



**ANNUAL CONFERENCE**  
**JULY 9-13, 2017**

IN PARTNERSHIP WITH



**EXCELLENCE ON A  
GLOBAL SCALE**



**NACM Annual Conference 2017**

**Post Conference Report**

Compiled by Valerie F. Gardner



# National Association for Court Management

## Table of Contents

### NCSC Recommendations & Observations

#### Event Analysis & Reports

Savings and Contributions  
Food & Beverage Summary  
Social Event Summary  
Audio Visual & Miscellaneous  
Hotel Gratuities  
Hotel and Registration Pace Report  
Registration History  
Educational Counts & Scores  
General Survey Results  
GCS Savings  
Exhibit Sponsor Revenue Summary  
Sponsorship Summary

## NCSC Recommendations and Observations

### Audio Visual

1. NACM exceeded the projected Audio Visual budget by just over \$4,000. This is due to a variety of factors: 1. the addition of Sunday afternoon breakouts, 2. the increased size of some breakout space led to a need for two screens (and additional costs), 3. numerous panel presentations during plenary and breakout sessions (which require additional microphones.) These costs can be better monitored by reducing the number of people on panels (or number of panels), keeping all panels in the same room, and/or not having Sunday breakouts.

### Education

1. Evaluations showed a mixture of comments including "great sessions" and "not enough time to address the topic." It may be worth considering a track that provides longer sessions or considering part 1 and part 2 sessions for those topics that may warrant additional time to be covered sufficiently. There are several comments which refer to more substantive sessions vs. sessions for people "new" to court administration - perhaps a "part 2" session would also address this.
2. As with Midyear, we experienced some breakout rooms that were overflowing while others were almost empty. Because the conference was at maximum capacity, planners had maxed out the space ahead of time by changing classroom set-up to theater, and swapping out/combining rooms for greater capacity. To combat this the following options are available: 1. send an email requesting session preferences ahead of time to determine room assignment for the most popular rooms, 2. cut off registration at a lower limit to provide ample breakout space. 3. add larger breakout space during contract negotiations which might have a cost impact to the organization and is not recommended (this would also limit the number of hotels able to host.) Space is currently assigned based on history, so NACM should consider this moving forward.

### Onsite Management

1. Having the lunch buffet for 700 people, prior to the business meetings caused long lines, difficulty finding seats and finding which room to go to. NCSC staff recommends considering a sit-down lunch to expedite the process with a preset salad and dessert (this would cut down on interruption during the business meeting portion.)
2. The NACM charity drive is always a success, so having a NACM member or committee member at or near the area to encourage donations is key. Having NACM board or other members near the area during peak hours is recommended. Having signage or other means to encourage donations is also recommended. NCSC recommends an assigned board or committee member be responsible for the items as well as the placement of the area each morning and taking it down each evening.
3. Board members were a great help in making two events run smoothly at this conference: 1. Moving conference attendees on the buses and to the Library of Congress. Because of the volume of attendees, board members helped to minimize confusion and direct people where they needed to go. NCSC Staff will continue to provide detailed information for special events to board members in the future so that they are informed and able to answer most questions they may receive from conference attendees. 2. Increased visibility to exhibit booths during the exhibit show. Exhibitors had expressed this as a concern at Midyear and the board was very gracious in thanking exhibitors for their investment and attendance at Annual.

### **Exhibit Show**

1. The prize card seemed to come back up in conversations, and some missed not having it. There could be some other options, especially using the mobile app, to create new exciting ways to incorporate synergy between exhibitors and attendees by having attendees have certain tasks, for example: go to 5 booths and take a selfie with an exhibitor and post on NACM website; to get extra bonus points, and at the end of the exhibit show, prizes can be awarded to attendees with most points.
2. Schedule and space availability permitting, NCSC recommends having an "opening social hour" in the exhibit hall. This creates much more of a buzz in the hall and allows attendees a sneak peak at the exhibit hall for the next day. Some exhibitors were confused with the hall closing for an hour then re-opening, so it may be beneficial to leave the hall open instead of closing.
3. NCSC recommends creating a "sponsor education track" – company pays a set amount to speak as one of the concurrent breakout sessions. Session is advertised as a "sponsored session" and there are other session options at same time for attendees as well. Some exhibitors have key speakers who are very good. NACM would not have to pay for the speakers, therefore saving money and potentially boosting sponsorship revenue.

### **Suppliers**

1. NCSC recommends adding the lead retrieval option on the Mobile App. It would be a valuable investment that exhibitors would use and appreciate. It would be seen as a value add in the exhibit fees that some exhibitors continue to comment are high.

### **Miscellaneous**

1. The conference app has the ability to receive ratings and feedback on sessions, many people chose to provide their feedback through attendify. 727 responses were received from attendify (not to include the social activity.) While the feedback on attendify is more limited than the email evaluations, it is recommended that NACM choose one to promote for feedback. If the app is used to this end, it is suggested that a general survey be emailed out at the end of the conference for more specific questions. Having one way to provide conference feedback would eliminate confusion.

## EVENT ANALYSIS AND REPORTS

Savings and Contributions

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Social Event Summary

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General Survey Results

GCS Savings

Exhibit Sponsor Revenue

Sponsorship Summary

## SAVINGS AND CONTRIBUTION SUMMARY

### APPLIES ONLY TO THE WESTIN CONVENTION CENTER HOTEL

Guestroom Management	\$24,396.32
Additional Concessions	\$2,840.00
<b>Total</b>	<b>\$27,236.32</b>

#### Guestroom Management

CATEGORY	Quantity Rooms	@	Rack Rate	Discounted Rate	=	Savings	x	Room Nights	Total Savings
<b>Hotel</b>									
Two Bedroom Presidential Suite	1	@	\$ 678.37	\$ -	=	\$ 678.37	x	8	\$ 5,426.94
Ambassador Suite	6	@	\$ 226.50	\$ 198.19	=	\$ 28.31	x	8	\$ 1,359.00
Deluxe King	15	@	\$ 215.18	\$ 198.19	=	\$ 16.99	x	8	\$ 2,038.50
Discounted staff rooms	10	@	\$ 198.19	\$ 130.24	=	\$ 67.95	x	6	\$ 4,077.00
1/45 comp room nights	58	@	\$ 198.19		=		x	0	\$ 11,494.88
<b>TOTAL GUESTROOM SAVINGS</b>									<b>\$ 24,396.32</b>

#### Additional Facility Concessions and Complimentary Items

CATEGORY	Regular Price	Quantity	x	Discounted Price	=	Savings
Comp Wireless Internet Office	\$ 150.00	2	x	\$ 150.00	=	\$1,050.00
Comp room amenities	\$ 58.00	10	x	\$ 58.00	=	\$580.00
Comp Airport Transfer	\$ 110.00	5	x	\$ 110.00	=	\$550.00
Comp Parking Passes	\$ 22.00	3	x	\$ 22.00	=	\$660.00
<b>TOTAL CONCESSIONS</b>						<b>\$2,840.00</b>

No Charge for Early Departures

In-Room WiFi complimentary, No charge for Fitness Center

<b>Friday, July 7</b>							<b>Daily Total</b>	<b>\$216.51</b>
Item Description	QTY	Actual	Price	Discount Price	Net	Grat 24%	6% Tax	Gross
<b>Officers Meeting</b>								
Coffee Break			\$216.51		\$0.00	\$0.00	\$0.00	\$216.51
Lunch (Off Property)								
							<b>Event Total</b>	<b>\$216.51</b>
<b>Saturday, July 8</b>							<b>Daily Total</b>	<b>\$972.26</b>
Item Description	QTY	Actual	Price	Discount Price	Net	Grat 22%	10% Tax	Gross
<b>Board Meeting</b>								
Breakfast Buffet	25	18	\$36.00	\$32.40	\$583.20	\$139.97	\$72.32	\$795.48
Buffet Lunch	25	18	\$44.00	\$39.60	\$712.80	\$171.07	\$88.39	\$972.26
							<b>Event Total</b>	<b>\$972.26</b>
<b>Sunday, July 9</b>							<b>Daily Total</b>	<b>\$46,173.79</b>
Item Description	QTY	Actual	Price		Net	Grat 24%	6% Tax	Gross
<b>Leadership Seminar</b>								
Coffee Service	5	2	\$82.00	\$82.00	\$164.00	\$39.36	\$12.20	\$215.56
Assorted Soft Drinks by consumption	40	0	\$5.00	\$4.50	\$0.00	\$0.00	\$0.00	\$0.00
							<b>Event Total</b>	<b>\$215.56</b>
<b>ECP Reception</b>								
Drink Ticket	175	60	\$8.00		\$418.85	\$100.52	\$31.16	\$550.54
Bartender Fee	1		\$150.00	\$138.18	\$138.18	\$0.00	\$0.00	\$138.18
<b>First Time Reception</b>								
Drink Ticket	175	111	\$8.00		\$841.85	\$202.04	\$62.63	\$1,106.53
							<b>Event Total</b>	<b>\$1,795.24</b>
<b>President's Reception</b>								
Hot	400	650	\$40.00	\$40.00	\$26,000.00	\$6,240.00	\$1,934.40	\$34,174.40
Drink Ticket		1050			\$7,028.75	\$1,686.90	\$522.94	\$9,238.59
Attendant Fee	5		\$150.00		\$750.00	\$0.00	\$0.00	\$750.00
							<b>Event Total</b>	<b>\$44,162.99</b>

<b>Monday, July 10</b>							<b>Daily Total</b>	<b>\$42,727.06</b>
Item Description	QTY	Actual	Price		Net	Grat 24%	6% Tax	Gross
Coffee, Decaf, Tea	23	60	\$82.00	\$73.80	\$4,428.00	\$1,062.72	\$329.44	\$1,686.89
							<b>Event Total</b>	<b>\$1,686.89</b>
<b>Buffet Lunch</b>	650	650	\$44.00	\$39.60	\$25,740.00	\$6,177.60	\$1,915.06	\$33,832.66
							<b>Event Total</b>	<b>\$33,832.66</b>
Assorted Sodas by consumption	400	355	\$5.00	\$4.50	\$1,597.50	\$383.40	\$118.85	\$2,099.75
							<b>Event Total</b>	<b>\$2,099.75</b>
<b>Social Hour</b>								
Domestic Beers	70	32	\$5.00		\$160.00	\$38.40	\$11.90	\$210.30
Imported Beers	30	81	\$6.00		\$486.00	\$116.64	\$36.16	\$638.80
Wine - Red/White	130	204	\$8.00		\$1,632.00	\$391.68	\$121.42	\$2,145.10
Mixed Drinks		186	\$8.00		\$1,488.00	\$357.12	\$110.71	\$1,955.83
Assorted Soft Drinks	10	14	\$4.00		\$56.00	\$13.44	\$4.17	\$73.61
Bottled Water	25	16	\$4.00		\$64.00	\$15.36	\$4.76	\$84.12
							<b>Event Total</b>	<b>\$5,107.76</b>
<b>Tuesday, July 11</b>							<b>Daily Total</b>	<b>\$7,042.01</b>
Item Description	QTY	Actual	Price		Net	Grat 24%	6% Tax	Gross
Coffee, Tea, Decaf	60	63	\$82.00	\$73.80	\$4,649.40	\$1,115.86	\$345.92	\$6,111.17
							<b>Event Total</b>	<b>\$6,111.17</b>
Assorted Sodas by consumption	400	328	\$5.00	\$4.50	\$1,476.00	\$354.24	\$42.95	\$930.84
							<b>Event Total</b>	<b>\$930.84</b>



[illegible]

## SOCIAL EVENT SUMMARY

### Welcome Reception/Dueling Pianos

Dueling Pianos		\$4,450.00
Food & Beverage		\$44,161.29
<b>Total Event</b>		<b>\$48,611.29</b>

### Library of Congress

Venue - Rental, Security		\$29,605.04
Food & Beverage	1000 guest	\$109,450.00
Jazz Quartet		\$4,550.00
Transportation	15 buses	\$19,158.00
<b>Total Event</b>		<b>\$162,763.04</b>

## Audio Visual, Internet and Miscellaneous Charges

	TOTAL	Budgeted	Difference
NACM Board Meeting	\$550.00		
State Leadership Meeting	\$654.50		
Conference Audio Visual	\$79,407.17		
Exhibit Hall Microphone	\$233.75		
Conference WiFi (includes Board and Leadership)	\$14,133.69		
Total	<b>\$94,979.11</b>		
Exhibit Hall Security	\$640.00		
Total	<b>\$640.00</b>		

## HOTEL GRATUITIES

Day	Name	Amount
Thursday		
	Jacquie, CSM	\$250.00
	Seidale, Banquets	\$125.00
	Chris, Banquets	\$75.00
	Osman, Banquet Staff	\$50.00
	Osman, Banquet Staff	\$50.00
	Rosa, Banquet Staff	\$50.00
	Maria, Banquet Staff	\$50.00
	Antonio, Banquet Staff	\$50.00
	Viet, Banquet Staff	\$50.00
	Hanh, Banquet Staff	\$50.00
	Adrian, Set Up Crew	\$75.00
	Darius, Set up Crew	\$50.00
	Kwame, AV	\$125.00
	Eric, AV	\$100.00
	Jay, AV	\$100.00
	Delivery	\$20.00
	<b>TOTAL</b>	<b>\$1,270.00</b>
Return		\$230.00

Event:

**NACM-IACA 2017 Joint International Annual Conference**

	THUR 7/6	FRI 7/7	SAT 7/8	SUN 7/9	MON 7/10	TUES 7/11	WED 7/12	THUR 7/13	FRI 7/14	SAT 7/15	TOTALS
Contracted Room Block	24	48	180	510	510	600	468	90	0	0	2,430
Pickup 3/27	32	57	192	313	314	319	307	120	27	10	1,691
Pickup 4/3	32	57	206	359	361	369	354	133	30	11	1,912
Pickup 4/10	33	59	215	400	406	413	396	146	33	13	2,114
Pickup 4/17	34	62	223	435	445	454	436	157	35	15	2,296
Pickup 4/24	35	64	226	458	470	480	459	156	36	15	2,399
Pickup 5/01	22	63	227	477	494	502	482	146	40	15	2,468
Pickup 5/08	22	61	232	506	526	532	508	157	39	13	2,596
Pickup 5/15	25	71	241	521	541	548	524	168	38	13	2,690
Pickup 5/22	23	78	248	534	556	566	536	177	37	13	2,768
Pickup 5/29	23	77	243	533	557	564	532	172	38	13	2,752
Pickup 6/05	19	67	233	533	559	575	535	173	38	12	2,744
Pickup 6/12	19	68	229	528	559	581	537	173	34	9	2,737
Pickup 6/19	19	67	227	528	561	584	536	174	34	8	2,738
Pickup 6/26	18	66	226	525	559	579	530	168	32	7	2,710
Pickup 7/03	17	64	224	518	553	575	522	165	30	7	2,675
<b>FINAL</b>	<b>12</b>	<b>48</b>	<b>204</b>	<b>467</b>	<b>499</b>	<b>526</b>	<b>460</b>	<b>121</b>	<b>21</b>	<b>5</b>	<b>2,363</b>
Remaining	12	0	-24	43	11	74	8	-31	-21	-5	67
Pick-up Percentage	50%	100%	113%	92%	98%	88%	98%	134%	100%	100%	97%

Paid Registrations	Daily Registrations	Paying Speaker Reg	Comp Registrations	Total Minus Exhibit Staff	Exhibit Registrations	Overall Registrations	2016 Overall	2015 Overall
147	0	4	36			187		
207	0	5	37			249		
237	0	4	43			284		
267	0	4	55		1	327	92	66
279	0	6	56		1	342	144	76
296	0	7	60		1	364	183	109
343	1	8	60		19	431	203	168
373	1	12	63		27	476	284	232
435	1	14	68		36	554	305	257
479	1	16	71	567	39	606	366	330
550	1	22	85	658	58	716	418	370
611	1	32	107	751	72	823	436	408
662	1	32	114	809	86	895	490	442
674	4	32	116	826	130	956	541	469
686	4	33	115	838	141	979	603	482
685	5	29	118	837	140	977	622	508

# REGISTRATION HISTORY

ANNUAL CONFERENCES	2009 Boston	2010 New Orleans	2011 Las Vegas	2012 Orlando	2013 San Antonio	2014 Scottsdale	2015 Louisville	2016 Pittsburgh	2017 Crystal City
Paid Registrations									
Member	245	128	193	203	182	217	177	162	239
Nonmember	39	35	55	46	46	54	40	44	48
									168
ECP									
Member	0	3	23	22	28	47	38	35	36
Nonmember	0	0	5	2	1				
Group									
Member	0	76	48	64	1	69	79	75	89
Nonmember	0	34	39	87	5	47	50	59	105
Daily									
Member	1	1		2	5	16	1	1	
Nonmember	11	0		5	0	101	8	9	5
<b>Subtotal Paid Registrations</b>	<b>296</b>	<b>277</b>	<b>363</b>	<b>431</b>	<b>268</b>	<b>551</b>	<b>393</b>	<b>385</b>	<b>690</b>
Nonpaid Registrations									
Scholarships									
Member	0	0	38	28	27	15	12	1	5
Non Member	0	0	1	0					
Comps									
Member	5	22	28	33	37	44	36	32	33
Nonmember	4	5	10	9	18	19	6	10	8
									21
Volunteer									
Member				4					0
Nonmember				2					0
<b>Subtotal Nonpaid Registrations</b>	<b>9</b>	<b>27</b>	<b>77</b>	<b>76</b>	<b>82</b>	<b>78</b>	<b>54</b>	<b>43</b>	<b>67</b>
Speakers									
Member	21	20	15	9	11	22	22	38	51
Nonmember	20	19	19	19	29	24	39	53	29
<b>Subtotal Speakers</b>	<b>41</b>	<b>39</b>	<b>34</b>	<b>28</b>	<b>40</b>	<b>46</b>	<b>61</b>	<b>91</b>	<b>80</b>
<b>Subtotal Exhibit Staff</b>	<b>136</b>	<b>138</b>	<b>145</b>	<b>180</b>	<b>108</b>	<b>125</b>	<b>134</b>	<b>101</b>	<b>140</b>
<b>TOTAL Conference Attendees</b>	<b>482</b>	<b>343</b>	<b>474</b>	<b>535</b>	<b>390</b>	<b>675</b>	<b>508</b>	<b>519</b>	<b>837</b>
<b>TOTAL Including Exhibit Staff</b>						<b>800</b>	<b>642</b>	<b>620</b>	<b>977</b>

# NACM 2017 Annual Conference Survey Results

♥ = Recorded Session

Monday, July 10th, 2017

Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Plenary: The Challenge of Excellence on a Global Scale: Chief Justice Perspectives from Around the World ♥		153	4.0	Kenneth Benjamin	4.1	4.1
				Mary McQueen	4.2	4.2
				Hon. John Minton	4.0	4.0
				MA Yuanjie	3.8	3.7
				Moeng Moeng	3.9	3.8
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Who is a Journalist? Changing Legal Definitions and Implications for Courts, as seen in New Zealand, Australia, and the United States	55	21	4.0	Jane Johnston	4.1	4.0
				Anne Wallace	4.1	4.0
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
National Task Force on Fines, Fees, and Bail Practices- Resources, Tools, and Challenges ♥	128	27	3.8	Dave Byers	4.3	4.3
				Laurie Dudgeon	4.1	4.1
				David Slayton	4.3	4.3
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Extending the NACM CORE to Your Court: Caseflow Management and Resources, Budget, and Finance ♥	150	33	3.8	Alfred Degrafinreid	4.2	4.2
				Kathryn Griffin	3.7	3.6
				Greg Lambard	4.1	4.1
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Remote Delivery of Access to Justice: The Path to Implementation and the Partnerships Along the Way	90	14	4.1	Renee Danser	4.4	4.3
				Mirenda Meghelli	4.4	4.3
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
The Challenges of Excellence on a Global Scale [Breakout Session Following Keynote Panel]	54	15	4.3	Jeff Apperson	4.4	4.3
				Mary McQueen	4.4	4.4



Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Transforming the Public Experience of Justice: Three Countries, One Goal	152	15	3.2	Neil Doherty	3.0	3.0
				Frank Greene	3.6	3.5
				Barbara Marcille	3.6	3.6
				Harold Epineuce	2.9	2.9
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Defining Legal Advice and Legal Information with an International Emphasis	54	11	3.9	John Greacen	3.9	3.8
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Managing a High Profile Case in Your Court – Lessons Learned from the Prince Case	165	26	4.4	Hon. Kevin Eide	4.7	4.7
				Kristen Trebil-Halbersma	4.7	4.7
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Judges, Staff, and Money-How Can they be Fairly Allocated? The U.S. Federal Judiciary Shares its Secrets	80	9	4.3	Jim Baugher	4.2	4.1
				Elizabeth Wiggins	4.2	4.3
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
The (un)Balanced Life [Breakout Before Plenary Session] 🍷	200	35	4.6	Pierre Quinn	4.9	4.8
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
New Guidelines for Public Access to Court Records: What has Changed? (Sponsored by the Joint Technology Committee and the Court Information Technology Officers Consortium) 🍷	128	28	4.0	Tom Clarke	4.5	4.5
				Kevin Iwersen	4.4	4.4
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
AidData, Foreign Assistance, and the Rule of Law: Examining Justice Sector Reform in Practice	46	4	4.3	Suren Avenesyanyan	4.3	4.5
				John Cipperly	4.5	4.0
				Matthew Kleiman	4.0	4.3

Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Innovative Strategies for Assessing Risk in Domestic Violence Cases and Obtaining Access to Justice 🧡	128	13	4.2	Julietta Marotta	4.2	4.2
				Robyn Mazur	4.2	4.2
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Ethics, Integrity, and the Courts: Judicial Independence Confronting Malfeasance	152	23	3.9	Peter Kiefer	4.1	4.1
				Susan Organ	4.0	4.0
				Karl Thoennes	4.1	4.1
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Best Practices in Adult Drug Courts: Promoting Fidelity to the Model	17	7	3.9	Mary Kay Hudson	3.9	4.0
				Rick Schwermer	4.0	4.0
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Leading and Managing when Status, Power, and Control Collide: The Story of Presiding Judges and Court Administrators	80	13	3.8	Luis Palma	3.8	3.7
				Maureen Conner	4.0	4.1
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
The Future is Now: Online Dispute Resolution and the Courts (Sponsored by the Joint Technology Committee and the Court Information Technology Officers Consortium)	102	22	4.2	Alex Sanchez	4.4	4.3
				Fabricio Bittencourt da Cruz	4.2	4.1
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
The Evidence Behind Effective Customer Service: Procedural Justice and Fair Treatment 🧡	157	35	3.6	Margaret Allen	4.1	4.0
				Emily LaGratta	4.2	4.2
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Plenary: Justice Demands the Best You 🧡		97	4.3	Pierre Quinn	4.6	4.6

Tuesday, July 11th, 2017

Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
The Power of Culture: Working Together to Achieve Justice 🤝		106	4.2	Jon Rapping	4.4	
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
How We Can Resist a Culture of Injustice and Help Reform the System From Within (Breakout Following Plenary)	148	15	4.2	Genevieve Citrin Ray	4.3	4.4
				Jon Rapping	4.5	4.6
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
How Court Administrators as Public Servants Can Engage the Public 🤝	128	21	4.2	Karen Freeman-Wilson	4.4	4.6
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Cybersecurity and the Courts (Sponsored by Mitre)	97	22	3.5	Amgad Fayad	3.7	3.7
				Brett Moseley	3.8	3.8
				Michele Stovall	3.9	4.0
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Civil Case Management Teams (CCMT) in Action: What are they and how well do they do?	66	17	4.1	Thomas Rebull	4.2	4.2
				Yanitza Madrigal	4.3	4.1
				Paula Hannaford-Agor	4.1	3.9
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Design for Dignity and Fairness in Contemporary Courthouses	77	11	3.6	David Tait	4.2	3.8
				David Insinga	4.1	3.8
				Robert Fisch	4.2	3.8
				Noel Doherty	4.2	3.8
				James Beight	4.0	3.6
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Court Leader Excellence: Competencies and Roles (NACM Guide and CORE*) 🤝	125	14	4.6	Janet Cornell	4.6	4.6

Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
International Framework for Court Excellence and the High Performance Court Framework: Contrasts and Comparisons 🇳🇱		85	3.6	Pim Albers	3.9	3.9
				Violaine Autheman	4.0	3.9
				Dan Hall	3.8	3.8
				Matthew Kleiman	4.0	4.0
				Gregory Reinhardt	3.8	3.8
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Plenary Follow Up: Traveling the Path to Court Excellence 🇳🇱	55	11	4.3	Kevin Bowling	4.5	4.4
				Danielle Fox	4.5	4.5
				Dan Hall	4.1	4.3
				Christina Malia	4.5	4.4
				Jennifer Marie	4.4	4.3
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Leveraging Technology to Improve Customer Service and Track Performance	80	15	4.0	Joseph Vellon	4.6	4.5
				Nelly Montenegro	4.6	4.3
				John King	4.7	4.4
				Rita Blandino	4.5	4.4
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Continuous Process Improvement (CPI) and the Judiciary: Case Studies in Process Improvement in the U.S. Federal Courts and Judiciaries Across Europe	44	4	4.5	Robbie Westmoreland	4.5	4.5
				John Stacey	4.3	4.5
				Michael Milby	4.8	4.8
				David Bradley	4.5	4.5
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Implicit Biases: How Our Amazing Brains Can Lead Us Astray 🇳🇱	200	36	4.1	Kelly Tait	4.6	4.5
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Judicial Security-At Work, at Home, and on the Internet	74	15	4.0	Thomas Figmik	4.5	4.5
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Big Data and Artificial Intelligence and the Impact on the Administration of Justice (Sponsored by Mitre)	147	15	4.0	Margaret Hagan	4.3	4.3
				L. Karl Branting	4.3	4.2

Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Past, Present, and Future of Cloud Computing (Sponsored by the Joint Technology Committee and the Court Information Technology Officers Consortium)	50	10	4.4	Peter Smolianski	4.4	4.3
				Heather Pettit	4.4	4.4
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Plenary Follow Up: Keeping the Journey on Course	21	4	4.3	Tin Bunjevaca	4.3	4.3
				Philip Langbroek	4.3	4.0
				Richard Schauffler	4.3	4.3
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Community Engagement in the State Courts: Learn About the Tools Developed to Engage with Minority and Disadvantaged Communities 🧡	75	13	4.1	Amy Quinlan	4.1	4.0
				Nina Hess Hsu	4.1	4.0
				Joseph Hamm	4.2	4.2
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Judicial and Administrative Capacity Building-Comparative Experiences in the United States, France, Japan, and Abu Dhabi	58	7	4.0	Tim Dibble	4.4	4.4
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
How Can You Fix Your Guardianship System? Lessons from National and State Reform Efforts 🧡	25	4	3.3	Brenda Uekert	4.0	3.8
				Jeffery Rinard	4.0	3.5
				Cate Boyko	4.0	3.8
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Leadership from the White House to the Courthouse: Four Practices of Effective Leaders	135	32	4.6	Michael Eric Siegel	4.8	4.8

Wednesday, July 12th, 2017

Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
The Legal History, Neuroscience, and Toxicology of Marijuana: What the Justice System Needs to Know	152	24	4.8	Mary Celeste	4.7	4.8
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Succeed Through Achievement and Resilience-An Alternative Program for Minor Victims of Sex Trafficking 🧡	30	9	4.3	Hon. Catherine Pratt	4.3	4.3
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Connecting Courts, Connecting Justice: Recognition and Enforcement of Civil Judgments	39	8	4.1	Mark Beer	4.5	4.3
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Case Management Cookbook: Three Key Ingredients to Building a Successful Case Management System [Sponsored by Thomson Reuters]	80	9	4.1	Kendall Smith	4.1	4.1
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Protecting Your Court: Practical Facility Enhancements for Your Courthouse from Enhancing Security to Technology Improvements to Strategic Solutions	25	7	4.6	Nathan Hall	4.3	4.4
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
How Equal Will We Be? The Future Focus of Access to Justice 🧡	63	14	4.0	Anne Wallace	4.4	4.4
				Phil Knox	4.3	4.4
				Peter Kiefer	4.3	4.3
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Trauma Awareness and Resilience Strategies for Work and for Life 🧡	126	31	4.6	Hon. Shaun Floerke	4.9	4.9
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Global Lessons in Creating a Performance Culture: Management, Training, and Incentives	152	15	4.2	Georgia Harley	4.3	4.2
				Lin Hammergren	4.2	4.2
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
The Justice Goal of the United Nations Sustainable Development Goals: An Invitation to Excellence for Justice Systems	50	5	4.8	Ingo Keilitz	4.8	4.8
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Excellence in Social Media: Challenges and Successes that Courts Internationally have Faced when Using Social Media to Engage the Public	103	19	4.1	Marilyn Bromberg	4.6	4.6
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Effective Juror Orientation 🧡	50	8	4.4	Paula Hannaford-Agor	4.6	4.5
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Promoting Efficiency and Quality of Justice-The European Commission for Efficiency of Justice Perspective	23	3	3.3	Ivana Borzova	3.3	3.0

Thursday, July 13th, 2017

Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Courts Disrupted: How Technology and Innovation Have the Power to Improve as well as Disrupt Court Business Practices 🐼		76	4.3	Margaret Hagan	4.2	4.2
				David Slayton	4.4	4.4
Session Title	# of Attendees	# of Responses	Overall Score	Speakers	Speaker Content	Speaker Presentation Skills
Change! Emerging Trends Impacting the Administration of Justice Around the World 🐼		62	4.4	Gary Marchant	4.5	4.4

# **NACM 2017 Annual Conference Survey Results**

## **General Results**

**Please tell us about yourself.**

**I work in a: (q1)**

Municipal or Limited Jurisdiction Court	9	11.5 %
Trial or General Jurisdiction Court	34	43.6 %
Intermediate Court of Appeals/Supreme Court	3	3.8 %
State Court Administrator's Office or AOC	11	14.1 %
Federal Court	7	9.0 %
Tribal Court	0	0.0 %
NA – I do not work for a court	6	7.7 %
Other (specify):	8	10.3 %
Federal Court ED agency		
academic		
Juvenile and domestic relations		
Supreme Court - Court of Appeal		
Court administration in Latvia		
consultant		
RETIRED		
Council of Justice		
<b>Total</b>	<b>78</b>	<b>100.0 %</b>

**What types of cases does your court hear? (Check all that apply) (q2)**

Criminal	11	68.8 %
Juvenile	5	31.3 %
Civil	7	43.8 %
Family	3	18.8 %
Probate	1	6.3 %
Traffic	11	68.8 %
Other limited jurisdiction	3	18.8 %
Appeals for the case types checked above.	1	6.3 %
Other (please specify):	4	25.0 %
NA		
Dont work for court		
previously in LJ court		
Housing		
<b>Total</b>	<b>16</b>	<b>100.0 %</b>

**How many years have you worked for a court or judicial office? (q3)**

0-5	1	6.3 %
6-10	2	12.5 %
11-15	4	25.0 %
16+	7	43.8 %
I don't work for a court or judicial office.	2	12.5 %
<b>Total</b>	<b>16</b>	<b>100.0 %</b>



Which best describes your role in your organization? (q4)		
Judge/Judicial Officer	1	6.3 %
Court or District Administrator	7	43.8 %
State Court Administrator	0	0.0 %
Front Line Supervisor	2	12.5 %
Mid-level Manager in Court Administration	0	0.0 %
Program Manager or Supervisor	0	0.0 %
Elected or Appointed Clerk of the Court or Manager in the Clerk's Office	1	6.3 %
Public Information Officer	0	0.0 %
Judicial Educator	1	6.3 %
Attorney	0	0.0 %
Other (please specify):	4	25.0 %
professor		
Director of court and land registry department		
RETIRED		
Court Administrator		
<b>Total</b>	<b>16</b>	<b>100.0 %</b>

How many judges serve in your court? (q5)		
0-3 judges	6	37.5 %
4-10 judges	5	31.3 %
11 or more judges	1	6.3 %
Not Applicable	4	25.0 %
<b>Total</b>	<b>16</b>	<b>100.0 %</b>

Exhibitors play a valuable role in the NACM conferences. In addition to bringing attendees new and innovative products, the exhibitor fees help to offset conference registration, food, and hotel costs. How much time did you spend in the exhibit hall (excluding the social hour)? (q6)		
I did not attend	2	12.5 %
Less than 1/2 hour	1	6.3 %
30-60 minutes	9	56.3 %
61-90 minutes	2	12.5 %
Over 90 minutes	2	12.5 %
<b>Total</b>	<b>16</b>	<b>100.0 %</b>

Tell us which best describes your role in your organization's decision-making process relating to purchasing products or services for your organization: (q7)		
I make the final decision.	5	31.3 %
I am part of a team of decision-makers.	8	50.0 %
I gather information and report to others who make the final decision.	1	6.3 %
I am not involved with the decision-making process.	2	12.5 %
<b>Total</b>	<b>16</b>	<b>100.0 %</b>

How many years have you worked for a court or judicial office? (q8)		
0-5	8	14.5 %
6-10	6	10.9 %
11-15	11	20.0 %
16+	30	54.5 %
I don't work for a court or judicial office.	0	0.0 %
<b>Total</b>	<b>55</b>	<b>100.0 %</b>

Which best describes your role in your organization? (q9)		
Judge/Judicial Officer	1	1.8 %
Court or District Administrator	26	47.3 %
State Court Administrator	5	9.1 %
Front Line Supervisor	1	1.8 %
Mid-level Manager in Court Administration	8	14.5 %
Program Manager or Supervisor	4	7.3 %
Elected or Appointed Clerk of the Court or Manager in the Clerk's Office	3	5.5 %
Public Information Officer	0	0.0 %
Judicial Educator	2	3.6 %
Attorney	1	1.8 %
Other (please specify):	4	7.3 %
Executive Assistant		
Career Law Clerk		
CIO		
Chief Registrar of the Supreme Court of Cameroon		
<b>Total</b>	<b>55</b>	<b>100.0 %</b>

How many judges serve in your court? (q10)		
0-3 judges	6	10.9 %
4-10 judges	15	27.3 %
11 or more judges	31	56.4 %
Not Applicable	3	5.5 %
<b>Total</b>	<b>55</b>	<b>100.0 %</b>

Exhibitors play a valuable role in the NACM conferences. In addition to bringing attendees new and innovative products, the exhibitor fees help to offset conference registration, food, and hotel costs.

How much time did you spend in the exhibit hall (excluding the social hour)? (q11)

I did not attend	9	16.4 %
Less than 1/2 hour	4	7.3 %
30 - 60 minutes	21	38.2 %
61 - 90 minutes	11	20.0 %
Over 90 minutes	10	18.2 %
<b>Total</b>	<b>55</b>	<b>100.0 %</b>

Tell us which best describes your role in your organization's decision-making process relating to purchasing products or services for your organization: (q12)

I make the final decision.	7	12.7 %
I am part of a team of decision-makers.	24	43.6 %
I gather information and report to others who make the final decision.	17	30.9 %
I am not involved with the decision-making process.	7	12.7 %
<b>Total</b>	<b>55</b>	<b>100.0 %</b>

Check any of the following that your court may purchase or enhance in the next 1-3 years? (q13)

Building addition or remodeling	20	36.4 %
Court Information System	12	21.8 %
Collection Database or services	7	12.7 %
eFiling Database or Services	15	27.3 %
Website services or products	17	30.9 %
Calendaring Display Software	9	16.4 %
HR software	5	9.1 %
iCloud storage	6	10.9 %
Office Furniture	23	41.8 %
HR Software	3	5.5 %
Finance Software	2	3.6 %
Learning Management System	4	7.3 %
Other (please specify):	3	5.5 %
Jury Management		
hardware		
electronic recording system, security camera system		
<b>Total</b>	<b>55</b>	<b>100.0 %</b>

What topics and/or presenters would you like to see at a future conference? (optional) (q14)		
General Relationships between judges themselves especially in multimember courts		
NCSC court excellence models, global chief justices, leadership models from various sectors		
How law clerks are utilized in courts around the world.		
Employee satisfaction		
sharia courts; indigenous justice		
IT and building security.		
Technology options for court programs. Succession planning Discussion groups for disciplines		
Keep having tech topics, like at this conference. Sure was nice to have new speakers we have never seen before here, especially the international folks. We should continue to partner with IACA to identify new things and good speakers. Bring Pim Albers back, for instance.		
I felt this was too American based and very low level. I will not be attending another NACM conference as it does not meet my needs		
Justice demands the best you. You may consider repeating it yearly		
1) operational issues surrounding implementation of technology 2) comparison of US to international courts		
I would like to see Judge Shaun Floerke as a plenary speaker. His presentation on trauma was one of the best I saw all week.		
Loved the plenary given by Pierre - so on point. More like this that applies directly to court management.		
continue to expand on the access to justice area especially incorporating tech tools		
Emerging technology, cyber security, leadership, HR trends, motivating employees, judge/court administrator teamwork, budgeting essentials, info about ICM and SJI		
More research and innovative ideas		
An orientation to becoming a Fellow, summarize how it can benefit you and the Association.		
Would enjoy another course on resilience, leadership traits, taking court leadership concepts and putting them into practice.		
The future of AI in court systems		
The core mission of the Trial Courts		
Sessions on: *New/Useful apps relevant to court environment *Practical HR tips for keeping/retaining employees. Employee growth/empowerment. *Security tools, tips, tricks for medium, small, rural courts that don't have bailiffs/armed security. *New and emerging topics, like artificial intelligence what impact it may have on the profession of court administration		
all		
Possible keynotes that might appeal to a broad audience: Daniel Levitin: "The Organized Mind: Thinking Straight in an Age of Information Overload" Barbara Oakley: "Learning How to Learn"   Talks at Google Matt Abrahams: Think Fast, Talk Smart: Communication Techniques Breakout sessions: Tech innovations - an update on the latest and greatest software, apps, etc. Similar to tech sessions offered at CTC and eCourts. Update from Harvard's Access-to-Justice Lab. Developing successful training programs for non-judicial staff members.		
Retaining interpreters for rural courts		
Would like an update on on-line dispute resolution. Both presenters this year had a limited number of cases that had been handled. I would like to see larger numbers and outcomes.		
a couple of sessions geared toward challenges municipal courts face would be very helpful		

How many NACM conferences have you attended? (q15)		
	1	26 35.6 %
2-4		17 23.3 %
5 or more		30 41.1 %
Total		73 100.0 %

Did you find the conference app: (q16)		
Helpful	68	93.2 %
Not Helpful	3	4.1 %
Other	2	2.7 %
Slightly helpful when notifications were pushed		
didn't use/need		
Total	73	100.0 %

Who paid for your attendance at the conference? (g17)		
Registration Fee (g17_1)		
Court/Business	58	78.4 %
Self	7	9.5 %
Other (Specify)	8	10.8 %
Total	74	100.0 %

Travel (g17_2)		
Court/Business	53	71.6 %
Self	12	16.2 %
Other (Specify)	8	10.8 %
Total	74	100.0 %

Other		
Other (Specify)		
DOJ		
partially by court		
Court administration of Latvia		
Intl		
court/self combination		
Judge		
State Association		
waived		
locality budget		

Please share any information to improve our NACM Conference. (optional) (q18)		
Good conference		
Nothing it was great!!		
I thought the combined conference had its plusses but at times, it seemed too big. I couldn't get into several breakout sessions, and they were not repeated. Maybe a shorter conference?		
It was well organized. However, there were no examples from Africa which is doing very well.		
Some speakers were far more qualified as presenters than were others. Mayor of Gary was not effective at all, though I admire her as a person.		
Have more friendly representatives checking in. Very disappointed at the lack of give a damn attitude when I showed up.		
The social events were too loud. It was nearly impossible to socialize. I would like a more cozy atmosphere.		
Nothing to suggest. This conference was spectacular!		
Bigger venue or preregistration for courses. I was unable to attend my first choice on many occasions even though I was there early		
Sessions that had a discussant or contrary view were more engaging. Those that had one person reading a long speech were less useful. Food was terrific.		
Breakfast everyday.		
Always a great conference and opportunity. The International component was a great addition. Would be nice if when coffee/beverages are served they could be served on each floor where there are conference rooms - it was hard to get from the 3rd floor down and back without being disruptive.		
First time attending I thought it was absolutely awesome		
The opening reception was great, except the music was too loud for such a small space -- couldn't talk very easily. Site was outstanding (DC), unlike a couple of more recent cities.		
For my first time, I learnt a lot.		
Enjoyed the conference, but wish it was at a better location. There are many better options in the D.C. Region that would have been walkable to restaurants/attractions and the metro. I hope you keep that in mind for future conference planning.		
some of the topics seems to be present on every conference agenda, which limits interest.		
Not having some sort of breakfast available made it difficult for those that are used to having breakfast. Not too many other local options in DC hotel area.		
No need improvements		
The hotel was terrible, the topics were all American centric and low level. I prefer IACA conferences that are focussed on international initiatives. NACM seems a little out of touch and quite behind the rest of the world...		
It was great		
Format is on point		
Conducting the business meeting on Thursday morning was a great idea and should be the standard moving forward.		
It was great		
While the hotel was a little old the service was wonderful and the food was just awesome!!!!!!!		
It would be nice for the conference app to allow you to make your own schedule and then to advance when the days advance.		
Show the faculty names on the summary schedule		
The conference is excellent as is.		
Please don't direct unsolicited vendor information to me. I'll just delete it.		
The conference was very good. Maybe, more room for the popular seminars so no one gets shut out.		
This was a fantastic conference. I was amazed that it was so relevant to the municipal court level. D.C. was beautiful and an inspiring venue for the conference.		
Not sure how to articulate this in a respectful fashion. While it was a pleasure to meet and to learn from so many international visitors, is there a way to convey during the registration process that, in the U.S., females are considered "equal" to males? I do not mean just manners / social skills due to cultural differences, I try to be tolerant of that. I am referring to things like blatant disregard when a woman was speaking, taking a woman's seat (and not a man's who's also was vacant for a moment), cutting in front of women in lines, etc. -The elevator and bathroom situation at the hotel was horrendous. There were not enough elevators when everyone was leaving at the same time. There also were not nearly enough female restrooms in the meeting room areas. -Please request pre-registration for break-out sessions so you can determine the most popular topics and put those in the largest rooms. More than once, I could not get into the session I wanted, partly because I couldn't get there fast enough.		
Great conference! The entire event was informative, and easy to navigate through. The social events were all networking supportive and very enjoyable. I would be interested in seeing more sessions that offer not only problem statements and solution options but the data collection methods and the tools utilized for success measurement as well. Thank you!		

Thanks to all conference planners and on site staff/volunteers. The combined NACM and IACA attendees provided a wonderful learning and networking environment.		
Great location.		
Some of the topics this year were presented more for someone ew to the court. While there are a lot of younger administrators, most of us have been doing this for awhile.		
Just make sure any rooms for breakout sessions are going to be big enough to hold the majority of the people that want to attend a session. For example, the Conference Theater this time was too small with a capacity of only 89, yet you had 800+ attending and 6 breakout sessions each time, so 89 wasn't going to cut it.		
The rooms that sessions were held in needed to be bigger. Almost every session was packed and many had to turn away participants. Also, meals need to be better planned. Too many people standing with no where to sit and eat. Overall it was an excellent conference!		
all was good		
Gluten free or vegan/vegetarian meal options. There were very few things for someone with this type of meal requirement to actually eat, which was somewhat disappointing.		
Maybe a pre-class signup would be a good option to ensure that there would be adequate space for every class. There were a lot of classes that either ran out of space and not enough chairs or were simply just not in a room big enough.		
It was wonderful but with it being my first conference I was overwhelmed.		
I would like to see more substantive presentations offered next time. I found the plenary sessions very light and was looking for more intellectually challenging, informative sessions.		
I thought it was a very good idea to bring these two groups together. It was a pleasure to meet and learn from them.		
Door prizes from vendors, should have ben given out at the Conference, not made phone calls to the winners. Business Cards had our work number on it, and I was not at work.		
great job this year-well done		
The speakers from the last day of the conference were the best speakers of the whole conference. Unfortunately, a good chunk of the audience had already left. Breakout sessions were good; could be improved by having different tracks (international, technology, security, personal growth, empowering employees, etc). Several sessions were closed because they were too popular. Needed bigger rooms for several of the sessions as there simply weren't enough chairs.		
Conference was great. I will attend next year.		
The conference programming was excellent this conference. My only suggestion is that NACM seriously consider rethinking the practice of having "panel" keynotes. Panel keynotes are rarely executed well. Although Monday's keynote was interesting and well-executed (thanks to a skilled moderator and diverse panelists), most are not. Even with the skilled moderator, there was potential for the SA judge to overtake the panel discussion.		
The roof networking social hour was a bit disjointed/hectic. It seemed a smaller space for this given the # of people attending & it was loud and difficult to get up there. Hardly room to walk about. Also long wait for an elevator and several flights to walk up if one chose that route.		
Not enough seating for most of the breakout sessions and the library of congress event. It would have been nice to have the vendors there for more hours/days. It was helpful to not have any other sessions going on at the same time, but that was too many people trying to see the vendors in a short period of time.		
I know it was a joint conference with international court administrators. However, it was a little disappointing that more sessions weren't available for small, rural courts.		
I did not respond because it stated (optional).		
I really enjoyed this conference on many levels. The breakout sessions were generally very good. Panel discussions leave something to be desired. Evening events great. Having said that, the poor attendance at the vendor show is something to be noted. While I ditched because I wanted to see some of DC, the shows are always the same and duplicates of the CTC. Moving forward you may want to consider not relying on vendor money so much. I'm kind of seeing them as something from the past since I can find the same info on-line.		
Please make attendees sign up for breakouts in advance. That way the sessions will be in large enough rooms to accommodate the attendees. I missed one session because all of the rooms were full - and I did not delay getting to the room; however, the elevator situation also caused some issues. Trying to herd so many people from the basement to the 3rd floor with only a few elevators was an issue. I felt the content this year (especially the last 2 plenary sessions on Thursday) was outstanding! Really rejuvenated me and made me excited to be a part of court administration! The Library of Congress Event was also spectacular! Thank you! My only negative comment would be that some of our international guests were very rude to women. Perhaps I am used to working with male colleagues who are well versed in social graces; but, it was obvious SOME of the international men did not respect women. Thank you for an overall delightful experience. I thoroughly enjoyed the conference!		
as stated above, more sessions geared toward municipal courts would be wonderful. we're the courts most people come into contact with.		
It was awesome.		

## General Services Contractor (GCS) SAVINGS

CATEGORY	List Price	Discounted Price	=	Savings
<b>Service Contractor-Freeman</b>				
Exhibit Hall	\$ 4,917.95	\$ 1,551.20		\$3,366.75
Registration	\$ 7,519.35	\$0.00	=	\$7,519.35
Signage	\$ 7,196.52	\$ 3,041.51	=	\$4,155.01
Warehouse Shipments	\$ 1,410.00	\$ -	=	\$1,410.00
Labor	\$ 3,325.00	\$ 2,660.00	=	\$665.00
TOTAL	\$ 24,368.82	\$7,252.71	=	\$17,116.11
<b>TOTAL SERVICE CONTRACTOR (includes taxes)</b>				<b>\$7,252.71</b>

## EXHIBIT BOOTH AND SPONSORSHIP REVENUE SUMMARY

[illegible]



SPONSORSHIP SUMMARY					
		Sponsor Fee	Actual Cost	NET Revenue	
AllianceOne	Fun Run	\$4,000	\$1,348	\$2,652	
equivant	WiFi	\$9,000	\$14,134	-\$5,134	
Journal Technologies	Water Bottle	\$5,500	\$4,998	\$502	
Linebarger Goggan	Schedule	\$4,300	\$2,276	\$2,024	
MITRE	Program	\$7,500	\$1,340	\$6,160	4 Comp Reg's in lieu of Booth Fee
Thomson Reuters	Program	\$7,500	\$165	\$7,335	Booth \$15; 2 Library Tickets \$150
Tyler	Platinum/Hub	\$14,000	\$330	\$13,670	2 Booths \$30; 4 Library Tickets \$300
	Lanyards	\$3,000	\$2,900	\$100	
<b>TOTAL</b>		<b>\$54,800</b>	<b>\$27,491</b>	<b>\$27,309</b>	