



SOUTHEAST

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

2018 BOARD OF REGENTS ROSTER

CHAIR

Bryan Daniels, IOM, CCE, CEcD

President and CEO

Blount Partnership

201 South Washington Street

Maryville, TN 37804

865-983-2241

bdaniels@blountpartnership.com

Term: 2017-2018

PAST CHAIR

Kimberly Dahlsten, IOM

Vice President of Operations

Catawba County Chamber of Commerce

1055 Southgate Corporate Park, SW

Hickory, NC 28601

828-431-7230

kdahlsten@catawbachamber.org

Term: 2017-2018

Rita Berry, IOM, CCEC

President and CEO

Greater Summerville/Dorchester County

Chamber of Commerce

402 North Main Street

Summerville, SC 29483

843-873-2931

rberry@greatersummerville.org

Term: 2014-2018

Henry Florsheim, IOM

President and CEO

Wichita Falls Chamber of Commerce

900 8th Street, Suite 218

Wichita Falls, TX 76301

940-723-2741

henry@wichitafallschamber.com

Term: 2016-2018

VICE CHAIR

Christine Kennedy, IOM, CCE, CPC, ELI-MP

Chief Operating Officer and Executive Vice

President

Lynchburg Regional Business Alliance

300 Lucado Place

Lynchburg, VA 24504

434-845-5968

ckennedy@lynchburgregion.org

Term: 2017-2018

Skip Alford, IOM, FCCP

President and CEO

Greater Palm Harbor Chamber of Commerce

1151 Nebraska Avenue

Palm Harbor, FL 34683

727-784-4287

skip@palmharborcc.org

Term: 2017-2019

Elisabeth Deville, IOM

Executive Vice President

SWLA Economic Development Alliance

PO Box 3110

Lake Charles, LA 70602

337-433-3632

ldeville@allianceswla.org

Term: 2016-2018

Elizabeth Horton, IOM

Senior Vice President of Operations

Greenville Chamber of Commerce

24 Cleveland Street

Greenville, SC 29601

864-239-3723

lhorton@greenvillechamber.org

Term: 2013-2019



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Pammie Jimmar, IOM

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

Michelle Kiely, IOM

Vice President of Development
Knoxville Chamber of Commerce
17 Market Square #21
Knoxville, TN 37902
865-246-2617
mkiely@knoxvillechamber.com
Term: 2017-2019

Beth Morrison, IOM

Vice President of Member Services
Greater Dalton Chamber of Commerce
100 South Hamilton Street
Dalton, GA 30720
706-264-6656
morrison@daltonchamber.org
Term: 2017-2019

Rick Roden, IOM

President and CEO
Greater Jackson County Chamber of Commerce
PO Box 973
Scottsboro, AL 35768
256-259-5500
roden@scottsboro.org
Term: 2015-2019

Teri Smiley, IOM, GCCE

President
Walton County Chamber of Commerce
132 East Spring Street
Monroe, GA 30655
770-267-6594
teri@waltonchamber.org
Term: 2013-2019

Carlton Tidwell, IOM, CEcD

President
Terrell Chamber of Commerce
PO Box 97
Terrell, TX 75160
972-563-5703
carlton@terrelltexas.com
Term: 2017-2019

Raymund Villegas, IOM

Vice President and COO
Seminole County Regional Chamber
1055 AAA Drive, Suite 153
Heathrow, FL 32746
407-708-4600
rvillegas@seminolbusiness.org
Term: 2015-2019

Allison B. Walden, IOM, CFRE

Senior Vice President of Resource Development
Tulsa Regional Chamber
One West Third Street, Suite 153
Tulsa, OK 74103
918-560-0271
allisonwalden@tulsachamber.com
Term: 2016-2018



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2018 BOARD OF REGENTS ROSTER

Scott Waller, IOM

President and CEO

Mississippi Economic Council

PO Box 23276

Jackson, MS 39225

601-969-0022

swaller@mec.ms

Term: 2013-2019



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

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 | Bryan Daniels, IOM, CCE, CEcD |
| II. | Approval of Minutes | Bryan Daniels, IOM, CCE, CEcD |
| III. | Nominating Committee Report | Bryan Daniels, IOM, CCE, CEcD |
| IV. | Analysis of 2018 Southeast Institute | Board Members/Institute Staff |
| | A. Final Enrollment Report | |
| | B. Survey Results and Discussion of Institute Week | |
| V. | 2019 Southeast Institute | Bryan Daniels, IOM, CCE, CEcD |
| | 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 | Bryan Daniels, IOM, CCE, CEcD |

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

MINUTES

JUNE 24, 2018

11:30 AM EDT

BOARD OF REGENTS AND CLASS ADVISOR BRIEFING

In attendance: Bryan Daniels, IOM, CCE, CEcD; Christine Kennedy, IOM, CCE, CPC-ELI-MP; Skip Alford, IOM; Rita Berry, IOM, CCEC; Elisabeth Deville, IOM; Henry Florsheim, IOM; Elizabeth Horton, IOM; Pammie Jimmar, IOM; Michelle Kiely, IOM; Beth Morrison, IOM; Rick Roden, IOM; Teri H. Smiley, IOM, GCCE; Carlton Tidwell, IOM; Raymund Villegas, IOM; Allison B. Walden, IOM, CFRE; Scott Waller, IOM; Cally D'Angelo, IOM; Ron Erickson, IOM; Tammi Ford, IOM; Shelley Loe, IOM; Sheryl Smedley, IOM; Heath Taylor, IOM; Mary Taylor, IOM; Erin Williams, IOM; Karyn K. MacRae, IOM, CAE, CMP; Caitlin C. Gayles; Katelynne G. Cox

I. Welcome and Introductions

Bryan Daniels, IOM, CCE, CEcD welcome 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 9, 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 downstairs every day; how they should network with attendees during meals and social functions; after-hours interaction with attendees; what to do while attendees are in class, etc.



MINUTES

JUNE 24, 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 Southeast 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, June 23

11:30 a.m.–1:30 p.m.
2:30 p.m.–4:00 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: UGA Hotel, Room R
Registration: UGA Hotel, Pecan Tree Galleria
Graduation Rehearsal (*4th year participants*): UGA Hotel, Mahler Hall
Homeroom: UGA Hotel, Individual Classrooms
Institute Kickoff: UGA Hotel, Mahler Hall

Monday, June 24

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

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

Tuesday, June 25

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.
4:45 p.m.–5:30 p.m.
Evening

Elective Classes: UGA Hotel, Individual Classrooms (*Break: 10:00–10:30 a.m.*)
Elective Classes: UGA Hotel, Individual Classrooms
Board of Regents Meeting: Faculty/Regent Lounge, UGA Hotel, Room C
Box Lunch: UGA Hotel, Concourse
Core Classes: UGA Hotel, Individual Classrooms (*Break: 2:30–3:00 p.m.*)
Class Advisor Meeting: Faculty/Regent Lounge, UGA Hotel, Room C
Bonus Session(s): UGA Hotel
Class Dinner Option

Wednesday, June 26

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.

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

Thursday, June 27

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.

Core Classes: UGA Hotel, Individual Classrooms (*Break: 9:30–10:00 a.m.*)
Class Advisor Meeting: Faculty/Regent Lounge, UGA Hotel, Room C
Board of Regents Meeting: Faculty/Regent Lounge, UGA Hotel, Room C
2019 Southeast Institute Concludes



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2019 BOARD OF REGENTS RESPONSIBILITIES CHECKLIST

Class Advisors

Teri Smiley

Silent Auction/Fundraising

1. _____

2. _____

3. _____

4. _____

Industry Consultations

1. _____

2. _____

Scholarships

1. _____

2. _____

3. _____

4. _____

Opening Welcome

1. _____

2. _____

3. _____

Big Bash

1. _____

2. _____

Volunteer/Faculty/Staff Dinner

1. _____

Tuesday Afternoon Bonus Session

1. _____

2. _____

Association Specific Event (Optional)

1. _____

2. _____

State Photos (Optional)

1. _____

2. _____

Social Media Strategy (Optional)

1. _____

2. _____



SOUTHEAST

GEOGRAPHIC BREAKDOWN

2018 Southeast Institute

240 Attendees from 29 states and the District of Columbia

State, Number of Attendees, %

Alabama,	17,	7.08%	Missouri,	1,	0.42%
Arkansas,	3,	1.25%	Nebraska,	1,	0.42%
Colorado,	1,	0.42%	New Hampshire,	1,	0.42%
District of Columbia,	7,	2.92%	North Carolina,	24,	10.00%
Florida,	20,	8.33%	Ohio,	2,	0.83%
Georgia,	36,	15.00%	Oklahoma,	4,	1.67%
Illinois,	1,	0.42%	Pennsylvania,	1,	0.42%
Indiana,	3,	1.25%	South Carolina,	24,	10.00%
Kansas,	2,	0.83%	South Dakota,	1,	0.42%
Kentucky,	10,	4.17%	Tennessee,	25,	10.42%
Louisiana,	5,	2.08%	Texas,	14,	5.83%
Massachusetts,	1,	0.42%	Virginia,	6,	2.50%
Michigan,	1,	0.42%	West Virginia,	1,	0.42%
Mississippi,	23,	9.58%	Wisconsin,	1,	0.42%
Minnesota,	1,	0.42%	Wyoming,	3,	1.25%

Top Increases Since 2017:

Mississippi +9

North Carolina +3

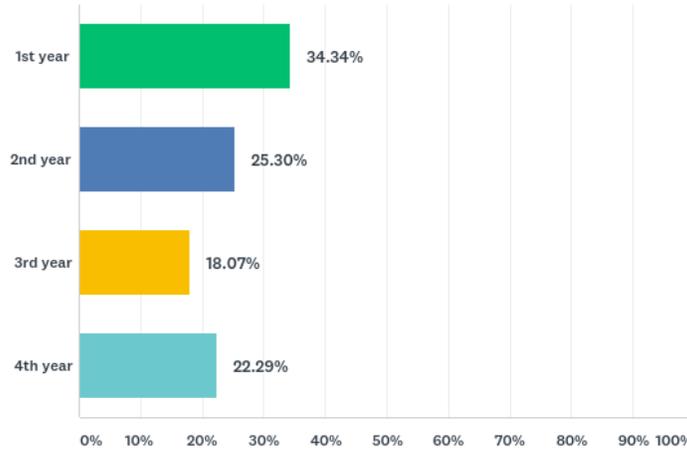
Most attendees in 2017, Georgia with 37

Most attendees in 2018, Georgia with 36

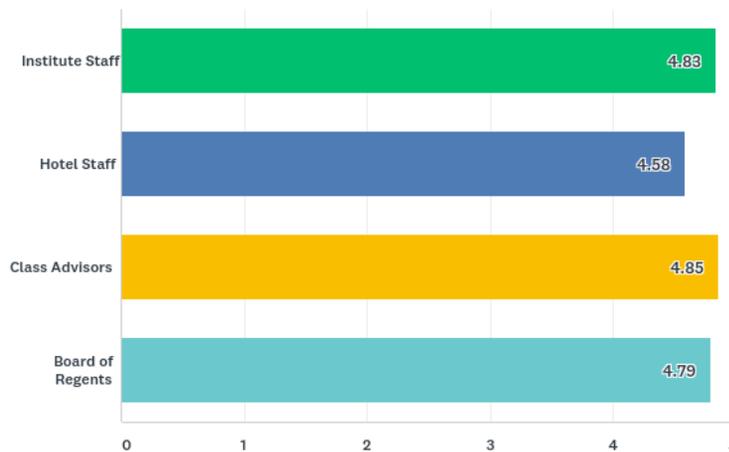


ATTENDEE SURVEY RESULTS AND FEEDBACK

Q1 Your class level:



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



Additional comments about customer service*:

- The upbeat and positive culture of the leadership and program was great!
- My window was leaking. They did come to look at it, but didn't seem to offer any solutions.
- Everything was great. I switched an elective at the last minute and staff made it very easy.
- The Institute Staff and the Board of Regents was very accommodating to the Freshman Class. Our Class Advisor [name removed] was outstanding and our class hopes you will bring him back next year to continue to be our Class Advisor.

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



SOUTHEAST

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- I needed a printer one morning during break and the IOM office staff didn't make an effort to help. Perhaps need to consider setting up a workstation for folks who need to check in to their offices since getting to the Hotel work station is difficult during the short time allotted. Also, at the Big Bash, there were several IOM staffers who sat at our table when two attendees came in late and couldn't find seats. No effort was made to move to accommodate them.
- Enjoy [name removed], she made everyone felt great to be there that week.
- Hotel front desk lady was curt and they failed to instruct me on how to open the closet door (it looked like a hotel room connector door) I tried to open in and could not so I thought it was actually a connector door. I had no closet all week. I hung my dresses on the door stop.
- Everyone appeared to have a "full plate."
- I had a great experience with everyone that I came in contact with.
- Institute staff seem nice but don't interact with them much. I spoke with 2 ladies to help get me a new certificate as mine has a black streak down the middle of it. They were nice and said it would be August before it happened.
- Institute staff standing in the hallway with the loud music and overzealous greetings was very annoying. A calmer greeting would be welcomed. Overly strict time frame for classes is ridiculous. Sitting in the room waiting for the clock to strike the exact end time is absurd.
- I was blown away! Life changing experience.
- Each year I have been impressed by the UGA Hotel Staff, their attention to detail, and the food, etc. Unfortunately, I was not this year. I personally am Gluten Free and there was a regular cookie in my lunchbox. This could have made me really sick if I had taken it without looking and asking the question. The label also said it was a totally different sandwich than it really was. The food was so bad the first day and made many of us not feel good that we ate off campus from there on out. No genuine feelings that the staff cared this year.
- There was plywood over my window for the first few days in Athens due to the construction. I completely understood the need and had no complaints. On Wednesday, I had a long handwritten note slid under my door from the hotel manager apologizing for the inconvenience. I received a discount on my hotel stay for the days the plywood was on my window and also gift card for a free cup of coffee. I truly appreciated that gesture from the hotel manager.
- Excellent Customer Service. They must have learned from [name removed]!
- Wish we knew who was in charge on the first day through a general assembly or first year welcome session.
- I loved the "pep rallys" before the start of each day.
- WOW! Completely blown away! The hotel staff was spectacular - especially considering they are students.
- Only met my board of regents person during the homeroom introductions, so it is hard to rate this.
- I truly missed the opening reception and karaoke at the Foundry. This was a great way to meet folks from other class years. Since losing a half day of class, we have less and less time to network. Most of us are Chamber folks and we have built our communities successes through networking.

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



SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Institute Staff- I hardly saw them or even knew who they were. I had one encounter with them regarding my credit card processing. I felt as though they made it my issue that they could not process my card. I had to find them in their office and help troubleshoot the problem. I still have not received a receipt.
UGA Hotel Staff- I felt they were overwhelmed and understaffed.
Class Advisors- My advisor treated our class like children and did not give us the respect of CEOs and professionals. Among her duties, she did not provide adequate snacks for the class and did not decorate the room to encourage us and get us energized and motivated.
Board of Regents- I did not know who they were most of the time because they were never introduced to us. I had one encounter with a Board member on the box lunch day. I am pregnant and cannot eat deli meat unless it is heated due to bacteria. I asked this Board member to point me in the direction of a microwave and she shrugged and said she didn't know. I was appalled at her unwillingness to accommodate and her demeanor.
- I've had wonderful advisors all four years.
- I was disappointed that Institute Staff started breaking down the background banner at the Big Bash before the event was over. If we did that at one of our Chamber events, our members would be very unhappy. There is also a lack of transparency on how things run at institute. When I asked a Board of Regents member about budget cuts, they didn't seem to know who made the decision or why it was made. When I further probed, how are the Board of Regents selected or how was the Chair of the Board selected, there was further muddling and confusion. After three years in Athens, I now realize that this is all staff-driven and the Board of Regents are basically volunteers. But tell us that! Be transparent! It's all good. Regarding the customer service rating above, I want to explain my rating. I gave Institute Staff a 2, not because anyone was unfriendly or unhelpful. Everyone was great. However, there is a serious transparency problem (I feel a little duped) that I hope you rectify going forward. Does the Board of Regents have any formal role whatsoever other than volunteering? I am now inserting other general comments here, because there seems to be no other place on the evaluation form for this. There were WAY too many cuts. Just WAY too many. That's why I will not recommend this program to anyone, until cuts are restored. I would actively caution my Chamber colleagues to avoid for now. Examples: 1. Opening reception (needed to welcome people and get to know them institute-wide) 2. Karaoke night at the Foundry (again, was a great event to socialize with others beyond your class. We spend all day with our class, and have a class dinner. Would be good to have this event back. 3. Champagne toast at Big Bash (so absurd to ask us to "raise our glasses" when you only gave them to Class 4 this year. That was just weird and gauche.) 4. Water bottle (really? You even cut this small item? We noticed.) 5. Snacks were severely reduced in quantity and quality both at breaks and in the classroom. 6. Big Bash pre-reception—let the drink tickets count for hard liquor as well as beer or wine, it's only a dollar or two difference. 7. Lunch was reduced to unacceptable quality (the Monday pasta lunch was an all-time low)
If the food quality for lunch will be so poor, then I would rather you cut lunch completely and invest in the opening reception and karaoke night. Let us get lunch on our own, perhaps give us an extra 15-30 minutes for lunch. Or serve breakfast instead of lunch. As things stand, I plan to skip all lunches next year and eat off-campus. Many of my classmates plan to do the same.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- The customer service was fine. To my knowledge, I did not interact with a Board of Regent, but, I am sure their customer service was excellent.
- I didn't have any interactions from the Board of Regents or Hotel Staff.
- Everyone at UGA was great. We had problems with water getting in some rooms from the storms and they were there to help.
- I absolutely love the post-it notes on the doors every morning. Also, I love how the board is in the hallway every morning and at 11:30 on Thursday when we finish. Those small touches really go a long way!
- The staff at UGA appeared to be under staffed or overwhelmed, therefore making service rushed or slower than it should have been.
- Everyone I encountered had a smile on their face, and were eager to help!
- Our hotel room was very clean & fresh towels, etc. The front desk staff was very helpful. My class advisor was amazing and was very helpful.
- Encouraging and excellent.
- The front desk seemed lost when I asked some questions. Reservations had to be made at 9am the next day...no 24 hour service.
- Some of the Board of Regents act like a bunch of snobs.
- Interaction with Board of Regents was less than in first year, not sure if this had to do with not having the introductions after homeroom on Sunday or not.
- I didn't have any interaction with Institute staff and didn't really know who was on the board of regents since we didn't have an opening ceremony. We missed out tremendously by cutting that event. I thought attendance was down because I never saw the collective group all together. This event also gave us a chance to interact with people in other class years. I barely met anyone this year outside of year three. And the food this year was awful. The box lunch was fine but the other meals were inedible. Maybe allow the classes to leave for lunch and allot an extra 30 mins or so and a list of places to go/coordinate the shuttles. Just an idea. Our class advisor didn't decorate the room, didn't bring good snacks or enough for a week, and treated us like students at first. We are all adults and are used to running events such as this. When you're a higher level class (year 3 and 4) we know the rules and expectations.
- Everyone associated with Institute was very friendly and helpful.
- Hotel was dated and a bit run down.
- [Name removed] was a terrific staff advisor. Kept us informed and inspired!
- [Name removed] is the #1 class advisor. She was amazing!
- Loved the runway each morning. A great way to get your day going!
- Everyone was very helpful and made me feel welcome and excited!
- Everyone was fantastic. Super helpful. Fun. Loved the welcome and goodbye's in the hallway!
- I felt that customer service was at its best during the entire institute.
- It is obvious that a lot of dedication and pride is put into the Institute program.
- Hotel staff seemed overwhelmed and unprepared for our group.

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



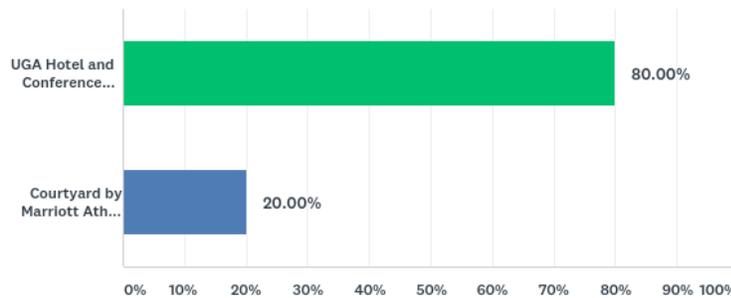
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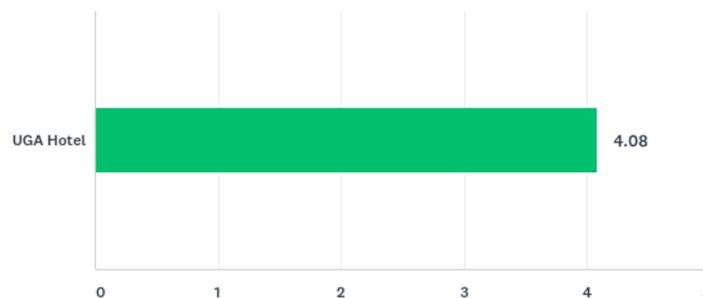
ATTENDEE SURVEY RESULTS AND FEEDBACK

- [Name removed] was a fabulous Class Advisor!
- Did not have any dealings with the Board of Regents.
- I had a great experience over my four years at Institute!
- Were told our class was not allowed to take additional class photos on the stage at our graduation, yet other classes were allowed to do so. We were forced to take photos in the hallway instead.
- The customer service provided was great. Every time I had a question a solution was given.

Q4 Which hotel did you stay at?



Q5 If you stayed at the UGA Hotel, how would you rate your accommodations?



Additional comments about accommodations*:

- Hotel was under construction. I look forward to it being finished, it's going to look great. Walls were rather thin, though. I could hear every word of the guy's phone conversation next door at 12:30 a.m. Had to bang on the wall to ask him to keep it down.
- The property at Country Inn Suites was in need of major maintenance. Our room was not cleaned for two days and it was hard just getting clean towels. The pool was shut down and the property was shabby.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- My room was under construction so it had plywood over all windows. They did give me a credit on the room which was very nice.
- Construction was a bit of an issue but it is understandable. Nice being located on site and I have already booked for 2019.
- The staff was great and also make sure everyone was taking care of.
- Nice furnishings and clean but right next to elevator and no closet.
- UGA managed well considering the construction.
- Meals/lunch were not very good. Evening meal for Big Bash was a better meal than others.
- Very convenient to have the classes where the hotel is.
- No closet which meant no hangers, iron or ironing board. Housekeeping tossed brochures that had been collected.
- They boarded up my windows on the last day. No sun light could come in.
- I loved being in the same building!
- The bed in the hotel is quite comfy. However, the room I was in this year smelled a bit musty. It sounds like the rooms are getting updated anyway so that probably won't be an issue next year.
- Having to use the back elevator due to hotel construction was very aggravating. But I know it will be better next year. Love the UGA van service. Great benefit to staying at UGA.
- Suggest that the hotel bar stay open later than 10pm.
- The rooms were nothing like pictured online. I realize they are undergoing renovations but the room was extremely small, loud hallways, etc. I was very disappointed on that aspect but it was clean.
- Small sink space - felt more like a dorm room than a hotel. Not enough lighting.
- Shuttle service was appreciated and very convenient.
- Not that it is the fault of the hotel, but the food choices were poor this year. Monday lunch was very sad. Break refreshments were not as good as in the past. Additionally, we drink lots of water at these functions. Perhaps bringing back the IOM water bottle at check in would save some money on bottles purchased from the hotel. I've seen IOM do this very well before. I faith you can do it again. Overnight accommodations are fine. I fully understand the challenges behind the renovations. I did have the kindest note in my room from the front desk manager acknowledging the challenges of staying in a room under renovation. I see that they are just bettering for the future. No harm, no foul.
- Rooms are small.
- I have stayed at Holiday Inn for 3 years now and have always enjoyed my stay. I love the amenities provided there (pool, gym, restaurant) and the staff there. I also prefer being closer to downtown where we usually go every night of the week.
- I had a plastic sheet over my window, so I couldn't see out it. With that said, it is very convenient to have the hotel and the conference in the same building, so I wouldn't have changed that.
- My room was extremely small. It also had somewhat of an odd smell. Was not impressed!
- Glad they are renovating - the rooms need it!

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Institute for Organization Management

ATTENDEE SURVEY RESULTS AND FEEDBACK

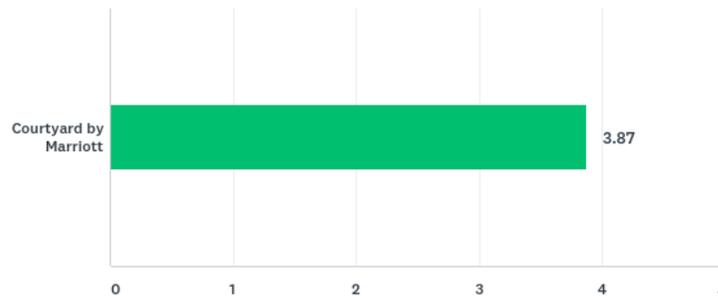
- Hotel stay was nice, and they offered 10% discount due to construction.
- Overall it was a good room, despite being a little small.
- The reason I went with 3 is that I understand that there was remodeling going on and hope that is all finished by next year.
- Construction (which is needed) caused some confusing and had certain things blocked off.
- The hallway smelled; the rooms are small; the construction workers began working at 7:30, making a lot of noise; there was no room for luggage; the blow dryer did not work, even after resetting the outlet.
- Enjoyed Hyatt Place 10/10.
- The staff was so helpful. Every year I let them know. Wonderful customer service. I just had one problem. Waters was coming in my window and the staff helped me pack and moved me to another room.
- A little outdated--but I know they are renovating. Hopefully the accommodations will be more up to date next year.
- Room was very small, especially the bathroom. Felt like a slightly remodeled dorm room. But couldn't beat the location! AC did not appear to be working in the bar area.
- I had reserved a suite when I left last year and when I confirmed closer to time, they had me in a regular room. Other than construction happening around us, they were accommodating.
- Hotel is being renovated.
- Really need a gym on premises.
- Hotel stay and host/staff exceptional - hotel was dated could be more appealing.
- It was very reasonably priced and a short distance from UGA.
- It was under renovation, so it was different this year, but my room was barely affected. I did have classmates with flooding and boarded windows. I did find it strange that these rooms were booked during this time.
- Loved being in a room on the 2nd floor.
- I stayed in a newly renovated room where there was no construction. So my experience was great.
- Under Construction, but did not impede the event or the rooms.
- My co-worker and I stayed at UGA all four years and they were very accommodating to us both.
- I could hear every word from the hallway in my room. My window covered due to construction. I understand it was necessary. I may stay somewhere else next year.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

Q7 If you stayed at the Courtyard by Marriott Athens Downtown, how would you rate your accommodations?



Additional comments about accommodations*:

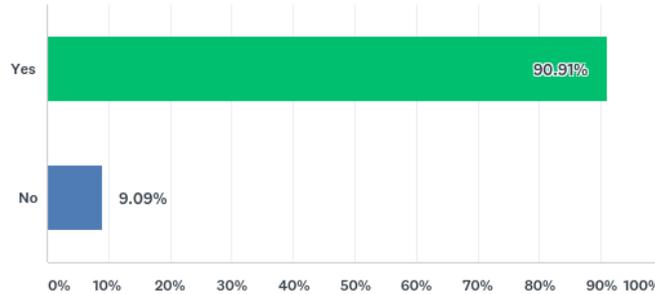
- The Holiday Inn, that we stayed at in 2017, was still cheaper than the group rate at the Marriott and closer to campus.
- Would love shuttle service from Holiday Inn location as I didn't have a car, UGA was full, and additional shuttle location required me walking in the opposite direction of center. Walk was fine when it wasn't raining.
- I would like to see breakfast handled a little different (with continental breakfast or room service).
- The Courtyard was very nice and I enjoyed their room accommodations very much. Also nice to have the shuttle still! Thank you.
- The renovations were welcomed.
- The front desk staff at my hotel were super friendly and very accommodating as well as the restaurant staff. I was just disappointed with housekeeping. When I returned from classes Monday my room nor my bathroom had not been cleaned - my trash was full, no clean towels and the bed was still unmade. Same issue Tuesday as well except they made the bed.
- The hotel staff were very friendly and housekeeping did a fantastic job. This is my third year staying at the Courtyard by Marriott Athens Downtown.
- No complimentary breakfast was a huge disappointment for the cost.
- No complaints about accommodations and the shuttling was very much appreciated. Only issue at Courtyard was that they confirmed I could get early check in when I called, and then weren't able to accommodate when I got there.
- Very small bathroom. Missed room service for 24 hours. Shuttle service between Courtyard and UGA was fantastic. Prompt, clean and the driver was very personable.
- The room was very comfortable. I enjoyed being able to get a quick and easy breakfast each morning in the lobby.

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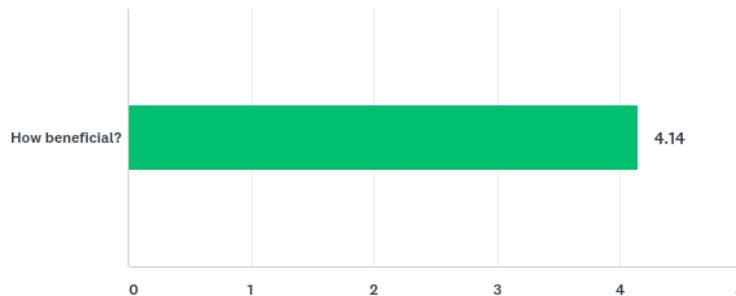


ATTENDEE SURVEY RESULTS AND FEEDBACK

Q9 Did you download the 2018 Southeast Institute App?



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



Additional comments about the 2018 Southeast Institute App*:

- I thought getting the handouts from the app were the big plus!
- I wish when you chose your personal schedule that it stayed on that schedule until you changed it. Each time I opened it I had to go through steps to see my schedule only.
- I didn't use it once I got there.
- Having to add the electives was not efficient.
- I used it for surveys.
- Would be nice to sort directory by class.
- I used it a couple of times for scheduling purposes, but never did pull anything up on it. Being in class and paying attention is most useful.
- Thank you for the IOM App! It is very beneficial.
- It was very helpful to have all things in one location.
- It would be helpful to see last years electives. I believe I took the same class two years in a row.
- Great, worked well and was very beneficial.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Eh, its ok.
- Appreciated the directory, the schedule, downloads, etc. Please use this again!
- Although I downloaded it, I didn't use it. I'll try again next year!
- I felt it lacked it's previous luster this year. I am also all for saving paper but having to do the reviews through the app made it much harder to remember when we were being rushed from class to class.
- I loved being able to have my schedule on the app and be able to do the evaluations on the app as well.
- It was not as user friendly this year.
- I liked doing the surveys on the app.
- I referred to it several times. Love it!
- Very useful. It helped me keep up with the schedule for each day, the bus route and pull up presentations.
- It was very helpful.
- I can totally see the benefit of compiling the surveys in the app. I am afraid that many of my classmates didn't complete the surveys or complete them when the class content was fresh on their minds. Great way to keep the bus schedule, though.
- I used the app everyday to see what my next class was, the time and location. It is much faster than digging for a paper schedule.
- It was not the easiest to use, it was confusing trying to add my own schedule, until I got to Institute and understood what was going on. I liked having the speaker handouts on the app. The bus schedule was really nice. All together worth it!
- Great! I wish I would have utilized it more! I think we must stay up to date with technology and continue moving in this direction (i.e. evals on the app).
- It was ok, but it had some bugs. For instance, I wanted it to default to "My Agenda" but instead it defaulted to today's agenda with all classes. Also, it didn't remember where I left off, and some of the "back" buttons acted a little weird, took you to places you didn't expect (not back). I give it a 2.5, but I rounded up to a 3. There should have been an easier way to add my core classes to my schedule, or even better log in to have my schedule already customized. If you do that, be sure to keep the instructor evaluations anonymous. One major plus: instructor evaluations were very easy.
- This is not about the app, but I do not see a place to add additional comments about the IOM experience so I will add it here. The biggest disappointment was the lack of networking opportunities. They seemed to be all, but eliminated and I felt sorry for first year attendee as there was no kick off reception/pep rally to learn who our IOM staff and Regents are. That elimination truly took away the "SPIRIT" of Institute. As a professional who puts on many successful events I have a high expectation as do the rest of my counterparts and I was definitely left disappointed from networking to the food, which was terrible. I respect and greatly appreciate the bonds I have made with my class and the instructors and what they offer, I am just very disappointed in the "SPIRIT" being lost.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- It would be nice if I didn't have to scroll to find my classes. If we could only have our classes and electives show up all at once, that would be great. If there is a way, I wish our class advisor would go over this.
- It would be awesome if my classes were already assigned to me instead of having to create a schedule in the app.
- I liked surveying through the app but I don't think the last blank should be a required field.
- I could be wrong but I think a couple of pieces of information in the app were different from some of the paper handouts. Definitely liked completing class surveys in the app. Maybe encourage participants to complete their profiles in the directory in advance.
- Poor interface.
- It really helps.
- Directory picture size is not helpful (way too small/no way to enlarge) from mobile device.
- It did not import the schedule easily.
- I couldn't find it when searching for it. A lot of people in class were having this issue.
- The app is a little clunky. If you choose a session and then go back to main screen, it takes you all the way back up to the top instead of returning you to where you were.
- Little bit clumsy navigation but was good for completing the surveys and accessing some of the presentation powerpoints.
- Loved having everything in the app!
- It was cumbersome to use.
- I think the paper surveys are best. Many of us forgot to do them and the presenters forgot to remind us.
- I would love to see a direct link to the silent auction on the dashboard.
- I know there's been issues about the app and having to sign in every time and I think it was being worked on, but can we please fix that?! Wish there was an easier way to input my classes.
- Where the attendees are all listed, allow the option to break up between classes (ex: 1-1).
- A pain to add things to your personal agenda. I had trouble with posting photos. I didn't then bother with much else then.
- I missed the printed course surveys. Since I had a printed course schedule, I really didn't need the app. If I didn't have the printed schedule, then I would have relied heavily on the app.
- This year's app was much better than past ones.
- Can't imagine not having it. I used it constantly throughout the program.
- The app was amazing, especially for a first year attendee. It made getting to know a little bit about my classmates very easy. My only suggestion would be to encourage attendees to upload photos to their profiles to make identification and recognition a little easier once on site.
- Liked having all info at fingertips.
- Didn't use it. Relied mostly on printed schedule and other materials.
- Would be good if we were able to automatically download our schedule based upon our name or login instead of having to manually input everything.

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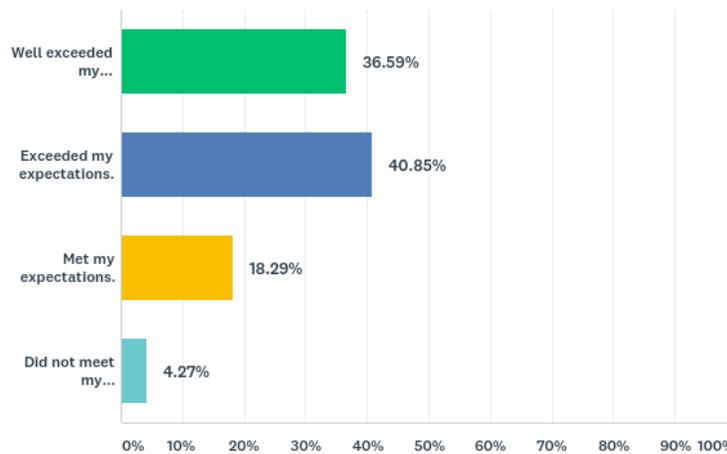
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U.S. CHAMBER OF COMMERCE FOUNDATION
Institute for Organization Management

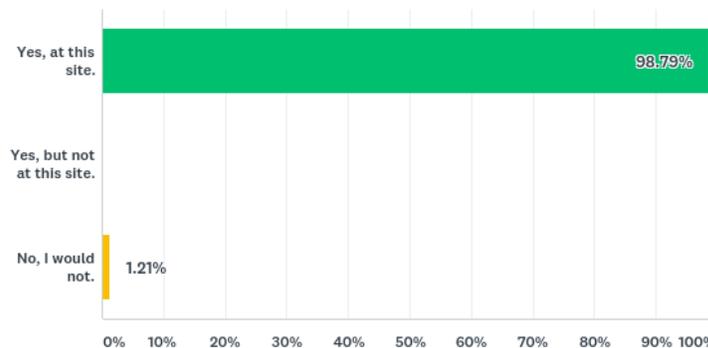
ATTENDEE SURVEY RESULTS AND FEEDBACK

- The app needs to automatically generate your schedule/calendar based on what you have registered for, without having to add each individual class to my schedule.
- I wish that there was a way to just see your schedule, without manually having to add every class. Since it's tied to our email it should be able to do that. I only used it for the reviews because of that.
- Best App to date. I did the evaluations when I got home, I should have done them after each session, but great app.

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



Q13 Would you recommend Institute to other nonprofit professionals?



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ATTENDEE SURVEY RESULTS AND FEEDBACK

Additional comments*:

- Why not offer a class on Sunday since we have to be there for checkin. Monday's schedule is too long.
- I love getting out so early on Thursday. I wish the bar was open prior to the dinner Wednesday night.
- This was the best professional development money I've spent in a long time. I liked that it was classroom style, packed schedule and promoted comradery among the groups. If I'm going to walk away from work for a week, I need it to be well worth it and this definitely exceeded my expectations. Can't wait to come for another 3 years!
- Institute was wonderful and I met some fantastic people. We were made to feel extremely welcomed. Looking forward to next year.
- I am not sure how scholarships are determined for non first years, and I may be a unique student. I am paying for this institute myself with no assistance from my organization. It is not an easy budget item to save during the year. Because of that I am unable to give much, or at all, to the scholarship fund. It would be nice to know what criteria is used in making these decisions.
- For obvious reasons, I changed site every year and missed the experience of bonding with the same set of classmates but Class 4-1 made it up. I felt warmest of welcomes! The warmth of Board of Regents challenges me to volunteer.
- I liked the classes and the instructors, and I like my classmates very much and look forward to continuing through the program with them. That said, I wish our classes, or groups, could be a little more customized for our size Chamber. I work at a very large Chamber (which is unusual, and I know I'm lucky) but I don't encounter much of what my fellow classmates encounter in their daily jobs. Because of that, some of our conversations ventured into the nitty gritty details, and that stuff didn't apply to me. I don't mean for that to sound uppity, I just wish I could have been grouped with people in my profession (Marketing/Communications) or maybe there could have been a side group meeting with other Marketing people.. etc.
- I thought that the conference seemed more empty than in years past, and that the food and entertainment was cut way back from years past.
- The first day of classes on Monday was way too long.
- I was disappointed that on the first day we didn't go into the auditorium and meet the board. Also, I feel like the long day on Monday along with the class dinners was a lot for one day. I say do class dinners on another day that isn't so long. If you aren't going to do the Sunday night thing any longer, maybe do dinner that night (I realize some places might be closed).
- The Staff, Advisors and Regents are all so helpful, patient, and professional!

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Better communication on the first night possible mixer like before.
Food - I would be happy with the box lunch on all days versus poor food.
Graduation Celebration - We had a wardrobe malfunction and 3 of us left to help sew a dress for a graduate. We were unaware the class pic would be taken during this time so we are all excluded from the group photo. We ask to take another photo in front of the back drop and was told we could not by the board of regents. We went into the hallway to take a group photo and this was not used by institute so we are missing from posted group. Also the hotel ran out of dinners at graduation and as graduates we should have been served first. Graduation was a disappointment this year. I paid for my husband to attend and then I was the one waiting 30 minutes after everyone finished to be served. I know things happen but I was disappointed the graduates were the ones left out.
- I would like to see a Monday night event brought back offsite, bringing 1st year participants together with returning participants. Having a karaoke event my first year definitely offered a way to better make connections not only within my class, but of all participants.
- I was surprised that Institute did not offer the Welcome dinner on Sunday night as they had in my first year. I think we should have a dinner for us that night as we had to pay for our dinners both Monday and Tuesday night.
- Lunch was not the best. I would like to see healthier options offered rather than heavy stuff like pasta. Teachers were great and staff and volunteers were helpful and friendly. Thank you for all the time and energy spent to put this together.
- I truly enjoy my week at the Institute the curriculum are great an on point to help you understand your roll as a chamber person.
- IOM exceeded my expectations. I look forward to 2019.
- The classrooms were freezing and the Guide to Governance and the Financial classes were next to a class that was very loud and disruptive. Hard to concentrate.
- This was a fun year because I already knew my class members. I thought it was odd that you would have us show up on Sunday only for one hour of homeroom. I don't know what's happened in past years that caused problems with opening ceremonies or the dinner, but what was planned this year wasn't the right answer.
- I think classes should be 90 minutes. Add additional classes to obtain necessary hours. I think there should be open conversation for the last 20 minutes of the class. Discussion could be about what was presented or an issue that a chamber is having.
- Too cold! I was freezing everywhere and it was impacting my ability to focus. I loved everything else, I thought the content was great and I loved the people and the learning. I loved the 40 ideas in 40 minutes; I'd love to have a session that broke organizations into groups that had unique situations--ex: I'm a small chamber with very limited resources, I'd love to brainstorm with students of all levels to talk about challenges and opportunities unique to this segment. Overall, I'm so glad I made the last minute decision to attend.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Southeast Institute is the best and UGA is the best site!! Just a couple of suggestions: please host a reception the first night right after homeroom and introduce the Board of Regents, a different lunch for the first day would be great. The staff was wonderful this year and I love all the personal touches at Southeast - goodie bags, notes on our door, music and high fives every morning. You don't find this southern hospitality at other sites.
- First year participants need a meet & greet event on their first evening. This leads to bonding that carries on through the 4 year program. I would recommend bringing back the reception prior to Big Bash even if the cost means not having 2 plated meals at lunch. If lunch time permits (or is extended by 30 min. on one day) it might be better to allow dining in town at various restaurants. Or possibly bring in food trucks for lunch and/or on opening night. There appeared to be budget cuts this year that were not as noticeable in past years. Thank you for all the effort put forth by volunteers and those with IOM experience!
- Overall I believe that Institute served its purpose. The speakers were dynamic and engaging. The classmates were very engaged and present. The food wasn't the best, I completely understand how difficult it is trying to accommodate so many people. Overall, I believe it was a very well thought out conference.
- The food, the dining room lunch options are awful. I'm done now and guess it doesn't matter but what's wrong with just having a salad, sandwich and soup bar? However, in my 4 years the Big Bash dinner was BY FAR THE BEST.
- My biggest recommendation is to alternate the facilitators every other year or so. While I know they all put their best efforts in, you can't help but feel like you get a similar lesson when its the same person four years in a row.
- In year two, I didn't feel as connected to the Board of Regents or Institute staff and as a result, not connected to the rest of the institute classes as we were last year. Would have loved a "welcome meeting" that could have kicked off the week for the SE Institute as a whole. Last year I knew that [name removed] was Chair... this year, I don't think I know who the chair is!
- This year there were many changes to the schedule of events, some of which I believe were good changes but some I really think were missed opportunities to network. I am speaking of the Kick Off Bash on Sunday evening that had been removed from the schedule. I really miss the networking with other Chamber & Association professionals and actually meeting the first year students and making them feel welcome.
- Thanks to everyone for their hard work in putting together a great week of learning and fellowship.
- It was a very good combination of class time and networking. I heard some others mention that in previous years there were lots of social events, rallies, etc. This does not appeal to me at all--I liked having unstructured time with my peers and instructors.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- I appreciate Institute so very much. The connections I have made with my classmates will last a lifetime and have been incredibly beneficial. As for the program this year as a whole, it was by far the least impressive year. Those that have been before felt the stark contrast of not having a welcome ceremony and it felt awkward for the 1st year students. That is a big part of the buy in for the program, getting them excited and allowing all of us to get to know the IOM staff, Board of Regents, etc. I spoke to many first year students who informed me they planned to fast track, which made me sad for them personally due to the close bond our class has formed. As I mentioned previously, the care and quality of food and the staff was not there this year at the UGA center. Our class ate elsewhere after the first day because of it. I felt a couple of the core classes in the curriculum, while good, weren't worthy of a full three-four hour course. All in all, while it was still worth while and a great program, it lacked the overall luster that engaged the students from the get go. Hoping to gain that luster back for our graduating year! Thank you for allowing our feedback and I look forward to 2019!
- I missed the big kick off on Sunday afternoon in the auditorium. I feel like it's a great way kick off the week and let everyone, especially 1st years know what is coming up. All in all, great week as always! I learned so much and can't wait to stay implementing. Thank you!
- Food was better than last year but still not great. I missed the full group opening on Sunday night. It felt like we missed out on the whole group inclusion by not having that. Suggest opening the cash bar before graduation. Overall, I love Institute, the experience and knowledge! Graduation was excellent. You sure do know how to make graduates feel special! Keep up the great work!
- Transpo to and from hotel was great - which there was an opening session with keynote, welcome, orientation, etc.
- Well worth the money.
- I am consistently impressed with the level of excellence across the board at IOM Southeast. From the top down! Every year I leave with so much to take back and apply. This year I was blessed to receive a full scholarship. Saving those dollars has a substantial impact on a small chamber. Thank you again for choosing me as a scholarship recipient. Already looking forward to next year!
- Don't take away the kickoff.
- Thank you! Being my first time to Institute it was an amazing experience and I look forward to the next 3 years. Just one comment about the accommodations, please consider the Holiday Inn as an accommodation choice. it was conveniently located and fit my budget needs. Also, as a consideration, the bus shuttle service passes the Holiday Inn, it would've been very convenient if it could have made a stop there.. Thank you again!
- I loved every aspect and have already made reservations for next year. My one takeaway was that it was sad that we were not able to really meet the other classes. Except for breaks we had no interaction with the other classes. Would be nice to have had a mixer the first night or maybe the Tuesday night to meet them.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- I overall enjoyed the week. I feel like I learned a lot of useful information, some of which we are already implementing. The only thing I would change for next year would be the food offered by the UGA Hotel & Conference Center. The lunch provided Monday and Wednesday was very heavy and not very good. Food was overcooked or under-cooked. It was also not appropriate to serve such heavy meals in the middle of the day then expect attendees to stay awake during the afternoon classes. The boxed lunch was honestly the best meal other than the dinner provided at Graduation that we had all week.
- I feel like you should have a separate class for 1st less than 2 years or even 1 year Chamber or association students. I have been in the Chamber business for 10 plus years and the first year classes are very elementary for someone who has been in the business a long time. You need to separate and let the newbies in the business take those beginner courses and those that have been in the business for a while take other courses that would help us.
- It would be so helpful if you provided healthier food options. Grilled chicken, veggies, even soup and salad bar. The box lunch was better than the others, and it was the only meal I could eat this year and maintain a healthy diet.
- I feel Institute is a going to be a huge influence on my career.
- Would have been great to have been able to park at the Conference Center without having to pay daily. Having a function with dinner on Friday night would have been great since everyone had to travel that day.
- I would have liked to know who was in my class (as a first year) earlier so that we could start to interact before Institute.
- Overall a great experience and program. Advisors and speakers have all been wonderful. Getting out at noon on Thursday is very helpful with travel arrangements. A couple suggestions...Reiterate with service staff during banquet that the ""head tables"" are to be served first. I along with 3 other graduating class mates were told they ran out of food and that we'd have plates soon. We didn't get our plates until almost 8 and by that time the rest of our class had finished. Keep instructions/rules consistent and make sure everyone is aware individual photos AND class photos will be taken prior to dinner. During our photos we were told they would only be individual. Since there wasn't an announcement three members missed our class photo. When asked if we could retake it on the stage during dinner we were told no and instead took it in the hotel lobby by the stairs. Afterwards, several other groups went to the stage in the banquet hall to take photos; one even announced from the podium.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- I missed the welcome ceremony that we have had the past two years. It is nice to see all of IOM together as one big group. Also, this was a great time to introduce the Board of Regents. This year, I had no idea who was a Board of Regent and who was not. A lot of the first year students absolutely had no clue. I also missed the opening reception. That was a great networking opportunity and to see everyone from previous years of attending IOM. The lunches were very heavy for a lunch. Pasta, enchiladas, soup, huge sub's and tons of sweets and sugary items at breaks. It would have been very nice if the lunches were lighter, or we had a buffet options each time for meals. There were very limited healthy options for anyone. I realize I may be the odd woman out, by trying to be mindful in my food options but, the breaks and lunches were not only very unhealthy but also, not very tasty either. I realize pasta is a cheaper option but, the meals just were not appetizing at all. I barely ate during the day at IOM. Also, at dinner, I am not sure why the bar was not open until after the graduation ceremony. Once the ceremony was over we did not have much time to use our complimentary drink tickets before the host bar closed and the cash bar opened. These are just my opinions. Overall, IOM was great. The education and networking opportunities is what is most important.
- I would advise that the Class Dinner not be appetizers. After a long day, you would really like to sit down with your peers to an actual dinner with places to actually sit.
- Although this may be hard and may not even be possible, it may be beneficial for associations and Chambers to have class separately. A lot of this pertains to a Chamber and I think it was difficult for people in associations to sit through a class in which more than half of the participants were talking about Chamber things. Something worth noting is the food. Pasta for lunch is hard to recover from! Something like a good protein with veggies would be easier to process. The food was great taste, I think it was the choice of meal that bummed a lot of attendees out. The Savannah room for first year attendees was incredibly small for all of the first years- so I would suggest using a larger space for us all to meet on the first day after class. Snacks, ice cream, water, and soda was a great idea and wonderful to have. Breakfast is the most important meal of the day and all the hotels offered when signing up for institute DON'T have breakfast! There was a lot of complaints about no breakfast at UGA and Courtyard. Holiday Inn Express had breakfast.
- While I understand the need for "seat time", that is way too much time to just sit. I would love to see some alternative learning methods than the lecture/powerpoint method.
- It is an amazing experience. I can't imagine serving in the role of ED of a chamber or any non profit without this educational experience. I love my class along with the other networking opportunities as well. Monday is a long day. We discussed that we would be willing to have some class time on Sunday. It seemed like Sunday was somewhat of a waste this year. If it helped make Monday a little easier, it may be something to consider. A large portion of our class stayed at the Holiday Inn again this year due to the convenience of downtown and evenings. We took turns driving each day so that shared the expense of parking. We would like to see it added back as an overflow hotel with shuttle service each day.

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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Some of the material for 4th year did not seem to "dig deep enough" but rather just "hit the surface." The food was not good for lunch on day one. Heavy, flavorless pasta before hours of sitting is NOT a good idea. What happened to the kick-off event? I think the snacks available during registration was a nice touch, but missed the kick off event before/after home room. Fortunately, as a 4th year, I knew where to go and saw familiar faces. What about first timers who didn't have that knowledge? The kick off event gives everyone an idea of the lay of the land, creates a sense of community, and starts the weeks of strong. It needs to be brought back. I think the state pictures were more fun at the big bash, with everyone dressed up and in front of the Institute backdrop. They could be done they same way they were during the break, quick and in alpha order. A little upsetting that we were not made aware of a class picture to be taken after our individual pictures. A few of our classmates left to handle a wardrobe malfunction and were left out of our picture. When we realized and asked to take another, we were told not to get on the stage. Overall, the IOM experience has been one I will remember for a lifetime. Some of the changes over the years have been fantastic. Some, not so much. Biggest hope for future attendees is better and less carby lunches and bringing back a stronger start on night one.
- Some of the classes overlap each other quite a bit. Perhaps consolidating or streamlining some of those. Although all of the instructors are wonderful, [name removed] is by far my favorite. She offers so much good advice and challenges us to really think outside of the box. I enjoyed Institute as a whole again this year. I was not impressed with the accomodations. I was not impressed with the food. Monday's lunch was awful! The best meal served was the box lunches! I was extremely impressed with the Institute team. Everyone makes us feel as if we are all part a big family. The smiles, the waves and the helpfulness makes those of us like me feel much more at ease. Thank you to the Institute team for making the week fun and informative in a fantastic learning environment.
- [Name removed] was the best class adviser EVER! I didn't miss the opening ceremony/ice breaker b/c I was 4th year but I would suggest it for those 1st-3rd year to set the tone for the week and introduce the BOR and Institute Staff.
- The 45 ideas in 45 minutes is such a useful and beneficial class, I feel it needs to be required.
 - It would be nice to have time scheduled with our classmates to share, brainstorm, bond, etc. The class dinners are nice, but with the classes being so large its hard to go out all together multiple nights.
 - See if the instructors will conclude the class 10 minutes early which gives everyone time to complete the survey. Without time set aside to complete these, they will not be done. I did like having them on the app this year.
 - Even though I'm a 2nd year, I hated to hear the event for 1st year students was not set-up like it has been in the past. As a class, we were told we had to sing together as a group which help us bond and get to know each other right off the bat. It was also nice when the other classes came in to join us after our 1st year section was over. This should be used as a time to get together before classes start the next day.

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



SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- It was a great learning experience. It by far exceeded my expectations. I was concerned that it wouldn't be beneficial or would be just another conference that I attended. It was not and I would highly recommend it. The networking itself was invaluable.
- I had a wonderful experience and learned so much great information. My only bad experience was in a couple of my elective classes. They did not meet my expectation.
- I am sure you will hear several comments about the food. The lunches were not ideal. However, the dinner at the Big Bash was great. My class advisor really made sure we knew all announcements. I was told other class advisors didn't do that. Maybe next year ensure all class advisors know what information to give everyone. If the bar at The Big Bash isn't going to be open until 7:20pm, please inform the hotel so that they are appropriately staffed at the hotel bar before graduation. They only had one bartender working trying to serve everyone. I know this is out of your control, but I would like to hope that the hotel would have additional staff if they are aware that people will be buying drinks. In all, Institute was great! Thank you for all of your hard work!
- Lunch could use some work. The sausage pasta was too heavy, and from my conversations, did not go over very well. Last year was enchiladas, and that wasn't good either.
- Something felt lackluster this year compared to last. Maybe it was the lack of social components to the events.
- I felt there wasn't a lot of interaction with the other class on the first night to welcome them. As a 4th year, we didn't need it as much. It may be helpful to everyone to bring back something small on opening night. Dinner at graduation was much better. Have more (different) classroom teachers. I felt that I had several of the same ones of the 4 years. (Once you have had them once or twice, it's the same stuff they are teaching in class.)
- I loved the content and the notes on our door each day were amazing.
- Lighter options for lunch. Heard several complaints about the sausage pasta. The Georgia BBQ lunch was good but everybody returns to class feeling miserable. Return to reserving tables by class for the Big Bash.
- Wonderful and exclusive learning opportunity. The elective courses were great. The length of the elective courses was too short. There was not enough time to dig into the content.
- Institute is one of the best experiences I have ever had. The advisors and other staff are truly amazing. The class times is invaluable even throughout the year they continue to support you and answer any question you might have. They truly stand behind what they say about helping you in anyway. This has truly made a difference in my career. I have made life long friends and built relationships that will last forever. Any Chamber or Association that does not send their staff is not just depriving their staff of a wonderful education but depriving their organization of all the knowledge and expertise offered through institute. That doesn't include all the relationship and knowledge from other Chambers. Thank you institute for helping me to be a better professional.
- Some of the lunch choices were questionable. Dinner at the Big Bash was very good. The shuttle available at the hotel to go to the downtown area was great & much appreciated.
- The Institute program is awesome! All of my teachers/speakers were very well versed and I feel my take away was priceless.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- I was highly disappointed to see all receptions had been canceled. While the classes are beneficial, the true value of this program is the relationships made with other professionals. The various receptions allowed a set time to mingle, and I think it was a great disservice to not provide this (particularly to first years). I would also HIGHLY recommend lighter, simpler lunches. No one wants to sit in a class for 6 hours after eating pasta. Soup/salad/sandwich would more than suffice.
- Great classes with great information to take home and use. We loved our class advisor [name removed] and would love to keep her next year.
- Didn't really understand the lack of the opening reception or not having a cocktail time before the graduation. Bar at UGA is too small to accommodate group so cocktails helps.
- 1) I would recommend the 4th year electives be different, maybe a higher level. I felt like I had taken most of the relevant courses by this time, and were taught by a different instructor.
2) the 501C3 class taught by [name removed] was very informative and should be a 4-hour class, 2 hours barely scratches the surface. Or maybe have a part 1 and part 2 elective if you need to keep them at a 2-hour block.
2a) maybe add an elective or bonus session for information on Accreditation, CAE or CCE.
3) the lunch food isn't great, I said it last year as well. Would there be a way to include a hot breakfast buffet as opposed to hot lunches everyday? The food at graduation was the best it has been in a few years, thank you for that.
4) I think we really missed the Orientation done in the master's hall after homeroom, make it part of the day. I understand it's a travel day for most, but I think it's important for each class to see everyone in that venue. It's a chance for people to put faces with names when you used to introduce them. I'm not a big fan of the after reception, for everyone. Just the 1st year is key.
5) I think the Monday 10-hour days is too long with class dinners that night. I would recommend the shorter days when we have class dinners. People are worn out by the 4 pm class that day not engaged.
6) on graduation night we had photos made prior to the event as class 4-1 and unfortunately 2 of our class mates missed the photo, when we approached staff to retake the photo with the step and repeat on the stage, we were denied the opportunity to do so. So we went outside after our own graduation and when we came in other classes were taking photos in front of it.
7) I would recommend that hotel staff serve the graduating class first before anyone else. We had one table that didn't get their entrees until the very end. Overall, it was a great experience and would love to come back and help out as an advisor or join the board when the opportunity presents itself. Just a few tweaks would improve the learning experience.
- Our advisor, [name removed], was the best. She helped in every way possible.
- The instructors were top notch and the information provided was valuable. It was very well organized. Slight observation that the bar opened late on the night of the dinner and drink tickets were not valid for drinks, just beer/wine. I am looking forward to coming back. Thank you for all the hard work in putting the conference on!

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Institute is the best professional development in the chamber industry, it is always so fulfilling, mind opening and fun! This year's SE institute was a little different, and that's okay, but I really missed having the opening night events -- maybe not the dinner and the karaoke -- but the part where all attendees were welcomed in a room together, classes were introduced along with advisers and the board of regents, really missed that official 'welcome to (back to) institute' moment. Only other item, and it's a personal preference, the night of the big bash the bar didn't open until after graduation, really missed being able to arrive a little early and network during a 'cocktail/social hour' setting. Overall, great experience, will be back next year, SE Institute is and always will be the BEST site!
- Box lunch needs to be scratched -- need to have regular meal. Great program content and great teachers.
- I love this program and I am so thankful for it! But, a big draw of Institute is the networking with other chamber and association professionals. Yes, some of that happens during class breaks, but most people are doing professional consultations, making work calls, or quickly getting food/drinks. The best networking happened at the receptions, and I was sad to see those opportunities removed from the schedule this year. When you don't create a place for all attendees to convene together, they will splinter off and miss the chance to connect. It just felt like a miss.
- The first session on Monday was a great way to start the week. It was an upbeat, interactive session that made the class bond immediately. I would highly recommend this type of session in the future for all levels.
- I'm totally fine if you don't feed us on Sunday night, but don't make us come for one hour home room class and that's it. At least bring back the pep rally to make it worth getting ourselves there. And then we can do our mandatory class dinner on Sunday! I went to a couple classes where there weren't enough chairs?? Anything we can do to keep people from typing like crazy people on their laptops during sessions? They're clearly answering email and not taking notes and it's extremely distracting. i wish there was an opportunity or class where each person just talks about one issue they need help with and the class weighs in with suggestions. could even be timed per person. 3 minutes per person or something. i know we're supposed to maybe be doing this during breaks and networking but that's really just not feasible. it could even be a homeroom exercise. i also wish there was a class about running leadership programs. or is that 4th year? any way to start class at 9? and just keep us late? i still feel like all my advisors have not been clear on what their role is or what they should be doing. obviously some get it and are superstars (because i've peeked in some rooms and have been jealous) but maybe some more direct instruction? overexplain what they should be doing. for the third year, i've had no decoration, no snacks, no excitement and just no help from them. ours this year was even rude to the speakers. but maybe i just got the bad apples? so the banquet food is bad. this is no surprise to you. so i'm not going to harp on it. i'm just thinking there has to be some sort of solution? maybe just a hot sandwich and a potato? or just do box lunches all days? or tell the hotel they're going to have to let you bring in food one day because of the complaints? i know this event is a beast and you're going to have some crazies on here. so hang in there.

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- There needs to more classes or at least elective that deal specifically with Associations versus Chambers.
- This was a phenomenal experience. I can't wait for next year!
- Disappointed by the removal of the structured networking activities. I think the kickoff is beneficial as it introduces the Board, Chamber staff, etc. And you get a general sense of who all is at Institute. I have had a general issue with the food provided. And it got me thinking as well...I went to Northeast my first year and got breakfast and lunch most every day and I think a reception or two. At Southeast, esp this year, you hardly got any of that and for what I recall I am paying the same. Maybe consider doing a dining plan option or something. Would be happy to explore/brainstorm on this. 2018 seemed to have slightly more focus towards association which was nice to see. And I realize that southeast is more chamber focused if I wanted association I could have spent all my time at northeast. And not to complain, Monday is a very very long day going 8-6:15! I think the schedule could still be tweaked! Possible to have more involvement from the 4th year class into the Big Bash ceremony? ? ? Would have loved to hear more about beyond Institute and 4th year. You are given a paper to volunteer but its not really explained well -- the roles, functions, time commitments. Hard to volunteer when you don't know a lot about it (I did though!). To end positive, love the ice cream snacks with the hot weather.
- Too many cuts. Bring back sponsors. They were interesting and helped provide revenue. Now everyone is wondering where the money goes. By eliminating sponsors and trying to make up that revenue without increasing tuition, you cut too many networking opportunities. We had no chance to interact with the other section of our class or other classes until graduation. At that point, we weren't interested. It was our last night together. Bring back The Foundary. Just rent the place out and let everyone pay for their own drinks/ food. Have better food for lunch. A boxed lunch is fine or better yet, let us go out in Athens for lunch. The food was so bad at lunch on day 1 that almost nobody ate it. Our instructor invited herself to go with us when we went to a fast food restaurant rather than eat lunch in the cafeteria after that. Bring back champagne for all for a toast ... or don't say "raise your glass for a toast." Most of us just had water. The bar hadn't even opened. Toasting with water is not a celebration. The shuttle on the last night left early or didn't come. It said 10:45 on the schedule. We arrived right at 10:45 and there was no shuttle. Apparently you have to find your own ride to the Marriot if you stay for the entire dance after graduation. Bring back water bottles. We'll drink less bottled water (which saves money and the environment.) Make sure instructors teaching an elective have a separate presentation for the elective than a core they also teach. Otherwise, we hear the same presentation twice and learn nothing new. This happens often. (Kudos to [name removed]. His presentations were different.) Have instructors find out who we are/ size of our Chamber type info by survey AHEAD of the class. By day 3, it gets ridiculous. In one class, the lady spent an hour going around the room to hear this info and our communication issues. Not helpful. Then we spent 30 minutes in small groups to answer four of the issues. I felt like she just didn't want to actually teach anything. Overall, I love the IOM. Some of the classes are WAY to basic, but I know you have to make sure everyone knows the basics.

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SOUTHEAST

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

ATTENDEE SURVEY RESULTS AND FEEDBACK

- I missed the welcome night with all the classes in the room and a chance to meet/see the staff and board as a kick off. I really liked the format of going long the first day down to short the last day. By the last day generally my mind is so fried I can't wait to leave. This year getting through one class on Thursday was really good, plus there didn't seem to be a rush to get out the door to leave. I felt this year there was less demanding / pressure from the staff and board about being on time and that is a good thing as I stated last year it felt very over the top in the making sure we were on time to class. I understand the need to be in the class but this year was a much higher feeling of being an adult and not treated like a kid. All in all I enjoyed this year probably the best of the three years I have been to Institute.
- I thoroughly enjoyed my advisor [name removed], class, and the speakers. All were very knowledgeable in their fields and were open to answering any questions. In the environment with having 1st years - 4th years, you get the vibe of being a Freshman in High School. I would recommend that the 4th year students also helped greet in the mornings while attendees are making their way to their classes. This would allow for more networking and would possibly bridge the gap between class years.
- Institute has been a wonderful experience which I will cherish for the rest of my life. Kudos to the leadership for having the courage to change in the schedule/programming (ie. 1st night).
- Content of the classroom instruction met or exceeded my expectations as it has every year. Staff and Board members do a good job of making sure we have great content in the classroom. I was disappointed that practically every opportunity to interact with people from other classes was removed from this year's schedule. No opening reception, no reception prior to The Big Bash. I very much enjoy the bond my class has with each other, but I would also like to have opportunities to interact with others outside my immediate class reinstated next year. These networking opportunities were an important part of my IOM experience the first two years, and I think our first year participants this year really missed out on this aspect of the IOM experience. I was also disappointed by the quality of the food served at lunch (aside from the box lunch, which was good). Many in my class chose not to eat lunch the other days.
- It would have been nice to offer complimentary parking passes to those students staying off site. I had a rental car and had to pay \$10 each day to park. I also had others carpool with me each day from different hotels so they wouldn't have to pay to park.
- I noticed some big schedule changes this year and I want to recognize that you do take this feedback seriously! I was happy to see that we didn't have a kickoff event, but I would have liked to have seen a more structured reception for the first years. Monday's lunch was a big miss and not a hit. (But, I did like that it was a seated presentation...although for the future, a nice buffet would have worked better for me.) I didn't like that state pictures were taken during the class day. I really like having the US Chamber step-and-repeat and good lighting of The Big Bash. I also didn't care for the bar opening later after graduation. I felt some of the decisions (no orientation/kick off event, no opening reception) led to a cost savings that wasn't shared with attendees. Thank you for your consideration and for your hard work on this successful event!

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SOUTHEAST

ATTENDEE SURVEY RESULTS AND FEEDBACK

- The first day of classes was intense, especially for a 1st year. It would have been easier to process all the information on Governance, Finance, and Human Resources if it would have been spread out a little more.
- I really missed the Sunday meeting to kick off Institute. I don't think there needs to be a reception or anything, but just a gathering of everyone in attendance to get all of the energy and excitement on the first day together. All attendees were not all officially together until graduation and it just felt like there are no official beginning. With that being said, I was very thankful to not have "forced" activities such as the Sunday night reception and the karaoke activity. I really loved the app but forgot to do some of the evaluations. We did not get reminded of that enough. Institute has been the most amazing experience. I'm sad to see my time end. Thank you for an amazing final year!
- I truly enjoyed my first year attending institute. My only recommendation is that for a first year it was difficult to make it through our first full day (long day at that) with both a finance class and governance class. I would recommend splitting those for first year's in the future.
- I missed having the welcome reception. Two years ago when it was off site it was a lot of fun and really brought our class together.
- Although Southeast Institute was a great learning experience, I was disappointed that the networking opportunities provided in past years were cut from this year's agenda. Here are some opportunities for improvement:
 1. Bring back the opening reception welcoming the first year attendees. As third years we wanted them to feel welcomed and get to know them.
 2. Karaoke night at the Foundry. This was great cross-class networking. The event doesn't necessarily have to be karaoke but some type of evening networking event would be nice to bring back.
 3. The pasta lunch was awful. I would prefer boxed or offering a list of restaurants (local chamber members) we can visit and possibly extending lunch 15 minutes so we can give them some business.
 4. Big Bash pre-reception—let the drink tickets count for hard liquor as well as beer or wine.
 5. Please consider not breaking down the Big Bash (step & repeat on stage) before the party is over. We would never do that at one of our Chamber dinners.Looking forward to a great week next summer! Thank you for all that IOM staff, board of regents and advisors do.
- The first year reception in lieu of a full kickoff reception was held in a strange location, the Savannah Room. It did not seem as if the hotel was prepared for it as the temperature was uncomfortably high in the room, the room was not large enough to accommodate everyone, and the bar did not seem adequately staffed for the number of attendees. Would love to have had a reception in a larger area providing an opportunity to get to know attendees, faculty, and volunteers in a relaxed environment.

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SOUTHEAST

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

ATTENDEE SURVEY RESULTS AND FEEDBACK

- This was an eye-opening and wonderful week! I love the members of my class and really appreciated the experience of the instructors. I felt very comfortable asking questions throughout the week and everyone I met was very accommodating. I know this took a lot of planning, so thank you to everyone who worked so hard behind the scenes! I can't wait for next year!
- I found the Board to be very helpful in a Chamber issue that came up while I was in Institute. Their advice and guidance was very helpful. I was able to meet with an attorney on Friday as the Board suggested.
- IOM is wonderful and the staff and speakers are spot on. Big Bash dinner was a little unorganized. Communication about start time and the actual festivities were not as good as last year. The lunch on Monday was a poor choice as well. Other than that, the overall IOM experience is excellent!
- The ice-breaker event for Sunday was greatly missed, no introduction of Staff or Regents. As a 4th Year, I recognized some, but I can only imagine what 1st year felt. Even if NO Food or Drinks are offered, a gathering or orientation should be brought back.
- Outstanding experience. IOM instructors, advisers, and staff were helpful, knowledgeable and friendly. Looking forward to returning.
- It seemed as if the graduating classes were being hurried through the final year in order to move on to the next class. We were not provided with the receptions of previous classes and 4 of our class were not served dinner until almost an hour after everyone else. I would hope that future 4th year classes are better celebrated for their years of investment in the program. I did thoroughly enjoy the classes and advisors throughout my Institute experience.
- I just want to say thank you to everyone that had a part in making this possible for us professionals to further our education and everyone was so kind and thoughtful. Please continue to offer this to Chambers and Associations because it's a great experience. Again thank you so much for what each and everyone of you did to help further my knowledge in the Chamber world and I look forward to applying the many things I learned over the four years at Institute!
- The program and process is amazing! The instructors are top notch. Love and appreciate the snacks in between. Few suggestions:
 1. I missed everyone getting together in the auditorium on Sunday night. The class roll call is fun.
 2. Serve the 4th years first at the Big Bash. Several in our class got missed.
 3. Allow group pics at back drop on stage. This is great PR for the US Chamber / IOM. We were told we couldn't and then others did anyway.
- I really think the meeting/kickoff (where all the classes were introduced) at the beginning should be brought back. That created high energy within the groups and was greatly missed. The food at the graduation was fantastic, and so much better than last year. The boxed lunches have always been great. I honestly could have eaten the boxed lunch more than one day. The pasta lunch served by the hotel was too heavy and not very good. Something lighter, or another boxed lunch, would have been better. I would also recommend not having class dinner on the same night that we had classes until 6:00 pm. It made for a very long day. However, I did like how you moved that extra class from the last day to Monday. That helped us leave earlier, which was great.

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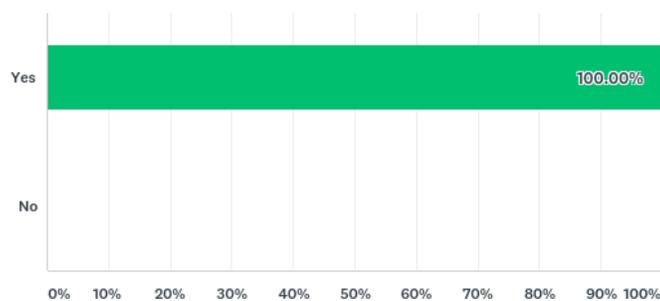
SOUTHEAST

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

ATTENDEE SURVEY RESULTS AND FEEDBACK

- I really enjoyed Institute overall! I did feel some aspects were a bit too "summer camp" for the program, I was excited for really in-depth learning and information, and some of the faculty really focused on the "warm fuzzy bonding". The communications teacher that I had, [name removed] (and reviewed) seemed completely unprepared to teach both the elective and core class. She spent almost all of our time talking about herself, and then having everyone in the class introduce themselves, there was no substance at all. I was really looking forward to the communications courses so this was really disappointing. The banquet food service at UGA was the worst I've ever had. The boxed lunch was much better than any of the hot meals they served. Overall I really enjoyed my first year and can't wait to return next year!
- Best program I have been a part of. I was in sales for many years and went to many training programs. This by far is the best training I have received in any professional setting. As a 4 year, I hate to see it end. The tools, contacts, friends, and knowledge gained is immeasurable.
- I was very impressed with Institute as a 1st year participant. The courses and teaching staff were all fun and informative. The only negative I could say about the whole week was the prepared lunches by the hotel. Not very satisfying or good in flavor. Having said that I still thoroughly enjoyed my time and excited to travel to Athens next year.
- Great people and tremendous information to bring back to my Chamber! Can't wait for next year!
- The sessions were mostly informative but I do feel there could be more rigor to the subject matter.

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



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