

HARRIS PUG CONFERENCE EVALUATION Review

Conference	Harris PUG Summer 05 Conference
Date	April 18 - 19
Location	Santa Clara, California

Please indicate by checkmark which of the following applies to each question.

SA - Strongly Agree A - Agree N - Neutral D - Disagree SD - Strongly Disagree

(See total of responders for each category to right of question. See comments for each question directly below that question.

****The number next to the comment identifies the evaluation form it comes from.)**

Conference	SA	A	N	D	SD	Not Apply
1 The conference included beneficial training for Select Users	6	9	5			13
2 The conference included beneficial training for PUB's Users Comments: 1. Not enough 25. Not training, but info	5	13	7	1		6
3 The conference included adequate time to share ideas, issues and enhancements between users Comments: 17. Mixers	6	15	5	3	3	1
4 The conference included a sufficient amount of breaks between sessions.	14	16	4			
5 I learned valuable information from this conference Comments: 1. Not enough	11	19	4			

6 I learned skills information that will directly benefit me in my job from this conference. Comments: 1. Was roping for more interaction with software	8	16	10	1		
7 I would recommend our utility continue to participate in these conferences 17. Not a utility	12	15	2			2
8 What other locations would you suggest for conference sites? Comments: 1. This area was good! 11. Viva Las Vegas, Hawaii 12. San Diego always	Santa Clara San Diego	Monterey3 San Fran	Arizona3 Alaska	Glendale Half Moon Bay	Hawaii4	Las Vegas

Facilities	SA	A	N	D	SD	Not Apply
9 I liked the conference location	25	8		1		
10 I liked having some meals included in the conference fees Comments: 25. Continental	8	15	11			
11 I would rather have a group lunch, then on our own Comments: 5. Maybe on the first day. (voted neutral) 27. Eliminate breakfast	3	5	18	5	3	
12 The hotel accommodations met my expectations	4	10	9	2		9

Comments: 1. Didn't stay in a hotel 33. Made my own @ Doubletree						

Training Sessions & Expert Talks	SA	A	N	D	SD	Not Apply
13 The training session facilitators had the ability to make concepts understood	11	19	3			
14 The training session facilitators were patient and helpful Comments: 33. Info from Peter Soules & Joe R great!	13	18				2
15 I found the training sessions and expert talks to be very useful and informative	10	20	2			1
16 The expert talks helped me answer some questions about Harris software	8	18	5	1		1
17 I learned valuable information from training sessions and expert talks Comments: 1. Not much valuable info 25. ***struck out training/circled expert talks***	8	20	1	2		2
18 I would like to see more agenda time for training sessions during the conference	7	12	13			1
19 I would like to see more agenda time for expert talks during the	3	12	14	2		2

Comments:

1. Out of the 2 day session we spent the better part of 1 1/2 days on vendor/demos. I feel this should be kept for the national Harris Conference. The agenda for the "users" conference should be spent on "user" issues, ideas, training and enhancements updates. The evaluation above covers what the conference should have addressed through the 2 days instead of only the afternoon of the second day. I believe there is a lot of important issues to discuss and share on the products we are all using (PUBs/Select). I know that my company didn't send me to this meeting for product demos. If demos are important to the group, maybe make the conference 3 days. I had hoped for a lot more time for user participation (&Harris) in the discussions of group issues, work-arounds, ideas, etc. Also, just as we were getting into in the afternoon of the 2nd day I noticed some people had to leave for the airport and didn't get to participate, so they spent most of the time listening to demos. Thanks for your kind attention to this. The hostess was excellent. Thank you.
3. Cut back the amount of vendors, allocate more time for user roundtables.
5. A great balance of training/vendor presentations. VERY nice facility. Sandy & Rod: THANKS FOR ALL YOUR HARD WORK TO MAKE THIS MEETING A SUCCESS!!!
6. Closer to more restaurants would be good. More experts would be good. Training, less sales people "like" would be good.
7. The round table was useful. It would be beneficial to have it on day one so Harris could gather answers to share on day two.

Comments Continued

8. There wasn't enough seating in the main meeting room (at the tables). Maybe if you collected more detailed information from attendees at registration you could focus on areas that attendees use most often when scheduling sessions.
9. Bob Allison is excellent trainer, who not only provides training but also solves users' problems/concerns, individual users' needs. and then helps users to solve problems. The Santa Clara staff has provided excellent facility for the conference. Harris staff is also very supportive. Thanks to all for all the good efforts.
10. Conference had many tech problems with connections etc - not conducive to easy transition from one speaker to the next. Lots of lost time. Need to have time for individuals with specific problems to meet with Harris or techs individually.
11. Agenda was not followed as stated. Changes were made.
15. Granted - This was 1st mtg. But still...organization was poorly done - Agenda was not adhered to - This did not allow us to attend

only sessions that had interest to us because agenda was in constant state of change.

17. (1) Hot coffee in afternoon (had colled off or was empty), but I might be the only one drinking coffee in PM...
(2) It would've been nice to have handouts for the training so that it wasn't necessary to take so many notes - like copies of the screens to write on and the reports.
18. More Select / less PUBs. I feel like Select customers are last after PUBs - everything seems to be for PUBs customers. No handouts, not very many Harris people available.
19. Presentation handouts / training handouts. More info on Select! We are not all PUB users. More time for specific questions/ answers - Roundtable.
21. Did not attend workshops. Very nice job. Thank you Santa Clara.
22. Great conference!
23. (1) Should include lunch. (2) It should be in a hotel so that the participant does not have to commute from hotel to site. (3) Excellent meeting. Thanks to CSC.
24. Wish list doc to be reviewed at meeting so items can be "weighted" by the attendees for Harris' benefit.

Comments Continued

28. Good conference, good people, not stuffy - effective user group - looking forward to the next one.
29. I loved the product demo's. There were all excellent. As a brand new user, they were very informative. It was a great conference.
32. Give a map showing the location of the conference of the surrounding hotels before we make our decision where to stay. I was not pleased with the Hawthorn Suites.
33. Wording of By-Laws need to be "re-worked" gramatically.