

## 2016 Process Education Conference Assessment

Please let us know how important the following *characteristics* are to you and your expected and current level of satisfaction, given your experience at this conference.

	1	2	3	4	5	6	7	8	9	Avg	Δ raw / %
	Not important / Not satisfied	Somewhat unimportant / Not unsatisfied	Neutral	Somewhat important / Somewhat satisfied	Very important / Very satisfied						
Respondent #	1	2	3	4	5	6	7	8	9		
<b>A Highly Productive Conference</b>											
How important is this to you?	5	5	4	5	4	5	5	5	5	4.78	
Expected level of satisfaction?		5	3	5	4	4	5	3	5	4.25	
Current level of satisfaction?		4	4	5	4	4	5	5	5	4	-0.25 / -5%
<b>A Synergistic Conference</b>											
How important is this to you?	5	5	5	5	4	5	4	5	5	4.78	
Expected level of satisfaction?	5	5	5	5	4	5	5	3	5	4.67	
Current level of satisfaction?	5	4	5	5	4	5	5	5	5	4.78	+0.11 / +2.2%
<b>A Creative Conference</b>											
How important is this to you?	5	5	4	5	4	5	4	5	5	4.67	
Expected level of satisfaction?	5	5	4	4	4	5	4	3	5	4.33	
Current level of satisfaction?	5	4	4	4	3		4	4	5	4.125	-0.205 / -4.1%
<b>A Mind-Expanding Conference</b>											
How important is this to you?	5	5	4	5	4	5	4	5	5	4.67	
Expected level of satisfaction?	5	5	4	5	4	5	4	3	5	4.44	
Current level of satisfaction?	4	5	4	5	4	5	4	4	5	4.44	0
<b>A Values-Based Conference</b>											
How important is this to you?	5	5	4	5	3	5	3	5	5	4.44	
Expected level of satisfaction?	5	5	4	5	3	5	4	3	5	4.33	
Current level of satisfaction?	5	4	5	5	3	5	4	5	5	4.56	+0.23 / +4.6%
<b>An Egalitarian Conference</b>											
How important is this to you?	5	5	5	5	4	5	5	5	5	4.89	
Expected level of satisfaction?		4	5	5	4	5	4	3	5	4.38	
Current level of satisfaction?	5	4	5	5	5	5	3	4	5	4.56	+0.18 / +3.6%
<b>A Participant-Based Conference</b>											
How important is this to you?	5	5	5	5	5	5	5	5	5	5	
Expected level of satisfaction?	4	5	5	5	4	4	4	3	5	4.33	
Current level of satisfaction?	4	5	5	5	4	4	4	4	5	4.44	+0.11 / +2.2%
<b>An Accessible Conference</b>											
How important is this to you?	5	5	4	5	3	5	5	5	4	4.56	
Expected level of satisfaction?	4	5	5	5	3	3	5	4	4	4.56	
Current level of satisfaction?	4	4	5	4	3	2	5	5	4	4	-0.56 / -11.2%
<b>A Credible Conference</b>											
How important is this to you?		5	4	5	4	5	4	5	5	4.63	
Expected level of satisfaction?	4	5	3	5	4	4	3	3	5	4	
Current level of satisfaction?	4	2	4	4	5	4	4	3	5	2.78	-1.22 / -24.4%

Please rate whether the following conference *components* met your expectations:

Respondent #	1	2	3	4	5	6	7	8	9
Preparedness of presenters	Met	Above	Met	Above	Met	Met	Met	Met	Above
Effectiveness of keynote speakers	Above	Above	Met	Above	Met	Met	Met	Met	Above
Inclusiveness of keynotes & plenary	Met	Above	Met	Above	Met	Above	Below	Met	Above
Attention to recording and assessment	Met	Below	Below	Above	Met	Met	Met	Met	Met
Significance of "take-away"	Met	Met	Met	Above	Met	Met	Above	Met	Above
Session and event variety	Above	Met	Below	Above	Met	Met	Above	Above	Above
Informational resources provided	Above	Met	Above	Above	Met	Met	Above	Above	Above
Challenges to current thinking	Met	Above	Met	Above	Above	Met	Met	Above	Above
Overall energy level	Met	Above	Met	Above	Met	Met	Above	Above	Above
Connections to expected outcomes	Met	Above	Met	Above	Met	Met	Met	Above	Above
Quality of growth opportunities for all	Above	Above	Below	Above	Met	Met	Met	Above	Above
New collaborations among participants	Above	Above	Met	Above	Above	Met	Met	Met	Above
Diversity of participants' backgrounds	Above	Above	Below	Met	Below	Met	Above	Above	Above
Mentoring & active involvement by leaders	Met	Below	Met	Above	Below	Met	Met	Met	Above
Logistical accessibility of venue	Met	Met	Met	Above	Met	Met	Above	Met	Met
Costs to participants	Met	Met	Above	Above	Met	Met	Above	Below	Met
Timing and length of conference	Met	Met	Met	Met	Below	Below	Met	Below	Met

Please provide an *SII assessment* of the conference:

Respondent #	1
<b>Strengths</b>	<p>The pioneer process educators presence strengthen the overall conference through shared experiences that affirmed novices! Many provided "take-aways" that could be implemented to improve individual performance.</p> <p>Dan used his influence as program chair to bring back many of the pioneers. This appeared to increase their interest in remaining involved in the academy.</p>
<b>Areas for Improvement</b>	<p>Scheduling some down time earlier in the evening could increase networking and provide for additional comprehension the next day. 12 -14 hour days are too long.</p>

Respondent #	2
<b>Strengths</b>	<p>The presenters were well prepared and the sessions were well selected and represented a diversity of ideas and experiences. What contributed to this strength is the involvement of the participants and selection of the topics that involved everyone because the sessions provided an opportunity to grow for both veterans as well as new members of PE. There was an opportunity to grow for everyone if you participated in the discussion. Another strength is the format of the program with variety of presentation based on workshops and symposium approach instead of just presenting papers and getting feedback. What contributed to the strength was the fact that we listened to the last year's conference feedback that included planning of the conference program to include the variety of formats and this goal was met.</p>

<p><b>Areas for Improvement</b></p>	<p>Leadership in the governance of the academy as an organization is where the greatest growth is needed. While the planning and organization of the program was well done and used resourceful participants who enhanced the quality of the conference tremendously, it came at a cost that impacted the leadership in the organization negatively because of lack of valuing and respecting the leadership roles of the board members and their roles. Failure to be sensitive to roles and responsibilities of leaders of the board resulted in dis-empowerment as opposed to empowerment which is contradictory to the PE philosophy and value. Plan on how to address this problem should include:</p> <p>1. Defining leadership and the organizational operation by making a clear distinction between APE and Pacific Crest roles in conference planning and running the organization and communication. This will eliminate the confusion and the leadership roles.</p> <p>The board leadership has to observe the bylaws and apply them while deliberating decisions. We need to follow Robert Rules by involving practicing the role or the Parliamentarian, committee chairs, to avoid one person dominate the communication and planning. It was very disrespectful to disrespect the president presiding in her role by cutting her off and not allowing her to run the meeting according to the organizational rules and procedures. The business meeting were very disruptive because it was clear that leaders of the board were disregarded as the convenors by having self-pointed convenor who seemed to control everything and never followed the organization principles and rules or order. However, passionate we are with meaning well, we must check our egos and practice what we preach by following PE principles, and values of empowerment and growth mindset. This value this aspect is lost when leadership allows egos to prevail instead of intervening and solving the communication problem. We have to respect each other as a way to model what we believe otherwise we contradict ourselves when we misuse our ignorance of the sensitivity in our role by not respecting others in their roles do to ego or whatever other reasons that may be perceived as discriminatory or denigrating by others who we interact with. There is nothing wrong with taking a role where you use your strengths, however, how you assume that role should be earned respectfully and in accordance with the organizational values and rules that have been a deemed as conventional practice. Otherwise, Grabbing leadership because you perceive the lack of skilled leaders and not coaching to empower becomes dis-empowerment and disrespectful which is antithesis to the values and thus, not appreciated. We must be sensitive to Trump's Syndrome which Denning and Kruger call Clueless Dunning and Kruger suggest that, across many intellectual and social domains, it is the poorest performers who hold the least accurate assessments of their skill and performances, grossly overestimating how well their performances stack up against those of their peers. These are the performers who not only perform poorly, but who believe they perform well. Or, put another way, clueless yet confident. We have to stop tolerating what we already know is contradiction to what we need and want by practicing the principles of PE that transforms ourselves through effective feedback that impacts the receiver.</p>
<p><b>Insights</b></p>	<p>The greatest insight that I gained from this conference is that, "Leadership Matters" and this an area we need to focus on in future if we do want to be the leaders in transforming education process as we profess to do. Cultural quotient is highly needed, which is an effective measure of experiential learning. This is crucial aspect in developing the capacity to growth empathy, which is needed id creating culture of success as opposed to sympathy which seems to dominate education reform because of dis-empowering people instead of empowering them. Thus, Conscientious processes direly needed whereby we communicate empathetically, by responding to the needs of the people we intent to empower and not assuming they need our help because they are poorly educated or miss-educated or they need our help while we do not know their need!! We should be aware of when "a naked person offers you as shirt". It is easy to contradict yourself when you assume you have superior knowledge than others.</p>
<p><b>Comments or Concerns</b></p>	<p>The board must practice the principles of the academy and assume leadership. The committees must be functional in order to avoid confusion of the roles and there should be a succession plan that frames the growth of the academy that adheres to the values of the organization by addressing head-on the conflicts that impact the leadership negatively. If I am contributing to the contradictions that are derailing the organization growth I should be made aware and not wait for me to become aware of it and continue to do business as usual that leads to "Status Quo" This has to change if we believe in transformation of PE that we preach.</p>

<b>Respondent #</b>	<b>3</b>
<b>Strengths</b>	The PE community is an authentic community.
<b>Areas for Improvement</b>	We need to challenge ourselves to become less dependent on Dan.
<b>Insights</b>	My work environment is still very interdisciplinary and my life certainly is. I was struck by how unusual that is in the higher ed community.

<b>Respondent #</b>	<b>4</b>
<b>Strengths</b>	Conference Program was Excellent; Presenters were experts in their field; Diverse and engaged participants; Clean and Comfortable Housing; Delicious Food
<b>Areas for Improvement</b>	Ensure that any deviations in food schedule is provided to individuals in advance for those who have health challenges and need to eat prior to taking medication
<b>Insights</b>	The best way to understand PE is to experience it!
<b>Comments or Concerns</b>	Wonderful Symposium.... looking forward to next year!

<b>Respondent #</b>	<b>5</b>
<b>Strengths</b>	<ol style="list-style-type: none"> <li>1. Impressive set of conference materials that have long-term reference value (many thanks to Denna)</li> <li>2. Thoughtful facilitation of most sessions/workshops leading to participant engagement and contributions (modeling PE best practices)</li> <li>3. Good mixing of novice and veteran PE practitioners in an egalitarian atmosphere</li> <li>4. Philosophy-oriented sessions deepened my faith and community commitment to PE</li> <li>5. Many of the symposium were very impactful/interactive; it would be nice for each panel to prepare a set of summary notes that they agreed on ahead of time that were circulated during the session (many of these were big issues that were hard to get your hands around)</li> </ol>
<b>Areas for Improvement</b>	<ol style="list-style-type: none"> <li>1. Too many options available in breakout periods leading to less than optimal critical mass and opportunity for greater conference team-building among participants (should have made command decision to have at most 3 breakouts per period, and probably just 2 in some timeslots)</li> <li>2. Allow time for participants to get this survey done as part of the final conference assessment session</li> <li>3. Separate the end of conference Academy meeting from the formal conference timeline (go back to having this on Sunday morning following the conference); energy level was generally low this late in the day and there were too many people involved for a Board meeting type format; make sure that Academy leaders (versus Dan) are the ones leading this session</li> <li>4. Highlight conference values in the opening session, maybe picking just 3-4 of these for special emphasis during a particular conference</li> <li>5. Build a short, concluding component into each session where we can collect more session assessments (maybe making these findings available real-time shortly after the conclusion of the session)</li> </ol>
<b>Insights</b>	The larger percentage of outside participants (those who traveled to attend) meant that the overall participation rate (those in sessions/total conference registrants) was higher than past years promoting more continuity/energy across the conference. That said, we missed out on an opportunity to experience more local color through greater participation of GVSU faculty/staff.
<b>Comments or Concerns</b>	We need to continue to work on roles/responsibilities between PCrest and the Academy. Both have tremendous value to add, but sometimes we seem to be tripping over each other.

<b>Respondent #</b>	<b>6</b>
<b>Strengths</b>	Efforts to accommodate all professions and disciplines - Suggestions can be transferred to nursing, healthcare professionals, and K-12 students and faculty.
<b>Areas for Improvement</b>	Conference days are too packed. As educators, we should all be aware that at some point, learning no longer happens. Conferences should not be 12-13 hour days. Provide opportunities for visitors to the host campus to explore the area. After spending 12-13 hours in a conference, I don't feel like seeing anything else. One of the draws to the conference is the location. To make it just as inviting in the future, stop learning activities by 6pm daily and provide tours for those who will want to go on one of the evenings.
<b>Insights</b>	Student participation was an invaluable asset to this conference. Especially because these were not students who were failing. That fact can be a good selling point for those colleges who use the Learning to Learn Camp as recovery strategy.

<b>Respondent #</b>	<b>7</b>
<b>Strengths</b>	<ol style="list-style-type: none"> <li>1. Most sessions actively involved the participants, greatly enriching the learning</li> <li>2. Housing in the residence halls reduced travel time and encouraged interactions between the participants, enriching the experience for new and older PE practitioners</li> <li>3. The program was very rich, which made the conference even more valuable.</li> <li>4. The leaders were very helpful in making us feel welcome: picking us up at the airport, arranging housing, providing food, providing a venue with rooms dedicated to group work, etc. All this makes me want to return to next year's conference.</li> </ol>
<b>Areas for Improvement</b>	<ol style="list-style-type: none"> <li>1. In many of the sessions I attended, there were only enough participants for one group. This reduced the interaction I hoped for from the session. To help with this, either recruit more conference participants or reduce the number of concurrent sessions.</li> <li>2. The keynote sessions, being during lunch, were not very interactive compared to keynotes of earlier years. Perhaps we could go back to having keynotes during regular session time and use meals to network.</li> </ol>
<b>Insights</b>	An interdisciplinary conference such as ours has a difficult time attracting participants since the department travel funds are used to support faculty to attend conferences in their discipline

<b>Respondent #</b>	<b>8</b>
<b>Strengths</b>	Conference allows participants to gain a better understanding of Process Education.
<b>Areas for Improvement</b>	Conference should not be the platform for nor controlled by Pacific Crest. The Academy of Process Educators are not book peddlers and there should be a distinction between the Academy and Pacific Crest.
<b>Insights</b>	Cultural intelligence can expand one's knowledge and ties to education as a process.

<b>Respondent #</b>	<b>9</b>
<b>Strengths</b>	Well-planned using many members - especially old and new.
<b>Areas for Improvement</b>	There were no physical, mental, emotional breaks during the meeting. Every lunch included work. Every evening had important events planned that were wonderful, but draining. Every minute should not include meeting activities. I really missed the opportunity to experience a local area event.
<b>Insights</b>	This is one of my favorite conference because of the multiple disciplines involved.
<b>Comments or Concerns</b>	Please don't plan working meetings every evening. Plan some lunch events that are networking, not just another session.