

## Constant Contact Survey Results

Survey Name: 2017 Ann Conv Attendee Survey

### 1. Please enter the information indicated below (optional).

First Name	35
Last Name	35
Company Name	33
City	34
Postal Code	35

### 2. Position in Agency/Company

	Number of Response(s)	Response Ratio
Principal	15	40.5%
Manager	3	8.1%
Producer	11	29.7%
CSR	6	16.2%
Marketing Rep	0	0.0%
Underwriter	0	0.0%
Other	2	5.4%
No Responses	0	0.0%
<b>Total</b>	<b>37</b>	<b>100%</b>
	Accounting	jmedinger@cornerstoneconnect.com
	Accountant	suewarneke@tcagency.com

### 3. Did you download the IAN Convention App?

	Number of Response(s)	Response Ratio
Yes (please tell us how we could improve it in Comment box below)	11	29.7%
Already had it installed.	0	0.0%
No (please tell us why not below)	26	70.2%
No Responses	0	0.0%
<b>Total</b>	<b>37</b>	<b>100%</b>
21 Comment(s)		

I like having the attendee list on my phone with all of their info	tgreco@unicogroup.com
Just didn't	cesmithins@hotmail.com
It wasn't updated with this year's info, so I deleted it and used emails with the itinerary instead.	colten@coppleinsurance.com
I intended to but just ran out of time	chipbullock65@gmail.com
don't have the telephone that will do that	dmliller@abtbank.com
didn't feel it was necessary	jmedinger@cornerstoneconnect.com
didn't need it	dpublow@theinsurancecenter.org
Not needed	mglaser@marcotteins.com
Old phone	tomp@midallianceinsurance.com
Didn't have time to figure it all out.	suewarneke@tcagency.com
I only attended the CISR class, so I was only there for one day.	shorn@farmersnational.com
I may not have done correctly - but it was hard to figure out. I kept having to go to the scanner, go into history and reload that web address. Then each time I had to resign in. Again, I may have been doing wrong, but if so, I am a person that easily figures these things out so I didn't find it very user friendly.	aaiaanderson@hartel.net
Didn't want another ap on my phone to use once.	kim@mittelstadtagency.com
Honestly forgot too.	mluna@chastainotis.com
Didn't need it	robert.marshall@midallianceinsurance.com
I already had schedule printed and at the time, didn't know sign on credentials.	lurayn@jgelliott.com
Would like to be able to save handouts that I could download but not save - is that feature available??	djschilt@abtbank.com
didn't need it	whodwade@yahoo.com
I was there for just one day and didn't feel I needed it.	dstick@npdodge.com
Forgot!	zjmorken@abtbank.com
Did not know about it	loug_20@hotmail.com

#### 4. Rate the 110th Annual Convention Overall

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

Poor	Fair	Good	Very Good	Excellent
0	2	6	22	7
0%	5%	16%	59%	19%

11 Comment(s)

theme was good the rooms for the personal lines was a bit crowded	tgreco@unicogroup.com
Not one of the best. Speaker on Thursday--commercial did not seem to be prepared. Not having trade fair on Wed evening did not allow for much agent interaction time on Thursday evening. Food was not the best. Just not one of the better ones I have been to.	cesmithins@hotmail.com
I wasn't able to stay for most of the evening activities, but from what I did experience, it was good.	colten@coppleinsurance.com
The Trade fair shut down early. The room used for Thursday evening dinner was too small, too crowded and the table arrangement made it hard to move and hard to see the speakers. Friday's E&O class was more like insurance 101 rather than a true E&O issues class - prior classes have been much better.	jbelle@jones-ins.com
It was a very good convention. My partner and I split up for the classes but we were both Impressed with the instructors	chipbullock65@gmail.com
The CISR class the instructor was nice, but read it almost word for word. I understand for people taking the test, but it was a long day. The next day the class was wonderful and the facility was not good.	dpublow@theinsurancecenter.org
Committee did a great job, nice theme. Trade fair time is too long. Lose interest 4:30 to 7:00	mglaser@marcotteins.com
I enjoyed the Elements of Risk Management.	shorn@farmersnational.com
I liked the days of an "headliner" at the convention as done in the way past - hypnotists or comedian. I think if you have a true first timer - that doesn't know anyone, the mingling type events are harder to get them to attend.	aaiaanderson@hartel.net
It wasn't very exciting, not much to look forward to.	kim@mittelstadtagency.com
snack table at vendors fair was so so Would be willing to kick in a few extra bucks for a better spread	mike@shanahanins.net

#### 5. What was the most beneficial part of the convention for you? Check any that apply.

	Number of Response(s)	Response Ratio
Getting CE's - Personal Lines, CGL Cracks, Elements of Risk Mgt, E&O	25	67.5%
Non-CE Sessions: Online Marketing, Increase Marketing ROI, Your Agency	9	24.3%
Thursday Lunch/Annual Mtg - Featuring Ins. Dir. Ramge, Sen. Kolterman	4	10.8%
Thursday Trade Fair & nextgen Reception	18	48.6%
Interaction With Other Agents/Company Reps	21	56.7%
Thursday Awards Dinner & Big "I" Advocacy Auction	9	24.3%
Friday Lunch/Officer Installation - Featuring IIBA Chairman Graham, IIAN	3	8.1%
Other	2	5.4%
<b>Total</b>	<b>37</b>	<b>100%</b>

2 Comment(s)

golf event	tgreco@unicogroup.com
Watching my co-worker get CSR of the year	sbates@eni-grp.com
I needed CE's but I didn't see the PL class to be very beneficial	kim@mittelstadtagency.com
This was my first year attending, so I enjoyed everything! It was nice being able to take a CISR class also!!	kkhongsermeier@abtbank.com

**6. What was the least beneficial part of the convention for you?**

20 Response(s)

everything I attended was beneficial	tgreco@unicogroup.com
No time for agent interaction like there has been	cesmithins@hotmail.com
The NExtgen reception didn't have good attendance	colten@coppleinsurance.com
N/A	mlisko@ipaomaha.com
E&O Class	jbell@jones-ins.com
Thursday lunch	chipbullock65@gmail.com
Non-CE Sessions since I didn't attend them.	dlmiller@abtbank.com
meals and awards	dpublow@theinsurancecenter.org
I would have to say my CE class.	ogwriter@q.com
o	mglaser@marcotteins.com
Thursday award dinner did get a little long	aaiaanderson@hartel.net
Getting CE's	kim@mittelstadtagency.com
N/A	mluna@chastainotis.com
It was a good convention	robert.marshall@midallianceinsurance.com
Happy Hour	lurayn@jgelliott.com
Networking with other agents about industry issues	djschilz@abtbank.com
Didn't have a least beneficial part.	dstick@npdodge.com
all good	dave.mccarville@pwcbank.com
Mary Eisenhart session. Heard it before.	zmorken@abtbank.com
The CGL cracks session	loug_20@hotmail.com

**7. What was your favorite thing about the convention?**

23 Response(s)

playing golf	tgreco@unicogroup.com
nothing really	cesmithins@hotmail.com
The 2030 agency classes	colten@coppleinsurance.com
Interaction with fellow agents & company folks	mlisko@ipaomaha.com
Trade show. It's always good to visit with reps	chipbullock65@gmail.com
the banquet on Thursday night	dlmiller@abtbank.com
second day class for personal lines	dpublow@theinsurancecenter.org
Trade Fair	ogwriter@q.com
seeing eveyone	mglaser@marcotteins.com
Interacting with agents and company people	tomp@midallianceinsurance.com
Seeing old friends and contacting with companies	aaiaanderson@hartel.net
Don't have a favorite	kim@mittelstadtagency.com
Golf 1, Trade Show 2, Dinner 3	mluna@chastainotis.com
Visiting with people in the industry	robert.marshall@midallianceinsurance.com
Trade fair and getting to meet IAN staff	lurayn@jgelliott.com
Combining trade show and awards dinner	djschilz@abtbank.com
Liked the trade fair, meeting everyone	kkhongsermeier@abtbank.com
Networking with other agents/agencies.	dstick@npdodge.com
Trade Fair and Dinner ..interacting with others	pwinkelman.omaha01@insuremail.net
see above	dave.mccarville@pwcbank.com
Interaction with Peers and Trade Show	zmorken@abtbank.com
Mary - Your agency in 2030	loug_20@hotmail.com
CE speaker and lunch	mike@shanahanins.net

**8. What education topics/programs would you like to see at the 2018 Annual Convention (Oct 10-12, Embassy Suites,**

12 Response(s)

no preference on topics all are good that are provided	tgreco@unicogroup.com
Cyber Security, E&O prevention for insurance agents, more policy analysis classes, best practices/coaching	colten@copleinsurance.com
N/A	sbates@eni-grp.com
cyber, drones, uber, airbnb	mglaser@marcotteins.com
Perhaps "how does an agency handle losses" Input on when to get involved and when to stay out - education on when a company claim should be turned in (insured's often tell us not to turn in claims - but is notification to us notification to carriers?) and how to handle. I struggle how to educate staff on this issue and the E&O exposures for us.	aaiaanderson@hartel.net
More PL and Comm lines that would help us see the market trends and where we can grow our agencies. More marketing ideas. PL and Comm discussion opportunities instead of lecture.	kim@mittelstadtagency.com
Different Commercial and Personal Lines classes. Seems like these are the same each year.	mluna@chastainotis.com
I would like another CISR program.	robert.marshall@midallianceinsurance.com
Applied again.	dstick@npdodge.com
I think it would be cool to change up the structure and open the first morning with a really good speaker as kind of a kick off/welcome to the conference. Then go into break out sessions after that. Maybe include some sales specific training in those break out sessions.	zjmorken@abtbank.com
A seminary on handling of "sticky claim" from an agent perspective. Items could include how do we as agents advise our customers when there is a dispute over the settlement of an auto accident that includes comparative negligence resulting in our client being responsible for a portion of the blame and they feel that is unwarranted. WC claim issues	drchastain@chastainotis.com
Sales Ideas, continuing product knowledge both personal and commercial	mike@shanahanins.net

**9. Rate the following events.**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Poor	Fair	Good	Very Good	Excellent	N/A
Thursday - Leadership Luncheon Featuring Ins. Dir. Ramge & Sen. Kolterman	0 0%	0 0%	11 31%	11 31%	5 14%	9 25%
Thursday - nextgen Young Agent Networking Reception & Wine Bottle Ring Toss	0 0%	1 3%	2 6%	1 3%	6 18%	24 71%
Thursday - Industry Night & Trade Fair	0 0%	1 3%	6 17%	11 31%	13 36%	5 14%
Thursday - Big "I" Annual Awards Dinner & Beer Tasting	0 0%	1 3%	4 11%	9 25%	7 19%	15 42%
Thursday - Big "I" Advocacy Auction (After Dinner)	1 3%	0 0%	6 17%	10 28%	1 3%	18 50%
Friday - Presidents Luncheon Featuring IIABA Chairman Graham & IIAN Pres. Zimmer	0 0%	0 0%	9 26%	10 29%	3 9%	13 37%
Wednesday - Foundation Talent Network Golf Tournament	0 0%	0 0%	0 0%	3 9%	7 21%	24 71%

4 Comment(s)

Did not make much sense to have food at trade fair and then go directly to awards dinner. Not sure who thought that timing thing thru. Just not a good convention layout.	cesmithins@hotmail.com
I only attended one day of the conference.	ogwriter@q.com
I only attended the class on Wednesday.	shorn@farmersnational.com
May need to find another way to do the auction - made the night very long with having the trade show, awards, and auction all at the same time. Lost a lot of people after awards so may need another way to raise money for the PAC.	djschilz@abtbank.com

### 10. Rate the Embassy Suites, Lincoln

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Poor	Fair	Good	Very Good	Excellent	N/A
Meeting Rooms	2 6%	1 3%	7 20%	14 40%	10 29%	1 3%
Cleanliness of Hotel	0 0%	1 3%	4 11%	17 47%	13 36%	1 3%
Wednesday Lunch - Box Lunch	0 0%	1 3%	7 19%	4 11%	1 3%	23 64%
Thursday Lunch - Chicken Dijon	0 0%	5 14%	11 31%	6 17%	7 19%	7 19%
Thursday Dinner Buffet - Oktoberfest Menu	0 0%	3 9%	7 20%	8 23%	3 9%	14 40%
Daytime Breaks - coffee, sodas, rolls, desserts	0 0%	2 6%	8 22%	15 42%	6 17%	5 14%
Thursday Trade Fair - Hor D'oeuvres	2 6%	2 6%	4 11%	10 28%	7 19%	11 31%
Friday Lunch - Glazed Chicken	0 0%	3 8%	10 28%	4 11%	5 14%	14 39%
Sleeping Rooms	0 0%	0 0%	1 3%	10 28%	9 25%	16 44%

8 Comment(s)

Not impressed with the food, trade fair timing, and rooms were not as good as usual.	cesmithins@hotmail.com
I really liked when they put the food and beverages in the meeting rooms, but they didn't do that consistently. Everything was good, though. I wouldn't have minded having more savory and salty options next time though.	colten@copleinsurance.com
Our meeting room was kind of small and the dark curtains make it seem even smaller	jmedinger@cornerstoneconnect.com
i stayed at the Graduate and walked a block for \$30 less a night	dpublow@theinsurancecenter.org
My only idea on food - although it was great - is not chicken for both lunches.	aaianderson@hartel.net
Thursdays morning and afternoon meetings (PL) way too many people in that room.	kim@mittelstadtagency.com
meeting rooms were small and not temperature friendly. Some were also dirty and run down. The entryway was filled with loud and annoying air dryers all over and blowing air up into the ceilings. Not very presentable.	debbie@mooresins.com
Wifi access - with the amount of money spent to put on the convention, I would think the hotel would do the wifi for free instead of charging the association for it!	djschilz@abtbank.com

### 11. This year the Big "I" offered the following registration options: Multiple Full Convention Discount (1st, 2nd and 3rd Full attendees); One Day Only; and Young Agent Full Convention. Did these options meet your agency's needs?

	Number of Response(s)	Response Ratio
Yes (Include any comments below)	37	100.0%
No (Include any comments below)	0	0.0%
No Responses	0	0.0%
<b>Total</b>	<b>37</b>	<b>100%</b>

6 Comment(s)

Being a Young Agent, I found the discount beneficial.	colten@copleinsurance.com
N/A	sbates@eni-grp.com
We appreciate the discounts	chipbullock65@gmail.com
I only needed to attend one day.	shorn@farmersnational.com
Appreciate beneficial cancellation requirements/dates	aaianderson@hartel.net
I think it's great to offer a one day option for those that don't or can't attend the entire convention.	dstick@npdodge.com

12. The Annual Convention committee is ready to start planning for next year's convention, at the Embassy Suites in LaVista, Oct. 10-12, 2018. Please let us know your opinion on the length/structure of the convention by choosing one or more preferences. Select all that apply - add any comments below.

	Number of Response(s)	Response Ratio
I would prefer a 3-day, 2-night convention (traditional length).	18	48.6%
3-day: I would prefer that the trade fair be held the EVENING OF THE	5	13.5%
3-day: I would prefer that the trade fair be held the EVENING OF THE	9	24.3%
I would prefer a 2-day, 1-night convention	6	16.2%
I like having the Annual Awards dinner immediately following the trade fair	10	27.0%
I would prefer that the trade fair NOT be followed by a dinner event.	9	24.3%
I would prefer a shorter trade fair (than 3 hours as this year - indicate ideal)	7	18.9%
Other	4	10.8%
<b>Total</b>	<b>37</b>	<b>100%</b>
11 Comment(s)		

I won't be going to that one	dpublow@theinsurancecenter.org
I will not be attending due to location.	ogwriter@q.com
Only attended one day-Applied Venue	suewarneke@tcagency.com
no preference	whodwade@yahoo.com
5-7 for trade fair hours	tgreco@unicogroup.com
2 hours would be enough	dschack@cornerstoneconnect.com
I think 2 hours is probably enough. It seems after about 2 hours everyone is losing interest anyway. Having trade evening of first day makes more sense. Could do some kind of social hour prior to awards banquet on Thursday.	cesmithins@hotmail.com
2 Hours would seem to be enough so the dinner does not get over so late for traveling people.	sbates@eni-grp.com
Maybe a little more time for the trade show	chipbullock65@gmail.com
Moving the trade fair was an excellent idea.	tomp@midallianceinsurance.com
The one night - 3 hour trade fair seemed perfect. I visited with a few vendors and they seemed to appreciate the all in one shot approach also	aaianderson@hartel.net
Trade fair could be 2 hours, if Awards Dinner follows...make sure the correct time of the drawings is printed in schedule. It might also be nice to have the Trade Fair combined with happy hour, it could then be 3 hours with Hor D'oeuvres. It would save money & people are more likely to eat snacks, since there isn't a big dinner immediately following.	lurayn@jgelliott.com
I think 2 hours is plenty of time for the trade show to see everyone. Granted for what they partners are paying, I'm sure they prefer 3 hours. Since travel from the western end of the state, we lose a day traveling to these so shortening the convention is ok with the majority of us.	djschilz@abtbank.com
No complaints, whatever was planned was great.	whodwade@yahoo.com
I'd also prefer having the convention in downtown Omaha where there is more for the attendees to do after hours	pwinkelmann.omaha01@insuremail.net