

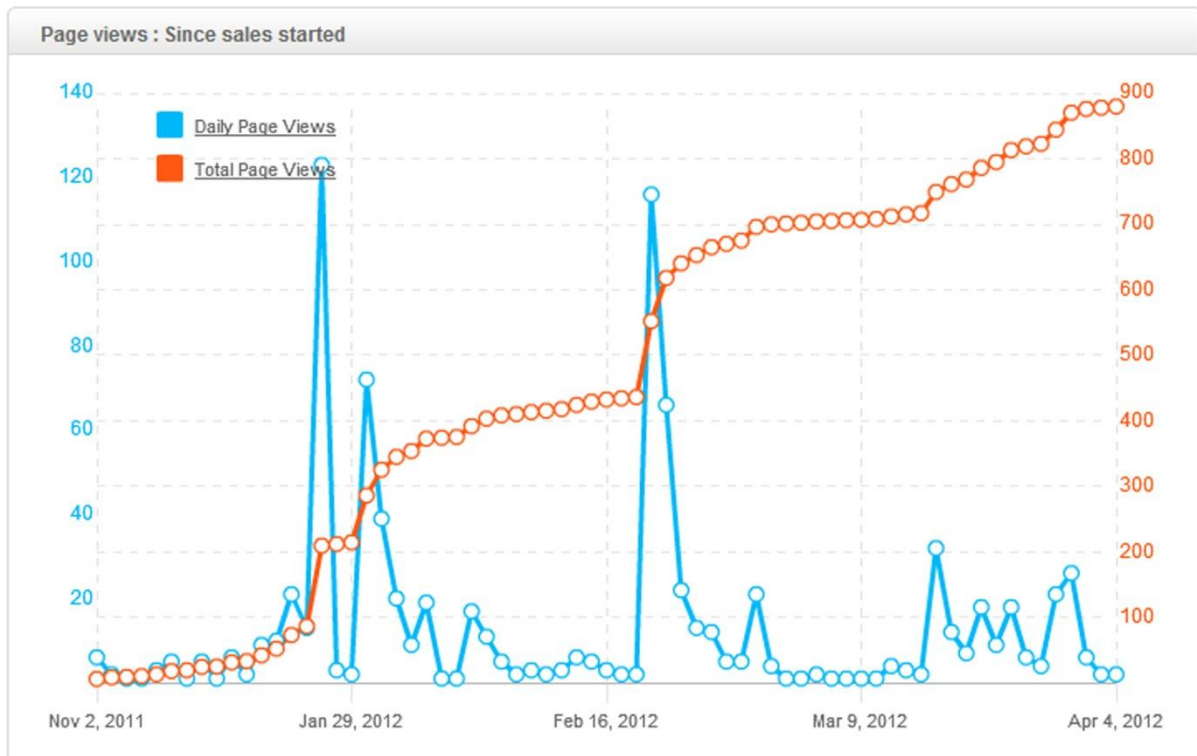


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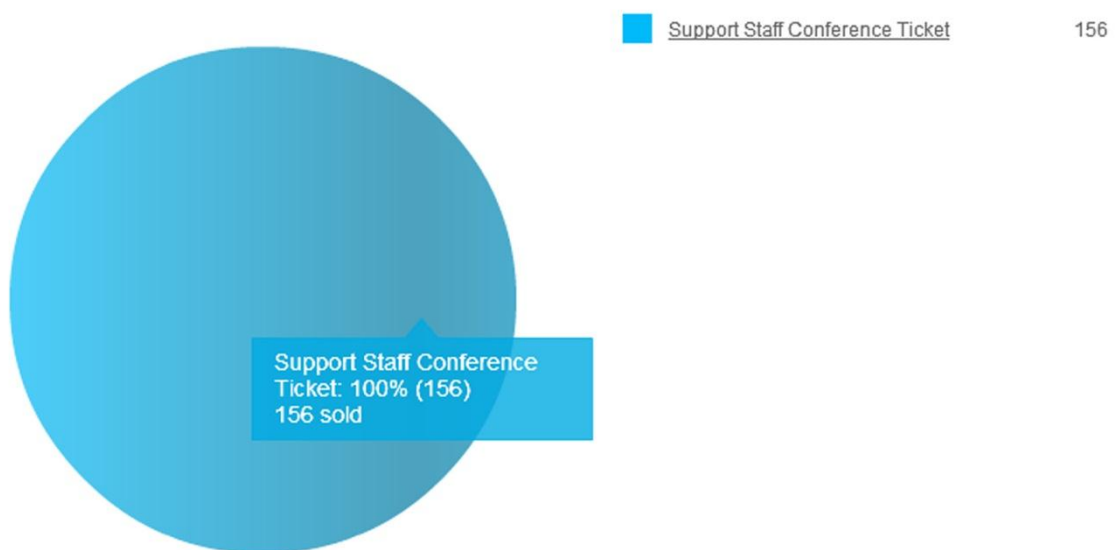
Support Staff Conference 2012

Post Event Report

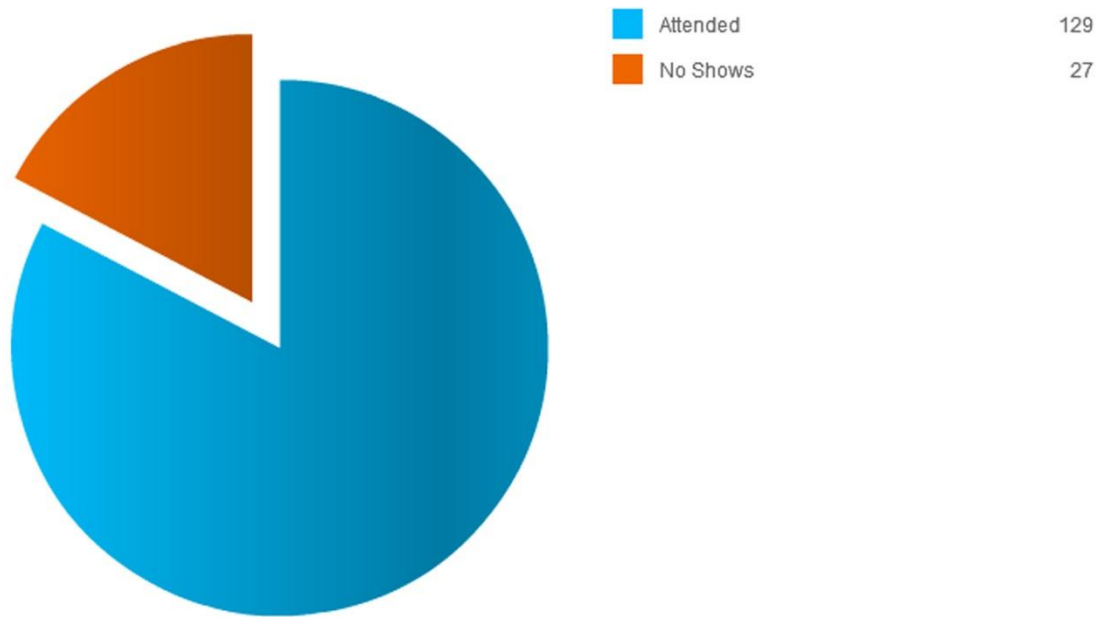
Booking System page views:



Total Bookings:



Attendance vs. No Shows:





Tracking Links:


CODE	TRACKING LINK	VISITS
connect	Facebook Connect	4
efblike	Facebook News Feed From Liking Event	33
efbnen	Facebook Newsfeed Event Name Link	57
elinkfb	Link on Facebook	1
esli	Linked In Share Link	43
estw	Twitter Share Link	30
etckt	Ticket Widget	0
eweb	Eventbrite Website Integration	1
TOTAL		169

Conference Feedback:

78 Responses

1. How would you rate the following:							Create Chart	Download
	Excellent	Above Average	Average	Fair	Poor	N/A	Response Count	
The quality & interest of keynote / plenary speakers?	64.9% (50)	28.6% (22)	5.2% (4)	0.0% (0)	0.0% (0)	1.3% (1)	77	
The quality & interest of other speakers?	43.8% (32)	42.5% (31)	9.6% (7)	0.0% (0)	0.0% (0)	4.1% (3)	73	
Additional comments: Show Responses							11	
answered question							77	

2. How would you rate the conference check-in process?:				Create Chart	Download
		Response Percent	Response Count		
Excellent		71.4%	55		
Above Average		28.6%	22		
Average		0.0%	0		
Fair		0.0%	0		
Poor		0.0%	0		
N/A		0.0%	0		
Additional comments: Show Responses				14	
answered question				77	

3. How did you hear about this conference?				Create Chart	Download
		Response Percent	Response Count		
Email		89.7%	61		
Social Networking		1.5%	1		
Posters		0.0%	0		
Word of Mouth		8.8%	6		
Other (please specify) Show Responses				10	
answered question				68	

4. Which workshop did you attend?

[Create Chart](#) [Download](#)

		Response Percent	Response Count
Adventures in problem solving		19.4%	7
Back Care		13.9%	5
Discover PINS		0.0%	0
Graduate Employability		0.0%	0
International Student Experience		0.0%	0
Mind Mapping for All		8.3%	3
National Student Survey		0.0%	0
Radio Stars		2.8%	1
Social Media		16.7%	6
Student Experience		8.3%	3
The Pre-enrollment Portal		5.6%	2
Treat Me Nice		0.0%	0
Understand your Personality		13.9%	5
Visual Communications		11.1%	4
answered question			36
skipped question			42

5. How would you rate the following:

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	Excellent	Above Average	Average	Fair	Poor	N/A	Response Count
Relevancy of the workshop you attended to your job?	35.5% (27)	31.6% (24)	30.3% (23)	1.3% (1)	1.3% (1)	0.0% (0)	76
Quality & interest of your workshop leader?	52.0% (39)	38.7% (29)	9.3% (7)	0.0% (0)	0.0% (0)	0.0% (0)	75
Your overall opinion of the workshop you attended?	50.0% (37)	37.8% (28)	12.2% (9)	0.0% (0)	0.0% (0)	0.0% (0)	74
Additional comments regarding your workshop: Show Responses							22
answered question							77

6. How would you rate the following:

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	Excellent	Above Average	Average	Fair	Poor	N/A	Response Count
The activities on offer at the exhibition?	28.4% (21)	45.9% (34)	17.6% (13)	2.7% (2)	1.4% (1)	4.1% (3)	74
The companies/schools exhibiting at the exhibition?	24.3% (18)	41.9% (31)	20.3% (15)	6.8% (5)	1.4% (1)	5.4% (4)	74
Your overall opinion of the Student Exhibition?	27.0% (20)	40.5% (30)	20.3% (15)	5.4% (4)	1.4% (1)	5.4% (4)	74
Additional comments regarding the exhibition: Show Responses							15
answered question							74

7. How would you rate the following:							Create Chart	Download
	Excellent	Above Average	Average	Fair	Poor	N/A	Response Count	
The refreshments available during breaks?	9.2% (7)	22.4% (17)	50.0% (38)	11.8% (9)	3.9% (3)	2.6% (2)	76	
The lunch that was provided in Quayside?	20.0% (15)	40.0% (30)	30.7% (23)	4.0% (3)	2.7% (2)	2.7% (2)	75	
Overall presentation of refreshment areas?	25.0% (19)	32.9% (25)	36.8% (28)	1.3% (1)	2.6% (2)	1.3% (1)	76	
Additional comments regarding catering at this event: Show Responses							21	
answered question							76	

8. Would you be thinking about attending next years Support Staff Conference?				Create Chart	Download
		Response Percent	Response Count		
Yes		75.3%	58		
No		1.3%	1		
Maybe		23.4%	18		
answered question				77	

Additional Positive & Negative Comments:

Liked the format this year; particularly the drop-in/drop-out sessions in the afternoon.

A very enjoyable day, thank you

The layout of the exhibition was great but I didn't check it out as there was so much networking to be done!

The refreshment area in canalside west was not very neat at all. I feel that this was down to catering services not using their imagination.

Amazing workshop this it will help me long time and has got me interested in a pilates class.

I found the afternoon sessions difficult to attend as i tried being a butterfly but it was difficult to enter sessions that were full flow. I preferred it sat around the tables and moving on the bell. Found i spent a lot of time waiting around.

The Conference was different which gave a good feel/interest to the day. Thank You

The students did such an excellent job, there should be student involvement in future conferences

This was a thoroughly enjoyable day and it was good that the students were involved. I would recommend attendance next year to all my colleagues...I was wondering if a Health and Safety theme for the workshops may be appropriate for next year?

I think the students who organised the event were excellent and hope they organise future events.

The student's input was really good, the website was funky and easy to make workshop choices, and communication was excellent. Very well done overall!

The subject was not just relevant to support staff. Both student and academic staff could have taken part and added another dimension to some very interesting discussions.

Very well organised and efficient, smart, helpful organisers

It would have been nice to have a few students on each stand, so they would have been a bit braver about talking to us (some of them seemed a bit too shy). It was brilliant to find out what our students are doing in other schools!

The coffee from catering is pretty bad. It was really great to see healthy options at lunchtime, and you can't really complain at a free coffee anyway!

Let the students take over again! Excellent job

The variety and quality of this year's lunch was poor at best.

This market place was a waste of time and I, along with a few of my colleagues, did not attend. Better to have a 2 hour workshop that has some relevance/interest to people like me rather than a talking shop.

Enjoyed the format - thought it worked really well. A very enjoyable day and I welcome the opportunity to network with colleagues I don't normally speak to.

I thought the conference bags were a good idea but there was a lack of materials in them. eg paper to write on during sessions!

Unfortunately catering services were late setting up for the registration refreshments and forgot the biscuits until later for the morning coffee break.

Students were superb, very well turned out, very attentive and eager to please and very professional. They would not have looked out of place on the set of The Apprentice.

The check in area looked very professional divided into alphabetical queues. The organisers too looked very professional and smart.

Networking in lecture theatre is difficult because of the layout so it was hard if you didn't know anyone when discussions were happening regarding the open session

I was able to set up a twitter account and posted my very first tweet on the #ssc2012

It was excellent as an experience for networking and learning of developments in the university. Keep up the good work!

Bit too many breaks - networking is good but easier to do whilst doing an activity - would have preferred another workshop!

Shorter marketplace discussions sessions - maybe limit to 2 x 30 mins or 3 x 20 mins within the hour allocated so people can move to other sessions (law of 2 feet etc)

I was a little frustrated as the event appeared to be a carbon copy of Arena 51 Student Experience

The students did a fantastic job. I actually forgot they were students initially; I did think a professional conference company had been brought in!

Although I enjoyed the Open Space session and felt that it was very productive, I didn't feel that there were as many networking opportunities as there had been in previous years and there was a bit too much hanging around.

When we first arrive there was no other option than tea and coffee only when our conversation was overheard that they got some water.

Really inspirational speaker - has got me thinking about my future!

Really liked this year's conference, had a real energy about it

I especially liked that we decided what we discussed but felt the openness of volunteering subjects held some people back. If we made the suggestions without fear of repercussions I think more honesty would have resulted

Snacks on arrival would have been nice as I hadn't had any breakfast!

We loved playing on the Wii & making cocktails :-)

Further Recommendations:

As noted from the comments above it is clear more student involvement is needed for future years, especially with getting the students point of view in open space sessions etc. Unfortunately the majority of negative complaints revolve around catering at the event, even though the Student Event Team brought in extra catering volunteers and flowers etc. to catering zones.

The team noted that staff would like the option of more than one workshop and less time spent on other activities throughout the day, the workshops could also be cut down to just 45 minutes. Delegates enjoyed the professionalism of this year's event, especially the registration and check-in process along with the carefully planned marketing materials.