

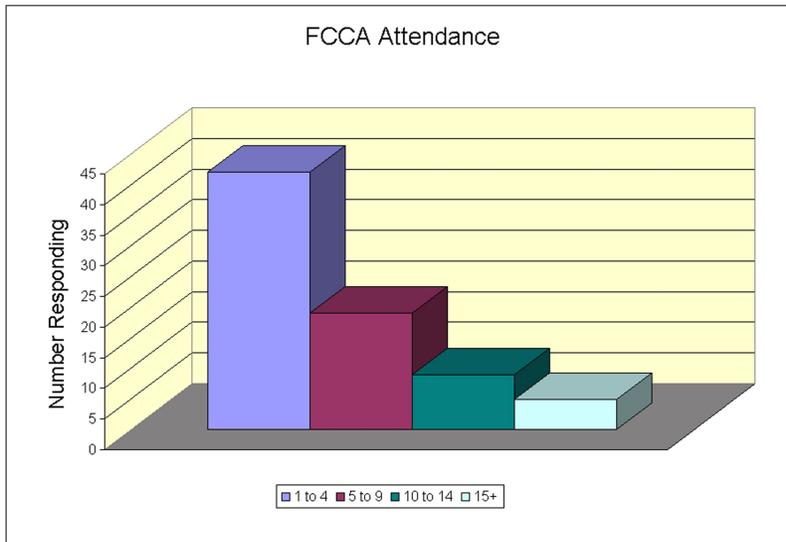
FCCA Conference Survey Tempe 2007

1. If this was your first conference, please answer the questions below.

	Yes %	Yes #	No%	No#	Response Count
Did you attend the first timer's session?	58%	30	42%	22	22
Were you able to easily meet new people and/or join in activities?	98%	49	2%	1	1
Could we have done anything more to make your first conference a better experience?	0%	0	100%	47	47
Skipped Question					7

2. If you have previously attended other conferences, how many have you attended?

	#
1 to 4	42
5 to 9	19
10 to 14	9
15+	5
Skipped Question	3



3. What enticed/interested you to attend this conference? What was the selling point?

	#
Location	41
Sandra Day O'Connor	15
Education	17
Networking	11
Cost	7
With Host Court	5
Side Trips	6
Other	12
Skipped Question	27

4. Do you plan to attend the Louisville, KY, conference?

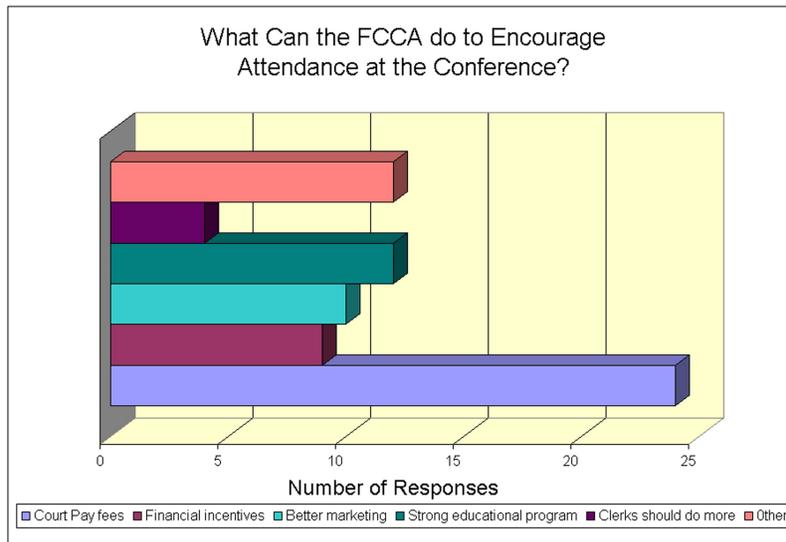
	Yes %	Yes #	No %	No #	Response Count
	90%	94	10%	10	104
Skipped Question					7

5. Would you recommend attending conferences to your co-workers?

	Yes %	Yes #	No %	No #	Response Count
	100%	108	0%	0	108
Skipped Question					3

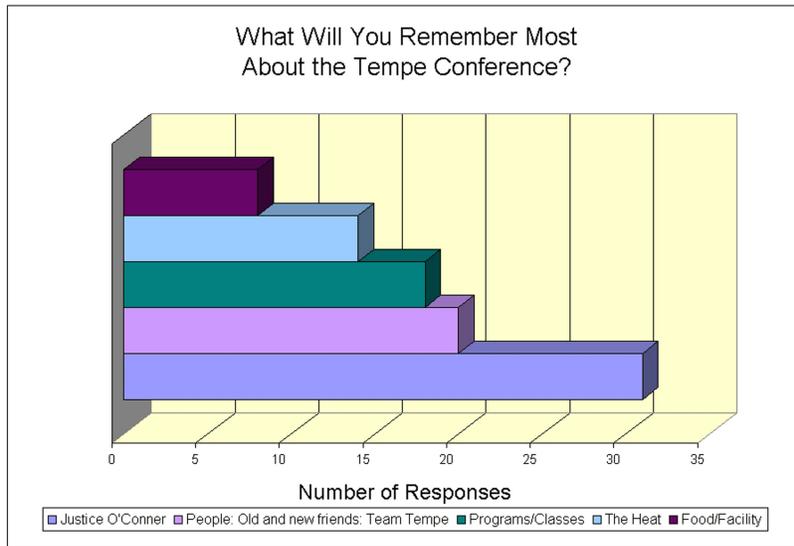
6. What can the FCCA do to encourage attendance at the conferences?

	Response Count
Court Pay fees	24
Financial incentives (Scholarships, reduced fees, low cost hotels, etc.)	9
Better marketing (Website, news letters, word of mouth)	10
Strong educational program	12
Clerks should do more	4
Other ("big name" speakers, corporate sponsorship, joint meetings with other agencies)	12
Skipped Question	27



7. What will you remember most about the Tempe conference?

	Response Count
Justice O'Conner	31
People: Old and new friends: Team Tempe	20
Programs/Classes	18
The Heat	14
Food/Facility	8
Skipped Question	11



8. Did you spend extra time in Arizona?

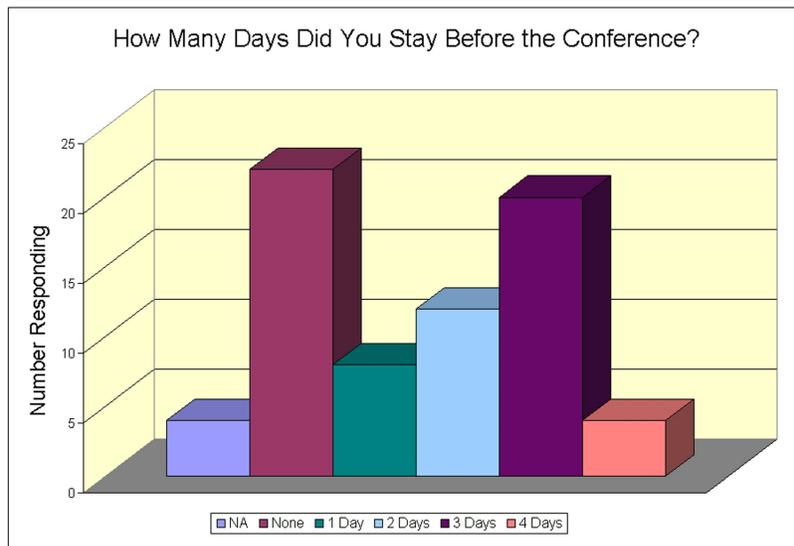
	Yes %	Yes #	No %	No #	Response Count
	54%	57	46%	48	105
Skipped Question					6

9. How many days did you stay before the conference?

	Response Count
None or N/A	21
Half Day	1
1 Day	27
2 Days	10
3 Days	2
7 Days	2
Skipped Question	42

10. How many days did you stay after the conference?

	Response Count
NA	4
None	22
1 Day	8
2 Days	12
3 Days	20
4 Days	4
Skipped Question	39



11. Please provide any additional comments:

I think that Team Tempe did a wonderful job with the conference. I really enjoyed the time in Arizona. The conference was very well organized and the hotel was a nice venue.

Hats off to Team Arizona for great hotel, food, social events, workshops, and hospitality. In other words a GREAT CONFERENCE!

I thought the conference was exceptional and was much more than I had expected. I had a great time!!

This was an excellent conference!!! The staff in Arizona did a wonderful job!

Overall I would like to see more perks from the FCCA. Some kind of incentive to attract more members. It seems like unless you are attending the conferences or going for scholarships, there would be no reason to be a member. Overall, great conference and a great association.

Being my first conference, I wasn't sure what to expect. I was very much surprised. It just wasn't a bunch of boring seminars. Everyone I attended was well taught and informative. Plus I had a lot of fun at each of the after hours activities.

I would love it if the conference could be earlier in June or in late October.

The educational classes were the best I have ever attended. All around this was one of the best conferences I have ever attended.

This was one of the best, highly organized, and enjoyable conference that I have ever been too. Team Tempe went above and beyond to make this conference a success.

12. Were you satisfied with the on-line registration?

	Yes %	Yes #	No %	No #	Response Count
	100%	107	0%	0	107
Skipped Question					4

13. Were you satisfied with the information provided ahead of time?

	Yes %	Yes #	No %	No #	Response Count
Website	98%	103	2%	2	105
Journal	97%	82	4%	3	
Skipped Question					6

14. Please provide any additional comments or suggestions regarding registration:

I thought it went pretty smoothly, but when courses or times changed, it wasn't always posted soon enough.
 Boston's was much more detailed, but Tempe's was still good.
 I would like to use credit card to pay for registration.
 Keep the classes interesting. The classes this year were my favorite.
 The registration was great. The earlier the availability of registration the better.
 Very User Friendly; Would love if you'd share with Louisville.
 A confirmation would be nice.

15. If you attended IT Fundamentals and Foundations for Court Leaders (Chuck Diard), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	96%	22	4%	1
Course Material Provided	100%	23	0%	0
Content of the Course	96%	22	4%	1
Did Not Attend	84%	31	16%	6
Skipped Question				51

16. If you attended IT Technology Governance: Leadership and Vision (Mark Adams), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	22	0%	0
Course Material Provided	100%	22	0%	0
Content of the Course	100%	21	0%	0
Did Not Attend	85%	33	15%	6
Skipped Question				50

17. If you attended IT Technology Infrastructure, Court Services and Applications (Pat Shubird), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	20	0%	0
Course Material Provided	100%	20	0%	0
Content of the Course	100%	19	0%	0
Did Not Attend	83%	34	17%	7
Skipped Question				50

18. If you attended IT Project Planning and Concluding Thoughts (Chuck Diard), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	21	0%	0
Course Material Provided	100%	21	0%	0
Content of the Course	100%	20	0%	0
Did Not Attend	83%	34	17%	7
Skipped Question				49

19. If you attended If You Have a Project, You Need a Plan: Making Visioning and Strategic Planning Work for You (Maureen Conner), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	20	0%	0
Course Material Provided	100%	19	0%	0
Content of the Course	95%	18	5%	1
Did Not Attend	82%	32	18%	7
Skipped Question				52

20. Did the MSU sessions meet your expectations?

	Yes %	Yes #	No %	No #
	92%	24	8%	2
Skipped Question				85

21. Were you aware that MSU courses are available on-line?

	Yes %	Yes #	No %	No #
	59%	38	42%	27
Skipped Question				46

22. Do you think you will take advantage of any MSU on-line courses?

	Yes %	Yes #	No %	No #
	45.2	28	54.8	34
Skipped Question				49

23. What can the FCCA do to encourage participation in the MSU program?

Market the benefits of the program to Clerks of Court and the deputies.
 Advertise it to court staff who are not members—it might encourage some to apply.
 Continue to provide information on the website and the Journal, encourage word of mouth by members.
 Let people know scholarship money is available for the courses.
 Play up the potential of the MSU program on future court leaders; Play up the graduation ceremony in 2009.
 Provide more scholarships. List incentives of participation. Offer cash rewards upon completion.
 Make sure whomever joins will always be able to attend all the conferences until they've finished the needed courses.
 I do not know that the FCCA is the issue. The programs at MSU are very expensive.
 Invite non-participant attendees to the graduation ceremony. Have MSU participants do a video to put on the FCCA web site.
 Offer courses more often besides during the conference; maybe classes at MSU or in large cities; make us aware of other places and times where we can take the courses.
 Decrease the cost.

24. Please provide any additional comments or suggestions regarding the MSU program:

I really enjoy it, & think it is a great opportunity to get something more out of the FCCA conferences.
 The potential for a cap and gown ceremony was a HUGE motivator for me to pay my fees and get caught up. Secondly, so was the free t-shirt.
 It's terrific!
 I'm enjoying the MSU program.
 I think some of the IT topics could have been condensed.
 It is very expensive.
 Since returning to my home court, I've had occasion to use the skills I learned in #19 above. Using the information provided & our office was able to work together to develop a strategic work plan in an attempt to resolve a situation.
 It's wonderful to have a place of business offer something like this to their employees.
 Seems mainly geared to IT.
 One of the best things to happen to the FCCA conference for me.
 More classes need to be available on-line.
 Thanks for the MSU t-shirt this year!

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

	Yes %	Yes #	No %	No #
	93%	94	1%	1
Did Not Attend	7%	7		
Other	16%	16		
Skipped Question				10

26. If you attended Basic Self-Defense (Jerry Brown, Pete Rea, Rhonda Spencer, Pedro Valenzuela), were you satisfied with the:

	%	#
Facilitators		
Course Material Provided	47%	41
Content of the Course	42%	37
Did Not Attend	48%	42
Skipped Question	52%	46

27. If you attended Border Patrol Issues (Shawn King), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	39	0%	0
Course Material Provided	97%	35	3%	1
Content of the Course	100%	38	0%	0
Did Not Attend		42		
Skipped Question				23

28. If you attended Chambers Electronic Organizer and Daily Calendar Report (Joseph Diaz, Sam Hamrick, John Morrill, Michael Nagy), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitators	97%	32	3%	1
Course Material Provided	100%	33	0%	0
Content of the Course	97%	31	3%	1
Did Not Attend		49		
Skipped Question				22

29. If you attended CSRS and Retirement Planning (Jim De La Torre), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	24	0%	0
Course Material Provided	100%	24	0%	0
Content of the Course	100%	24	0%	0
Did Not Attend		57		
Skipped Question				25

30. If you attended FERS and Retirement Planning (Jim De La Torre), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	98%	42	2%	1
Course Material Provided	98%	42	2%	1
Content of the Course	98%	42	2%	1
Did Not Attend		39		
Skipped Question				24

31. If you attended Financial Risk Management (Jim De La Torre), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	49	0%	0
Course Material Provided	100%	48	0%	0
Content of the Course	96%	46	4%	2
Did Not Attend		38		
Skipped Question				20

32. If you attended Flexibility in the Workplace (Angela Long), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	96%	54	0%	0
Course Material Provided	96%	53	0%	0
Content of the Course	91%	50	4%	2
Did Not Attend		35		
Skipped Question				18

33. If you attended Generations at Work (Stephanie Briscoe), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	98%	48	2%	1
Course Material Provided	98%	47	2%	1
Content of the Course	96%	46	4%	2
Did Not Attend		34		
Skipped Question				23

34. If you attended Inspiring Yourself and Others (Robin Tabora, Lance Wilson), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitators	98%	42	2%	1
Course Material Provided	95%	41	5%	2
Content of the Course	95%	41	5%	2
Did Not Attend		42		
Skipped Question				23

35. If you attended Mail and Identity Theft (Greg Torgenson), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	98%	50	2%	1
Course Material Provided	94%	47	6%	3
Content of the Course	98%	49	2%	1
Did Not Attend		32		
Skipped Question				23

36. If you attended Case Manager, Courtroom Deputy, Magistrate Courtroom Clerk (Bobbi Hightower, Kerry Reynolds, Kathleen Zoratti), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitators	96%	25	4%	1
Course Material Provided	88%	21	13%	3
Content of the Course	96%	26	4%	1
Did Not Attend		50		
Skipped Question				26

37. If you attended Intake/Customer Service (Cindy Duca, Chuck Evans), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitators	100%	15	0%	0
Course Material Provided	93%	14	7%	1
Content of the Course	100%	15	0%	0
Did Not Attend		62		
Skipped Question				27

38. If you attended Docket Clerks (Tammy Johnson, Sally Turner), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitators	100%	15	0%	0
Course Material Provided	94%	14	7%	1
Content of the Course	100%	15	0%	0
Did Not Attend		61		
Skipped Question				27

39. If you attended Electronic Case Files (Ronnie Honey, Michael O'Brien), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitators	100%	23	0%	0
Course Material Provided	100%	22	0%	0
Content of the Course	100%	23	0%	0
Did Not Attend	88%	53	12%	7
Skipped Question				27

40. If you attended Human Resources (Don Hendrix, Francine Leiser), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitators	100%	9	0%	0
Course Material Provided	100%	7	0%	0
Content of the Course	100%	8	0%	0
Did Not Attend		66		
Skipped Question				28

41. If you attended Jury Administrators (Ana Baca, Betsy Tait), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitators	100%	12	0%	0
Course Material Provided	91%	10	9%	1
Content of the Course	100%	12	0%	0
Did Not Attend		61		
Skipped Question				30

42. If you attended Spanish Survival Skills (Marcia Resier), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	37	0%	0
Course Material Provided	100%	37	0%	0
Content of the Course	97%	36	3%	1
Did Not Attend		46		
Skipped Question				25

43. If you attended Strategies for Changing Organizations (Michael Milby), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	33	0%	0
Course Material Provided	94%	30	6%	2
Content of the Course	100%	33	0%	0
Did Not Attend		47		
Skipped Question				25

44. If you attended Strength Based Management Practice (David Maland), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	27	0%	0
Course Material Provided	100%	27	0%	0
Content of the Course	100%	27	0%	0
Did Not Attend		54		
Skipped Question				24

45. If you attended Time Management and Organization Skills (James Buchanan), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	95%	38	5%	2
Course Material Provided	95%	37	5%	2
Content of the Course	93%	37	8%	3
Did Not Attend		41		
Skipped Question				24

46. If you attended TSP and Investment Planning (Jim De La Torre), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	100%	56	0%	0
Course Material Provided	100%	57	0%	0
Content of the Course	98%	54	2%	1
Did Not Attend		31		
Skipped Question				21

47. If you attended Work Ethics - What to Do When Values Collide (Deborah King), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	97%	36	3%	1
Course Material Provided	97%	36	3%	1
Content of the Course	97%	37	3%	1
Did Not Attend		43		
Skipped Question				28

48. If you attended Working Collaboratively (Anthony Brownlow), were you satisfied with the:

	Yes %	Yes #	No %	No #
Facilitator	94%	45	6%	3
Course Material Provided	96%	44	4%	2
Content of the Course	94%	43	7%	3
Did Not Attend		34		
Skipped Question				23

49. Did the educational agenda meet your expectations?

	Yes %	Yes #	No %	No #
	96%	96	2%	2
Other		16%	6	
Skipped Question				11

An extensive and varied educational agenda was offered -- very nice!
 Classes seem to repeat themselves at each conference.
 There could be more workshops directed towards retirees, e.g. wellness, investing, staying connected w/FCCA, etc.
 I am retired so only took the classes that were not geared toward working a desk in the Clerk's Office.
 Hard to take FCCA classes with MSU, but try to do as much of FCCA classes as possible. They are always worth it.
 The MSU program took up a lot of time so I was unable to attend many of the other courses in which I was also interested
 The MSU program FAR EXCEEDED any expectation!
 In all honesty it by-passed my expectations. Truly well done.
 I would like to see more job specific sessions, maybe multiple times. In my district, I'm the jury & appeals clerk-with 1 co-worker, and part-time intake clerk-with 4 co-workers.
 The Work Ethics classes were awesome!
 I would have liked to have more variety on the classes.
 I found that a lot of the ed. agenda was useful and applicable to the court work environment.
 I understand the need to coordinate with MSU, but I found it far too weighted toward information technology.
 When I didn't get a lot out of course, it was generally because they were providing too much information in the time allotted, or not answering what, I thought, was the basic premise of the course. In Spanish survival skills, we should have separated into smaller groups to speak the phrases out loud so we could accomplish more speaking in the time allotted.

50. Please list the most important or interesting thing(s) you learned at the Tempe Conference.

There are similarities in all the courts, but there are also differences, so you need to know who you are dealing with in each court, in order to best solve any problems. (MSU course)

That dry heat feels much cooler than I expected. Seriously, that there may be relocation money available to help any employee transfer to a new location.

Strength Based Management Practice.

The status of and reasons for problems with illegal immigration at the border.

Work ethics, tsp.

Border Issues and some phrases in Spanish.

Mail & Identity Theft Class.

Self defense.

Retirement Info :)

Communication among conference planning committee members results in a perfect conference!

How other courts work.

Vision and Strategic Planning.

How great it was to exchange ideas with others that do the same type of work in a different court.

The differences between the generations - how people think/act - the reversal of loyalty that's coming into today's workforce.

I particularly thought that the financial seminars with Jim De La Torre were interesting and full of useful information.

Meeting other court personnel from different parts of the country. The Sandra Day O'Connor evening was fantastic.

The hiring of a lobbyist to fight for sick leave.

Discussions in the Forum groups; allowing others to hear how you or someone else handles certain Court issues and/or procedures.

Surviving in extreme heat.

How CM/ECF is affecting the work of other courts and how they are handling the change.

I learned about the functionality of CEO.

I learned that many courtroom deputies do their own docketing.

How important communication is when working as a group or collaboratively

1. How other courts operate 2. Networking 3. FCCA members are really nice, genuine people

4. I need more money to retire.

How other courts approach training (MSU course on Visioning and Strategic Planning).

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

How to keep up with all the changes that are taking place in courts....e.g. electronic filing, video conferences of hearings, & such.

Dealing with the Media with David Sellers and his staff at the AO.

Structured Writing, 5 dysfunctions of a team, more retirement planning.

How to prepare the next generation. How to be an effective mentor no matter what your position is in the court.

Inspiring yourself and others.

Managing/Supervising Difficult People.

Electronic case filings.

MORE ON RETIRING.

Management based workshops.

How about a course entitled: How your job position differs in other districts? How job positions from Idaho & California differ widely? etc.

Sentencing guidelines.

Grammar workshops, records management workshops (e.g., NARAs Basic Records Operations)

Continue to provide the TSP and FERS/CRS Retirement Planning Info.

Time Management; Strategies for Changing Organizations; Work Ethics; Basic Self-Defense Techniques.

Grievance Process or Effects of Favoritism might be interesting.

Personal safety.

Yoga, stress relief skills.

More of Jim De La Torre!

I liked the "working with generations" With computers today, we are not inner-acting with our co-workers and at times with new hires the generation gap needs a little coaxing and educating.

Would like to see more computer classes.

More on Strength Based Management.

More investment info.

Etiquette.

More docket clerk interaction courses.

I would really like to see how the teams get their conference off the ground and what it took them to make it happen. For those of us who would enjoy everyone coming to our area, it would help learning about it.

I'd like to see IT technical courses.

Overview of HRMIS, more MSU level types of courses, management/budget geared

Roundtable group discussions.

Perhaps something for the technical crowd.

With upcoming changes to ECF, it would be great to have David Scott come and discuss the new versions and MRs that are being released. We really missed this because all of our staff can't get to the CM/ECF Forums.

More IT sessions.

More on ECF like the ECF Forum has since most of us cannot get to that forum.

More Financial Investing, etc.

More interactive sessions.

52. Which sessions would like to see repeated at future conferences?

TSP INVESTING, FERS.
Work ethics, generations at work, self defense.
Postal Inspector/ Self defense.
Spanish Survival Skills.
Strength Based Management Practice in depth.
CSR.
All of Jim De LaTorre's
Retirement, management/leadership.
CM/ECF and other operational roundtables.
Generations.
CEO.
More about Proposed Changes in Compensation.

53. Please provide any additional comments or suggestions regarding the educational program.

I thought this conference really had an excellent educational program.
This idea may help boost attendance as well. The FCCA could offer several non-credit bearing certifications. Like Intermediate Judicial Office Administration - This certificate would take a couple of years and would require the attendee to participate in a variety of sessions that pertain to the administration of the court. Like a budget and procurement sessions, organization skill sessions, human resource related sessions. FCCA could survey court clerks to find out what types of certification they would like to see offered. There could be various levels of certification. The basic level could be attained at anyone conference. An intermediate level would require time at least two conferences and so on. Some courses would be geared directly toward court operations, like FAST and CM/ECF. I would be happy to help in this process. In speaking with other MSU students at the conference I learned that several courts funded the attendance of the person only if they attended at least one MSU course. I have many more ideas along this line.
Flexibility in the Workplace and Working Collaboratively were much the same, I was disappointed. Not enough time to cover all of the material.
Provide all course materials on the FCCA web site after each conference.
An additional day for the educational classes.
More self-defense instruction, class was to short and to crowded.
The classes were ALL so GOOD - it's a shame there isn't enough time to attend ALL the classes through MSU & ALL the others offered!
The sessions that involved talking about how other districts handle their CM/ECF issues were the most helpful and interesting. They give you new insight as to possible issued that may be present in your court.
A communications course would be helpful.
Congratulations on the agenda this year. It was wonderful.
Great job!

54. Was the conference well organized?

	Yes %	Yes #	No %	No #
	100%	101	0%	0
Skipped Question				10

55. Was the conference staff helpful and courteous?

	Yes %	Yes #	No %	No #
	100%	101	0%	0
Skipped Question				10

56. Were you able to identify the following participants?

	Yes %	Yes #	No %	No #
Our Host Court Staff	99%	100	1%	1
Board Members	84%	82	16%	16
First Timers	83%	79	17%	16
Circuit Representatives	78%	69	23%	20
District Representatives	75%	67	25%	22
Speakers/Presenters	92%	86	9%	8
Skipped Question				10

57. Did you like receiving a copy of your registration form when you checked in at the registration desk?

	Yes %	Yes #	No %	No #
	99%	101	1%	1
Skipped Question				9

58. Did you like receiving tourist information when you picked up your registration material?

	Yes %	Yes #	No %	No #
	98%	99	2%	2
Skipped Question				10

59. Should the host court continue to spend time and resources to provide the following:

	Yes %	Yes #	No %	No #
Tote Bag	85%	85	15%	15
Pocket Portfolio	88%	86	12%	12
Conference Pin	85%	82	16%	15
List of Attendees	99%	99	1%	1
Skipped Question				9

60. Please provide additional comments regarding the host court or suggestions for the next host court.

Have a place, or a board somewhere so that everyone can check it to see what is going on, & where classes & sessions are being held. And also for any last minute changes on classes or evening events.

Family Packets. Optional of course. Possible organization of events for the families of attendees to attend local venues as a group while attendees are participating in the conference during the day. Example. A bus would take family members to the zoo while the attendees are attending conference sessions.

Try to condense the list of attendees in as few pages as possible so it's easier to scan quickly if looking for someone.

Keep one evening free. No workshops longer than 1hr and 15 min.

Please keep the hard copy of the group picture. That was a disappointment when we didn't get one.

The list of attendees is a vital tool to assist with networking. Please continue this practice.

Tote bags aren't necessary.

The bag was very feminine, and I don't think I would be caught carrying it in public. Not a big fan of the bag.

Do not give vendors our address/email information.

I was very upset that I missed the group picture because the picture was taken before the time to be there.

Try to keep the hotel as close to good tourist attractions as possible without it negatively affecting the cost. I understand that is probably not easy.

Tourist information would be more helpful if we received it when we registered.

Morning session that brings all attendees together before classes commence.

Please provide bottled water.

I don't use the tote bag at the conference and I have several already if I want to bring one. I did like all the food that provided by the host court because that cut down on personal expenses which can mean quite a bit to a lot of people. The vendor fair was nice and I think everyone enjoys the freebies. The hospitality room also had a lot of nice snacks/drinks for late at night. I would have liked a list of restaurants nearby.

Communication between prior and future host courts is very important. Implement the suggestions provided on surveys.

The conference staff was wonderful. Everything was prepared and organized. Registration was smooth and efficient.

The group from Phoenix was wonderful. They helped in any way they could. P.S. Great music.

Deb and team did a great job!!!!

The Tempe Mission Palms Hotel was WONDERFUL! It was comfortable, clean, friendly staff & incredibly accommodating. Please try to find lodging for us even half as nice & all will be well!

I was very proud to say that I was from the host court. I think our Team Arizona did a great job.

This was the best conference I've attended.

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

Don't have the group photo taken at the President's reception. I don't think all attendees are actually there by then. I was disappointed I missed being in it.

More support from Clerk's to encourage/support members to attend.

Have a table set out for extra handouts from educational classes for people who couldn't attend to pick up the materials. Digitally video tape some of the conference to post on the website. Print people's First names much larger on their name tags.

ALL OF MY EXPECTATIONS WERE MET.

Don't go to hot places in the summer.

Change things up - so much stuff is the same - how many people leave right after dinner on the final night? about 85%??? how many people leave the President's reception after the snacks?

Conferences have become routine - same crowd - doing the same thing.

Lower the registration fee. Maintain the level of solid info about traveling from airport to hotel

Earlier information on website and in paper form for ones who don't have internet access or know how.

Sit with different people instead of cliques just with your own group from same court.

Less time for lunch, shorter afternoon.

The snack shack should become a tradition!

Maintain signs and keep all meeting rooms in close proximity with main meeting room.

A variety of breakfast foods, not just sweets or just breads.

I thought the Tempe conference was exceptional and it will be hard to surpass!!

Shorten the duration - Mon - Wed.

Make the conference an entire week.

Start later in the day!

Why are these conferences always held in the summer? When most of us had young families who accompanied us it made sense, but I saw very few families.

Jim De La Torre is getting to be too much "same old same old" can't we get someone else if you have to do retirement planning?

I think it would be hard to top the Tempe conference.

Only hold one class after lunch and leave the rest of the day open and at least 1 afternoon completely open.

Continue snack shack idea - it's a great perk!

Better financed.

Lengthen the roundtable discussions, there just wasn't enough time to cover all the issues that were discussed, not to mention the ones we didn't get to.

More publicity info to circuit reps.

Don't make it all work and no play. It's a great time to see old friends and meet new ones.

Encourage participation in all the sessions. Keep having top of the line speakers. Make sure speakers care about what they are trying to sell.

62. What can the FCCA do to encourage membership in the organization?

Emphasize what it can do for all. The flyers that are being sent out should help.
Keep membership fee reasonable; continue to work on our behalf e.g. FERS sick leave legislation.
What I hear a lot is what is it going to do for me personally. I give them all the benefits of being a member. But what it boils down to is court recognition and money. I can't do anything about the money but maybe the certificate program I offered as an idea earlier in the survey may help with recognition. The content would be recommended by court clerks and approved by the FCCA.
Get more Clerks of Courts involved so they can promote membership amongst staff.
Repeatedly encourage all deputies to join. More involvement from the dist. Reps.
To focus more on what it is doing for Deputy Clerks and also to scale back the international aspect as that could be done for Clerks in their own yearly meetings.
More polished/professional informational brochures and packets; perhaps a "first-year" discounted membership rate.
Again, entice clerks to pay for the registration and/or hotels.
Provide discount for retirees. For nonmembers, contact the Clerk/Chief Deputy to encourage membership and provide information to that court/staff who does not know about FCCA.
Flyers/Emails to all clerk's office staff.
I think if the circuit reps visited the courts in their district and kicked off a campaign, something like United Way or Relay for Life, it would bring out new people and perhaps new membership.
Being a part of FCCA seems like a no brainer! We always give information to all new employees & I've even paid for memberships for co-workers as a birthday present. I think having the Clerk's involvement (which we don't) would really help!
I think sending out a complimentary copy of the journal might at least spark some interest.
I think having an active Rep. would be good. It is very hard for our Court to support the membership drive because it could be perceived as solicitation. I do not understand this as the FCCA is an aid to the courts.
Word of mouth seems to be working in our district. In FL I was the only attendee, in Chicago there were 2 of us, Boston 3, AZ, 5! Also, awareness of what FCCA is doing for members.
Show how the FCCA can be beneficial to its members. What does the FCCA do for its members?
Why was the FCCA started?
Reps for each district should include info packet about FCCA as part of orientation for new employee.
If this is the case; examine why there is not 100% participation rate among clerks. If every clerk and/or chief deputy saw value in the organization then more of the other employees might be encouraged and participate. A monthly FCCA meeting in every court might help or sponsor materials for mini-lunchtime seminars to help employees gain career-valuable skills.
Continue to amplify the benefits of the organization. Also achieve the goal we are attempting to accomplish with the fers sick leave.
Keep members informed of all the good FCCA does for its members, so it can be passed on to non-members.
Update website - needs to be more user friendly.
Since the journal is being delivered on-line, could you have a trial period where everyone in the courts receives it regardless of whether they are a member or not. There would be no costs associated with this and it might be a good way to spread the word and entice them to join. Courthouse representative is the key.
Get the district representatives more involved and encourage them to invite staff to become members.
A newsletter to each clerk for distribution or to post how much fun was had and how wonderful it was to get an autographed book by Justice Sandra Day O'Connor.
Keep the dues low; communicate with all Clerks and Chief Deputies about the importance of FCCA.
Offer scholarships, offer something like the Sandra Day O'Connor talk.
Ask courts to help fund some of the costs.

63. Do you obtain conference information from the FCCA Journal, through colleagues, on-line or by other means?

	Response Count
FCCA Journal	17
On-line	23
Colleagues	13
All	24
Other (e.g. e-mail)	3
Skipped Question	34

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

Court games - would be another thing that may be fun and entice new attendees. Courts compete in a variety of games through out the conference. Like Jeopardy, frisbee golf, Taboo. Something that would foster courts to want to compete against other courts for and annual FCCA traveling trophy. The games would be a variety so that those that want to compete intellectually can and those that just want to have fun and laugh can to. A team can be three or more people and events would be worth points.

The Journal should be distributed in print form instead of electronically/

Board should be more 'open' and its members more like hosts at each conference. Maybe getting another view on financial planning than De La Torre's as we have had him for the last 5 or more years.

More networking with each other/ i.e. jobs, transfers.

Excellent Conference facility!

The post-conference survey is a great idea.

The amount of work that goes into making a conf GREAT is incredible. I so appreciate everything everybody does to make it happen. Being a member of FCCA is an honor & privilege. It's so good to know we are part of such a giving (Katrina relief, etc.) "family".

As I stated before, being a first timer I was very impressed with the organization and attention to details that were handled at this conference. Being from the host court, I was kind of interested to hear what other people had to say about it. I met people from all over the U.S. and not one person had a bad thing to say, even with them not knowing that I was from the Phoenix court. I really enjoyed myself and look forward to attending more.

Thanks for all the hard work you do to help this organization flourish despite the sometimes grinding apathy of so many court employees. Your enthusiasm is contagious to me; I just wish it was to many more others as well.

Thanks for the great memories.

All I can say is good job.

FCCA needs to focus on issues of interest to local courts. The emphasis on international work is not helpful to the rank and file. Membership has fallen since FCCA has become an adjunct to international associations.

I liked the first name of the participants in big letters it made it so much easier to see the name.

65. Were you satisfied with the hotel?

	Yes %	Yes #	No %	No #
Quality of Your Room	100%	94	0%	0
Location	96%	92	4%	4
Cost	96%	89	4%	4
Overall Quality of the Hotel	100%	95	0%	0
Parking	94%	64	6%	4
Meeting/Conference Rooms	100%	95	0%	0
Skipped Question				14

66. Please provide any additional comments regarding the hotel.

The staff at the hotel were very friendly & helpful.
 Lovely venue but on the high side.
 Hotel was not located near much of anything.
 An excellent choice. Everything was super.
 This hotel is the best. Wonderful service, food for a large crowd and everyone there goal seemed to be make one's stay the best. I would stay there again if I ever had to go to Tempe or Phoenix again.
 It was a little removed from any shopping or tourist areas w/o a vehicle but if I had stayed longer, I would have rented a car to sightsee.
 They need sprinklers or mist shower heads at the pool.
 LOVED the snack shack in the afternoons, fun little pick me up after a long day.
 The temperature was to cold in the conference rooms.
 Rooms were WAY WAY WAY too cold.
 The conference rooms were somewhat small and a little hard to get into and out of.
 The hotel added on the service fee that was not supposed to be included. This costs they said was for newspapers, and other items brought to the room.
 The phone system wasn't working too well and we had to call maintenance two times but other than that it was OK.
 I wish it had been closer to more tourist attractions as I am not authorized a car rental while on travel. The Snack Shack was a wonderful idea, especially since it was also stocked with really healthy choices. It was the best hotel food I had eaten in all of the conferences I had attended. Loved the Snack Shack- sorry we won't have anything like that in Louisville.
 Check-in was a little shaky but after that it was great.
 WiFi is great for keeping up at the office, in your down time.
 The hotel staff was very good (friendly and helpful).
 It was fabulous!!

67. If you attended any social events, did they meet your expectations?

	Yes %	Yes #	No %	No #
	97%	98	1%	1
Did Not Attend		2		
Skipped Question				10

68. Did the vendors fair meet your expectations?

	Yes %	Yes #	No %	No #
	89%	85	12%	11
Skipped Question				15

69. Do you have any suggestions to improve the vendors fair? Please provide additional comments on the vendors fair.

	Yes %	Yes #	No %	No #
	18%	14	82%	64
Skipped Question				33

More seating, that way people could eat & still be around, to check out all the vendors, & still be there for the drawings.

More Vendors.

Most of us not in procurement - vendors were more for those folks - diversify.

A lot of effort by the host court should be directed at this event. This is the only time that many deputies will be exposed to new technologies. Maybe the giveaways should be trimmed.

More give always and gifts.

Tell them to be more low-key.

Not as many this time. Don't take so long for the raffle -- do it right after lunch. We'll still go around and see your sites. Don't bother with stamping the card to prove went to a vendor.

Make the drawing "must be present to win."

Other than the free lunch, I'm always pretty dissatisfied w/the vendors. I'm not in a position to make purchases for my organization & when I come back to my home court with the gathered propoganda, I'm never received very well.

Vendors should not be given our personal information.

We need to triple the number of vendors. The vendor fair should finance at least 15% of the conference.

I don't have anything to do with ordering supplies or equipment so to me the vendor fair is useless.

Encourage members to spend more time in the vendor area.

It really is a shame after all the time and effort the vendors put into their booth that more people don't really stay around. They get the freebies and leave.

I have no input at my court as to things purchased. Even though I didn't mind viewing what's out there, I felt that I was wasting the vendor's time.

It was kind of a zoo in there. Box lunches/drinks set up was good.

More Vendors.

70. Did you purchase any of the following FCCA or Host Court fund raisers?

	Yes %	Yes #	No %	No #
Pins	49%	43	51%	45
Lanyards	18%	13	82%	60
Duffle Bags	14%	10	86%	62
T-Shirts	38%	32	62%	52
Skipped Question				18

71. The Tempe conference group photo was sent to attendees on-line and it will be posted on the FCCA website. Is this acceptable?

	Yes %	Yes #	No %	No #
	79%	78	21%	21
Skipped Question				12

72. Did you attend the business meeting?

	Yes %	Yes #	No %	No #
	75%	73	26%	25
Skipped Question				13

73. Did you like how the awards were presented?

	Yes %	Yes #	No %	No #
During the Business Meeting	96%	80	4%	3
During the Banquet	89%	72	11%	9
Skipped Question				23

74. Please provide any additional comments or suggestions regarding presentation of awards.

Presentation of the awards when the meal is almost done would be nice, so then there might not be as much of a commotion while people are eating, getting food, & trying to listen to who is getting what would be my suggestion.

Make a bigger deal of the Ross Levy, Angie, and Special Service Awards.

All awards should be given out at the Business Meeting so everyone can enjoy the closing banquet. Most attendees want party the last night--not sit through boring presentations.

Where can I find the group photo?

Very upbeat, positive and FUN.

I like the big awards at the banquet. Makes them extra special. Could improve lighting where the awardees go so you can see them better.

Well done!

Present them on the third night, some people had to leave before and could not stay the last night.

It's all good.

I personally would like to see the group photo given out to each person attending (as was in the past) also a certificate of training should be in the same envelope.

I think the group photo should be presented to all attendees in hard copy. Not everyone has the skill to print the photo properly.

Picture of group should be taken 2nd or 3rd day, not last day as some of us were not able to attend last day so didn't get in the picture!

It's hard to enjoy when you don't know the people receiving the awards.

Looking forward to next year's conference.

There was no mention or where the award recipients were from, i.e. District?

This was more of a problem in Boston when dinner was held up while awards were given. That was a disaster.