

Constant Contact Survey Results

Survey Name: 2018 Ann Conv Attendee Survey

Response Status: Partial & Completed

Filter: None

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2. Position in Agency/Company - Other responses

Answer

Director of Marketing

Account Executive

Agent

Former Principal

3. Did you download the IIAN Convention App? - Comments

Answer

Did need it

forgot, I wasn't at the entire convention

Did not feel the need to for Thursday and Friday morning

Don't want another app on my phone. Didn't have any need for it.

I already had everything printed off.

Several of my coworkers used it. I chose not to

Especially since we weren't supposed to be on our phones in class, I feel like the paper schedule was more useful. The times were wonky in the app and it didn't seem to serve much of a purpose.

Just not techy

Don't have a smart phone

Only attending a couple of events.

Did not think to

I just ran out of time and didn't get it done.

Not needed to.

I did not feel the need to download the app and did not want another app on my phone.

I only attended the 3 mini sessions on Thursday and didn't feel downloading the app would be necessary for just one morning.

I wasn't aware of it until the day of the convention. It would have been handy to know about beforehand.

I was only there for one class & the lunch on Thursday, so I didn't think there was a need for the app.

Didn't know about it until after I was there. Not too interested in looking at my phone any more than I need too.

it would not work on my phone but did work on the website, but didn't help for the convention

Love the app - had it from prior Convention

I did not attend any of the courses.

Could not get the download to work

Limited meetings

I was not there for the full convention so did not use the app.

I felt the emails and pamphlets contained all the information I needed.

Only attended CISR class.

Did not come up first time around so I didn't bother.

Would like to see that once you're logged in, it keeps you logged in. Mine would keep re-setting and have to sign in multiple times.

4. Rate the 111th Annual Convention Overall - Comments

Answer

I only attended Industry night and one luncheon. Therefore I cannot comment on anything else.

I only attended Thursday. The meeting/recognition portion of the Thursday luncheon felt a little long.

People are still looking for an opportunity to socialize especially when in class all day, there was not much time to do so. It is still better to recognize these individuals in a formal setting compared to how it was addressed several years ago. The walk up music definitely made it more fun and less stuffy. If you can find more ways to make it fun - great!

just sad the entertainer was unable to attend (due to weather)

Great lunch Thursday. Great speaker at the Thursday afternoon class I attended on Personal Lines

Claims scenarios. Trade Fair was fun too!

I really enjoyed the CISR Dynamics of Service

I like the one hour mini sessions....great idea not so hard to choose what to take when you can get a little more variety of topics

I know you don't know what you will always get but didn't like the human sale.....thanks for offering us 3 cr hours by webinar

I enjoyed the convention and I made the contacts I needed too.

Liked the length and the format.

Liked golf the day before.

Liked the trade fair and then the dinner/party

From the small portion I was there, it looked very well organized.

Disappointed more agents weren't there. Disappointed entertainer could not make the banquet.

Classes were very good

Appreciate the quality speakers that the IIAN brings in for the convention. Really enjoyed the mock trial for the E&O.

A couple of speakers were did not do a good job. I did enjoy the Pollution liability, Flood and Cyber classes though

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

Answer

Thursday classes with Sam Bennett
in omaha

Selling like a Human was the worst session I have ever been to at an IIAN event.

I would have loved to attend more but I had been on vacation for two weeks in September and I could not take any more time off as I needed to catch up on work issues.

The trade show felt less crowded this year, I am not sure if that is due to larger space or fewer attendees. This was the consensus of all the exhibitors I spoke to. They also said there was not a 'rush' following the class, which is what was expected. If you don't already do it, a thank you to the exhibitors should be sent and maybe provide some stats compared to other years to reassure them that it was money and time well spent.

I always enjoy the trade show because being in the business 38 years, I get to visit with a lot of old friends.

CISR class is a must. That's the way I get my required CE hours.

Didn't care for Ken Smith and his mini sessions. Just my opinion.

I THOUGHT THE MINI-SESSIONS WERE BRILLIANT. GOOD JOB.

As much as I enjoy the sessions, I really like meeting other agents and company reps. It is fun to be able to do this in a relaxed and fun atmosphere.

It was awesome to get the 50 year IIAN member...although I have only been a part for 23 years

I would like to register for classes without CE so you have a better count.

I needed to finish my CEs so that was good. I also needed to talk to the reps from crop insurance companies as our agency is adding crop insurance to our line of business.

Being able to meet other agents and company reps was a nice part of the convention. Lots of different things going on for each individual to keep busy.

I liked the topics of the 1-hour mini-sessions. Great way to earn some quick CE.

I regret not attending the Trade Fair on Thursday evening. I heard great feedback from the other CSA's in the office on that particular event.

Did not care for the Selling Like a Human. The morning mini-sessions with Ken Smith were great.

It is great to see all the company reps and other agents in the same spot to network

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

Answer

Dinner following the trade show
Really nothing, it was all beneficial in some way
Nothing
All is good if you choose CE that interests you
Don't have a suggestion on this.
Nothing I learned a lot and meet so many people.
selling like a human class / tough to sit through
I'm terrible at networking :)
the human sale ce hours
Friday Lunch - but I realize it needs to happen
I didn't get involved with the Wednesday activitie
None - all good
Selling like a Human session
I found it all beneficial.
Thursday Annual Mtg & Awards. Didn't apply to me
The Thursday afternoon sales session was dissapoin
Friday lunch
none
N/A
Trade Fair
It was all a benefit.
I enjoyed all aspects of the convention
Selling classes

7. What was your favorite thing about the convention? - Responses

Answer

Interaction with agents
Industry night is always my favorite
Catching up with other industry professionals
the E&O class
Trade show for reason mentioned above.
I liked the trade show!
helpful CE for my career
MINISESSIONS.
Networking.
Mock Trial & Trade Fair

the fellow members and staff
Meeting so many like minded people
The mock trial and the claims scenario sessions
Love to see people and interact with them
Education
Trade Fair/Mock Trial
Trade Fair
All good
Interaction with other agents and company reps
Interacting with the other agents and all the vend
1-Hour Mini-Sessions
Meeting agents and carrier reps that I didn't know
Trade fair
Networking with all the Agents/Company Reps
Seeing company rep's I haven't seen in awhile
Classes, again were very good
Trade Fair
classes and interaction with others
Mick trial
Auction and after hours interaction
Interaction With Other Agents/Company Reps
Catching up with other agents/company reps
Trade fair and conversing with other agents
More options with classes-mini sessions were good

8. What education topics/programs would you like to see at the 2019 Annual Convention (Oct 9-11, Younes Conf Center, Kearney, NE)? -

Answer

Sales, prospecting - focus on specific skills. Professional development to make me better at my job (i.e. time management, negotiations, management, presentation skills. CE is never a concern of mine and I always prefer the 'outside the box' topics, there are plenty of mainstream topics regularly presented. Higher level topics, less basic.
Truck insurance. I spend a lot of my time writing Truck Insurance and I'd like to see a class on it.
Course on natural disasters - wildfires, earthquake mapping, wind requirements, etc.

Protection Class Ratings

love claim scenarios sessions.

like personal development, uplifting -we need encouragement, not told how we need to increase sales by 130% or we should get out of it.

*Don't like to be told we need to be pushy - in my rural setting, relationships come before making the SALE !

Mobile/Digital Marketing

Certificates - Additional Insureds - contractors want the world and more. It just gets worse and worse. A class on filling out ACORD forms

Try to get the speaker that had to cancel due to the storm....totally understandable

You guys do a good job of rotating topicsalways leave convention paranoid that I will do something wrong though

Your staff does great job of keeping everything rolling smooth....you all deserve a pat on the back

I really have no suggestions. I've appreciated all of the topics that you've had in the past. I do enjoy Sam Bennett although he usually makes me wonder if I'm in the right industry...(just kidding)
My staff tells me the Contractors/Pollution Presenter was just an advertisement for himself

Cyber Security was excellent - bring that guy back for more

In-depth marketing in new social media climate.

Cyber, Tech E&O, D&O, Professional Liability, Management Liability

Cyber update, Professional development like organization tips and communication.

Marketing through social media

N/A

more on sales,

E&O is always a good topic to review. Maybe a little more on advanced technology and effects on insurance industry and how to prepare for it.

Marketing

More sales classes like Ken Smith's and/or Farm related topics

It was great to have professionals from Five Nines - nice to hear from those outside of insurance on the exposures. Offer something similar for EPLI or Personal Injury claims.

Ending the convention by noon if you continue to have it on Friday. We travel 5 hours one way to go to Omaha and having class until 330pm and then driving is a killer. Maybe start on Tuesday and end on Thursday or something along that line. I remember having the E&O class on the first day and I think that is fine to do to shake things up.

9. Rate the following events. - Comments

Answer

The Next Gen/Young Agents "booth" with the wine ring toss was too far away from the trade fair. It should have been closer to the entrance - or actually in the same room as the trade fair. Wednesday's CISR class was excellent! It's not on the survey?? I didn't feel like the trade fair lasted long enough to get around to all of the vendors. Awards presentation went a little long. I left toward the end. The food at the Thursday luncheon was fantastic! Unfortunately, I was not able to attend much of the Convention this year. Would like to have been told, prior to convention or at least at the convention prior to receiving recognition for 50 year membership I did not attend all sessions so that is why I did not comment on some of the above.

10. Rate the Embassy Suites, La Vista - Comments

Answer

Protein option at breaks would be great. Coffee in the PM is a necessity!
I am not sure the food/beverages at the trade fair were great - I just didn't have any.

Wish the break drinks included Diet Pepsi. :(
love the lavista embassy.

THE VENUE IS OKAY. IT SEEMS LIKE IT IS MORE SPREAD OUT THAN OTHER PLACES. IF YOU ARE HAVING THIS IN OMAHA AGAIN, I WOULD LIKE TO LOOK AT THE DOWNTOWN MARIOTTE FOR AN OPTION. MORE THINGS TO DO WITHIN WALKING DISTANCE. ALSO, HAVING THE EVENT IN OMAHA IS SUPPOSED TO BRING THE OMAHA AGENTS, WELL I DON'T THINK THEY RESPONDED. I WOULD RATHER HAVE THE CONVENTION IN ONE PLACE ALL THE TIME AND LET THE AGENTS THAT WANT TO COME COME, NOT HOPE THAT SOME ATTEND JUST FOR BEING IN A CERTAIN CITY.

The breaks never had water out or the cont breakfast was kind of a cluster to toast your bagel and then find a trash....and no trays around to leave your dirty cups silverware

We stayed at the attached courtyard Marriot and the rooms were very clean and nice and cheaper
Food was beyond expectations.
Breaks need something to chew on.

I was very disappointed in the room. It wasn't that clean. The maid service was poor and the shower curtain rod was broken so the shower curtain didn't stay closed. I was disappointed in the room for being Embassy Suites and the price of the room.

Thursday lunch was very good.

Excellent facility!

good location

On Friday the break table was out in the main hallway; would have prefer the drinks and such to be in the meeting room.

The box lunch sandwiches had too much bread/roll. Aside from that it was very good and plentiful.

There were not afternoon snacks provided during the Dynamics of Service class.

11. This year the Big "I" offered the following registration options: Multiple Full Convention Discount (1st, 2nd and 3rd Full attendees); One

Answer

I just attended one day.

I don't know my boss did the registration.

We all attended the award luncheon which was excellent. It would be nice to have a discount on the meal when so many from one office attend.

We are a small agency so we have one young and one full so did not help us but the prices are not bad for what we get

I liked the option to only attend a small portion of the Convention

great idea!

I was only able to attend one day for the class. It was nice to have that option.

Yes - we used the YA, and multiple attendees if they didn't qualify for YA

12. The Annual Convention committee is ready to start planning for next year's convention, at the Younes Conference Center in Kearney,

Answer

3 hours for the trade fair would work better for me. I went only to some of the companies I work with and 2.5 hours didn't allow enough time for conversation. I didn't even try to do the punch card as I wouldn't have had enough time.

Make award luncheon more fun and the presentation shorter so there is time to be social. Staffing is tight so being out of the office for extended periods of time is tough. After 2 days of classes people are ready to sleep and/or drink making the third day a struggle and perhaps less meaningful. If you go to 2 days, the trade show would have to be at the end of day 1. Digital auction accessible from anywhere would be a great addition. Great job on all the hard work, I know it is a lot!

thanks everyone for all of your hard work and to all the volunteers for their time! Everything was great! Glad to have it in Omaha/La Vista!

3-3 1/2 hours. I had one whole row of companies I did not get to because I talk too much. Sooo many people to visit with, I need more time.

3 HOURS IS PERFECT. I ATTEND SEVERAL TRADE FAIRS AS A VENDOR AND 3 HOURS IS PRETTY MUCH THE STANDARD. THE TRADE FAIRS I ATTEND ALL HAVE A DINNER AFTER THE TRADE FAIR THAT MOST VENDORS DON'T ATTEND. I THINK THE DINNER IS PROBABLY A NECESSARY EVIL TO KEEP PEOPLE ENGAGED. VENDORS WILL TAKE AGENTS TO DINNER SOMEWHERE REGARDLESS IF THERE IS DINNER AFTER.

4 hours for trade fair to give us time to go back to our rooms between events so we aren't carrying a bunch of stuff around.

We didn't eat the snacks at the trade fair knowing we were going to have the dinner

I am ok with whatever schedule can be put together to flow smoothly....thanks for the hospitality room....although that was to full and no corkscrew so just went back to my room...not that I am getting older and can't party like I used too!

Awards during the Annual Meeting luncheon made it go long.

I think the 2 day, 1 night would make things too rushed.

I wasn't able to attend the dinners this year but the Trade Fair was great. Two days work fine for the classes but I cannot take the time for the golf day