

EVALUATION
REGION X
2013 FEDERATION PRESIDENTS' CONFERENCE
Pigeon Forge, Tennessee
September 10 - 13, 2013

"BEST PRACTICES - - Legislation / Leadership / Membership / Service

Favorable 5 - 4 - 3 - 2 - 1 - 0 Not Favorable

A. Overall, did the 2013 Presidents Conference meet your expectation?

5 = 26	2 = 1	Average = 4.3
4 = 22	1 = 0	
3 = 4	0 = 1	

B. How would you rate the total group participation vs. break-out groups as used in other conferences?

5 = 27	2 = 2	Average = 4.2
4 = 19	1 = 1	
3 = 4	0 = 2	

C. Was the information provided by NARFE HQ personnel beneficial to you?

5 = 27	2 = 0	Average = 4.3
4 = 20	1 = 0	
3 = 5	0 = 2	

D. How would you rate the NARFE HQ speakers?

5 = 29	2 = 0	Average = 4.3
4 = 16	1 = 0	
3 = 8	0 = 1	

E. How would you rate the on-site session facilitators?

5 = 27

4 = 20

3 = 6

2 = 1

1 = 0

0 = 0

Average = 4.4

F. Was there enough time allotted for the sessions?

5 = 29

4 = 17

3 = 5

2 = 2

1 = 2

0 = 1

Average = 4.3

G. How would you rate the overall conference?

5 = 22

4 = 25

3 = 7

2 = 0

1 = 0

0 = 0

Average = 4.3

H. How would you rate the reception?

5 = 38

4 = 14

3 = 1

2 = 0

1 = 1

0 = 0

Average = 4.6

I. How would you rate the accommodations?

5 = 40

4 = 13

3 = 0

2 = 0

1 = 0

0 = 1

Average = 4.7

J. What did you like the least about the conference?

- Small talk of attendees while speakers were talking (2)
- National Legislation presentation was too long
- Leadership portion - - Same old information
- Noise from meeting in next room
- Membership presentation should have been presented first (2)
- Car show traffic (2)
- Facilitators on Thursday afternoon did not have a presentation appropriate for this audience and it was too long (2)
- Legislation session - - Thursday afternoon speakers
- Possibly too much time allotted for sessions (3)
- LENGTHY legislation session on Thursday
- Dave Snell needs to have an outline to follow rather than speak "off-the-cuff"
- Session on Thursday needed to be shorter or more breaks (3)
- Food was mediocre; understand you cannot please everyone
- Break-out groups (2)
- Early start time (2)
- Need more down-time / breaks (2)
- Sessions led by poor presenters
- Poor group presentations
- SILVER Break-out session (Digital NARFE / E-NARFE) was a waste of time
- Insufficient / slow elevators
- Felt like it was more like a mini-convention instead of a Presidents' meeting
- Need more group participation
- Work on the break-out sessions need further work
- Some subjects better in break-out sessions, i.e., Legislation and Membership when presented to a large group
- More topics could have been covered with time available
- Too much time for the break-out sessions
- Not enough time for full group discussions
- Needed but boring legislation session
- Time scheduling
- Needed to hurry to meetings after lunch even with 1 1/2 hours for lunch
- Too much talk about active employees when majority of audience was retirees

- Need more upbeat speakers
- Some speakers too monotone
- Breakfast area not big enough
- Audio equipment "bloopers" really hurt my ears
- I did not hear anything new
- Legislation presentation boring and information too elementary for the level of the participants
- Not enough time spent on the vital topics (Future of NARFE and Membership); Too much time on the other topics
- Afternoon seemed very long; Maybe we could have used some downtime
- National legislation (TN and NC facilitators) presented good information but they repeated and dwelled on each slide too long
- Would like to have chosen my own break-out session
- This is my first Region X Conference and I was impressed with the entire conference
- Structure of the organization for contacting Congress - - too long
- Too much lecturing
- Sessions should not go longer than 2 hours without a break
- Shorter 1 hour session would have been better
- Chairs too hard
- Basically it was a re-hash of the same old information
- Slow / poor presentation of National Legislation / NARFE-PAC session (Friday)
- Important membership presentation being on Friday when many attendees were leaving early
- Broadband access was not fast enough to support video-conference (Go-To-Meeting)
- Some of the facilitators presentations did not match the hand-out sheets in the tab sections of the notebooks
- Did not appreciate the passing out and talking about the wine
- The fact that all of the hand-outs were not in the notebooks
- Reception not properly announced beforehand
- Some speakers did not speak slow enough for the hearing-impaired
- Lack of respect for the facilitators
- People who did not turn off cell phones; Announcement should be made at beginning of each session
- National Legislation was very dry and drawn out (2)
- NC facilitator was very boring and monotone; NC facilitator talked about how NC does things, but not general information; Should have been more of a training session for all five Federations

- Legislation presenters need more enthusiasm and make presentation more interesting
- Participants left or stood outside of the room
- Idle time
- National President Beaudoin seemed disinterested
- Not enough time spent on Future of NARFE
- Membership facilitator (VA) did not answer questions directly; very evasive

K. What did you like best about the conference?

- Easy access
- No problems
- Everything on time
- Notebooks
- Suggest hotels with suites for future conferences
- Gaining more knowledge about e-NARFE and Service Officer
- Inter-action with members from other Federations (7)
- Break-out sessions were very useful (8)
- Blending break-out discussions with group sessions
- Size of break-out sessions
- Meals were great (3)
- Virginia wine
- Location (3)
- Lunches (6)
- Overall logistics, hotel, lunch, etc. were superior (2)
- Information provided was great (2)
- Accommodations were great (3)
- "Meet And Greet" was a very good idea (3)
- Well organized; subjects were excellent (3)
- Hand-outs
- HQ speakers (2)
- National Legislation Director Jessica Klement was excellent (3)
- Dave Snell was outstanding (2)
- Bridget Boel was very knowledgeable
- Wonderful reception
- Service Officer presentation (12)
- Facilities (3)
- Good leadership and enthusiastic participation by the attendees
- Conference was well planned
- Go-To-Meeting connections - - once established (2)

- Becoming more knowledgeable about issues NARFE faces and must deal with in the future
- Membership facilitator (TN) great (4)
- Mix between break-outs and group sessions
- Interest shown by conference participants
- Presentations other than National Legislation
- RVP invited all NARFE members in Region X
- RVP treated all attendees with kindness and respect
- Conference coordinator did excellent job
- Resurgence of NARFE spirit

L. For future meetings would you recommend non-NARFE outside speakers?

YES 25 NO 27 MAYBE 2

- Only if it is pertinent to the topics being included in the program (3)
- Not financial advisors or retirement homes
- Depends on subject matter (2)
- NO - We have enough good speakers within NARFE
- Legislation - National and State (Ideas from state)
- Good programs for meeting
- Importance of Public Relations Chair
- Examples of good newsletter (Hand-outs)
- More NARFE than non-NARFE

M. What discussion session topics would you recommend for future conferences?

- Demonstration of how to contact and conduct a meeting with Congressional members
- Presentation by professional lobbyists
- Demonstration of how to recruit new members
- Dealing with trouble members
- Monthly NARFE magazine - - Need content of real interest to members; Need to return photos of chapter vents, etc.
- Outside speakers on leadership and operation of non-profits. also, it might be useful to try and have political staffers. Also, outside on marketing might be useful
- Topic more pertinent to survivor annuitants
- Always legislation and membership
- How to motivate members to volunteer
- Suggest more flexibility in choosing break-out sessions to allow

- participants to attend more than one
- Need to hear about everything
 - Discussion on networking between chapters within a Federation to explore successes and failures of each chapters
 - More on Service Officer (2)
 - More on E-NARFE (2)
 - History of NARFE
 - Explanation of governance of NARFE
 - Most topics were previously "hit"
 - Provide more detailed information on some subjects, i.e., Leadership - - How to groom individuals who may want to try to be an chapter officer but are hesitant because of lack of supervisory/management experience from workplace; perhaps there are other wage-grade, also postal carrier, annuitant chapter members who once watching one of their own holding office, who may also be willing to "step-up-to-the-plate" with grooming
 - More "Best Practices" presentations
 - It would be hard to beat the topics that were offered
 - How to "think outside of the box"
 - What is important to active workforce
 - Recruitment / Retention
 - Partnerships
 - Developing a "Ask NARFE" hotline
 - What NARFE HQ can do to help local chapters
 - Timelines for OAM input / corrections submitted
 - How can we point out difficulties without being accused of "finger pointing" or "sniping"
 - How to use social media for membership
 - Presentation Development training; How to deliver to an audience
 - Always have National Legislation Director
 - Always have National Membership presenter
 - Improve communications between chapters and federation; GEMS currently provides only if NARFE member has provided e-mail address
 - Future of NARFE and membership, if NARFE is to survive (2)
 - Legislation and membership are two of our biggest problems which NARFE members are aware of
 - How do we recruit and convince non-members the importance of joining NARFE
 - Officer training break-outs
 - New technology training sessions, i.e., Smartphone, I-pad, etc. (2)
 - How to get NARFE recognized by active employees

- More information on how to recruit and retain people in NARFE
- Communicating with members at the Federation and chapter levels using newsletters, e-mail and other means such as websites and text messages
- Have other PAC-type organizations make presentations at our regional conferences
- Have a "know your enemy" (anti-Fed) session topics
- Lobbyist presentation of real-world results in attempting to influence congressional voting
- Hot topics of the National Executive Board (NEB)
- Results of the FON Committee suggestions to the NEB
- Results of Region X positions votes
- Insurance
- Pending legislation affecting both active employees and retirees
- Chapter newsletters
- Guidance on writing articles for local newspapers to emphasize NARFE
- Break-out session on use of electronic F-100 vs. hand-written version
- Top five NARFE issues; Extended discussion of NARFE organization should not be among the issues; mission first / people always
- Recommendations for each issue
- Discussions of current practices
- Return to Federation Presidents' Conference instead of full Region X Conference. State and National conventions are enough
- We are going over same information as state conventions
- What is happening with the FON Committee 2 years from now
- Legislation - - problem is need to solicit topics in late 2014 which will be a little early, not knowing what will be going on within NARFE

N. Additional Comments:

- Presentations from HQ were great
- Technical stuff needs more practice
- Region X presentation was excellent
- Great having presentations from various state leaders
- Need more break-outs to cross-train and network
- Tennessee staff did a great job with hotel accommodations, luncheon and outstanding entertainment

- Great idea opening this to all members; not just Executive Board members
- Classroom style was great
- Turkey for lunch and a long monotone speaker doesn't work well
- Otherwise, I learned several things which made the trip worthwhile
- Presenters need to know their audience
- Do not start presentations from the point assuming attendees know "nothing" about topic. Consider audience and plan accordingly
- When lunch is provided, the lunch break could be shortened to one hour
- Possibly reduce time allowed for some presentations and if necessary start time of 9:00 AM or end at 4:00 PM
- Although on-site speakers on Thursday afternoon were too long; the presentation from HQ on legislation by Jessica Klement was very good
- Other Federations are asking for Williamsburg to be considered for 2015 Region X Conference
- Have more up-beat speakers in the afternoon; they will keep attendees awake
- Members that attended the legislation meeting the past spring should have been exempt from sitting through that 3-hour session, that could have been done in 1 1/2 hours easily.
- Put time limits on speakers - no longer than one hour
- Some sessions too short; legislation session too long; speakers did not know the knowledge level of audience
- If possible, keep providing lunch buffet for future regional conferences as it helps keep expenses down and extra travel
- First conference
- Would liked to have dining facilities in hotel
- Would like to have had "hotel-store" with basics (aspirin, Tylenol, Tums, etc.)
- Everyone was very friendly and helpful
- Conference as a whole was good; think it could have been completed in one day or 1 1/2 days
- Lots of needed information provided
- Service Officer and Legislation sessions needed to be spaced with a break or done with omission of groups
- We are all older and need a slower pace
- Better communications
- Sessions on first day was a waste of time
- Legislation session was GOOD

- Never have a session longer than 50 minutes
- Provide 10 minute breaks
- Nothing as boring as being shown a PowerPoint and then having it read to me
- Kudos to the organizers - - JOB WELL DONE!!!!
- Free breakfast
- Great Effort - - THANKS!!!!
- What can be done to create more jobs; as jobs grow government debate how to spend the extra money rather than where to cut
- Good conference
- Go-To-Meeting has improved but is still frustrating
- National President Beaudoin was a big disappointment; perhaps he is tired
- National officers need to give credit to local chapters and not give the impression that HQ is doing everything
- Some topics too long and repetitive
- If the information can be presented in 45 minutes to one hour; do not continually hash over the information just to fill a 1 or 2 hour timeframe
- Bill Martin / Bill Shackelford / Larry Minnear did a fabulous job putting conference together
- Overall excellent conference (2)
- Would be interested in how assignments to break-out sessions worked instead of allowing attendees to choose on their own
- Non-NARFE speakers are valuable only if they provide expertise on special topics of interest
- Teaching style of instructors should be reviewed before invited to be a speaker
- Add more - - role play
- Add more - - break-out sessions to discuss issues and less lecture format sessions
- Now may be the time to go the way of AARP
- Going over the same information at these conferences and fighting over resolutions and by-laws at National Conventions is getting old
- It was very beneficial to open this forum to general membership which is a definite positive to increasing member participation and enthusiasm
- Condense information instead of trying to extend time
- Too many problems with technical equipment; microphones, sound board, Go-To-Meeting should have been tested before the conference

- Compliments to the people who put the conference together and to the facilitators
- State clearly that the registration and opening information will be conducted at the "Meet and Greet" reception beforehand
- Be aware that some members of the audience are hearing impaired; ask speakers to be aware of this fact
- Make Orlando conference talk available to all by e-mail
- Losing chapter recognition for members moving to e-chapters
- Sell or lease NARFE HQ building
- Appreciate the opportunity to hear the work that is being done at NARFE HQ, i.e., Bridget Boel and Jessica Klement
- Hope conference will again be open to all members in Region X
- Class is too big to use group participation
- Most topics were lecture; having members participate is a better method of teaching
- 70 attendees is too big; With this size group break-outs would be better technique
- Too much lecture - - got boring, lost interest, left classroom
- Map of conference grounds would have been helpful
- Replacement name tags for those that forgot chapter / federation badges would have been helpful
- Break-out facilitators asking each member for comments would have been helpful

NAME (Optional): 54 Responses; 25 With Names; 9 With Federation Only; 20 Anonymous

FEDERATION:	Kentucky (5)	North Carolina (4)	Tennessee (8)
	Virginia (11)	West Virginia (6)	
