

HANDBOOK

CHAPTER ASSESSMENT AND PLANNING SESSION (CAPS)

Address:

Alpha Phi Omega
1441 East 104th Street, Ste. 105
Kansas City, MO 64131

816.373.8667

chapter_services@apo.org

www.apo.org



SUGGESTED SESSION AGENDA

This guide provides techniques and worksheets designed to help make your chapter's assessment and planning session more meaningful and achievable - in person and online! To compliment this planning session, your chapter can utilize the Chapter Continuity Planning Guide and explore how your chapter can achieve success.

SECTION	TIME (IN MINUTES)	ASSIGNED TO
Welcome & Overview	10	_____
What's our vision?	15	_____
What works...	45	_____
BREAK	10	_____
What could be improved...	50	_____
BREAK	10	_____
Goals discussion/formation	60	_____
Closing and evaluations	10	_____

OTHER ASSIGNMENTS:

- Attendance promotion _____
- Duplication of materials _____
- Physical arrangements _____

SESSION OVERVIEW

TIME REQUIRED FOR CAPS

3-4 hours

WHO IS INVOLVED

The entire chapter (at the very least, the executive officers should be there)

HOW OFTEN SHOULD IT BE CONDUCTED?

Annually

WHEN?

3-4 weeks before end of the school year; ideally after officer elections

WHO SHOULD FACILITATE ?

The chapter president and Executive Board, its advisory chairman and advisors

IS THERE ANYONE ELSE THE CHAPTER CAN CALL ON FOR ASSISTANCE?

Yes. Contact your advisors, sectional chair and/or regional chair

SESSION OBJECTIVES

1. To review current chapter operations.
2. To help unify the chapter and gather input from multiple perspectives.
3. To set new goals for the upcoming year.
4. To evaluate how well the chapter has met its goals.
5. To motivate the members to get the job done.

PRE-CAPS TIMELINE

ACTION ITEM

- Set date, reserve location, invite advisors
- Review agenda and CAPS Handbook with executive board (including follow up actions); assign session responsibilities
- Distribute surveys (How Does Your Chapter Rate & Personal Interest Survey) to chapter

WHEN

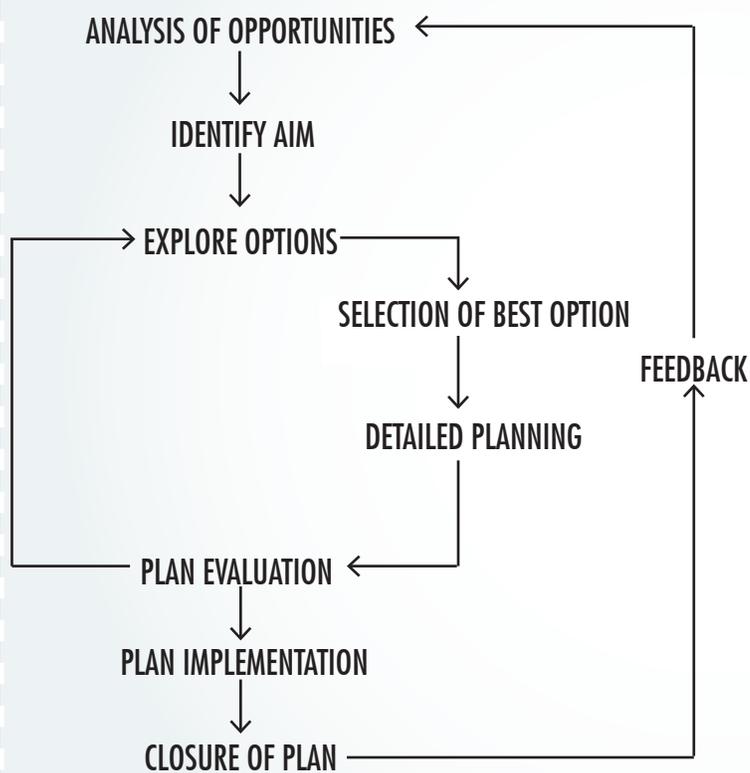
- Approximately 8 weeks in advance
- 3-4 weeks in advance
- 1-2 weeks in advance

WHAT IS THE CHAPTER ASSESSMENT AND PLANNING SESSION

The Chapter Assessment and Planning Session (CAPS) is a tool to help the chapter identify its goals and begin to plan its program for the coming year, based on an assessment of the past year. It is not designed to be a comprehensive, point-by-point analysis of chapter operations. It is also not designed to plan every activity or to set the calendar in stone for the coming year. However, it should identify areas the chapter wants to improve and key events or activities the chapter wants to see happen.

The end result of the CAPS is documentation of goals and desires in a form that will help the chapter officers develop and implement plans for the coming year in a manner that represents what the chapter sees as most important. Further, it helps to think of planning as a cycle, not a straight-through process. Approaching planning as a cycle will help the chapter to ensure that plans are fully considered, well-focused, flexible, practical, and effective. It will also provide an opportunity to evaluate and learn from any challenges that occur and then feed this information back into future planning and decision making.

FIGURE 1. THE PLANNING CYCLE



- **Analysis of opportunities:**
 - Review of past year's goals and programs
- **Identify aim:**
 - Establish or review vision statement
- **Explore options:**
 - Identify goals
- **Selection of best option:**
 - Goals selection and prioritization
- **Detailed planning:**
 - Development of specific action plans
- **Plan evaluation:**
 - Revise plan if needed
 - Finalize plan
- **Plan implementation:**
 - Put plan into action
- **Closure of plan:**
 - Revise and evaluate

WHEN TO **HOLD THE CAPS**

Ideally, the CAPS should be held annually around a time when there is a natural breakpoint in chapter operations – a time that allows for both reflection and planning. This usually takes place in the spring, before the chapter suspends or reduces its activity for the summer, but after holding elections for officers who will lead the chapter in the fall.

WHO **SHOULD ATTEND**

The CAPS is intended as a meeting for the entire chapter. At minimum, chapter officers and other chapter leaders should attend. It is recommended that chapter advisors also attend, if possible.

PREPARING **THE PARTICIPANTS**

Distribute a copy of the Personal Interest Survey and How Does Your Chapter Rate to every brother and advisor (See Appendix for sample forms). Ask them to complete each of the forms prior to the CAPS and to bring the completed forms with them to the meeting. If they are unable to attend the CAPS, ask them to submit the forms to any officer prior to the meeting date. Officers should hold a brief meeting to develop a feedback summary of all How Does Your Chapter Rate forms; the Personal Interest Surveys should be retained for later review.

MATERIALS

CHECKLIST

- CAPS Handbook
- A prepared outline/agenda of the session
- A calendar from the previous year with the actual events held, and other chapter accomplishments recorded
- Goals forms/action plan from the previous CAPS
- Post-Its[®] (enough for each person to have 10-15 sheets)
- Each attendee should also bring a notepad
- Recently completed H. Roe Bartle Award/Review form, or a blank one if the chapter has not yet completed it
- Extra copies of How Does Your Chapter Rate forms for members who have not completed it in advance
- Extra copies of the Personal Interest Survey for those not completing it in advance
- Enough pens or pencils for everyone
- Several wide-tipped markers
- Extra newsprint/flip chart paper

Optional - A calendar for the upcoming academic year with the following marked:

- o Academic schedule, including registration, vacations, midterms and finals
- o National, regional and sectional conferences
- o National Service Week
- o Spring Youth Service Day
- o Annual service projects and chapter/school events that have already been scheduled

THE CAPS PROCESS

The process below can be modified to fit the needs of the chapter, especially based on the number of people attending. Ideally, a greater number of participants should yield results that are more representative of the entire chapter's desires. At a minimum, the chapter's elected officers should complete it and report the results to the chapter for comments and feedback prior to finalizing goals and plans for the coming year. Approximately 3-4 hours should be allotted for the process, and time limits should be considered for each segment. The time limits depend upon how much time has been dedicated for the session overall. The results of this session should be reported on the Officer Portal.

METHODOLOGY

SMALL GROUPS

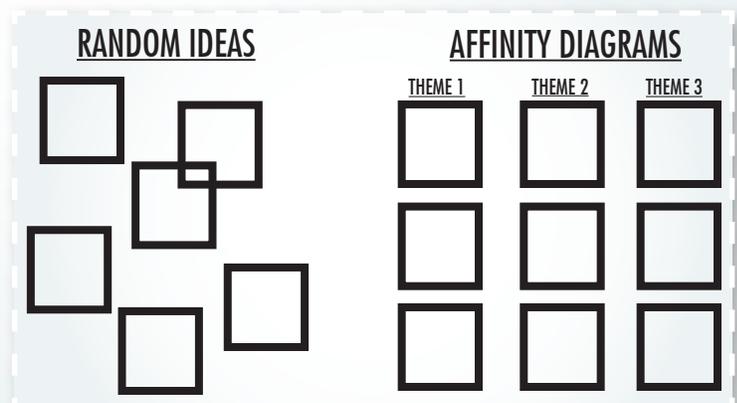
The use of small groups is intended to encourage more participation by individual members than might happen in a larger, lecture-type setting. The space being used for the CAPS should provide enough area for the small groups to gather and discuss ideas comfortably without interfering with the other groups. At a minimum, there should be a small group for each of the key areas of chapter operations being considered: leadership, friendship, service, communications, membership, recruitment and pledge education. The minimum size for a small group is 3-5 members. Groups may need to be combined to reach this size, or you may decide to have more than one group for each area.

AFFINITY DIAGRAMS USING POST-ITS® (*visit www.mindtools.com, click on Problem Solving, then Affinity Diagrams for more info*)

Affinity Diagrams are designed to get people up and moving – and thinking. After a preliminary review of How Does Your Chapter Rate to highlight areas that might deserve consideration, participants should be encouraged to think freely over all aspects of the chapter's operations and activities, and then group ideas by chapter function ("theme" as depicted in the diagram on the next page) after they have been captured.

LEADERSHIP

The chapter president is the leader of the chapter, supported by the chapter's officers. However, you may want to involve someone else to facilitate this process. This can allow the president and the officers to participate without dominating discussions, or even hang back and observe the process, providing input only as necessary. Chapter advisors are often a good resource for this, particularly if they are familiar with the chapter, its activities and dynamics.



PROCEDURE

GETTING STARTED

- a. **Leader** - Welcome everyone and thank them for their time. Review any safety or facility points (location of emergency exits, restrooms, etc.) Review the process to be followed at a high-level. Remind participants that no other chapter business will be discussed or decided upon. Set expectations for the flow and for individual input. Ask if anyone has questions about the purpose of the conference, expected outcomes or the process.

WHAT'S OUR VISION? WHERE DO WE WANT TO GO?

- a. **Leader** - Does the chapter have an existing vision statement? If so, review it in the large group.
- b. **All** - Write a short statement (5-10 lines max) of where you want to see the chapter in one year's time, as well as three years from now. (See Appendix for Vision Form worksheet.)
- c. **Small Groups** - Read each of your group member's statements and then discuss them as a group. Try to agree on a single, combined statement. If there are two or more strong but diverging visions, combine them into a few the group feels comfortable with. Hold onto these throughout the conference and refer to them as needed.
- d. **All** - Review each small group's vision statement. Discuss and capture common elements that everyone generally agrees to without spending too much time on crafting the "perfect" vision statement.

WHAT WORKS IN OUR CHAPTER?

- a. **Leader** - Review the How Does Your Chapter Rate summary to highlight any areas of concern or interest. Also briefly review chapter program over the last year; including projects, fellowship events and significant achievements.
- b. **All** - Write on Post-Its[®] at least 3-5 items (if there are a large number of participants, only ask for 2-4 items) you think your chapter does well. Instruct participants to write one item per Post-It[®]. These could be specific events and projects or broader functions like service, membership retention, advertising, recruiting, etc. Stick these on the walls and ask for 2-3 volunteers to group them by function (i.e. leadership, friendship, service, communications, membership, recruitment, pledge education and other).
- c. **Leader** - Call for ideas for any function listed in (b) that did not have at least 3-5 (or 2-4) items. Add these to their respective groupings.
- d. **Small Groups** - Each small group takes one or two functions. Chapter officer(s) with responsibility for specific function(s) should lead the corresponding group, or at least be a member of the group. Read each item and combine duplicates. For each unique item:
 - i. Discuss whether the item should be Continued as is or Improved.
 - ii. Mark "C" for Continued or "I" for Improved and compile into a list, using the What Works in our Chapter worksheet. (See Appendix for What Works in our Chapter worksheet)
 - iii. If anyone feels an item should be eliminated even though it "works well," mark "E" on the item, as well as the rationale behind its elimination.
- e. **All** - Hear reports from small groups

BREAK (10 MINUTES)

WHAT COULD BE IMPROVED IN OUR CHAPTER?

- a. **All** - Write on Post-Its[®] at least 3-5 (or 2-4) items you think the chapter needs to improve on, that it needs to begin doing that it does not do today, or that it needs to stop doing. Keep in mind the items marked “No” on How Does Your Chapter Rate. Remember to write one item per Post-It[®]. As before, stick these on the walls and ask for 2-3 volunteers to group them by function (i.e. leadership, friendship, service, communications, membership, recruitment, pledge education and other).
- b. **Leader** - Call for ideas for any function listed in (a) that did not have at least 3-5 (or 2-4) items. Add these to their respective groupings.
- c. **Small Groups** - Each small group takes one or two functions. Chapter officer(s) with responsibility for specific function(s) should lead the corresponding group, or at least be a member of the group. Read each item and combine duplicates. For each unique item:
 - i. Discuss whether the item should be Improved, Started, Continued (as is) or Eliminated.
 - ii. Mark “I”, “S”, “C” or “E” and compile into a list, using worksheet (See Appendix for What Could be improved worksheet).
- d. **All** - Hear reports from small groups.

BREAK (10 MINUTES)

DISCUSS POSSIBLE GOALS

- a. **Small Groups** - Re-form and discuss your lists. Consider what you might do to improve each item marked with an “I”. Discuss a possible SMART goal (see Appendix for goal guidelines) for each “I” or “S” item, and then use the SMART goals worksheet (See Appendix) to write a goal statement. Use one worksheet per item. Also, discuss and write a statement that identifies other items to either be Continued as is or Eliminated. Go with group consensus, but note any objections or other points of view. Briefly review goal statements, looking for any redundancy and the opportunity to combine or integrate statements.
- b. **All** - Hear reports from each small group.
- c. **Leader** - Allow for comments; ensure that additional suggestions and questions are captured. Briefly review the vision statements from earlier in the process. Will the goals suggested contribute to the chapter’s vision? Goal statements not supporting the vision may be retained for later review if desired.

EVALUATE AND CLOSING

- a. **Leader** - Summarize the conference and discuss next steps:
 - i. Individual officers review suggested goals for their areas of responsibility and prepare action plan.
 - ii. Executive Board meets to compile an overall chapter action plan.
 - iii. Plan shared with the chapter as a whole and put into action for the coming year.
 - iv. Plan reviewed at least monthly at chapter meetings.
- b. Ask participants to fill out evaluation form (See Appendix).
- c. Allow for closing comments from other facilitators and participants without reopening debate on specific issues or chapter business.
- d. Thank participants, facilitators and any others!

FOLLOW-UP ACTIONS

Simply put, the CAPS will not work for your chapter if the chapter members don't take something away from it and act on it in a timely fashion. It is strongly suggested that the chapter utilize the After-CAPS Checklist located in the Appendix as a checklist for what should occur after the annual session is completed. At minimum, follow-up actions should include a review of evaluations and (as stated above):

- a. Individual officers to review suggested action items for their areas of responsibility and prepare action plan.
- b. Officers to meet and compile overall chapter action plan (see Appendix for sample action plan) for the coming year. Creating the chapter action plan is a three-step process:
 - i. List actions and activities – what you're going to do to achieve each goal
 - ii. Schedule those actions and add the dates you intend to start and finish them
 - iii. Determine who will be responsible for each action item and what, if any, resources will be needed
- c. Plan shared with the chapter as a whole and put into action for the coming year.

It is suggested that chapters strongly consider a mid-year review of the chapter action plan, at the end of the fall semester or the beginning of the spring semester. This review will provide the opportunity to assess progress towards goal completion and to make any necessary modifications to the plan prior to the second half of the academic year.

REPORTING

Following the completed CAPS, the results should be reported on the Officer Portal. Officers can access the reporting form by logging into the OP at <https://op.apo.org>, selecting the 'Forms' link, and clicking on the form titled 'Chapter Assessment & Planning Session – Step 1'.

On this form, officers will complete information about their CAPS: how many members were in attendance, what was the most valuable part of the session, etc. Once all required information is completed, submit the form.

Once Step 1 is submitted, the form entitled 'Chapter Action Plan: Smart Goal – Step 2' will become available on the 'Forms' link. On this form, officers should report on a SMART goal, including what action steps will be taken to achieve this goal. While chapters can submit more than one SMART goal, at least one goal must be submitted in order to qualify for the Chapter of Excellence Award.

Sample of questions from CAPS Step 1

The screenshot shows a web form for reporting CAPS results. It is divided into several sections with yellow headers:

- Contact Information:** Fields for Email, Contact phone, and Semester/Quarter (with a dropdown menu).
- Participation Data:** A note to not leave any fields blank. Fields for Total # of active members present, Total # of advisors present, and # of other members present (e.g. pledges, associates, etc.).
- Leadership Roles:** A section for those who played a leadership role, including a dropdown for Leadership Role and a text area for explanation.
- Session Evaluation:** Multiple text areas for:
 - Which part(s) of the session required more time than indicated? Less time?
 - Additional areas we suggest should be added to the session is/are:
 - Part(s) of the session we suggest should be removed from the session is/are?
 - Part(s) of the session that was MOST valuable to our chapter:
 - Part(s) of the session that was LEAST valuable to our chapter:
 - Other comments:
- Optional:** A section for attaching additional supporting information, with a note to attach individual comments/suggestions etc. and a file upload field.

THE APPENDIX



RUNNING EFFECTIVE MEETINGS

Meetings require planning in order to be effective. The following components can also contribute to the effectiveness of meetings:

GOOD ATTENDANCE

Enough members are present to contribute input and interaction, and all officers there. Requiring officers to notify you if they will be unable to attend helps the session to run more smoothly.

TIME EFFICIENT

Keeping a meeting within the timeframe set forth in the agenda makes attendees feel that the meeting was successful and not a waste of time. This can be achieved by closely following the agenda and taking care of details in committee meetings.

CLARITY OF INFORMATION

Overload can happen when too much information is given out. Repeating the same information over and over can be very irritating. Members may give up on taking notes and decide that they just will not participate or come to that project. Consider handing out fact sheets with important detail outlines or write them on a flip chart or chalkboard so members can write at their own speed.

LIMITED SPEAKERS, ALL OPINIONS HEARD

This can be difficult with a very large chapter. An effective meeting will let everyone speak who wishes to speak on a subject. By publishing information about the session in advance (via e-mail or on a bulletin board), allows members to compose their thoughts on issues that will be discussed.

ORDERLY

Things proceed in an organized fashion, with limited interruptions or distractions. This also is achieved by following the CAPS meeting structure.

FUN

Although not generally considered a part of an effective meeting, it is important. Fun and humor at the meeting will increase enjoyment and increase attendance. Incorporate games and skits to entertain members and help them get to know each other. There are many sources for icebreakers and team building activities available on the Internet.

PERSONAL INTEREST SURVEY

FULL NAME _____

CLASS _____ MAJOR _____

ADDRESS NEXT SEMESTER _____

PHONE _____ E-MAIL _____

YEAR INITIATED _____ LIFE MEMBER? _____

CURRENT LEADERSHIP POSITION IN APO _____

PREVIOUS POSITIONS _____

CAMPUS ACTIVITIES AND/OR HOBBIES _____

DO YOU HAVE A CAR? YES _____ NO _____

PLEASE INDICATE YOUR PREFERENCE FOR COMMITTEE ASSIGNMENT

3 = HIGH INTEREST

2 = MODERATE INTEREST

1 = LITTLE INTEREST

0 = NONE

_____ SERVICE
_____ MEMBERSHIP
_____ PUBLIC RELATIONS

INVESTIGATES, PLANS AND CONDUCTS CAMPUS, COMMUNITY, SCOUTING AND NATIONAL PROJECTS
DEVELOPS MEMBERSHIP RECRUITING, PLEDGING AND RETENTION PROGRAMS
INTERNAL (NEWSLETTERS, SCRAPBOOKS...)
EXTERNAL (PRESS RELEASES, PUBLICITY...)
CHAPTER, INTERCHAPTER SOCIAL ACTIVITIES
BUDGET PREPARATION, FUNDRAISING
PROGRAMS AT CHAPTER MEETINGS AND ACTIVITIES

_____ FELLOWSHIP
_____ FINANCE
_____ PROGRAM

****THIS FORM SHOULD BE REVISED TO REFLECT THE ORGANIZATIONAL STRUCTURE OF YOUR CHAPTER.

WORKSHEET

HOW DOES YOUR CHAPTER RATE?

Take time to reflect on your experience as a member by rating the following questions as scenarios and situations you have experienced, sometimes experience or do not experience within the chapter.

THE RATING SCALE

- 0 - No
- 1 - Sometimes
- 2 - Yes

QUESTIONS TO ASK

- _____ Do chapter meetings start and adjourn on time?
- _____ Does the executive committee prepare major discussion topics and handle routine business?
- _____ Do chapter meetings follow a carefully prepared agenda?
- _____ Are diverse programs offered regularly?
- _____ Does the executive committee meet regularly?
- _____ Is an annual budget prepared and used?
- _____ Is a monthly financial statement submitted to the chapter?
- _____ Are appropriate fees paid to the Fraternity on time?
- _____ Does chapter programming include campus, community, Scouting and national projects?
- _____ Do most members perform at least 10 hours of service per term?
- _____ Do members utilize the Fraternity's digital resources?
- _____ Is the pledging program proposed to and approved by the chapter?
- _____ Is the progress of all pledges reviewed regularly?
- _____ Does the chapter conduct a year-round recruiting program?
- _____ Does the chapter follow up on inactive members?
- _____ Does the chapter have 25 active members?
- _____ Do your chapter officers attend sectional, regional and national activities?
- _____ Are non-officers encouraged to attend sectional, regional and national activities?
- _____ Does your chapter host or attend one inter-chapter activity a year?
- _____ Does the chapter publish a newsletter regularly?
- _____ Are chapter activities and information shared through social media?
- _____ Does your chapter participate in the APO LEADS Program?
- _____ Does your chapter interact with its alumni in meaningful ways?
- _____ Does your chapter properly prepare and conduct meaningful ceremonies?
- _____ Does your chapter strive to maintain a strong relationship with your school's administration?

WORKSHEET

VISION STATEMENT

UNDERSTANDING VISION

Warren Bennis and Bert Nanus examined the lives of 90 leaders and found that one of their key strategies was “attention through vision.” Bennis and Nanus said, “To choose a direction, a leader must first have developed a mental image of a possible and desirable future state of the organization.” A vision statement translates this mental image into a view of a realistic, credible, attractive future for an organization - a condition that is better in some important ways than that now exists. A vision describes what is unique about the chapter and sets forth a road map and standard of excellence that clarifies what the chapter wants to be and where it wants to go.

SAMPLE VISION STATEMENTS

DISNEY: “We create happiness by providing the finest in entertainment for people of all ages, everywhere.”

CATERPILLAR: “An admired global leader making progress possible.”

APO: “To be recognized as the premier, inclusive, campus-based leadership development organization through the provision of service to others and the creation of community.”

YOUR CHAPTER’S VISION STATEMENT

ONE YEAR FROM NOW:

WORKSHEET

CHAPTER EVALUATION

Discuss the various areas of chapter operations. Each item discussed should be categorized below, identifying which areas the chapter will continue as is, work to improve or eliminate. Items needing improvement can be expanded upon in the SMARTER Goals Worksheet.

START

CONTINUE

IMPROVE

ELIMINATE

AREAS TO CONSIDER

- Leadership programming
- Friendship programming
- Service programming
- Inter-chapter relations
- Administrative processes
- Recruitment practices
- Retention strategies
- Officer transition
- New member education
- Public relations and marketing
- Bylaws and governing documents
- Local, sectional, regional and national engagement

GOAL-SETTING GUIDELINES

WHAT IS A GOAL?

A goal is a milestone to be achieved. Goal setting is a method of developing a plan to meet objectives as a chapter and your responsibilities as a leader. A goal is more effective when stated in terms that follow the SMART approach:

Specific
Measurable
Attainable
Relevant
Timely

Generally, goal setting means that you have a plan for the chapter and your term in office. This plan will, if developed properly, be the core around which you and your fellow officers will work as a team and will enable you to build greater unity within the chapter. Some of the benefits are:

- Better leadership results
- Improved communication
- Improved decision-making
- Framework upon which to build motivation
- Improved commitment through participation
- Better use of organization - responsibilities clarified for better delegation
- Identification of problem areas
- Increased creativity and innovation

Because the revised goal is more specific and measurable, it helps you decide if the goal was met. Setting a time when the goal is to be achieved makes the goal more meaningful. Without a specific timeline, it's too easy to say, "Someday, we'll have these committees."

ASSESSING PROGRESS

How can SMART goals be used to assess progress? By making SMART goals SMARTER! Doing so will help your chapter set more effective goals and will help maintain continuity, even after you leave office. To accomplish this, SMART goals should also add steps to evaluate and revise.

Evaluate
Revise

The evaluate and revise section of the SMARTER goal setting process is the evaluation of the progress in between the annual Chapter Assessment and Planning Sessions. The chapter's progress should be regularly reviewed and adjustments made as appropriate.

The SMARTER Goals Worksheet found in the Appendix should be used during the CAPS to stay on track with creating tangible goals for the chapter.

WORKSHEET

SMARTER GOALS

AREA THE GOAL WILL ADDRESS

MEMBER/OFFICER RESPONSIBLE

CHAPTER GOAL STATEMENT

SMART GOAL EXAMPLES

SERVICE: We will increase service programs by adding two off-campus projects this year.

FISCAL: The treasurer, with the help of the executive committee, will prepare a budget and submit it by September 15 for the approval of the chapter.

MEMBERSHIP: We will contact every member who misses two consecutive meetings.

NATIONAL PARTICIPATION: We will establish a travel fund for National Convention and will allocate \$300 per semester to that fund.

AFTER CAPS CHECKLIST

Just as important as the CAPS is, so is following through with the chapter's plans to improvise, innovate and excel. Through developing an after CAPS plan, your chapter can be sure the hard work and time dedicated to planning the upcoming term or year pays off.

Utilize the checklist below to help your chapter stay on track with recommended follow-up items and an area to add items unique to your chapter.

COMPILE AND DISTRIBUTE CAPS SUMMARY

- Chapter vision statement
- Chapter evaluation summary
- Results from How Does Your Chapter Rate Worksheet
- Goals established

TARGET DATE: _____ WHO IS RESPONSIBLE: _____

EXECUTIVE COMMITTEE MEMBERS PREPARE ACTION PLAN FOR THEIR PROGRAM AREA

TARGET DATE: _____ WHO IS RESPONSIBLE: _____

PLAN SHARED WITH CHAPTER AND PUT INTO ACTION FOR UPCOMING YEAR

TARGET DATE: _____ WHO IS RESPONSIBLE: _____

TARGET DATE: _____ WHO IS RESPONSIBLE: _____

TARGET DATE: _____ WHO IS RESPONSIBLE: _____

TARGET DATE: _____ WHO IS RESPONSIBLE: _____

INDIVIDUAL EVALUATION

CHAPTER ASSESSMENT AND PLANNING SESSION

PLEASE COMPLETE AND RETURN AT THE END OF THE SESSION.

I ATTENDED THIS CONFERENCE BECAUSE....

I DID OR DID NOT GET A BETTER OVERVIEW OF THE CHAPTER (CIRCLE ONE)

WHICH PART OF THE SESSION LASTED LONGER THAN NECESSARY (IF ANY)?

WHICH PART OF THE SESSION SHOULD HAVE HAD MORE TIME DEDICATED ON IT (IF ANY)?

WHAT ADDITIONAL AREAS SHOULD HAVE BEEN COVERED (IF ANY)?

WAS THE TIMING APPROPRIATE? _____ YES _____ NO (IF NO, PLEASE EXPLAIN)

SUGGESTIONS OR COMMENTS
