

2019 CEUG Conference Survey Results

Introduction

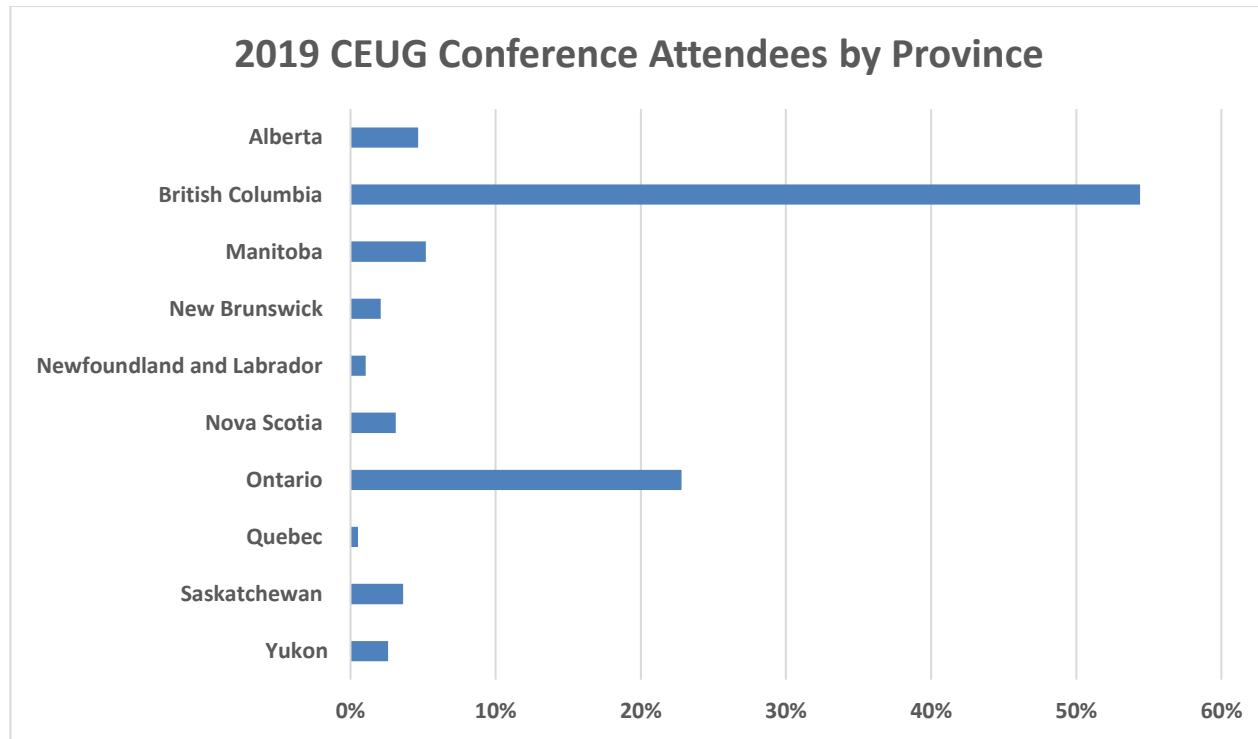
A total of 328 attendees from post-secondary institutions* were surveyed about their 2019 CEUG experience. There were 193 responses in the two-week period the survey was open. The purpose of this survey was to determine overall satisfaction rates and to identify any concerns that the CEUG 2019 Organizing 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 responses from attendees at the 2019 CEUG conference were predominantly from British Columbia schools with 54% of attendees from BC and with strong representation from Ontario and Manitoba.

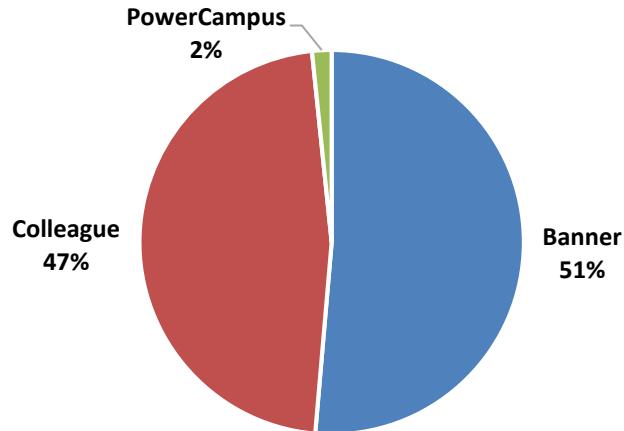


This geographical representation was comparable to the 2019 Survey Response rates where 61% of respondents were from Ontario, 8% were from Alberta, 12% from BC and 11% from the Maritimes.

2. Survey Respondent Software and Roles

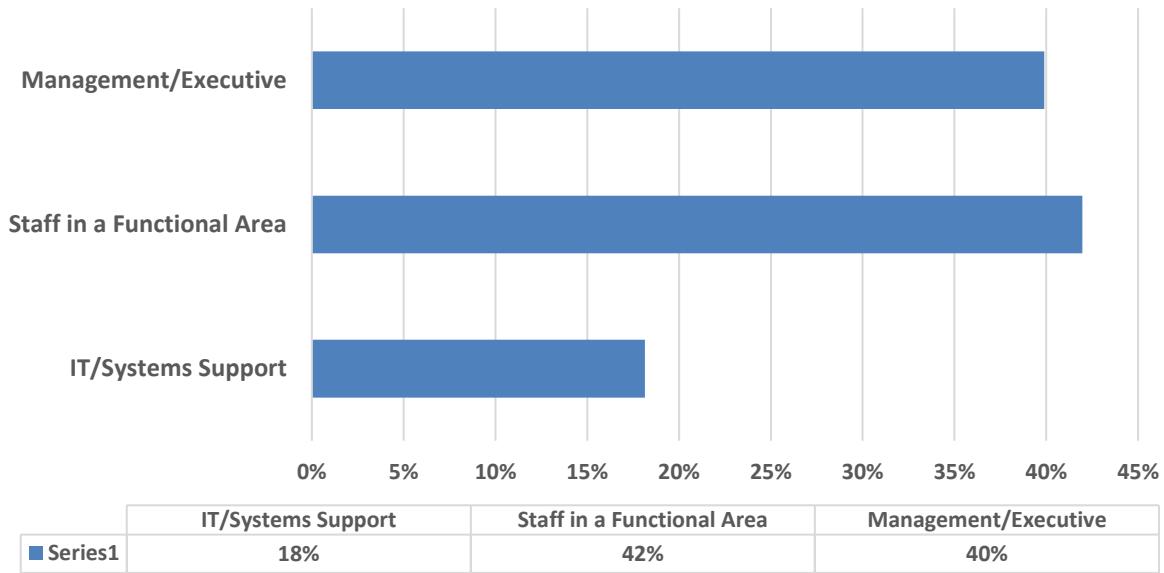
Survey Respondents provided their Software areas and these responses compare favorably to the overall registrant profile for the 2019 CEUG Conference.

CEUG 2019 Survey Respondents by Software



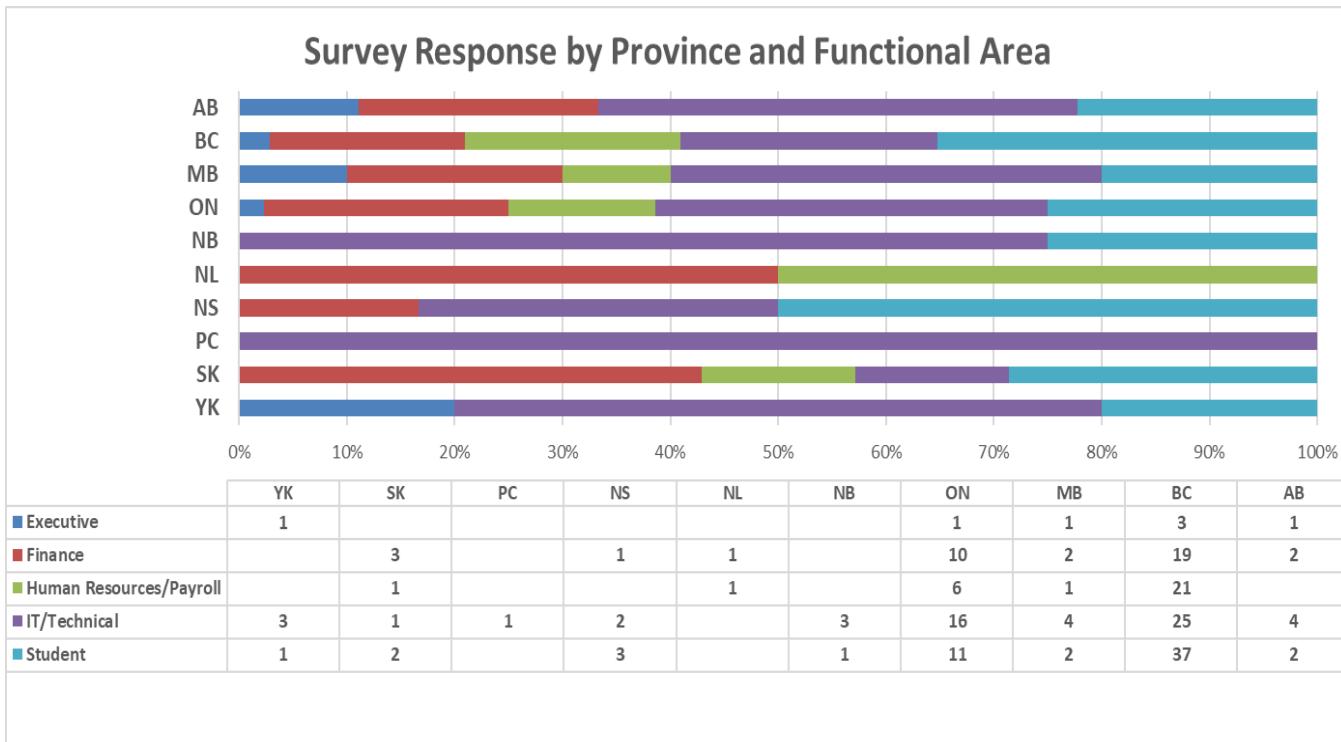
Survey Respondents were asked their functional areas and following is a summary of responses:

2019 CEUG Survey Respondent Roles



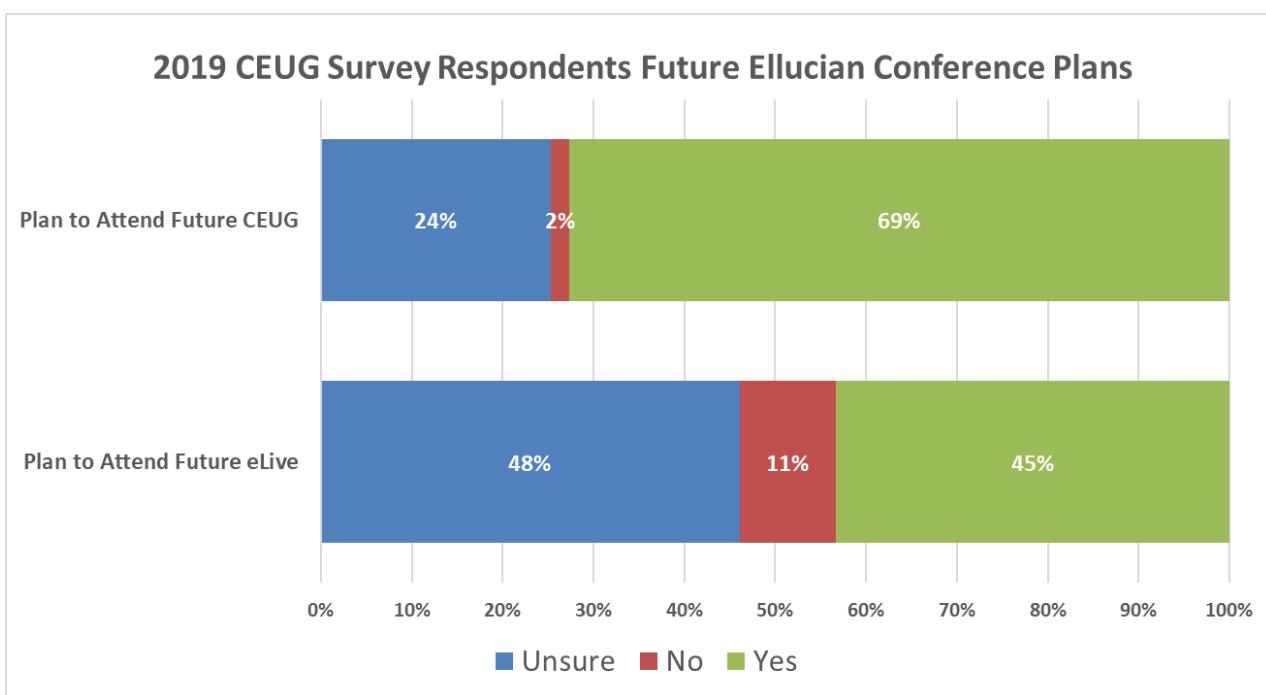
Further analysis of this group by Functional Area illustrates the emphasis on the Student functional area, with IT/Technical as the next largest group followed by Finance and HR/Payroll.

A further breakdown of roles by province is also provided:



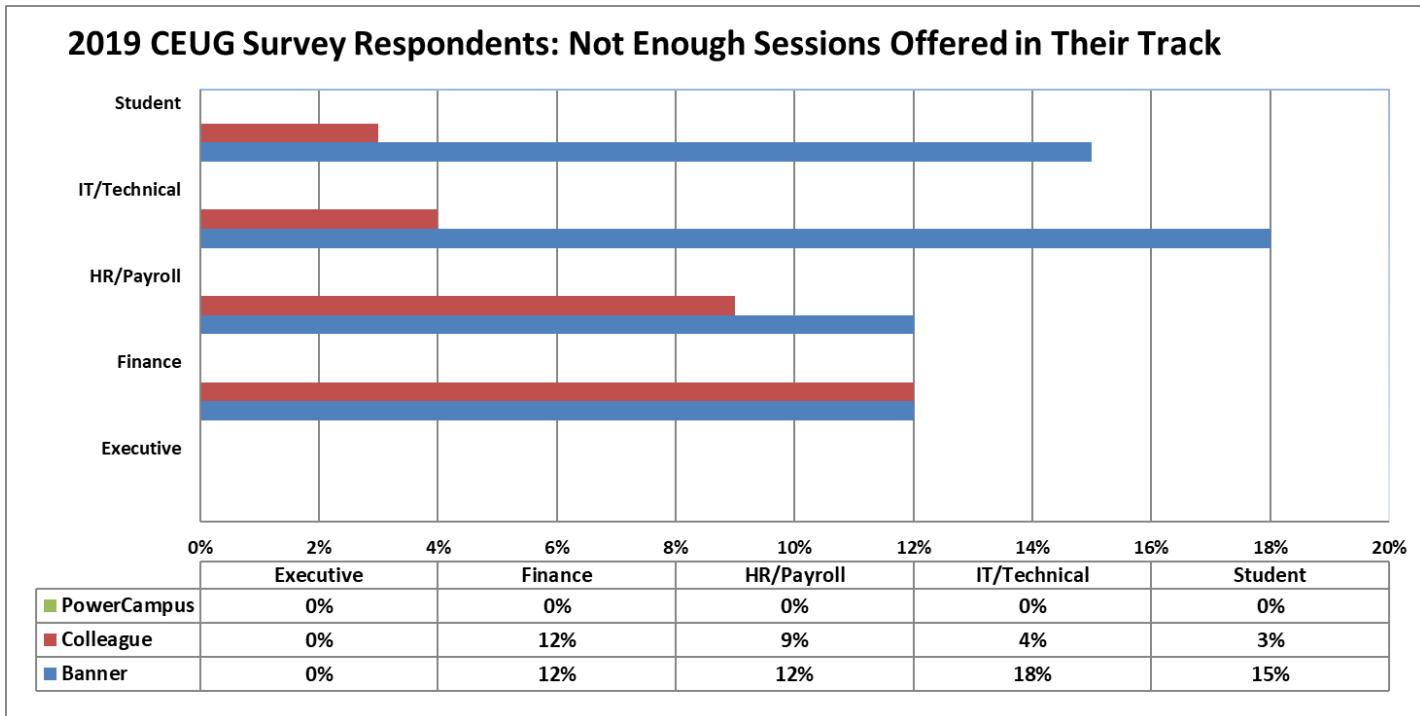
3. CEUG and Ellucian Live Attendance and Future Plans

Survey respondents were asked if they had attended CEUG previously and 56% indicated previous attendance while 44% indicated they had not previously attended a CEUG conference. Similarly, 45% indicated previous attendance at eLive with 55% 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.



4. Session Satisfaction

60% of Survey respondents indicated they were satisfied with the number of sessions on their track. A closer examination of the 40% who indicated there were not enough sessions on their track shows a strong cluster in the Banner areas particularly IT/Technical and Student. This should be a call to action for Banner users to prepare sessions for subsequent conferences!



Survey respondents indicated overwhelmingly (87% of respondents) that session speakers were prepared and sessions were as described.

Further, 62% of attendees indicated they attended breakout sessions led by Ellucian and 87% of those respondents found the Ellucian sessions interesting and informative.

As well, 53% of attendees attended Conference Sponsor sessions and 94% 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 2019 or in the future?

Respondents were also asked to provide general comments about the sessions

Appendix 3 lists the general comments about the CEUG 2019 sessions. Overall these comments were very positive and spoke to a high degree of satisfaction with the conference sessions.

Respondents who presented (22% 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 Pan Pacific 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 4.43.

How would you rate the Pan Pacific Hotel as a conference venue?

Answered: 166 Skipped: 27

4.4★

average rating



	VERY POOR	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
▼ ☆	0.60% 1	0.00% 0	7.23% 12	40.36% 67	51.81% 86	166	4.43

Responses to the quality of the food offered at the conference were similar with an overall weighted average of 4.2.

How would you rate the food provided at the conference?

Answered: 167 Skipped: 26

4.2★

average rating



	VERY POOR	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
▼ ☆	1.20% 2	2.99% 5	14.37% 24	40.12% 67	41.32% 69	167	4.17

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 4.3.

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

Answered: 168 Skipped: 25

4.3★

average rating



	VERY POOR	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	0.00% 0	10.12% 17	24.40% 41	26.19% 44	39.29% 66	168	4.26

The weighted average of responses for the Thursday Night Social was 3.0 which was lower rated than the event in Toronto the prior year..

Did you attend the Thursday night Social event at Science World? If yes, how would you rate that event?

Answered: 168 Skipped: 25

3.0★

average rating



	VERY POOR	POOR	SATISFACTORY	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
☆	4.76% 8	17.26% 29	25.00% 42	14.88% 25	6.55% 11	31.55% 53	168	3.02

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

Appendix 1 CEUG 2019 Survey

Dear CEUG 2019 Attendee,

Thank you for attending CEUG 2019 in Vancouver. 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

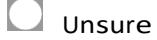
* 6. Do you plan to attend CEUG in the future:



Yes



No



Unsure

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



Yes



No

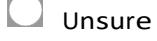
* 8. Do you plan to attend eLive in the future:



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 2019 or in the future?

8. Please provide general comments about the CEUG 2019 Sessions:

C. Conference Presenter

* 1. Did you present at CEUG 2019?

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

Very Poor	Poor	Satisfactory	Very Good	Excellent
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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
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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
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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

- A dedicated technical track would be wonderful. Possibly more technical BOFs: the one that occurred had a lively discussion and seemed well received with the other tech. folks I spoke with.
- A few more finance topics, specifically things related to Purchasing and Public Procurement.
- A general round table discussion at the end of each day to revisit some of the group sessions during the day.
- Anything on Procurement
- AR - student collections and AP
- AR Collections - AP items
- Banner Communication Management Sessions
- BDM, soft docs, pay my tuition...things around document management, international and domestic payments and refunding
- Birds of a Feather - Student Receivables/Collections (Banner)
- Birds of a feather on Ethos - maybe a panel on that.
- Can't think of any
- Colleague Self-Service sessions for various topics (eg. transcript ordering, student finance, registration
- Comm mgmt and emails, computed columns, transcript layouts
- Data Analytics, Data Governance
- Degree Works - I have attended the Degree Works Forums prior to Ellucian Live
- Deposit Module Information
- Digital Transformation
- Don't know
- Ellucian Colleague tips and tricks session would be great. During the session we would learn about shortcuts and other cool (not so obvious things we can do in the system). I know we all great the training manuals for using the system but who actually has the time to read it all. Having a session like this would be really informative and help to ensure that we are using the system the way it was intended by Ellucian.
- Ellucian new product sessions. There was mention of Ellucian Workflow and Ellucian Experience during their update sessions and a brief explanation about these products. Would have liked to of had a session on new products to get more information about them.
- Ethos Integration Real life uses. Does anyone use this effectively? All sessions on Ethos are on how it could work.
- Financial reporting
- Financial Reporting
- Financial Reporting and Forecasting
- Fixed Asset Module
- Graduate, testing, new product capabilities
- How do legacy clients move forward to get caught up for what's coming.
- How the Colleague tables are structure so that it's easier to write SQL reports.
- I would have like to see more around Academic Scheduling - that said, I think many of the schedulers were at the Infosilem Conference in Victoria. It was the same week as CEUG - we do not have Infosilm so I didn't attend.
- I would have liked to see more sessions on registration, specifically Banner 9 registration module
- I would just like to have MORE choices. It woudl be good to hear from other institutions about their experiences with Banner - new modules implemented, how-tos, lessons learnt, etc. - share experience
- I would like to see more Birds of a Feather sessions as this is really helpful to see how other organizations handle certain situations. These could have been offered daily as there wasn't enough

- time in the one that I attended
- I would like to see more opportunity to connect/engage beyond the conference. Just as you have collected my software/area, I would like to have this info shared so that we can connect outside of the conference. Further, it may give us more reason to go to a conference if we have an opportunity to connect in person (a possible sell point for my organization to sponsor my attendance)
 - I would like to see more Payroll sessions
 - I would like to see more process improvement possibilities in existing Banner environments.
 - I would like to see the BOF sessions held earlier in the conference. I also would have liked a bit more content on self service - more learning about the configuration etc.
 - I would prefer more Birds of a Feather, possibly near the beginning or middle of the conference rather than the last day. I attended 2 Ellucian sessions. one was by teleconference the other had no leader. Luckily the group in the room turned it into a birds of a feather session and it was saved.
 - I would really like to see more sessions where other institutions are sharing what they are working on and their lessons learned. For example, there was a jam-packed room for a session on Self Service 9 where everyone wanted to learn about the system. It turned out to be a very short sales pitch presentation that I had seen before.
 - I'm very new to this role and Colleague so too soon to have a comment
 - Implementing the Grants module
 - Informer
 - Introductory sessions for beginners
 - It would be really great to see more sessions from colleges/universities showing what they are using colleague for.
 - It would have been good to see a bit more in depth presentations. I think for me it is clear that there is still a lot of learning in Canada especially and that we are usually playing catch-up versus leading the charge.
 - Keynote session with inspiration or motivation
 - Like to see more technical, such as BOF or ones where Technical folks can discuss pain points.
 - liked University of Victoria presentation on comp and payroll, more of those
 - Looking for more technical sessions
 - Mass registration using blocks
 - More "user-led" Banner Student specific presentations
 - More about patterns (i.e. Cornerstone)
 - More AP related topics
 - more around how other institutions use budgeting or financial reporting software that integrates with Colleague
 - More around payroll, time & leave entry, faculty workload
 - More banner student anything!
 - More birds of a feather and sharing of information on changes/customizations or processes that have improved the way Banner functions for users
 - More birds of a feather discussion groups
 - More birds of a feather sessions
 - more Colleague HR/payroll sessions
 - More development- and integration-related sessions, especially to do with Grails
 - more end user based
 - more functional sessions by other institutions
 - more HR related sessions would have been valuable...
 - More HR related sessions, I found most were IT or Payroll based
 - More HR/Payroll sessions
 - More information from practitioners of the system and details about their solutions/approaches

- would be helpful.
- more IT technical classes
 - More lesson's learned from schools implementing Colleague.
 - More on Banner Student, especially Banner 9
 - More on ethos
 - More on Financial Aid
 - More payroll
 - More PowerCampus
 - More sessions by users of the system as well product manager's for the various modules from Ellucian
 - more sessions intended for functional users; select or ask for volunteers to facilitate Birds of Feather sessions; definitely break out those BoF sessions by product; it was not very conducive this year
 - More Sessions is also always better
 - More sessions on banner student that addresses challenges we face in Canada for example solutions for collecting SIN numbers
 - More sessions related to the end user (registration, banner reports, etc)
 - More sessions that cross all platforms rather than being 'software' focused
 - More specific Birds of a Feather
 - More technical sessions from Ellucian
 - More time for birds of a feather
 - more topics related to my area specifically AR
 - More training type and learning opportunities
 - Most of the sessions were that I attended were by other institutions , felt they could have been titled and described better so it is easier to choose the lessons.
 - Moving from on prem to the cloud. Also, practical uses of Ethos integration.
 - New trend in IT
 - Not sure, this was an increase of sessions from the first one I attended and all were well attended and thought out.
 - Ontario colleges have done customisations to Banner - examples - block registration with electives, time status calculations because of an "or" condition by MTCU guidelines. Sessions regarding the - delivered solution and best practices would be well attended. These are the conversations we have amongst ourselves.
 - Perhaps on Canadianizations in Finance or Student or HR. What are they and how are they being used. The Ellucian documentation for Banner isn't that strong.
 - Self Service Finance
 - session by other customers,
 - Sessions on using Banner Workflow
 - Sessions Related to Admissions
 - Sessions where Ellucian describes how a Banner process works behind the scenes, ie. what tables are updated by which processes, etc.
 - Some kind of Banner best practices thing
 - some sessions about Microsoft Technologies
 - teaching and learning tracks
 - Technical sessions
 - The new purchasing modules in colleague need to be introduced
 - Things around registration, financial aid, finance/billing, CRM, Self Service.
 - Tips and tricks ... did you know about this great new baseline form? Practical user information.
 - truth and promise of Banner 9.X

Appendix 3 Session Comments

- Amazed that so many users contributed so much time and energy to ensure a successful conference.
- As a first time attendee, I enjoyed the conference, but found some sessions a bit too technical. I am not in IT, and found some of the lingo a bit hard to follow. Also, sometimes in the Ellucian sessions they would ask questions of the group that I did not have the background understanding to answer.
- as a nonuser, it was a little over my head
- As mentioned above, the most valuable sessions are those that show what others are doing, where we can share ideas and learn from each other.
- Birds of a Feather had no moderator
- Birds of a Feather need to be hosted.
- Conference was well organized
- Fantastic conference!
- Felt like there was a lot of selling going on and not learning
- For my first conference I felt it was well done, especially with the challenges over the past year.
- For the most part, the sessions were interesting, informative if not always specific to my area.
- Good conference location
- Good, lots of info, venue was great - I didn't feel Science World was necessary
- great
- Great conference! Thank you to the CEUG Board and planning team. I was very impressed by the presentations, the venue, the food and I especially loved the fact that I got to connect with like-minded people in different schools. Bravo!!
- Great food, appreciate all the work but not enough sessions of interest and not enough non-vendor sessions.
- Great job! I really enjoyed it!!
- Great location. Would be good to have it out east again
- Having name tags separated into Banner, Colleague, etc would have been beneficial. One step further would be to mark on name tag if you were ST, HR, IT etc
- I always find the sessions run by users more useful and interesting than the ones run by sponsors, Ellucian excepted. I realize that we need sponsorship in order to make the conference happen at all, but it would be nice if there were more peer sessions rather than sales pitches.
- I am always impressed by those that step-up to contribute and present.
- I enjoyed the different sessions offered; length of time for most was great as there was time for questions and discussion amongst the groups.
- I found that food and the venue was really great, but I didn't find it was necessary to have such a luxury. I thought it would make much more sense to have the conference somewhere in the valley and have less luxurious food, especially after hearing at the AGM about the expenditures and the debt. It would be great to match eLive in how they organize it, but with local conference, I would be fine with something less festive.
- I found that the first day was too long and should have been shorter. There wasn't enough payroll sessions on the first day so I went to some that had nothing to do with what my job is about. The second day was better .
- I like it in general, some sessions are good and informative, foods are good
- I really enjoyed the CXO, Chris Collins' presentation
- I really enjoyed this conference and go a lot out of it. For the next one, please use an app for the conference schedule (e.g Guidebook) and post the powerpoint displays. Taking pictures of slides ain't fun :)
- I think if attendees were aware that sessions could be provided to others as a partnership or by collaboration, you may have more buy in to present. The meals were repetitive - which was not appreciated - tomato based hot meals for lunch options... tacos both days? No proteins offered for

- break periods - high starch/sugar content which many of the attendees did not want.
- I think the conference was well organized and informative.
 - I thought it was very well run.
 - I thought many of the sessions were really informative. Some could have been longer.
 - I thought there was a good variety of sessions. I did not find value in either Keynote session. I appreciate that reps from Ellucian were there, but it kind of felt like their sessions were sales pitches. Perhaps it would have been more valuable for those folks to spend time getting to know their users. Give users the opportunity to tell them what's working, what's not working, and what they'd like to see in the future. I also attended the Softdocs session, and it didn't tell me what Softdocs actually does. I didn't feel that I had any better understanding afterwards. Would like opportunity for more BOF sessions, or a designated place that we could meet & talk between sessions if nothing scheduled for my track.
 - I thought they were quite good.
 - I wanted to know how the product would work for us
 - I was unable to bring home very much specific knowledge to my area of work. I had to use the conference solely for networking purposes.
 - I would find it easier if sessions were grouped by topic area rather than by ERP variety. Since Ellucian is moving their software to ERP independence, continuing to silo client sessions by ERP seems to be an artificial divide
 - If it was a session where I was seeking specific info, I found them a bit too short, but otherwise informative.
 - Informative and very well prepared. Good job by the presenters.
 - Informative but also fun, I always come away having learned something new.
 - It was a fantastic conference!!! My team and I found it very useful. Looking forward to CEUG 2020
 - It was a good conference and a good opportunity to network
 - It was a great conference and happy i was able to attend. I look foward to the next one, and thank you for the door prize
 - It was good - hotel was expensive @ \$400 per night
 - It was It was informative and I really enjoyed.
 - It was okay. The conference attempted to serve a wide audience of Fiannce, H/R, Registrars Office & IT staff.
 - It was really a good conference . It was very usefull to have the conference at the same location as the hotel
 - It was well planned. Enjoyed it very much. Hotel and food were great
 - It well organized. Still would like a sit down dinner like the good old dayâ€™s
 - It would be helpful to know if a session is only related to Banner or Colleague.
 - I've only been to 2 and I have enjoyed them a great deal. I will say that the food this year in Vancouver was disappointing.
 - Learned some good things I can use right away
 - LOVED IT, LETS KEEP THIS GOING
 - more Banner Finance sessions
 - More on, Cloud, Digital Transformation, Data Governance, ORACLE 19,
 - More sessions about Colleague Student
 - More sessions on Banner
 - Not enough sessions for the front end staff on basic financial issues
 - Overall I think the number of sessions were good. There were a few times that there wasn't a session that applied to Payroll.
 - Overall robust agenda that drew a large crowd.
 - Overall well organized conference. Great location and food. Considering budget constraints social

- night was unnecessary or could have been held at hotel
- Overall, a great event. I felt I made some good connections and presentations were informative and gave me some great ideas to work on when I returned.
- Overall, helpful
- Overall, they were great.
- Presenters were well-prepared, but there were not a lot of relevant sessions for Colleague users.
- Sessions were great opportunities to meet others with similar interests
- Sessions were too close together not enough time to get coffee and use facilities would like tables to take notes. Less sessions, bigger rooms with tables (I sat on the floor 3 times), social outing should include dinner and transportation
- Some conference rooms are small and do not have enough seats. Food was good.
- Some presenters were not prepared or information was not really depth
- Some speakers were prepared, but their experience was lacking.
- Thank you to the organizers who took time out of their busy lives to make the conference happen. Much Appreciated!
- The Banner related sessions were more geared for Technical users.
- The content is so dependent on user submissions - be specific about what topics you are looking for.
- The Ellucian PowerCampus team was amazing. Such great content and a great opportunity for learning for both the attendees and the Ellucian representatives.
- The Ellucian sessions were a bit disappointing, particularly as they had Ying Gong present instead of the product owner/manager, and therefore he was ill prepared to deliver the content. There was also not a lot of variety of sessions, particularly with HR and Finance.
- The ones I attended were really good. I just wished there were a few more colleague finance ones as sometimes it was hard to find one to go to.
- The organization committee did a really great job, and it was a fabulous venue.
- The session were good
- The sessions I attended were good but since there were not many Finance sessions, the sessions I did attend were not directly applicable to me.
- The sessions this year were light on the HR side otherwise the ones attended were well done
- The sessions were good, there was some overlap
- The sessions were well planned out, I rarely had such conflicts as having two sessions I want to attend at the same time. That said, we will benefit from having more options.
- the supper meals are always lacking substance
- There was nothing for my line of work (Procurement) and the few sessions i did attend had ZERO to do with any of the Ellucian products.
- There were a few sessions that were not titled or described accurately; I sometimes have a hard time justifying a cost of the conference attendance compared to what I got out of it and this year I feel I didn't get exactly my monies worth. having said that, i understand it is people like me that you depend on for the sessions, so I am a bit conflicted. Maybe more effort should be done around call for presentations, suggesting topics and targeted approach to presenters
- There were blocks without any payroll/HR sessions, this would be a good time to add a "birds of a feather" session. Some of the sessions are repeated every year.
- There were many great sessions. It was a challenge at times to chose only one. It seems like the schedule at most of the sessions on one topic (ex HR) scheduled during the same hour. Would there be a way to ensure there's at least one discussion for each area (procurement, it, hr, registrar) at each hour?
- They were good - not to technical. Attended Colleague sessions looking for best practices regardless of application.
- They were pretty good.

- They were very well done
- too costly
- Too many concurrent sessions - keep to one session at a time for each product so i don't have to pick between two interesing topics.
- very good sessions
- Very happy with it.
- very light on Banner finance sessions this year. The BOF session was the last thing on the last day and it would be beneficial to have these as one of the first sessions so that you can meet others in your area and then have 2 days to try to connect with them.
- Very valuable and interesting conference! I always learn a lot from the sessions and discussions with others
- Very well organized
- Very well organized, informative, eye-opening
- Very well organized, well done!
- Well done. i enjoyed it.
- Well organized conference
- Well organized, expertly executed conference. Congratulations!
- Well organized, food was great but the Social night was dissapointing. By the end of the long day, would prefer to have a sit down meal
- Well prepared, organized
- while I get the desire to go paperless it can be a bit of a hassle when the schedule (printed prior to the event) changes right before the event and we have to go sort that out. Going paperless also meant no hand outs of the sessions so I am left with taking pictures on my phone and compliling this when I get back. Access to electronic handouts would have been preferred.
- Would be helpful to have an app for the agenda or printouts available at registration

Appendix 4 Comments About Venue and Social Events

- All great except for me, Science World was not great. Did not enjoy the food nor lack of seating. Would rather see a setting where there are large tables or seating arrangements where groups could sit and eat and talk.
- Arrived late at Thursdays event (after 7pm). Wasnt much activity at that time.
- As previously mentioned, I found standing around and no place to sit very tiring. Also, did not get a chance to try the light snacks as we left by the time the food arrived as we needed something substantial to eat.
- Beautiful location and facilities - distracting! In a good way.
- Beautiful venue and great food. My least favorite location/event was Science World. It felt a little disorganized compared to all other experiences and the food was not great.
- better food at the Science world / more structure to encourage mingling and topic discussion. Even coded stickers for area or something.
- Conference overall good including Wednesday Welcome. Social night poor
- Conference was ok, except the standing for food, and science world was awful
- Eating at the stand up tables was difficult and there were not enough of them. The Science World event could have been good, but the food was poor - not enough. The drinks were expensive.
- Eating was hard upstairs with no place to sit
- Enjoyed the conference other than Science World. Did not enjoy the food and the lack of seating for such an event.
- Enjoyed the networking opportunity.
- Events were great, sessions were informative and well organized but the food catered for the conference was not good at all.
- Everything about the conference was perfect, except the Science World social. Far to travel and the food/beverages were poor.
- Excellent
- Excellent venue, but it may be too expensive for our Association
- Expenses and too much work for organizers
- Expensive venue - but love the location and the quality of the establishment. I did not attend the Thursday night social but I did hear feedback that it was awkward and colleagues left due to the food (lack, quality?) and ate at a restaurant afterwards
- Expensive. We need to look for more economic venues. Also, the social night was poorly attended. For \$100/person, we could look at getting a group rate or a box at a sporting event or show
- Facilitated a lot of time for networking.
- food availability was needing improvement
- Food should have been served where we could sit
- Food was amazing, setting was beautiful.
- Good food and drinks
- Great job on both locations. The hotel was beautiful and I enjoyed myself at the Science World, great food and atmosphere.
- Having a social venue more than walking distance is difficult
- Having more information available earlier with more outreach and engagement with client sites would assist in getting more people excited about attending. October is a difficult month for some to attend, so more active engagement efforts will be needed
- I always enjoy engaging with peers from other schools
- I didn't love Science World as a venue.
- I enjoyed all of them
- I felt the social night location wasn't adequate to encourage networking and conversation. I noticed some people had troubles standing for long periods, as there wasn't enough seating.

- I learned a lot, there was enough variety to keep it interesting.
- I would like to see a more affordable venue to bring costs down for attendees
- If food is being served at an event, please ensure there is adequate seating for all who may be attending.
- It was a good venue. Expensive I understand but worked well. I didn't go to Science World.
- It was pretty good.
- More details on what was being presented in each session would have been beneficial.
- No edible food or drinks at Science World. Disappointing to have cold cooked vegetables and not be able to explore more areas of the museum. This part is pretty run down.
- Not enough activities or food at Science World to keep people engaged for the evening, and many passed because of transportation. PanPacific very expensive venue, and food was unnecessarily over the top
- Not enough food choices, sponsored drinks were delayed
- On Wednesday night, I was mainly hanging out with my colleagues. Wish I could meet more people from other universities.
- Over all the conference was good and some good information. Really great for networking and seeing if anyone else is having the same problems in Colleague. OA solutions did a great job of presenting and knowing there Canadian content.
- Overall good conference
- Overall the best Ellucian regional all year - and I went to many
- Overall Venue was good , social event could have been more interactive
- Perhaps a venue within walking distance would have been preferable.
- Perhaps, social night was lacking a host who could engage people or direct the night. People were sort of lost at what they could be doing.
- Prefer events onsite or have transportation provided to the event
- Presenters were not aware as to where to send the slide decks.
- Really enjoyed the venue
- Room was too full, couldn't have a conversation, too loud
- Science center food was not good and it would have been better to have seen the entire building not just the kids play room.
- Science museum was a wonderful idea but transportation and better food should have been provided
- Science World is always fun -- good choice!
- Science world was a bit far for participants, drinks were supposed to be free and were not
- Science World was a little underwhelming
- Science world was a waste of time and money
- Science World was an interesting venue; however, the lack of seating presented an issue. Also, the food looked good, but because it was set up in only one spot the buffet line always too long.
- Science World was cool as a venue but there was minimal food.
- Science World wasn't necessary, very expensive and the extra trip to get to
- Seemed like when the food showed up a huge lineup formed and the event was about waiting in line for awhile
- Social event was a waste of money, only a fraction of the science centre was open, was expecting it to be a very fun and interesting time but was disappointed
- Social events could have more refreshments/food
- Standing for breakfast would not be my preferred way to eat. I stopped attending the social events. they just aren't that good any longer. They start at dinner time and go well past dinner. How are people supposed to eat dinner and relax after a long day at the conference?
- The conference is good and comfortable, the social event this year the foods are not good enough

- The Event was fun but it was hard to network with the lack of seating or bar height tables.
- The food at the conference was good on the first day, so so on the second day and then better on the third day. I would like to have seen the snacks incorporate more veggies in both the morning and the afternoon refreshment breaks.
- The food at the social event was not only limited in quantity, but also pretty 'unique'. I think it would've been better to stick with simply food?
- The food was delicious at the Pan Pacific, always a nice variety. Unfortunately, the Science World event did not meet my expectations. Poor selection of drinks and food.
- The food was good quality at the Pan Pacific but more variety would have been good, the food at Science World was underwhelming
- The hotel was really good, though expensive. Science World evening was a waste of time and money.
- The location of the conference was great. Food was good. Social night could have been better. Really liked the social night at Sultan's Tent in Toronto during the CEUG 2018 conference.
- the meals were excellent however the 'stand up' breakfast on the Friday was a bit odd and awkward - I wasn't a fan of the eggs on the Thursday and Friday- lovely presentation but they were cold
- The Pan Pacific Hotel was an exellent, comfortable conference venue. The Wednesday night social was very enjoyable.
- The Pan Pacific is probably the best conference centre in NA. Beautiful venue
- The Pan Pacific was a lovely venue and the food was amazing, but the conference probably didn't need to be at what I imagine must be one of the most expensive venues in the city.
- The Pan Pacific was lovely but expensive.
- The science world event was a distance away and an organzied travel plan would be nice for those who statyed at a walking distance hotel
- The Science World venue was nice; however, the drinks were quite expensive, limited seating and the hors d'oeurves were just ok. It might have been better to have a less expensive venue in favour the afore-mentioned.
- The social night was a great venue but a little skimpy on the food. A fun place to hang out.
- The Social Night was ok... pretty dispersed. Consider other options for future - group bookings at local restaurants for teams to collaborate. The T Shirts were great but it was hard to explain why some people didnt get them.
- the venues were lovely
- The venues were spacious enough for all the guests fostered networking with other members. Since there's no other spot to put this comment: please increase the size of the writing on the name tags. Also, please share the slides as it was promised during the event
- The venues were very good, they were appropriate for the event and met expectations
- Thursday evening food was inadequate and inappropriate for networking.
- Thursday night event was far away. Food was sub par.
- Venue was decent, but the food was disappointing. Often there was little selection or the food ran out before everyone could get it.
- very good
- Wanted to see more technical sessions by Ellucian
- Well done
- Would be willing to attend at a less expensive venue if that helps the conference at least break even.