

PROGRAM EVALUATION SUMMARY
UNICARE Leadership 2001 Conference – Midwest

<p>Keith Harrell, <i>Change: The Power of Growth</i></p> <ul style="list-style-type: none"> * Super fantastic! * Wish I could have him around all the time. * Super fantastic. Reminder of basic golden rule principles. * Excellent! (3) * Great tips, very energetic and enthusiastic. Bought his book and tape. * Not focused. * Power! * Excellent speaker, at times a little too sappy, but message is excellent. * Yes, it's true - 90% attitude and 10% circumstances. 	<p>4.47 (n = 53)</p>
<p>Carl Volpe, <i>Federal Legislative Update</i></p> <ul style="list-style-type: none"> * Excellent insider info The open question - what strategies for positive change can we focus upon? * Did not use mike - hard to hear. * Nothing new. * Extremely informative, impressive presentation. Was able to explain a complicated topic in simplistic terms. * Very good, but legal side is outside his expertise. * Helpful review - concise and editorializing * Could have covered more on impact on providers. 	<p>4.03 (n = 37)</p>
<p>James Lloyd, <i>Customer Service in Daily Practice</i></p> <ul style="list-style-type: none"> * Always great! * Wonderful - very uplifting! * Excellent! (4) * Great speaker! * Outstanding! * Amazing speaker, love his ideas, very enthusiastic. He makes a difference. * Good, practical suggestions. (2) * Please <u>always</u> have James speak! * Engaging presenter - good choice for the closing presentation. * High energy - valuable comments. 	<p>4.68 (n = 56)</p>

Facility and Location

One a scale of 5 to 1 (5 = Excellent to 1 = Poor), please evaluate the conference facilities and location.

Question	Providers	Previous Year
How would you rate the accommodations at the Grand Geneva Resort?	4.75 (n = 56)	4.91 (n = 35)
How would you rate Lake Geneva, Wisconsin as a location for a future conference?	4.81 (n = 57)	4.80 (n = 35)