



NORTHEAST

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

2018 BOARD OF REGENTS ROSTER

CHAIR

Carrie Stuart, IOM

President
Gettysburg Adams Chamber of Commerce
1382 Biglerville Road
Gettysburg, PA 17325
717-334-8151
carries@gettysburg-chamber.org
Term: 2017-2018

PAST CHAIR

Steve Clark, IOM, J.D., CFE

President and CEO
Fayetteville Chamber of Commerce
PO Box 4216
Fayetteville, AR 72701
479-521-1710
sclark@fayettevillear.com
Term: 2017-2018

Marvin Bond, IOM, CCE

Vice President, Investor Relations
Greater Irving-Las Colinas Chamber of
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5201 North O'Connor Boulevard, Suite 100
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214-995-2397
mbond@irvingchamber.com
Term: 2016-2018

Elizabeth Knowlton, IOM, CCE

Executive Director of Economic Development
City of DeRidder
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aknowlton@cityofderidder.org
Term: 2015-2019

VICE CHAIR

Peter J. McNamara, IOM, CAE, J.D.

President
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PO Box 2337
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603-224-2369
pmcnamara@nhada.com
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Jeffrey S. Albright, IOM

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717-720-5568
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Term: 2016-2018

Kate Conroy, IOM

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10 West Lafayette Street
Trenton, NJ 8608
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Term: 2015-2019

Cheryl Kuhn, IOM

President and CEO
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8 Federal Road, Suite 1
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610-444-0774
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Term: 2017-2019



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Executive Director, Society for Biomaterials
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Term: 2014-2018

Jacqueline Lovejoy, IOM

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Term: 2016-2018

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Term: 2016-2018

Douglas O'Flaherty, IOM

South Carolina Director of Operations
South Carolina Restaurant and Lodging
Association
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Columbia, SC 29202
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doug@scrta.org
Term: 2015-2019

Michael Smith, IOM, CAE, CPA

Vice President, Finance and Operations
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Term: 2017-2019

Robert Uhler, IOM, CAE

Community Development Director
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Fort Scott, KS 66701
620-223-0550
robert.j.uhler@gmail.com
Term: 2016-2018



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AGENDA

OCTOBER 5, 2018

10:15 A.M. – 12:00 P.M. EDT

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

- I. **Welcome and Introductions** Carrie Stuart, IOM
- II. **Approval of Minutes** Carrie Stuart, IOM
- III. **Nominating Committee Report** Peter J. McNamara, IOM, CAE, J.D.
- IV. **Analysis of 2018 Northeast Institute** Board Members/Institute Staff
 - A. Final Enrollment Report
 - B. Survey Results and Discussion of Institute Week
- V. **2019 Northeast Institute** Peter J. McNamara, IOM, CAE, J.D.
 - A. Create 2-3 Strategic Goals
 - B. Discussion of Week/Assign Regent Responsibilities
- VI. **Institute Staff Update** Institute Staff
 - A. Program Updates and Looking Ahead
- VII. **Other Business/Adjournment** Carrie Stuart, IOM

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



MINUTES

JULY 29, 2018

11:30 AM EDT

BOARD OF REGENTS AND CLASS ADVISOR BRIEFING

In attendance: Carrie Stuart, IOM; Peter J. McNamara, IOM, CAE, J.D.; Steve Clark, IOM, CFE, J.D.; Jeffrey Albright, IOM; Marvin Bond, IOM, CCE; Kate Conroy, IOM; Elizabeth Knowlton, IOM, CCE; Cheryl Kuhn, IOM; Dan Lemyre, IOM, CAE; Jacqueline Lovejoy, IOM; Patricia A. Montgomery, IOM, CAE; Douglas O'Flaherty, IOM; Michael Smith, IOM, CAE, CPA; Robert Uhler, IOM, CAE; Tracy Becker, IOM; Danielle Fitz-Hugh, IOM; Amy Hager, IOM, CAE; John Harmon, IOM; Kelly Jones-Swenson, IOM, CAE; Karyn K. MacRae, IOM, CAE, CMP; Caitlin C. Gayles; Katelynne G. Cox

I. Welcome and Introductions

Carrie Stuart, IOM welcomed everyone to the meeting and introductions were made.

II. Staff Updates and Week Overview

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

III. Photos and Joint Lunch

Group photos were taken and attendees caught up over lunch.

IV. Class Advisor Responsibilities

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

V. Other Business and Class Advisor Adjournment

Additional Class Advisor business was discussed and then advisors were dismissed.

VI. Board of Regents Business

- Approval of minutes
 - The minutes from the May 22, 2018 conference call were approved with no changes.
- On-site regent responsibilities
 - Regent roles and expectations during the Institute week were explained. This included, but was not limited to: information on when to arrive at Bartley Hall every day; how they should network with attendees during meals and social functions; after-hours interaction with attendees; what to do while attendees are in class, etc.



MINUTES

JULY 29, 2018

11:30 AM EDT

BOARD OF REGENTS AND CLASS ADVISOR BRIEFING

- Visiting Homeroom
 - Regents discussed the possibility of visiting each Homeroom.
- Importance of fundraising
 - The group was reminded of the various ways to fundraise and that all funds raised on-site go directly into the Northeast Regent Scholarship Fund.
- Additional business and adjournment
 - Any remaining business was discussed prior to adjourning the meeting.

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



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2019 SCHEDULE OF ACTIVITIES

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

Sunday, July 28

11:30 a.m.–1:30 p.m.
2:30 p.m.–4:00 p.m.
2:00 p.m.–5:00 p.m.
3:30 p.m.–4:00 p.m.
4:00 p.m.–4:45 p.m.
5:00 p.m.–5:30 p.m.

Board of Regents & Class Advisor Briefing: Health Services Building 200
Institute Registration: Bartley Hall, Atrium
Villanova Housing Check-in: Gallen Hall
Graduation Rehearsal (*4th year participants*): Bartley Hall
Homeroom: Bartley Hall, Individual Classrooms
Institute Kickoff: Radnor Hotel Ballroom

Monday, July 29

7:00 a.m.–8:00 a.m.
7:00 a.m.–8:00 a.m.
8:00 a.m.–11:30 a.m.
11:30 a.m.–12:30 p.m.
12:30 p.m.–4:00 p.m.
1:30 p.m.–2:00 p.m.
4:15 p.m.–6:15 p.m.
Evening

Breakfast: Dougherty Hall
Registration: Institute Office, Bartley Hall
Core Classes: Bartley Hall, Individual Classrooms (*Break: 9:30–10:00 a.m.*)
Lunch: Dougherty Hall
Core Classes: Bartley Hall, Individual Classrooms (*Break: 2:00–2:30 p.m.*)
Class Advisor Meeting: Faculty/Regent Lounge, Bartley Hall
Elective Classes: Bartley Hall, Individual Classrooms
Class Dinner Option

Tuesday, July 30

7:00 a.m.–8:00 a.m.
8:00 a.m.–10:00 a.m.
10:30 a.m.–12:30 p.m.
11:00 a.m.–11:30 a.m.
12:30 p.m.–1:00 p.m.
1:00 p.m.–4:30 p.m.
2:00 p.m.–2:30 p.m.
Evening

Breakfast: Dougherty Hall
Elective Classes: Bartley Hall, Individual Classrooms (*Break: 10:00–10:30 a.m.*)
Elective Classes: Bartley Hall, Individual Classrooms
Board of Regents Meeting: Faculty/Regent Lounge, Bartley Hall
Box Lunch: Box lunches available in Bartley Hall Atrium
Core Classes: Bartley Hall, Individual Classrooms (*Break: 2:30–3:00 p.m.*)
Class Advisor Meeting: Faculty/Regent Lounge, Bartley Hall
Class Dinner Option

Wednesday, July 31

7:00 a.m.–8:00 a.m.
8:00 a.m.–11:30 a.m.
9:00 a.m.–9:30 a.m.
11:30 a.m.–12:30 p.m.
12:30 p.m.–4:00 p.m.
6:30 p.m.–9:30 p.m.

Breakfast: Dougherty Hall
Core Classes: Bartley Hall, Individual Classrooms (*Break: 9:30–10:00 a.m.*)
Class Advisor Meeting: Faculty/Regent Lounge, Bartley Hall
Lunch: Dougherty Hall
Core Classes: Bartley Hall, Individual Classrooms (*Break: 2:00–2:30 p.m.*)
Graduation Ceremony and Big Bash: The Inn at Villanova University

Thursday, August 1

7:00 a.m.–8:00 a.m.
8:00 a.m.–11:30 a.m.
9:00 a.m.–9:30 a.m.
10:00 a.m.–10:30 a.m.
11:30 a.m.

Breakfast: Dougherty Hall
Core Classes: Bartley Hall, Individual Classrooms (*Break: 9:30–10:00 a.m.*)
Class Advisor Meeting: Faculty/Regent Lounge, Bartley Hall
Board of Regents Meeting: Faculty/Regent Lounge, Bartley Hall
2019 Northeast Institute Concludes



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2019 BOARD OF REGENTS RESPONSIBILITIES CHECKLIST

Class Advisors

Douglas O'Flaherty

Silent Auction/Fundraising

1. _____

2. _____

3. _____

4. _____

Industry Consultations

1. _____

2. _____

Scholarships

1. _____

2. _____

3. _____

4. _____

Opening Welcome

1. _____

2. _____

3. _____

Big Bash

1. _____

Volunteer/Faculty/Staff Dinner

1. _____

Ambassador Program

1. _____

2. _____

3. _____

State Photos (Optional)

1. _____

2. _____

Customer Service Strategy (Optional)

1. _____

2. _____

3. _____

4. _____

Social Media Strategy (Optional)

1. _____

2. _____



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GEOGRAPHIC BREAKDOWN

2018 Northeast Institute

150 Attendees from 33 states and the District of Columbia

State, Number of Attendees, %

Arkansas,	2,	1.33%	North Carolina,	2,	1.33%
California,	1,	0.67%	Nebraska,	2,	1.33%
Colorado,	1,	0.67%	New Hampshire,	3,	2.00%
District of Columbia,	14,	9.33%	New Jersey,	6,	4.00%
Florida,	2,	1.33%	New York,	4,	2.67%
Georgia,	1,	0.67%	Ohio,	1,	0.67%
Iowa,	1,	0.67%	Oklahoma,	4,	2.67%
Illinois,	5,	3.33%	Oregon,	1,	0.67%
Indiana,	2,	1.33%	Pennsylvania,	12,	8.00%
Louisiana,	1,	0.67%	Rhode Island,	2,	1.33%
Massachusetts,	8,	5.33%	South Carolina,	4,	2.67%
Maryland,	14,	9.33%	South Dakota,	1,	0.67%
Maine,	1,	0.67%	Tennessee,	1,	0.67%
Michigan,	3,	2.00%	Texas,	6,	4.00%
Minnesota,	1,	0.67%	Virginia,	36,	24.00%
Missouri,	3,	2.00%	Vermont,	2,	1.33%
Mississippi,	1,	0.67%	Wisconsin,	2,	1.33%

Top Increases since 2017:

Virginia	+5
District of Columbia	+5

Most attendees in 2017, Virginia with 31
Most attendees in 2018, Virginia with 36

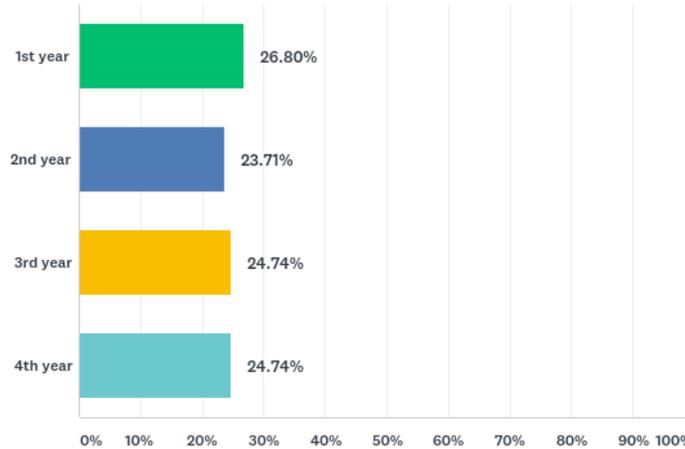


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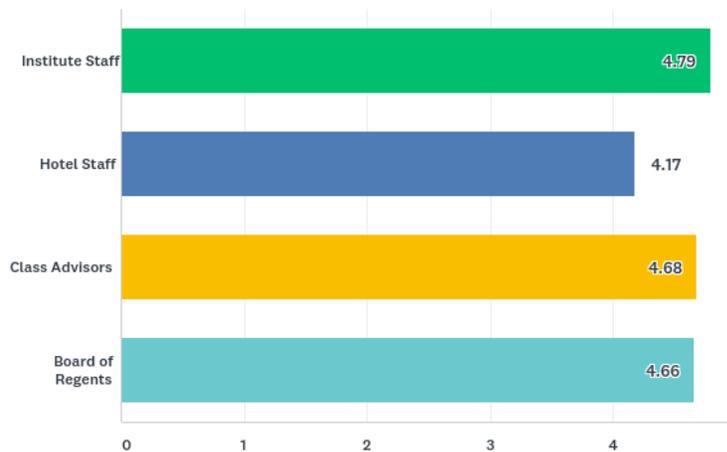
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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q1 Class level:



Q2 Customer Service (with 1 being poor and 5 being excellent):



Additional comments about registration and communication*:

- Our class advisor could have been better informed about things/better prepared to answer questions.
- I ended up leaving the Radnor Hotel to stay at the DoubleTree in King of Prussia. The RH's room had a strong mildewy smell to it. Since I heard them say more than once to other attendees that they didn't recommend going higher than the first floor, it was best I leave to go to a better hotel with all around better service.

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



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- I have had the general feeling every year that IOM cares about developing a sense of community.
- Our Class Advisor this year, 3-1 was the best one yet!
- The hotel was just awful. I highly suggest a hotel block at at least one other hotel. It was moldy, there are no events at the Radnor now, the customer service was some of the worst I've ever experienced. Proximity is literally the only reason to do business with this hotel again.
- Communication in general seemed slightly less effective than in previous years.
- I don't believe I met any institute staff while there. The Board of Regents members I met seemed a tad on the unprofessional side.
- Loved all aspects of the experience as it relates to institute staff, class advisors and board of regents; it was nice to see all of them interacting with the students.
- Our class advisor had his admin send ever email and didn't do anything for the class. He delegated everything have students take attendance and everything. Additionally, I had asked for a private consult and completed the form and was never contacted. I asked institute staff and they informed me we would meet later.
- My room at the Radnor wasn't ready until after 6pm and the staff didn't seem concerned about it. Restaurant staff were unpleasant as well. Our class advisor passed his duties to his assistant which caused us great confusion in planning the class dinner, etc. His assistant sent us information to read about his organization - why? He spent class time, twice, talking about his important issue - which is diversity. In the end, we really liked him, but it took a lot for him to grow on us.
- Didn't really interact with the staff.
- Everyone tries to be very accommodating and welcoming.
- Thank you all for the warm welcome, helpful hints and herding of "cats" all week!
- Everyone was extremely friendly and helpful. Shout out to [name removed]!
- The staff at the hotel bar was very rude. We waited for over 20 minutes to place an order and when the order arrived it was incorrect.
- The board of regents really were wonderful.
- Always great focus on welcoming attendees and ensuring availability.
- Everyone made us feel welcome and could ask anyone any questions we had.
- Overall, everyone affiliated with IOM were personable and willing to help.
- [Name removed] was the best!
- We had a rough start with our advisor but onsite he was fine.
- Service from staff and volunteers was as expected at all points.
- Excellent. Many took the time to learn my name.
- The Board of Regents REALLY made me feel more at ease, welcomed, etc. They always greeted me in the hall, asked how I was doing, etc. It helped!
- Everyone is always very engaging and friendly.
- Almost everyone was fabulous! There was only one instructor I had an issue with, but other than that, it was a great experience!

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



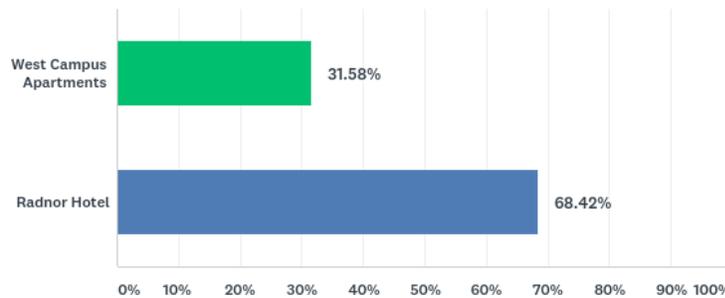
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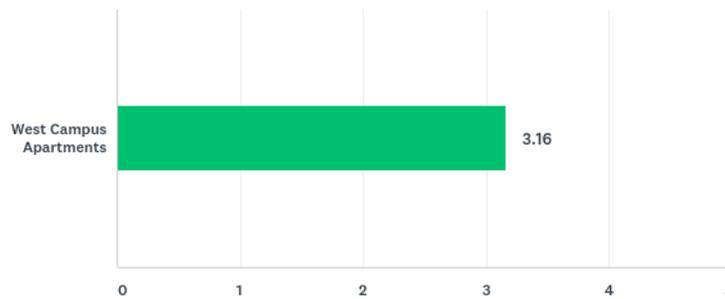
ATTENDEE SURVEY RESULTS AND FEEDBACK

- I stayed on campus and the housing folks were not very attentive (and the room was noticeably unclean).

Q4 Which hotel did you stay at?



Q5 If you stayed at West Campus Apartments, how would you rate your accommodations?



Additional comments about accommodations*:

- Low water pressure in shower
- Room was cold; bedding was thin, so it was difficult to stay warm. The floor had spots where dust/dirt was collected but not picked up. I had to clean the shower before I could use it.
- The dorm room was dirty and missing any sort of usual amenity. The Radnor was full when I booked.
- It was dirty and damp.
- They were very bare bones. I understand that it was a dorm setting, and I didn't have 4-star expectations, but I was not very comfortable and will likely stay off campus last year. Also, I recommend including a list of things to pack that aren't available in the dorms: better soap products, hair dryer, iron, etc.

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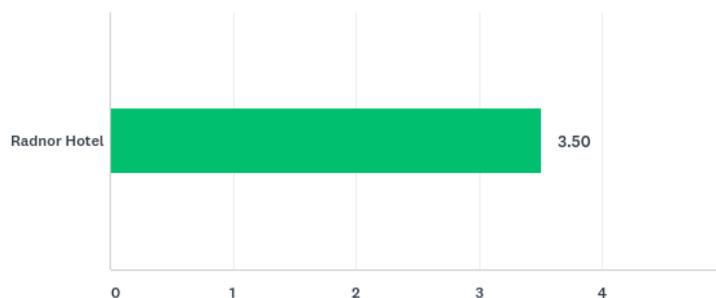


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ATTENDEE SURVEY RESULTS AND FEEDBACK

- For the price they are great! Suggestion: In the info package for Institute, please mention that attendees should bring their own bedding if they can, it makes the stay much more comfortable.
- The floors were dirty, but overall accommodations were good.
- It was pretty clean but those beds were TERRIBLE! Definitely worth the extra to stay at a hotel.
- No frills room was mostly clean and comfy. Only complaint is floors were a bit dirty/needed a sweep or swiffer.
- The room we were in was not cleaned very well. One toilet could only be flushed twice a day (not kidding). The plugs in one room were not working. The room smelled of mildew
- Room did not appear to have been thoroughly cleaned - bathroom mirror had a streaky film on it and hair found in sink and tub.
- Bed linens were damp again for the 3rd year in a row.
- All my clothes are always damp when I leave the apartments. Everything in my suitcase gets damp.
- I like the Residence Inn much more than the Radnor. I like the flexibility of having a kitchenette in my room.
- Clean, but horrible beds and the light in the bathroom fell on me my first night, and I was shocked while trying to put it back in the ceiling. It was promptly fixed when I called to complain, so thank you.
- In general they were acceptable. In fact I plan to return to campus housing next year. But the space was not clean - really not clean - and I felt that a quick list of recommended items (like coffee and a pot) might have been helpful.

Q7 If you stayed at the Radnor Hotel, how would you rate your accommodations?



Additional comments about accommodations*:

- I was there long enough to rate them at a 2. Customer Service iffy and room was smelly.
- The room's AC was a little off. Either too cool, or if not on, a bit damp. Other wise, all was good.
- See comments above.
- I was hoping for laundry machines because of the long stay and in - room refrigerators.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- With a stay of 4+ days, it would be nice to have a fridge in the room, and a microwave at least available in the hotel's common space, for keeping and reheating leftovers.
- I was happy to be in a remodeled room. The Radnor staff made sure I knew that it was a preferred room (and it was).
- I didn't have this problem but I heard from a number of people on the other end of the building that there was a huge problem with it being musty. I will say I do think that hotel is in need of updating. Carpet is very worn and it just doesn't look as great as it did three years ago when I started my IOM experience.
- Needs some updating but otherwise pleasant. Hotel bar staff was NOT great this year. Many were displeased with them.
- It was nice for the most part. It is a little outdated and the rooms are small. The Sunday brunch was very good. The restaurant food was just okay, nothing special.
- I thought the rooms were fine and liked being close to campus. Not all the rooms were available to check in on Sunday before Institute started. I didn't get into my room until after returning from homeroom.
- The Radnor is showing a lot of wear. It was nice have a restaurant and bar, as well as being close to other options in the evening. But, the towels in the bathroom were threadbare, the rooms are small, they do not have a refrigerator, etc.
- Unfortunately the Radnor Hotel was very lacking this year in service and accommodations.
- I stayed at the Radnor before and it was wonderful. Very disappointed with treatment on the front end this time.
- The Radnor Hotel needs to be renovated. However, since very little time at Institute is spent in the hotel room, the accommodations are tolerable.
- Not clean, horrible food, no real room service. No pool. Run down.
- Our room was not ready upon check-in so they compensated us with 2 free breakfasts (which we didn't use because of the institute meals provided).
- The hotel was not ready for our group at 3pm, the stated check in time.
- Stayed in the Garden Level. Smelled like mildew and mold. Upon check-in, the staff at the front desk asked if we meant to book the Garden Level rooms but wouldn't tell us why we should have questioned that. Upon walking down the stairs, it became clear that there are moisture problems with the rooms on that level. Additionally, phone/wifi access were limited in the basement due to reception issues.
- I was put in a room in the basement and it was terrible. I could see mold on the ceiling, the room was damp and musty, and there was a strong odor that I can only assume was there to cover up the musty smell. I asked on several occasions to move to a higher floor as was suggested by peers, but there were no additional rooms available.
- I understand the need for choice, but I truly feel classes would gel better if we weren't so spread out. As a minimum, don't spread everyone out across campus in diff dorms.
- damp, smelled like there might be mold somewhere in the room, uncomfortable stay and no other rooms available

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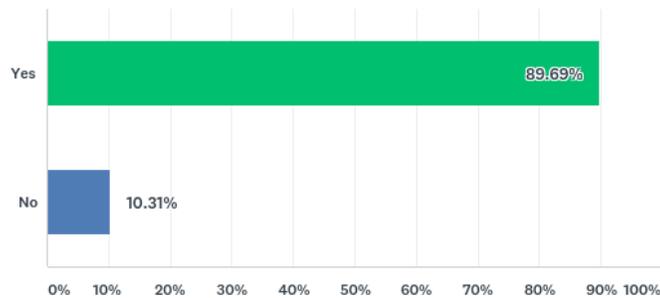
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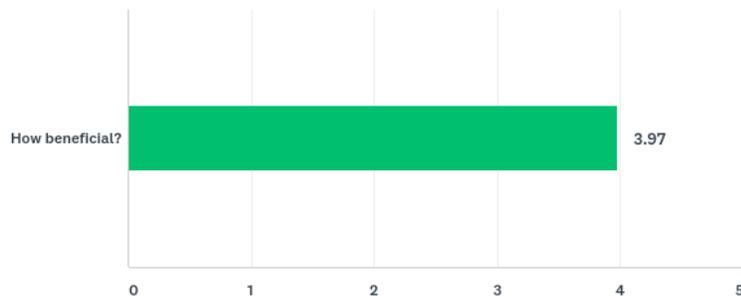
ATTENDEE SURVEY RESULTS AND FEEDBACK

- Would really love to have a mini-fridge. Reservation was incorrect and due to a willing classmate we were able to correct the issue...
- I wish there was a fridge/microwave in the rooms. Comfortable rooms, but the dining options in the hotel were somewhat limited. A pool would have been great!
- IT would be really nice if they had refrigerators and microwaves in the rooms
- I communicated to the Radnor two concerns I had with my stay. My room was on the ground level below the lobby. First, there was a strong smell of mildew beginning at the top of the stairs that permeated throughout the downstairs and hallway. Second, the internet and cell service was not adequate on that level. I had to go upstairs to use my cell phone.
- Enjoyed my stay over the 4yrs at the Radnor. Great Hotel
- They need to update the rooms a bit. Too old fashioned for me.

Q9 Did you download the 2018 Northeast Institute App?



Q10 If you downloaded the app, how beneficial was it to you?



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ATTENDEE SURVEY RESULTS AND FEEDBACK

Additional comments about the 2018 Northeast Institute App*:

- The app is helpful to have the schedule and handout available, but it is a MASSIVE PAIN to have to log in every. single. time. you access it -- sometimes twice in each session.
- Just never got around to it.
- I really like being about to do the survey on the app. I hope the shortened form is still helpful to the instructors.
- I had to login regularly-it would log me off about every other time I tried to access it.
- It wouldn't download for me. I tried Sunday and Monday and then gave up.
- If I didn't have to do surveys in the app, I wouldn't have used it.
- The only reason I used it was for the evaluations.
- Wasn't able to download the App to my phone - probably because my phone is so old.
- The app was very beneficial. It was a great way to keep track of the schedule and to know what was going on and where. Also easy to utilize for the poll surveys at the end of each session.
- I do not like that I have to login every time I want to use the app. That requirement is antiquated technology. No other app on my phone requires this.
- It would have been nice to see more interaction within the app as it relates to speakers and attendees - maybe other incentives to get people engaging? I could have missed the engagement part of that, as well.
- It would be nice if it was prepopulated with our schedules when we log in
- Automatically sorting the schedule by day was a nice improvement. There was less emphasis and reminders for completing the surveys as in the past.
- It's very buggy.
- It was inconvenient to sign in every time you wanted to use the app.
- Had to log in every time I used it - very cumbersome. Also sometimes had to re-log in once already in the app.
- I used it somewhat. I can't say that it really helped because I just didn't really use it that much.
- The app was great for tracking your schedule and handouts. I liked being able to complete the course evaluations on the app.
- Were the class surveys on the app differently this year? For whatever reason there wasn't as much as a push and/or it wasn't as easy to get to.
- I only used it to rate the instructors.
- Didn't download app until Day 1 on-site. Perhaps making app available a week or two prior to IOM start would ensure that more people use it. Once opened, app was valuable and easy to use.
- I would have downloaded the app to my Chromebook, but it wasn't compatible with my device. It would have been easier to read the course materials on my Chromebook's larger screen.
- Made it very easy to complete surveys and know which classes were on my schedule.
- App required sign in and select site each time. Several times it was unavailable.

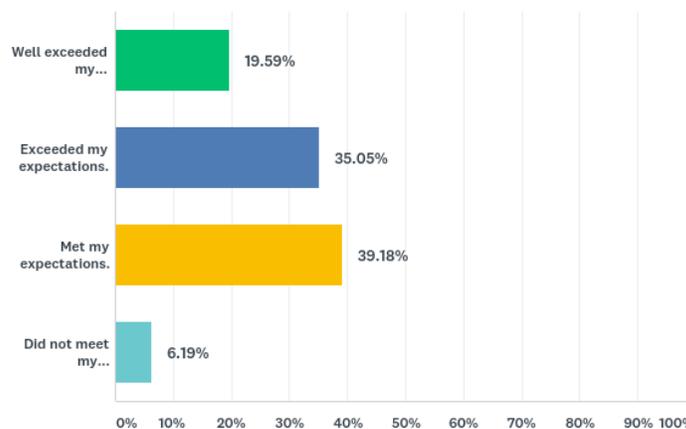
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ATTENDEE SURVEY RESULTS AND FEEDBACK

- It's a great tool and easy to use. You should be able to save the printing costs of the booklet you give out and just go with the app.
- Very user friendly - well done!
- The ap was great!
- The app can be a little quirky, but I really loved it and find it very useful.
- I really appreciated the information on emergency preparedness that was in the app. Kudos to Institute for making sure this was included.
- I didn't end up using it, but I'm also not a huge technology users.
- I didn't use it.
- Really enjoyed it, if I may suggest, walk people thru it the first day, show where they can add photo's, etc... so that people engage more. Being able to download Favorite Contacts would be a big bonus.
- Easy to use, but I wish I could change a class survey. I had additional things I wanted to say regarding one class, but as I'd already completed the survey, I couldn't go in and edit it.
- We might see more traction within the app if it was mentioned in some way in each session (maybe build in key info or 'flash events' too).
- It would be nice if on the attendee portion of the app you could have the option of sorting into your class like you can the course selections.(i.e 1.1, 1.2 etc)
- It was extremely helpful this year. There was no need to carry bus schedules and the instructor reviews were much simpler on-line. Great technology tool!
- Didn't use my app all that much this year seeing I had my Computer with me. Overall app was put together well and worked perfectly.
- The app was ok but I still think it was nicer for the evaluation forms to be there. I get the ease of the app but sometimes I personally forgot to go on there.

Q12 Overall, to what extent did Institute meet your expectations?

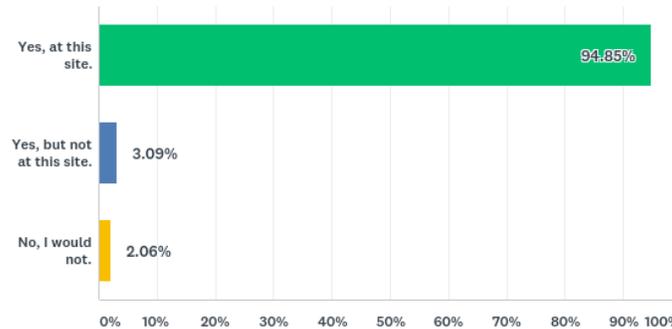


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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q13 Would you recommend Institute to other nonprofit professionals?



Additional comments*:

- I have to say, I was a bit let down this year. Last year wildly exceeded my expectations so perhaps they were unfairly inflated, but I found the content somewhat simplistic this year and *quite heavily* skewed to chambers. (I am a national association.) There were 2 or 3 sessions I got zero out of. I was also very disappointed that the session on "Using Data to Grow and Sustain Your organization" was not offered as an elective. Please offer it next year. Still a big fan of the program but with tempered expectations.
- I learned so much at Institute. I was glad my chamber support my professional developments by providing me the opportunity to be part of this. I met some great people as well. As our chamber continues in transition and as we prepare to bring aboard our new CEO/President, I'm excited about applying some of what I learned at Institute to help make our chamber and staff that much better.
- I missed the welcome dinner and would like to see something like this come back. (Even if all we have is a glass of wine and light snacks.) I also feel the first day's schedule is a killer - very long. Would it be possible to do one session Sunday afternoon & a welcome dinner and shorten Monday's program? I'd make Monday a free night to let catch their breath, then have class dinners Tuesday, the Big Bash Wednesday and wrap up Thursday.
- I would bring back the welcoming event. It doesn't need to be long or expensive. Take some time during homeroom to get better acquainted with classmates. Ask for more than name and company. Team building is crucial at the first contact. It appeared that the banquet was lackluster. I was always taught that a toast with water was unlucky. We only have 2 drink tickets, why not have the bar open in the beginning before the graduation ceremony for a proper toast and send off. When state photos were being taken, I was told to "Take a Selfie" since I was the only one. Really bad form for a service institute. But all of this was not the purpose of Institute. Classes were great, I found the information useful and pertinent to my career and position. The social /inclusion issues are how you make us "feel" about Institute and something that the Advisors and Regents can work on to make better.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Everything ran smooth as always. I understand the importance of making sure all hours of criteria are met, but I do miss having a day where we were out at 2p to explore the city. I loved how the breaks were scheduled so we knew when we could expect a break, but it did seem like 30 mins before the scheduled time, 1/3 of the class (each time) was up and out of the door to take a restroom break, especially after our lunches. All in all--great job!
- It would be nice if Institute staff provided help with class dinners. It's hard for one person to take the financial burden of being the guarantor for a large group of people at a restaurant or other location. Also, I'd like to have more networking time built into the schedule. Lunches are a great way to meet folks from other classes, but once you walk to the cafeteria, get your food, eat, and walk back, there's only a short amount of time left to speak with other attendees. I'm glad there was no required welcome dinner this year, but it would be nice to have some kind of optional reception. This would allow attendees to see folks from the previous year, meet any first-timers, and catch up before the first day of class.
- I heard many comments about the lack of a cocktail hour prior to the Big Bash dinner. It had an impact on the atmosphere of the event. The 4th year class seemed especially disappointed. I also heard several people say they were disappointed there was not a mixer on the first night. I understand this was due to budget constraints, but honestly, these two events are where I made some of my best connections at Institute. I think an extra \$50 to \$70 on our registration would not be out of line to cover the cost of an opening event. An hour in homeroom on the first day resulted in a waste of a night in a hotel. The opening mixer made something constructive out of our time there, especially two years ago when we were more-or-less required to take part in the games provided. I made many close friends through these activities and I feel the connections we make are a very important part of attending Institute. I could live without the binder you distribute to each of us if you are looking for opportunities to save some money. I use mine and I like it, but I can bring my own note paper instead or I can take notes on my computer. Also, I would only play soft, background music during dinner at the Big Bash. The band is great, but very loud. It is hard to carry on a conversation around the table. Overall, a great week with outstanding classes and staff. Thank you for all your hard work.
- The Institute Kickoff needs to be brought back as the only time that all four classes were together and able to interact and bond at all was graduation and it is too late in the week for that to happen.
- Felt so welcome by the Board of Regents. Great enthusiasm and you would tell careful planning and lots of thought went into our experience at Institute.
- You need to find a new lawyer to teach your legal classes. The lawyer oversimplified sex harassment law. He openly bragged about committing ethical violations, for which he could be disciplined. He also offended several classmates with his description of those with psychological problems and references to the "me too" movement. He is a liability to IOM. Full disclosure, I am an attorney.
- I didn't get as much out of the 3rd year content as I did 1st and 2nd year. I wish it had been more challenging.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- There were obvious changes to this year's IOM. I feel that the first night (Sunday) the orientation and dinner needs to be added back into the program. As a fourth year, I was fine with missing the dinner, but I felt that the first year students need the community feel and vibe from the gathering. This will help retention and recruitment in the future. Also the big bash needs to be mandatory for all classes. I noticed a large number of people left before dinner was served. This sets a precedent that classes can miss the event and/or leave and come when ever they want. IOM is about community, relationships, tradition and pride. I would recommend that the board takes a look a look at the changes made to this year and continues to adhere to the integrity of the program.
- I had high expectations and hopes, and they were met and exceeded! I didn't necessarily like the first dinner at Pip & Bailey's, but I do think it's valuable 'get to know you time.' Maybe another location/activity type of event.
- On the last day or two there was coffee available in Bartley Hall before the first class. I really liked this and would like to see it again next year for the full week. Most of the time in the morning I don't want or need the full breakfast from the dining hall. That early I really just need coffee, and since we can't take it out of the dining hall having it where the classes are is preferred. Maybe also have some of the items out that would be out at the morning break (yogurt and/or fruit and/or muffins) with the coffee and then the rest during the break?
- Too many things changed this year. There needs to be a kick-off dinner to build relationships (plus people who had been there before were planning on the dinner).
- The courses were relevant and very helpful. The opportunities to network and gain insight from other attendees was also very good. I am grateful for the time at Institute and look forward to the next three years!
- Very minor details - but I'd bring back the water bottles (don't necessarily need 2 bags and a tree, they were great but the water bottle was very useful. I bought one to carry through the week). Also the schedule of the graduation/ dinner was awkward. I think you can still have the reception and let people use their drinks tickets to grab a drink and mingle while they're waiting for the announcements/ dinner to start. Close bars 5 minutes before announcements begin. Everyone stood around waiting since most arrived early. Doesn't need to be in a different room/ area though which I'm sure saves \$. The schedule of classes went well this year. My instructors were terrific. If you want feedback from attendees on each session, I'd bring back paper surveys. Some of us had trouble accessing the app, some people never downloaded the app, internet was spotty at times- I'm guessing all this led to less survey responses.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Feedback on Programming: Some of the classes were great and informative while others were either too basic or the instructor seemed disinterested. Specifically, the instructor for executive law didn't answer questions and spent the last 20 minutes of class discussing good books he'd read. The Sponsorship Elective was okay but seemed more like a peer than an expert - not a ton of new ideas/information. [Name removed] actually made finance interesting, [name removed] did a great job with Hiring/Firing and [name removed] is a hoot.
Logistics Feedback: If you are going to schedule things where people need a car (Sunday Night/Monday night) tell people they need a car. The location of the dorms (a 15 minute walk to campus plus no dining or convenience store within walking distance is odd when there must be campus housing near the site of the classrooms. As a first year student, there should have been icebreaker activities built in to the homeroom meeting on Sunday so that people go to know each other. Going from an icebreaker or teambuilding activity into a welcome reception would have been much better than an hour logistics meeting and then sending people off to a weird, unprepared bar. The band at the big bash should start playing AFTER dinner so that you can actually speak to the people at your table. The Inn at Villanova did nothing with my allergy card, served me something I was allergic too and then told me to "eat around" the allergen when I asked for a replacement. I would do the professional headshots on a different day. A headshot when I'm in a cocktail dress isn't useful. That or change the recommended dress for the big bash. Overall, while I learned a lot and appreciated much of the academic part of institute, I thought the rest of the program was fairly disorganized.
- I am deeply concerned about the class I took with [name removed], "Is that legal?" Not only was his class disorganized, he personally offended several people in the class by using discriminatory language and gave questionable legal advise.
 1. On several occasions throughout the class, he referred to people with mental illnesses as "nutcases," and at one point, stated that you should avoid hiring them as they only cause trouble for businesses. Not only is this illegal under the ADA, it is incredibly offensive.
 2. He gleefully told us a story about a time when he destroyed evidence in a potential case. This is a clear breach of legal ethical standards, unprofessional and, quite frankly, bizarre.
 3. When discussing sexual harassment, he suggested solutions that were discriminatory (no longer meeting alone with women), bizarre (one story involved his secretary taking her shirt off in his office), outdated (you will know harassment when you see it because all women react in certain ways), and offensive (you have to question all interactions with women now because they might sue you). As someone that teaches sexual harassment training to my members, I am horrified that this sensitive, incredibly important topic was approached in this manner. It was a disservice to the people who attended the class and women who have suffered from harassment.
 4. When I asked him a question about a situation that happened at my company, his response was, "just blame it on the lawyer." I am the lawyer for my company and I found his answer to be quite shocking. I have generally been impressed with the quality of teachers at IOM, which is why I find it so disturbing that [name removed] continues to teach. I heard from other classes that this is not the first time that he has used these examples, nor is it the first time students have expressed concerns. I hope that IOM takes this seriously - I would be hard pressed to return to a program that continues to use him as a teacher.

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- First and foremost, I had a good experience and love the networking and bonding that goes on with my peers. In typical fashion, it's easy to point to the lesser parts of the experience but in the context of helping to improve the experience in future years, I want to share two things that were disappointing to me. I felt really poorly about the approach on the state photos and still haven't figured out the purpose of those. I am the only representative from my state and I felt very slighted by the process. I support the concept but why were pictures not taken for every state represented? Or, at the very least, take a group shot of all of those that were the only attendees representing their states. The second disappointment was the Big Bash. It lacked luster in the beginning and I think a large part of that was due to the lack of networking and drinks prior to the event. Next year will be my fourth year and I certainly hope that there is more thought put into a better format and structure. I'm all for trying new things but I just don't think what was tried this year worked very well.
- The classes, again this year, seemed rather elementary/entry level. I would love to see more focused classes and to possibly change one of the elective days into a break out of specific types of chambers/associations. So put CVBs in a focus group, Chambers of certain sizes together, and group Associations accordingly as well. Hearing ideas from other similar organizations deems quite helpful.
- The cancellation of the Sunday evening event was a disappointment and should have been more thought out regarding the impact on the first year students as well as the other classes. No reason was given for the cancellation and the only thought I have is money. In that case, something else should have been done in place of the event, a happy hour with case bar and some pass arounds or a veggie cheese platter, etc. You should re-consider the schedule. Having a long day on Monday followed by class dinners does not make sense when the next day, Tuesday, is a short day. Either shorten the schedule on Monday or have the class dinners on Tuesday. Please get bring an end to the paper bag lunch and have a regular one hour lunch and end the day a half hour later. This bag lunch really cheapens the experience and it is just not what should be expected.
- I like the idea of a group photo by state, but having every single state in the lobby at one time was a bit much and took way too long for those who were at the end of the alphabet (Virginia!). Consider breaking this up over the span of the week. Overall, IOM is great! Thanks for all you do!
- The personal connections made this program are extremely valuable and I am so grateful for the networking opportunity. I would benefit from breakout sessions where I can meet with other professionals from technical professional societies as we have some unique needs and challenges. I thought that the core class this year were not as helpful as the ones in the past. I felt that a lot of the content was repeating things that we had already learned in previous years. It felt a bit basic and I was hoping for me in depth information. I was also hoping for more leadership training. I think more sales training may also be beneficial as well. My final comment is that without the welcome event Sunday should have an event added to it to make it worth coming on Sunday night. The homeroom should be more structured at least or maybe have like a round table event with the class to discuss challenges and solutions.

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- I would love to see the class advisors remain with the class each year (following them through the process). I feel that would help give consistency and someone who we could always rely on being the same. I'd also like to see more collaboration between the two classes for the first year. That was a bit unclear to many of us and it actually promoted some competition, which I would refrain from. I think more camaraderie between the two classes would have been beneficial; after all, we'll all be 'combining' at some point anyway. Overall, this program is fantastic. My only issue is that I'll have to wait a year before I see everyone in this setting, again :-). Thank you to all the staff and board who helps put together a stellar program!
- I was disappointed to see the drastic difference between the Northeast Institute and the Institute in Tucson--- and all for the same money. NE Institute didn't have the first evening get-together, the Big Bash seemed to penny pinch in every direction (no appetizers/cocktail hour, no wine with dinner, a plated meal option that was not appealing, etc.), and having to go to a cafeteria that is halfway across campus and has food not even fit for elementary school is not a good use of my registration dollars. If the high rate of tuition is so the instructors can be paid to solicit more business in the classroom, then Institute may not be the right path for me to continue to pursue.
- Great experience overall. I would suggest that the curriculum objectives be more prominent and provided to students. Each instructor presents learning objectives, so why not present the learning objectives for each class. A brief presentation at homeroom of that year's learning objectives would be a low-cost, high benefit change. Consider mixing in other teaching methods, such as case studies. Instructors also bring in different perspectives. How about a panel discussion on a particular topic/issue? I'd love to see an experienced executive or board chair debate Bob Harris, or a Fran Kenney's latest innovations be contrasted with the long-term trends class instructors, or any other topic that will stimulate debate among students, faculty, and staff/regents. Lastly, 4th year for me felt a bit repetitive. I got a lot out of 3rd year, but less so from 4th - hence my suggestions to bring some innovation to the curriculum.
- Institute has been a wonderful experience and integral part of my development as a leader. Each year gets better and better. Thanks so much!
- The week needed a kick off event as there was in previous years. There was no cohesion going into the sessions and we did not get a chance to see the other classes all together except at the big bash/graduation. I remember that as a first year I was in awe of the 4th year class and it was fun mingling with them.
- I love Institute - there were some kinks this year, so I shared FYI. I'm sure next year will be marvelous!
- I would move the class dinners to Tuesday or even Sunday now that there is no welcome dinner. Monday is a long day and adding the class dinner on top of it is a little overkill.
- I took two law classes this year, [name removed] is very nice, however, the material wasn't very meaty. The class was disjointed and hard to follow.

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- I would recommend reestablishing the Sunday night dinner at the hotel. It was nice to have an organized activity to instill a sense of camaraderie among students. Although the food at prior Sunday evening's dinner was subpar, I think the Sunday evening dinner was a great kickoff to the week. Also I heard many comments from classmates that they would like the cocktail reception reestablished prior to the Big Bash on Wednesday evening. Thank you for allowing Avon to be our class advisor. Overall, Institute was an awarding experience.
- I truly enjoyed my first year IOM experience. The classes were very helpful for now and into the future. The networking was priceless. I understand there used to be an organized Sunday evening reception. The place we went to as a group that first evening was nice, but did not lend the opportunity to network with the other classes. Perhaps the opening reception could be reintroduced into the program? We attendees that drove in could bring "donated" beverages and snacks; just a thought. I cannot wait till next July!
- I think there should be a more official welcome event for the first years. Flip and Baileys was a little disorganized and hard to meet people or determine who was in our class. Something a little more structured would have been nice.
- I had a great experience but I do have a few suggestions. 1. Let the graduating class have the 3010 room it is the nicest room and I think it should go to the 4th years. Also do not make the graduating class sit alphabetically, it is a time of celebration and you want to do that with the friends you have made. And lastly and I am not sure if you can do anything about it or not but I really think that the girls that are the university for volleyball should be made to put actual shorts on when going to the dining hall. I found it very inappropriate for them girls to be walking around basically in underwear in a mixed crowd. Thank you
- Great week at a great venue. Mobile app being launched earlier would have made for better usage & interaction. Overall it was a success. Cheers to all involved!
- As an older professional, I would have preferred a better dining experience than being crammed into the university's dining hall. Lunch was over-crowded and uncomfortable. While I appreciated that snacks were offered during breaks, I would have preferred some healthier choices rather than high sugar and high carb offerings. Also, the box lunch was mediocre at best.
- Seemed like a lot of changes. First night with cornhole and drinks gone, we missed that. Big Bash no cocktails for the first 1/2 hour, we did not know why. My chicken at the big bash was so dry as was the rest of my table that most did not eat it, went back to the Radnor and order pizza from a local pizza joint. I would like to have you offer a different hotel than the Radnor, we nicknamed it the "Ratnor" due to the small furry guests we saw, ha! the IOM staff was amazing as usual. Sorry to seem rough in my comments but just being truthful. Over all a great experience. Shop out a different hotel and venue for next year, I have worked in the hospitality industry for a while and if you go there year after year they have a tendency to "cheap out". Thanks.
- One hour of homeroom on Sunday without any other scheduled activities is difficult for students who give up much of their weekend to travel to Institute. That, coupled with a very long day on Monday plus our class dinner, does not seem to be the best use of time. Suggest moving something into Sunday afternoon and shortening one of the other days, and also moving our class dinner to Tuesday night.

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- Overall, this week provided a very valuable experience for my professional development. The teachers were all wonderful and clearly enjoyed being there as well. The advisors and regents were welcoming and very helpful.
- The bash is a great way to celebrate 4th year students. However, I suggest a different venue and setup. Most people left immediately after dinner and a good number of them went to get dinner elsewhere. I felt embarrassed by how much food was wasted. Perhaps a graduation ceremony on campus followed by a happy hour with drinks and appetizers may be a better fit for the group and the budget.
- I was surprised the mixer on Sunday and the happy hour on Wednesday were eliminated. IOM stresses the importance of networking and making new connections, yet the elimination of these two programs was contrary to one of their missions.
- Feedback on Year 1 of IOM
I didn't like coming into the campus for 1 class on Sunday. We had to be there on Sunday. You h.a.v.e. t.o.b.e. there. But it's for 1 class, homeroom? Is there a way to push it back for homeroom at 1pm? I know that causes tension for volunteers, board of regents but is 1 hr on campus the best use of time? I'd rather go through homeroom and two classes or maybe one? I wish there was an all year networking event that Sunday night. I only met a few year 2 people, and I have no idea who is Year 3 or Year 4. Wednesday bash was slightly awkward as I sat there and clap and root for people, I never met, never connected with and probably never will. I wish there was networking event that Sunday night to meet people. I realize it's budget concern but surely the visitor's bureau would love to sponsor and welcome IOM to Philly? It can be simple with pizza, beer and wine, nothing fancy. I wish I would have known to bring a tumbler or two or ten to donate to this class. We made it work but it's on the things I wish I would have known to bring. My brain was fried by the 4 o'clock class. I'm typing up my takeaways from each class and I have nothing from my 4:15 Build Better Boards and Committees with [name removed], and I loved her Unleash the leader within class. She's a great teacher. I think from going so hard and so early, adult learners are different than student learners. So maybe pushing to having some classes on Sunday afternoon would help? Or maybe it's me and only brain didn't work at the 4:15 class. The content was amazing! Your faculty was awesome-sauce. [Name removed] was very helpful and gave real world examples. [Name removed] is simply a "guru" he is professional and approachable and explains why governance is the way it is. Associations of the future was thought provoking. [Name removed] was brilliant with her "what you mention gets attention" message and the power of influence. [Name removed] was my fav, by far. It instills such confidence and passion to get you confident, he is truly outstanding. [Name removed], Unleash the leader within blew me away with practical tips on "how -to", how to do deal with the thinkers vs feelers, how to do, deal with people who are "early bird" on projects vs. "late" "work well under pressure" people. Financial Fitness was good, but I also deal with the financials and our P & L and 990 so it's was good information for those who don't deal with it on a day-to-day-to basis. [Name removed] was good coach. [Name removed] was instrumental in changing my mindset of engagement is different than retention and her real world examples were very applicable. Overall it's a great IOM, I would consider going to Villanova next year. Thank you for all you do.

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- This year things seemed a little off compared to previous years. I mentioned things started rough with our advisor, so that may have been why it felt a little off. The lack of water/water bottle available was a bit unexpected. Several core classes seemed very basic, especially for third year. Times were too long for the content that was prepared. Overall I had a great experience and look forward to finishing up next year.
- Look at engaging new speakers.
- Coming in on Sunday for 1 hour of information that could be done in an email or 15 minutes on Monday morning seemed like a waste. If you're going to have people come in on Sunday, I would structure the evening like it was last year with a dinner for networking. Maybe a BBQ or cookout on campus, but something that doesn't seem like time wasted. The Wednesday night graduation was also lacking this year. By the time the 15 minutes "ceremony" and program was finished everyone was leaving. The music right away made it tough to enjoy dinner and talk to people at your table. Most of my class left by 8pm. The food was average at best as well. Going back to the previous years scheduling would be a benefit.
- Great speakers. Provided information that I can use with my Association. I'll be back next year.
- Great program. I got much information from the Governance, Finance and HR sessions. Most all the speakers were fantastic.
- One thing I felt was missing was a way for participants to connect to others in their specific field of non-profit work to allow them to focus development of their professional connections. For instance, creating a "membership services" network, or a "legal" network, or a "marketing" network, or an "executive director" network and allowing folks to join to get to know others in their specific fields a bit better.
- During graduation, it would have been nice to be able to sit with my closest peers as they live across the country and we don't have the availability to visit each other. And also it would be nice to have 2 entree options.
- I specified this on individual presenters, but please make sure the presenter is talking about what was advertised. There was one speaker who wasn't even close to the handouts or class description. Please have the auction items on a floor closer to where everyone can see the items.
- I would suggest an elective course on creating emergency preparedness plans for nonprofits and their member companies. I do this regularly for our organization and members, and it is very well received. This is getting more press and more attention in the trade publications. [Name removed] would be willing to come back and do a class at Institute on the subject.
- I'm not sure what I was expecting, but I was surprised at how much I learned. My only complaint is that it's a shame I'll have to wait three more years to learn all of it!

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Institute for Organization Management

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Recommendations for future first-year attendees: Sunday night needs to be an icebreaker of sorts. Maybe a scavenger hunt on campus then ending at a bar? The Bailey bar with the wall splitting the two sides was inconducive to networking. Make 1-1 and 1-2 feel like one class. One class getting shirts and the other class not getting shirts needs to be eliminated. Somehow need to get the first years connected before Thursday! Monday night first-year dinner - NEVER do that again. 3 hours to get served! And we only got to talk to the 4 people sitting around us. Needs to be a pay in advance thing, buffet situation where people can network and get to know each other. Maybe a forced networking game "find someone who is from your state, find someone from another state, find a different person who works in a chamber, find someone who likes the mountains, who likes dogs, etc" that sort of thing. Wed night - over explain the big bash to first years - it makes sense when you are there, but before that, why would I go? What's the big deal? At the big bash, while dinner is being served, background music only (no singing). It was WAY too loud for dinner, couldn't hear the person next to you! Also the banquet room needs to be at least 66 degrees BEFORE guests arrive. People were leaving early (just as they finished eating) b/c of how hot it was! And that was way before the dance floor heated up! Lastly, the connection that I made with my class was amazing, wish I had made more connections with the 1-1 class. I know you want to keep the class size down for the interactive parts, but if there is any way to combine some of the sessions, please consider with the attempt to merge the classes so they don't feel so separate. Maybe a dedicated place on the box lunch day for first years to hang out and talk with someone new. Overall AMAZING job!
- One instructor in particular (an attorney) wasn't very sensitive to his audience, calling the 1 in 5 people in who have mental illnesses "nut jobs." He also talked about destroying evidence pertaining to one of his cases (the "Is this Legal?" class). He was the only less than bright spot in my experience. I do think the staff, board of regents and volunteers do a tremendous job at providing information that has real value in our organizations, and I know I have personally grown in my profession as a direct result of my experiences and education at Institute. Keep up the good work!
- I was disappointed in the Graduation ceremony. In comparison to last year it felt as it was not treated as important. The food was not impressive at all and the overall organization felt very off. It would have been nice to have the classes sit together with table assignments and it felt very rushed. It was much more organized and impressive in 2017.
- Would have been nice to include all states in the photo opp, even if there was only one representative... didn't attend the big bash but heard several negative comments from attendees... suggest BidPal or similar app for the auction, so that people can bid whenever and where ever they want.

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



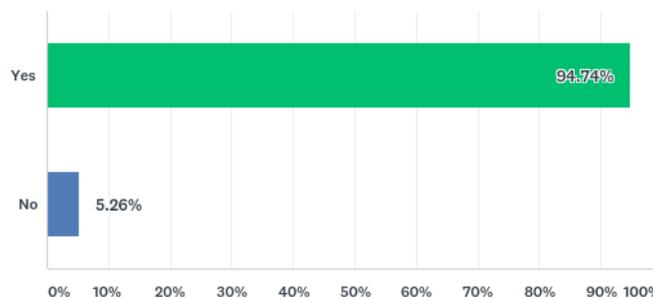
NORTHEAST

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

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- I think it is time to do an instructor refresh. You have many talented staff, but now that I am my third year and have had [name removed] three times, [name removed] four times, and [name removed] three times, there is a tremendous amount of redundancy in their classes, even though they are on different topics. This year, the course work wasn't new and innovative, it was almost like a repeat of previous years. Also, I think eliminating the opening night reception is a mistake. That event was so great for laying the groundwork for the week.. tremendous networking and as a first year, a great way to feel welcomed.
- Hands down, IOM is the best combination of high performing people and good quality curriculum I've encountered in 30 years of business. I was skeptical at first but now I'm a convert.
**Important for the credibility of the teachers and the Institute: almost every slide deck had spelling errors. The first was excusable... second, third... not so much. Easy fix, but worth the effort.
- My one biggest let down over the 4 years of Institute was not having the Kickoff on Sunday. I felt this year I did not get a chance to meet and mingle with the first years or other classes. It was also during that event that time of recognizing the 4th years that we didn't get to do that I saw in years past and was looking forward to.
- As a second year student, it would have been nice to have some sort of gathering after homeroom on Sunday. It would have been an opportunity also for us to meet the other 2nd year class. Some chose not to attend the Big Bash or to go out to dinner after the graduation. Perhaps you should ask if they plan to attend so that your aren't paying for meals that are not needed.
- As a 4th year student I thought this year the institute lacked service on a couple of things. The kickoff on the first night was not there and that's always good to meet with the other classes as well. The snacks during the breaks were a lot cheaper than what we used to get in the prior years. The big bash was not great, we have had much better ones in the years before. I just felt like we were second class citizens. The cutting of some of the nicer things was not good.

Q17 Did you leave Institute with at least three or more ideas / takeaways to bring back to your organization?



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