

NEMCI&A Overall Survey Comments---2013

The 2013 Overall Survey results have been compiled and the results are generally very positive. A majority of the students attending and responding to the survey were quite happy with their experience with NEMCI & A. While there will always be some negative feedback, the Board of Directors, looks at each comment and tries to address issues and suggestions.

It's important to point out that by attending NEMCI&A, you will have a true learning experience. You will grow both professionally and personally as you discover your strengths and weaknesses. You will be attending classes to enhance your skills, to network and to make lasting friendships. Your week at NEMCI&A will be hectic, uncomfortable, frustrating, challenging, exhausting, and yet rewarding! This is not a leisurely week away from the office you are a college student---for the week.

We thank you for your comments on the survey and will try to implement some solutions and improvements.

Comments, Suggestions, & Board Responses

Comment: Cleanliness was an issue in some Rooms and Suites.

Response:

- To remedy this, the Board of Directors will be arriving at PSU early to do random spot inspections of some of the rooms at Langdon Hall.
- Another possibility in the future would be to bring your own linens and towels, just as you would if you were attending college.

Comment: There were various comments regarding the meal service both positive and negative.

Response:

- Please remember that this is a school cafeteria, however, we will be working with PSU to make sure all dietary needs are met. We have asked PSU to educate the cafeteria staff regarding special dietary needs.

Comment: Not enough information was given on pre-work, items needed, speeches.

Response:

- Please check out our website at <http://www.nemcia.org/index.html> for all the information you will need to make your learning experience a positive one:
 - Bring a thumb drive, for homework and computer work (PowerPoint presentation)
 - Or use it for your speeches.
 - Subject of your speeches ahead of time: Previous attendees have taken on this challenge of preparing and delivering their speeches with no advance preparation, you can too!
 - Attendees to the institute are Town Clerks or Assistant Town Clerks, who have to be able to juggle priorities and do things on the fly...that is why the topics of

the speeches are not provided ahead of time. We believe each and every one of you are going to make wonderful presentations.

Comment: Athenian dialogue on Sunday, the arrival time, check-in time, accommodations.

Response:

- This year, the cost of the room and meals will be added as an option, to the course, to allow students the ability to arrive on Saturday, if they wish.
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Comment: No trash cans.

Response:

- We have added trash cans to the list of items you may wish to bring. Any additional amenities that PSU provides pushes up the cost to attend NEMCI. We work at keeping this program affordable.
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Comment: Orientation - Bring all years together including the Board for the ice breaker.

Response:

- Great idea and we will work on this for July 2014.
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Comment: Is pre-work necessary, people are busy.

Response:

- Pre-work is necessary in order to meet IIMC guidelines: This is an intensive program; the challenge is to fit this preparation in with your other office work and family life. You may think that this is more than you can handle, maybe you need to ask someone in your office to help you out.
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Comment: On the name tag include CMC designation.

Response:

- If you put the CMC or CMMC on your application next to your name we will include it on your name tag.
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Comment: Can we check-in on Friday?

Response:

- Individually, the members of the Board book and pay for their own hotel room for Friday night, in order to be at the dormitory at 7 AM on Saturday. We have a list of motels/hotels in the area if you wish to book a room for yourself on Friday night.
 - Although the dress code for classes is very casual, the graduation is considered dressy or at least more formal
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Comment: Coffee break at 10AM with coffee provided?

Response:

- The HUB on the next street to the cafeteria is open in the morning and they sell coffee in the Café. The cost would be prohibitive for us to provide you with an additional coffee station at 10 AM.

Comment: Concerns about the curriculum, such as breaking up the class into states to discuss local issues, or more emphasis on computer classes.

Response:

- We are governed by the IIMC, which means we follow the curriculum set forth by the IIMC, so that you can attain the knowledge and points to earn the CMC designation. We cannot make any changes without gaining the acceptance of the change from IIMC.
- One of the objectives of this program is to network with clerks from the New England region; giving you a greater knowledge of the varied procedures, office functions, and laws of other states.

Comment: More time between events, more bonding time with classes.

Response:

- We have a very tight timetable to fit in all of the requirements from IIMC. We understand your frustration, but there is only so much time in a day.

Comment: Request for third year to have Monday after 3:15 off and have class on Sunday like 1st and 2nd year.

Response:

- We will think we have this worked out, so a definite possibility.

Comment: Have a class on Friday to spread out the classes.

Response:

- We used to have a class on Friday morning, but many attendees got stuck in traffic jams, especially those folks who travel many hours to get to school.

We work at providing you with the best possible learning experience, within the guidelines we must follow. Please keep in mind you are attending school, living in a dorm, eating in a cafeteria, doing homework, and making presentations. All of these things combine to help you grow personally and professionally.

This program has been successfully run for 40 years. We hope you will grow as individuals, make lasting relationships, and possibly return to volunteer to be on the Board as many Clerks have done before you!

Thank you for your comments.

The NEMCI Board of Directors