

2018 All Star 1  
Summary of Conference Evaluations  
Report to Governing Council  
*20 October 2018*

The completed conference evaluation forms for 2018 had many compliments on a well-run conference. Special appreciation was given to the Chairs and the volunteers who gave of their time and efforts to make it a success. Compliments on the improvements to the conference and to the recent island renovations were noted by more than one respondent.

Also, there were several suggestions for improvements to both the program and to the service from the island. In general, problems with service were noted, both in the dining room and in Chamber service. The Executive Committee believes that this was due to a shortage of Pel staff this year, which forced them to take on extra duties. For example, several waitrae were each serving three tables at meals, rather than the usual two.

There were two major complaints expressed in the evaluation forms that bring up issues that the Executive Committee wishes to bring to the attention of the Governing Council. The first is the size of the conference, i.e. the number of people attending. The second is how rooms with handicapped-accessibility are allocated.

Several respondents on the evaluation forms complained that because of the very large number of people in attendance, it was difficult to participate in several of the very popular events, such as the musicale, the live auction, and even Talks on the Rocks. More than one expressed the sentiment that a smaller number in attendance, say 280-290, would give attendees more room and make the conference more enjoyable.

A number of respondents also expressed the strong opinion that accessible rooms, such as those in Cottage A, should be restricted to people who are elderly or disabled. It was not clear from the comments that people were asking for access to these rooms for themselves, or for others that they perceived were being denied access. It appears that many people are not aware that they can ask for special accommodation on the form during registration. They also may not understand what is available in terms of housing.

The Executive Committee would like to bring these two issues to the attention of the Governing Council, and would like to suggest that the Council advise the 2019 Chairs on the appropriate conference size and the utilization of handicapped-accessible rooms.

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Executive Committee  
4 September 2018