

ANNUAL SYMPOSIUM AND BANQUET - 2018

SURVEY RESULTS

Overview of the Event

- Overall Attendees – 645
- Technical Papers – 26
- Technical Tour – Mojave Space Companies
- Schedule Overview
 - Wed – Technical Tour and Welcome Reception
 - Thu – Technical Sessions and networking dinner in California Adventure
 - Fri – Technical Sessions, Luncheon, President's Dinner (Invite only), Movie Night
 - Saturday – Technical Sessions, Annual Business Meeting, Awards Banquet

Survey Results

1 = Lowest rating 5 = Highest Rating

	Registration and check-in	Symposium rate (cost) structure and options	Grand Californian conference area	Hotel accommodations	Grand Californian hotel personnel and Disney staff	Symposium variety and type of technical papers
AVG	4.8	4.2	4.5	4.3	4.7	4.5
Mode	5	4	5	5	5	5
# responses	122	119	118	114	117	113
1 (Not Satisfied)	1	1	3	1	2	2
2	0	3	0	4	1	2
3	1	15	6	15	4	1
4	20	58	36	32	20	36
5 (Very Satisfied)	100	42	73	62	90	72

	Quality of Symposium technical papers	Symposium schedule	Symposium audio and visual support	Quality/value of the corporate displays	Technical Tour	Welcome Reception
AVG	4.5	4.6	4.5	4.1	4.7	4.3
Mode	5	5	5	4	5	5
# responses	112	114	113	111	19	77
1 (Not Satisfied)	2	0	1	0	0	1
2	0	1	2	2	0	0
3	4	6	6	21	0	10
4	39	31	29	53	5	28
5 (Very Satisfied)	67	76	75	35	14	38

	Spouse's Tour	Thursday Evening Reception	Friday Luncheon	Awards Banquet	Smart Phone App
AVG	4.3	4.3	4.6	4.3	4.4
Mode	4	5	5	5	5
# responses	8	101	96	48	110
1 (Not Satisfied)	0	4	0	3	1
2	0	2	0	0	1
3	1	11	4	5	11
4	4	27	27	12	37
5 (Very Satisfied)	3	57	65	28	60

In addition to event ratings we also reviewed all comments provided. The following areas were mentioned by more than one respondent:

- **Crowded Events** - We continue to look for options and efficiencies to use space allotted as well as options to increase capacity. There are options for slightly different table arrangements that will increase capacity a little. Additionally, there is a larger conference venue available at the Disneyland Hotel that we will evaluate.
- **Hotel Costs** – The Grand Californian Hotel is comparable to other top tier resorts in major metropolitan areas. As an example, Govt. room rates at the Beverly Hilton (a former SETP Symposium venue) are approximately \$50 more expensive than the non govt. conference rate we receive at The Grand Californian. There were comments about cost of drinks but again they are comparable to other high end resorts/event venues.
- **Thursday Night Park Access** – Mostly positive feedback but we will look again at how we communicate which wristbands/tickets are required as well as if there is a better option for park/event admission. We currently do not provide a dinner only option (for those who may have already purchased park tickets separately) as the current \$75 charge covers dinner and open bar. Disney provides the twilight access to the park at no additional charge to our group.
- **Lack of Hospitality Suites** – Several factors have impacted the decision to stop the hospitality suites. First and foremost are fire code limits, not Disney limits, that restrict capacity at 50 people/suite for your personal safety. We have over 300 people wanting to take part in these networking events, so multiple small capacity rooms are not a solution. We believe the better answer is a venue that can accommodate everyone comfortably and allow for conversations to take place. There were a number of positive comments on having more space and being able to interact with everyone together in a single area.
- **Use of the Smartphone App** – General feedback was positive that the app is a useful, valuable tool. We will continue to look at ways to increase its utility as well as provide better information to attendees on how to use the functionality that exists.
- **Friday Movie Night** – While this event was not a rated event we did receive comments on it. Most were positive and indicated that people want an event on Friday night.

SOME ADDITIONAL SUGGESTIONS WE PLAN TO IMPLEMENT

- *30 minute coffee breaks and starting each Technical Session on the top or bottom of the hour so we will look to make this the standard.*
- *Show the speakers live on the large screens during their Q&A time after the presentation.*
- *Single - all day Session chairs*