

**IAA Council and Committee Meetings
St. Petersburg, Russia and changes to future meetings
Report on survey results**

A survey was sent out in June to everyone who is subscribed to our general announcement distribution list (approximately 1050 people). The purpose of the survey was to get feedback from those who attended the meetings in St. Petersburg, as well as from those who did not. Out of 264 registered delegates, 92 responded to the survey.

We received general commentary regarding the following subjects:

- overall meeting experience for those who attended in St. Petersburg
- if and how non-attending members participated to the St. Petersburg meetings
- changes to the existing meetings' format

Listed below is a summary of the results by category along with a list of action items where applicable.

St. Petersburg Attendance

A total of 113 delegates responded to the survey as follows:

- 92 people attended the meetings
- 20 people did not attend the meetings but participated as per the following chart
- 1 person skipped this question

Answer Choices	Responses	
request to participate by conference call	23.53%	4
send a proxy	17.65%	3
provide the Chairperson with feedback on the agenda/documents prior to the meeting	17.65%	3
other (please explain in the comment box)	52.94%	9

A total of 31 conference calls were organized at the request of 9 individuals and 4 groups. Since only 4 survey participants responded to this question, we are unable to determine the success and/or quality of the calls. ([action item 10](#))

Answer Choices	Responses	
participated in the call on the scheduled day and time	25.00%	1
had to cancel my participation	0.00%	0
was not successful in dialing into the call	0.00%	0
other	75.00%	3

1	Discussed and agreed with Chair that comments in advance would probably be better
2	Most often, the time zones are not friendly for Pacific Time Zone residents. Even London time is hard to fit in.
3	Decided not to due to 2 am call.

Out of the 92 attending respondents, 13 were first time attendees. The majority responded that they felt welcomed and will return in the future, however 1 person mentioned that it seems difficult to break into things/regular groups as a newcomer ([action item 1](#))

	Disagree	Neither agree nor disagree	Agree	N/A	Total	Weighted Average
I felt welcomed by the IAA Secretariat	7.69% 1	7.69% 1	84.62% 11	0.00% 0	13	2.77
I felt welcomed by my fellow peers	7.69% 1	0.00% 0	92.31% 12	0.00% 0	13	2.85
I am looking forward to attending future IAA meetings	0.00% 0	7.69% 1	92.31% 12	0.00% 0	13	2.92

St. Petersburg Meeting Evaluation

90 people responded to the questions directly relating to St. Petersburg. These meetings were well attended and the results show overall positive feedback. However, I am highlighting the following comments for consideration and follow-up:

- Financial documents should be distributed to Council in advance ([action item 2](#))
- The Nominations committee should accomplish more prior to the in person meetings ([action item 3](#))
- The conference call equipment did not work ([action item 10](#))
- Council meetings to be shorter ([action item 5](#))
- Some observers were chatting in the meetings; this can be disruptive and there was a suggestion that observers should not be invited to the table ([action item 4](#))

Lunch: Out of 90 respondents, the results show that on average approximately half of the St. Petersburg registrants did not attend the IAA hosted lunches. This is an alarming result which can negatively affect the IAA meetings budget as well as being unsustainable to green meeting efforts due to waste. ([action item 6](#))

(no label)	Yes	No	Other hosted lunch	Total
General Lunch: Wednesday May 25	58.89% 53	36.67% 33	4.44% 4	90
General Lunch: Thursday May 26 (Including speaker)	66.67% 60	31.11% 28	2.22% 2	90
General Lunch: Friday May 27	61.11% 55	32.22% 29	6.67% 6	90
General Lunch: Saturday May 28	40.00% 36	56.67% 51	3.33% 3	90
Presidents Forum Lunch: Saturday May 28	18.89% 17	81.11% 73	0.00% 0	90

Keynote Speaker: An average of 37% of the respondents found the speaker informative, engaging and were satisfied with the content and delivery of his presentation.

IAA Session: 77% of the respondents think the IAA session should be held at every meeting, however only 24% actually attended this session in St. Petersburg. This is well below the IAA’s attendance expectations. It was also mentioned that this session should be held earlier in the week. ([action item 7](#))

Meeting app: Unfortunately, 77% of the respondents were unsuccessful in downloading the app for various reasons. ([action item 8](#))

IAA Pocket Guide (aka Orange Booklet): 81% of the respondents were unaware of the new pocket guide. ([action item 9](#))

Delegate post meeting reporting: 96% of respondents are required to report back to their association either by a full report or a summary of notes.

Changes to the existing meetings format

Through this survey, we polled delegates for their preferences moving forward to see if the IAA should change its meeting format. The goal of this section was to find ways to alleviate the complexity of the schedule and reduce costs. 101 people answered the questions relating to this subject, shared their opinions and submitted new ideas.

Almost 38% of the respondents felt that the meetings are fine and should not change; 49% were undecided and indicated their vote would depend on what these changes would be.

Length of schedule: The majority of the respondents (71/101) answered that the schedule should be 4 days, which is in line with the current schedule as only two small groups have been meeting on Day 5. In Cape Town, all groups have been scheduled to meet within 4 days.

Other responses are as follows:

Days	Responses
5	2
3	16
3 to 5	1
3 full + 2 halves	1
2 to 3	1
2	1
Undecided	4
No comment	4

Meeting slots:

- 37% of the respondents were in favor of assigning a pre-determined number of meetings slots compared to 39% who were against and 25% who were undecided. ([action item 10 a](#))
- 70% of the survey participants answered that it would be acceptable to have a 3:00 hour maximum limit per slot. ([action item 10 b](#))

Later morning start time: 60% of the respondents were against starting the meetings later and eliminating the mid-morning coffee break.

Reserve face to face meetings for committees and Council: 66% of respondents felt that these meetings are important for Sections, Working Groups and Task Forces. ([action item 10 c](#))

Hold Plenary session to eliminate observers during the committee meetings: 56% of the respondents were not in favor of this idea. The comments received for this subject showed that members appreciate observer attendance during their meetings.

Timing of the meetings: the results below indicate that more than half of the 63 people who responded to this question were in favour of the meetings being held using any combination of days.

Answer Choices	Responses	
Over the weekend plus beginning of week	3.17%	2
End of the week plus the weekend	25.40%	16
During the week only	17.46%	11
Any combination is acceptable	53.97%	34

Virtual meeting registration fee: 48% of the respondents were not in favor of paying fees to attend virtual meetings, 41% were undecided and indicated their vote would depend on the responses to their various logistical questions. ([action item 10](#))

Responses to miscellaneous comments received

- A few comments were made stating that meeting locations should be limited to places which are easily accessible; some cannot travel outside Europe etc.
 - [The Council and committee meetings are held worldwide in order to achieve geographical diversity and balance by broadening its presence worldwide.](#)
- One comment suggests that the Council meeting should be focused on educating the audience and engendering discussion on items of strategic importance.
 - [action item 5](#)
- A frequent IAA meetings attendee notes that we should do more to engage with new volunteers.
 - [action item 1](#)
- Some felt that the IAA Executive should listen when delegates raise concerns about a meeting venue or timing.
 - [The IAA is a non-political worldwide professional organization. The Executive Committee \(EC\) has adopted a policy for the selection of meeting venues which it follows. and practices its due-diligence. For example, regarding the meetings in St. Petersburg, the EC took individual comments and reservations very seriously. With the help of the IAA Secretariat, they conducted research and sought advice from outside organizations who had previously held their meetings in St. Petersburg.](#)
- It was noted that the Presidents Forum should shorten its agenda to be more productive.
 - [Since 2009, the Presidents Forum has been reduced from one full day to a half day. Reducing the time allocation any further would reduce the benefit to association Presidents.](#)

ACTION ITEMS

The IAA Secretariat to:

1. Suggest to EC a “Buddy” system for first time attendees. This could be achieved by polling senior volunteers on their interest in meeting one or two first time attendees onsite and introducing them to fellow peers during coffee breaks and/or lunch.
2. Distribute the financial documents as early as possible to Council delegates prior to the meetings. *Note: The Secretariat will monitor this more closely going forward. For the Cape Town meetings, financial documents were presented to Council via Webcast on October 19.*
3. Share with the Nominations Committee Chairperson feedback received in this survey regarding its work.
4. Communicate to all Committee Chairpersons that it is their responsibility to ensure a calm and quiet work environment for all committee members. Disruptive behavior/conversations during meetings from observers should be addressed to keep members concentrated. The Role Paper for Committee Chairpersons will be amended accordingly.
5. Bring to the attention of the Officers feedback received regarding the Council meetings. *Note: the issues raised in the survey have been addressed by hosting a Webcast on October 19. The webcast covered some of the routine items in order to have more time in Cape Town for other discussions during the face to face meeting. The total meeting time has not, however, been reduced.*
6. Review the lunch registration process to reduce waste and cost.
7. Move the IAA session closer to the beginning of the meetings. *Note: for the meetings in Cape Town, the IAA session has been moved to the beginning of the schedule and renamed welcome session with a goal of increasing attendance. This model will be followed going forward.*
8. Research different app solutions/products; introduce for the Cape Town meetings. *Note: in progress.*
9. Include the link for the new IAA pocket guide (aka Orange Booklet; IAA Statutes, Internal Regulations, Policies and Protocols) in the Cape Town meetings announcement as well as in the new app.
10. There are many complex issues surrounding the setting of the meeting schedule and participation, whether in person or by teleconference. The Secretariat will take all comments into consideration towards finding solutions.