

FCCA Survey

Part I. Registration

1. How satisfied were you with the on-line registration?

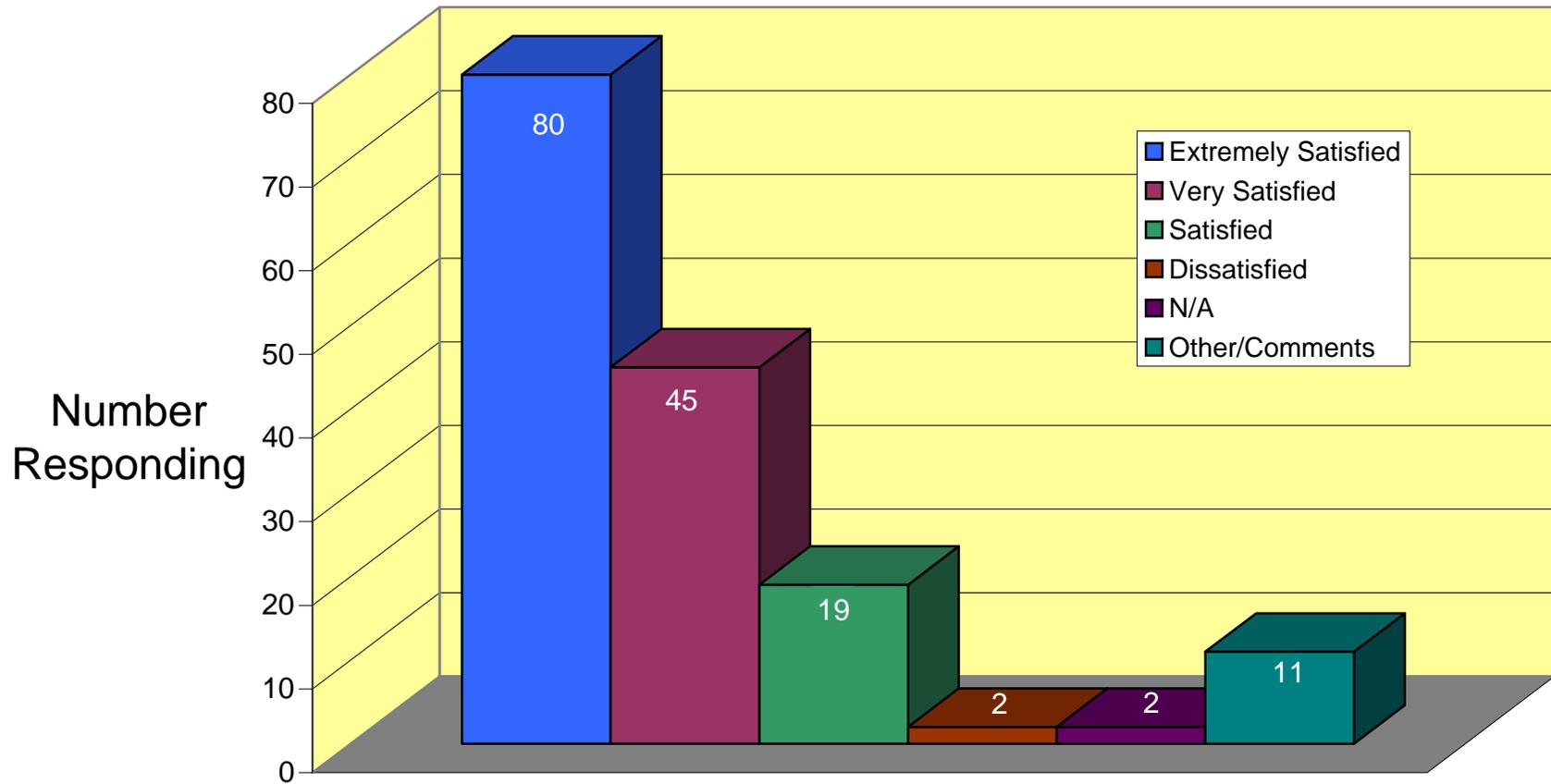
	Response Percent	Response Total
Extremely Satisfied	53.7%	80
Very Satisfied	30.2%	45
Satisfied	12.8%	19
Dissatisfied	1.3%	2
N/A	1.3%	2
Other (please specify)	7.4%	11
Total Respondents		149
(skipped this question)		4

Comments:

1. I changed my registration at least 3 times and you all were very nice to put up with all that. Thank you.
2. I was a little confused at first on how to add guests and the food they would get.
3. Unfortunately something was checked on my application regarding number of guests attending. I didn't notice it. My fault - but I hadn't been in the system. I was surprised a box was checked.
4. Receipt confirmation of completed and correct registration would be helpful when we register.
5. Being a first time FCCA attendee to a conference, I was unaware of the agenda on the first morning and thought that the first class was the very beginning of the conference. Thus, I missed the opening sessions :o(
6. The registration form was set up for conference attendees, primarily, and did not work well for me as a session presenter/faculty. I believe I had to fax a hard copy rather than submit it electronically as intended.
7. I was unable to print off my selected itinerary at the conclusion. Additionally, as a first time participant it was not clear to me that registration began on Sunday night. Other than those two glitches, the online registration was great.
8. Unable at registration to bypass making food selections for events was going to be missing. Would be cheaper for host if able to put down n/a or equivalent if not eating at an event.
9. The registration form was confusing. It would have been better to have separate pages for each category
10. I had to change a couple of things and the Boston team was so friendly and helpful --

- they did a great job!
11. information was not consistent from one section to another

Question 1. Satisfaction w/ On-line Registration?



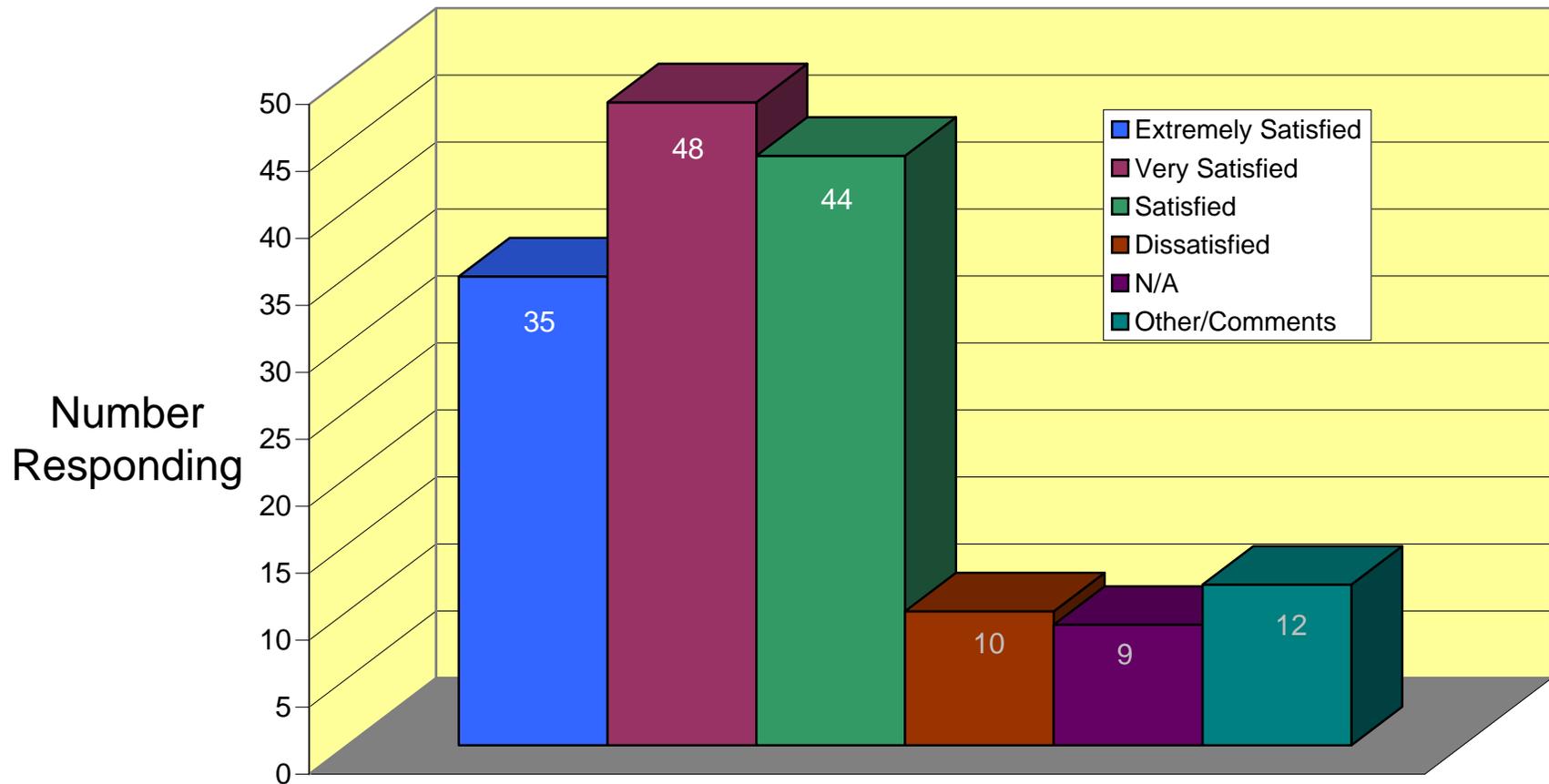
2. How satisfied were you with the information provided ahead of time in the Journal?

	Response Percent	Response Total
Extremely Satisfied	23.3%	35
Very Satisfied	32%	48
Satisfied	29.3%	44
Dissatisfied	6.7%	10
N/A	6%	9
Other (please specify)	8%	12
Total Respondents		150
(skipped this question)		3

Comments:

1. There was almost no information in previous Journals. This could prohibit people from attending if it isn't hyped up.
2. It is too bad there is not a Journal published before the conference with the information. All the information came from the web-site this year.
3. The hard copy of the Journal? I would say N/A, I found all the info on the web site.
4. I wished it was in an earlier version of the Journal or at least on the website earlier.
5. I would have liked more advance notice regarding the agenda, etc. in an earlier issue.
6. I think it would have been helpful to also have had the registration, etc. information in the Journal.
7. Was not aware of the Journal being available
8. I was not aware of any advance information about the conference.
9. I believe the information on the Boston conference could have been published more in advance that it was published.
10. Probably be better if you could look at the info while you were signing up online (a simple link).
11. The information in the Journal came too late. I recommend getting it out sooner.
12. The information came very late. I recommend getting out sooner.

Question 2. Satisfaction with the Information Provided



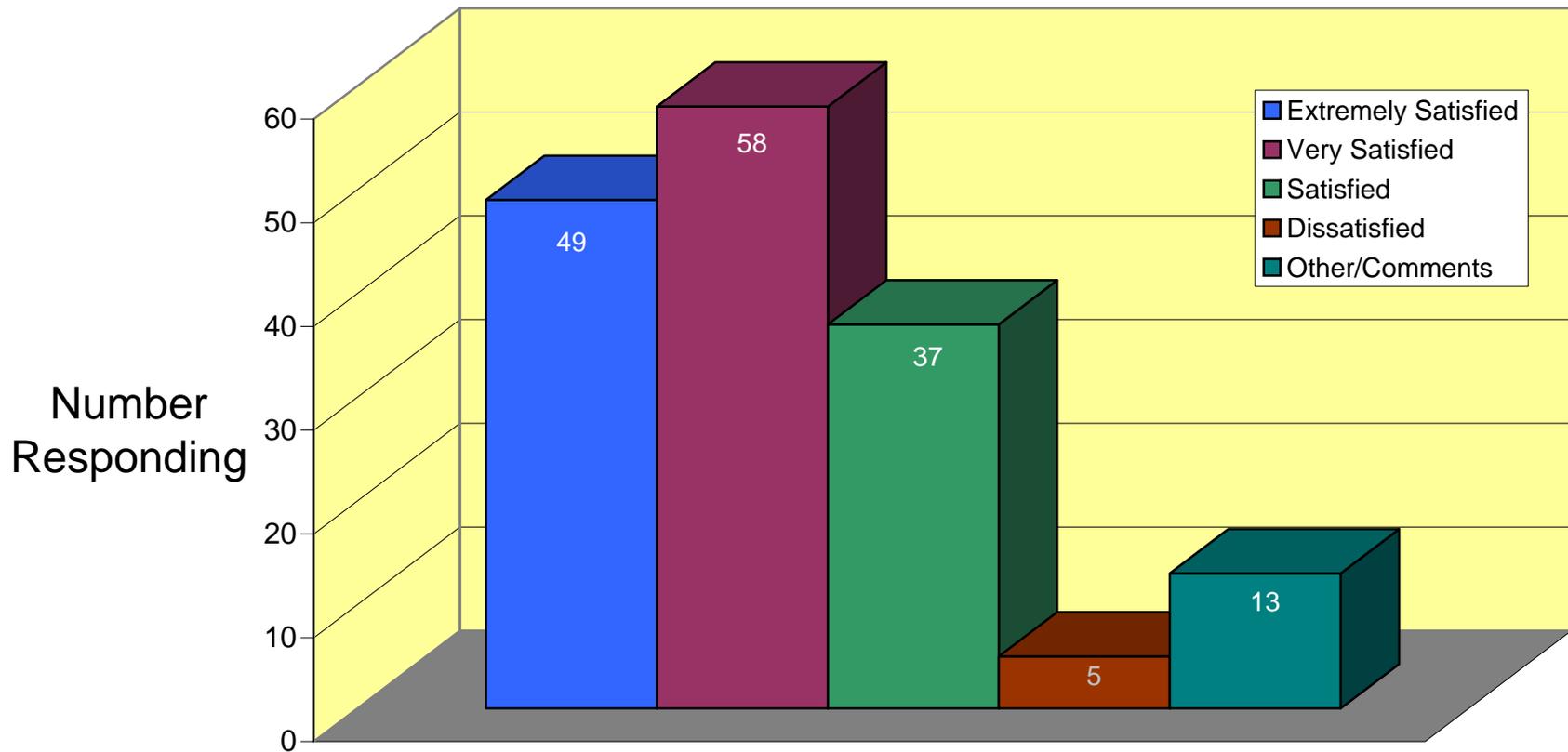
3. How satisfied were you with the information provided ahead of time on the website?

	Response Percent	Response Total
Extremely Satisfied	32.7%	49
Very Satisfied	38.7%	58
Satisfied	24.7%	37
Dissatisfied	3.3%	5
N/A	0%	0
Other (please specify)	8.7%	13
Total Respondents		150
(skipped this question)		3

Comments

1. I thought the information on the website was great!! It allowed you to prepare for the conference ahead of time.
2. Information needs to be there sooner
3. There was a lot of information on the web-site, but I think the Journal should have provided more info.
4. I was very satisfied, but it seemed like the information was put on the website later in the year than it normally has been in the past.
5. Website was not user-friendly or intuitive. The information was too spread out. The 'stars' wee cute but it was not easy to find what you needed.
6. Being a first time FCCA attendee to a conference, I was unaware of the agenda on the first morning and thought that the first class was the very beginning of the conference. Thus, I missed the opening sessions :o(
7. Seemed comprehansive, but not easy to organize as I think there were separate schedules for sessions versus other activities, so it was necessary to look in two different places to get a "big picture" perspective of all Conference activities.
8. More photos
9. Website should have been up sooner!
10. information was not consistent between registration and tother links on website
11. The information was good, but there were some problems with late changes to the schedule, specifically, Sunday's registration. Also make sure that all information regarding the extras is very clear, for example the Duck Tours and the ball game.
12. Great website! I loved the little starts. I referred to the website often.
13. Great website! I loved the little stars. I referred to it often.

Question 3. How Satisfied Were You with the Information on the Website?



4. Would you be willing to pay a higher fee if it included more meals and snacks?

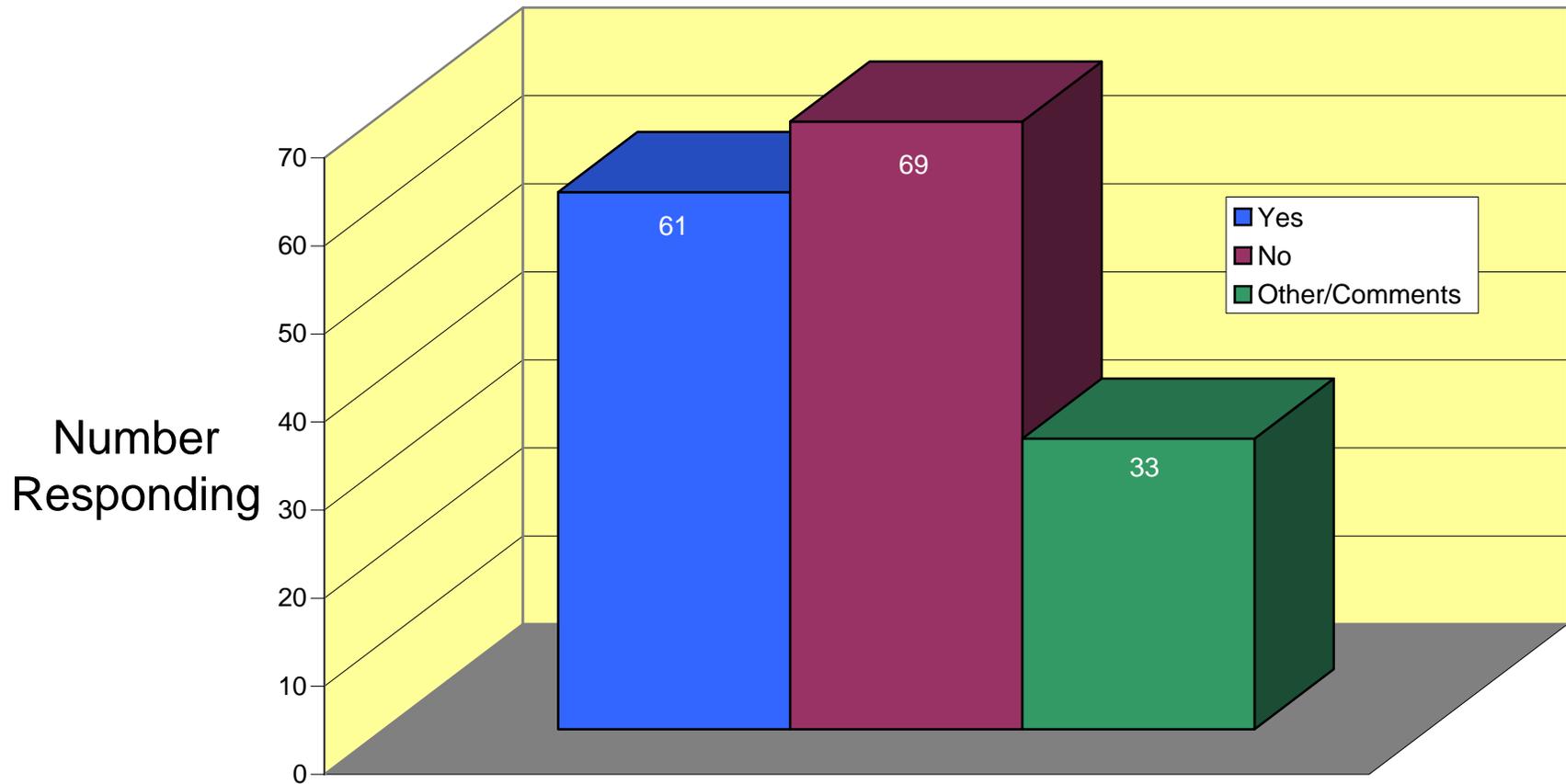
	Response Percent	Response Total
Yes	40.9%	61
No	46.3%	69
Other (please specify)	22.1%	33
Total Respondents		149
(skipped this question)		4

Comments

1. This conference had enough options that included meals and snacks. Better than some others. Some kind of food at breakfast every day would be great. Otherwise, I think the number of meals was satisfactory.
2. If the price were also to include more recreation activities(tours, activities)
3. The number of meals and snacks provided was perfect.
4. If the added meals and snacks were reasonably priced.
5. It would depend upon the food choices.
6. I would like to have some flexibility to try local venues. I thought this conference had a good balance.
7. If my budget allows. CACD does not provide funding for attendance.
8. Undecided. I have not had very good experience with hotel food
9. enjoy being able to lunch on my own at times
10. Personally speaking, morning coffee is essential. I really appreciated having breakfast food, and I would suggest not spending money on sweet danish. I think afternoon and morning snack breaks are not worth the expense at all. Instead, I liked that the host court included water and snacks in our welcome bag, and I could eat those when needed. Plus, I took snacks from the evening hospitality room that I used the next day. That was very much appreciated.
11. I thought Boston had it just right, really. I never felt unfed.
12. I like the formal luncheons and banquet and extracurricular events, which are included in registration. But I also like the option of going to lunch and dinner else where to get a feel for the conference city. I think what we get now is good.
13. That would depend on the quality/quantity of the meals and snacks. I was disappointed to find there was no coffee service available outside the meeting rooms. I would certainly pay a slightly higher fee to insure having coffee.
14. Possibly but I think things need to be made available longer. The breakfasts were taken away too early, especially the coffee and tea.
15. Perhaps, if there were more lunches included. Snacks would be great if a lunch or dinner was not provided. Dinners would be ok if there was an event we were going to see. Like the dinner theatre show in Chicago, or the clambake in Boston with the tour of the USS Constitution.
16. Yes, for snacks.
17. I think the funds that could have been used for more meals or snacks were used on extra

- evening events which were great.
18. should include cokes at the breaks
 19. Depends how much
 20. That may become a problem if Clerks reimburse registration for attendance and fees are higher because that may cover more than education.
 21. Participants should be able to select registration that offers meals or registration without meals.
 22. There is enough food served!
 23. Not applicable to me as an FJC presenter.
 24. I prefer to keep the registration fee low. It might be preferable to include some of those expenses in the individual room charges.
 25. If coffee and meals readily available closeby, no - if hostage to hotel location, yes to wanting more included so don't have to miss classes.
 26. I thought the number of meals and snacks were adequate.
 27. Depends on the amount and location.
 28. hard to get out to eat and then back for some of the classes without being late.
 29. I think some of the outings were too extravagant and involved funds for transportation. It would have been nice to have cut back on all the bands (President's Reception and Clambake) and reduced transportation costs
 30. Expensive Enough

Question 4. Are You Willing to Pay Higher Fee for More Meals & Snacks?



5. Do you think retirees should receive a reduced attendance fee rate?

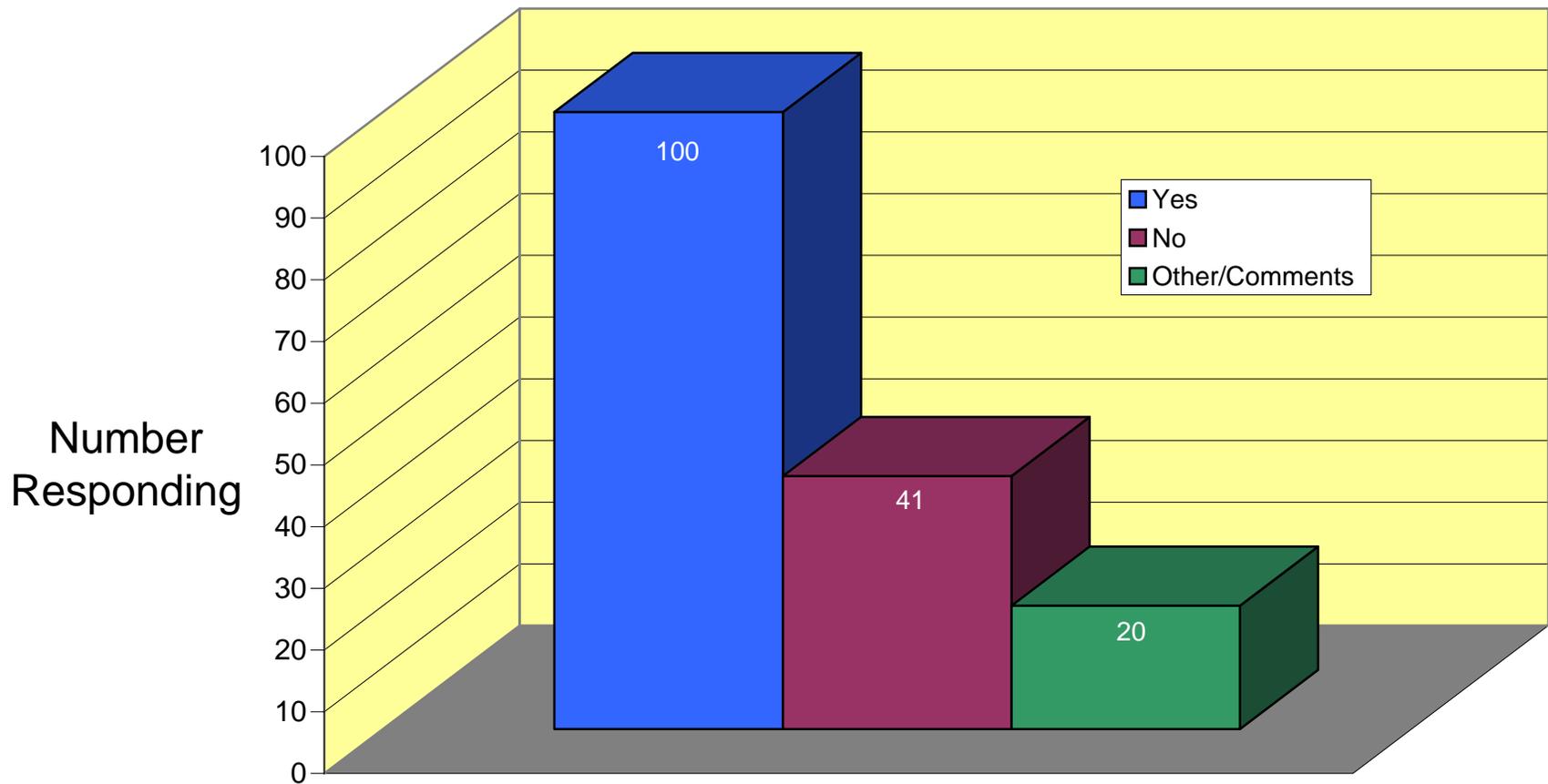
	Response Percent	Response Total
Yes	66.7%	100
No	27.3%	41
Other (please specify)	13.3%	20
Total Respondents		150
(skipped this question)		3

Comments

1. Yes and No. I think everyone should pay the same price, however, retirees are obviously on a more fixed income. But, lower-salaried employees could feel the same way - they have to pay the same amount as higher-salaried employees.
2. I say yes, since I'm going to be one soon.
3. Not sure. I have mixed feelings about that.
4. Just a minimal charge to cover breakfast and a tote bag, then they can pay for everything else they want to attend separately.
5. Retirees should be able to register and choose social activities a la carte.
6. Yes, but not by too much. Only enough to give an incentive to attend without the FCCA losing money.
7. They should have the option of just attending the social events and not the classes ...and then the option of attending the luncheons (could be X cost)
8. I believe they should only pay ala carte for the events they want to attend. As retirees they are not interested in attending educational classes which are not relevant to their status as retirees. Plus they are on fixed government retirement payments.
9. The retirees that I spoke with indicated that they do not attend any of the workshops. They attend the opening session each morning and the social events. I feel in order to keep their support for the organization and the conferences, we should give them a break on the conference registration fee.
10. Yes, if possible. Most would be on a fixed income, and I'm not sure if they are able to get financial aid from the courts or FCCA, so reducing the attendance fee would be a great help to them.
11. I don't think they should have to pay the total registration fee only for what they attend.
12. Yes, only if they are not attending any of the training classes.
13. I ALSO think retirees should have classes geared to them AND be represented by at least one officer, representative &/or board position.
14. Retirees should only have to pay the cost of the event, dinner or luncheon (overhead charges---nothing additional).
15. Maybe allow them to pay for events a la carte.
16. I feel they should pay a basic registration rate and for any events/meals they order
17. Not sure - how many attend and how reduced would their fee rate be? Would the rate increase for non-retired?
18. It depends. If they are long time attendees, I would agree. If they have never been

- interested before, not sure I would support that.
19. A slightly reduced rate would be fine. Especially if they aren't attending any of the educational sessions.
 20. I would agree that retirees should receive a slight discount. Especially if they do not attend the educational sessions.

Question 5. Should Retirees Receive a Reduced Rate?



6. Additional comments regarding registration.

1. If you will not be able to attend all dinners, events, etc. you should NOT be required to pay this as a registration fee.
2. A job well done!
3. n/a
4. Great to be able to register on line.
5. None
6. Boston did a great job, very organized
7. The online reservation process was excellent.
8. great idea
9. Include snacks and water in the registration bag. Please also include a list of conference attendees and their contact information.
10. Commented above -- not enough room here
11. The only problem I had was when I registered electronically, & then wanted to print out a copy for myself, the whole educational agenda did not print out. But registration as a whole was fine.
12. Excellent job!!
13. It was very easy and straight forward, good job!
14. Some of the MSU entries on the class selection portion were a bit confusing until another edition of the registration became available on-line. Otherwise, I had no complaints.
15. Great job, easy to use, very organized
16. Registration was great. Boston was very organized and great to work with at the conference. Had a wonderful time.
17. Make website easier to locate the info you need. Visually it was lovely..
18. I liked the design of the Boston FCCA website. It was easy to maneuver.
19. Team Boston did a great great job!!
20. Was somewhat confusing at the table regarding the tour of the USS Constitution.
21. very thing was great
22. would have liked to be able to retrieve my registration later
23. none
24. Find a way to keep the form from being submitted before entirely completed. No matter what you tried to do, the form was automatically submitted and I ended up registering twice even though I did not
25. Team Boston rocks!
26. Registration should start 3 months prior to a conference.
27. I think the registration process went smoothly.
28. I think the registration process went very smoothly.

Part II. Hotel/Conference Facility

7. How satisfied were you with the hotel?

	Extremely Satisfied	Very Satisfied	Satisfied	Dissatisfied	N/A	Response	Average
Quality of Your Room	42% (63)	40% (60)	13% (19)	1% (1)		4% (6)	1.71
Location	46% (68)	39% (58)	11% (16)	2% (3)		1% (2)	1.68
Cost	23% (34)	35% (52)	33% (49)	5% (8)		3% (5)	2.22
Overall Quality of the Hotel	26% (39)	41% (61)	28% (41)	2% (3)		3% (4)	2.06
Parking Rates	1% (1)		1% (1)	6% (9)	10% (14)	82% (115)	3.44
Meeting/Conference Rooms	20% (30)	39% (58)	35% (52)	3% (5)		1% (2)	2.22
Total Respondents (skipped this question)	149	4					

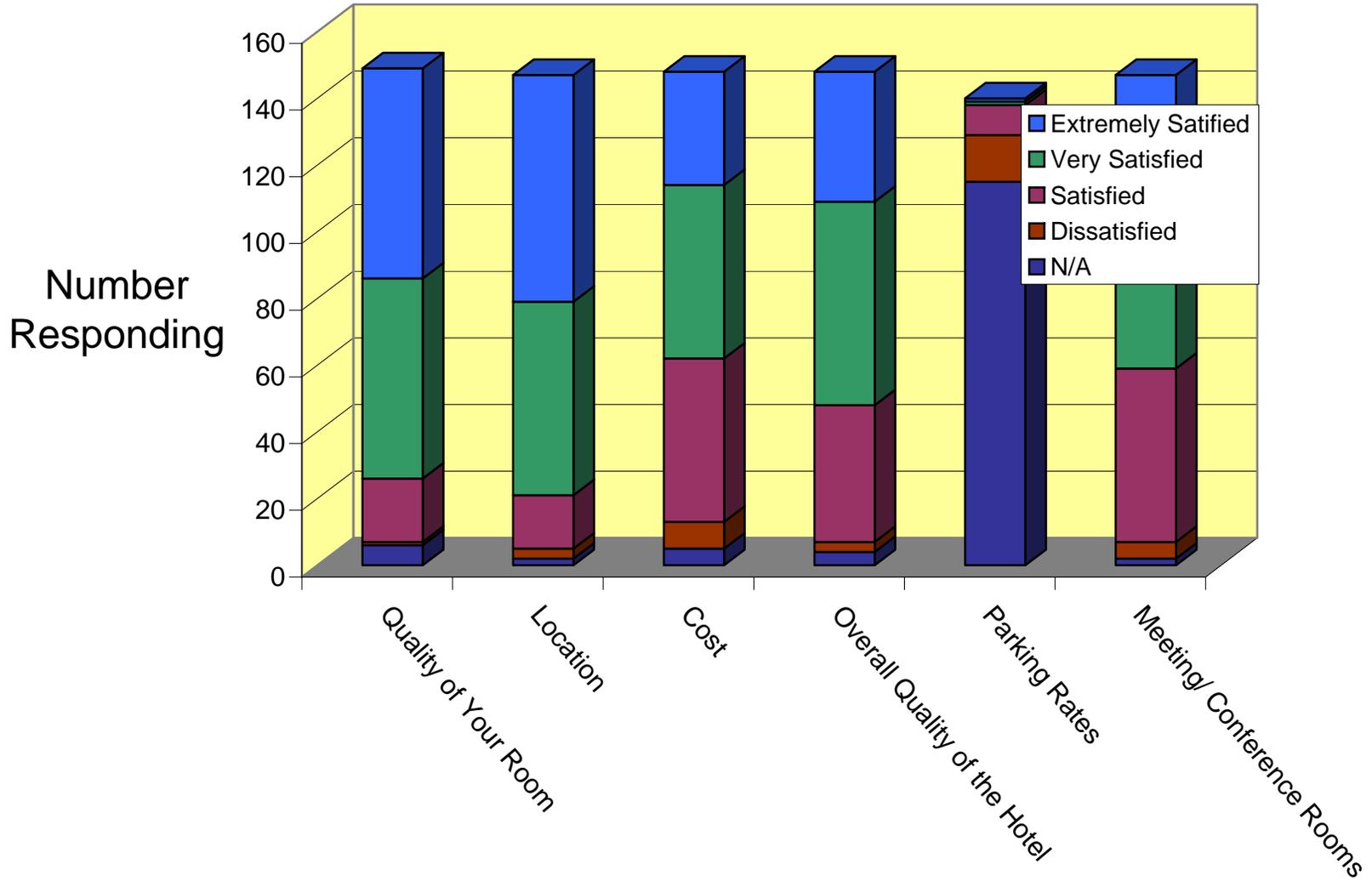
8. Additional comments regarding the hotel.

1. Great location and accomodations.
2. Would like to have seen all the breakout sessions on one floor
3. Poor Security
4. Acoustics weren't great
5. The staff was really friendly and helpful
6. The hotel registration people were not that sharp
7. Hotel with a nice Lobby so members could meet and socialize
8. Had a problem getting the room I wanted - wanted king size bed and they tried to give me 2 double sized
9. The elevators were extremely slow and it was difficult getting the elevators to the uppers floors.
10. Several problems with the inadequate separation between conference rooms, running out of TP in the ladies, not having equipment ready to go
11. At times the temperature in the conference rooms were too cold
12. Needed a hot tub
13. Rooms were too cold. Also, and this is minor, more elevators would have been great. Other than those items, the hotel was very nice.
14. The meeting rooms were at a comfortable temperature-finally!!
15. Great Hotels, one of my favorites
16. Acoustics were not good in some of the meeting rooms.

17. I would have liked a hotel closer to the tourist attractions & shopping.
18. I liked that the break out rooms and large "plenary" room were all very close together.
19. The staff were very helpful and the beds were very comfortable.
20. Elevators were horrific-but there's nothing that could be done on the waiting - I guess
21. The only time I was not satisfied with the meeting rooms was when one room was divided by a screen. It was not the best situation to hear the other class while yours was taking place.
22. needed more water in meeting rooms
23. great location and hotel. While the room cost was a little more than for some other conferences, for the location it was excellent.
24. The hotel seem to show its age in spots and temperature control was very uneven. Staff were responsive and pleasant. One conference room was far to noisy at times from the HVAC.
25. Having to wait for an elevator for 10 minutes plus was a challenge
26. Sometimes the hotel staff were hard to find.
27. didn't stay at the hotel.
28. John Hallett, the concierge, was extremely knowledgeable. All of the hotel staff was very personable and friendly.
29. not enough security. Desk clerks gave different answers regarding same questions. They should have done more to respond to the theft in bar. Did the attendee receive anything from the hotel??
30. The Radisson was okay, but certainly not exceptional in terms of facilities and services provided by staff.
31. Thought \$149/night was a little high compared to the quality of the hotel.
32. During breakout, many times water pitchers were not refilled and/or tables not cleaned off.
33. The meeting rooms were not the best I have seen. The airconditioning was extremely noisy. I found that most classes were overcrowded as the rooms were small
34. Ice machine never worked. Failed to clean room.
35. EXCELLENT facility with an EXTREMELY accommodating staff. The FOOD was INCREDIBLE!!!!
36. Location was in a seedy part of town. Not enough dining choices in hotel.
37. no air conditioning in the hallways was not good
38. We should setup jogging each morning, just meet in the lobby @ 6:00 for anyone interested.
39. Nice enough - long waits for elevators though.
40. Some rooms had audio and visual problems
41. too cold in many of the meeting rooms -
42. The elevators were very slow. I suggest that if you select a hotel where the elevators are slow, that there be a bit more time in between classes.
43. The elevators were horrible.
44. Prostitutes were prevalent.
45. The hotel was very nice - turn down the A/C
46. The only problem was the elevators

47. In some of the meeting rooms the airhandlers were very loud and we were unable to hear the facilitator and/or questions from participants. Tempe should check this out in advance.
48. In some of the rooms the airhandler was very loud and very distracting. Team Boston responded quickly to these complaints.

Question 7. How Satisfied Were You with the Hotel?



Part III. Education-FCCA

9. Did you enjoy the opening ceremonies and speakers? Please add additional comments regarding the opening ceremonies and speakers under Other.

	Response Percent	Response Total
Yes	91.8%	135
No	0.7%	1
N/A	6.1%	9
Other (please specify)	17.7%	26
Total Respondents		147
(skipped this question)		6

Comments:

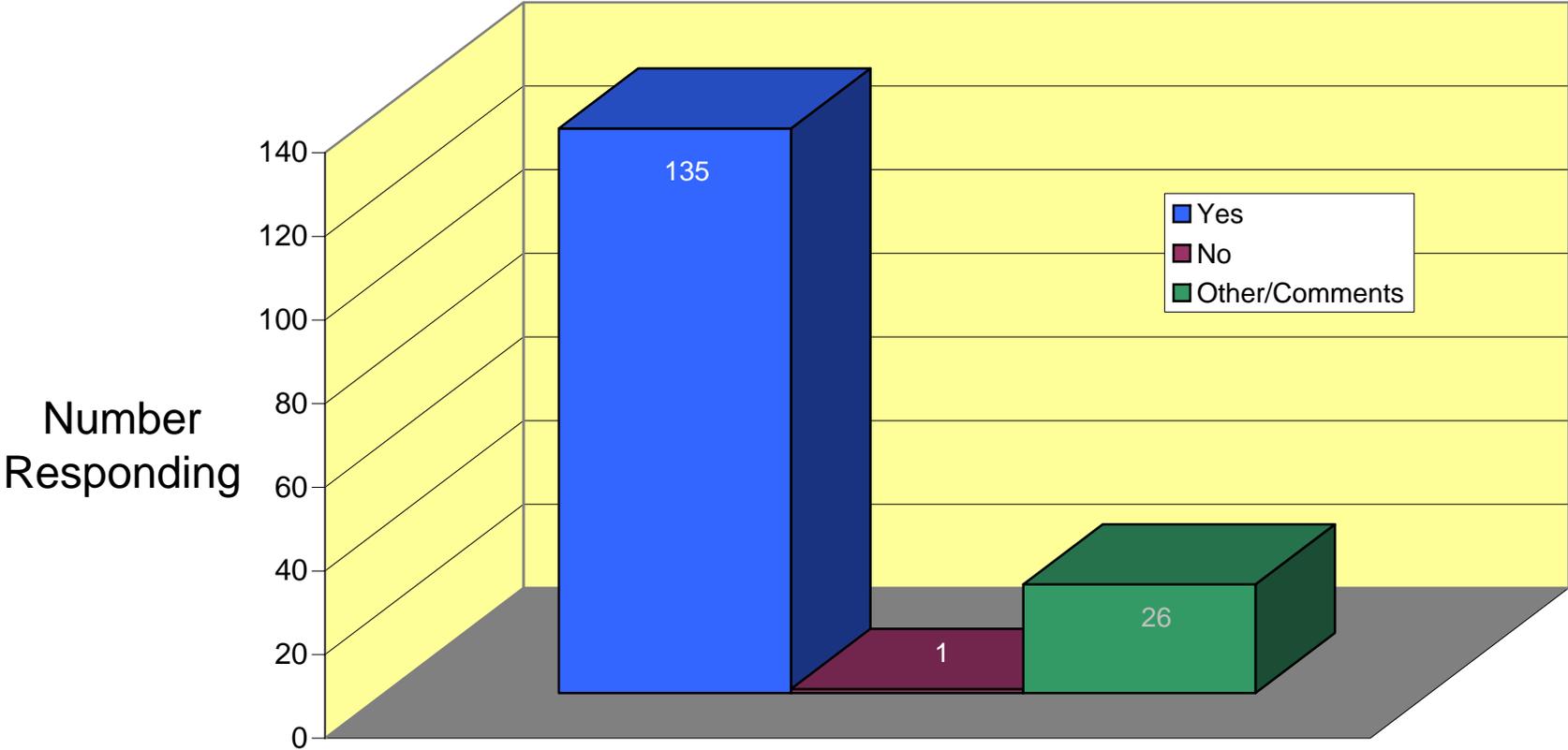
1. I thought everything was GREAT. It was my first conference and I thoroughly enjoyed all the events.
2. Positively excellent. Obviously a lot of work went into the planning of this event and conference.
3. Benjamin Franklin went on a little too long but otherwise it was fine.
4. Added touch to George Washington. Really enjoyed meeting and seeing our new A.O. Director.
5. Unable to attend
6. What a coup getting our new Director there. Good job!
7. Wonderful to hear James Duff
8. Judge Young was both entertaining and inspiring. It was a pleasure to be introduced to James Duff.
9. Dr Ben Franklin was wonderful and so was the judge.
10. I was exceptionally impressed with Lou Gil and Jim De La Torre's presentations. I think Lou and Jim should be invited again. I think this was the highest quality program I've ever experienced, and my coworkers agreed.
11. I could not attend the conference due to the fact that my clerk indicated funds were not available for me to attend. The clerk solicited people to attend the conference and I responded that I would like to attend. The excuse I was given was simply she wanted people who had never attended the conference to be able to attend. I have never attended an FCCA conference and thought the agenda being offered for 2006 was interesting enough for me to attend. Others within our court were permitted and provided funding to attend, even though they had attended conferences previously.
12. Exceptional
13. It was nice to hear from James Duff, & see him at a conference. The comedian was very funny, especially after the cruise we had the night before. David Stechmann's talk about his experience with Katrina was very moving, and gave one the sense of what these people really went through.
14. The Judge was excellent!

15. They were okay.
16. As a presenter, I did not attend many of the other sessions or the opening ceremonies.
17. The Judge was outstanding. I loved the story of the juror trying to get to the court!
18. I especially enjoyed the Presidents reception at the Courthouse. Having Mr. Duff present to speak to us was extremely gratifying. I hope that he will attend next year as well, and maybe even stay for some time.
19. Glad we could meet Mr. Duff, Judge Young was phenomenal - made me feel our hard work was appreciated, comedian was funny. Color guard and Ben Franklin also nice touches.
20. AWESOME
21. I have always enjoyed the motivational speakers that keep your attention. They maintain your focus and prepare you for the rest of the day.
22. Missed the opening ceremonies - I flew in Monday morning. I think opening ceremonies should have been on Monday.
23. could not hear people on the microphone
24. WONDERFUL
25. I enjoyed meeting and hearing the new AO Director, Jim Duff. I was very impressed with David DiMarzio's singing!
26. I really enjoyed hearing from the new Director of the AO, Jim Duff. I was very impressed with David DiMarzio. We have such talented people in the courts.

10. How satisfied were you with the following?

	Extremely Satisfied	Very Satisfied	Satisfied	Dissatisfied	N/A	Response Average
Speakers/Presenters	42% (62)	43% (63)	14% (20)	0% (0)		2% (3)
						1.71
Variety of Courses Offered	40% (59)	35% (51)	22% (32)	1% (1)		2% (3)
						1.83
Course Materials Provided	29% (43)	39% (57)	28% (42)	1% (2)		3% (4)
						2.02
Content of the Courses	36% (53)	39% (58)	22% (33)	1% (1)		2% (3)
						1.88
Total Respondents	148					
(skipped this question)	5					

Question 10. Did You enjoy the Opening Ceremonies & Speakers?



11. Did the educational agenda meet your expectations?

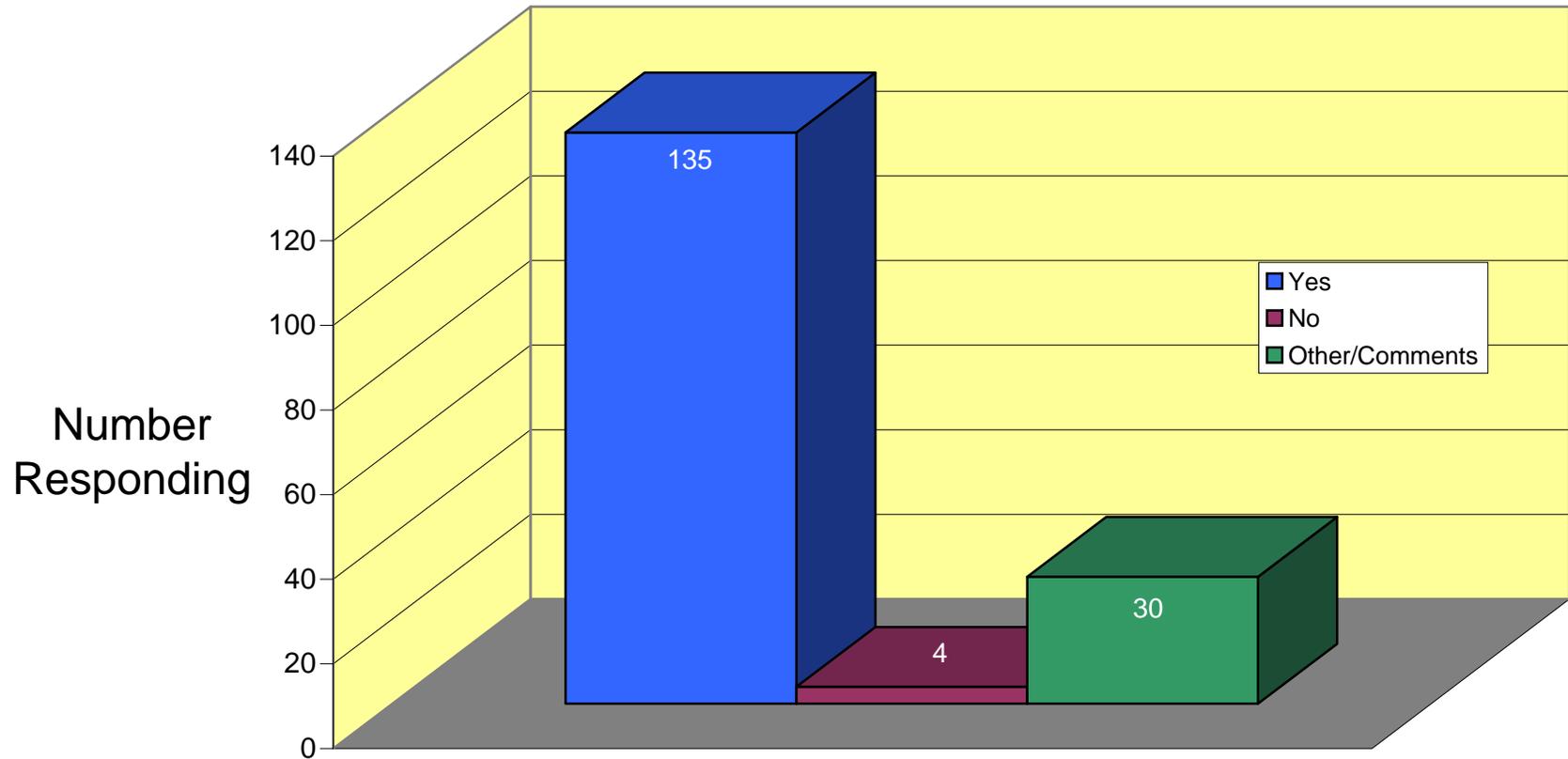
	Response Percent	Response Total
Yes	91.2%	135
No	2.7%	4
Other (please specify)	20.3%	30
Total Respondents		148
(skipped this question)		5

Comments:

1. Mainly, except I wanted to have online explanations of the new CM/ECF release.
2. I'm very pleased with the MSU offerings. My greatest frustration was that the courses were terrific, but we almost always ran out of time & could have used more hands-on practice or discussion.
3. I was expecting some classes pertaining to specific topics related to the courts- ie Finance, Budget,Operations,Systems etc, Classs where employees who do the same jobs could share ideas..
4. In fact, compared to other Associations I've been a member of, the agenda exceeded my expectations!
5. Every class I took I truly enjoyed and I can't say that every year.
6. I would like to include workshops that would be more job specific, ie jury clerks, court operations specialists, etc. Perhaps Clerks would be more willing to finance their employees attendance to the conferences if they could receive job specific education.
7. Wasn't able to attend
8. The agenda was good but it would be nice to see more variety.
9. Yes, but I would have liked more handouts, especially on classes that used PowerPoint.
10. Exceeded my expectations.
11. exceeded my expectations
12. program and had been very happy that I could do both programs without stressing out. Then a minor change made it so that I could only take one course. Content and presenters were outstanding!
13. I was disappointed in the day that we only went until 2:00 p.m.
14. I was a 1st time attendee so I was not really sure of what to expect. I guess the topics were O.K.
15. I expect more training courses. Since my court paid for my attendance at the conference I felt that I should at least be in sessions the majority of the day.
16. The educational agenda was great.
17. Not applicable for me as a presenter
18. I thought that what was presented was done in a very educational manner. I know it must be hard to do, but I think that fresh material needs to be presented at next years conference since I have gone to some of the sessions offered previously.
19. I was expecting much more detail. Just not used to simpler agenda.

20. I was very impressed by the variety of courses and the speakers!
21. Many presenters did not have enough handouts as days went by. Some had sign up sheets to get materials sent after conf but don't recall receiving.
22. The schedule was changed such that essentially 90% of what I had signed up for at certain times were cancelled or changed. I did not learn this until I reviewed the materials I picked up at the conference.
23. I really had no expectations going in so was happy with the content
24. Most did. However, the grammar and the thinking styles classes were a disappointment. They did not have enough of a command on the class to finish the material in time.
25. I would like to see some education that is targeted toward certain jobs -- like roundtable discussions for courtroom deputies, docket clerks, etc.
26. When the classes were changed around there wasn't enough information posted or enough advanced notice given.
27. I would like to see more courses geared toward the Administrative Assistant.
28. Excellent Courses - Very satisfied with all the sessions I attended.
29. For the most part
30. I like to take notes on the handouts, but some presenters did not have them available. Not good.

Question 11. Did the Educational Agenda Meet Your Expectations?



12. Do you share educational information with co-workers who were unable to attend the conference? If yes, please provide examples.

	Response Percent	Response Total
Yes	73%	103
No	22%	31
Other (please specify)	46.8%	66
Total Respondents		141
(skipped this question)		12

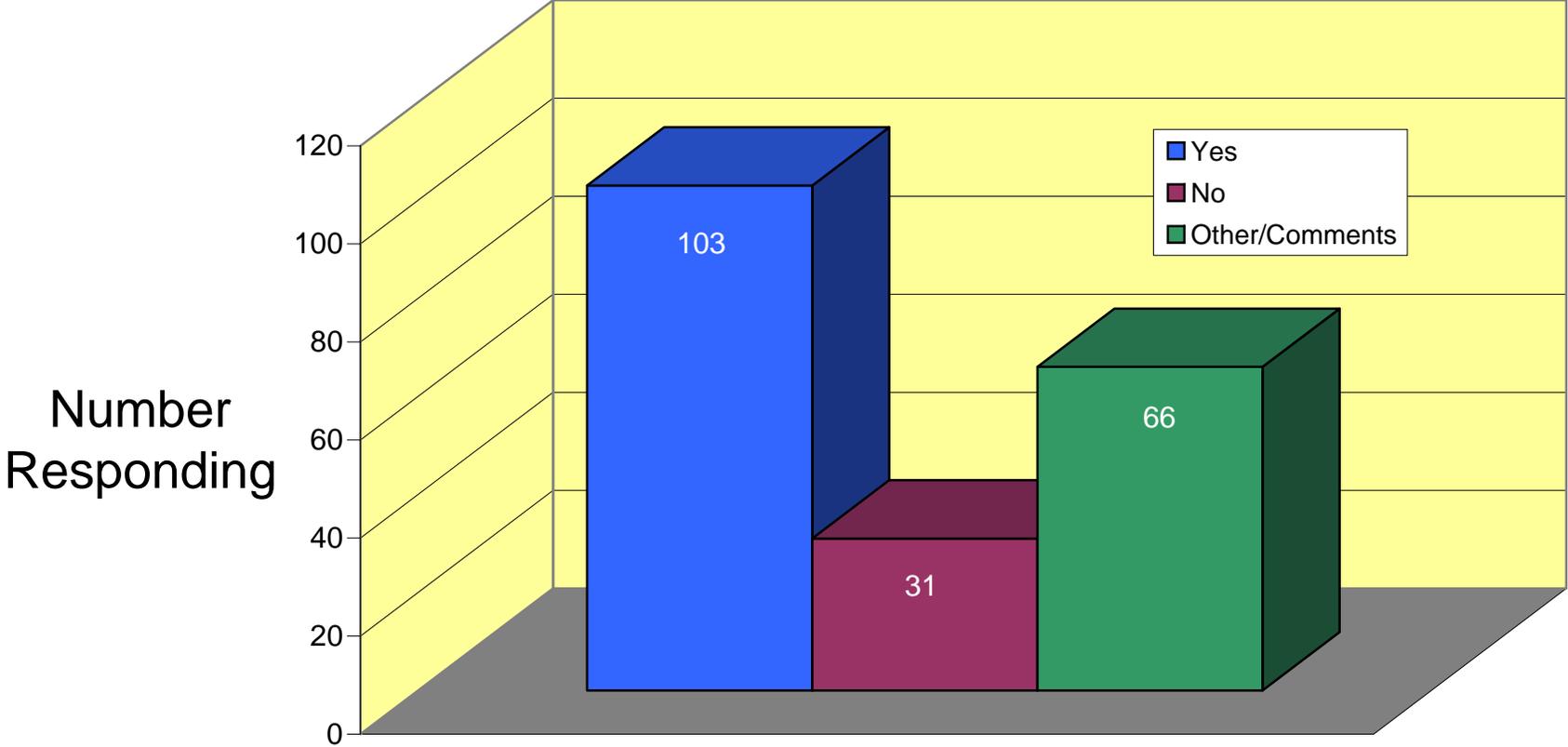
Comments

1. We haven't yet, but the two of who attended are planning a presentation to all clerk's office employees in the hopes are increasing membership from this office.
2. MDL; we are conducting our own training based on this informative class
3. I provide them with copies of my class hand-outs and promote the MSU program.
4. I shared with my HR supervisor the info I obtained from the MSU programs as it related to HR.
5. Discussed with managers at management meeting and asked them to share materials with their staff. Also, mentioned to judges.
6. Wrote an article for our Court's newspaper
7. Handouts.
8. Gave them handouts from seminars attended including TSP workshop, long range planning workshop, my notes from ecf session, etc.
9. Brought back hand outs for interested people
10. The MDL class (information booklet), I will let the other people in clerk's office review.
11. Cleveland, OH conference attendees provided written reports to the Clerk for dissemination to coworkers.
12. TSP and retirement training.
13. I distribute any handouts I obtain to appropriate staff members (e.g., IT staff, procurement staff, etc.)
14. I distribute any information I receive to applicable departments.
15. I make copies of class handouts, etc.
16. ordering records from the Federal Records center can now be done online
17. I make copies and send them to the deputies in charge to share with the employees.
18. Yes, I did share information with my co-workers, especially the session dealing with the press. As a matter of fact, I called a co-worker as soon as that session concluded.
19. Presenters must post their info on the website. It is too difficult to try to carry home copies of everything, and then we could have info from the sessions we were unable to attend.
20. I passed along information from the CM/ECF forum and Thinking an Learning Styles to my Supervisor.
21. Devoted a management meeting to discuss the conference from the perspective of those in our court who attended. Handed out materials to managera and asked them to share with their staff. Typed notes of some presentations and provided to those with interest.

22. We give a presentation to those who are interested.
23. copied retirement and investment handouts for entire staff
24. I shared the information I learned about what other courts were doing with respect to ECF. My supervisor was very pleased with the information.
25. "brown bag" overview
26. Tell them about classes and offer course material for review upon request.
27. Shared information re: retirement and tsp investing.
28. I bring back handouts and freebies from the Vendor Fair, also handouts from the workshops that I attend. I also share with co-workers information from my personal notes from the workshops that I attended.
29. Wasn't able to attend
30. CMECF issues that were shared among the attendees
31. Because people who want to attend are able to.
32. I shared the retirement information.
33. Our court was required to write about the courses we did take, which will be made available to those who did not attend.
34. Briefings at staff meetings
35. I plan on sharing, just need a little more time.
36. If asked.
37. I shared information regarding the MSU Program
38. Spoke with my clerk of court and chief deputy about my experiences and information received.
39. brought home all the information on retirement and shared with the office - also the Ben Franklin was great
40. Will be in the future, have not had time yet. Especially the Business Etiquette class info.
41. TSP retirement information and Judicial Security.
42. I shared info received from the following classes: grammar, thinking and learning styles, TSP, retirement, and security in the courtroom.
43. What I learned in the class about TSP and what the best way to invest is
44. Not applicable for me as a presenter
45. Court security; L-fund TSP info.; Conflict management
46. I brought back extra materials; met with friends during lunch to share information ... I will be developing all my pictures and will again set them up for any FCCA Member to come view and discuss highlights and aspects of the conference.
47. As I am in HR, we discussed much of the material at staff meetings.
48. I shared the information from the Internet Security and CM courses w/ some of my co-workers who were interested.
49. Marshal's presentation CCAM presentation DCAD presentation
50. I really appreciated the classes taught by instructors who gave us the option to have materials sent to our home courts (ie CD & or e-mail handouts). Several instructors made the offer, however, only the MJSTAR presenter actually followed thru!
51. I was told we could download materials after the conference concluded, and I have been unable to do so.
52. Verbally shared some things with friends I thought were interesting like safety tips from

- marshals, general retirement info, etc.
53. I tell them about the classes and what was presented
 54. We were instructed to prepare a written report defining the experience, education and vendor information.
 55. I share copies of any materials I receive and tell them about the course.
 56. Brought back printed materials and shared class materials with co-workers
 57. Our clerk pays the majority of our travel/registration expense but we have to report in writing on what we have learned. Those reports are published in our newsletter.
 58. I would be happy to do if our court clerk paid for us to attend. I am paying everything myself so I only share if asked by a colleague.
 59. Our office prepares a monthly report called the "Clerk's Office Activity Report" that is e-mailed to all staff. After the annual conference, the attendees of our court provide a summary of their experience and their favorite classes they attended. This information is added to our "COAR."
 60. Info on retirement and TSP.
 61. Used for training staff and answering questions.
 62. they were interested in the retirement informational handout and were glad to know these will all be put on the fcca site
 63. Gave copies of handouts to people in office interested in topic.
 64. Not really, only little tid-bits.
 65. I send e-mail and talk about what was offered and what I learned. I bring back material to share. I write about it in our news letter.
 66. I send out e-mails, talk about what I learned at the conference at meetings, bring material back to see if there is something we can use.

Question 12. Do You Share Educational Information with Co-workers Who Could not Attend?



13. What courses/sessions would you like to see included at future conferences?

1. More people from the Administrative Office discussing new topics and sharing in future plans.
2. Case management, courtroom deputy, financial
3. I liked the MSU courses
4. Something to think about.
5. outdoor activity e.g., instructions on hiking;
6. Possibly - How to use most recent Lotus Notes.
7. additional forums on CM/ECF and staffing/workforce management
8. Management courses
9. Code of Conduct
10. Interaction with different agencies (having a member of the agency(ies) present for Q&A).
11. Case management under ECF
12. Additional MSU courses.
13. more job specific and detailed
14. Nutrition
15. courtroom deputy ideas, jury administrator issues, issues with courtroom sharing/scheduling and how to handle. retaining contract court reporters and court interpreters, management issues for DICs, other
16. more breakout/share sessions
17. I would like to see more sessions relating to jobs we do; it is great to share ideas/ways to get the job done.
18. I think there should always be a course on ECF and a course on retirement planning.
19. Internet Security. The woman who taught it this year could had a 3 hour class and never repeat herself
20. See my response under Other in #11
21. Retirement/Investment, Leadership, Dealing with Difficult Managers/Clerks, Motivational Topics,
22. Courses to aid lower level employees to ascend to management positions
23. Definitely keep the retirement session
24. Something on prevention of identity theft and what to do if it happens to you.
25. Not sure, I'm in the MSU program, so courses we need to take to finish the program.
26. teleworking, health benefits
27. dealing w/pro se pltf's
28. more operational training for deputies. Administrative training needs are frequently met by other entities.
29. I would love to attend a session that details what a district court, bankruptcy court & appellate court do during a typical day.
30. ?
31. investments, TSP
32. Delegation skills; taking initiative
33. TSP/Retirement/ Stress Mgmt
34. More computer courses

35. computer classes
36. Government Finance or Procurement Training
37. no comment
38. More sessions related to current events (i.e. compensation study, pay-for-performance, restructuring/downsizing issues & planning; creation of combined jobs for CM/ECF, CCAM, etc.
39. more job related skills
40. n/a
41. Courses dealing security and safety issues in the courts and clerk's offices.
42. Information about the Court Leadership Program
43. LOU GIL is a MUST. He is such a GIFTED presenter. He makes learning PAINLESS! He should teach the presenters how to present!!!! DOUG LEE and MICHAEL SIEGEL are wonderful. SANDRA SCHWARZ
44. Retirement planning needs some work. We had a local retirement seminar last year, and it was excellent. Maybe there could be a person available in the lobby for a one to one look .
45. safety, COOP/disaster plan implementation
46. Courses that pertains to our work that will help us enhance our quality of work
47. CM/ECF courses, customer service and retirement sessions are very beneficial.
48. more brainstorming sessions with other deputies that do the same kind of work
49. cannot think of any at the moment.
50. See above
51. Planning for the Future
52. The retirement sessions are always good, leadership courses are good.
53. More sharing of CM/ECF innovations - not everyone can go to the annual users' forums
54. Grammer, basic records operation, doing more with less
55. Case Management/Reports for CRD
56. CM/ECF roundtable
57. More CM/ECF courses
58. Business Etiquette and Grammar
59. more work/systems type classes with like groups, such as CJA, FAST et.
60. practical forums, management
61. More job specific classes, i.e. courtroom deputy, finance, jury, etc.

14. Additional comments regarding education.

1. The MSU classes were excellent.
2. More MSU courses
3. Overall, enjoyed the classes.
4. Worth my time!
5. Every class should have handouts or have them available very soon on the website.
6. More information about possible reimbursement for the MSU courses.
7. It was great to have a Judge as a presenter. And kudos for enticing James Duffy to attend.
8. It would be nice if Michael Siegel would be able to schedule his departure time later than the middle of a session he is presenting. He left early in Chicago and again in Boston
9. Financial issues, IT issues/polices,
10. More classes on same topics on different days so you don't have to skip one to attend another one that has folks raving about it.
11. Maybe offer each course everyday. This year I wanted to attend a certain class, but couldn't because it coincided with another class I wanted to attend - conflict of times
12. I liked the way it was setup, so that MSU students were able to take a couple of 'other' courses.
13. excellent educational program; (former Chief) Judge Young was very dynamic speaker
14. I like that education/training is the main reason for the conference.
15. I loved Judge Young's session. He was a welcoming, engaging and knowledgeable speaker.
16. excellent!
17. All were awesome!
18. As a presenter, the on-site preparations for the educational sessions seemed somewhat chaotic -- there were not enough "Team Boston" organizers on hand to assist presenters in a timely way.
19. I immensely enjoyed all the sessions w/Lou Gil
20. n/a
21. I'm a little TIRED of the Jim De La Torre. It's ALWAYS the same thing old saw. He's not nearly as good as he thinks he is!
22. To generic in some cases
23. I like the mix of education and interesting classes that have nothing to do with my job.
24. a little less "role playing"
25. Please keep the MSU program.

Part IV. Education-MSU

15. How satisfied were you with the following?

	Extremely Satisfied	Very Satisfied	Satisfied	Dissatisfied	N/A	Response Average
Speakers/ Presenters	29% (41)	21% (30)	8% (11)	0% (0)		42% (59) 3.04
Course Materials Provided	19% (26)	30% (41)	9% (13)	1% (1)		41% (57) 3.16
Content of the Courses	26% (35)	22% (29)	8% (11)	1% (1)		43% (58) 3.13
Total Respondents (skipped this question)	141				12	

16. Did the course(s) meet your expectations?

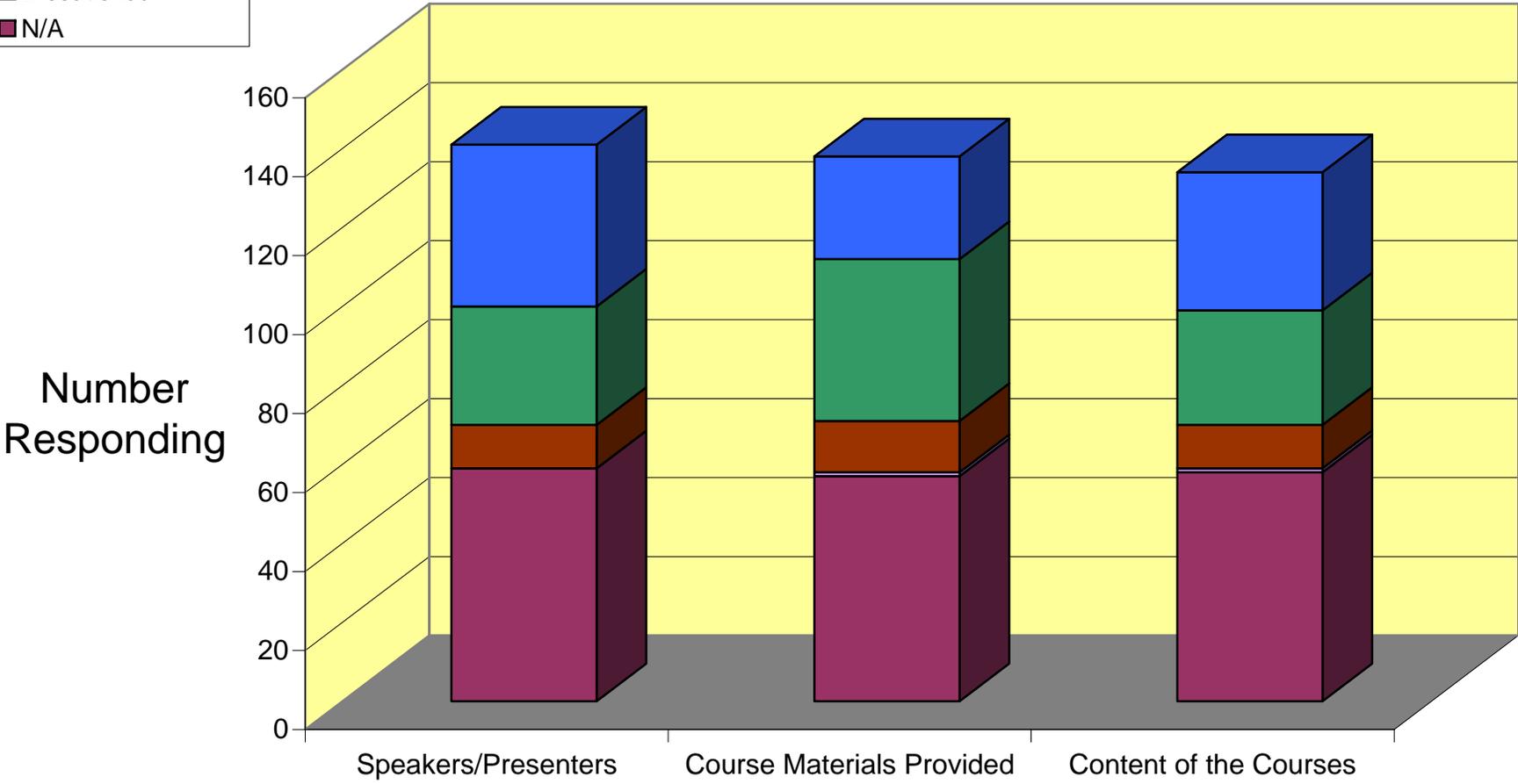
	Response Percent	Response Total
Yes	61.1%	77
No	0.8%	1
N/A	38.9%	49
Other (please specify)	5.6%	7
Total Respondents (skipped this question)		126 27

Comments:

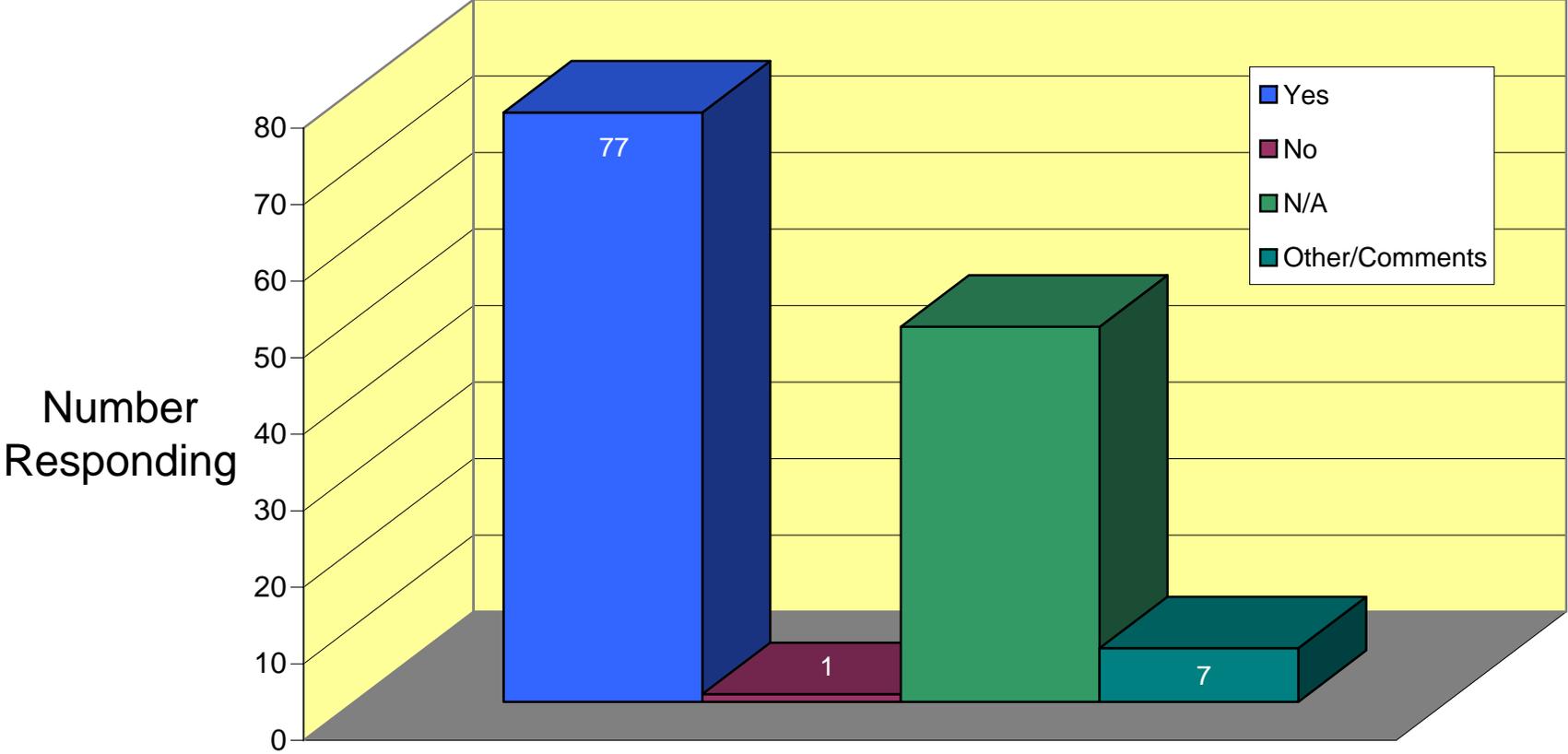
1. Wasn't able to attend
2. Even though I'm not signed up for MSU I still attend their courses.
3. exceeded expectations
4. I guess. I wasn't really sure what to expect.
5. I did not attend any of these courses.
6. Most were excellent. A few were too basic, i.e. Intro. to HR. I liked Judge Young but have no idea what he was trying to teach us.
7. Can We Talk, Thinking and Learning Styles were both excellent. The other classes were too basic and not challenging enough.

Question 15. How Satisfied Were You with the Following?

- Extremely Satisfied
- Very Satisfied
- Satisfied
- Dissatisfied
- N/A



Question 16. Did the Course(s) Meet Your Expectations?



17. Additional comments regarding the MSU.

1. All of them were excellent, especially Joe Haas.
2. I think I would like to see some kind of a progression from one year to the next.
3. I didn't understand about who/why the classes were offered at first.
4. Would be nice to have more than 5 years to complete the non-credit program.
5. I would take even more courses if offered.
6. Much better job with the scheduling this year.
7. This is an excellent program. I really enjoyed the courses that were offered.
8. variety of presenters was a great idea: Joe Haas' class was very informative--great teaching style; Judge Young's & Lou Gil's classes were excellent
9. N/A
10. MSU is a great program
11. none
12. I attended one/two MSU sessions but am not enrolled in MSU program
13. Keep MSU as part of the conference.

Part V. Host Court

18. Was the conference well organized?

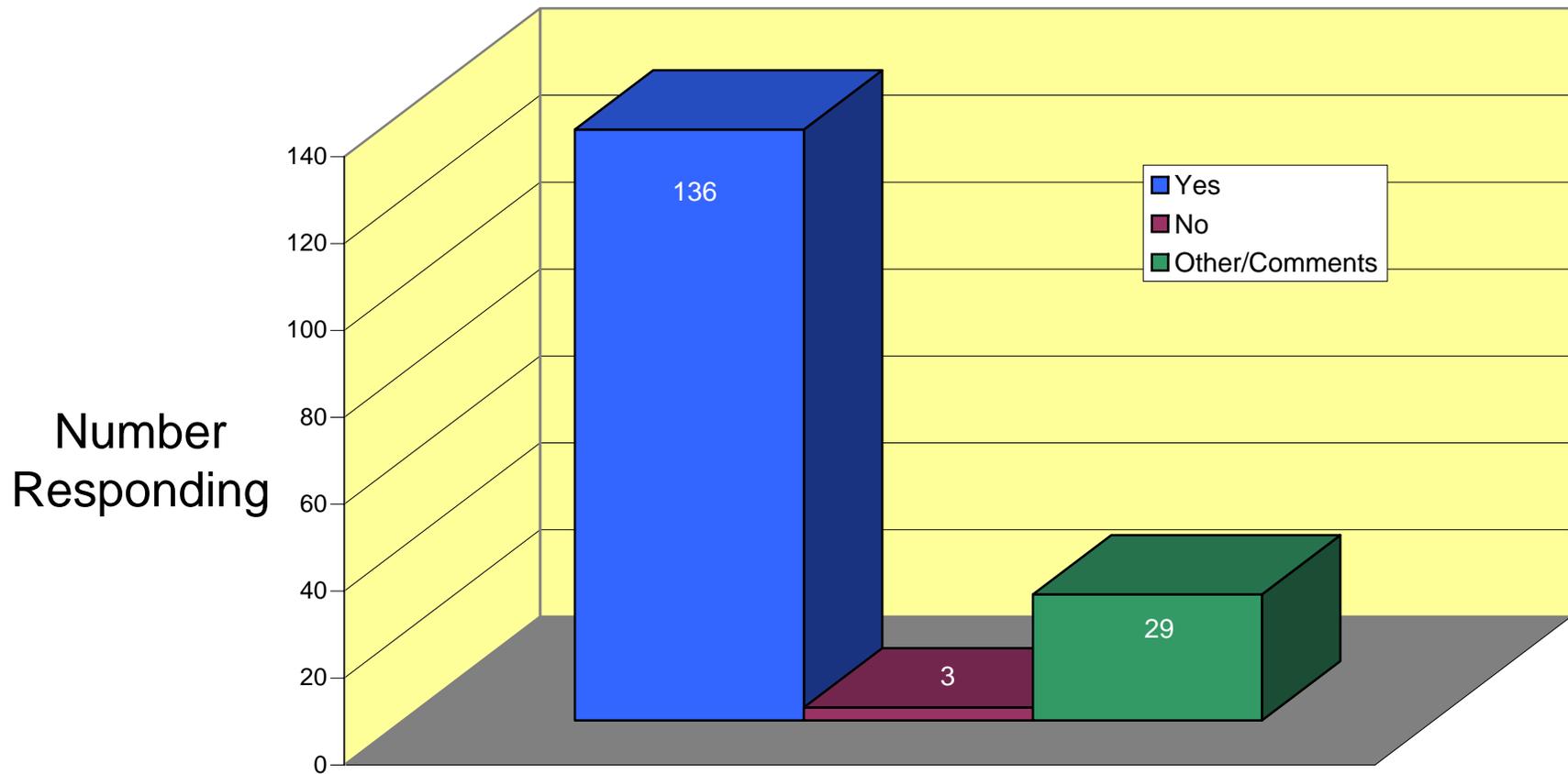
	Response Percent	Response Total
Yes	92.5%	136
No	2%	3
Other (please specify)	19.7%	29
Total Respondents		147
(skipped this question)		6

Comments:

1. Absolutely!!! What a FANTASTIC job Team-Boston did! They were very visual throughout the conference which made it easy if you needed anything at all!
2. Extremely well organized
3. Very
4. Team Boston did a fantastic job and worked extremely hard.
5. The clam bake/lobster dinner was a disappointment. It was very warm out that day and the lines moved slowly. I left without eating. I couldn't wait any longer.
6. The Harbor Cruise was not.
7. There were a few hiccups, but nothing unexpected. Great job!
8. rooms kept changing
9. Registration and educational programs were well organized. Bus service was well organized. Actual events - e.g Lobster bake and river cruise were not.
10. The clambake was disappointing. The food lines were so long we gave up and settled for another meat (wanted lobster). There needed to be multiple tables where you could get your food.
11. I especially liked the "daily briefing" by Team Boston each morning. They kept us well informed of any changes and I appreciated reminders about group outing times (e.g. everyone must be in the lobby by 4:30, etc)
12. Cannot comment because I was not able to attend
13. I didn't like the fact that most events ended early then the scheduled time.
14. Great job - very well done.
15. The after hour activities were problematic. E.g. the clambake, we still had not been served by 8:30pm and the line was moving very slow and was very long. At that point we decided to leave and forfeit the \$90 we paid for the event and eat elsewhere; due to diabetes I must eat on somewhat of a regular schedule to avoid a blood sugar crash, that was not going to happen that night. Similarly at the final banquet, after sitting down to dinner at 7:30, and I know there was a business segment before food was served; however nonetheless at 9pm two people at my table had not been served, every other table I could see had been served. When we were served we got whatever was left, I wound up with the toughest most overcooked slice of prime rib I have ever seen.
16. Team Boston has set a new standard, this was a great conference!

17. It had some rough spots, but I think that Team Boston did an excellent job of dealing with them.
18. Very well organized.
19. Only the time it took to get the Lobster at the clambake was a little too long. Rest was great.
20. Team Boston did an EXCELLENT JOB. They worked hard to put together a fun conference. The only downside was the Harbor Cruise. The Harbor Cruise should have refunded a portion of the funds when the generator failed, and there was insufficient food.
21. It seemed fairly well-organized, but I think "Team Boston" could have used more on-site helpers to keep things running smoothly.
22. The Clam Bake was disorganized by the catering of the Marriott. The food was not plentiful, the appetizers were gone by 6:15, when we arrived; and the bar prices were outrageously high for a planned event.
23. This was the most organized conference I have ever attended.
24. Would have preferred more free transportation to events though - more windows re: when could head back to hotel for those of us non night owls.
25. This was a great conference. Some of the things that happened were beyond the host courts control
26. Would suggest printing names in larger font on name tags - very difficult to see and read
27. WHAT A JOB!!!! FANTASTIC!!!
28. You could tell how much effort was put into the organization of the Conference.
29. except for the very beginning...Duck Tours and information regarding.

Question 18. Was the Conference Well Organized?



19. Was the conference staff helpful and courteous?

	Response Percent	Response Total
Yes	99.3%	145
No	0%	0
Other (please specify)	17.1%	25
Total Respondents		146
(skipped this question)		7

Comments:

1. Extremely!
2. More than helpful and extreme courteous and friendly
3. Extremely
4. Extremely. Great time with Team Boston.
5. The conference staff could not have been more pleasant, helpful and gracious.
6. Again, great job!
7. Yes, Yes, Yes! Great Job! Thanks you Team Boston.
8. I liked that Team Boston was very visible every morning and easily approachable for questions.
9. I felt like I knew these women even with short contacts with them. They never showed annoyance with stupid questions..always there for us.
10. Same as 18
11. I continue to be amazedt hat the host teams, who volunteer their time, energy, hard work, etc. are so professional and friendly in sponsoring these conferences!
12. Staff was extremely helpful and courteous.
13. Team Boston was superb! But maybe a few more to help would work even better.
14. I liked how they stood out amongst the crowd with their Team Boston baseball shirts.
15. GREAT Team Boston shirts!! :)
16. All of Team Boston were gracious hosts... especially Chickie Cummings - she rocks!!!
17. Very friendly
18. The Team Boston people I talked to during the week were very helpful.
19. EXTREMELY!
20. Team Boston was very helpful and friendly
21. Team Boston was GREAT!
22. Only criticism is with the woman who screened everyone at the entrance to the vendor fair - we were treated like criminals if we weren't wearing a badge.
23. Absolutely the best I've seen.
24. Team Boston was very helpful and visable. Every time I had a question they were able to provide information and assistance. Much better than Chicago.
25. Team Boston was very helpful and visible. Every time I had a question they were able to provide information and assistance.

20. Were you able to identify the following participants?

	Yes	No	N/A	Response Average	
Our Host Court Staff	98% (143)	1% (1)	1% (2)		1
Board Members	61% (86)	34% (47)	5% (7)	1.35	.
First Timers	55% (78)	39% (55)	6% (9)	1.41	0
Circuit Representatives	47% (66)	45% (62)	8% (11)	1.48	1
District Representatives	47% (65)	45% (62)	8% (11)	1.49	
Speakers/Presenters	65% (91)	29% (41)	5% (7)	1.31	
Total Respondents	146				
(skipped this question)	7				

21. Would you like to receive a copy of your registration forms when you check in at the registration desk?

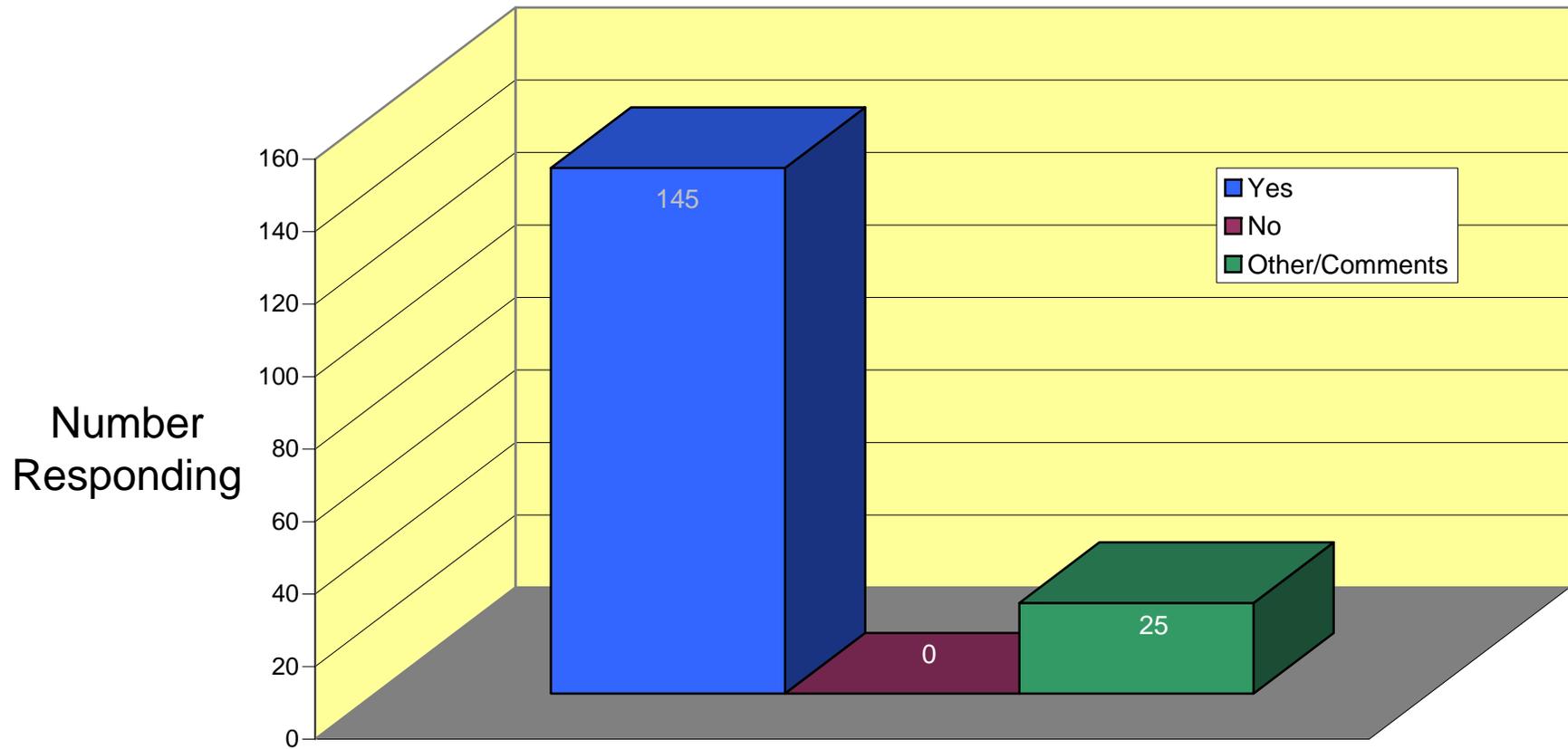
	Response Percent	Response Total
Yes	67.4%	97
No	31.9%	46
Other (please specify)	13.2%	19
Total Respondents	144	
(skipped this question)	9	

Comments:

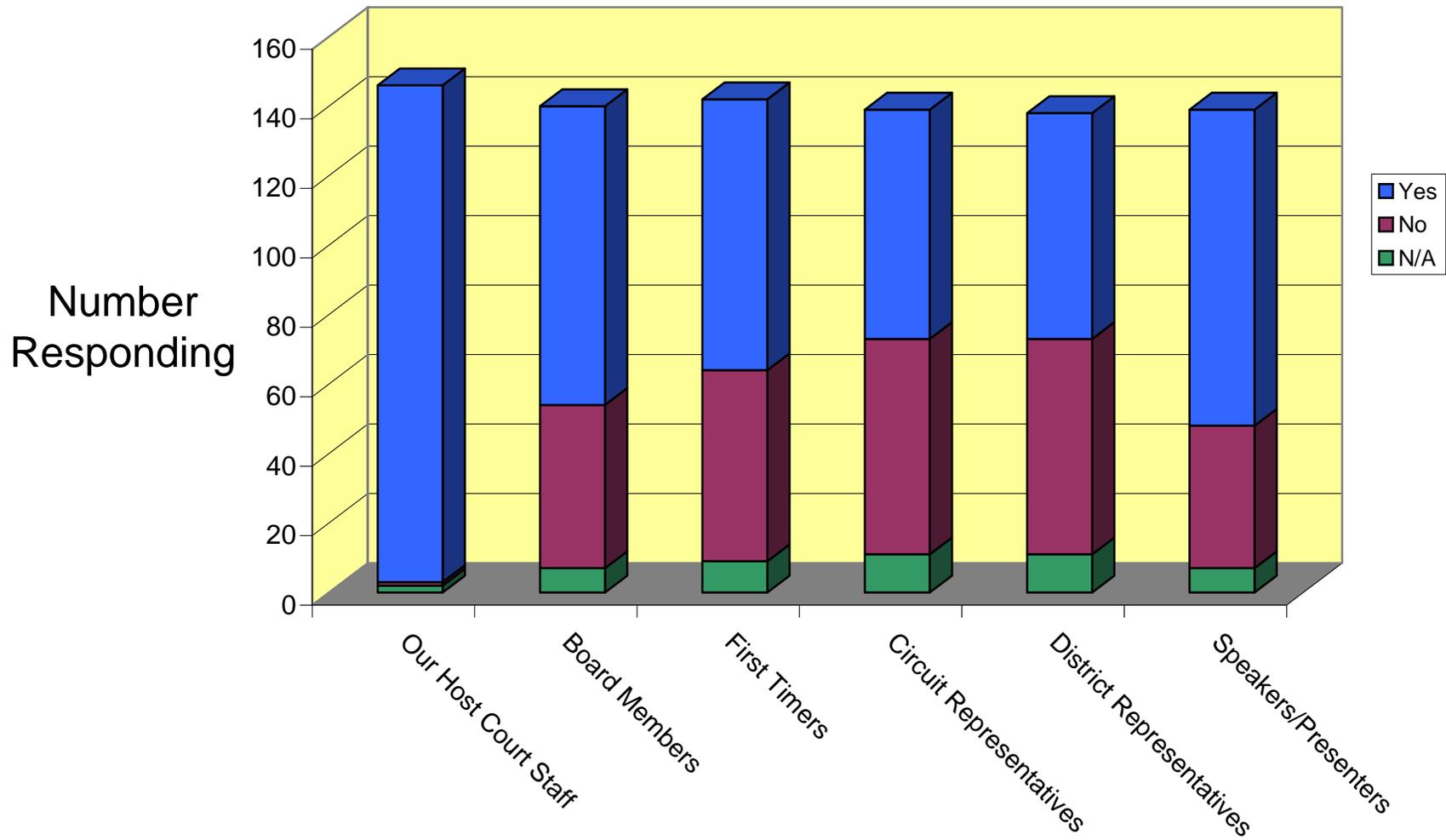
1. doesn't matter
2. Would be nice if we forgot them.
3. some of us didn't bring our paperwork and didn't remember what seminars we signed up for
4. It would help me remember what I signed up for.
5. think it would be too confusing
6. I kept a copy of my registration form, but, for those who didn't, I would have been very helpful to have them during the conference for class schedule.
7. I had a copy of all my classes w/ me; didn't need another copy.
8. The most valuable tool for me was the pocket agenda. I took it everywhere, every day because it was so easy to carry.
9. You can always make a copy before you send in the form.
10. I keep copies and bring them along. This would be a waste of time and effort on the part of the conference planners. If we aren't organized enough as individuals to make sure we know what we registered for, shame on us.
11. I can print my own.
12. In regards to question 20, I don't recall if the Board members, etc. were identified

13. I remembered my course sign-up, but there were those that did not.
14. It is just as easy to bring a copy yourself.
15. SO I WILL REMEMBER WHAT COURSES I HAVE SIGNED UP FOR AND ON WHAT DAYS
16. That's just extra work - everybody should have that information already.
17. I brought my own copies
18. not sure...for what purpose?
19. This is helpful. We register so far in advance, I forget what I have signed up for.

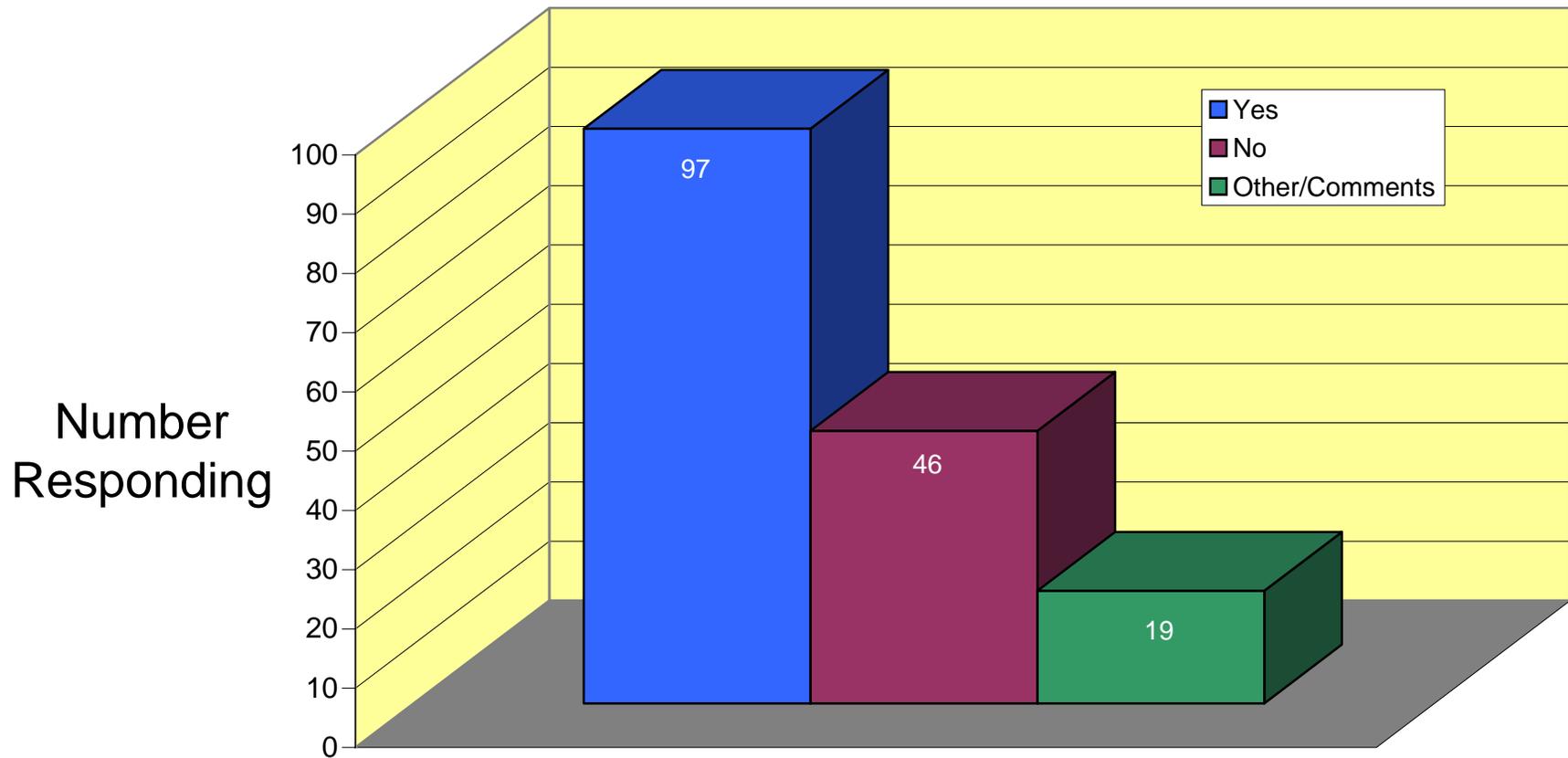
Question 19. Was the Conference Staff Helpful and Courteous?



Question 20. Were You Able to Identify the Following Participants?



Question 21. Would You Like to Receive a Copy of Your Registration Forms When You Check in at the Registration Desk?



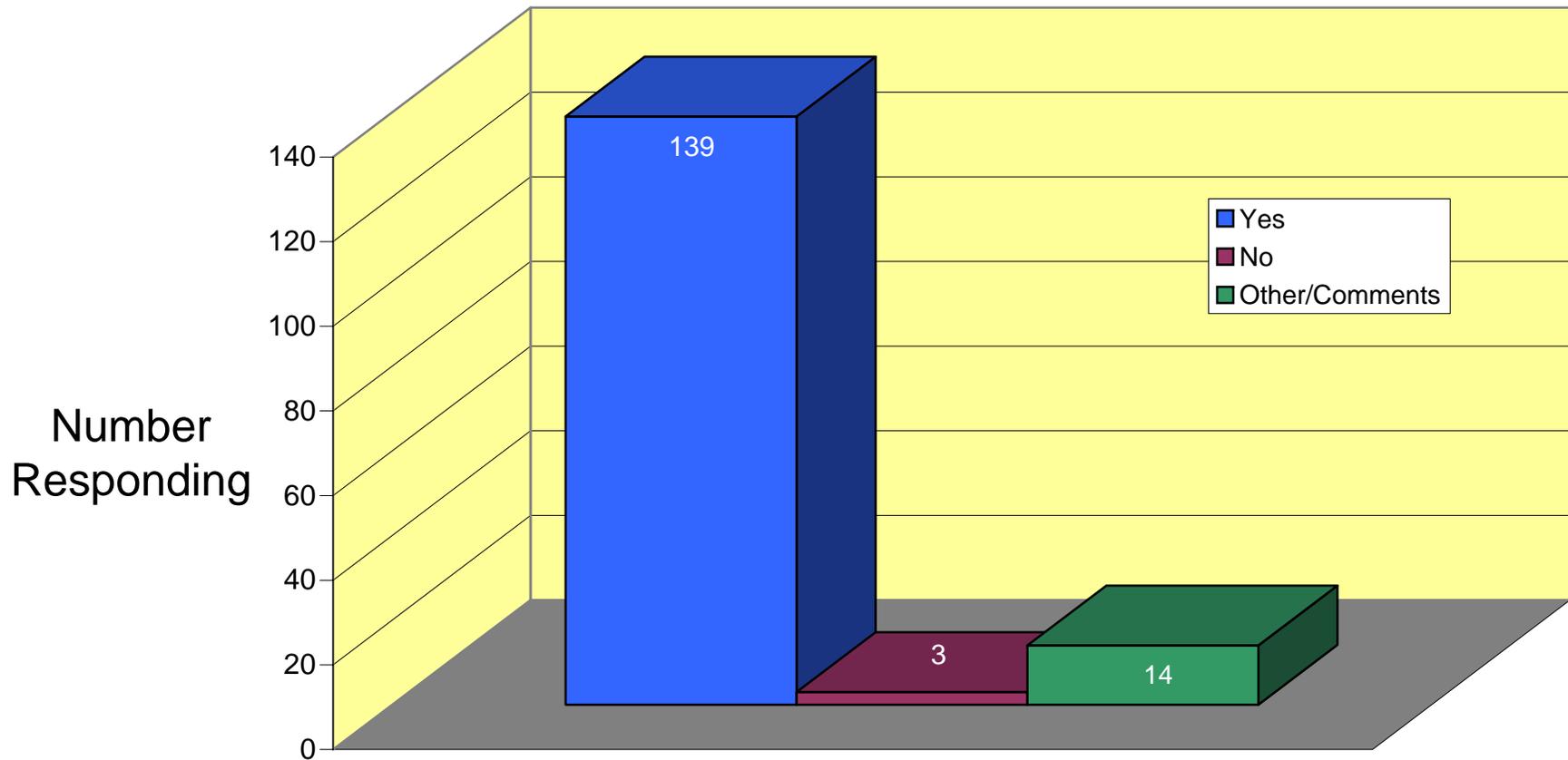
22. Would you like to receive a tourist packet when you check in at the hotel?

	Response Percent	Response Total
Yes	95.2%	139
No	2.1%	3
Other (please specify)	9.6%	14
Total Respondents		146
(skipped this question)		7

Comments:

1. In my opinion, this would depend upon what "social" events were planned by the host court. In the case of Boston, there was enough planned that you got to see Boston.
2. Great idea!
3. This would be very helpful since some of us come to the host city in advance of the conference and it would be nice to have maps, coupons, ect., handy.
4. Research for attractions can be done online, however the tourist packets contain coupons.
5. Yes or links to them on the website so you can figure out what you want to do before you get to the conference.
6. I do believe the planners already provide us with a lot of tourist handouts in our conference welcoming bag.
7. A tourist packet would be nice, as far as what would be happening at the time of the conference, but perhaps something on the website, so you can get an idea of what is there that you may want to see or do.
8. It would be helpful. But I had already done my own research about the area before traveling to Boston and had also picked up travel books from my local Triple A so that I could learn about the area and the sights.
9. We did in the registration bags
10. Or check in at the conference as we did in Boston. Very helpful.
11. Tourist packs are not important to me, because before I come to the city I already know what is available
12. But not if it entails a whole lot of extra work for the organizers.
13. It would be great if some tourist information could be linked to the host website for those people who come a day or two prior to the conference.
14. It would be great if tourist information could be put up on the website for early arrivers.

Question 22. Would You Like to Receive a Tourist Packet When You Check in at the Hotel?



23. How important is it that the host court provide the following items?

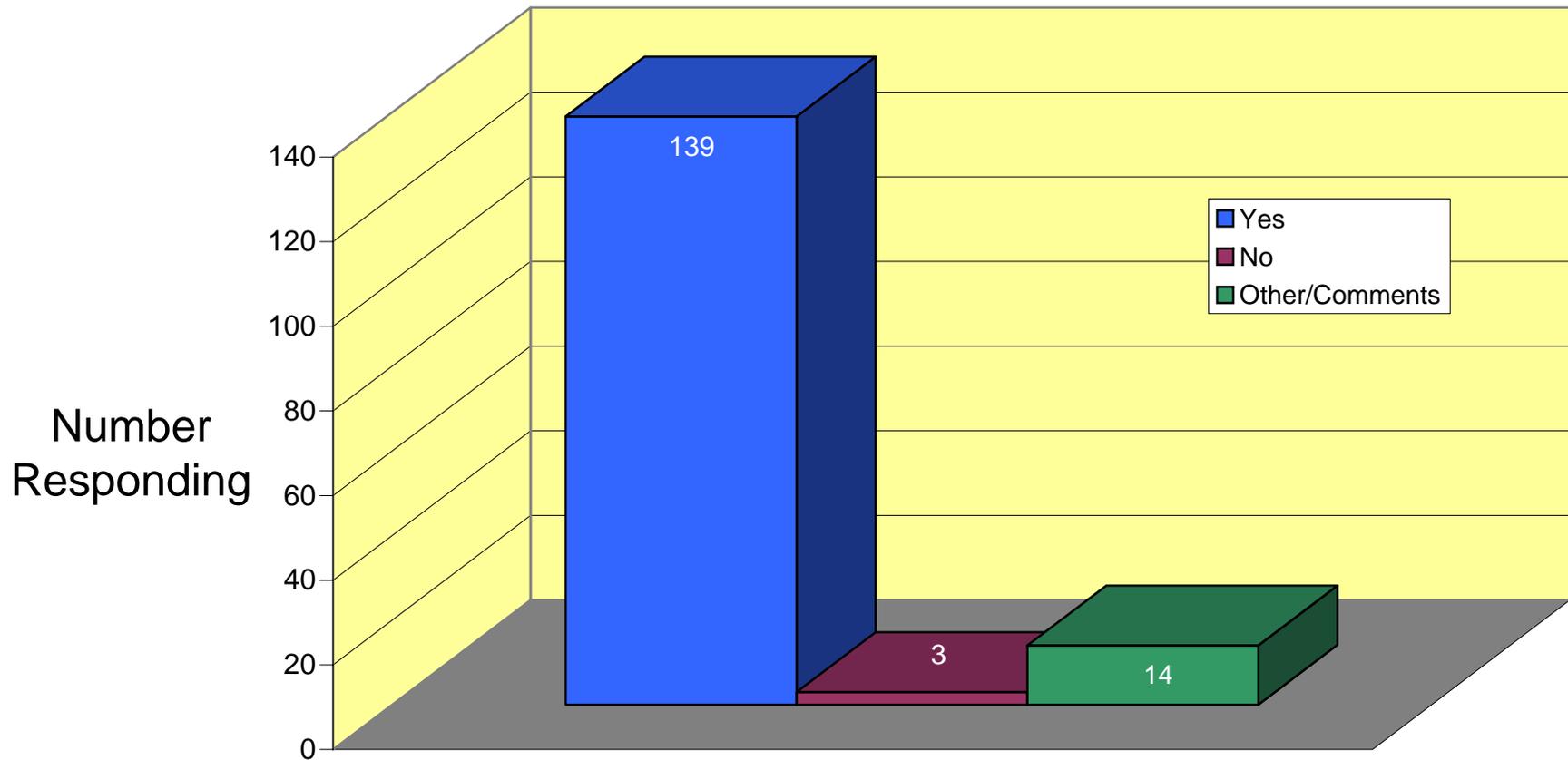
	Extremely Important	Very Important	Important	Not Important	N/A	Response Average
Tote Bag	25% (36)	25% (37)	21% (30)	29% (43)	0% (0)	2.55
Three-ring Binder	9% (13)	8% (12)	15% (22)	68% (99)	0% (0)	3.42
Pocket Portfolio	25% (36)	20% (29)	32% (47)	23% (33)	1% (1)	2.53
Conference Pin	18% (26)	16% (23)	24% (35)	43% (63)	0% (0)	2.92
List of Attendees	52% (77)	24% (36)	16% (23)	7% (10)	1% (1)	1.77
Hard Copy of the Group Photo	31% (46)	16% (23)	29% (43)	24% (35)	0% (0)	2.46
Total Respondents	148					
(skipped this question)	5					

24. Additional comments regarding host court.

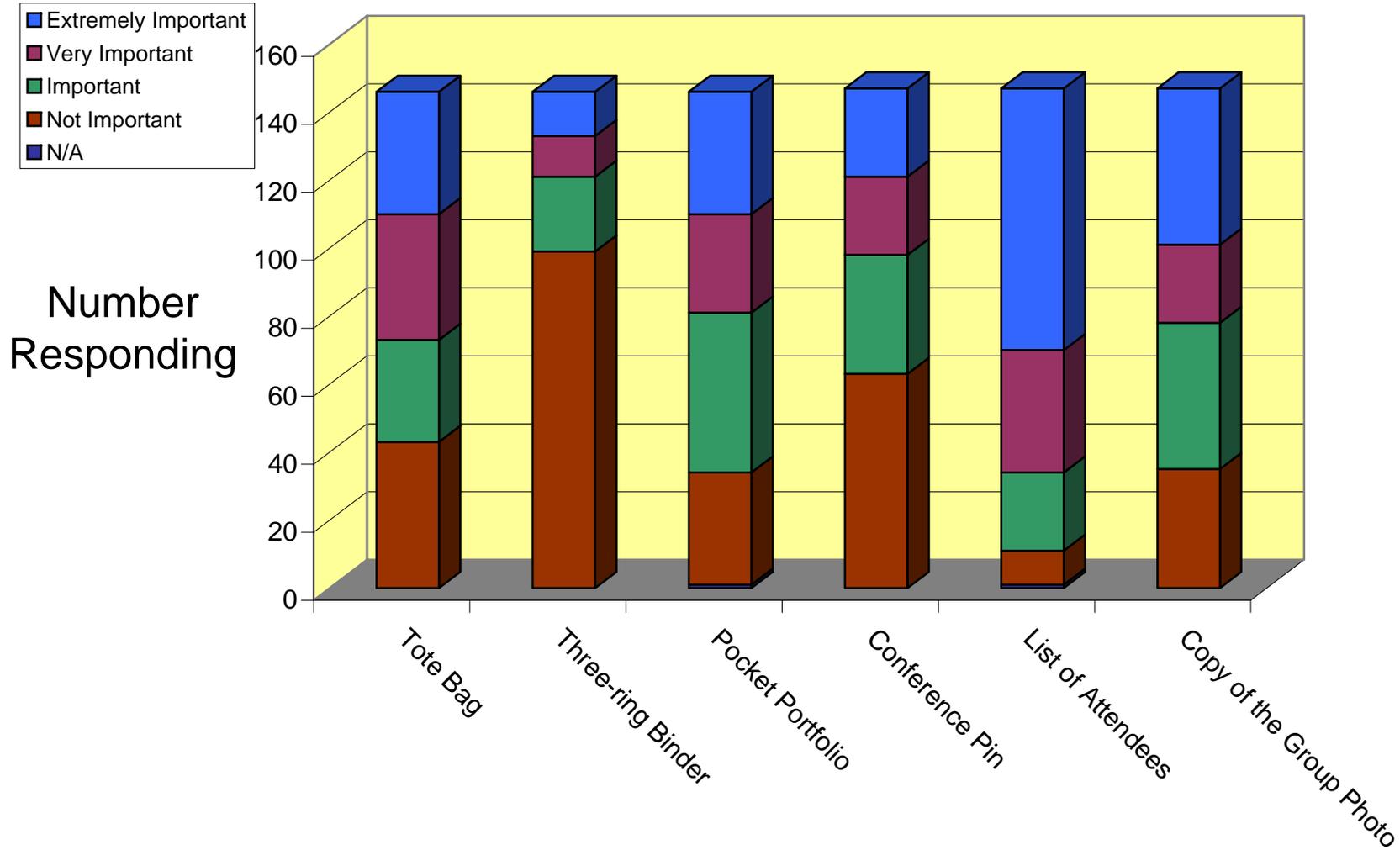
1. Went above and beyond the call of duty - it was clear they worked very hard to put together this conference!
2. My hat is off to Team Boston.
3. Great job!
4. A great group of enthusiastic individuals dedicated to ensuring everyone's enjoyment of the conference.
5. Great Job!!!!
6. Name tags -- names should be very big so you can read without staring at someone's chest. The colors were a good idea.
7. Boston did a wonderful job. I was a first time attendee and I was extremely impressed. What a great effort!
8. The list of attendees is a tool critical for networking. I hope the future host court provides one. Also, I would like the Board, Cir. Reps and First timers to be easier to spot, eg bright ribbons
9. Team Boston was very cordial, helpful, and accommodating!
10. Awesome job!
11. I know it is a big job to get everyone coordinated, & Boston did an great job. You are given a budget & you work with that.
12. They were great!
13. Team Boston really out did themselves. Thank you.
14. felt bad for Team Boston (after Chickie told us it was appetizers on the boat), but people took tons of food; not much left for many others
15. rah rah! Team Boston
16. Great job Boston!
17. great job - loved the shirts - easily identifiable
18. They worked tremendously hard and were very gracious and knowledgeable.
19. remind attendees to bring mailing supplies so they can mail conference materials back home instead of packing them into a suitcase.
20. I thought team Boston did an excellent job.
21. Obviously, conference materials need to be provided, but format might vary from 3-ring binder. I liked the handy schedule brochure.
22. Agenda and lists are most important to me. Rest is great perk but not a necessity in my opinion.
23. The Boston team really outdid themselves. It was my first time at a conference and I loved it. They made sure our needs were taken care of. They had a great selection of courses and soc. activities
24. One more time, you did a great job. I love Boston.
25. I would like to know what paperwork will be provided in the tote bag so that I don't bring duplicates with me to the conference and have to find a way to pack it in my return travel bag.
26. Team Boston did a wonderful job!
27. Had a wonderful time, transportation very easy
28. My only suggestion is that the name tags accentuate the name of the person and not the court

29. I think Boston did a great job.

Question 22. Would You Like to Receive a Tourist Packet When You Check in at the Hotel?



Question 23. How Important is it that the Host Court Provide the Following Items?



Part VI. General

25. Was this your first conference?

	Response Percent	Response Total
Yes	20.7%	30
No	79.3%	115
Total Respondents		145
(skipped this question)		8

26. Do you feel the FCCA encourages participation by retirees? Please add additional comments under Other.

	Response Percent	Response Total
Yes	41.4%	55
No	36.8%	49
Other (please specify)	33.1%	44
Total Respondents	133	
(skipped this question)	20	

Comments:

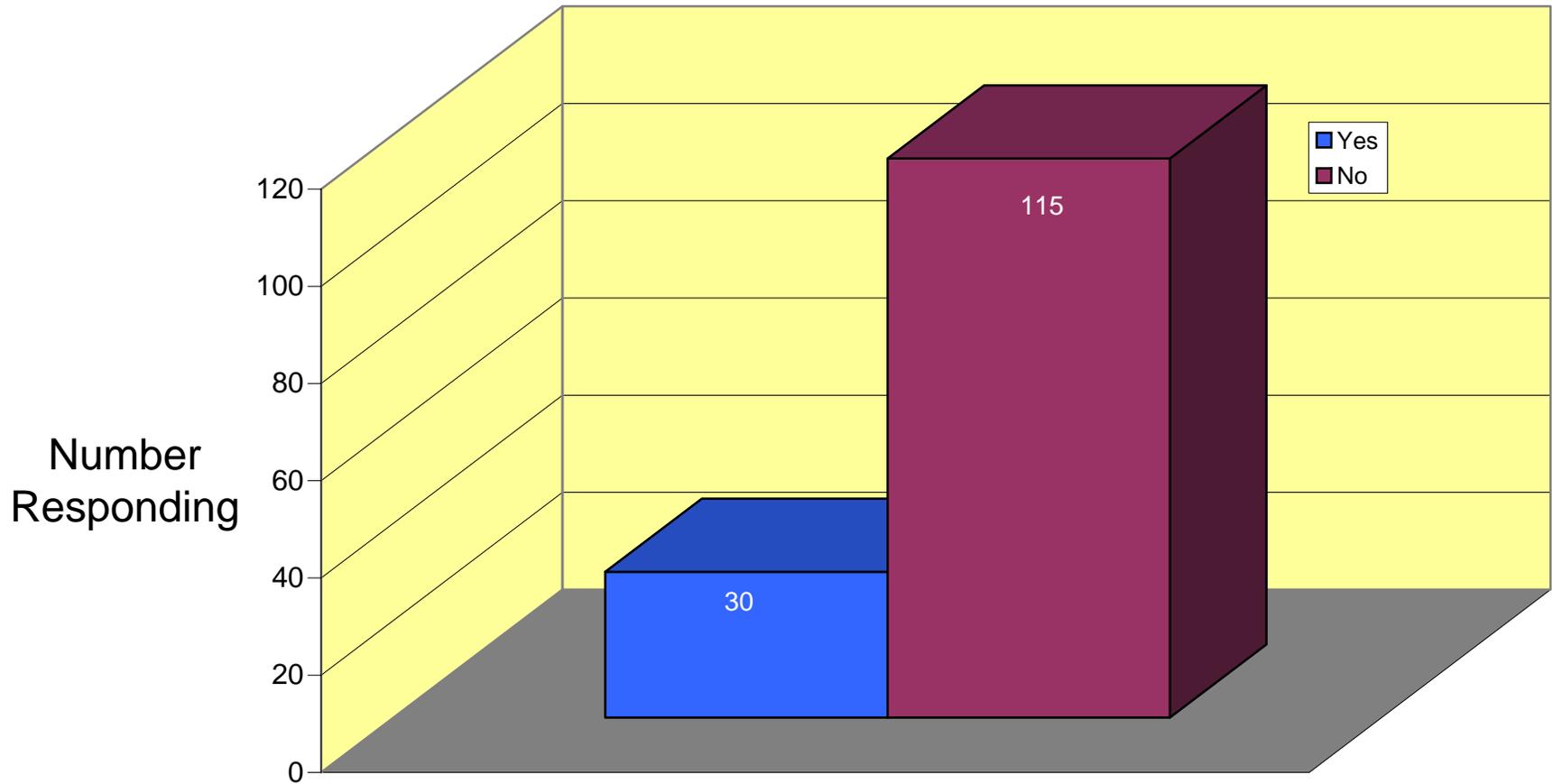
1. I felt very left out; I have attended every conference since 1987 (except Chicago) and I think more should be done to include retirees. I did appreciate some of the classes that were offered this year (and did attend some).
2. Not sure what FCCA does for retirees
3. I don't think any courses or announcements of the conference are specifically directed towards retirees.
4. This is a difficult area, I think participation at evening events is the easy part, but attendance in the sessions is always going to be light no matter what you do.
5. I am sure they try to as best they can. Retirees sometimes get lost after they retire.
6. not sure
7. Don't know.
8. Didn't notice.
9. While I enjoy having retirees attend, I would be more interested in increasing attendance by active staff.
10. I do not have enough information to comment.
11. n/a
12. Many retirees don't have computers so would have a hard time with only on-line registration. Also, should be cheaper for them since they probably don't go to courses. Charge them minimal registration, give them a totebag, and allow to sign up for individual social events.

13. I'm not sure of the conferences value, educationally, to the retirees. Some classes are of benefit, but most are geared to the current court employee.
14. Yes in some regards, but more can be done. Retirees may not be interested in the same curriculum, but the social events could be a draw. The registration fees could be adjusted for our retired "guests".
15. Many retirees do not have internet access as workers do. So having only one hard copy and announcements thru internet hinders information being sent out to retirees. Years ago, the retirees were more recognized than they are now.
16. Years ago, the retirees stood on opening day and were applauded. Then during the conference week there was a party for retirees to attend. This no longer happens. High registration fees keep retirees away as do membership fees not geared toward retirees, some of whom don't have access to computers to get their journals, another lost benefit.
17. N/A
18. A couple of Retirees expressed a concern to me about receiving the electronic Journals, because they do not have computers. I would suggest that the Courts through which the Retirees submit their memberships should provide them with a hard copy of the electronic Journal.
19. I really don't know.
20. I'm not sure about this one.
21. I'm not sure how much they do encourage retirees. If they are members, & receive the same info everyone else does about the conference, then no, I don't think there is much encouragement. A letter, or some special notice or notices should go out to that particular group of individuals, to encourage them to participate.
22. Don't know I not a retiree
23. Not sure
24. It would be nice to have tours arranged for the retirees during courses.
25. I am not aware of what the FCCA does to encourage retirees' participation.
26. I wouldn't notice since I'm not retired
27. Not really something I can comment on, do not know much about what has been done.
28. Cannot comment or evaluate as I don't know how retirees are told about the conferences.
29. Not really, they do not have courses that would relate to retirement. They pay the same as we do, but aren't really interested in the courses.
30. We should have at least one social event that targets and acknowledges senior members of F CCA . They will then be encouraged to come again .
31. I have no idea
32. no comment
33. The courses should include interests to the retirees.
34. I am not sure.
35. Unknown. I did not run into anyone who identified themselves to me as a retiree.
36. don't know
37. I really don't know
38. do not know.
39. I WOULD LIKE TO SEE MORE RETIREES ATTEND.
40. Not sure how retirees get info about the conference. Many of our active members are

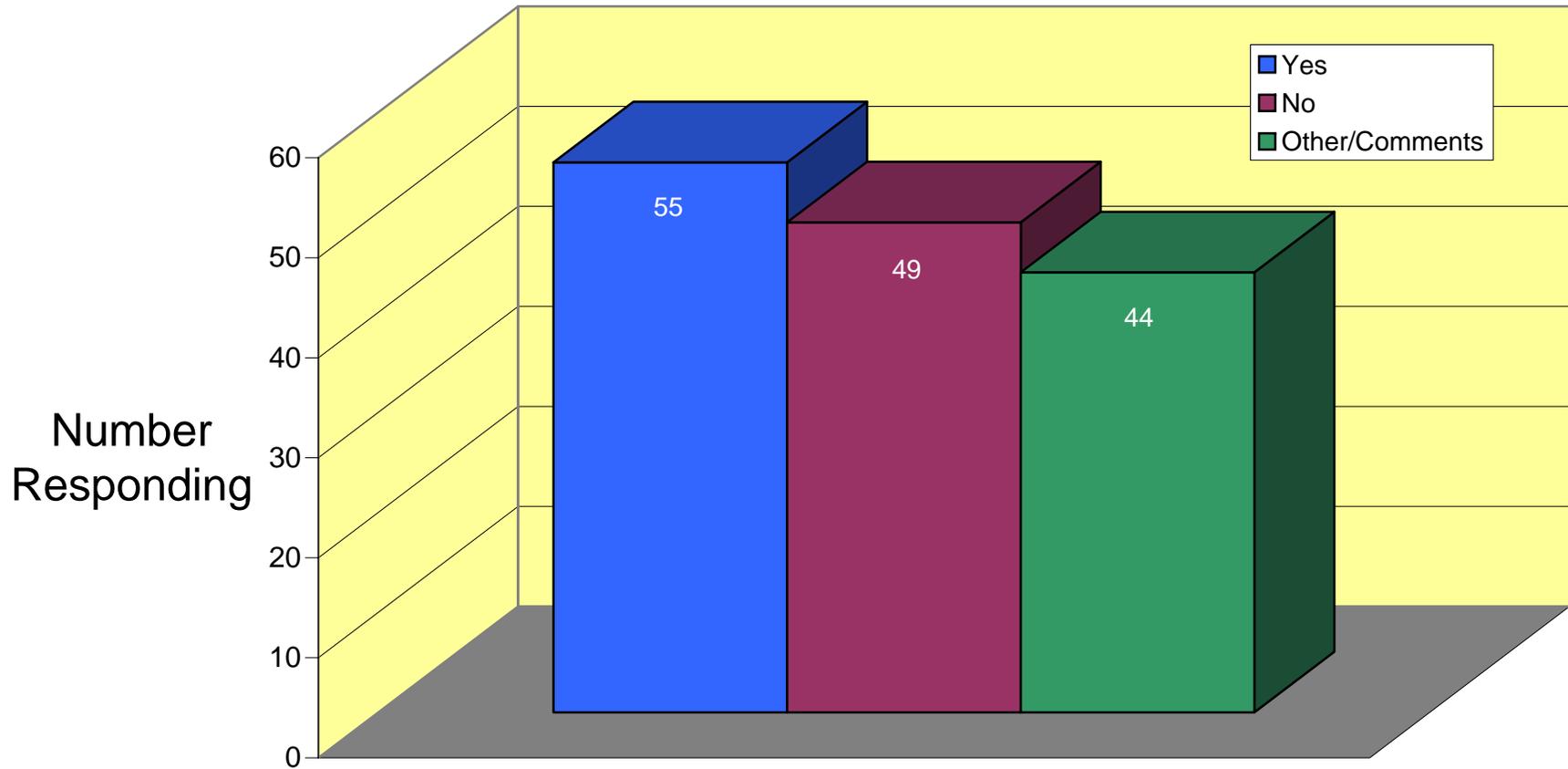
Baby Boomers who will be retiring in the next few years, and if we want them to continue to be active in FCCA, we need to find a way to encourage their participation - maybe sessions geared to them or some type of a recognition cocktail party (I think we used to do the cocktail party).

41. Not really, but they shouldn't have to - if you were a member prior to retirement you know what a good organization FCCA is.
42. don't know
43. I think we could do more in this area. Offering a discounted membership fee and conference registration fee may help.
44. I think offering a discounted registration fee may help.

Question 25. Was This Your First Conference?



Question 26. Do You Feel the FCCA Encourages Participation by Retirees?



27. Do you plan on attending the Tempe conference?

	Response Percent	Response Total
Yes	64.8%	94
No	7.6%	11
Not Sure	27.6%	40
Total Respondents	145	
(skipped this question)	8	

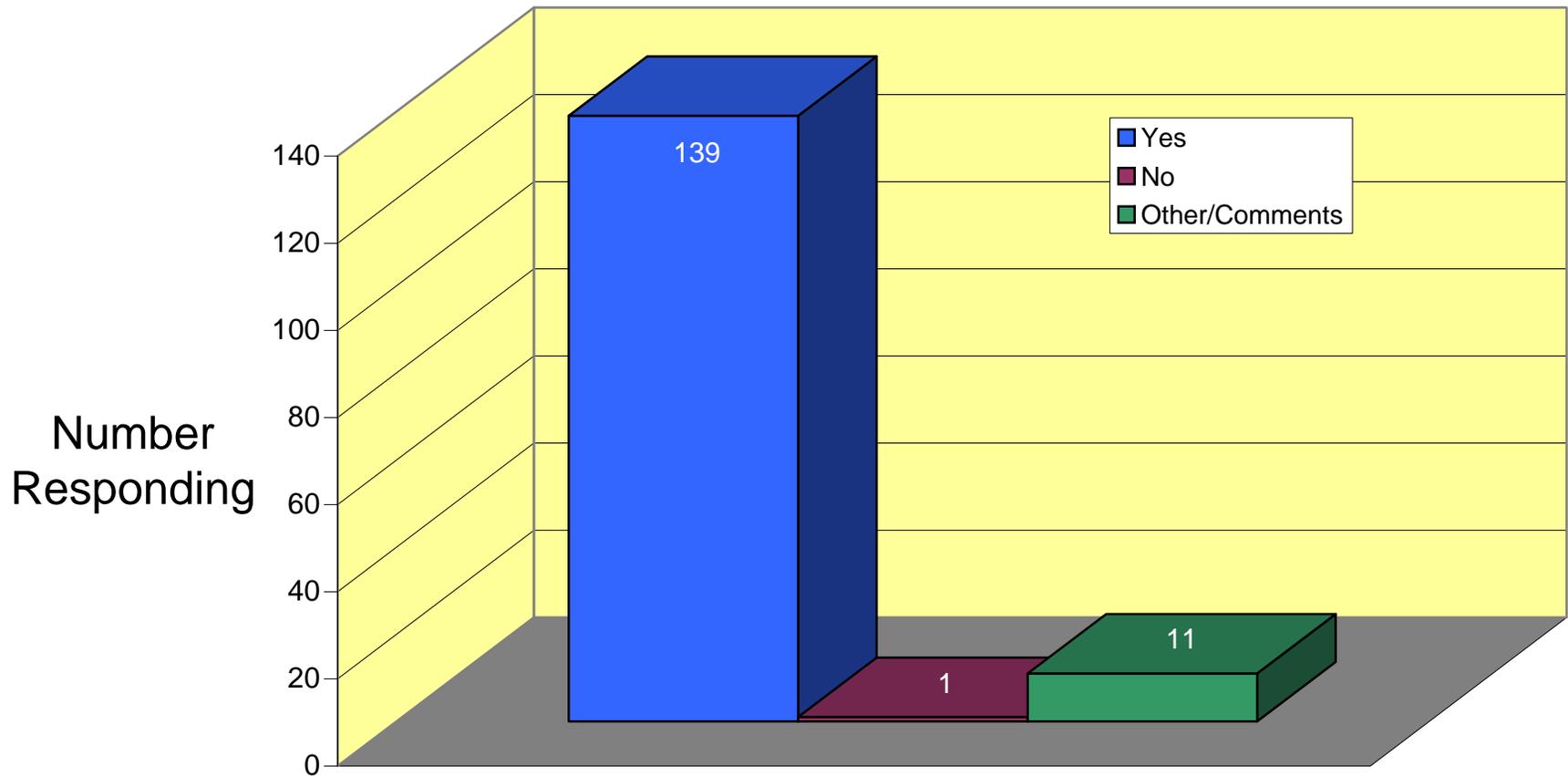
28. Do you recommend attending a conference to others?

	Response Percent	Response Total
Yes	95.9%	139
No	0.7%	1
Other (please specify)	7.6%	11
Total Respondents	145	
(skipped this question)	8	

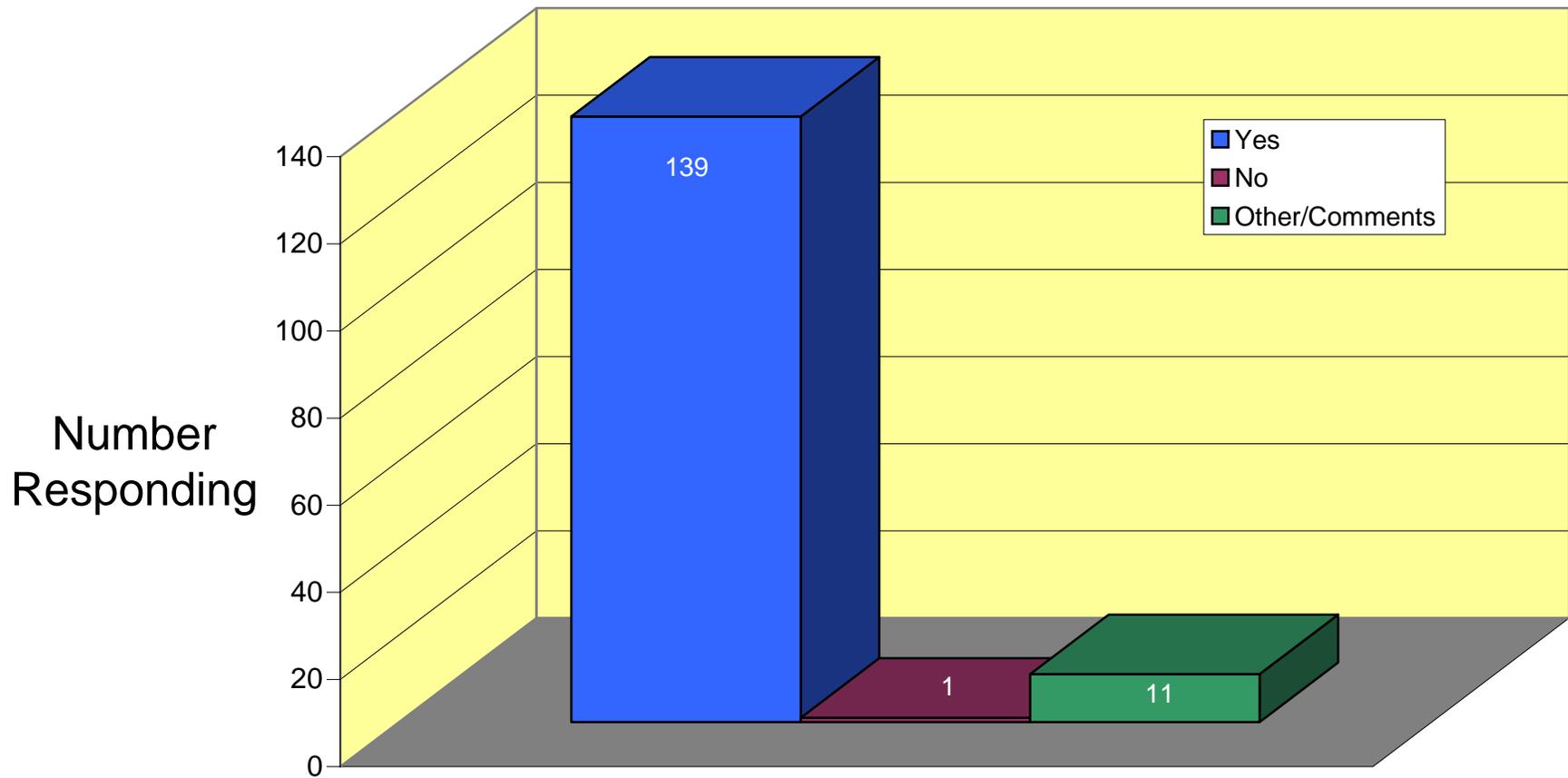
Comments:

1. I would like to see our district grow.
2. I had no idea that most married individuals would bring their spouses. Since the other members of my group had their families, I felt like a third leg. If I attend in the future, I'll bring my spouse.
3. All the time. They really have no idea until they have attended a conference how beneficial and fun it can be.
4. I have always advocated for attendance at the conference. In fact, someone I had pushed to attend finally did this year and finally understood what I tried to tell her over the years.
5. I probably would encourage others to attend
6. I might but it depends on the cost.
7. Strongly encouraged all persons in my court to attend
8. not applicable
9. Networking was a fantastic experience
10. LOTS OF FUN AND A GREAT WAY TO MEET PEOPLE
11. we have to take turns coming to the conferences

Question 27. Do You Plan on Attending the Tempe Conference?



Question 28. Do You Recommend Attending a Conference to Others?



29. Did you attend the social events?

	Response Percent	Response Total
Yes	97.9%	140
No	2.1%	3
Total Respondents		143
(skipped this question)		10

30. Did the vendors meet your expectations? Please add additional comments on the vendors fair under Other.

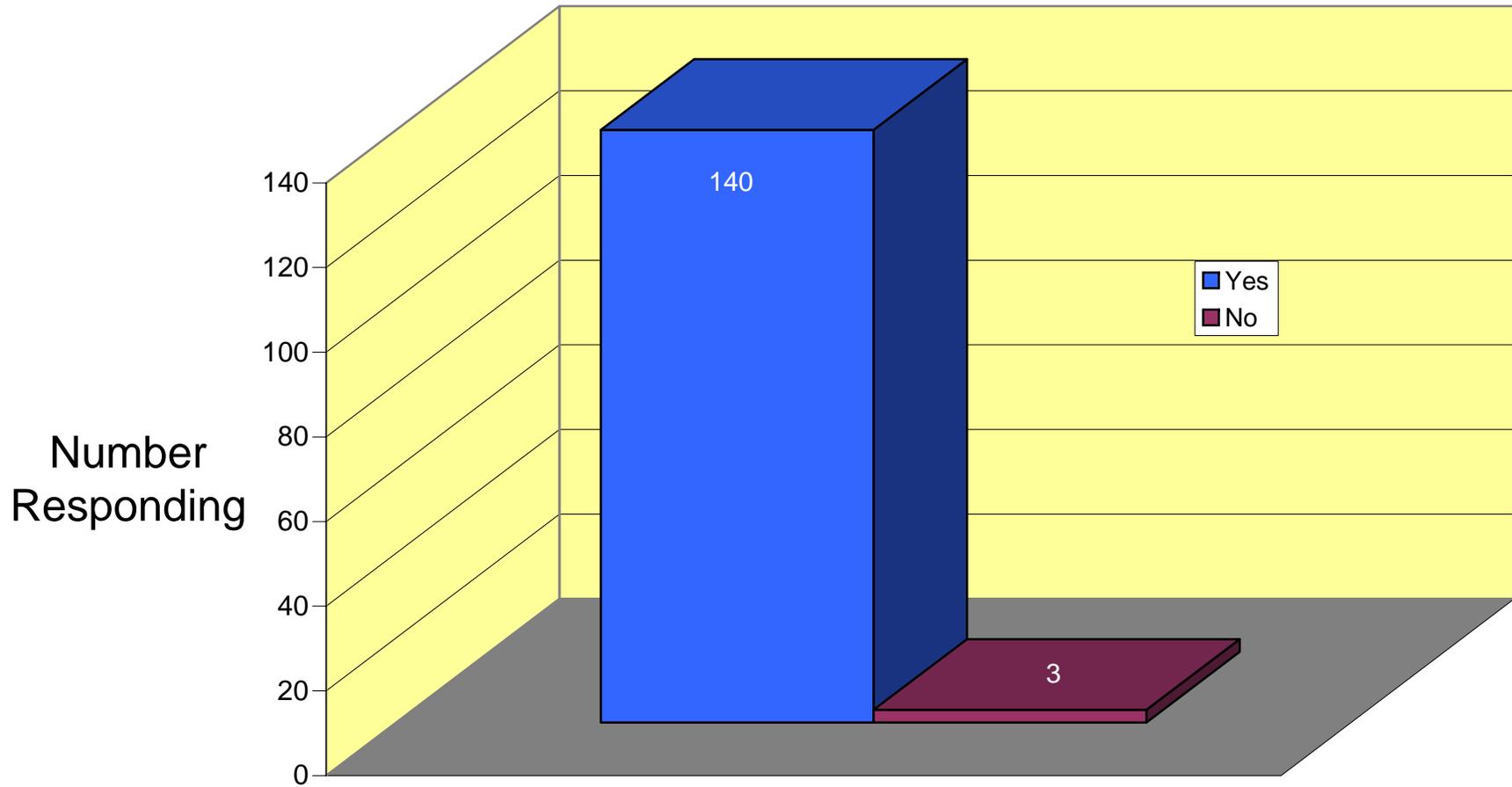
	Response Percent	Response Total
Yes	70.1%	101
No	6.9%	10
N/A	18.8%	27
Other (please specify)	20.1%	29
Total Respondents		144
(skipped this question)		9

Comments:

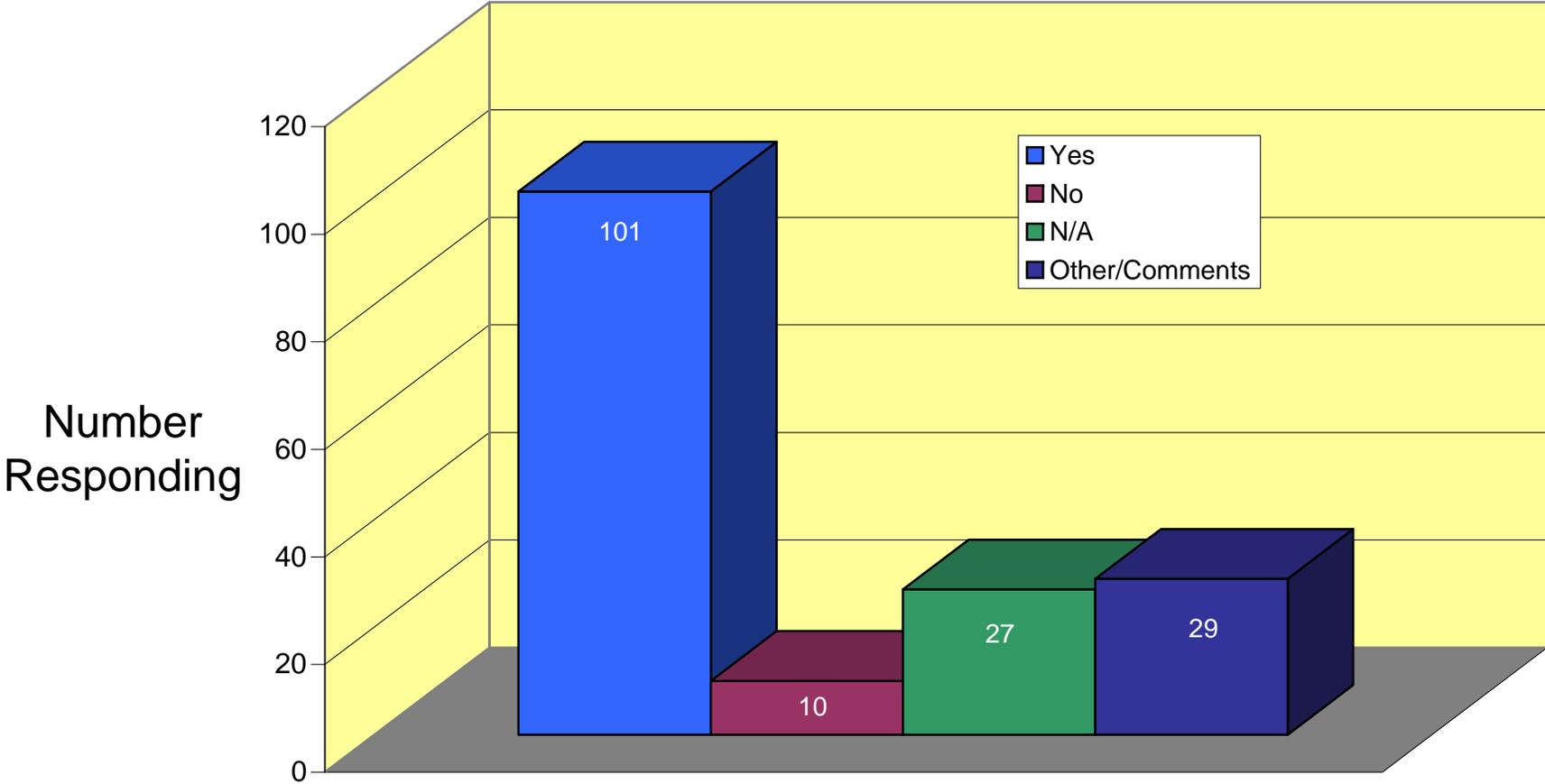
1. The organizer (lady in yellow) was very rude to everyone that came in.
2. Enjoyed listening to their products.
3. For someone with no purchasing power, vendor fairs are frequently a "gimme the free stuff" grab, and hardly seem worth the time.
4. Very pleased with vendor fair; beyond expectations.
5. It was not as well run as previous vendor fairs. The person running it did not seem that experienced. Also, the raffle should be earlier. Should be present to win.
6. Disorganized. The woman doing the raffle didn't even know what was being raffled off. And in the past you had to be present to win.
7. Vendors were very courteous, pro-active and helpful. Valuable part of the conference.
8. I brought back info for others at the court. Vendors are a great group.
9. I didn't spend much time at the vendor fair.
10. Vendor support is extremely important to the FCCA and members should attend the fair to evidence that support.
11. We need to increase the size of the vendor fair. Vendors should finance at least 15% of the cost of the conference.
12. Wasn't able to attend
13. I did not attend due to the rudeness towards the President, Sheryl Loesch and I heard others make negative comments as well about a certain woman who was very rude and kicked them out prior to opening up to the group - they were running late.
14. I wasn't sure what to expect in terms of vendors. There was a variety and they seemed friendly and had lots of information available.

15. Since I've been to other conferences, it was similar to others. There did seem to be a little confusion about the drawings, though.
16. They were fine -
17. Boston Vendor Fair was great. Great vendors; great food
18. not applicable
19. The Harbor Cruise was a whole new experience in itself! Other than that, the events were very good.
20. The vendor fair was GREAT ! the giveaways were awesome !
21. Picked up box lunch on vendor fair day but from list did not look like any were applicable to my job so did not bother to go in and talk to anyone.
22. I personally don't think a vendor fair is necessary, because I don't have anything to do with purchasing equipment
23. I won a jacket
24. yes and no.
25. GREAT JOB TO WHOEVER PUT THAT ONE TOGETHER.
26. The vendor show is very important. I also like the fact that the vendors provide door prizes.
27. I will admit, I went only for the extras. Not sure I will attend in the future.
28. The vendors were excellent. However, the way the door prizes were awarded was terrible. No one knew what the prizes were and what people won. That's the fun part of the drawing. Everyone was asking, who was that woman in the yellow dress?
29. The vendors were excellent. However, the door prize drawings were done very poorly. Who was that woman in the yellow dress?

Question 29. Did You Attend the Social Events?



Question 30. Did the Vendors Meet Your Expectations?



31. Did you spend extra time in Boston?

	Yes	No	Response Average
Before the Conference	41% (56)	59% (81)	1.59
After the Conference	37% (45)	63% (78)	1.63
Total Respondents	144		
(skipped this question)	9		

32. Did you purchase FCCA or Host Court fund raisers? Note: All items listed may be purchased anytime during the year by contacting your District Representative or Circuit Board member.

	Yes	No	Response Average
Pins	43% (56)	57% (73)	1.57
Lanyards	17% (20)	83% (95)	1.83
Duffle Bags	27% (33)	73% (89)	1.73
Shirts	33% (42)	67% (87)	1.67
Total Respondents	144		
(skipped this question)	9		

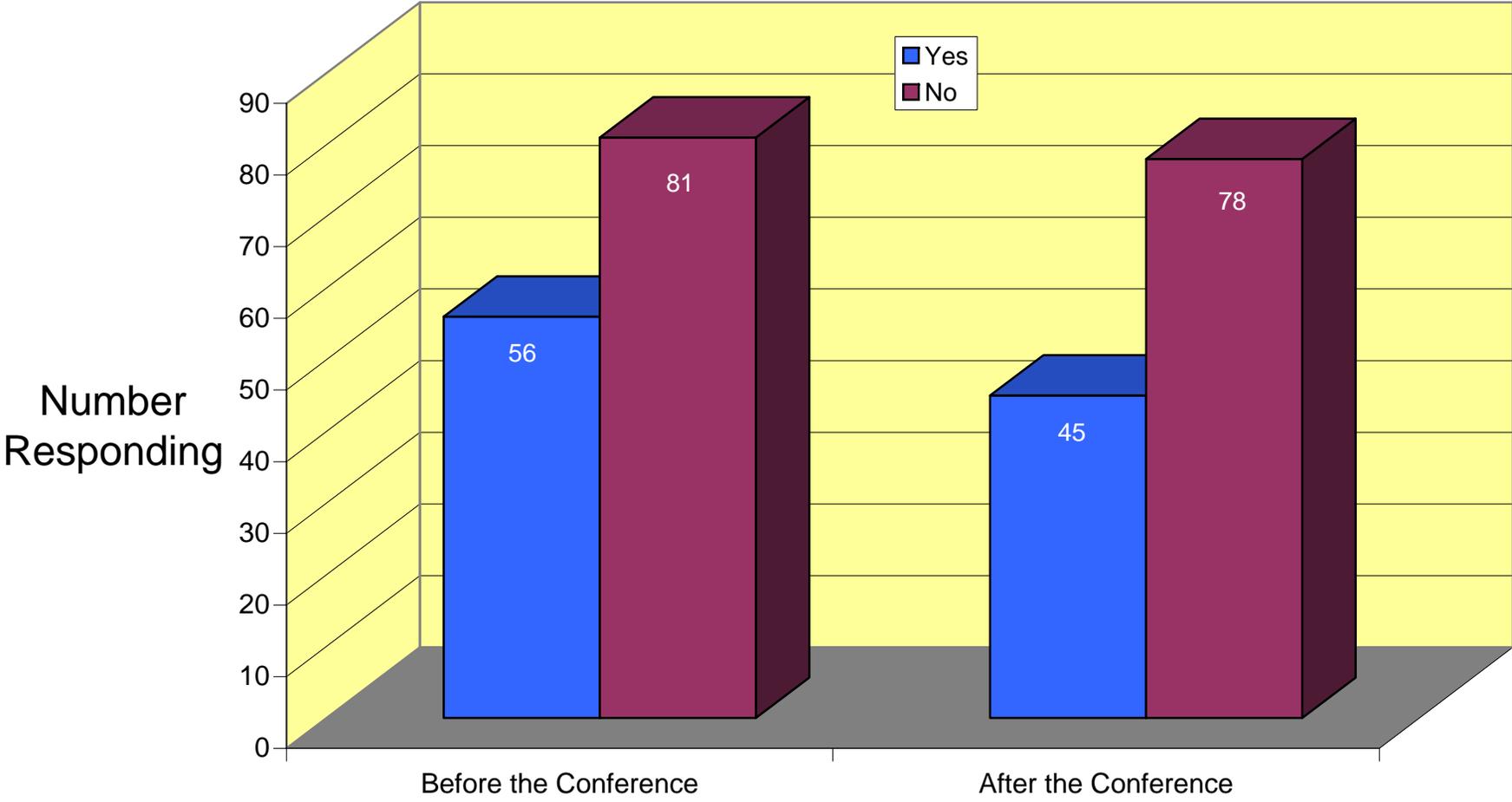
33. Did you attend the business meeting?

	Response Percent	Response Total
Yes	75.7%	109
No	24.3%	35
Total Respondents	144	
(skipped this question)	9	

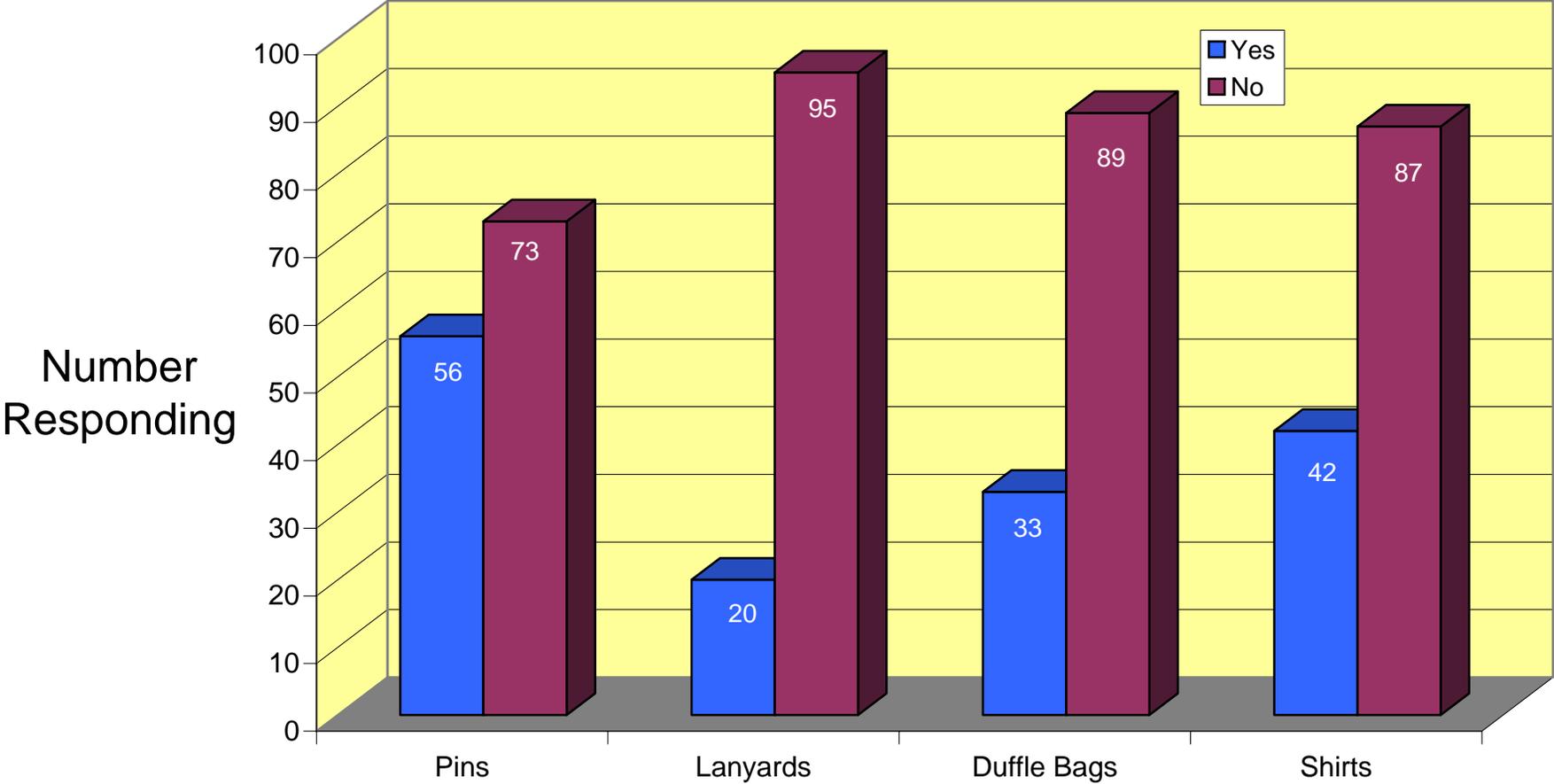
34. Did you like the way the awards were presented?

	Yes	No	Response Total
During the Business Meeting	95% (117)	5% (6)	123
At the Banquet	83% (100)	17% (20)	120
Total Respondents	130		
(skipped this question)	23		

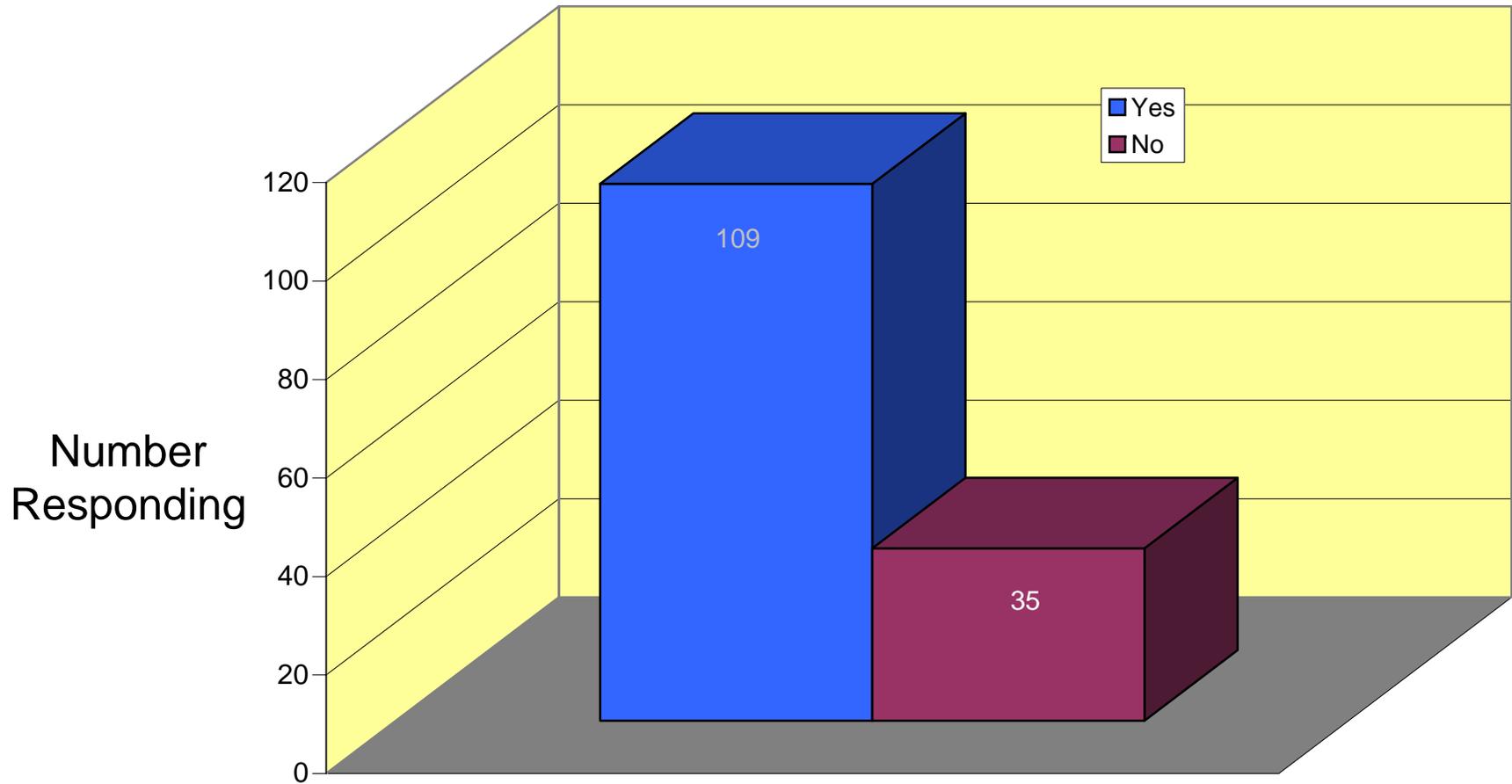
Question 31. Did You Spend Extra Time in Boston?



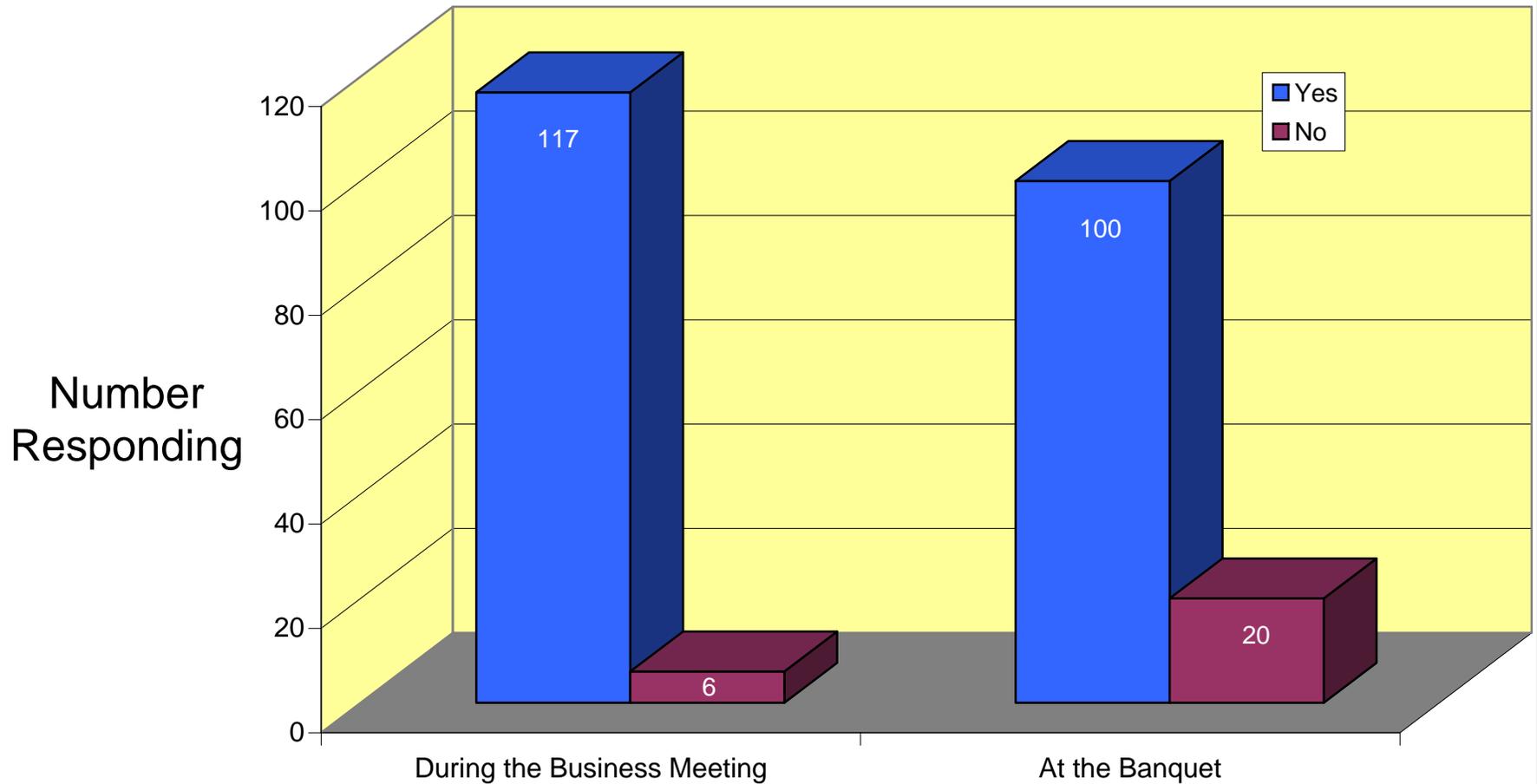
Question 32. Did You Purchase FCCA or Host Court Fund Raisers?



Question 33. Did You Attend the Business Meeting?



Question Did You Like the Way the Awards Were Presented?



Part VII. Miscellaneous

35. Does your court hold any local FCCA functions? If yes, please list below.

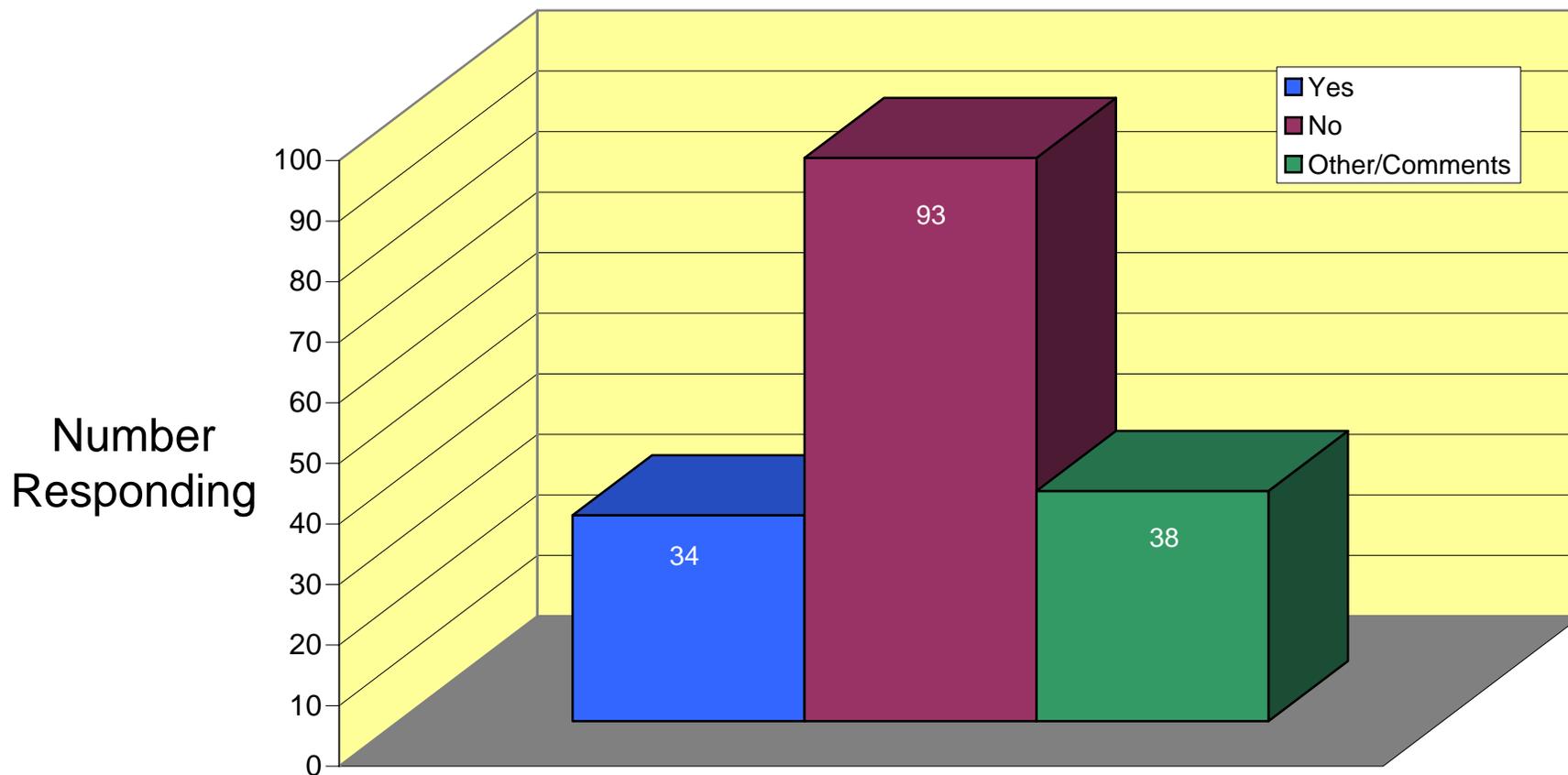
	Response Percent	Response Total
Yes	25.4%	34
No	69.4%	93
Other (please specify)	28.4%	38
Total Respondents		134
(skipped this question)		19

Comments:

1. Hold a membership drive.
2. Annual meeting to generate interest in joining.
3. Fundraisers, membership drives
4. Blood Drive Katrina victim fundraiser
5. Blood Drive
6. Various fundraisers.
7. unsure not much information is shared with staff
8. Annual membership drive held by the District Representative.
9. Food drives, blood drives
10. Food drives, blood drives
11. Blood Drive.
12. Membership drive
13. blood drive
14. Majority of the time, a recruiting luncheon for membership drive.
15. blood drive
16. Too large a court and it is hard to generate interest.
17. Membership drive with prizes. Blood Drive.
18. We hold annual enrollments; try to get new members to sign up and we have a point of contact who lets us know when the blood mobile is in town.
19. Not sure.
20. We are having a Clerk's conference in September, 2006, at which time there will be a FCCA presentation.
21. The sad fact of the matter is that participation in our court is almost non-existent as I can't seem to convince the deputy clerk staff that membership would be beneficial for them on so many levels. There is little support for the FCCA here, but that won't keep me from trying.
22. Fund Raisers for special needs, i.e. hurricane victims
23. Membership drives
24. Membership Drives

25. N/A
26. Luncheon for membership drive and Blood drives throughout the year, and any disaster fund raiser when it occurs.
27. We have a Clerk's Office conference in which someone speaks about FCCA and the FCCA conference.
28. We do have functions like bake sales to support certain events (like collecting \$ for Hurricane Katrina victims).
29. membership drives and blood drives
30. Fundraisers and membership drives.
31. We hosted in the 2000 conference in Cleveland
32. I think so but am not sure what you mean. They've been hosts in the past.
33. Not really functions but our district rep is actively pursuing new members.
34. Bake sales, silent auctions, book sales
35. blood drives, fund raisers
36. only when we were host court
37. Hurricane Relief
38. Bi-annual blood drives. Last year we did fund raisers for court family Katrina victims.

Question 35. Does Your Court Hold Any Local FCCA Functions?



36. What recommendations do you have to improve future conferences?

Total Respondents 44
(skipped this question) 109

1. do more for retirees
2. I recommend that we personally introduce all of our first-time attendees during the opening ceremony and recognize them once again at the business luncheon, thanking them for their participation.
3. Because cost factor is so great, it would help tremendously if employees received a some type of subsidy from his/her own court to attend conference.
4. Make sure you don't run out of food at an event and that the line for food is not over 15 minutes.
5. Transportation to and from the airport
6. Get back to you.
7. Dinner Dance less formal -
8. Bring back sponsors & vendors to offset the costs of the conference.
9. All awards should be given at the same time, and NOT during the meal. Maybe after people are fed and desert is out of the way. More people will pay attention, instead of visiting and talking.
10. Make more court employee aware of the FCCA. The information is not shared with clerks and they are unaware that they can join and attend the conference.
11. Social activites need better coordination. Maybe have someone go to an event and actually see how well the caterer can handle groups our size.
12. Names (and roles) on name tags need to be easy to read. Designation of Board Members, etc was a great concept, I just couldn't remember the color code.
13. No long lines for food, don't run out of food, have excellent educataionl programs and speakers
14. have more job-related sessions
15. Please have one night "on your own" with no social events planned, maybe just a hospitality suite that evening.
16. Approval of budget & conf. material earlier than Mid Winter so members can start planning and saving on conf.
17. Bigger Names, with Job Title on the Name Badges; Assign somebody to monitor buffet lines - so food does run out and line runs smoothly
18. Get Clerks to offer more funding.
19. We need financing from sponsors, at least 50% of the cost of the conference should be financed by sponsors.
20. I've been fortunate to attend 3 conferences (been working for the Clerk's Office 4 years) and I have not been disappointed yet - I think all 3 of the conferernces were spectacular - no need to improve
21. I think during the business meetings the speaking needs to be done before or after eating. It was hard to hear with the clinking of silverware.

22. A really good map, of the hotel & where everything is located; and also one of the immediate area, for visitors to use. This conference was very good.
23. Keep the lines of communication open to the members.
24. negotiate better parking group rate
25. Continental breakfast each morning would be helpful
26. ?
27. I think the conferences are great.
28. Have the entire agenda printed and handed out at the Hotel Desk at check-In
29. Have more on-site helpers, and designated contacts who are designated to help with certain functions, e.g. session presenters, meeting breaks, etc.
30. At the banquet stay away from bands, I have seen it twice, people get bored with them and they start leaving especially when there is a break. A DJ is much much better. Please !
31. Social events where food is served to have several different lines instead of one long line.
32. More complete information on transportation to and from airports, parking at and around the hotel for out-of-town attendees, because some attendees may not be familiar w/ the host city.
33. NO formal, "black tie" events. If they must be included, they should be optional so that all conference attendees do not have to pay for it. I will never attend such a stuffy, formal event at a FCCA
34. Shortent the duration to 3 days - Monday - Wednesday.
35. Do not delay serving the meal at the banquet - present awards at another time or after the meal. Most people are not able to eat a large meal later in the evening,
36. Try to avoid logistical problems like the ones that occurred at the clam bake
37. Get conf info out as early as possible to potential attendees so travel arrangements and office coverage can be made well in advance.
38. I enjoy a drink on break between classes. If it was provided it would be great. Also, I think that classes should end at 2:00 or 2:30.
39. Not have them over the 4th of July holiday.
40. Just 5-10 more minutes in between classes (or in between the morning functions and the class).
41. Lots of educational opportunities and optional things to do.
42. **IT SHOULD NOT BE LEFT UP TO JUST THE HOST COURT OR MSU TO PLAN EDUCATIONAL PROGRAMS. THE BOARD , PRESIDENT AND OFFICERS SHOULD BE INVOLVED.**
43. Allow plenty of time between the end of the classes and the social event and make sure they don't run together.
44. Have a few "fun" or "paper plate" awards.Maybe for largest /smallest court, largest/smallest delegation, farthest traveler, other silly ideas. Ways to recognize lesser visible courts. @ breakfast?

37. To help increase membership, would you support a one-time adjusted/reduced membership fee so that new employees or those who did not join during the 2006 membership drive could do so now and pay the regular 12-month membership fee for the remainder of this transition period which ends in June 2007?

Results:

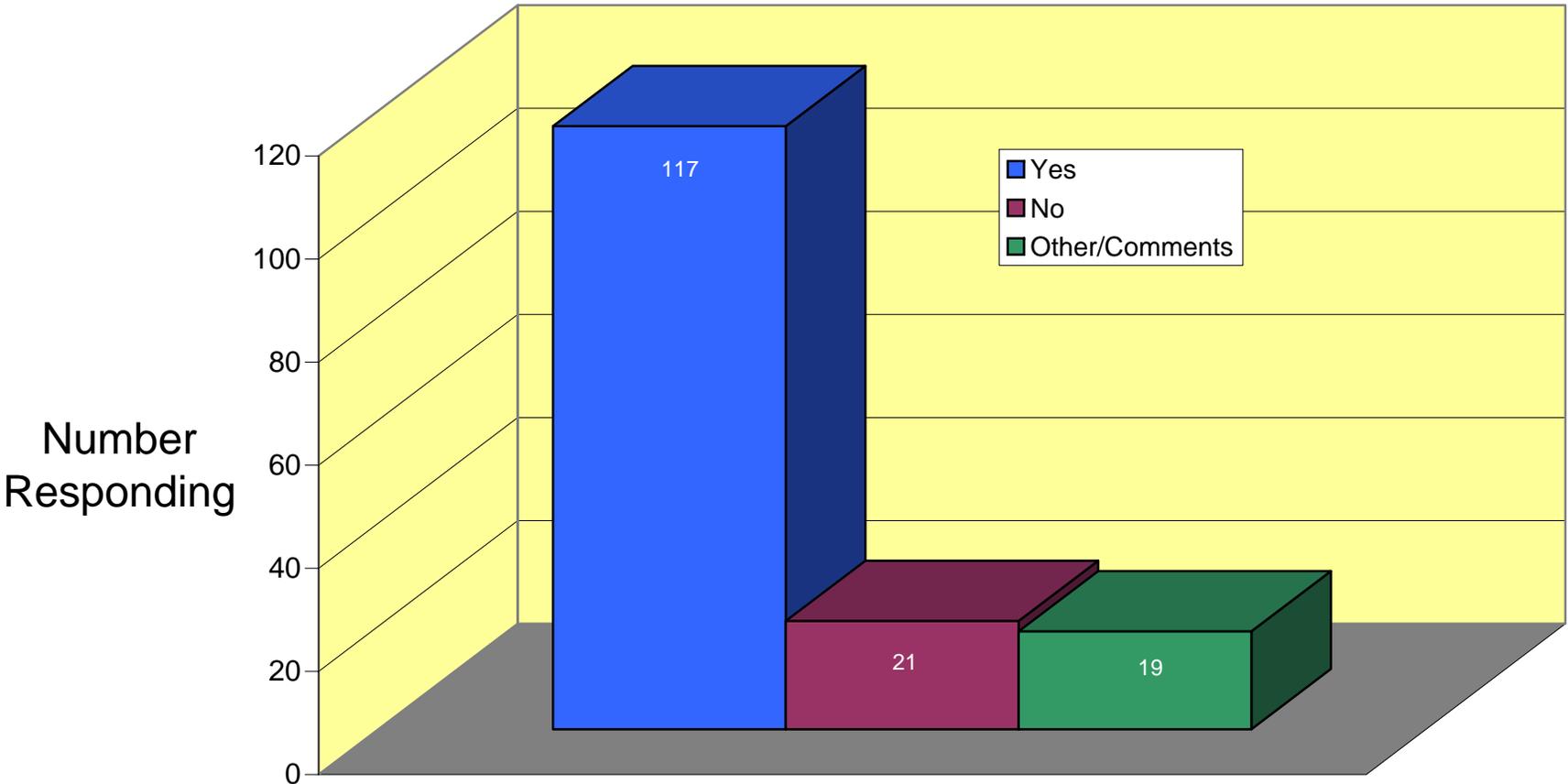
YES	117
NO	21
OTHER (Please Specify)	19

Comments:

1. In fact, that is what happened with me. I would have joined anyway, but it was nice to get a few extra months.
2. There should be a "reduced" fee for retirees.
3. Great idea.
4. Any way we can make money is okay by me!
5. We should not set a precedence. The rates are never reduced when it is a year. No reason to reduce them now.
6. Just doesn't seem fair to those who joined and paid the full price.
7. Those who wanted to join already have joined. Those that will join now want to attend the conference in Tempe. Let them pay the same rate.
8. In the years past, when new members joined after the membership drive, they had to pay the full fee. And it doesn't give any due to the ones that paid earlier. Maybe only to people who joined the court after the membership drive was over.
9. new employees only
10. I would also offer cheaper rates for seniors, who are on fixed incomes.
11. We need to increase membership dues.
12. Last year, in order to boost membership, my clerk and I offered to pay for one half of the membership fee of anyone who wanted to join as a new member. No one took us up on the offer. If getting 50% off the fee won't get people to join, the one-time reduced fee probably won't either. That is not to say that it won't work in other courts, but traditionally the people who join the FCCA really want to join and are willing to pay the membership fee.
13. Good job.
14. no comment
15. Also sit people with other groups from different courts. I find people are clickish and reserve seats for their own at functions, and won't let you sit with them. That is not nice. You have to be more open with other people that come, especially new comers. This can turn them off. Also pictures should be taken of everybody at the functions not just certain groups or friends.
16. I think the registration fee is a deal and should not be reduced. FCCA is a quality association and members get great benefits from it!

17. Think the best way to increase membership is to get out the word. Here at the 3rd Circuit, I never heard a word about FCCA until Kathy Brouwer came to our Court from the 2nd Circuit. She encouraged everyone to join and a good number of us did. You really need someone to sing the praises of FCCA with the Unit Heads and Clerks of Court.
18. I believe our yearly membership should be always broken down by quarter. Last year, new employees jointed in September, only to find out that the full year membership they thought they had paid for ended in January after only 4 months. They did not join again in January!!
19. I do not think that would help increase membership

Question 37. Would You Support a One-time Reduced Membership Fee for New Employees?



38. We would appreciate any additional comments not covered in this survey.

1. Consider an AFTERNOON 5K fun run/walk. I am confident more would participate in the event, including spectators.
2. The food was wonderful.
3. I will not be attending anymore conferences - as my organization will not help with the cost (US Probation)
4. The FCCA offers great opportunity that many deputy clerks are unaware of. Make the information available and accessible
5. Perhaps a one time, half-price registration for new employees or people joining for the first time -- get their feet wet.
6. Overall, the conference was exceptional
7. Thanks, keep doing the survey.
8. Well organized, good survey, easy to answer, not too long, but getting there
9. Thank you for doing this survey. It would be nice to have one after every conference so that immediate feedback is available.
10. Please do not give any FCCA \$ to any other organization w/o a full vote of all members.
11. It is a lot of work to put on a conference, especially these days without vendor support of individual activities as in the past. We should appreciate the conference planning committees/host courts.
12. I don't know how other courts handle FCCA attendance or membership, but our court does very little to encourage membership.
13. This was a great conference....the educational courses were great, & the social activities were fun!
14. Red Sox Baseball Shirt ordered; haven't rec'd
15. Too long
16. When can we meet again with NCBC? Chicago was great.
17. Job well done TEAM BOSTON.
18. Have an area with job announcements within the courts. Some of us want to transfer. While we are at the FCCA if the Clerks can post something, maybe the process would be easier.
19. If any conference ever again includes a formal, "black tie" event which is not optional and is included in the registration cost, I will not attend the conference.
20. Transportation is very important. Boston did a great job getting us to and from social events
21. If holding another event like the clam bake, please provide water, ice tea or something to drink that does not cost extra
22. I think every year the conferences get better. Team Boston did a terrific job. I hope to attend next year, but I'm retiring in December so I'm not sure yet.
23. the ID badges with the zippered pocket was a great idea-hold hotel key, event ticket and money.

39. OPTIONAL: please enter your name, email address, and phone number.

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12. Gerard Mortensen/MortensenG@aol.com/718-932-0694
13. Pat McNutt, patricia_mcnutt@tned.uscourts.gov
14. Mary Walsh, Mary_Walsh@wawd.uscourts.gov, 253-882-3820
15. Oh no, Mr. Bill.
16. Jenine Wright, J_Wright@ksd.uscourts.gov, 316-269-6237
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27. jess nelson
28. Tami Anthony 913-551-1428 tami_anthony@ksd.uscourts.gov
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30. Robert Whalen; robert_whelen@ilnd.uscourts.gov; 312-435-5598
31. Gary Balog, gary_balog@casd.uscourts.gov, 619/557-6152
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