classes. That way we could all sit together for the introductions.
- Have table numbers designated to sit with your class at Kickoff. Chicken at the Big Bash was not very good. While the JW Marriott is a nice property, it is far away and you can't see the beautiful vistas at night. Perhaps consider having the Big Bash somewhere closer to the campus.
- I thought the venue was absolutely beautiful but the chicken that was provided looked like boiled chicken and most didn't eat at my table. Really not appealing. The sides and salad were great though. I would also go more "standard" on dessert ie Plain cheesecake vs. the coffee cheesecake. Many people do not like coffee and were unable to enjoy the dessert. I attended Institute at Villanova for 3 years and at that location they offer a headshot to any one at the big bash. Since it was my last year I was hopeful that I would have had that opportunity but didn't. Maybe something to think about! Graduates felt very special and I loved the dj vs. the band that they have at Villanova!
- The graduation ceremony food was not edible. The chicken was undercooked and made me sick.
- I chose to not attend the big bash due mostly to needing time to complete a RFP, but also because of the poor food the previous year. Word is the food was quite bad again.
- Why aren't all students required to attend the Big Bash? I noticed many empty seats, sometimes entire tables.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- The food at the bash was horrible. The overall program seemed a bit rushed. The reception before the bash was very crowded in the small room and the bar lines were long.
- If it weren't for how bad the food was, I would give the graduation ceremony and big bash a 5. Even if the food was delicious, it was not appetizing in appearance.
- I think everybody probably already knows about the chicken dinner.
- We were merged together with the 1-3 class and it wasn't communicated that we should sit together at the Kickoff. That made our ""cheer"" really awkward because we all sat on opposite ends of the room. I would recommend labeling the tables like you do at the big bash. Food was WAY better at the kickoff this year, though. Huge improvement. Thank you. I don't think anything really needs to be re-iterated about the food at the JW.
- Chicken was horrible. I felt like I was eating a human forearm.
- Great events.
- The Bash & Graduation itself was FABULOUS, however the food was horrendous!
- Good idea for how to get folks to meet others at Kickoff... more mixers within class and other classes would be nice at start of conference - helps those that are quiet, introverts...
- No flowers for graduation. I was really looking forward to receiving them. Food at kick off was terrible.
- I was highly motivated by the speeches at the Graduation and engagement with all the classes. My disappointments were the food and also the fact that the bus left prior to meals being completed at my table. I think the buses could have waited 15 minutes to leave with the first group given that they knew the graduation ceremony was not on schedule. Also, I left on the first bus and missed the opportunity to take a photo with the other state attendees.
- The big bash was a let down. The cocktail party room was too small. The view of the parking lot from the balcony was not good. and the chicken as I sure you have heard was scary.
- Kickoff-great food and appropriately shorter in length given many were traveling all day to arrive. Big Bash-very fun! Maybe give two options for dinner, one healthier and one yummy comfort food!
- Food at the kickoff was good. Not so much for the food at the Big Bash. From my table hardly anyone ate the food. The lobby area felt smaller than previous years so I felt cramped. The amount that institute costs the expectation of these events should be top notch!
- I hope you all received a discount on the food at the Big Bash. I'm pretty sure the catering staff at the hotel received the message loud and clear that chicken looked disgusting!
- The graduation/Big bash seemed quite rushed this year.
- The food at the big bash was horrible.
- The Big Bash felt rushed. We were rushed in and rushed to eat. I think we should do dinner and then go into the ceremony. I also think that it should have been mandatory for everyone to come to the Big Bash. There were 2 or more empty tables. That's not only disrespectful, but it's the reason we are all there, to graduate and become an IOM. Every event is just part of the experience of Institute.
- Thanks to everyone who worked at making both events successful and memorable.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- The food was not a dish that I could see everyone eating. I heard comments on the first bus headed back to the hotel that they were going to get a hamburger because they were dissatisfied with the food.
- The ceremony was fantastic, but the food could have been much better.
- The long drive wasn't ideal. The food wasn't great.
- The name signature networking doesn't really work, people more interested in getting the name and moving on and if you didn't fit their need, they just moved on.
- The kickoff was a good event. It was difficult to hear people speaking. The Graduation Ceremony and Big Bash was a lot of fun but the food was disappointing.
- The food at the Big Bash was not very good. I did not enjoy it.

Q12 Please rate your experience participating in industry consultations.



Q13: Additional comments about industry consultations*:

- I cannot wait till next year!
- Wasn't great. Went in with a very specific question, and the response I got was for a generic situation, and the advisor didn't feel the need to understand my situation.
- Hope to take advantage of this next year. Gaining confidence in my position at my organization and will feel more comfortable in one on one with industry professionals.
- I didn't really know what this was and was hesitant to ask for fear of looking dumb.
- Maybe I missed this but never felt like further information was provided once we were at institute. Pre institute communications strongly recommended it but never any follow up. Was there somewhere we were supposed to look? If so maybe help make that more clear?
- My consultant was very kind - appreciated his experience and input! I did NOT know about these the last two years and would have taken advantage of it. I might have missed an email admittedly but this has HUGE value!
- Greatly appreciate these being offered and encouraged. It was very helpful.
- I'm really grateful to have had this opportunity.



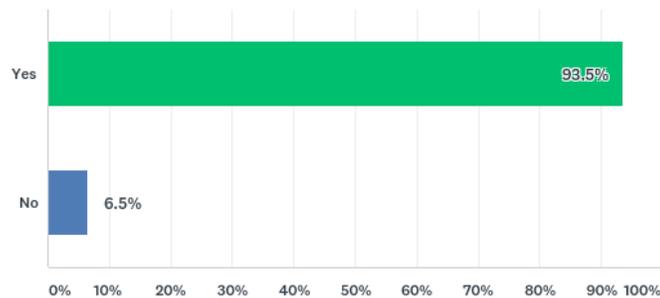
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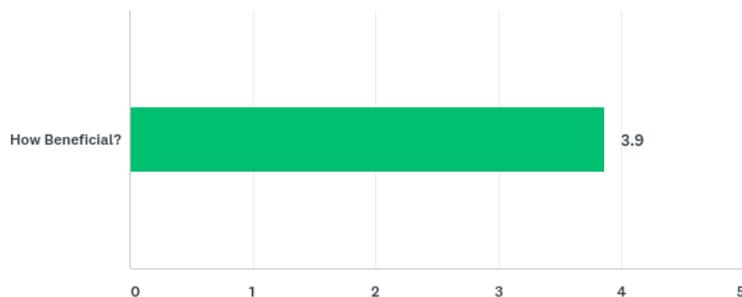
ATTENDEE SURVEY RESULTS AND FEEDBACK

- Two were great. Others just OK.
- My consultant was great in the consultations we had with her.
- After attending Institute in Athens where these consultations were mentioned several times to keep us mindful of the process of which to take advantage of these, I don't recall hearing about it at all at this location. I remember reading it, but no other mention was made.
- Thanks *name removed* for the valuable insight and feedback on our building renovation project. We will keep you posted on our progress.
- I wish that I had taken advantage of this; given more time. When were the consultations to take place?
- I wasn't sure what I should focus on so I did not set up, but will give it more thought next year.
- Super-fast response to getting paired with someone - but he wasn't super helpful.
- Last year's consultation was helpful.
- Top notch consultants!

Q14 Did you download the 2018 Winter Institute App?



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





ATTENDEE SURVEY RESULTS AND FEEDBACK

Q16: Additional comments about the app*:

- The app should list non-institute events as well - like the association event, class meals, etc. The maps were too small. I had to take a screen shot in order to increase them. Otherwise, it was fine.
- My iphone was giving me grief and I was not able to download the app. Sadly, I was not able to do any class evals. Can we ensure we have hard copies for next year? Please and thank you.
- The app needs to have the kinks worked out. It crashed too many times, required constant restarting, and when you opened course materials you were unable to go "back."
- Great idea but it needs SO much work. Not super attractive and kept having to sign in over and over. And let us load our classes easier. Give more details in the app about breaks etc.
- Would have been a 5 if all courses had their content uploaded.
- Being able to type my notes right into the App and have them saved in one place was awesome. There was one time though that I forgot to hit save and ended up losing some notes, so a future enhancement might be some sort of auto save feature that kicks in after a certain amount of time or something. Of course... I only made that mistake once. Also loved to be able to make my personal schedule and having the handouts right at my fingertips.
- The app was frustrating because I had to log in every time I wanted to access it. Also, I was hoping the app would have had the documents for the class vs. logging into the IOM website and looking there. I downloaded all of the documents I would need before I left but some of the speakers didn't put them up there before I left and/or made changes to the presentation so I took a ton of notes.
- It kicked me off several times and made me re login.
- I had to login in every time I opened it. A few times it kicked me out and once had to restart phone because everything was in code. Like the possibility of it, just need to work on bugs
- The times did not match the paper schedule and we were called out for "leaving" early. Then told the paper copy was the master... what's the point of the app then? I recommend considering that disparity can happen here.
- The app was okay. I use it because I have to for the course surveys.
- The app was not helpful at all. It did not list classrooms; I had to log in every time I opened it. It did not list what was required. There were no maps or other activities or nearby restaurants - definitely wasn't used to its full potential.
- It would be nice if it defaulted to your personalized calendar.
- If there was a University map included on the App, I would have used it instead of toggling back and forth from Google to the App.
- A map would be great. Also a way to connect/message participants.
- Once I figured out how to build my personal agenda it was useful. The Directory search feature did not work. I was trying to find other colleagues from Colorado, but to no avail.



ATTENDEE SURVEY RESULTS AND FEEDBACK

- I really enjoyed being able to take notes and do class surveys on it. My only suggestions would be to add a map of the U of A campus with markers pointing out where classes, lunches and events are located. Also, if notes could not be compiled together without formatting. It makes it difficult to read them after sending them to yourself. Finally, please spell checks the app. I found a couple of misspellings which were very obvious.
- Worked well for me!
- I only did a few of the session surveys via the app. Time wasn't left for us to do it at the end of the classes, and the schedule is so packed I didn't have time or want to take time in the evenings to complete these.
- I couldn't sign in for a few days and had to reach out to see what was going on. They did fix it quickly though. Overall, it just seemed a little clunky to use.
- I used this app in Madison as well and found it clunky and difficult to navigate. There wasn't a good way to track your personal schedule without a lot of hassle, and the information about instructors was incorrect. I did not like doing surveys on the app - it seems like a good idea, but I forgot to do it, and I'm sure I'm not alone! The app two years ago was much better.
- It would be helpful if we didn't have to set up our whole schedule in there manually prior to attending. I tried to do it, but this year, the app made you log in multiple times every time I tried to use it, so I just stopped using it. If the schedule was automatically in there and I could use the app to see where I'm supposed to be and when, that would be more helpful. I did like the surveys in the app this year, but didn't get to fill them all out because of being made to log in a bunch of times...the schedule at Institute does not leave extra time for figuring out technology...
- Navigation within the app could be improved. Reviewing/navigating the class schedules could be easier; Inclusion of the faculty profiles was useful.
- On bus schedule for big bash, pick up location should have been specified. Several people were confused and no staff or regent was there to assist. It would have at least been helpful to have it on the app.
- I did not like that we had to sign in every time we wanted to check something or take a survey.
- Would've been nice to have a map feature.
- I will be interested in how many surveys come back from classes, moving from paper to the app.
- Not very user friendly. I dislike having to add my classes to my personal schedule. It seems like an easy coding fix to have the app upload each individuals schedule when they log in with their email address. The app loaded very slowly on my iPhone. Not sure if it was an app issue or phone issue, but it was frustrating and I typically had to give up before the page finished loading. I have enjoyed the app in previous years. Not sure what the issue was this year.
- The app is terrible. Absolutely terrible. I added items to my personal agenda and they disappeared. Most times, I had to enter my email address not once, but twice to enter the app. I go to a lot of events and use a lot of event apps and the IOM app is terrible.
- It would be nice to log in and have our personal agenda preloaded.
- Very straightforward and easy to navigate.
- I appreciate the opportunity to complete the surveys through the app because I could access it immediately after class when topics and thoughts were top of mind. Great job!



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- LOVED it! Just didn't like having to sign into it every day.
- Loved it and really loved having the evaluations online.
- I didn't like doing the surveys on the app., now they are not private.
- Seemed to work better last year.
- It would have been nice to be able to sort attendees by class 1-1. The search feature did not work.
- As mentioned in previous comment - appreciated the addresses, and the attendee contacts. Also, appreciated being able to hone agenda down to my personal agenda - very convenient!
- Would be helpful to have your transcript on your profile. If there was a way to access this, I missed it, so my apologies.
- The app was wrong many times. Speakers, end times and room numbers were incorrect. When those mistakes were caught, we were told to look at the paper copy. Why have the app if the paper copy is looked at as the correct and final schedule?
- It was ok... I think there are better options.
- It was a bit clumsy to use.
- It wasn't very user-friendly.
- It doesn't offer your transcript or your classes without you inputting the information.
- Great to be able to add own schedule, do course evals and access good information.
- My bad for not downloading but really had no need for it this particular year.
- I enjoyed being able to do the surveys on the app instead of on the paper. I felt that I was able to do on my own time instead of having to wait after class to finish them.
- The app is a bit difficult to maneuver through. I liked taking the surveys online. Saved time and allowed me to really think through my answers rather than hurrying up so I could get to the next session.
- It wasn't very helpful. We couldn't tell if the classes had uploaded documents, or the names of the faculty teaching specific class...I had to refer to the online student center. Could have been more interactive and more of a "one-stop" platform for all things Winter Institute instead of relying on several resources, such as the website, paper schedules etc.
- Kind of difficult to add classes to schedule but all in all it was helpful.
- I don't like that you have to add your classes to your own personal agenda. It seems to me like when you log in to the App that your personal agenda should already be set up.
- I have been to other conferences where the app allows to share photos and connect/communicate with attendees that were much easier to use and much more interactive/responsive.
- I like that Institute went "green" and included the surveys virtually on the app. Include a map of the area, perhaps some recommended businesses who are chamber members in the area. More detailed info about the local area.
- Needs work on handouts. Not all that were in attendee center were available on the app
- The app is great. The only thing that is a bit clunky is building your own personal schedule. If there was a way to link the app with the enrollment database so that your personal schedule was preloaded, that would be great.



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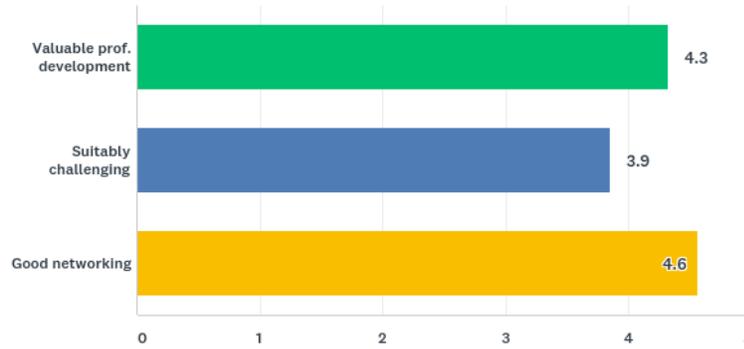
ATTENDEE SURVEY RESULTS AND FEEDBACK

- I gave it a 4 because there was a class that the app said was supposed to end at one time and paper said another which ended up interfering with reservations made going off the app.
- Liked having the course reviews on the app.
- One of my classes had a different time listed on the app than on the handouts and it made for some needing to leave early and unfortunately our class advisor was blamed for that.
- I didn't end up using it.
- Could make it easier to navigate and have a specific button just for evaluations.
- Very helpful.
- Too many buildings instead of keeping everything in 1 building.
- Didn't use it that much except for surveys.
- The only improvements would be to have my schedule already attached to my login and to link the Auction app.
- It was down for a great deal of institute for me and wouldn't allow me to log in.
- Could not get to load. Have not completed any surveys due to malfunction.
- I would like to have my schedule of classes auto load. it would be great to have the bus schedule on there as well.
- App was useful for checking my agenda and locations of classes. I felt annoyed that my preferences weren't saved for each time I re-opened it (for example, I wanted to only view my personal agenda, but every time the app reopened, it automatically reset to all classes). It would be great if our schedules were automatically loaded into the app--we already have to log in using our email addresses, so it seems like it would be possible to link our information directly into the app. Why not try making the app more fun--"gamifying"? It would be fun to be able to check off classes we complete, and have it save from year to year, or show the percent of IOM we've completed. The messaging aspect was also a bit clunky and nobody in our class used it.
- The app was helpful and it was nice to complete the surveys on the app. I did notice, though, that it kept kicking me out of the system and had to re-login while I was in the midst of using it. I would login, go to my classes and select the survey and then it would make me login again and start the process all over. That was frustrating. It wasn't the end of the world but annoying to use and there were a few times that I almost didn't go back through the process of logging in or had to come back to it because I only had a few minutes to do what I was doing on the app and that issue made whatever I was doing take longer than it should have.
- Should be a way for each user to auto-populate their own schedule. Had to log into attendee service center, then find the invoice to plug in the electives that were chosen months before. The purposes of the app should be to eliminate some of those steps. Other than that the app is helpful.
- I wish I could have signed in once and it remembered me. I did not like having to sign in every time I tried to use the app.

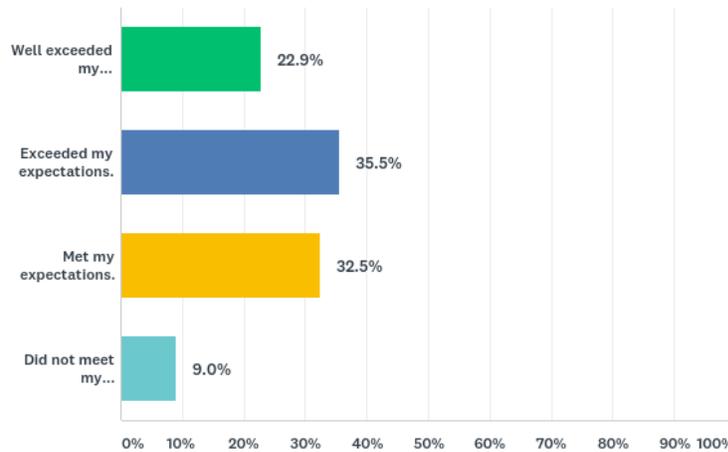


ATTENDEE SURVEY RESULTS AND FEEDBACK

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



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

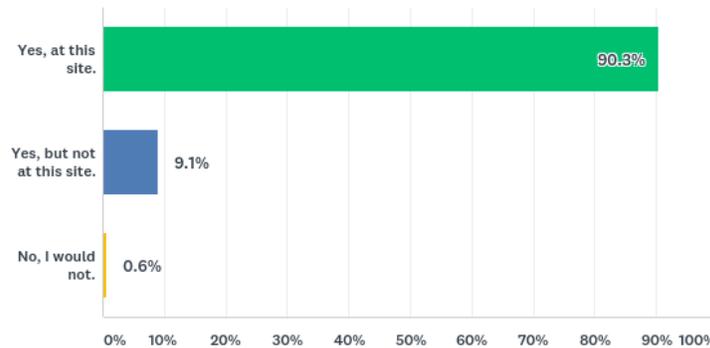




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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q19 Would you recommend Institute to other nonprofit professionals?



Q20: Additional general comments*:

- The walking was a little to much for people with disabilities.
- Most of the classes did not seem as challenging this year, but still good information and reminders.
- It had been several years since I attended. I wish the scholarship was more than \$200 as the cost to attend is very high and I may not be able to attend without a full scholarship. However, the level of training is far higher than conferences and workshops. Therefore, I'll do my best to budget and/or raise enough to attend another year.
- Well done, y'all!
- Homeroom was awful; not conducive to class bonding, note taking, or computer utilization, which took away from the experience of learning and class collaboration. It was bothersome knowing some other cohorts had the other, much more well-suited classrooms for their homerooms. The class size was too large for meaningful discussion and there were far too many fast-trackers. Our Year 1 cohort (1-3) is an exceptionally close unit, and that was our expectation moving into year 2. The location was way too far - I can see a 7-8 minute walk like in 2017, but 15 is excessive. We couldn't make it to/from our hotels on lunch like last year. May be minor, but no water bottle was disappointing. I'd think we could get a water bottle with our reg fees rather than wasting so many plastic cups. Walking across from the other building to lunch on day 2 left me with an awful salad, as there were no longer any sandwiches. Very disappointing. I paid for the walk, but since it was right up against the Association Mixer I felt there would not be time to do the walk, clean up and make the mixer. Too rushed. The excessive silent auction texts were an absolute nuisance. I bid on items several times, and certainly did not need all of those reminders. In general, it seemed to be a much lower quality of instructors this year. I am a pretty seasoned and credentialed non-profit exec, and enjoyed year 1 due to the education and close cohort. I didn't receive either of those things this year. I hope these comments are not seen as overly critical; I am only providing honest feedback from someone who wants to be a part of the IOM in the future.
- Given all the obstacles thrown at you this year, you did a good job overall. There were one or two speakers that were actively 'pushing' themselves to come to our chambers and speak. We didn't like



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that at all. It might be fun to do a 'dos and don'ts' class where everyone shares their best and worst advice. Similar to how the ceo session works. But work it into our homeroom?"

- Classes seemed a little like a sorority meeting. I'm not a "rah-rah" or "woooo" type of person and therefore feel very out of place. I understand wanted to get to know your classmates, but it was a little too emotional for such a short time period.
- Just felt like too much of the material and speakers were recycled. Too repetitive and didnt feel like it was taught to the CEO level.
- I must admit that I was a little nervous and maybe somewhat intimidated before attending, but that feeling quickly went away after meeting those in my group and seeing that many of them felt the same way. What an awesome opportunity this is for people in the world of nonprofits. I'm looking forward to using the information to make some positive changes both within myself and my organization. I also appreciate the opportunity to meet so many people who are different, yet the same and look forward to building many relationships over the years. I can't wait to do it all again for the next few years to come. Thank you!
- I attended Southwestern Institute in Athens, GA and classroom set-up, breaks, food, and everything was a notch up so I guess we got spoiled.
- Institute is a whirlwind experience. As a first year, I did not know what to expect and found that simply reading the slides before class and knowing my organization helped me be more productive in my time in class. Would have loved a recommended reading list before institute to aid in my learning. Loved the experience and am looking forward to the next three years.
- Would be nice to see an advance track for electives.
- Related to one of the earlier questions, I felt that some classes were at my level, some were above and a few were refresher classes. Overall, it was a great experience and I am very glad I attended! Would like to see some improvement on the app if possible per one of my earlier comments. Thanks for all that you do!
- Faculty that taught an elective class and a core class taught the same things in both classes. This happened to me this year twice.
- On the last question, I would recommend this site assuming he classroom issues are corrected based on the info we received prior to leaving. Otherwise, I wouldn't recommend and don't know if I would attend st this site again. The classrooms in the bio building were not conducive to learning nor to good back health. One hour in a student desk is one thing but many hours for professionals that are probably all somewhat ADD was just miserable. Totally understand it was a surprise and I'm probably the 1000th complaint on this issue. We've all been dealt an unexpected change in our business, just hoping you all can take the opportunity to correct it for future classes.
- Our class had challenges this year... from classroom physical space to communication to food...I did say I would recommend this site however because I believe it what years 1 & 2 were and that the challenges were so unique this year and the heart of the leadership involved. This was just a tough year. Our class in addition to the close room with no windows and too small for us... well, we ended up getting Influenza A spread to half of us so many of us have a small bad taste in our mouths... I have high hopes that our last year will be special and that we could be considered for a classroom with outlets for our computers to take notes etc... The curriculum this year was lacking highly... and noticeably so. Some faculty have dated info and we would have been well served



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learning from each other as we have a strong class. Just something to consider. Faculty that are new have HIGH potential but might need some coaching as we all come with diverse experience and skill levels. Not easy to walk in a 3rd year class like that.

- Overall, GREAT program. One major negative: As the organizers may be aware, the classroom situation in the BIO West building was unacceptably poor - not at all conducive to learning (or being comfortable) for such long periods of time, particularly when compared with the ENR building facilities utilized by other classes. The situation was explained onsite but that of course didn't make it better. The University seriously shortchanged our program and attendees.
- Overall the institute program is a very good resource for nonprofit professionals. However, this year seemed to be lacking compared to previous years. The energy of my class advisor was a concern for the entire class. She didn't not seem to want to be there or working with us.
- Overall, I think the faculty and staff do a great job. There is just some issues with the facility, walking distances, hotel, etc. Tucson is a great city but the overall space, food, walking and conditions seem to be a letdown. Is there anywhere else in Tucson that could host us?
- A lot of the curriculum seemed repetitive.
- This was my first year as a class advisor and I appreciated the support of staff and Board of Regents so much! I recommend Institute to everyone who will listen.
- For some reasons all the courses seemed to share the same information. While I know we learn through repetition. It might be better if they didn't all present the Horizon report or share about the same technology. Appreciated the change in lunch menu. The new location was nice. No interference with other training going on in the building. The biology building was challenging with seating (including seat size) for some courses. Have to add again that I appreciate the Regents and other class advisors that interact with everyone throughout the week. It is much appreciated. Makes it even more noticeable when your class advisor isn't interacting. Also, maybe stagger breaks a bit. Seemed like the bottled water was always gone if you were one of the last in line for snacks.
- The classroom accommodations were not very good. My class - 2-1- was in a very small room. Also, due to the hotel being under renovation, it didn't lend much opportunity to visit with others staying in the hotel like last year.
- While our classroom was not as nice as in the first year, I really appreciated the regents working to try to make things better for future years. I'm sure the hotel will improve for next year as well. Looking forward to next year.
- While we understand things change and we may have to adapt to location changes, etc. there was a lot more that could have been done for communication. When the IOM staff found out that the classrooms had to change or the hotel was under construction (even if it was just a week prior to IOM starting), it would have been great to send out that communication so attendees could have been more prepared. Even onsite, having maps available, printing last minute signage, etc. would have been very helpful. Food choices were odd - chinese is a pretty specific menu to select for a wide variety of students and the snacks had no variety. A classroom day from 8 - 6:15 and then a class dinner is an incredibly long day - think the schedule could have been planned out a bit different. We were told the first day we were trying to move classrooms since ours was terrible, but then no one ever gave us an update. The classroom we had definitely made it difficult to learn - no space to take notes, uncomfortable, etc.



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- This is a great program that has been very valuable to my personal growth.
- Upon, return from Institute, I was so energized with new ideas and a confirmation that some of the things I had already been implementing were the way to go according to best practices. As a second career goer, Institute was an invaluable experience not only for a novice in the Industry, but for those who just need to sharpen or hone their skills!
- I think more classes in advanced social media would be great. Justin Patton is also a great instructor and I think if you could get more teachers like him--at his level of energy, professionalism and commitment, it would be great.
- I loved the Institute program! I would recommend adding a course about managing different generations. I know the campus had a bit of construction but the amount of time given to walk across campus for lunch and back needed to be extended. I do not recommend cooked veggies as a snack (they get cold and mushy after sitting out). The location was beautiful overall and the staff, board, advisors etc were amazing.
- The classroom for 2-2 was not conducive for learning. The kindergarten desks we were given were not sufficient size for taking notes and using the handouts.
- It would be nice to have post-class debrief and/or round tables. I wish I could have heard from my classmates about what they learned in different electives in a more formal setting.
- Some of the topics are much too basic. There needs to be a separation of associations and chambers on event and membership curriculum.
- I understand there were many factors out of planners control this year and being in the event business ourselves, I just want to say I appreciate the organizers doing the best with the circumstances given. Yes, the classrooms in the main floor of the Bioscience building were terrible and I hope we don't get put there again! But it still was overall a positive and rewarding experience for me. Is there any way we could make the schedule a little less grueling (classes going to 6pm on Friday) by possibly starting earlier the first day and having an educational class that day in addition to homeroom? It's hard to take in info from 8-6. Thanks again.
- IOM was intense! But the instructors were phenomenal and the way they modified their class on the fly to allow us to ask questions to get answers to real world issues we were experiencing was the right way to do things.
- I would be curious to know what the process for choosing instructors is like. Does anyone look at their presentation in advance and/or have them give their presentation to a board member? Many of the presentations overlapped with information, did not provide useful information, and did not invite participation. I was not alone in my disappointment this year. We had one class where our instructor did not show up, and we were given conflicting reasons for why he wasn't there. We combined with the 3-2 class, but we missed the first 45 minute of instruction and the extra large class made it difficult to hear or participate.



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- Year one was awesome and overwhelming, but also incredibly uplifting. This year, (year 2) was a little bit of a let down due to less helpful classes (just a couple of them) and poor conditions of facilities (hotel and classrooms were not great this year). However, I still got a lot out of the program, most of the classes, and I am definitely returning for year 3 to continue with this great program because it really does help me to be a better Chamber professional in my community. Thank you to ALL of the people who put this on - we know how hard it is to pull off an event of this size and scope and I know next year will be even better.
- Some courses can be repetitive, such as the Y2 events course (probably would be fine without) and the innovation course. Has Institute considered online courses or webinars for topics of secondary importance? Facilitated webinars that allowed for experience sharing would very useful.
- I appreciated the healthiness, but it was a little too healthy at times. Especially in the afternoon when we need chocolate and caffeine to perk up.
- Has Institute always been 4 years, 96 hours? I thought it was 3- it could be condensed with less electives that really are not necessary and fairly rudimentary.
- As a returning student from Tucson, I was somewhat disappointed in this year's event. I understand how some things are out of the host's control, but accommodations were subpar. From the classrooms to lunch/lunch locations, but most importantly the seating which was extremely uncomfortable to fit into as well not being able to adequately take notes on. Our class advisor was disconnected from the class and spent most of her time on the phone or not in attendance. There were things that we didn't know about, which we had to find out from other regents when asked later on. She didn't take the time to get to know us as a class throughout the week and did not hear from her except during announcements.
- If possible, I recommend bringing on a fixed advisor for each class who is knowledgeable and friendly (like Erin from TX) and have them stay with the group through graduation. I believe it will encourage students to stay with their class and not fast-track (retention), as well as getting to build a bond with that advisor. It seems like by the time we get to know an advisor, the week is over and we start over the following year with someone, when we could be building a strong mentorship. Regarding speakers, the only speaker that caused concern was *name removed*. It seemed like his session was more about himself and a sales pitch for how his company handles only social/drinking events. A number of students walked out of the classroom and all looked at each other confused on what we took back. For the app, it would be nice to not have to sign in every time to check the schedule or complete an evaluation/survey. One thing I missed was the apparel for sale. I plan to come back to the Tucson location because of how professionally run previous years were, but hope that this year was just a road bump because it was hard to find value in this year compared to prior years.
- I love starting the new year at Institute! Great new ideas, best practices and meeting amazing people who are all eager to make our communities the best they can possibly be. All of the instructors I had were very knowledgeable and kept me engaged, even on Sunday when we are all tired and ready to go home.
- Watch core classes with the same instructors. Where were the roses at Graduation/Big Bash?



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- I love the institute program. It did feel like the building we were in this year was much further away than previous years. I was diagnosed with Plantar Fasciitis just a few weeks before Institute, so the walk was causing me quite a bit of pain each day. I'm contemplating staying at the aloft next year, simply because of the shuttle that is available.
- I consistently see a bias from instructors towards chamber staff. We had an even split between association professionals and chamber staff in my class, yet almost all of the content was geared towards chamber staff. Don't market to associations unless you are willing to have faculty that meet the needs of both audiences.
- The classrooms/desks were not suitable. It would be nice to have one agenda that has all of the needed information like bus schedule, meal locations, and after class events. Signage across campus to lunch would've been helpful. Numerous instructors were too salesy, looking for work instead of teaching us. The regents and staff were amazing, very helpful! Great location and beautiful weather!
- Can't wait for the next one!
- I really enjoyed Institute. I came back to work completely inspired and excited to tell my coworkers about the experience. The campus was beautiful and I enjoyed the location.
- The instructors, classes, and networking opportunities were among the BEST in the industry. THANK YOU for providing the opportunity. The only complaint I have is the schedule is a bit grueling. Perhaps building in just a little more downtime or leeway between classes/breaks/after-hours networking opportunities. Especially lunch breaks, we literally only had about 15 minutes to eat after walking to & from and taking a bio break.
- Board of regents should not teach classes. They are busy doing other things and their classes are a little weak, unprepared. We want professional consultants with tools, not lecture and to hear about what they do at their Chamber. We discuss that with our classmates. Also, our accommodations during the day were just not acceptable. The room and desks, chairs were painful. The staff handled it well but said there was nothing they could do?
- Overall it was a great experience.
- Thank you to everyone who made this a memorable and valuable experience.
- I am so glad I did this program. What I learn and the friendship I made I lifelong.
- Institute was a little disappointing this year. Being in the Bio building for our core classes was probably the worst part...small desks and limited work space made for a hard learning environment. I understand making a good impression on the first year students by putting them in the "nice" building, but it left a lot of other returning students questioning if they would return to this site. Our class advisor was also not the best. I felt for her as her entire Chamber had been washed away in the recent hurricane, but she didn't really seem engaged in our class, nor did she have the desire to get to know us.
- Thank you all -- BEST professional development I have attended, ever. Cannot wait until 2019!
- There were a few instructors who didn't really deliver this time. That should certainly be considered. And I'm sure their evaluations show this. Overall though, great experience. Learned a ton as always.



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- My comments, though I am third year, reflect a first timer, as I integrated in from WACE Academy. I found this valuable, exceeding my expectations, and I had already encouraged my WACE Academy graduating class to further their professional development here. I enjoyed Tucson. Would recommend holding this at the resort where graduation occurred.
- Courses: please look at reducing the amount of time for some core classes. For example, we don't need 3 hours on volunteer development or ethics. Is there a way to have more classes but shorter time frames? I know we must reach 96 hours. Sitting for 3 hours is painful for some topics and attendees lose their focus after a while. I know you've heard it before: have more association relevant content and presenters. If you want associations to participate, this has to happen. New topics such as automated marketing should be explored. Or is it possible to have a deeper dive into some classes if people want it? Example: Using Data to Grow and Sustain Your Organization for an elective and then a more focus, deeper dive class as another elective. I am very happy you brought the 5K fundraiser back (at least I believe you used to do this). Easy and fun way to contribute to the cause. The rooms in the BLOW were terrible. Please do different snacks at break than usually done past 3 years.
- As 2nd year attendee, I found it very beneficial to build on relationships from the 1st year. Having fast trackers changed that dynamic a little but overall was great to learn from others w/ very diverse perspectives and experiences. The facilities were terrible this year. Also, scheduling mess ups led to our instructor not showing up. That is unacceptable. Classes were way too 101 for a third year class. Honestly, I was very disappointed in my experience this year.
- I do think that the courses could be a bit more challenging. Many were simply power point presentations with facilitated discussion on experience. Its valuable, but doesn't seem to really challenge knowledge.
- Thank you for the opportunity to volunteer as a class advisor.
- In response to question #19: the first two years of core were mostly beneficial, however year three is far too chamber focused, and some of those classes should be electives. The budgeting class is way too basic, and does not offer a manger new insight. Three hours of volunteer management is ridiculous. The Big Bash: Salads should be out on the tables. Food should be served during speeches/graduation. Wine should be on the tables or available for purchase. That said, complimentary drink tickets should be limited to beer and one per person. Anyone wanting more that one can buy a beer or drink water or the wine on the tables. Anyone with food allergies should be responsible to self identify at the Bash, it should not be a focus of the food service staff to walk around asking. We are all adults here. I realize the Chamber likely negotiates with the hotel catering manager, but perhaps a reminder to that manager that it is a room full of people who plan events like this is needed. We all recognize the importance of saving money while optimizing the product, in this case, food, but that was by far the worst meal I have been served in that setting. The classrooms: the space in the UofA used this year was not ideal. Sadly, I'm certain there is more to complain about this year than to rave about. If I wasn't three years in I'm not sure I would finish IOM. One good thing about 2019 Winter institute: Its not on the heels of the holidays. What a relief for once.



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- As a chamber professional who has eaten plenty of "Chamber chicken" the food throughout the week was pretty sub par. We were all especially looking forward to a good meal, finally, at the JW Marriott and it was probably the worst one. Fortunately there are several walkable quick-service restaurants near campus, but I would have much rather had better food since we were already paying for it.
- I would suggest finding a way to group attendees from large associations together. My professional experience has been with national associations and I found the curriculum geared towards small chambers. I intend to complete the IOM program, and am hoping to get more exposure to information that will be more applicable to me. I know it might just be a function of who registers for each site each year, but I was disappointed to feel like much of the information wasn't geared towards me. I would also suggest there be an opportunity for those like me who plan to complete the program in less than four years to get together and with IOM staff/leadership. I was surprised that there seemed to be a stigma around "fast-tracking" so it would have been nice to have felt like this was an acceptable practice and get some insight into how to approach it.
- Again, this is a faculty member evaluating the 2018 Winter Institute. This particular board of regents is a winner. Their passion may be met by other but not surpassed. Staff with all the construction, location changes et. al. were outstanding. I can't see you not getting a 5-Star rating despite things beyond your control.
- The classrooms with the desks for our class was extremely small and not conducive to hearing and collaborating with class mates. I was under the impression the set up would be the same as last year, so I brought my laptop to be able to spread out and that didn't happen.
- I think it would be helpful to provide a campus map of the the various buildings classes, breaks and meals would be taking place prior to arrival by email, or in the app. This would be very helpful, especially since Winter Institute has changed class buildings each year, for the past 3 years.
- Overall, Institute this year seemed very poorly organized. Having classes in 2 different buildings was not the best way to do it. In addition, some of the classrooms in the BLOW building were just not acceptable for a program of this level. The first floor classrooms were small and it kind of felt like being in a dungeon. One of my classrooms didn't even have enough desks in it, two students (who are paying a lot of money to attend Institute) had to go find their own desks and bring them into the classroom. The desks were small and for the Executive Finance class not anywhere big enough to have handouts and spreadsheets open on the desk. Overall, it kind of felt like the 3rd year classes were excluded and not valued.
- I am not a fan of the shortened schedule. My first year we had an afternoon to relax and take it all in. I can appreciate the reasoning for shortening the schedule but I am not sure it really allows the attendees to absorb all that they should. Lots of redundant classes.... my first two years I left feeling inspired and really felt like I took something away from most classes. This year it was just blah. Classes seemed disorganized or it was lots of the same info we've heard before. The disorganization took away from the awesome peer discussions where I feel I discover some of the best ideas. I would recommend at some point in each semester, setting aside a 2 hour session solely for peer round table type discussions with or without a topic. Something to get people bouncing ideas around, students LOVE that!



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- I think some of the core classes were dragged out... The information was presented in a long-winded manor in my opinion to fill the credit hours. I think that was true for the partnerships, budgeting and the bottom line, and strategic planning. It would have been nice to walk through the implementation of a mock strategic plan vs. spending so much time on the importance of why you need to have one.
- While the camaraderie of belonging is great, at times the culture makes the fast trackers feel like outsiders. The culture can feel ""clicky." Combine one or two of the core classes within years, so that both 3-1 & 3-2 have the opportunity to meet and learn from each other. That would also open up a bit of free time. Wednesday was too long of a day, having classes from 8 am - 6:15 pm then the expectation to attend the class dinner. Try to encourage networking among all years, not just within your class. The game at the Kickoff was boring...would prefer when there is an interest point / conversation starter (example: find someone who scuba dives).
- Thank you for all you do! It was one of the best professional experiences that I have had. My Operations Manager started last year and I look forward to her attending in June! Happy New Year!
- The presentations were either outstanding or very disappointing. When the presentation was made by a true subject matter expert, they were fantastic. When made by a regent filling a gap, I found myself knowing far more on the subject than the presenter. When the workshop was not done by a subject matter expert, there was too much reliance on what was reported out of group discussions.
- My only suggestion, is at times, we are made to feel as tho we are children, i.e. getting in trouble for going to the bathroom in the middle of class. There are those of us who are parents, in the middle of closing a big deal, or really just need to use the restroom and being frowned upon by the instructors for not realizing this is somewhat frustrating.
- Some of my classes, the Strategies for Events in particular, were taught at such a basic level. Instructor was pleasant, but really spent the entire class time reading his notes and telling a story or two. It was a waste of time for me.
- I truly enjoy the relationships and network that I'm able to build at these events, however being that we all plan meetings for a living in one way or another, there could have been some smoother and more enjoyable processes. Here are a few things I found could use some tweaking: My 3rd year content was very 1st year in my opinion, and many in my class echo that feeling. Perhaps using more of a "track" would be beneficial. I understand there are a certain amount of hours needed to complete the certification, but many of us feel treated like children with regards to the rigid structure. Allowing more "free" time, perhaps for lunch or starting later in the morning so people can have breakfast together. Many of us did not get back home until late Sunday which makes for a rough Monday. I would recommend either ending with the big bash, or pushing the whole thing back a day so that we have time in between our last class and Monday morning. Lastly, that first day which goes until dark is very long. I hope there's a way that can be structured differently.



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- I will be honest, I was really underwhelmed by Institute this year. I don't feel like i got much out of it. There are usually a class or two that aren't really applicable, but nearly all of my classes this year were too basic and not well organized. I think the terrible homeroom classroom just set the general tone for the week. We had really crappy junior-high desks--I think we could have at least pulled some normal tables and chairs in there and made the classroom more conducive to discussion. Unless there are some big improvements, I don't think I'll be attending institute next year. There just isn't enough for associations specifically. In addition, it would be REALLY helpful in our online registration if you could give us a list of classes we've already taken. I know of quite of few folks that accidentally registered for electives they've already taken.
- I was pretty disappointed in our advisor's engagement with our class. Our previous advisors set a really high bar and she didn't rise to the occasion. She was very engaged the day we were leaving but that was it. It made a lot of us sad that we were 4th year and had a wet blanket for an advisor.
- I loved my experience and while I liked Northeast- Winter Institute was outstanding. Thank you.
- I loved everything about Institute, but the food.
- The food left a lot to be desired.
- This location was not as good as last year. The hotel was terrible and expensive. A couple of the core classes were not challenging enough, more on the first year level. One class in particular was just awful! The instructor was new to Institute and did not seem like a good fit.
- Some of the classes are way too basic.
- There needs to be more time for sharing best practices and tools utilized for non chamber related associations.
- I said in my exit testimonial. Our board recent went through the first board retreat and strategic plan in 10 years. The classes we so beneficial for my personal and career growth. The speakers hit on many topics which and critical for the recent changes. Many of the topics affirmed that our retreat and plan were done well. Other classes gave me additional information and ideas to take back and implement in the future. Also I believe I have created lasting relationships with my classmates and can not wait to attend next year.
- I truly am impressed with the overall program and classes. My homeroom was amazing and my homeroom advisor was Amazing. I truly am looking forward to working with the people in my class this year.



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- The highlights for me:
 - I loved the opening night event and also the opportunity to play the game to meet other people.
 - I like the run/walk and this was a great opportunity to exercise and also talk with classmates about ideas.
 - I liked the class dinner because we really used it as a chance to network.
 - the caliber of instructors and teachers was wonderful. the fact that we can contact them after the event is even better.

However, there are a few things we discussed as a class that I would like to point out:

- Mandatory Class from 8-6 was intense and it would have been nice to have more networking opportunities during the day. A time to follow up with fellow classmates that made comments or suggestions during class, but could not elaborate due to time constraints.
 - The meals could have been better. I don't think Chinese food is a good option with that many people and the chicken at graduation dinner was really disappointing.
 - It would have been nice to have beverages to kick off the morning instead of at 9:30. My organization is small and we did not plan to spend so much on food. I assumed that breakfast would either be provided at the hotel or in the classroom.
- Again, it was a wonderful experience and I can not wait to return next year!
 - This year was a huge disappointment compared to my first two years. Class 3-1 had a very small home room compared to our counterpart in 3-2. The room was cramped and even the instructors commented how small the room was.
 - Instructors need to be vetted differently or at least their material they plan to present as a lot of what was taught was repeat from years 1 and 2.
 - Lack of time to do anything continues to be an issue. I had 30 minutes to get back to my room, change and be down to run the 5K. That's crazy! Unlike other institutes our hotel and classrooms are 15 minutes apart which gives a little time to do anything else. This has to get better!"
 - As attendees, we are coming from a long way, displaced so to speak, loved that our class advisor provided a mini "survival kit" and snacks. Comfort food was helpful when you are feeling a bit inadequate as first year students. :)
 - This year seemed to be more generic content and in years past it was more focused. Also I had 3 different instructors incorporate a lengthy discussion on Horizons 2025 which was overkill in the duplication.
 - My first year of institute was excellent (in Tucson), and my second year was a bit less useful to me personally but still good overall (in Athens, GA--less useful because it seemed mostly targeted to small, local chambers). This year, my expectations were high since I know that most of my favorite instructors come to Tucson, and the classes sounded interesting. However, I was disappointed by quite a few of my classes--I didn't feel that I took as much away this year, and some of the instructors used the same material and examples that I had heard in previous classes.



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- Advisers need more guidance on how to send out appropriate and useful emails. I received about 100 emails from our class leading up to IOM, and just started ignoring them at some point. Despite the huge volume of email, by the time I got to Tucson, I still didn't have clear information on a few basic things like where to register. Advisers should label emails when they are important, or require action, and other "reply-all" communication should not be made to look urgent.
- The planner is very well done and was useful.
- Rather than a 30 minute lunch and a 30 minute break an hour and a half after, perhaps do a 45 minute lunch and a 15 minute break after 30 minutes for lunch just doesn't seem like enough time.
- The homeroom that we were assigned to was less than ideal. It was very difficult to take notes due to the desk size and the room was very cramped. The temperature was hard to regulate as well. It would be more ideal to have everything in one location. We spent most of our break trying to get to the other building and get in line. This did not leave much time to network with other professionals or if you were wanting to have industry consultations. I love Institute and am excited about fast-tracking to attend in Madison.
- The lunch on day two is only 30 mins, but it takes 5 mins to walk over and then another five minutes to actually get the product/find a seat. The next session has a 30 min break after only another 90 mins. The lunch should be at least 45 mins, with a 15 minute break. It would be great to have some sort of rating of the classes, i.e., beginner, intermediate, advanced. There were a few classes that felt focused on people who just started in the industry. Good to have some reminders of concepts and ideas but it is hard to find value in those 3-4 hour classes.
- The classrooms in BioW were abysmal!
- I would recommend that Institute consider elevating the level of content (several sessions were very basic/primer level) and consider doing an Association track - some sessions were clearly designed with only Chamber professionals in mind.
- I know Chamber registration outweighs associations, but i feel like so much (particularly 2nd/3rd year) is almost exclusively to Chambers. Taking an ED class is absolutely useless for an Association professional. Maybe having some of those be electives?
- My biggest suggestion is that all instructors be mindful of class time and that they leave time at the end of sessions for people to complete class surveys.