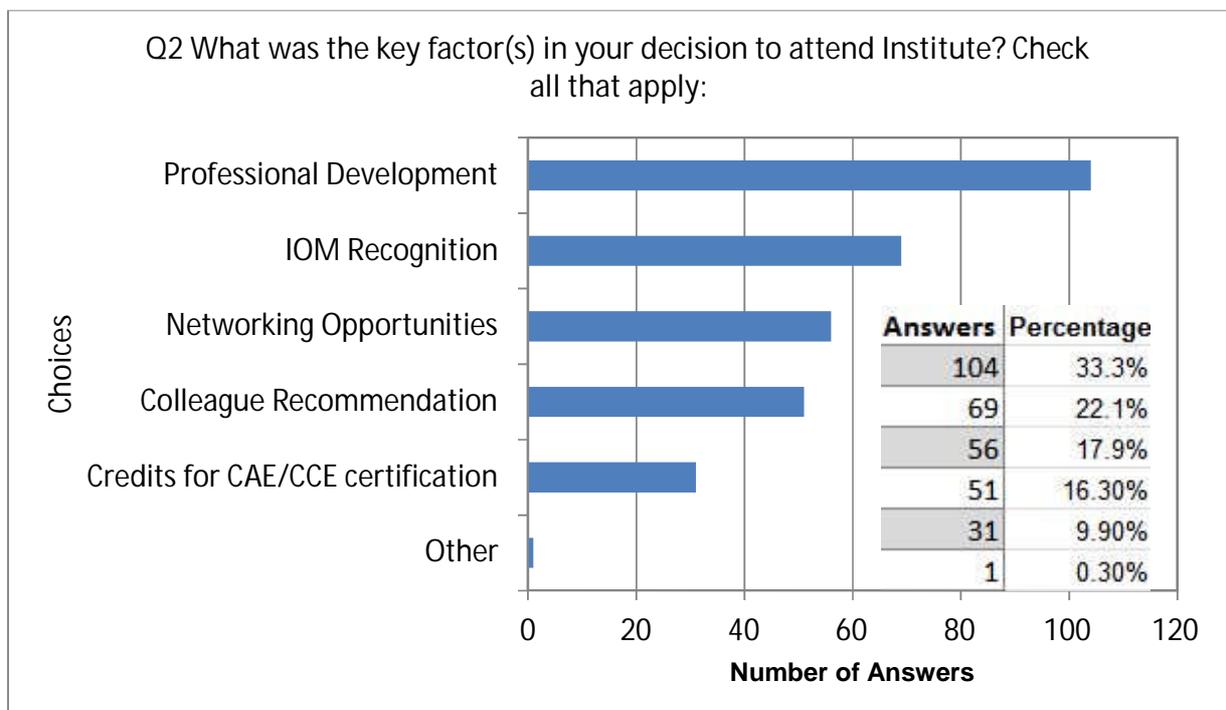
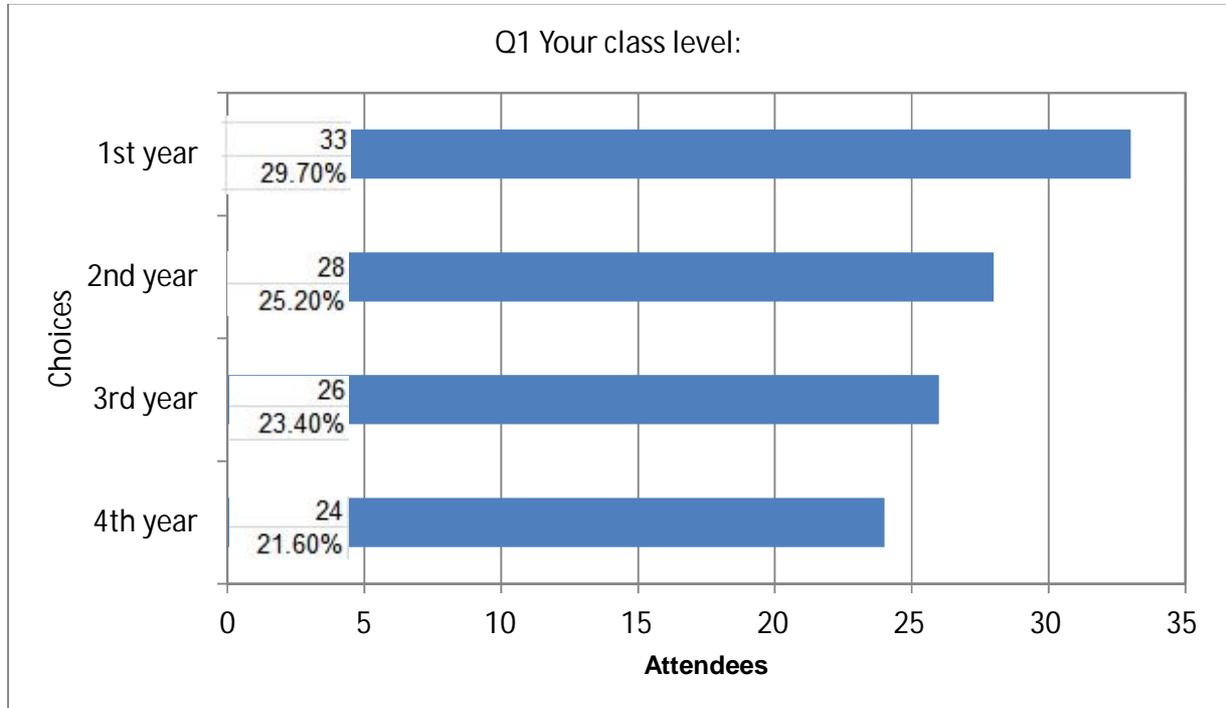




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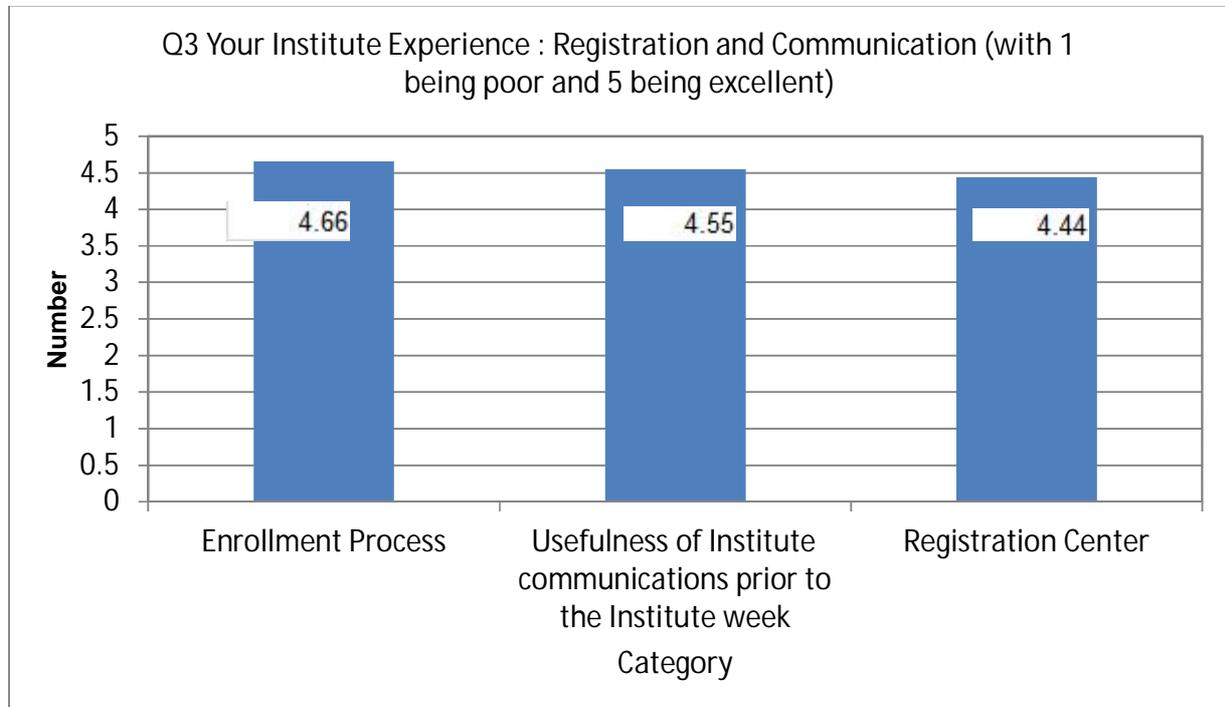
ATTENDEE SURVEY RESULTS AND FEEDBACK





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ATTENDEE SURVEY RESULTS AND FEEDBACK



Q4: Additional comments about registration and communication*:

- Registration went very well. The communication was great, but there were a few times that were changed or incorrect. Some of the emails I received said registration was at 2:00 instead of 2:30, other than that, no issues.
- Registration was an absolute breeze, although I didn't receive my shirt for the 5k but Rick was gracious enough to give me his. I think there were a few emails that didn't reach the entire class that might have been miscommunication between the class advisors, other than that everything was so well organized and well ran.
- Communications got to be a bit much and redundant leading up to event. LONG emails packet with info, then much of that info repeated in other emails. Definitely could/should streamline those communications.
- I felt like there were too many emails prior to the actual event and several said the same thing just from a different person. I felt like I might have missed some important things because I didn't have time to look through all of the emails.
- Registration and communication prior from class advisors prior to Institute week was very helpful.
- Communication was frequent and informative. As always the folks at registration were happy, excited and helpful. The process was quick but initially seemed a little confused. I arrived 30 minutes early and was told they couldn't start for another 30 minutes. Then I saw people registering at the desk less than 15 minutes later.



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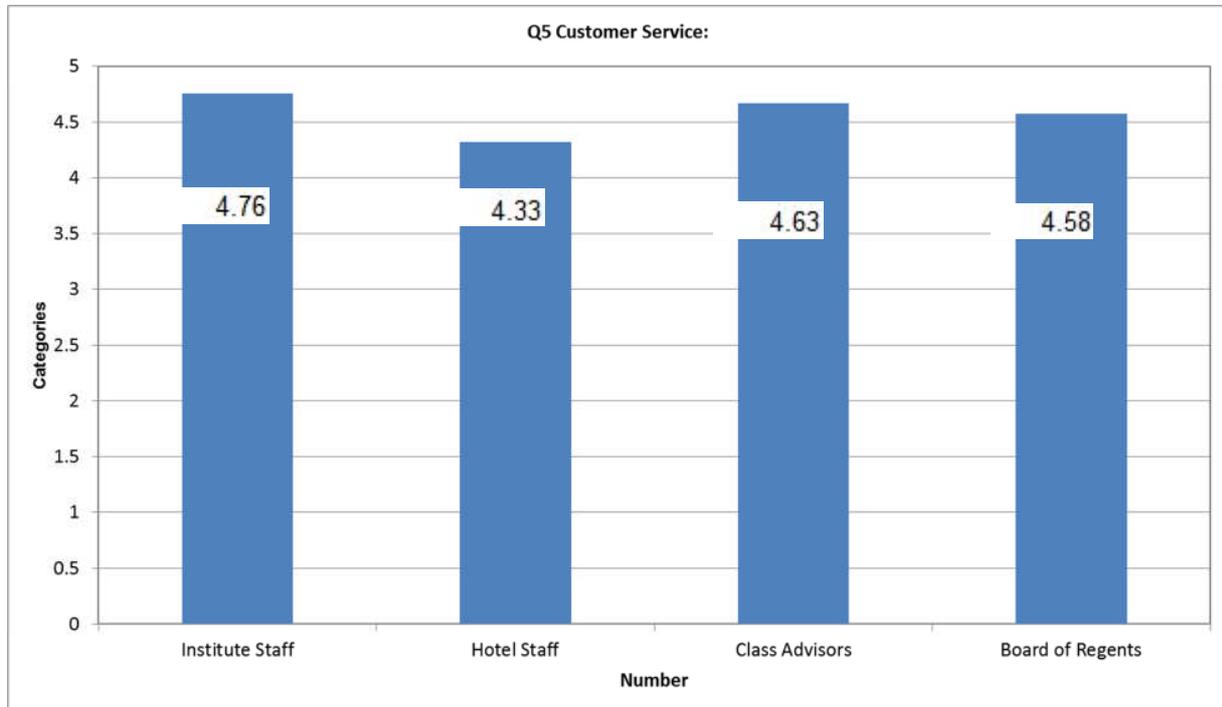
ATTENDEE SURVEY RESULTS AND FEEDBACK

- I appreciate getting information but we got what seemed to be a lot of emails prior to event.
- The lack of an attendee service center this year was difficult to get used to.
- Is there a way to list what electives have already been taken? I feel like I've taken a few classes twice.
- There was a LOT of not necessary communication from the class advisor prior. Maybe just a reminder for folks not to "Reply All" would have been helpful. There were a few days where my in-box was flooded with what people were packing.
- The introductions for the class handled by email was a bit difficult, lots of emails to shift through and not really any meaningful context.
- Had to call the office to register as website was not working.
- Very smooth, thank you.
- Received way to many emails before hand from advisors to keep track of everything.
- Communications following enrollment leading up to the conference were helpful reminders/checkpoints--we are all professionals, but I found that they kept me accountable and help me make sure all my ducks were in a row prior to the conference.
- More than enough communication which was great!
- In the communications, it would be nice if a direct link went to not only the IOM site but the actual registration site. This would be useful if you wanted to change or look at your schedule.
- I think it would be beneficial to have access to your class records in the website. This way we can insure that we are not repeating any classes.
- The electives we took previously should be highlighted so we don't retake one again unless we truly want to. The course handouts should be easier to download and available prior to class, not everyone wants to take digital notes especially not on a pdf.



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK



Q6: Additional comments about customer service*:

- I had some problems with the hotel but those have been managed directly with them.
- I stayed at the aLoft and 3 out of the four days we had cold water. I'm still trying to get a hold of the management. Cathy Moore is the General manager and she will not take or return a call. At \$200 a night one would expect a GM to at very least call a customer back.
- Kudos to the Board of Regents for their intention to go out of the way to connect with the 1st year class. It was greatly appreciated. Our class advisors did a great job despite the change in set up as well.
- Everything was great! Our class advisors were top notch, and hope they are invited back next year. I will say, *removed* was the absolute best and very hospitable and caring for each of the students. *Removed* was a pleasure and always having a good time making people feel welcome and comfortable. I honestly can't say enough about these 2 ladies!
- The Board of Regents (and some advisors) seemed to be more interested in spending time with each other than getting to know students. On more than one occasion we overheard board members saying negative things about our class.
- The dynamic of the Board of Regents felt off this year. I understand people have bad days, etc but they didn't seem very approachable compared to my first year. They were still friendly and able to answer questions appropriately.
- I loved having *removed* as out class advisor. She was amazing, very helpful with any questions and so easy to talk to.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

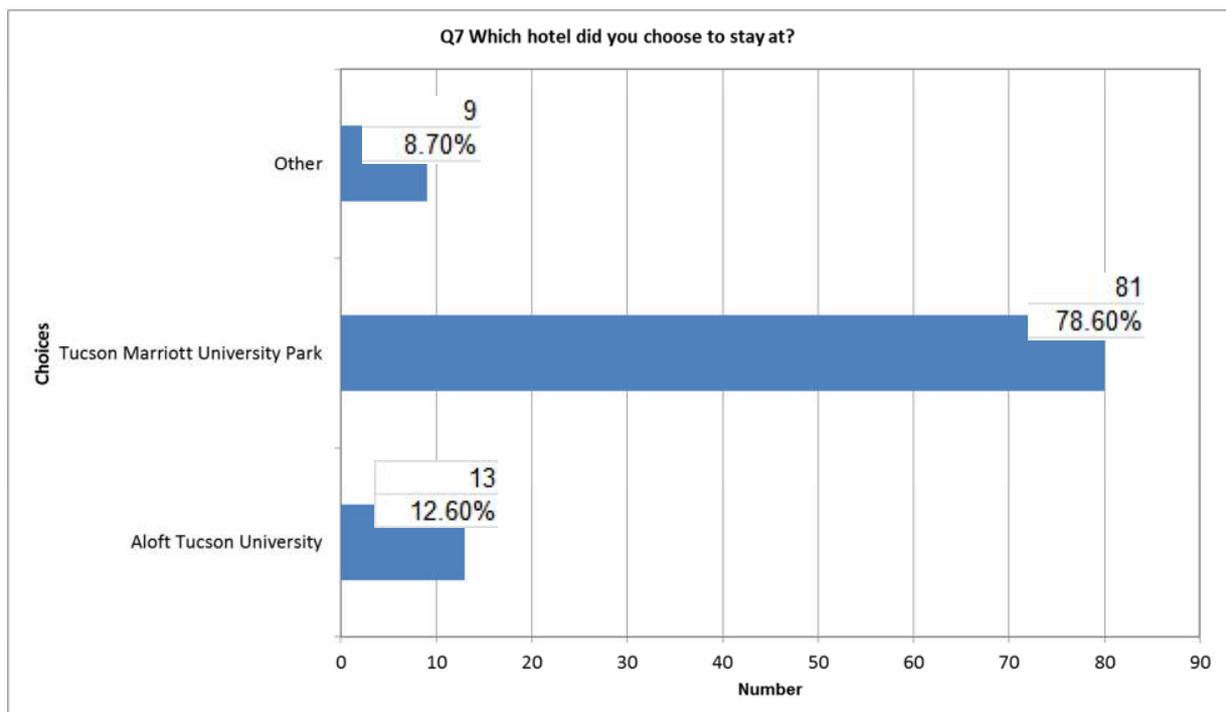
- The professionalism of our class advisor and classroom regent was severely lacking. From the inappropriate jokes about men during the homeroom session to the ridiculous amounts of talking about partying and drinking throughout, I was frustrated. I thought this was a professional program, yet each year it seems to become more and more unprofessional.
- 1. There was an institute staff person in my cohort. She spent most of her time on her cellphone and on her laptop. At one point the instructor was trying to get her attention, called her name twice and finally had to have another participant tap her shoulder to get her attention. Additionally, she would not participate in things like the class pic or sit with our cohort at the meal. It gave the vibe of us vs them. 2. I wish the hotel had been better equipped to handle the influx of guests on Sunday. They seemed understaffed. 3. *Removed* was awesome! 4. I don't understand why the regents feel they need to interrupt classes to make announcements. It's disruptive.
- I stayed at the Aloft so I don't have comments on the Marriott hotel staff. The water at the Aloft was never warmer than a cooler lukewarm so if there is another offsite hotel to use, it might be worth it. I did not interact with the board at all.
- Waited 2 hours for my room.
- The one comment I have about hotel staff. On Sunday due to travel issues I requested a private conference room to evaluate my luggage and they said "just pull it out on the bench over there" Furthermore, I asked to be put on the waiting list to get in a room as quickly as possible to evaluate luggage. The time I arrived was 10:45 am at 3:00 when I still did not have a room I asked again and was told I was 9th on the waiting list. I had many classmates that arrive after I was put on the waiting list that received a room before 3:00 pm. I think given they were aware we were all arriving between 10:00 am and 3:30pm they would have a better plan for room selection.
- Hotel staff was excellent, friendly and helpful. My only less-than-excellent experience happened after arriving early (at 2pm). My room was not ready, which was completely understandable at that time. I checked back at 2:30pm, also acceptable for not being ready. When I checked back at 3pm, which is normal check in time, and my room was still not ready, that's when I was irritated. This was not staff's fault of course, and they went above and beyond to make it up to me by upgrading my room at no additional charge and getting me in a room. So I am exceptionally pleased with the hotel staff who was so helpful, kind, and called me by name every time they saw me. However, I'm confused why the hotel was so unprepared.
- My only fault with the Board of Regents is when we took our state picture, *removed* did not wait for all the classes to get out and we were missing two of our classmates from our state. I repeated told her that we were missing people, but she didn't seem to care.
- I felt like there was more engagement between the Board of Regents and the staff with our class this year. Perhaps it was because we were graduating and had more occasions/reasons to have conversations about logistics, but I really felt like this group reached out to us a lot to make us feel welcome!
- I thought the Chamber Foundation staff did an excellent job given the circumstance of not having the University to work with. The rooms were tight but they tried to make them as comfortable as possible.



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK

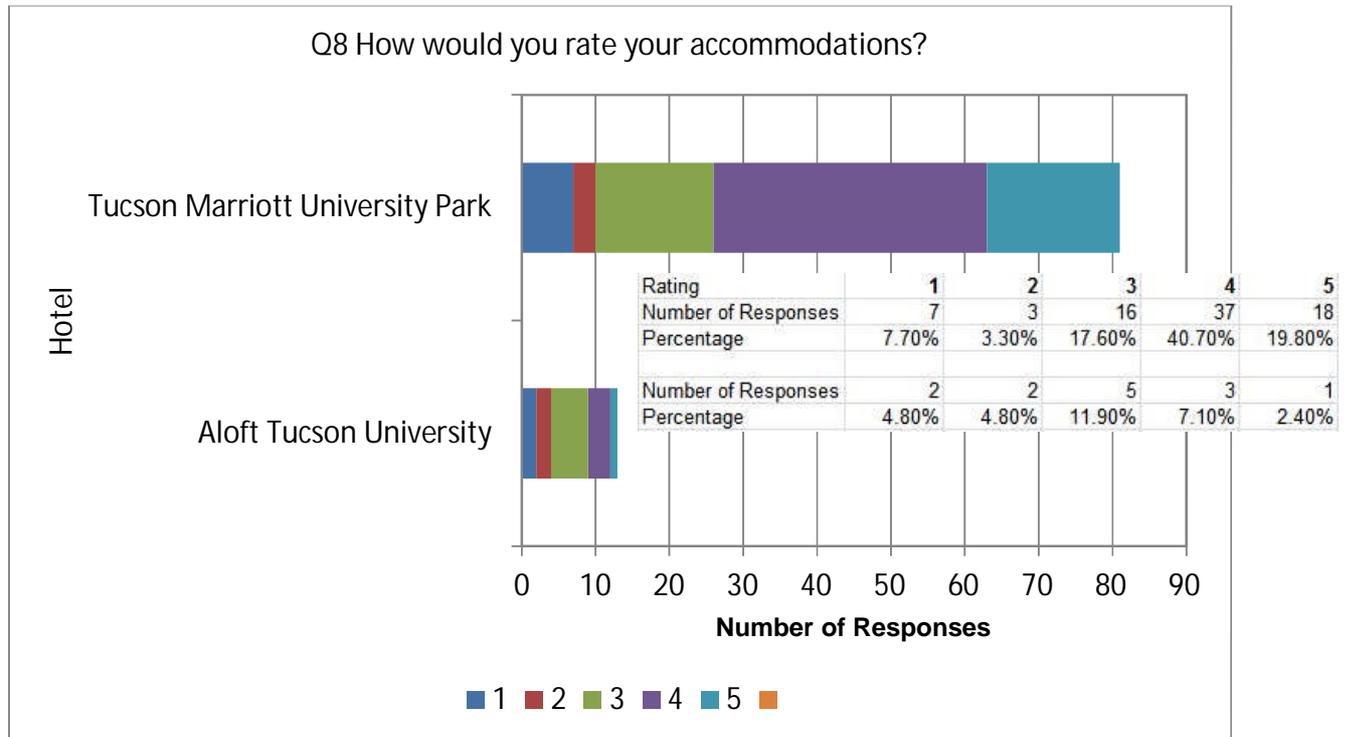
- I felt there was a little too much communication of introducing ourselves via email before classes started. With such a large class, it was a bit much in the inbox. My only small issue with our advisors is they talked to each other quite often during presentations/classes. It was a little distracting for me, I wished they would discuss outside of the classroom. I'm just a very picky person about talking during presentations, even some of my classmates did it and I wasn't happy with them for doing it either.
- This was a great year for a customer service experience at Institute! The Marriott staff was great, Class adviser was wonderful and the BOR are always a joy to talk with.
- I didn't really interact with the institute staff.
- Everyone went out of their way to make me feel comfortable and welcomed with the understanding it was long days and nights.
- Great customer service by the people. Kind and friendly.
- My class adviser *removed* was the best.





WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK



Q9: Additional comments about accommodations*:

- I was disappointed that we had to pay for parking, that added up over the course of the week. Also, internet was free throughout the week, but on Thursday at noon, you had to pay for internet.
- Any help in getting at least some of our room fees back from the Aloft would be grateful. In talking with the Marriot franchise in our area the standard Marriot practice is 50% reduction of fees for issues like no hot water.
- The rooms were great, the staff was very helpful and accommodating.
- Marriott was convenient, but it was SO loud in the rooms because of noise in the atrium and from the street once students were back. I did not get one good night's sleep all week.
- I stayed at the Aloft last year and honestly liked it a little better. If I knew by staying at the Aloft I would have received uber credits to travel back and forth to class I would have stayed there again. It was nice to be at the Marriott where the classes were but it was loud with the atrium.
- Check in was a real problem, couldn't get in my room until after orientation. The bed was very uncomfortable and slid off the box springs.
- As I said above, the Aloft did not have hot water at all during my stay. No mention was made of a reduction in room rate, etc.
- Marriott was already booked when I registered in November, had to Airbnb it for the week. My accommodations were fine but I did hear LOTS of complaining about the Marriott and Aloft. I think I dodged a bullet there.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- This is not a comment about the hotel, but rather a comment about Institute and their transportation. I heard from others that folks who stayed at the Aloft were not provided a bus shuttle service but rather given \$25 Uber gift cards. Many of the students did not receive these cards, I heard. Also \$25 doesn't seem enough to cover the constant transportation needed to travel at least twice a day between hotels. It's confusing why Institute did not offer shuttle service between hotels this year.
- So loud - but understandable with so many people.
- AC Marriot and JW Marriot were superb! Too many past issues from Tucson Marriot University!
- Hot water was clearly an issue at the start, however it seemed to be repaired after the first day.
- With registration starting at 2:30, events at 4:00 and the flight schedule that many of us have to use to get to Tucson by 4:00 - it would be helpful if the hotel could be prepared for us by making rooms available for check-in as early as possible.
- I moved hotels with another classmate mid-week. While the convenience of the Marriott is wonderful, the lobby noise that drifts up the floors is horrible. I know there isn't much you can do about this problem due to the design of the hotel.
- Definitely not up to the standards of other Marriotts that I have stayed in.
- Although it was not a problem for me, I found it very odd that hotel check in began at 3 and the rooms were not ready for check in at that time. In fact, my room was not ready until after the opening welcome session. They were kind to hold my luggage in a locked office, but it was as if they were not prepared for the mass of people who were told they could check in at 3.
- No hot water for the the first 3 days otherwise the staff did their best to help and explain.
- Accommodations were OK. Having the only stairs accessible through going outside was inconvenient, but not horrible.
- Obviously, the hotel was dated. The room sizes were difficult for our class size but we were able to rearrange it and make it work, in the end.
- Room was not ready at check-in. Bathroom smelled like body odor. Shower drain plugged, two visits by maintenance and only partially resolved. Loading dock delivery/garbage pick-up at 4:58am Monday morning; they said it was a neighboring business that "was not as considerate as they are."
- It very nice staying in the same building the classes were held in.
- Experienced no hot water 2 different days. Front desk staff was less than friendly about the situation.
- The hotel itself wasn't that bad, but we went without hot water for 2 days. They awarded us points to make up for it, but that still costs our Chambers money. Also, we heard they had been having the issue for weeks leading up to our stay and no one was notified. At least not that I am aware? Also, Ubering everyday back and forth became a real pain, even though it wasn't a terrible distance.



WINTER

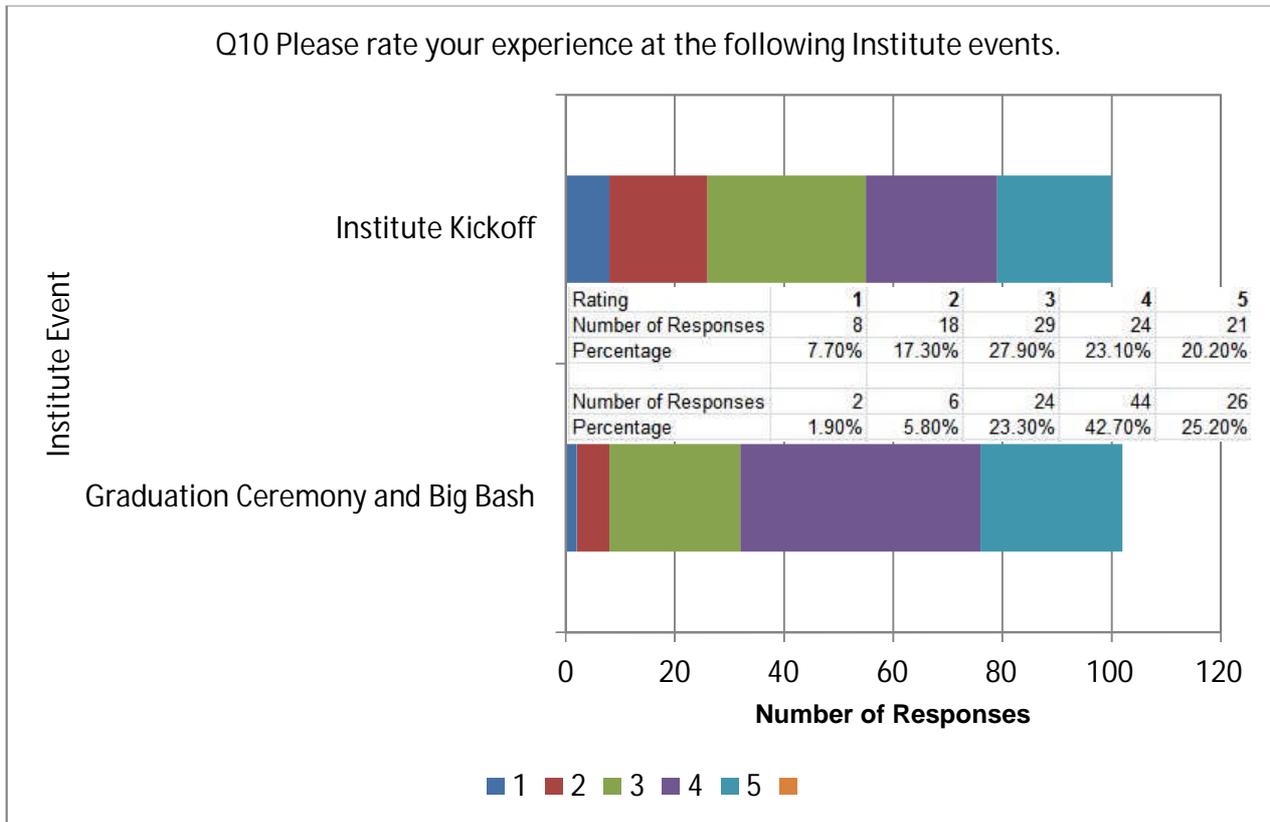
ATTENDEE SURVEY RESULTS AND FEEDBACK

- We had no hot water in our shower for the first three days. They said we were allowed to move hotels with no fees but the University Park was full. They did take a night stay off of my bill but we each had to handle our own cases individually. When I talked to Aloft at departure, they had no resolution for the entire room block from Institute and I felt the room block coordinator could have used their leverage to help. I've managed group reservations before and if this was my group, I would have advocated for a 'bulk' resolution. Aside from the cold water showers, the Aloft is a great property. Thank you for the UBER credits!
- It was great having all of the classes and events at the hotel. I highly encourage doing that in future years.
- Please don't move it on campus next year. Be able to run up to your room during breaks was awesome!
- I realize the options in Tucson are limited but it's a terrible Marriott and a shame to their brand.
- The Marriott is so desperately in need of that long-anticipated renovation. I'm thankful I won't have to stay there again!
- The hotel public spaces and my room was a little rundown but i understand they are renovating this year and it will be completed by the time we return in 2020.
- I though the accommodations were nice. There were a few key things that in the beginning needed improvement. For example, the breakfast, it seems by the end they did get that down pat. The other issue was our room was the SMALLEST and most cramped room. We actually tried to re-arrange it ourselves and made it a little better. Just a little claustrophobic. Snacks at break were nice.
- Had requested an early check in but they were unable to accommodate, lost my CC authorization form (I had even called and confirmed with their accounting that they had received it). But Staff itself was very nice and easy to work with, their texting with staff made everything even easier.
- The rooms were definitely not upgraded! The lobby wasn't anything to rave about either. Having graduation onsite was a disappointment especially with how poor the hotel was.
- The room our group home roomed is was too small for the size of group. The room smelled when we got their and the problem was identified as the linens, took forever to get them changed.



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK



Q11: Additional comments about events*:

- I miss the opening night party. I imagine it was hard for the first years to really engage the way I did my first year. It's a great chance to get back into the swing of things TOGETHER.
- The Kickoff was not explained to our class, our adviser's wanted us to create a class yell and didn't explain what was going on at all. We arrived at the Kickoff fairly confused at what was going on.
- The kickoff was too warm and cramped.
- We were disappointed that there was no opportunity to mingle with other classes at kickoff as there had been in previous years. I understand some offsite activities were scheduled, but having a kick-off event (with food and drink tickets provided), gave students a chance to mingle with other classes and students at the start of the week. The only other "official" opportunity to do so was graduation, but that seems a little late to establish new friendships. The Frog event was fun, but not many people participated!
- The venue experience did not compare with previous year's standards, with cocktails and networking opportunities.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- The idea of the kickoff is wonderful however the execution was subpar. To travel a whole day for an hour of 'class' rubs me wrong. I would rather have 4 full days of class/kickoff then travel for 1 hour of requirement personally. The kickoff space was crowded. I liked having the advisers introduced but didn't feel the sense of WELCOME like last year. I was okay not having a meal but a networking opportunity in the same space with let's say all the second years would have been nice. It seems once you are separated by 2-1 and 2-2 those are the only folks you get the chance to meet. Again, these are all my personal thoughts and preferences.
- Both great events!! Made me feel like I was High School again! Loved the supportive nature of everyone, especially just meeting some of these people for the first time. Wonderful atmosphere!
- The meal was a disappointment.
- Graduation seemed a little rushed with calling off the names of the graduates then another one right after it. I suggest dinner first then you'd have more time for graduation.
- Kick off - there just doesn't seem to be much value in the kick off event. Graduation - speeches (one in particular) got MUCH TOO LONG this year. If 4 people are going to speak, they need to be kept on a tight restriction timewise. Consider serving the meal first and allow the speaking during or after.
- Kickoff needed some type of mixer for us to get to know other IOM attendees. Big Bash was okay. Everyone was talking over the speeches and graduation, which was a bummer.
- 1. Kickoff - Why was this a rehash of most every announcement made in homeroom? I found that to be a waste of time. Don't have programming just to have programming. Also the drunken 4th years were obnoxious and unprofessional. 2. Graduation - it was okay. I'd recommend limiting the speech time. 4 people speaking for what seemed like a total of half an hour was a bit much, especially since their speeches contained inside jokes that I'd dare say most of us didn't get. It felt exclusive.
- Due to the venue changes and utilizing the Marriott for everything caused some disruption and the Kick-off and Big Bash seemed so much more scaled down and seemed like we didn't get our money's worth - at least in comparison to previous years.
- I enjoyed the Kickoff event much better last year. The bingo game gave us all the opportunity to network and meet new people. Also, our classmates used their giftcards won to celebrate and we all enjoyed. Furthermore, it was nice to have the appetizers and drinks as part of the cost. The bash was great this year except the chicken was dry. Of course not your fault, but just my input.
- The kickoff was mediocre. It was quick and uninteresting. At least it was nearby. It was disappointing that Institute chose to cut the meal. Institute seemed to have cut many meals and many other costs this year. The graduation party was excellent and I loved having it at the Marriott! I would love to have it there every year! What a great experience! More caution needs to be taken next year with special diet needs students. It seemed everyone was served the same dinner. I had a lady at my table who experienced this.
- Institute kickoff was pretty pointless, in my opinion. I expected more than just taking attendance and hearing the same rules/comments about the week that we heard in the main session with the board of regents. The big bash was great. No complaints other than seating was a bit hectic.



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Kickoff lacked the excitement and "kickoff" that past kickoffs have provided. There were no food, drink, networking, etc. As a graduate I was able to experience that past 3 graduations at JW Marriot and sadly, the year I graduate, the graduation was downgraded to the Tucson Marriot University. Food was fine but the atmosphere was drastically lacking and left most 4th year attendees disappointed.
- I expected both events to be longer and more in depth. Institute kickoff was great, but it was primarily an introduction of people. It would have been fun to get the classes more involved/hyped. The Big Bash was great but it could have been nice to have the talks/speeches throughout dinner. I expected the ceremony to continue after we were done eating but it turned into a dance party!
- No networking opportunity at the kick-off. Felt rushed and cramped.
- Classes need assigned tables. I was separated from my class because of no seating availability. Seating was a mess.
- These events lost a bit of their luster this year. They did not encourage class networking and recognition. The lack of class pictures at the end was quite an eye-opener, as this did not provide the upcoming classes a chance to have a professional photo at the graduation ceremony.
- As a Class 4 participant, I was disappointed in a few things. #1 - I thought with the move from the JW to the University location, we would be provided with more of a "wow" factor to our graduation to compensate for the change. However, the food was MUCH better! #2 - Disappointed that the Board of Regents could not meet my class as they exited the stage, instead, we needed to be congratulated from the back of the room while the other class was congratulated as they walked off the stage.
- The location of the ceremony was not as beautiful as the location last year, however, it was a very fun event and I felt like it was very celebratory! The Kickoff event was great, but as compared to the other years when there were dinners associated with the kickoff, it was as if we could have rearranged our schedules and added the graduation practice after one of the shorter class days to make for one less travel day.
- Was there a Kickoff? Not like in the past. The Big Bash was definitely not worth the \$75 it cost for my husband to attend. The food was not very good. Seems to be a theme with the Big Bash over the years.
- The Kick-off seemed anti-climatic. I also felt like the one class bringing confetti and items that created a mess, was not very professional. The Big Bash was OK. It seemed to start late and end early as compared to other events in prior years. Our table was also very crowded with 13 people seated. Made it hard to move and eat. Maybe people crashed our table that weren't assigned? It was a little crazy.
- I was disappointed in this year's Big Bash. In the past, tables were reserved by class; this year, it seemed a free for all to find seating. Also, I liked the setting better at the JW Marriott.
- Really missed the Star Pass Resort.
- The meal provided at the graduation ceremony was not good. Should have had more than one bar for the reception.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

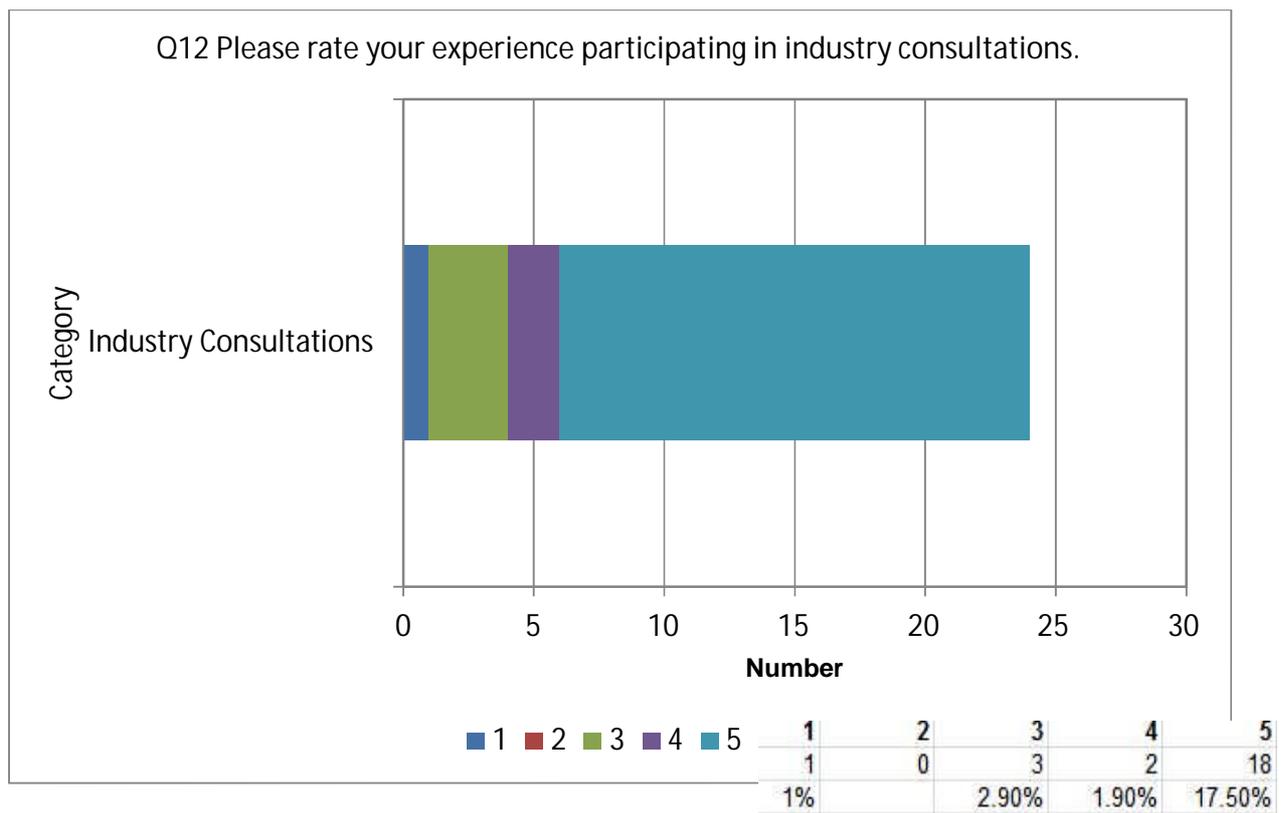
- I would not even have the kickoff if it's going to be the same next year. Sorta a let-down.
- Wish the kick-off had some sort of reception that was a part of Institute. Graduation was not as good being at the Marriott. Would have been nice to go off-site to make it something really special for the graduates.
- Kickoff was disappointing this year. It was more like a "pep rally" than a "kick off."
- Kickoff- It would be cool to do a state roll call and recognize by standing up who is in what state. I loved the state photo idea this year, because I didn't know we had so many from our state attend. The Chamber Chicken would not have been my selection for the dinner. I also enjoyed having the dinner last year, off site, better- it felt more special for the graduates.
- I was thankful the food was better than Star Pass was past 3 years, however the venue at Star Pass is much more desirable.
- The graduation/big bash did not feel special like it was in past years since it was in the same location as all of our classes. However, the food was significantly better than any of the previous years.
- Better communication of what to expect would be good. Had no idea there was a DJ and things like that.
- Kickoff was nice but the hall we were in looked like a 1950's AMVET hall. Not the standard I'm used to from Institute. Graduation and Big Bash was not as nice as year's past at the J.W. Marriott. Food was Chamber Chicken and not the nice steaks I recall from years past.
- Long speeches and short amount of time to network/socialize before and during the event (Grad Ceremony and Big Bash). Music/socializing was cut short I felt. One of the only events where everyone is together without having to leave the property. Otherwise, great events!
- I have heard that the Big Bash at Villanova is the best. I have nothing to base this off of as a 1st year but it seemed like just as the party was really kicking into gear, it was over and the lights were coming up. The DJ also had their own agenda and didn't play any of the requests made.
- Was a little disappointed with the kickoff. During my first year (2018) the kickoff party/dinner was a critical time where my class got to know one another and had the opportunity to network with all those at institute. Again, comparing year over year, the JW Marriott experience was ritzy and showcased a different side of Tucson. The big bash this year was convenient being in the same location, the food was good, and the DJ was fun. Would have liked to have a professional state and class picture made, seeing as there was a photographer for part of the time--I understand trying to be cost-effective and I still had a great time, I just had a different expectation from my first experience.
- Band was not that great, not peppy, modern.
- Both events were very disappointing this year in comparison to last year.
- Would like to have eaten before Graduation ceremony.
- Kick off lacked luster. Year one it was like a big celebration! This year, it felt like we were in a gym and got a quick presentation and then left. The room was a little weird and backward. Always enjoy the bash! Would have liked the DJ to play until at least 11pm vs 10pm.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- It felt like several things we cut out of the programming this year - the kickoff event being one. If I was a first year attendee, I would have felt very lost as the kickoff was always a nice way to interact more with those in my class but also those who had attended this site before. It was nice having everything in one place this year - although I know myself and several others missed not going up to the star pass. I also think you should bring back assigned seating for each class at the big bash. We had several classmates who weren't able to sit with us or even near us due to lack of seating.
- The kickoff was horrible. Tiny room no snacks, drinks, or anything. What is our registration paying for? It went up this year and we got less.
- Kickoff was a waste of time, graduation was okay, but food was not the best. At least this year the chicken was cooked.
- Kick-Off should have a reception. Graduation Ceremony was fun, maybe option to have the event last longer?



Q13: Additional comments about industry consultations*:

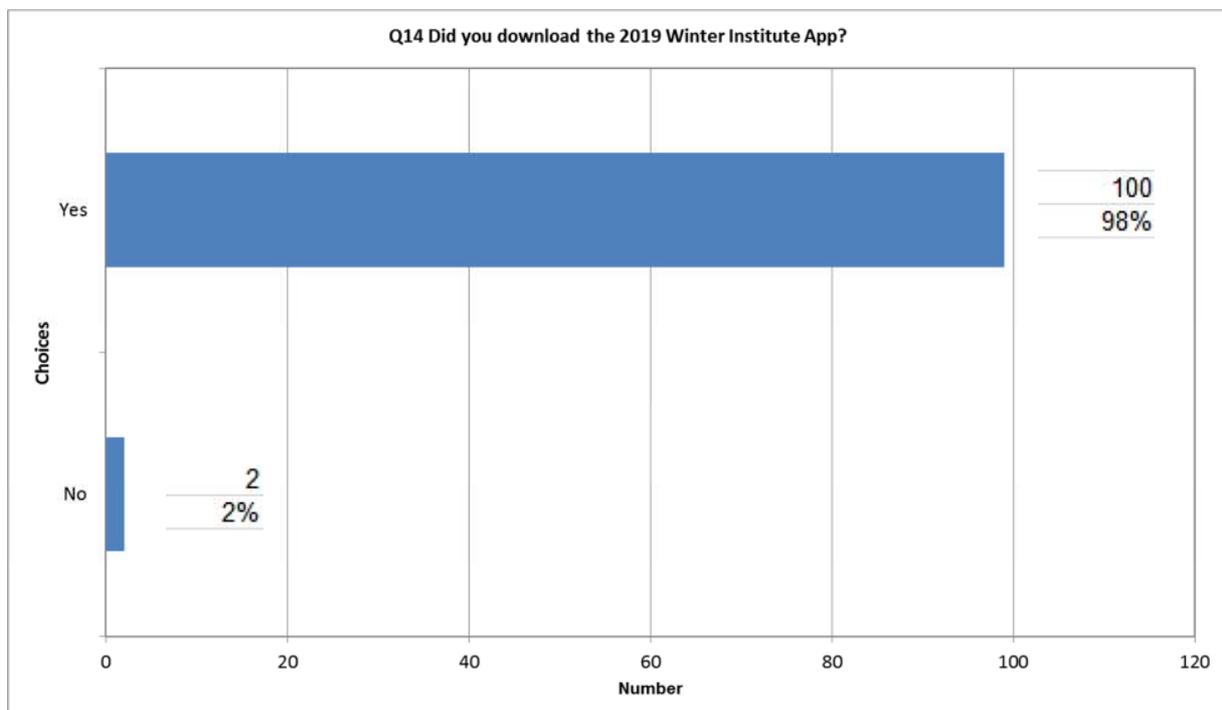
- I didn't participate, I didn't want to miss any of the classes and honestly, wasn't sure how to go about the consultation until the last day.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

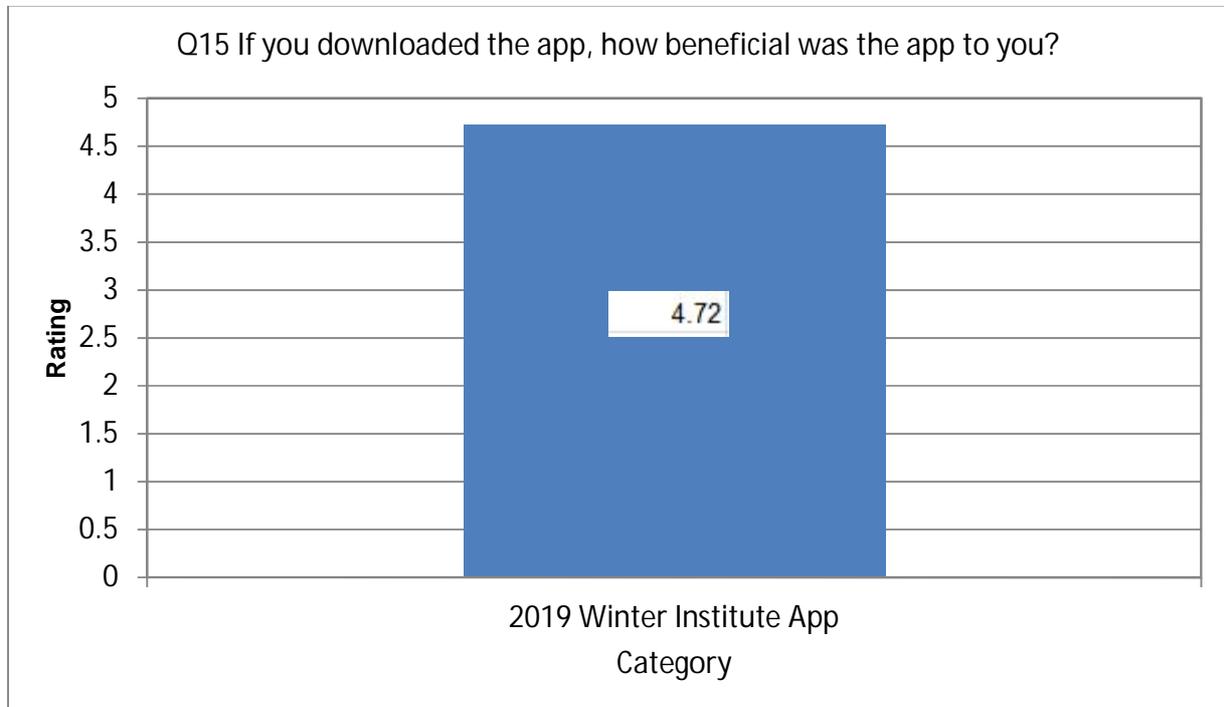
- This was the first time I had ever heard these were available and several other students in my class said the same thing. This was disappointing for all of us to find out, as we missed 2 previous years of this great opportunity!
- Great! Didn't even know about these until this year. I received very good info from my consultation that I think would be especially helpful.
- I didn't participate, but really like the opportunity for people to do this!
- There was not very much time to find in the schedule for this.
- I did not seek any industry consultations.
- Was pretty disappointing in this. I submitted a request to talk to someone on day two, every day I was told someone would get in touch with me. No one ever did. Then I was told they would contact me after the event. It's now Thursday and still haven't heard from anyone. At this point, it doesn't really matter but not sure if I'll even make a request next year....
- Probably should have taken advantage of opportunity. Didn't have issue in mind until I got on the plane back home! Next time.
- *Removed* was AWESOME to talk with. He helped me with three issues I was having challenges with and I will for sure keep in touch with him for further advice and assistance.
- Really liked the adviser paired with me for my specific need.





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ATTENDEE SURVEY RESULTS AND FEEDBACK



Q16: Additional comments about the app*:

- Great resource and very helpful! Loved not having piles of paper to deal with.
- The app was wonderful - best one in my four years of IOM.
- OMG, the absolute best thing since slice bread!!! I loved it!!! I want one for our Chamber!
- The app was great! It had everything I needed on there from my schedule to the main schedule and events.
- It only got a 4 instead of a 5 because of desktop access pre-Institute. The phone app was great!
- LOVED the new app! Loved, Loved, Loved it!
- The app was amazing and my lifeline throughout the week.
- I liked and utilized the app a lot!
- LOVED the new app! It was so easy to use and navigate. Only suggestion is roll it out earlier next year so that we can prepare in advance.
- I don't like downloading Apps on my phone. I recognize the usefulness and how others found it wonderful. It was useful, compact and definitely a one-stop resource to find out everything we needed to know. I don't like Apps. It would have been nice if it were an option instead of a requirement.
- I liked the app much better this year than previous years.
- That app was great! It allowed me to be completely paperless while at Institute!



WINTER

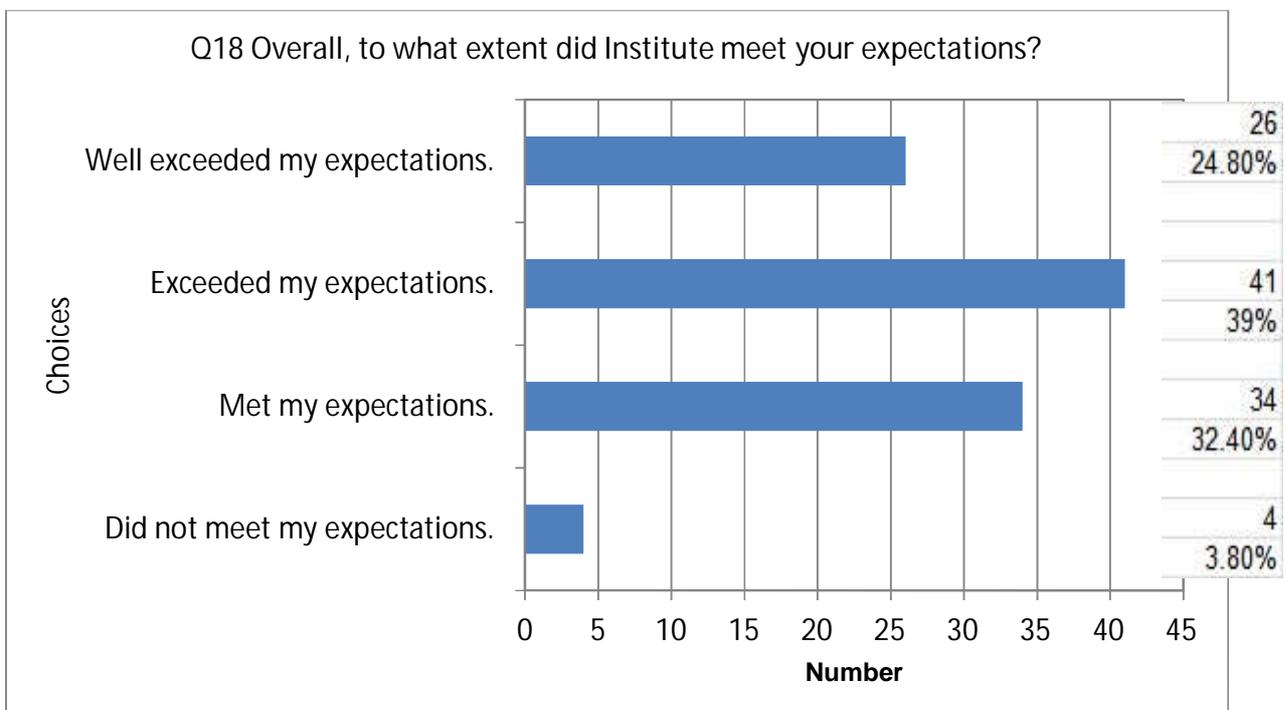
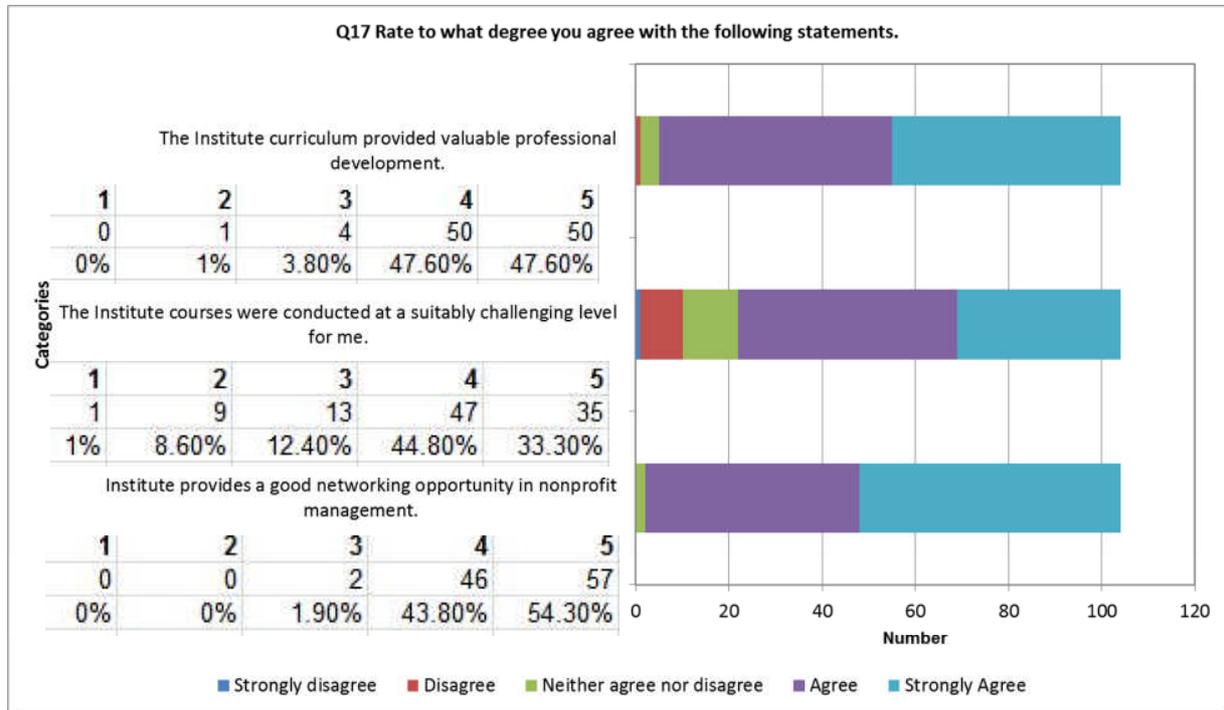
ATTENDEE SURVEY RESULTS AND FEEDBACK

- Loved it! Great decision in upgrading to this new platform.
- I couldn't get the app to download on my android.
- Better than the app from previous years.
- I felt like this app was more user friendly than the apps from other years!
- Loved! Very well done.
- App was fantastic. It had more features than expected, and everything worked flawlessly. It was a huge help throughout the week.
- Loved it! Keep using it next year!
- It served its purpose well.
- I thought the app was very user friendly and useful.
- LOVED the app!
- App was helpful - All presentations uploaded ahead of time please!
- There was still some paper forms, which could have been useful to have in the app (I know apps cost a lot). More encouragement of interactions between attendees/speakers/staff, etc. would have made for a more engaging experience and reason to utilize the app.
- It would have been helpful to have a meeting room map included in the App.
- Loved having everything in one place! Much better than the prior app.
- I liked that my schedule was there and each class had handouts on it.
- The note taking function on the app was cumbersome to use.
- The app was great, it was easy to use.
- Used it daily.
- LOVE the new app this year. Very helpful and user friendly. Thank you for making that happen!
- I REALLY liked the app much better this year than last year!
- So helpful--very well done!
- Instructors should all upload their presentations to the app prior to institute and in a program that notes can be easily added. *Removed* was an annoying class advisor. Always yelling and inserting too much of her experiences into the class. It's our session to learn and share.
- App was amazing!! Only suggestion would be segmenting the attendees between the years vs. having them all together.
- Absolutely loved the app - it was EXTREMELY helpful in all areas!! Thank you so much!
- I do not like using apps, the only reason I download is because of instructor ratings otherwise I do not use it.
- Schedule was good, app did not work well on my laptop though.



WINTER

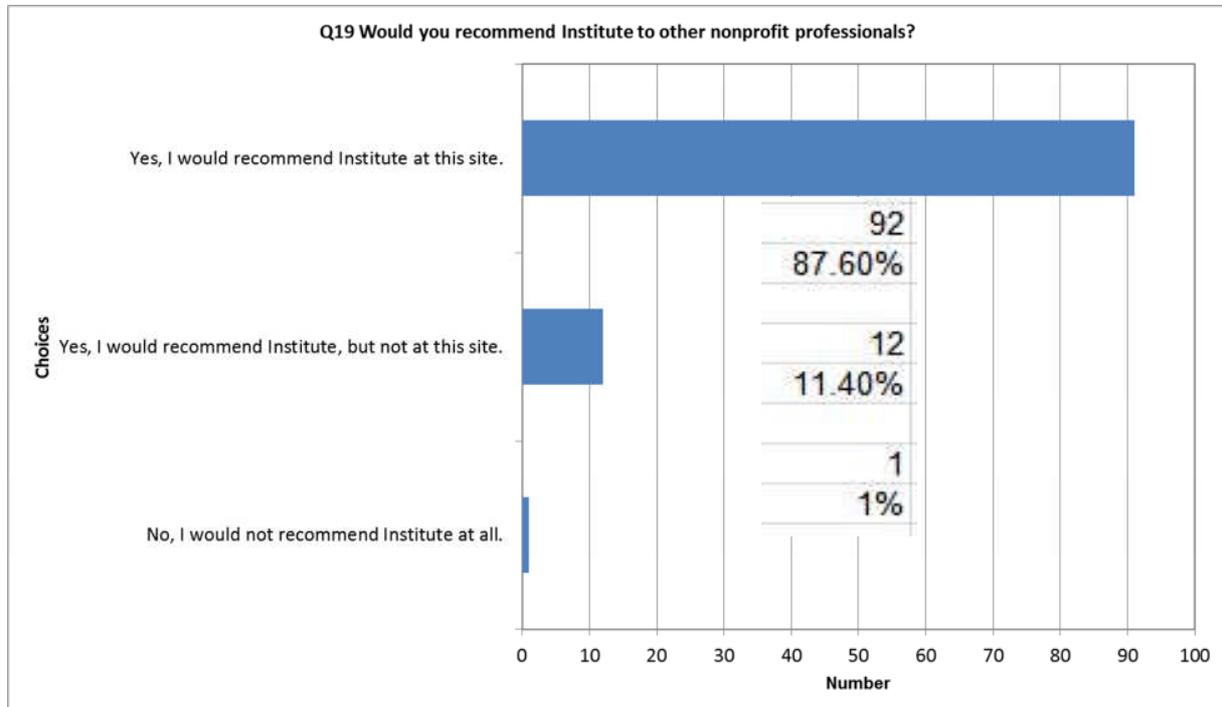
ATTENDEE SURVEY RESULTS AND FEEDBACK





WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK



Q20: Additional general comments*:

- I was hesitant to attend because of the cost, but it was well worth it. I can't wait to attend for the next three years. I know my Chamber is going to benefit from what I learned.
- I had a lot of overlap in my class content. I took *removed* Governance first year and then Policies and Procedures this year. Pretty much the same class. Then follow by Legal class with *removed* and he covered the same stuff.
- Lunch was a nightmare. While it is true that there are several places within walking distance, an hour wasn't long enough for most of the places with the walk to and from and the influx of people headed out for lunch along with the students and business folks who were already having lunch out in the area. Most days, I had to ask for it to go and bring it back to class which I hate. I don't think we need 2 30 minute breaks so cut them to 15 and give an hour and half for lunch if Institute chooses not to provide lunch again next year. I had a member of Institute staff in my class and with all the talk about how important it is to be on time and focus (i.e. not stepping out to take calls and working while in class), it was really sad to see that staff member on her phone and on her computer much of the time. From my vantage point, it was not work being done either. I did think we had exceptional speakers again this year and am overall satisfied but in addition to what I've stated above, many classes were cramped in the hotel. I liked having the banquet onsite!
- I liked the venue and staying in one location.



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK

- At the end of each class I wanted more. The instructors were great and the hotel space was well appointed. The 1st year class was huge so getting to know each other was difficult and had we had stronger advisers they could have mitigated this better. At the end of the conference the 60 some odd of us really had great relationships and have already started to communicate about issues we are having in our positions back home. At this point I hope that 1-1 is kept together through the 4yrs. Both advisers complained that they only had 2 weeks to pre-prepare to be together and they didn't do well working with each other. It was a bit on the awkward side.
- I can tell this year was a cost-savings year because what wasn't fair the most was that when we registered, IOM advised lunch was included but was then told a month before it was not. I felt like we should have been given a refund for the amount of lunch because it was a break in registration policy. Monday was far too long and instructors should dig deeper in topics instead of skimming the surface on just the topics they are talking about.
- This is an amazing program and I am excited to see where it takes me. I think the information is invaluable to our industry. I would like to point out that there was one major drawback for me personally and that was the size of the 1st year class. One of the things I was looking forward to the most was the ability to make connections with other professionals in my class and form the bond I had heard so much about from other IOM graduates. I realize there were issues out of control, but I feel that to continue with a class this size is a disservice to us. With that in mind a split would have to be handled with care. The class naturally started splitting on their own after day one, and I feel that most if not all of us could help facilitate a way to keep that natural split together. If are only options are a random split or to stay together as one, then I guess I would say stay together. Many of us formed bonds in smaller groups and will continue those of the course of our time at IOM. I know this is a tough situation but I feel we are adult enough as a class to help make a change if that is your choice. One last point to make would be a little more care in our class dinner. I am not sure who chose ours, but all of us were quite put out by the cost of the dinner vs the quality/amount of food and time allowed at the location. Many of our employers understand the value of IOM and pay for our meals and expenses on top of our tuition and transport. I honestly felt guilty paying over \$30 for a meal before taxes/etc. I am grateful for this opportunity, just hoping to make it the best it can be.
- I can't wait for next year!



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK

- In general, we felt that there was a lot of "penny-pinching" happening this year. We were charged an additional \$100 (which was not accurate on the website at registration time, I found out when we were charged the extra \$100 that rates had gone up), and we got less. I realize there were last-minute changes because of scheduling, but it cost our Chamber a significant amount more to have lunch on our own every day (one of the days I paid out of my own pocket because I felt bad about the added expense). The kick-off celebration did not include food or drinks, as it had in the past - so then we had to pay for dinner that night too. There were also small things that did not go unnoticed - like the name badges no longer had a place for pens and info cards (we appreciated that in the past), there was no welcome bag with info about the week - just hand-outs we could take if we wanted. Again, small things, but it just felt like IOM was cutting back. Most of us in the Chamber or Association business run events or meetings like this, and we would all understand if someone from Institute were to say: "we needed to cut back this year because ..." or "we cut back on xyx, but in return, you're getting..." But since that didn't happen, we're just left to assume we were charged more and got less as a result. On a separate issue - we were disappointed when the board did not line up to congratulate our class, but did for the 4-2 class. This came after overhearing some rude comments from the board's table during our class speaker's remarks, so you can imagine it felt intentional, even if it was not. *Removed* did apologize for his remarks before we started class on Thursday, and that was appreciated. I just hope there can be some "lessons learned" so future classes are not discouraged like ours was.
- Loved having organized state pictures. These I think should be done at the Big Bash. We already have a professional photographer there and with the institute backdrop in the photo it looks more 'legit' for our newsletters. The instructors this year for 2-1 were AWESOME! They had great info and they kept the class engaged throughout the whole class time. Thank you for having a meet up Saturday night.
- Since I couldn't download the app on my phone I wasn't able to do any of the surveys for the speakers. The classes were all very good. I especially enjoyed the Policies & Procedures class. Please repeat that one.
- Clean it up and give some training to the volunteers on the level of professionalism expected. They truly seem to be there for the party and that is overshadowing the learning opportunities for many. This was an observation comment on to me by at least 8 other individuals at this event. I am hoping they will share their feelings on this with you as well so you hear from others. I was told my a couple of fast trackers this was the reason they fast tracked - because they were there to learn and not party and take part in the ridiculousness of those who were only there for that reason. They want the content - but not the rest of it. That is what I am finding as well.
- Too focused on chambers of commerce - not enough value for associations.
- Horrible Ethics teacher, she should be discontinued. Hotel was very run down. Had to pay for lunches, that have always been paid for with my tuition, no talk of a refund. Subject matter in classes seemed very, very basic for 3rd year students. No time in classes to debate, network, or have meaningful conversations, time wasted continually introducing ourselves.



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK

- I had a few classes that I received a few actionable items but for the amount of time out of office, I wished I learned more new ideas/ practices. I understand the concept of wanting the classes to go close to the full time frame but in multiple classes, the instructor ended early. It felt very elementary and somewhat not respectful of our time to keep us in a room without any instruction taking place.
- It was great having all the classes at the hotel!! Best experience of the four years! Industry consultations are a great benefit but the timing is poor. I was disappointed this year in that the electives I hadn't already taken but wanted to take were offered concurrently so I ended up in electives I did not want. Can Institute try to spread the elective out more during the week?
- I feel like there was false advertisement because the registration says that lunch is included in the rate; alas it was not. The website still advertises this too! I think partial refunds of tuition or reimbursements for lunches are in order. I liked that the courses were held in the hotel. It made it super convenient to get to class on time and to network.
- Some of the instructors need to retire. They are very nice people, but outmoded. I've heard the same jokes for 3 years now.
- I'm hoping the issue with the University is fixed by next Winter Institute otherwise there's no reason for us to be in Tucson. The lack of adequate conference space for the amount of people attending Winter Institute, coupled with the lack of accommodations for attendees, food preparedness on the first day, and (my own person gripe) no available coffee after lunch were a bit off putting, especially for how much Institute costs. Also, I understand that the US Chamber of Commerce Foundation puts on Winter Institute, but I would also appreciate a slightly more varied approach to the curriculum. Not all attendees were part of a chamber or association. Some of us are non-member based organizations and certification bodies that have separate issues. It was difficult in parts to find relevant information to take back to my organization from some most of the core classes.
- I am in first year. Please keep our class together in the upcoming years. Thank you!
- I loved having class at the Marriott this year for several reasons. We were able to have a more relaxed morning and enjoy breakfast inside the hotel before class. We did not have to walk 30 minutes each way. We could run up to the room during breaks if needed. I felt like we networked more in the hallways as a result of not feeling rushed. The classrooms, while not large, made our class feel more together. I liked the lunch was on our own each day because we got to explore the area. I really would encourage you to consider leaving the format the same for next year and having the classes at the Marriott.
- The Institute app was excellent and made it easy to keep up with updates, etc. I recommend to consider researching technology that allows a scan bar on the name tag so attendance can be taken more efficiently by the class advisors.



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ATTENDEE SURVEY RESULTS AND FEEDBACK

- Overall it was a great learning experience. I thought majority of the instructors had good valuable information. I would suggest having more instructors like Libby Spears that make you interact with the group. In a four hour period sitting and listening to a lecture can be really long. Our class was too big. There was hardly any activities to really get to know everyone better other than after hours and after being a classroom all day soaking in information the last thing I wanted to do was go and network. The class dinner should NOT be mandatory. The first day is too long to have to go to a class dinner. Especially if you have lunch with your class required as well. It would be nice to know which breakout sessions would serve your role. For example, having a note that says "this session will help you if you're in charge of membership" or "this session will help you if you're in charge of communications." When you register for the electives it would be nice to have a short description of the breakout objective.
- As always, classes, teachers and learning experience is excellent!
- I loved having everything located at the Marriott, it was a great experience and I would love doing it that way again next year. I'm confused why there was so much cost cutting, with meals, transportation and other things. It made it more difficult for our office budget not having meals provided like last year, that were counted on as part of tuition. I was told that the whole Institute had to be switched from the college to the Marriott and readjusted only 60 days before. If this was the reason why so many things had to be cut, then that is understandable, if Institute costs were suddenly increased with little notice. If this is the case, then Institute staff has my support and respect for pulling everything together so well in such a short amount of time.
- Instructors should be challenging and not old school. I appreciate the wisdom but we are struggling to stay relevant in a changing demo and some of the instructors were not challenging and offered basic info. More group activities during the classes please. A 3.5 hour class is just too long for straight lecture with no group interaction.
- This was a great week on so many levels. Thank you for the hard work and planning to make it such a success!
- I would suggest more association specific electives since most of the core classes as well as electives wind up being Chamber-centric based on the makeup of the students and/or instructor. While I am enjoying the Institute experience as I earn credits towards the CAE, I have come to the understanding that as someone with years of experience at medium to large national associations I am not the target audience for Institute. That said, I look forward to completing year 4 this summer (I am completing Institute as a fast-tracker in two years) and will not regret my decision to chose Institute as my means for obtaining my CAE hours. I've seen it as leadership development as much or more than skill/knowledge development which I value.
- I liked that classes were at the hotel. However, our homeroom class was very small and crowded.
- The first two years of institute were very valuable. It was like drinking water through a water hose. Unfortunately, the educational level dropped off in years 3-4 and a lot was repeat from what I had already learned. Elected courses should be changed to core for 4th year students and the material should be 4th level material. The elected courses I had, was a mix of 1-4 year students so most of the time was hearing from a couple of people explaining all the issues they have at their respective chamber. As a 4th year student I had already heard these same issues and found the 1 1/2 time not utilized adequately.



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK

- I truly hope our feedback from this year proves to be beneficial this year, as I don't know that I would recommend the Winter Institute moving forward if changes are not made. I am aware that the classrooms will be back on campus and I believe that will provide us with a more comfortable learning environment, so I did not include comments on the "tight quarters". The course content met my expectations completely, however the overall Institute did not meet my expectations after attending last year.
- I felt I got more out of Institute this year than last year. Maybe it was because I've been on the job for more than a couple of months, maybe the classes felt like they applied more or were more relevant. I still wish there was more opportunity to learn from the talent in the room. I appreciated the instructors who allowed for breakouts, then summarized each groups' activities.
- It was advertised that lunch was included with our paid registration, however lunch was not offered. Partial refunds or reimbursements seem to be in order as your website specifically says "This cost includes tuition, materials, scheduled meals, breaks and receptions."
- If the date needs to be revised so be it, but classes need to be conducted on the University of Arizona campus. That is one of the main draws of Winter Institute, and the hotel meeting rooms were far to small and tight to accommodate us. I wish we'd have backed up to January 3-6 before the students arrived on January 9th and this experience would have been exponentially better (like it was last year).
- I don't think that classes that are specific to Chambers or one field should be core classes. For example, advocacy and alliances. Also, the tech class. I did get some good information but for the larger chambers that have tech people, this was not something they were very interested in because they have someone else covering it.
- Most of my networking was done during the breaks requiring me to work in the evening.
- Is there a way to designate the electives so they are geared toward each year. I selected a couple of electives that were geared more for a Class 1 versus a Class 4.
- For the additional \$100 in tuition, it seemed like we received less value - no kick off, no printed class schedules, no nice badges with our class sticker to include.
- This experience was fantastic and I am grateful for the opportunity to learn and be influenced by great speakers/instructors. I had the great opportunity to attend two different locations before graduating and felt like that was a great experience as well. Thank you for providing such a wonderful way to grow professionally!
- I was in class 2-1. Our advisory did little more then take attendance. There was no effort to build community with the class. I found her unhelpful, somewhat aloof and overall disappointing.
- There appears to be a lack of consistency with the curriculum. Instructors are given extreme latitude to cover the course objectives but not consistently. For example in one course my first year an instructor would say "never do x", Another instructor another year would say ""always do x" I realize our industry and our work is difficult to quantify and subjective. But, perhaps focusing on what is needed for accreditation and then moving back from there to design curriculum and ensure instructors are meeting expectations would be good. Again, overall really value to material. Some just felt repetitive, or contrary.
- Great job to everyone involved in the planning. I know it takes a lot of time and coordination to pull off these events and I greatly appreciate all you do!



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK

- Due to difficulties traveling to Tuscon, it would be great if a Phoenix location would be considered. It's much more accessible with direct flights.
- I would shorten the breaks to 15 minutes and allow a longer time at lunch. Was really hard to go offsite and then be back in 1 hour.
- One of the best professional development opportunities I have ever experienced. Excited for Yr 2. Accommodations/classrooms were a little challenging. The class size was too large.
- Having all of the classes/events at the hotel really took away from the overall experience. Some of the classrooms were way too cramped/uncomfortable.
- Overall the program was very useful but it was also an exhausting schedule. Our Monday class dinner didn't get food until after 7:30pm and the networking party starting at 9pm on Tuesday seems a bit counter-productive with early classes and long days. I enjoyed myself very much but I had to return to work exhausted on Friday. I felt the set up in the rooms could have been a little more spread out. Our homeroom had a lot of empty space in the back and our rows could have been wider if space was utilized more. In one elective, it was a very claustrophobic situation with standing room only and no access to get out of your seat. I look forward to getting back on campus for better learning environments.
- I did like having everything under one roof. Made it very convenient especially this year with some physical limitations I was experiencing.
- Would like to stay as a whole class and not be split up next year.
- Great educational event. I learned more than I expected. The presenters were very knowledgeable and all gave interesting and informative presentations.
- Great learning opportunity. Recommend to anyone entering N/P field. Do it early so as to receive benefits at start of career.
- Looking forward to my fourth and final year! The class of 2020 is going to rock it with class! See you then!
- As a whole IOM seems to be regressing. The quality of instructors, content and events at the Marriott were disappointing this year. Honestly at this point I don't really see the value in finishing IOM. The only thing that would bring me back is my class. As a point of suggestion, please consider updating the classes. Teaching top level executives about customer service is a basic skill we all learned in undergrad and work experience. Topics like keeping your organization relevant, the benefits of working at a non-profit, defining your career path would be attractive and something different. Taking nearly identical classes from the same instructors with the same examples is not a good use of my organizations funds or worth my week away from the office. Hoping to see improvements next year!
- It has been a good personal development tool for management, not only in the Chamber world, but in general. I would like to see it get even more general recognition in the business world.
- As a graduate of WACE Academy, I appreciated being able to network and learn from other association professionals outside of the chamber industry but still with an emphasis in most of my classes on chamber work.



WINTER

ATTENDEE SURVEY RESULTS AND FEEDBACK

- It is very hard if you have to make last minute changes...but the hotel was not prepared for the group. Food quantity and quality was poor. Attention to special dietary restrictions was lacking. Rooms were too tight.
- Really hoping that the year 1 class for 2019 can stay together as 1 big class and NOT be separated!
- The Institute is an excellent opportunity to meet other organizations and meet new people, learn their ideals that helped them succeed in their organization. and learn what we could do to improved in our organization. The information we received was overwhelming, but very knowledgeable to help me grown as a professional, and help my organization develop successfully. The classes were very knowledgeable, made you get out of your comfort zone, and showed you how to communicate with other people. I can't wait to attend next year. I know what I learned in the Institute will help me personally and professionally with my position and with my organization.
- As a fast tracker from Southeast (in order to graduate with my class this June), my classmates in 3-2 were very welcoming and felt like I was really part of their class. They surprised me - I thought southern hospitality was only the best. 3-2 was great and loved them all!
- As my co-worker stated, "I drank the cool-aid" this year! haha. All of my electives were on point and I learned a TON. There were a few core classes that I was already well versed on but still got something out of each class. My group was an amazing class and we all gelled really well, even the fast trackers. Overall I had a REALLY great experience and I am already looking forward to next year!
- Overall, my experience was ok this year. Having lunch provided was a huge benefit in my opinion, so not having it was disappointing. Due to this, I know my food expenses were higher while the registration fee remained the same so that's something my leadership will question. Just seemed like there were a lot of cut backs this year. I did like having all the classes in the Marriott.
- I felt that the course work was below the level of participants. Some instructors used same materials in year two as they presented in year one. Disappointed to spend the same amount on tuition only to find out that lunch meals were not provided as they were last year. The additional cost was not appreciated. The time spent going off site for lunch and returning reduced the time I had to check on operations back at office.