



## CWRT HYBRID MEETINGS SURVEY SURVEY ANALYSIS

As regulatory restrictions begin to lift, CWRT Congress became very interested to determine if CWRTs would continue to employ online technology to provide members and potential members with the ability to “attend” in-person meetings via their Internet connectivity. Moreover, some CWRTs reportedly increased their memberships as enthusiasts from around the country became regular attendees and/or formally joined their organizations because of their experiences with online meetings.

This survey was delivered to approximately 225 CWRT leaders<sup>1</sup>. The survey consisted of 12 questions on six pages. The average time it took to complete the survey was 3 minutes. There were 78 total responses with a completion rate of 77%. The survey was open from July 1<sup>st</sup> through August 22, 2021.

### **SUMMARY**

We discovered the following **PROVEN PRACTICES** about CWRTs and their decisions about current and future meetings.

1. Although inferior to in-person meetings, online meetings are a viable substitute for a variety of reasons including continued Civil War education, maintaining contact with members, increased speaker access, continued meeting attendance and the ability to reach enthusiasts who may be unable to attend in-person meetings because of health or distance.
2. Leaders discovered that those CWRTs that held online meetings during the lockdown period could overcome many of the obstacles they believed would have precluded them from that medium if they received coaching from others on equipment setup, software settings, marketing and how to manage that type of meeting. Moreover, the satisfaction level of the online audience was on average 4 out of 5.
3. Leadership also discovered that aside from equipment acquisition and software setup, most of the issues they experienced were human in nature – practice time, camera control and technical assistance.

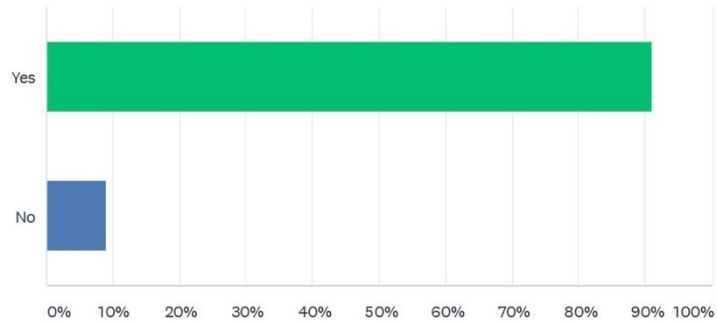
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<sup>1</sup> Some CWRTs do not publicize members of their leadership teams. As a result, when one or more individuals and their contact information become known, one may be deemed to be the leader of that CWRT.

4. The attitude of those CWRT leaders who did not hold online meetings was rather negative about doing so in the future. However, given more exposure, the fear of not being perfect, plus training and experience, they might be persuaded to do so.

### Q1 Has your CWRT begun or is planning to hold in-person meetings?

Answered: 78 Skipped: 0

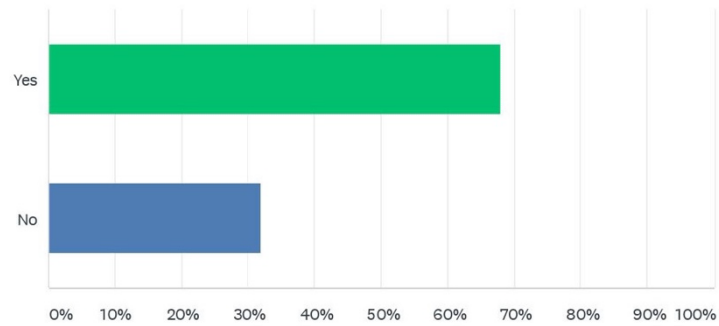


ANSWER CHOICES	RESPONSES	
Yes	91.03%	71
No	8.97%	7
TOTAL		78

Many respondents (91%) advised that they were already holding in-person meetings or planning to do so.

## Q2 Did your CWRT hold online meetings during the lockdown?

Answered: 78 Skipped: 0

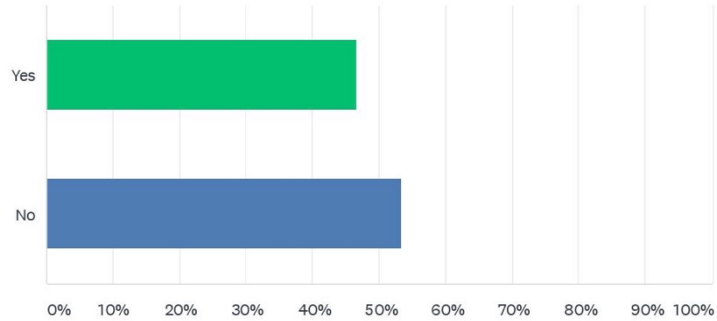


ANSWER CHOICES	RESPONSES	
Yes	67.95%	53
No	32.05%	25
TOTAL		78

Surprisingly, 68% of respondents stated that they held online meetings during the lockdown while 32% said they did not do so.

### Q3 Is your CWRT holding or planning hybrid meetings (in-person & online simultaneously)?

Answered: 77 Skipped: 1

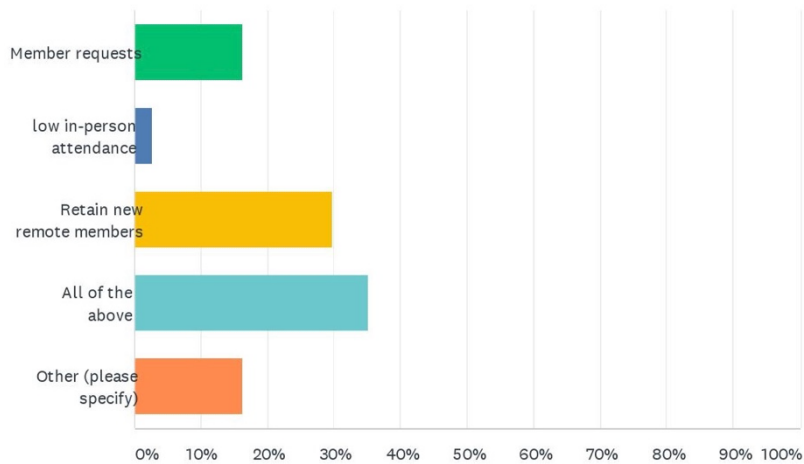


ANSWER CHOICES	RESPONSES	
Yes	46.75%	36
No	53.25%	41
TOTAL		77

Response to the question about hybrid meetings was split. Forty-seven percent said they would be holding both in-person and online meetings simultaneously, while fifty-three percent said they would not do so.

## Q4 What are the reasons you decided to hold hybrid meetings?

Answered: 37 Skipped: 41



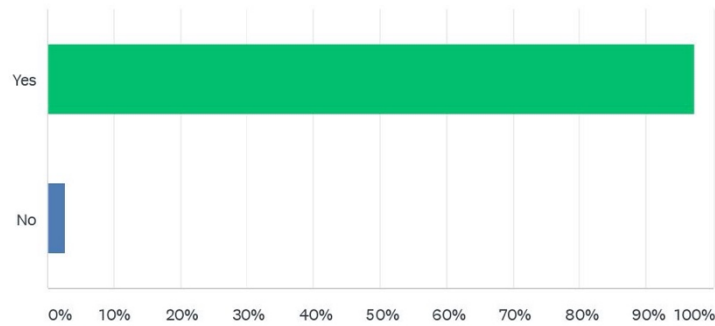
ANSWER CHOICES	RESPONSES	
Member requests	16.22%	6
low in-person attendance	2.70%	1
Retain new remote members	29.73%	11
All of the above	35.14%	13
Other (please specify)	16.22%	6
TOTAL		37

Of the 47% who responded that they would be holding hybrid meetings, most said there were a combination of factors that led them to that conclusion. Those who gave “Other” reasons said:

- Increased speaker access, retain new members
- For members not comfortable with driving at night
- To accommodate members that may not be able or not want to attend an in-person meeting.
- So that members who didn’t want to attend in person could still view the guest speaker and the program of which one was Curt Fields as Grant. Also, we had to change our meeting location from Chesapeake to Virginia Beach which is further away for some members. The organization plans to return to Chesapeake when that venue opens again.
- We have snowbirds, so this will retain those members.
- Retaining new remote members and great outreach. Some of our Zoom meetings have had attendance near 100.

### Q5 Will you be holding additional hybrid meetings in the future?

Answered: 36 Skipped: 42





ANSWER CHOICES	RESPONSES	
Yes	97.22%	35
No	2.78%	1
TOTAL		36

Again, those respondents who had held online meetings during the lockdown were overwhelmingly (97%) interested in holding additional hybrid meetings in the future.

Q6 Please rate the overall satisfaction level of the online audience. (5-stars is best)

Q6

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Please rate the overall satisfaction level of the online audience. (5-stars is best)

Answered: 36 Skipped: 42

4.0   
average rating



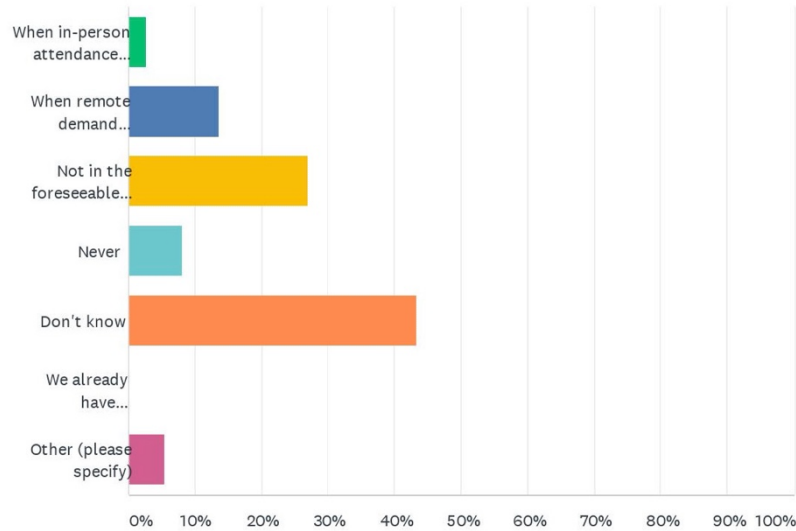
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	2.78% 1	2.78% 1	13.89% 5	50.00% 18	30.56% 11	36	4.03

As is readily apparent, 50% of respondents gave a satisfaction level of 4-stars and 31% gave those meetings a 5-star rating.



## Q7 At what point will your CWRT discontinue holding hybrid meetings?

Answered: 37 Skipped: 41

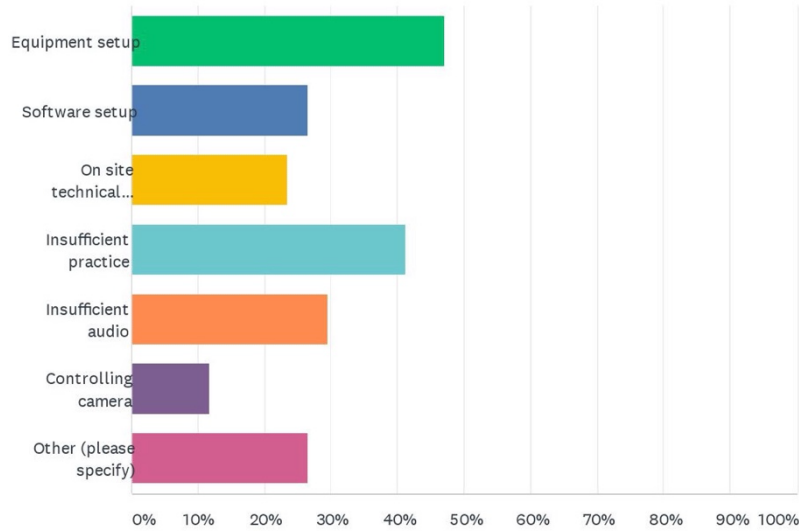


ANSWER CHOICES	RESPONSES	
When in-person attendance nears pre-COVID levels	2.70%	1
When remote demand diminishes	13.51%	5
Not in the foreseeable future	27.03%	10
Never	8.11%	3
Don't know	43.24%	16
We already have discontinued them.	0.00%	0
Other (please specify)	5.41%	2
<b>TOTAL</b>		<b>37</b>

Finally, those CWRT leaders who said they held online meetings during the lockdown and were interested or were already holding hybrid meetings, most (43%) didn't know when they would discontinue them and 27% said they wouldn't discontinue them in the foreseeable future. Other responses were When remote demand diminishes (14%), NEVER (8%) and when in-person attendance nears pre-COVID levels (3%).

### Q8 What were the most difficult issues? (Check all that apply)

Answered: 34 Skipped: 44



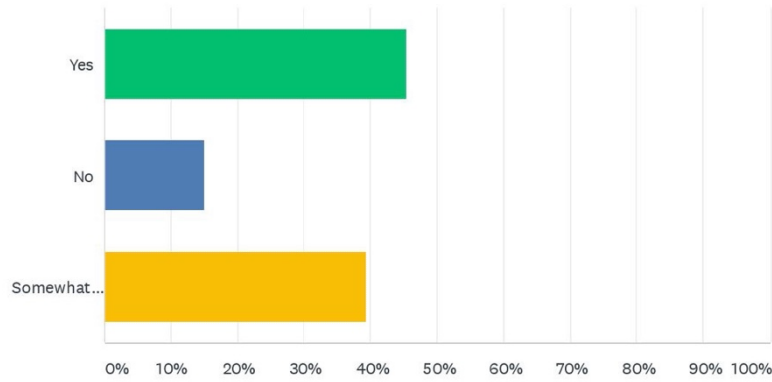
ANSWER CHOICES	RESPONSES
Equipment setup	47.06% 16
Software setup	26.47% 9
On site technical support	23.53% 8
Insufficient practice	41.18% 14
Insufficient audio	29.41% 10
Controlling camera	11.76% 4
Other (please specify)	26.47% 9
Total Respondents: 34	

The issues that CWRTs faced with online meetings included equipment setup (47%), insufficient practice (41%), insufficient audio (29%), software setup (26%), onsite technical support (24%), and controlling camera (12%). Those who left comments said:

- Have not yet held hybrid meeting. Main concerns are sound quality and managing online audience questions, plus lack of experience.
- We haven't had hybrid yet.
- We've had a few glitches, but nothing more than to be expected. Livestreaming our summer meetings from the battlefield has created challenges in sound quality.
- No real issues.
- Still working on it. Will know more in 2 weeks.
- The venue plays a huge part. The closer the venue is to an elevated stage and good line of sight, the better it is.
- The above is my expected results. Also worry about bandwidth.
- Unknown.

### Q9 Were you able to resolve the issues?

Answered: 33 Skipped: 45

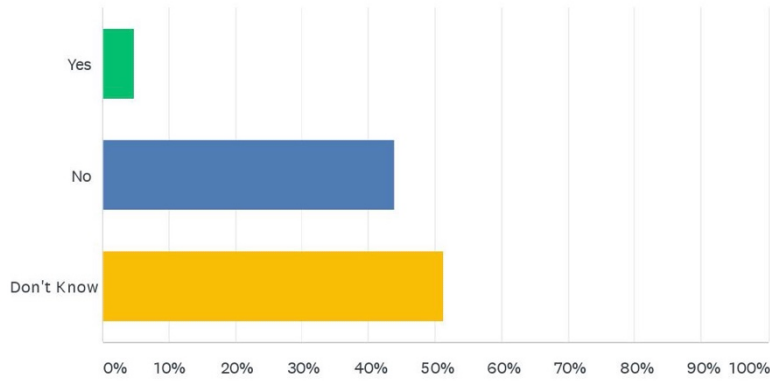


ANSWER CHOICES	RESPONSES	
Yes	45.45%	15
No	15.15%	5
Somewhat...	39.39%	13
TOTAL		33

Most, 45% said they were able to resolve their issues, 39% said somewhat, and 15% said they were unable to resolve them.

### Q10 Will you be holding hybrid meetings in the future?

Answered: 41 Skipped: 37



ANSWER CHOICES	RESPONSES	
Yes	4.88%	2
No	43.90%	18
Don't Know	51.22%	21
TOTAL		41

Those CWRT leaders with no experience with online meetings were either against the idea (44%) or didn't know (51%).

## Q11 What alternatives to hybrid meetings has or will your CWRT consider?

Answered: 63 Skipped: 15

Alternatives to hybrid meetings brought quite a number of textual responses including:

- Still working on this.
- None.
- We have no plans as of yet for anything but in-person meetings, although our Board does meet from time-to-time using Zoom.
- None.
- In-person meetings.
- Online did not work well for us, so we will not likely do that.
- Lockdowns are rare in Queensland, Australia.
- Issue has not been discussed.
- In-person meetings only.
- Live and possibly Zoom.
- It is either or – virtual or in-person at this point.
- In-person only.
- Record Zoom programs and add to website.
- Simply going back to our old model of onsite meetings. Alternatively, we are considering onsite taping with an after-meeting posting.
- Audio recordings.
- None. We do Zoom and in-person.
- Unknown at this point.
- In person only. Still debating.
- None at this present time.
- None. We have a plethora of challenges to starting up.
- All decision depends on COVID at this point.
- NA.
- In-person meetings.
- In-person only.
- In-person.
- Dunno
- Just don't know if hybrid meetings are possible technologically.
- At this time, not sure. Initial discussion has begun with my fellow Board members about coordinating a simultaneous Zoom session with the in-person meeting. Still, this is to be determined.
- Only in-person meetings!
- Club seems to be dying.

- Posting videos of in-person meetings on YouTube.
- Posting recorded meetings on YouTube channel.
- Perhaps videos of meeting presentations that can be posted to our website after the meeting.
- We have increased membership and attendance by using virtual meetings.
- We will consider either holding in-person meetings without virtual connectivity, or the reverse. That is, if we have insoluble technical problems, we may drop the virtual component and if we have great demand for a remote speaker, we may hold a meeting that is only available virtually.
- None.
- Not really considering other options, like that we can offer both in-person and Zoom meetings.
- We will continue to record our meetings and have on our website in an effort to increase membership and advertise our product.
- None.
- None at this time.
- Email & postage messages.
- Resume all live.
- Outdoors.
- We've been doing 'on the field' meetings this summer into the fall here in Pennsylvania with a "sister" Roundtable.
- In-person.
- None to date.
- Hybrid meetings were not well "attended" by our membership and friends and proved to be financial drain. Last minute planning and difficult registration likely played a significant part of this disappointing experience.
- No other options planned at the present.
- None.
- The genie is out of the bottle. I think hybrid will be here to stay.
- We did all Zoom, two-part meetings: 1) business meeting; 2) presentation with Q&A. Then, posted the Zoom recording after some editing to YouTube.
- Trying to get back to holding meetings at our original location so that the members won't need to drive as far to a meeting. As of now, the original location isn't allowing us to meet there. Also, we have a day trip to two local sites, Fort Monroe and Fort Norfolk, coming up in August as well as a two-day trip in October to Appomattox. Guides and speakers will be at all locations.
- In-person only, unless COVID shuts us down again.
- Since our Civil War Round Table does not have the technological capability to hold Zoom meetings, we will continue to hold in-person meetings as soon as we are able to do so again.
- Unknown.
- Return to only onsite in-person meetings.
- Zoom.

- Just going back to only live meetings.
- TBD
- Probably on-person only.
- Not discussed.
- Return to only in-person meetings.

## Q12 Tell us about yourself...

Answered: 69 Skipped: 9

ANSWER CHOICES	RESPONSES	
Name	100.00%	69
CWRT (Spell out)	100.00%	69
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	69
Phone Number	0.00%	0

Respondent CWRTs included the following:

ACWRT of the United Kingdom	Jersey Shore CWRT
Albert Lea CWRT	Kankakee Valley CWRT
Australian ACWRT of Queensland	Kent Civil War Society
Baltimore CWRT	Los Angeles CWRT
Brunswick CWRT	Louisville CWRT
Camp Curtin Historical Society CWRT	Lowcountry CWRT
Capital District CWRT	Lynchburg CWRT
Chicago CWRT	North Jersey CWRT
Cincinnati CWRT	Northeast Ohio CWRT
Columbus Barracks CWRT	Northern Illinois CWRT
Cumberland Mountain CWRT	Old Baldy CWRT
Cuyahoga Valley CWRT	Olde Colony CWRT
CWRT of Cobb County (GA)	Pasadena CWRT
CWRT of Milwaukee	Raleigh CWRT
CWRT of Nebraska	Rappahannock Valley CWRT
CWRT of the Mid-Ohio Valley	Rufus Barringer CWRT
CWRT of Western Missouri	Salt Creek CWRT
Des Moines CWRT	San Diego CWRT
First Defenders CWRT of Berks County	San Joaquin Valley CWRT
Gettysburg CWRT	Shippensburg Area CWRT
Hagerstown CWRT	South Bay CWRT
Hamilton County (IN) CWRT	South Bay CWRT
Hampton Roads CWRT	South Suburban CWRT
Houston CWRT	St. Louis CWRT
Indianapolis CWRT	Twin Cities CWRT
James A. Garfield CWRT	Wayne County CWRT
Jefferson County (KY) CWRT	Western Reserve CWRT
	Williamsburg