# 2018 CEUG Conference Survey Results

Introduction

A total of 374 attendees from post-secondary institutions* were surveyed about their 2018 CEUG experience. The purpose of this survey was to determine overall satisfaction rates and to identify any concerns that the CEUG 2019 Organizing Committee might need to address in their planning cycle. The complete survey is attached as Appendix 1.

*vendors were excluded

Survey Results are presented according to the categories on the Survey.

1. Conference Attendee and Survey Respondent Profiles

Overall attendance at the 2018 CEUG conference was predominantly from Ontario schools with 65% of attendees from Ontario and with strong representation from BC and Alberta. As well, the Maritimes were well represented with 9% of overall attendees from this geographical region.
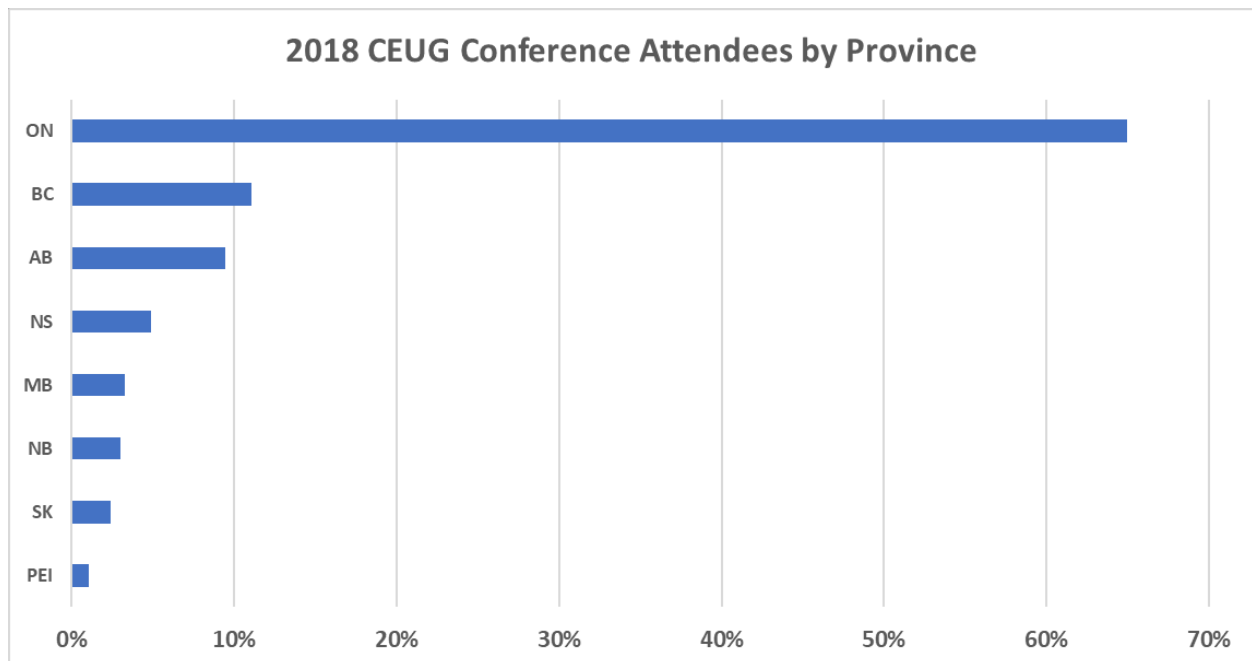

This geographical representation was comparable to the 2018 Survey Response rates where 61% of respondents were from Ontario, 8% were from Alberta, 12% from BC and 11% from the Maritimes.

2. Survey Respondent Software and Roles

Survey Respondents provided their Software areas and these responses compare favorably to the overall registrant profile for the 2018 CEUG Conference.

Survey Respondents by Software

PowerCampus 2%

Colleague 38%

Banner 60%
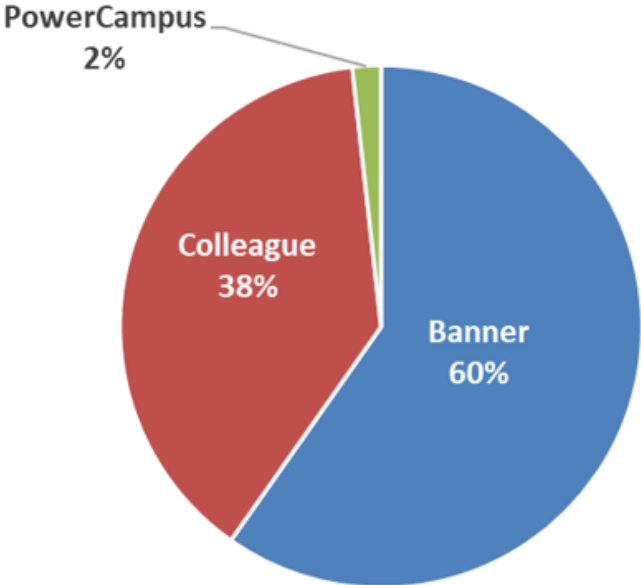
Survey Respondents were asked their functional areas and following is a summary of responses:

2018 CEUG Survey Respondent Roles

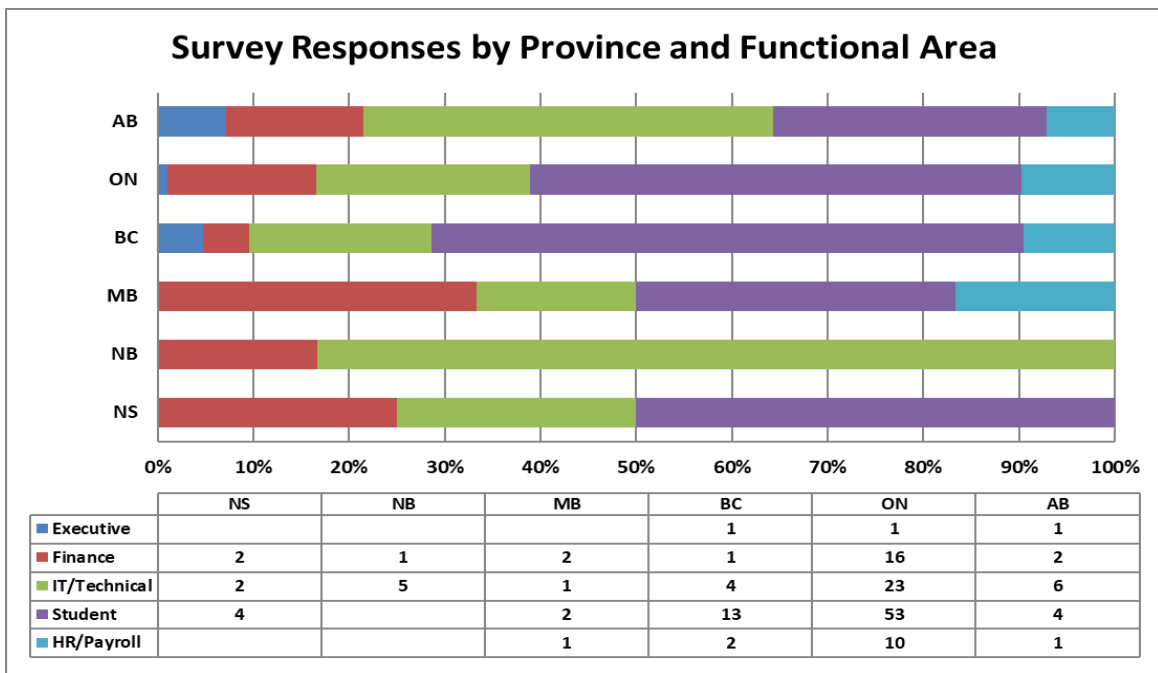|	Management/Executive	Functional Area Staff	IT/Systems Support
■	44%	37%	19%
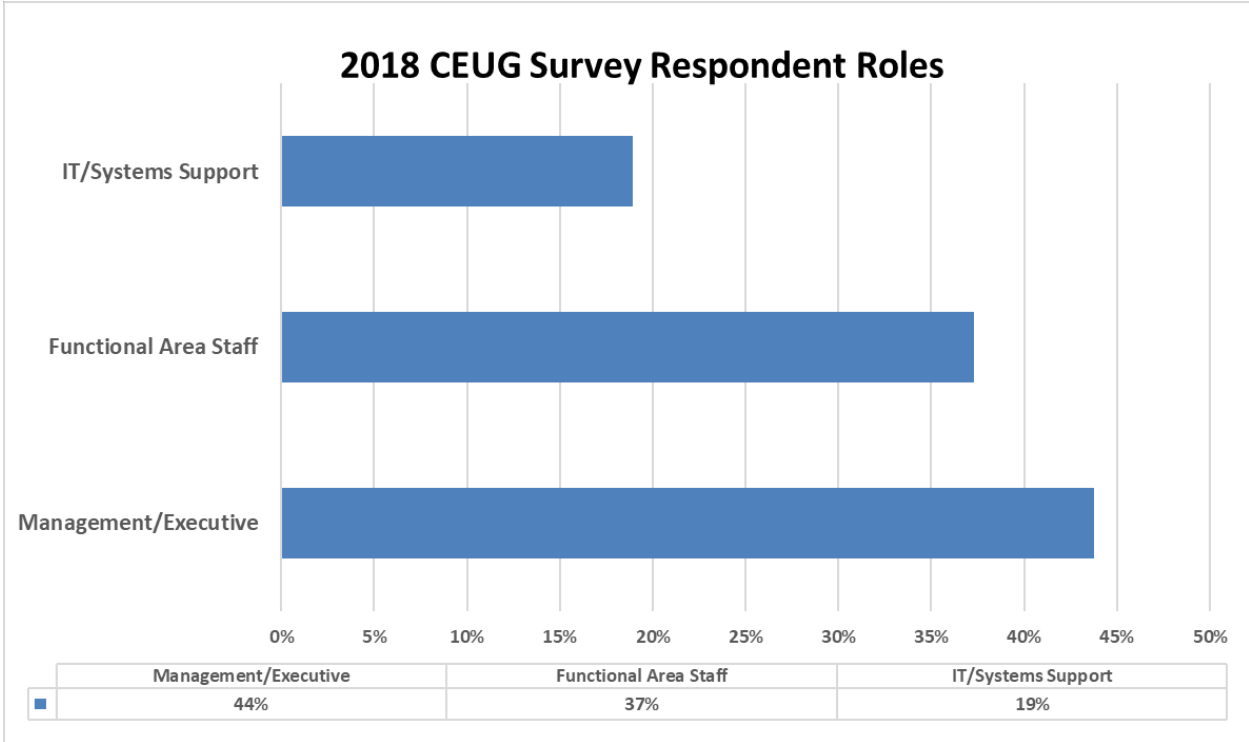
Further examination of the data by Province and Functional Area shows

Further analysis of this group by Functional Area illustrates the emphasis on the Student functional area, with IT Support as the next largest group followed by Finance and HR/Payroll.

2018 CEUG Survey Respondents by Functional Area
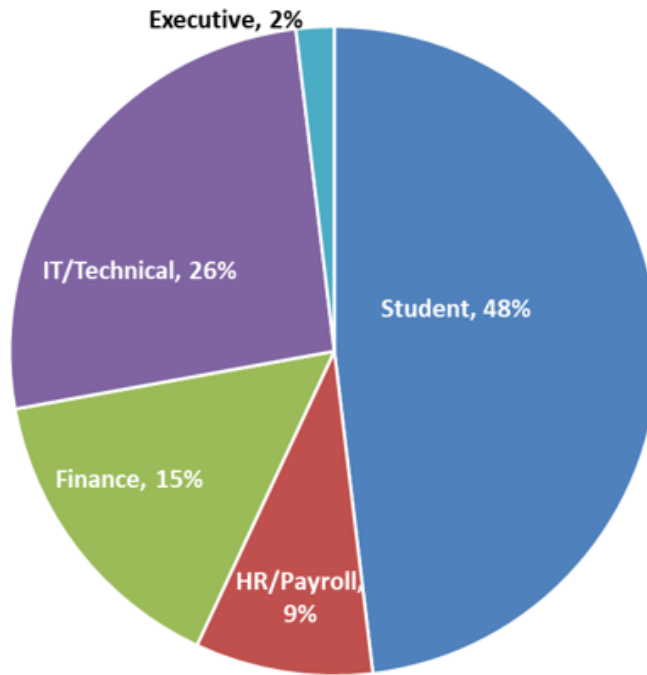
A further breakdown of roles by province is also provided:

Survey Responses by Province and Functional Area

|	NS	NB	MB	BC	ON	AB
Executive				1	1	1
Finance	2	1	2	1	16	2
IT/Technical	2	5	1	4	23	6
Student	4		2	13	53	4
HR/Payroll			1	2	10	1

3. CEUG and Ellucian Live Attendance and Future Plans

Survey respondents were asked if they had attended CEUG previously and 49% indicated previous attendance while 51% indicated they had not previously attended a CEUG conference. Similarly, 47% indicated previous attendance at eLive with 53% indicating they had not previously attended eLive. Responses to plans to attend CEUG or eLive in the future vary with a higher percentage of respondents indicating they planned to attend CEUG rather than eLive. The 76% positive response rate might be interpreted as an indicator of satisfaction with the CEUG conference.
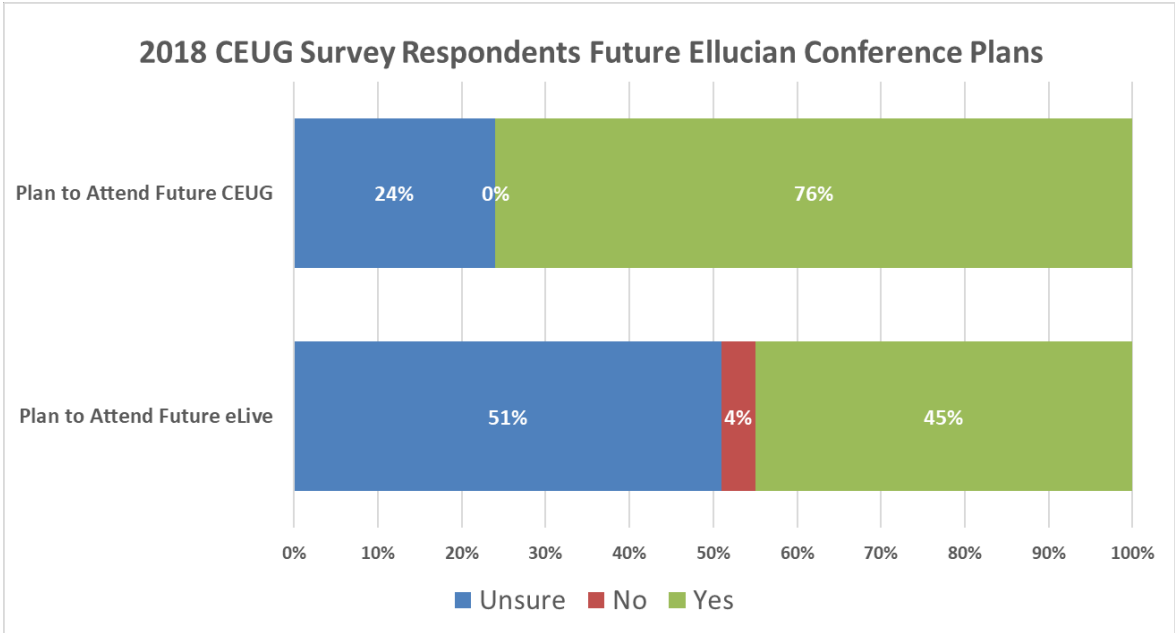
4. Session Satisfaction

70% of Survey respondents indicated they were satisfied with the number of sessions on their track. A closer examination of the 30% who indicated there were not enough sessions on their track
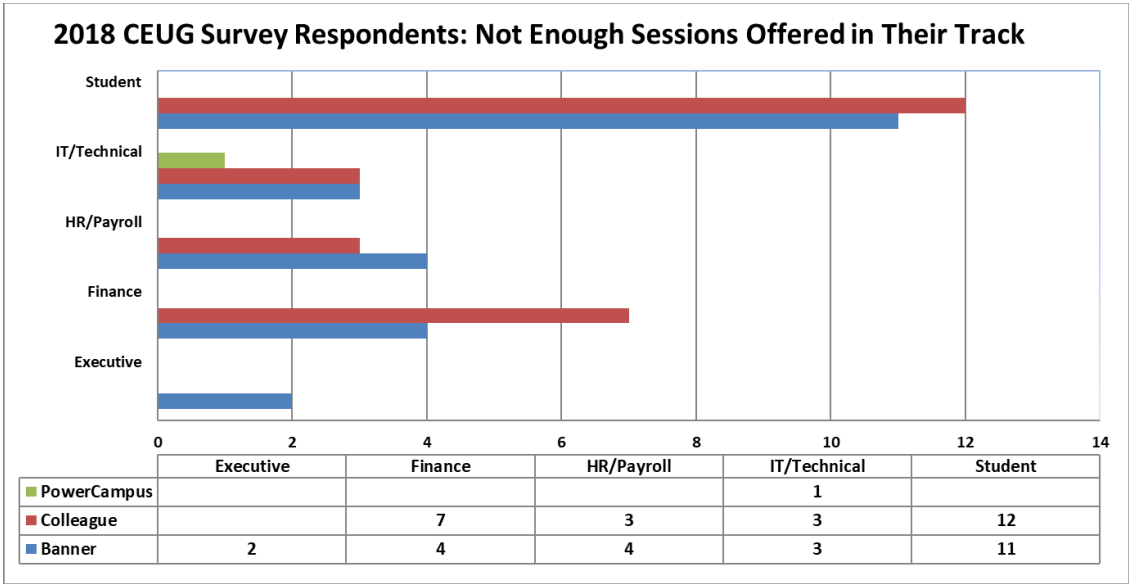
Survey respondents indicated overwhelmingly (97% of respondents) that session speakers were prepared and sessions were as described.

Further, 82% of attendees indicated they attended breakout sessions led by Ellucian and 98% of those respondents found the Ellucian sessions interesting and informative.

As well, 70% of attendees attended Conference Sponsor sessions and 88% of them found the sessions interesting and informative.

Appendix 2 contains the raw responses to the question "What other sessions would you have liked to have offered at CEUG 2018 or in the future?
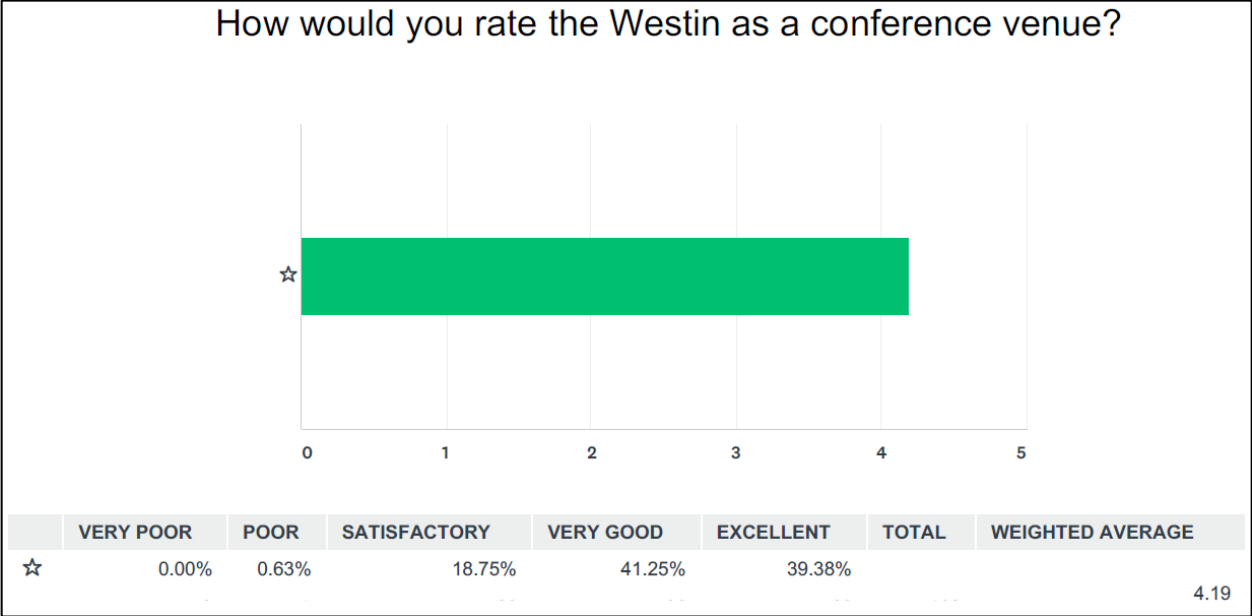
Respondents were also asked to provide general comments about the sessions

Appendix 3 lists the general comments about the CEUG 2018 sessions. Overall these comments were very positive and spoke to a high degree of satisfaction with the conference sessions.

Respondents who presented (27% of respondents) indicated they received enough support from their Track Chair and that the equipment and room size were adequate for their presentations.

5. Conference Venue

Survey respondents were asked to rate the Westin as a conference venue using a scale of 1 to 5 where 1 was Very Poor and 5 was Excellent. The weighted average of responses was 4.19.

How would you rate the Westin as a conference venue?

	VERY POOR	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.63%	18.75%	41.25%	39.38%		4.19

Responses to the quality of the food offered at the conference were similar with an overall weighted average of 4.18.

How would you rate the food provided at the conference?
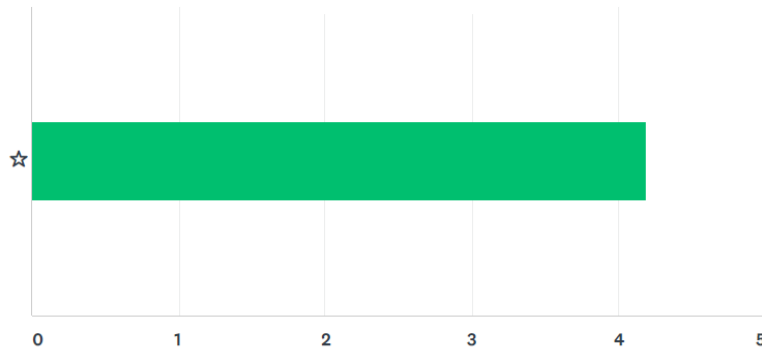
	VERY POOR	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	0.00%	3.77%	16.35%	37.74%	42.14%		
							4.18

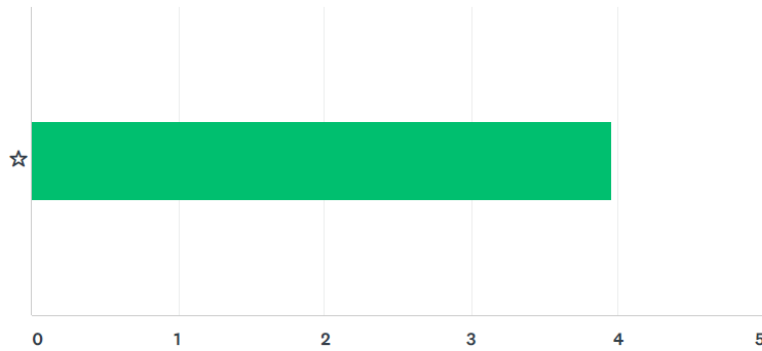## 6. Social Events

Respondents were asked to rate the Social events using a scale of 1 to 5 where 1 was Very Poor and 5 was Excellent. The weighted average of responses for the Wednesday Night Welcome was 3.95.
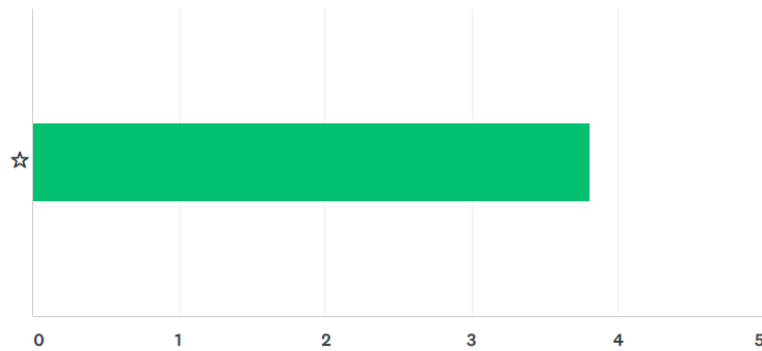
Did you attend the Wednesday night Welcome? If yes, how would you rate that event

	VERY POOR	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
☆	0.00%	2.52%	16.35%	33.33%	17.61%	30.19%		
								3.95

The weighted average of responses for the Thursday Night Social was 3.81.

Did you attend the Thursday night Social event at Sultan's tent? If yes, how would you rate that event?

	VERY POOR	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
☆	0.63%	4.40%	18.87%	23.90%	16.98%	35.22%		3.81

Respondents were asked to provide General Comments about the Conference and Social Events and they are presented in Appendix 4.

7. Conclusions and Recommendations for Future CEUG Conferences

Appendix 1 CEUG 2018 Survey

Dear CEUG 2018 Attendee,

Thank you for attending CEUG 2018 in Toronto. Please take 10 minutes to complete this survey so that future conference organizers can use your feedback in planning for 2019 and beyond.

A. About you

Tell us a little about you:

* 1. Your Home Province:

* 2. Your Software:

* 3. Your Functional Area:

* 4. Are you:

⬜ Management/Executive

⬜ Staff in a functional area (e.g. Finance, HR, Registrar's etc.)

⬜ ⬜ IT/Systems Support

* 5. Have you attended CEUG before:

⬜ Yes

⬜ No

* 6. Do you plan to attend CEUG in the future:

⬜ Yes

⬜ No

⬜ Unsure

* 7. Have you attended eLive (Ellucian Live) before:

⬜ Yes

◯ No

* 8. Do you plan to attend eLive in the future:

⬜ Yes

⬜ No

⬜ Unsure

B. Conference Sessions

* 1. Did you find there were enough sessions for you on your Track at CEUG?

○ Yes

○ No

* 2. Generally, were speakers in the sessions you attended prepared and sessions as described?

○ Yes

○ No

* 3. Did you attend any breakout sessions led by Ellucian?

○ Yes

○ No

* 4. If yes, were the Ellucian sessions interesting and informative?

○ Yes ○ No ○ NA

* 5. Did you attend any sessions led by the Conference Sponsors (e.g. Infosilem, eThink Education etc.)?

○ Yes

○ No

* 6. If yes, were those Sponsor sessions interesting and informative?

○ Yes ○ No NA

7. What other sessions would you have liked to have offered at CEUG 2018 or in the future?

8. Please provide general comments about the CEUG 2018 Sessions:

C. Conference Presenter

* 1. Did you present at CEUG 2018?

○ Yes

○ No

* 2. If Yes, did you have enough support from your Track Chair to have a successful session?

○ Yes ○ No ○ NA

* 3. If Yes, were the equipment and room size adequate for your presentation?

○ Yes ○ No ○ NA

* 4. If Yes, did you submit your session slide deck to info@ceug.ca?

○ Yes ○ No ○ NA

D. Conference and Social Event Venue

1. How would you rate the Westin as a conference venue?

Very Poor   Poor   Satisfactory   Very Good   Excellent

2. How would you rate the food provided at the conference?

Very Poor   Poor   Satisfactory   Very Good   Excellent

3. Did you attend the Wednesday night Welcome? If yes, how would you rate that event

Very Poor   Poor   Satisfactory   Very Good   Excellent   N/A

4. Did you attend the Thursday night Social event at Sultan's tent? If yes, how would you rate that event?

Very Poor   Poor   Satisfactory   Very Good   Excellent   N/A

5. Please provide general comments about the conference and social event venues:

6. CEUG wants to stay in touch with you! Do you agree to stay on the CEUG mailing list?

⭕ Yes

⭕ No

7. If yes, please provide your email address

Appendix 2 Responses to What Other Sessions for Future CEUGs

- 3rd party software integration (expense cards), import/export
- A broader overview of different Ellucian products (ie-SelfServe) rather than the new/upcoming features
- Admissions Module-Canadian solution
- All areas were covered adequately. If I had to suggest an area, I would say something that is very technical. For example: emergent Languages and Frameworks
- Anything Recruit related, Best Practices for Degree Audit (Colleague), Best Practices for writting subroutines, Tips & Tricks to ensure a smooth graduation process, Portal/Sharepoint implementation lessons, Data Analytics - how are institutions measuring success, Reporting strategies - so many tools, how are people using them - honestly, I could go on but I'll stop there.
- As my interest is in student advising, would like to see more sessions on Banner's functionality for advising.
- automation and collections
- Banner 9
- Banner 9 user workshop
- banner technical
- banner technical,,ODS upgrade
- Block registration
- BOF sessions earlier
- BOFs for BDM; Banner 9; Degree Works
- BSA
- Building or Changing your FOAPAL
- CIO Panel, institutional reporting, financial reporting tools, how to get your data ready for display through self-service, degree audit, using Student Planning, how are instutionsnusing the various proxies in Self-Service and any issues encountered, Ethos - anyone in canada using this?, update on Camosun in their Cloud implementation, one Canadian regulatory session led by Ellucian rather than splitting them out by software
- Colleague 101
- Colleague Payment Processess and Financial Aid
- Colleague Tips & Tricks, Workflow, Rules, Elevate, Advise
- Degree Works
- Depends on current issues
- DevOps
- Elevate
- Ellucian Ethos Identity
- Ellucian Lab
- Enjoyed the Birds of the feather, just wished some of them weren't at the same time ie (Reg and grad)
- EPAFs, Self Serve
- Features on the product Cornerstone
- Finance reporting
- Hands on labs
- How about sessions dedicated to just networking? Perhaps by functional areas (payroll, benefits, DBAs, developers, IT managers, executives, registrars, etc)?
- How the integration between colleague and the CRM's actually work. How does Ethos fit into the equation. What data can be added to the EDX transactions. How much can the CRMs be customized?
- How to connect all the dots of all the products in order to roadmap a path at client institutions
- How to on board and train new users...Documenting Colleague business processes to unlock knowledge.
- 'How-to's' of a practical nature (e.g. setting up a simple workflow, or setting up baseline transfer articulation). As many client-led sessions as possible.
- I enjoyed the informal discussions in my area (Colleague Finance) and thought it would be helpful to have a few of those sessions
- I especially enjoy the BOF sessions
- I really appreciated the sessions where institutions described their Banner 9 implementation. The shared experiences was very helpful.

- I would like to have more of a variety of topics offered, potentially an opportunity to discuss common challenges in proess or practices related to the system. Gaining system efficiencies in a general sense related to the funcitonal areas would be really helpful and interesting.
- I would like to see more technical/hands on people presenting at the conference.
- I would love to see more sessions offered by Canadian end users. I know that these are hard to get but perhaps if we asked for volunteers to be part of team presentations on certain topics such as Banner transcripts or transfer credit, how do you use the Admissions module, SFAREGS, etc
- I'd like to see a few more sessions where Ellucian staff do sessions about how various aspects of Banner actually works. For example, how the Requisition, PO and Invoicing process should work in a more in depth way not just what fields need to be filled in and what processes need to be run.
- I'd like to see sessions about system configuration for colleges in Ontario
- In general I would say that the sessions were excellent, but where there were gaps in the schedule for certain tracks it woud have been great to see additional, informal BOF sessions as I found these led to a lot of interesting conversations that easily could have gone over the time alloted. I understand organizing this conference is a monumental task, so additional BOF sessions would be minimal effort on the part of organizers.
- IT advancement
- Just more of Banner 9, Degree Works 5 and emerging tech
- Maybe more specific Birds of a Feather sessions for example (Banner HR Position Management - explore how your institution manages this. Or provide opportunities to meet with Ellucian staff who could troubleshoot or propose solutions for issues we are facing.
- More Accounts Payable related sessions
- More Banner related sessions.
- More Banner Student Aid
- More Banner Student Sessions
- More Banner Student sessions
- more Banner technical
- More BOF
- more BOF's
- More BOFs with the host have a sort of an agenda, etc.
- More BSA and Admissions sessions; CRM Schools presenting what CRM has brought to them
- More BSA sessions
- More Colleague Student sessions
- More Debbie Smith! Very valuable having her lead sessions and attend sessions. Learned so much from her.
- More HR Sessions
- More HR/Payroll Sessions, reporting on Colleague
- More institution-led sessions
- More institutions experience and approach to Banner and future state.
- More on analytics and ethos
- More on the extension tools & BI
- More Payroll specific session will be good
- More practical Banner user sessions
- more roudtable discussions, for groups with overlapping softwares
- More sessions by Universities/Colleges and what they've done with the system
- More sessions Colleague specific.
- More sessions for PowerCampus colleges
- More sessions from the user group
- More sessions on Banner Student Aid
- More sessions on how banner is intended to be used
- More sessions related to Transfer Credits, Equivalencies, Degree Audit, and Course Prerequisites & Restrictions. Specifically sessions where the solutions are as close to baseline as possible. (The one session on transfer credits was a heavily-customized process with a custom database and dedicated website outside of Banner).

- More tips and tricks Colleague sessions
- Moving Banner components into Canadian Cloud
- Need more sessions on topics that relate to mandatory changes Ellucian is making with a 2 to 3 year timeline. For Example Webadvisor end of life Dec 2021. For an Academic Institution 3 years is immediate change.
- Not sure as not on Banner 9 yet
- Oracle technical sessions delivered by Oracle
- Peer to peer meetups
- Possibly a workshop on how/what it means to adopt Ethos. Also, a Banner Roadmap review session - what will be introduced when, what products are being ring-fenced or retired and when.
- rate tables, tuition billing, writing rules
- Registration Rules, more Student Planning
- Self-Service Sessions and Demo by Ellucian on what is coming.
- session by Ellucian providing updates on future project changes specific to user area. ie HR/Payroll
- something on course entry; more graduation processing
- Specific HR modules such as EPAF, FLAC, etc.
- strategy and roadmap discussions, executive level discussions
- Student billing
- Student Planning and/or Degree Audit demos/problem solving
- Student Planning, Financial Aid
- Technical/IT centered sessions involved in customizing Colleague
- The BOF sessions were most informative. Would have enjoyed more or to have them be longer.

Appendix 3 General Session Comments

- A transfer credit session topic was changed and 2 other coworkers said that a couple of their sessions were not as expected either. There weren't identified tracks per se and bc of that the locations were spread out - one end of one building to the end of the next building and sometimes 0-10 mins to get there. Most times we had to either skip going to the bathroom or be late for a session. Wasn't a fan of the Plenary sessions. The social venue was awkward and couldn't really network with people tucked away in corners and didn't know there was a downstairs where most people were at until we left. However, very pleased with the conference and we got lots of great notes, ideas & solutions to take back and definately well worth the effort and cost. Would like to see it back in the Maritimes.
- All sessions were quite infomative. I found the User led sessions to be extremly valuable as they provide proof of concept.
- Awesome. Great Job..One of the best ever done
- Considering it was late to be announced and so many could not come due to Banner 9, the conference came together very well
- Could have been done in 2 days instead of 2.5
- Everything was great.
- Excellent
- Excellent, good job by everyone
- Excellent, well organized
- Excellent, would recommend
- Food allergies not always accommodated;
- Food was good.
- Functional area sessions were not spaced - sometimes there were no appropriate sessions in a timeslot. Other timeslots had multiple sessions that would have been worth attending!
- Generally, they were interesting and informative.
- Good but rooms smt
- good conference but wish more sessions avaliable
- Good food well organized
- Great conference and valuable as well.
- Great conference. And great to have met so many colleagues as a first time attendee. Food and venue thumbs up! Only regret was my Friday session was not well attended, not many attendees around Friday...
- Great information and resources were shared.
- Great network, informative
- Great networking opportunity.
- Great networking, venue and food. Appreciated snr leadership from Ellucian taking time to attend.
- Great sessions
- Great sessions, diverse. Could have not had as many in a day, ending day a little earlier or starting a little later.
- I attend a lot of sessions where the description did not meet the presentation. I left multiple ones becasue they were not what was described in the schedule. BOF sessions should not be general and should be Colleague or Banner specific. I attended a few and the majority of participants were Banner and talked about their issues with the system and screens. Had nothing to do with me and I left a few of these. My best sessions were those led by Debbie Smith, she was very informative.
- I enjoyed the sessions I attended
- I enjoyed them, learnt a great deal, and had great networking oportunities.
- I found enough to attend, but more options at some timeslots would have been great
- I found it quite helpful, and lots of great information
- I found the sponsored plenary sessions too limiting. If providing sponsors a session, I recommend including them in the general sessions.
- I found this better than eLive - canadian based, material was very relavent.
- I know it is difficult to get presenters, but having the schedule out as soon as possible helps people determine if they should attend.
- I particularly appreciated the length of the sessions (50 mins or less). It allowed for topic exploration but

kept to the main points.

- I really enjoyed the conference and found it very informative. My one comment would be that I found the schedule lacking in terms of spreading out Colleague/Finance sessions. There were a few times where I wanted to attend 3 sessions in the same time slot and then the next time slot there was nothing relly applicable to my job.
- I really enjoyed the conference. The venue and food were great. I did find it hard to find people of similar interests and the BOF sessions that helped with this were near the end. Overall, it was quite productive.
- I really enjoyed the sessions that maybe didn't pertain to my SIS - ie: the legal presentation by SIAT, engagment and the BOF convocoation session.
- I thoroughly enjoyed the conference and had many take-aways. Thank you to the committee for an excellent conference!
- I thought it was great! I'm actually from the US, but chose Ontario as my province so I could complete the survey. This is by far the best user group meeting I have attended. Please may I come back??
- I thought overall they were pretty informative and helpful. The speakers were fairly well prepared and there weren't too many 'duds'.
- I thought they were all great and very thorough.
- I thought they were good. Nice mix of Ellucian, OA Solutions, Customer presentations.
- I was generally very impressed with almost all sessions this year. Well done!
- informative sessions but not much time for discussion/questions
- Informative, everything was right on time.
- It seemed that there were quite a few sessions regarding basic self serve functionality. Our school seemed farther ahead of the rest regarding adopting newer / more functionality, and all the self serve sessions weren't as helpful to us.
- It was a very good experience overall
- It was an outstanding investment of my time.
- it was helpful for Banner 9 upgrade
- It would be nice to have somewhere to go and get the email addresses and or presentation slides of the presenters
- Limited HR/Payroll sessions. For the sessions that were offered, the scheduling was poor. i.e. At some times there were 3 in one slot and 0 in others
- Loved it! Once or twice I found myself struggling to find something to attend but I think that is likely the case for most people at most conferences. It was fantastic - thank you for organizing!
- More than once I was in a session marked as Student that was not. The colour dots were very incorrect.
- most were very informative. A couple of timeslots there were several sessions I was interested in while at other times there wasn't
- Name tags colour-coded by software used, or listing softwares, as well as names & institutions
- Need more POwerCampus
- No Comments
- No complaints. Sometimes repetitive especially regarding self-service
- Not ideal to have sessions split between two sections of the venue so far apart. Content was of a good quality.
- over all it was good
- Overall, interesting. The BOF I attended was very valuable.
- Perhaps have a way to standardize the way you declare the product each session is based on. I inadvertently went to a session about Colleague which didn't mention it in the description. Half the group left once that was revealed part way into the session. Then we had to scramble to find another session to go to knowing we had already missed the beginning.
- Really enjoyed the school sessions. A few too many plenary sessions. Would have liked the BOF technical session earlier to meet those people.
- Scheduling was a bit problematic where key sessions on a track were scheduled at the same time where other slots had nothing for the track
- Sessions should indicate upfront, whether Banner or Colleague or what. I found myself attending a session only to discover it related to Colleague and I work at a Banner school.
- Sessions were generally good. I did have one session that wasn't identified as being Colleague only and,

being a Banner only user, I found that out 20 minutes into the session.

- sessions were good but thought that sometime the presentor was not able to answer all of the questions asked so they were a little unprepared
- So glad CEUG was held, very useful
- Thank you so much for excellent organizing the CEUG conference! Sessions was informative, structured and it's great to share your experience with others.
- The BOF groups are tremendously helpful
- The BOF sessions were very informative and productive
- The content for our track was really good. The venue and food was good. My main comment would be in the scheduling, the days were really long and it never seemed like we had two consecutive sessions on the same floor. I have some mobility issues and found the constant moves challenging and somewhat painful. Maybe you could have held the plenary sessions right after meals and have the refreshments on the same floor as the breakouts.
- The content was a good mix for users and technical staff at all levels.
- The majority of the sessions attended were well conducted.
- The planning and communication were very good. I particularly liked that the program was colour-coding by application type and the fact that the plenary sessions were clearly marked (so we weren't surprised when the presented solutions required 3rd party software).
- The sessions were very informative, thought provoking and engaging
- The sessions were well presented and stayed true to the agenda presented. Really enjoyed some while others were at an introductory level to Banner
- There were a couple times that as a Colleague Student user that there were no sessions for me to attend.
- There were a couple times where it seemed that there was not enough time scheduled between sessions to make it from the dockside rooms to the main area rooms. The days were long and did not allow much time to explore Toronto. Maybe subsequent schedules could have fewer 30 minute breaks.
- There were many sessions for the same track at the same time slots, making it hard to go to all the sessions for that track.
- There were multiple interesting sessions running concurrently and i have to choose only one of them.It would be much better if they can be given in different times so one can attend all of them.Another point is that sometimes the session name was misleading or presnted by the wrong people such as performance tuning presented by a project manager
- There were too many sessions - going from 8 am to 6 pm is too much. I would get more out of fewer sessions as by the end I am not listening any more
- They were good and informative.
- They were helpful and allowed plenty of discussion.
- This was an excellent conference! Well done!
- Thought the sessions were really well done, we need more of a forum for suggestions on topics. I would love to know about what other institutions are doing so that we are able to help one another with topics or modules that we have already implemented. It would be nice to have an opportunity to vote or submit on hot topics/modules. Perhaps an e-blast is a better forum as I found in some of my sessions there were limited number of users accessing ecommuninites regularly.
- Very Good, thought evening event was so so
- very informative
- Very informative and a great way to see what other institutions are doing
- Very informative and helpful
- very informative, some were very technical
- Very informative. Great way to connect with other school to discuss possible challenges and share ideas on different processes.
- Very well done. Just the right size in terms of numbers of attendees.
- Very well done. The sessions were informative, interesting, engaging, and the conference was very well scheduled and provided excellent food and drink.
- Very well organized, sessions are informative, good food nice venue
- well done!
- Well done. Enthusiastic speakers

- Well organized - tracks like "Banner" and "Student" would be helpful
- well organized, prepared presenters
- Well organized. Good food. Good location.
- Wonderful organization and high quality session delievery
- Would have liked to receive email with link to download presentations

Appendix 4 Comments About Venue and Social Events

- I was very disappointed that we were basically asked to leave by 10 p.m. from sultan's tent.
- A few healthier options would have been nice, but the food was delicious
- a formal dinner at the hotel would have been nice
- A mobility issue discouraged me from making the effort to go off-site to the social event. Try to have breakout sessions closer to the main venue area.
- As there were no real meals provided at the social events people did not stay long, hence fewer connections. In addition, the Sultan's tent night had two split areas, limited seating, minimal food (salad with no plates or forks).
- Beautiful venue with lots of room. Some of the presentation rooms were small and quickly filled to capacity then it was ipossible to participate in the presentation.
- Both events were excellent
- both were excellent
- Both were great.
- Conference location was good, a bit hard to go back and forth between hotel side conference rooms and conference centre rooms. Would have appreciated coffee/tea station at the rooms in the hotel side.
- Conference spaces were nice and signage was great.
- conference was excellent, hotel was a bit dirty in the rooms but the food was amazing. Sultan's was different.
- Convenient location
- Did not care for event a nice meal would of been better
- Dockside rooms were great. It was very nice that they had windows. Social night would have been better if we could all be in the same space. There was an upstairs and downstairs at the restaurant.
- Everything was good
- Everything was great, and it's always fantastic when the conference is within the hotel!
- Everything was great. The only complaint would be that there were no plates for the food at the Sultan's tent. It made it a little awkward to get hummus, chips and veggies.
- Everything worked out great, navigating the hotel/conference centre was helped by attendants/signs
- Excellent
- Excellent Choices, food was great - couldn't have been better.
- Excellent food and venue
- Excellent work by everyone
- Excellent! Amazing coffee and food and other drink.
- Food at the conference venue was limited with not many 'healthy' options available.
- Food was amazing! The Sultan's Tent was a let down. It was odd to have a venue with split floors. The food used a single serve fork for every single dish. This was a colossal waste of plastic.
- Food was fabulous; nice views from the hotel
- Food was good and the events were well organized. We were limited on our drink selections during social but we managed. Thank you!
- Food was minimal
- Fun place
- Great
- great
- Great choices. Parking was extremely high but good outside of that
- Great experience all around. Parking was a bit confusing, I ended up in public parking first night.
- Great way to network and relax!
- Great!
- Having to go regularly to the south (main) building was a pain
- Hotel was great. Food was awesome. Would recommend a hot breakfast after the "main" social event the night before. Might help perk people up a bit. Location of the vendors was perfect this year. You couldn't help but stop and talk to them.
- I haven't been to these conferences before and wasn't sure what to expect. My husband accompanied me to Toronto - I ended up not attending the Thursday night social because it was way too expensive to obtain a ticket for him to join me.

- I would like to see more draws.
- In general, well done
- It is great to have it all in one spot - hotel rooms, sessions, vendors
- It was great to connect with other users.
- it was hard to socialize with 2 different floors.
- Moving back and forth to the Dockside rooms was a bit of a hassle, but overall the venue was very nice.
- Music was too loud, was fine otherwise.
- Odd choice of social event venue - a bit awkward with Colleagues when the belly dancing got started. A get to know you activity where you have to meet other people to get answers to a puzzle/scavenger hunt may be quite available. Otherwise people tend to stick to their schools.
- Really nice. I would have preffered dinner and not finger foods
- Recommend moving out of the Toronto core for parking. Break/social space at Westin was too small. Could head closer to the 401 and still be close to subway for transit.
- Session rooms were spread too far apart and social event wasn't an ideal venue
- Social event was hard to mingle and not enough interactive activities.
- Social Venue - the staff were a bit too uptight with respect to people sitting around the table where the food was placed.
- Some of the rooms were too small for the number of attendees.
- suggestion: provide a map of conference area and events/attractions close to the venue. A map of the hotel and conference location inclused in welcome package would have been helpful
- Sultan's belly dancers were not a fit for a professional work event
- Sultan's Tent social event was too split up with the two floors, and the food would have been better if there were plates
- Sultan's tent wasn't ideal. I did not like being separated from the group I came with (they were allowed up and rest of us had to go down. Tried to get upstairs later and told it was at capacity, so I just left. Quite Disappointing.
- Sultan's Tent's layout did not lend itself to networking. Food was a bit sketchy (poutine at a Moroccan restaurant?; not a lot of choice). In fairness, I would have made better use of the evening events if I had stayed in the hotel rather than commuted home - lesson learned!
- The breakout rooms were far from the ballroom. Would have been nice if they were closer. Sometimes I was late for sessions becasue of this.
- The conference was a little too spread out but given the venue I can see why it had to be that way
- The final breakfast was disappointing. Was looking forward to eggs and bacon. The rest of the meals were great.
- The food at the Westin was amazing!!
- The food got progressively worse throughout the week. The social event venue did not appreciate dancing.
- The food was really good.
- The meals during the day were very good. The food at the evening events tended to be unhealthy finger food.
- The rooms were too small. Temperatures were inconsistent between rooms. Hotel staff were professional and very nice. It is very hard to organize a conference of this size so kudos to the organizing committee.
- The social events had no gluten free food that I could eat - I asked - that was disappointing
- The social events were fun and valuable for networking purposes.
- The social should be somewhere more conducive to networking.
- The staff at the Thursdays Social did not appear to want to be there, and it closed before 10:30.
- The Thursday social event did not allow for much socialization - two separate spaces (upstairs and down)
- The venue for Thursday night made it very hard to socialize with others.
- The Westin was a great venue! Loved the friendly staff they had to help point out the areas for the first day or so.
- The Westin was great. Excellent location, venue was large enough to accommodate the large numbers. Food was excellent, lots of variety for everyone.
- There needs to be more attention towards veggie & Vegan meals.

- There was a bit of walking between the breakout rooms and the ballroom, but it was OK to get some exercise.
- there was a lot of walking between the main conference room and the session rooms. could have break items outside the session rooms to save time walking back and forth. no healthy food choices (ie. fruit, veggies)
- Though sessions and main hall "distant" allowed for some walking/movement :)
- Thought the location and rooms were great but the food could have been a little better, particularly at the welcome reception. The social night was fun, but found the drinks overpriced and the food options lacking.
- Very good
- Was a unique experience, fun.
- Was great, would have liked a sit down dinner.
- Was with a colleague who had very specific food allergies - wheat, corn, dairy, that were marked on the registration form. Serving staff told us there was no alternative food available yet the conference upstairs was being served salad. Had to leave the Welcome to go to find something to eat.
- Welcome night was fine. Social event were spit into two different floors without our knowledge of another floor to go to. DJ slowed down music at 10 pm, conference schedule indicated until 11:59 pm. Misleading.
- well organized and the staff were friendly. It would be great if the conference management organize parking for the attendees as it is hard to find parking places especially for people traveling to there on a daily basis
- Well organized, social events were enjoyable.
- Well organized.
- Well organized. It would be nice if food at meals was more consistant (breakfast), and if there is going to be a meal provided to put it in the schedule (dinner the first night but not the second)
- Wonderful organization and interim BOG for CEUG
- Would of preferred a more open venue, it was hard to socialize because of the sit down tables limited to a small group