



# 2011 RAMS Conference Questionnaire

We would like to thank you for attending this year's conference. Your feedback and suggestions are very important. The more we mutually learn from each other the better we can serve you. We are continuing the process to make our products excel not only in the marketplace but in the way they are used in your business. We ask that you take time to give us your feedback.

**The extent to which this conference met your expectations:**

11 Exceeded      8 Met      1 Not Met

**The length of the conference was:**

Too long      20 Just Right       Too Short

**The degree to which you feel the conference objectives were met:**

3 Very High      12 High      4 Average       Low       Very Low

**The conference was conducted in a logical sequence:**

2 Strongly Agree      15 Agree      3 Kinda       Disagree       Strongly Disagree

**The appearance and format of printed material was easy to understand:**

8 Strongly Agree      12 Agree       Disagree       Strongly Disagree

**The visuals helped me understand the material:**

7 Strongly Agree      13 Agree       Disagree       Strongly Disagree

**Please rate the effectiveness of presenters:**

Name	Outstanding	Above Average	Average	Below Average	N/A
Mick Baker	5	10	3	1	
David Lamotte	4	2	9	3	
Bend Mailing	7	7	4		
Matt Durfee	9	9			
Nick Otto	4	9	2		2
Jim Tiller	8	9	2		
Deborah Hendrix	12	7			

**Roundtables**

Did you like the mini topic discussions?

Yes 20      No

What did you like?

- It's a lot easier to talk about specific issues /ideas in smaller groups.
- Sharing of office procedures.
- Input points of view of others in our field.
- Discussions with other RAMS clients, i.e. experiences
- On Route and Bend Mailing
- Discussions
- VOR development
- Gaining different perspectives of different people.
- Having users speak



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What would you change?

- Nothing. Worked well
- More focus on new versions vs. already existing models.
- Need to receive something tangible from the discussions maybe a designated note taker who puts together Q and A's.

**The time allotted for questions and answers was:**

1 Too long      18 Just Right      1 Too Short

**Would you recommend this conference to others?**

19 Yes       No       Maybe

## SUGGESTIONS:

**What did you like best about this year's conference?**

- I loved the Personality presentation by Deborah and also really liked the RAMS users presentations (Molly, Jamie).
- Starting at 9:00 am both days. I liked staying on property both days for lunch more down time great food! Good practical advice for real life challenges.
- More time spent on the round table.
- Hearing the trends of RAMS going forward seeing other RAMS users each year.
- It was relaxed and easy to stay focused, not boring, videos and games and breaks very good.
- The people a big happy family.
- User group interaction, super food
- Features of products and upcoming products
- The comradeship and interaction with other VRP users. Being able to listen to other experiences.

**How can this conference be improved?**

- The second ½ of David's presentation did not relate to anything we did.
- More actual user's sessions.
- By coming every year from Australia to reach from peer and speak directly with VRP owner, programmer and developer. Absolutely excellent.
- I would have liked to see some more detail and focused learning about the structure and direction of where it's going instead of just what other people are doing. Many areas of the conference felt like a commercial. It was very enjoyable; however, I will return because there are many quirks which get answered here. Thank you.
- The conference did not feel cohesive. Multiple presenters had similar topics that overlapped. Also it seemed like some presenters did not come prepared for presentations over 10 minutes.
- Keep the dialogs from the users flowing? Makes the conference useful.
- I am not sure there should have been a charge for Wednesday afternoon. The information was covered on Thursday and Friday. You may decide to refund those individuals
- Really excellent conference. I think I said that last year too, but this year has been my favorite so far. Excellent job! Excessive chatting by a couple people made it really difficult to hear and concentrate on the presenter. Not sure if you'd feel comfortable asking people to have private conversations outside or something to that effect, but it would be really nice for those of us trying to listen.