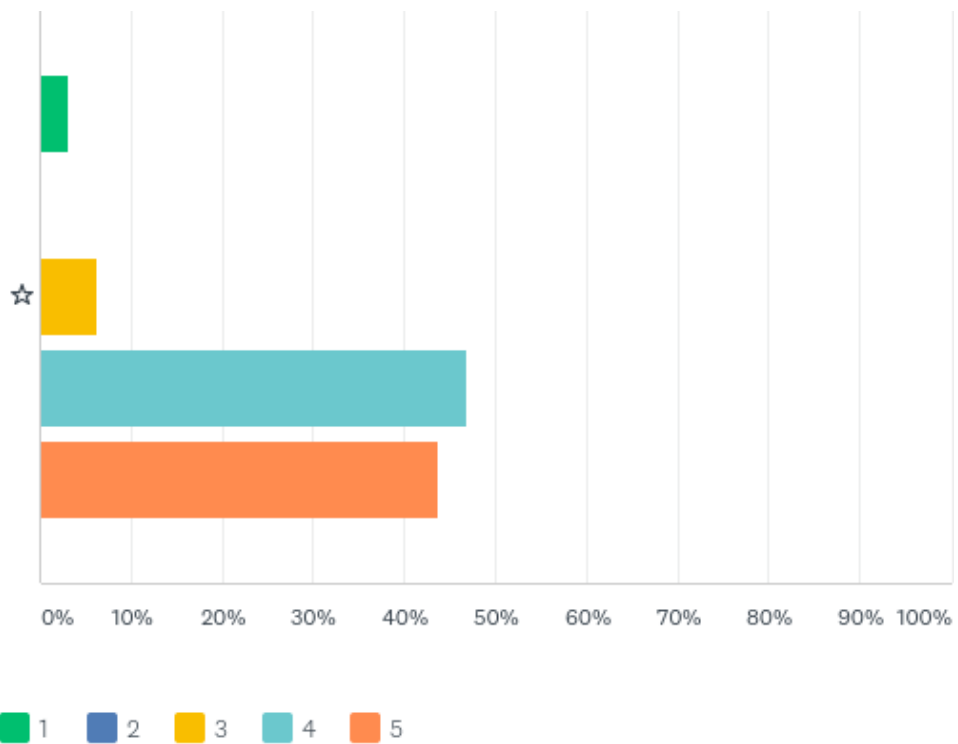




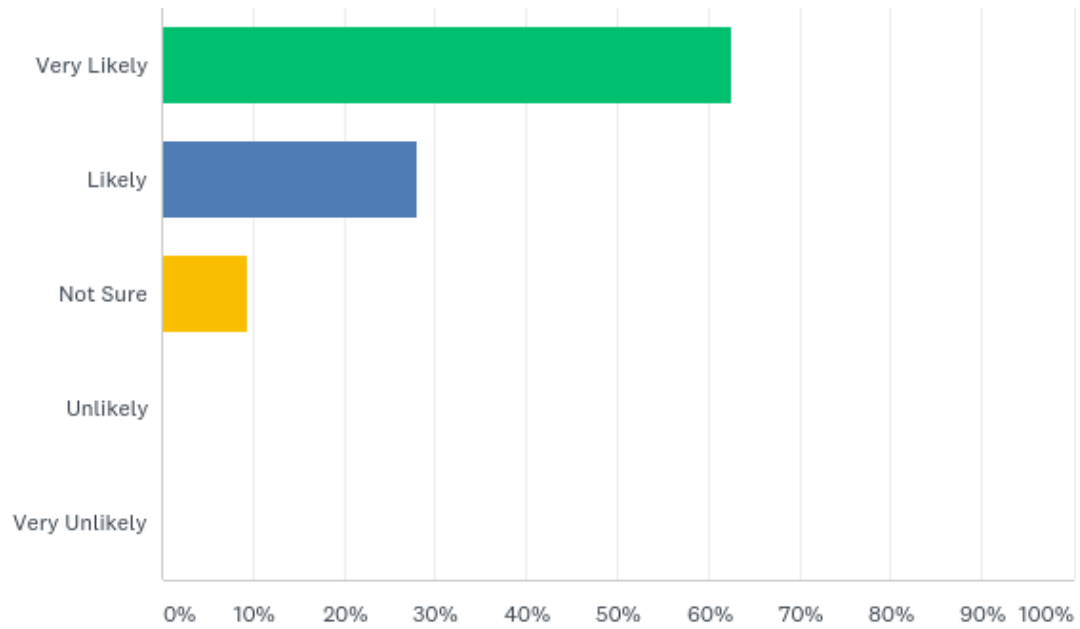
## 2019 CWRT Congress Satisfaction Survey Results

**Q1: Overall, how would you rate the event?**



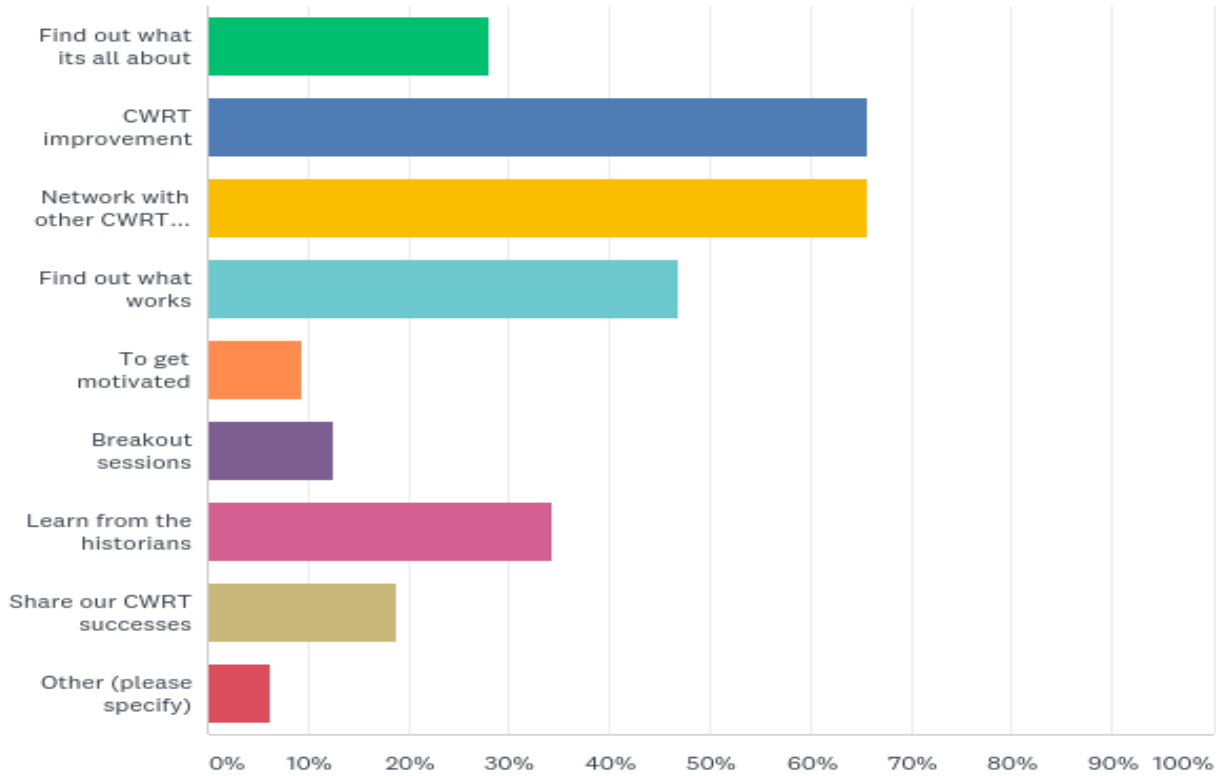
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	3.13%	0.00%	6.25%	46.88%	43.75%		
	1	0	2	15	14	32	4.28

**Q2: How likely are you to recommend the CWRT Congress to a friend or colleague?**



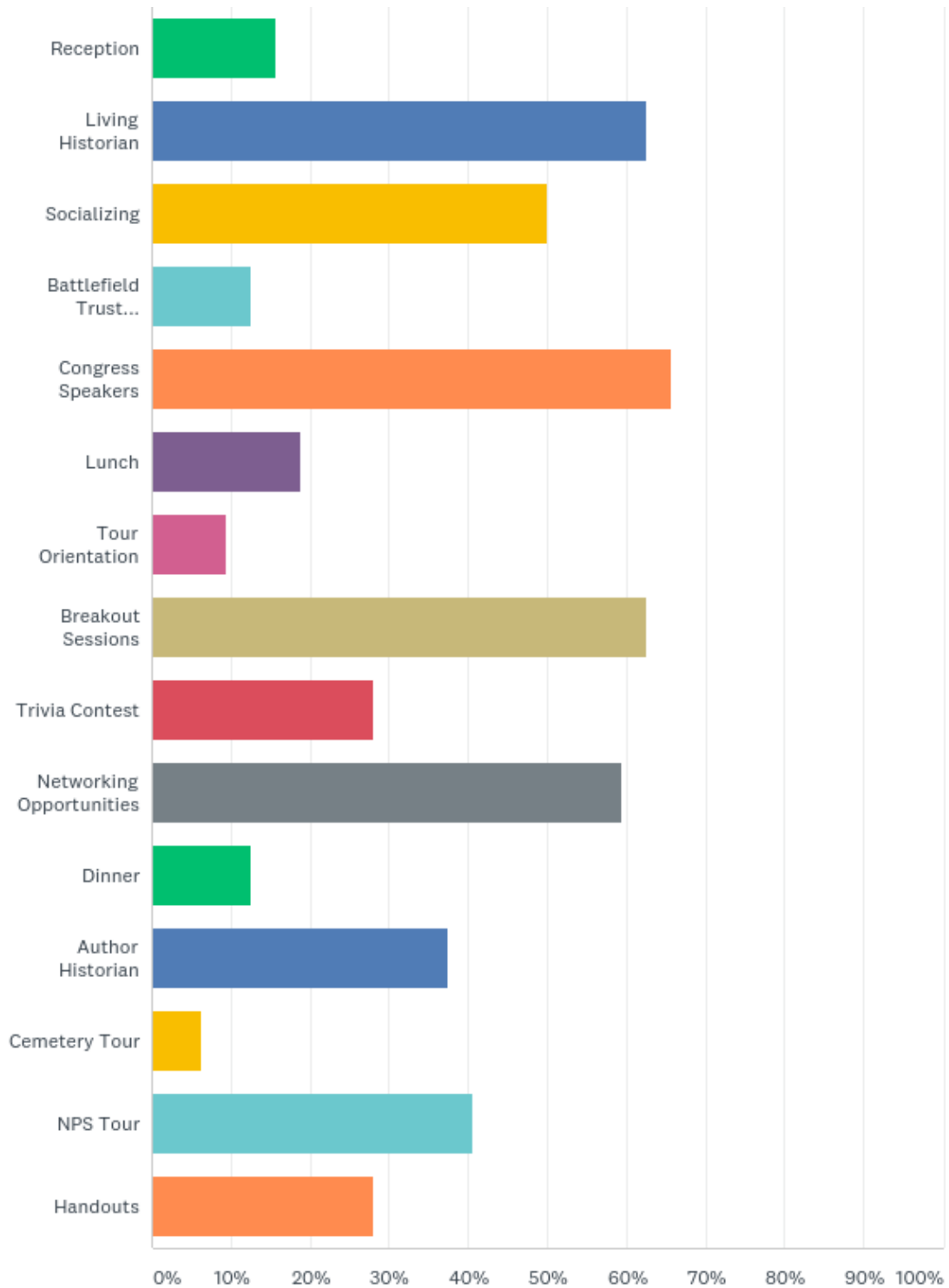
ANSWER CHOICES	RESPONSES	
Very Likely	62.50%	20
Likely	28.13%	9
Not Sure	9.38%	3
Unlikely	0.00%	0
Very Unlikely	0.00%	0
Total Respondents: 32		

### Q3: Why did you decide to attend the 2019 CWRT Congress?



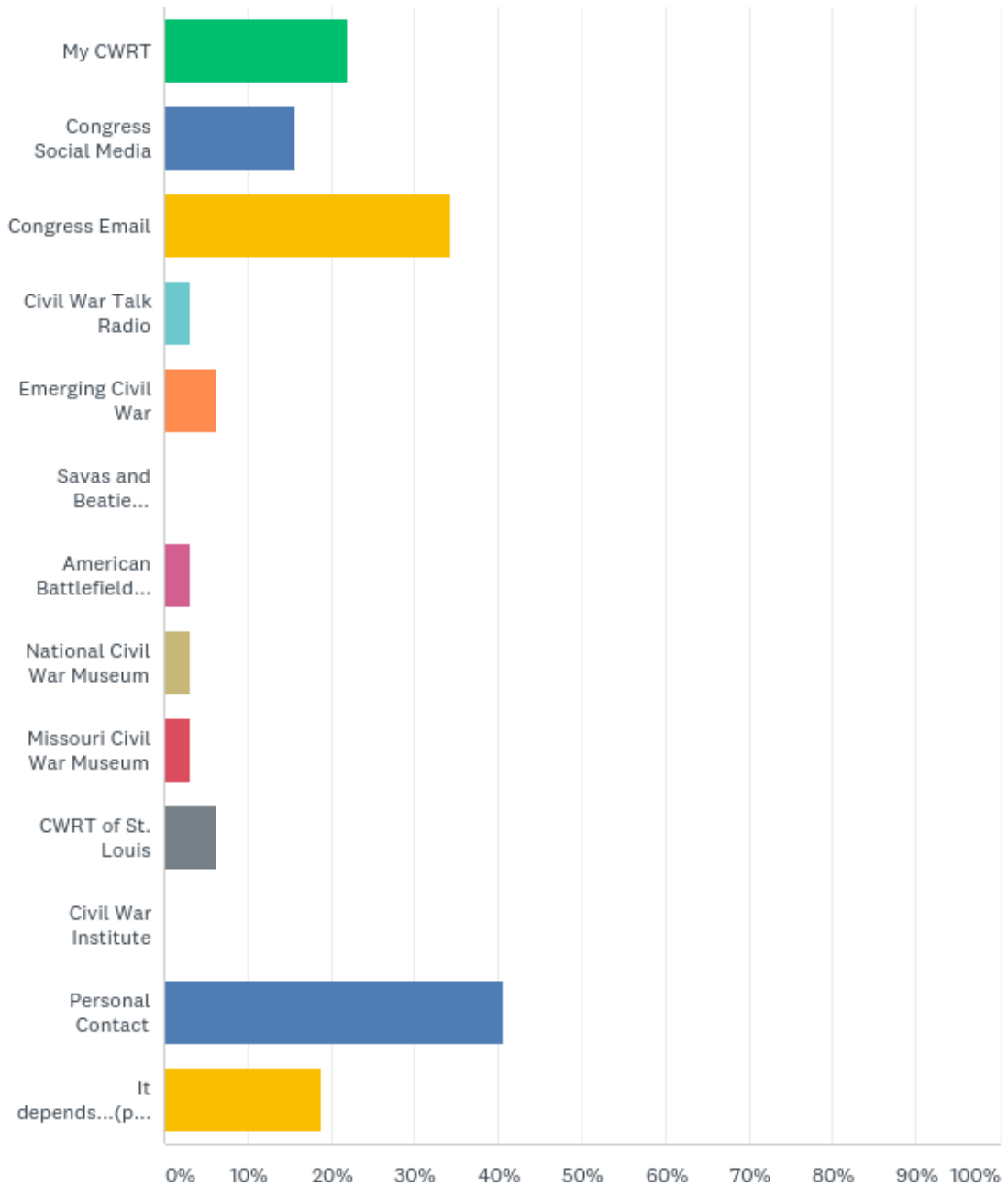
ANSWER CHOICES	RESPONSES	
Find out what its all about	28.13%	9
CWRT improvement	65.63%	21
Network with other CWRT leaders	65.63%	21
Find out what works	46.88%	15
To get motivated	9.38%	3
Breakout sessions	12.50%	4
Learn from the historians	34.38%	11
Share our CWRT successes	18.75%	6
Other (please specify)	6.25%	2
Total Respondents: 32		

#### Q4: Which elements of the Congress did you like the most?



<b>ANSWER CHOICES</b>	<b>RESPONSES</b>	
Reception	15.63%	5
Living Historian	62.50%	20
Socializing	50.00%	16
Battlefield Trust Presentation	12.50%	4
Congress Speakers	65.63%	21
Lunch	18.75%	6
Tour Orientation	9.38%	3
Breakout Sessions	62.50%	20
Trivia Contest	28.13%	9
Networking Opportunities	59.38%	19
Dinner	12.50%	4
Author Historian	37.50%	12
Cemetery Tour	6.25%	2
NPS Tour	40.63%	13
Handouts	28.13%	9
Total Respondents: 32		

**Q5: How did you hear about the 2019 CWRT Congress?**



<b>ANSWER CHOICES</b>	<b>RESPONSES</b>	
My CWRT	21.88%	7
Congress Social Media	15.63%	5
Congress Email	34.38%	11
Civil War Talk Radio	3.13%	1
Emerging Civil War	6.25%	2
Savas and Beatie Publishers	0.00%	0
American Battlefield Trust	3.13%	1
National Civil War Museum	3.13%	1
Missouri Civil War Museum	3.13%	1
CWRT of St. Louis	6.25%	2
Civil War Institute	0.00%	0
Personal Contact	40.63%	13
It depends...(please specify)	18.75%	6
Total Respondents: 32		

**Q6: What, if anything did you dislike about the 2019 CWRT Congress?**

- Not a dislike, a suggestion: Solicit CWRTs before the event to present ideas or actions they have found to be most successful in promoting their RT.
- Nothing
- 1) The hotel was pretty remote from the site. 2) With all the events, Saturday was a long day.
- Nothing
- The hotel and Jefferson barracks were too far apart. Reception meal was a disaster, but the other meals were very good. The breakout sessions were mainly run by the same people that give the presentations...little input from others.
- Too many "alpha" males.
- My CWRT is quite small – 40 members, 20 or so at most meetings. There was a lot of time spent talking about how some (I would call) huge RT's do things. These topics were not very helpful to me. For example, with only 3 active board members, advice to set up an "advisory board" was not much help.
- Facility layout and background noise, made breakout session difficult to impossible to hear exchanges.
- Friday evening was very nice, but the schedule said 4-8 pm and the congress was still having a meeting at 4 pm; Food Friday evening was not "healthy" all fried; Friday evening historian, Dr. Fields was fantastic! would have enjoyed hearing a 2nd session by him; Saturday session was too long; Breakout sessions could be shorter and more interactive - heard much of what was said in their lectures; Have more breakout sessions so you can attend other sessions- not only 2 opportunities; Extend the congress to two days so more workshops can be attended; workshops such as, setting up a nonprofit 501 C3; How to write By-Laws - what you should and shouldn't include; Lunch was good - liked the boxed lunch idea; Dinner was also good. Hotel was too far away from meeting venue; however, the Hotel was very nice.
- It was a lot to pack into a single day.
- Location of lodging too far from the event site. Other than that, I have little to criticize.
- Cannot come up with any dislikes.
- Dinner Friday night.
- The lighting in the large meeting room needed to be brighter! Breakout sessions could better be communicated by being listed on the program, handout for reference and leaders' names and titles provided.
- I wish the breakout sessions could be held in a less noisy setting.
- More full-group presentation on issues, i.e., membership recruitment.
- Need more structured presentations on how to do things like build a board, implement and run Constant Contact, etc. Roundtable type talks are nice for getting acquainted but were light of real-how-to information.
- Nothing comes to mind.
- Too long in same room on Saturday. Break up the day with something different.
- None



- Please give us better information about the ending time on Sunday. Initial program information indicated an ending between one and two p.m. The cemetery tour ended at 10:45, which was okay, but would have made different travel departure times if I had known this.
- All was fine.
- Need hotel nearer to event. An “insiders” tour of museum would have been nice. Too many breakout sessions.
- Accommodations were too far from venue.
- 1. The food Friday night was abysmal. The quality was abysmal. In addition, given that it was the dinner hour, the food should also be more substantial. Finally, the drinks were awful. There should be more than just lite beer available. 2. For me the program itself was not very engrossing. The first two talks seemed very familiar from 2018. The breakout sessions have promise and some value as a way to brainstorm but people around me were frustrated as it was hard to hear given set up and acoustics.
- The chance to compare the level of efficiency with other CWRT organizations and their procedures.
- Only a very minor issue – Since the appetizers on Friday night constituted dinner, there could have been better options.

There were 32 total respondents to the 8-question survey of which 97% completed the questionnaire. All thirty-two (32) respondents completed Questions 1 through 5. Twenty-seven (27) completed Question 6. Twenty-six (26) completed Question 7. And, thirty-one (31) self-identified by completing Question 8.

**THANK YOU FOR YOUR CANDOR AND FEEDBACK!!**