
Lutheran Church–Canada Convention 2005:

DELEGATES CONVENTION EVALUATION

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The opinions expressed herein are solely those of the author and do not necessarily represent the views of Lutheran Church–Canada.

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A. Introduction

In 2005, Lutheran Church–Canada organized another convention to discuss issues of importance to the members of Synod, boards and institutions. Using a survey questionnaire, the organizers wanted to evaluate the strengths and weaknesses of the recent Lutheran Church gathering. The following report summarizes the attendees' views and opinions of Lutheran Church–Canada's 2005 Convention. Based on their feedback, the author will identify the convention's strengths and weaknesses as well as forward recommendations that can be used to improve future conventions. These recommendations are based on an examination of the statistical data as well as attendees' comments.

B. Sample Overview

The data used in the present report was obtained from the convention delegates attending the recent Lutheran convention. They were asked to rate several aspects of the convention through a survey questionnaire. Of the surveys handed out during the convention, 120 were returned to Lutheran Church–Canada.

A demographic examination of the survey respondents (see Appendix A) revealed significantly more male respondents (84.4%) compared to female respondents (15.6%). Somewhat older respondents comprised the survey sample. More specifically, 38.6% of the respondents were between the ages of 51-65 years, 32.5% were between the ages of 35-50, and 19.3% were over the age of 65. Only a small fraction of the sample identified themselves as under the age of 25 years (3.5%).

Figure 1 -- Gender

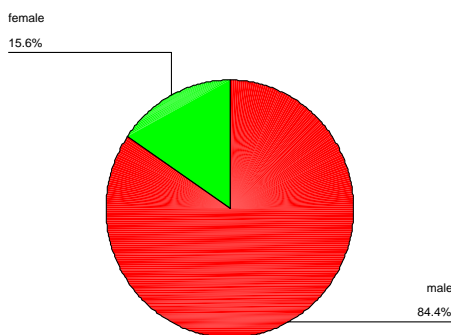
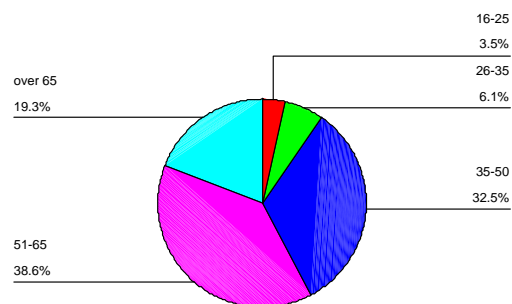


Figure 2 -- Age



Of those indicating their status, clergy and lay people were fairly evenly split for this convention survey (46.3% and 50.5% respectively). Very few deacons (3.2%) appeared to have answered the survey questionnaire. There was also a fairly even cross-section of respondents from each district. Respondents were slightly more likely to indicate that they were from the Central (35%) or East district (34%) than the ABC district (31%).

Figure 3 -- Status

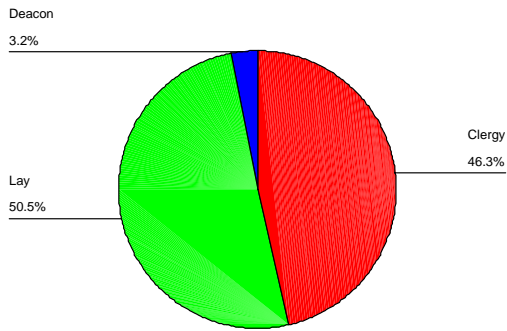
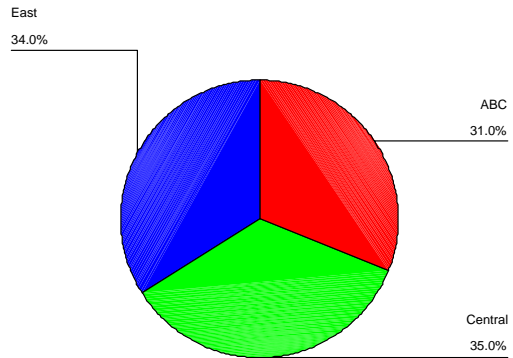
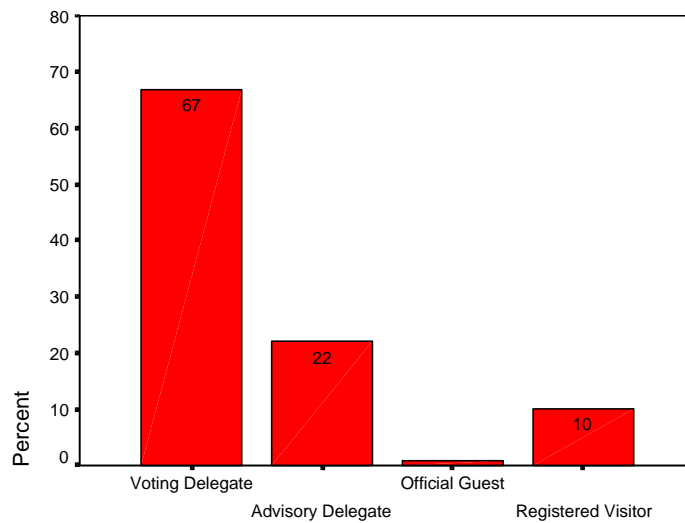


Figure 4 -- District



The vast majority who attended the convention identified themselves as voting delegates (66.9%). There were fewer respondents who indicated that they were either advisory delegates (22%) or registered visitors (10.2%). Only a small minority of the respondents identified themselves as official guests (.8%).

Figure 5 -- Convention Status



B. Attendees Evaluation of LCC’s 2005 Convention

A significant proportion of the respondents stated that they were quite satisfied with the organization and flow of the convention (see table 1). More specifically, a fairly equal distribution of individuals agreed that the convention either met (43.3%) or exceeded their expectations (45.8%). Very few attendees indicated that they were wholly dissatisfied with the convention. Very few respondents felt the convention did not meet their expectations (2.5%), or was rated the convention far below their expectations (1.8%).

Table 1 – Convention Evaluation by Attendees

Overall Evaluation	N	Percentage
Exceeded my expectations	55	45.8%
Met my expectations	52	43.3%
Did not meet my expectations	3	2.5%
Far below my expectations	2	1.7%
MISSING	8	6.7%
TOTAL	120	100%

In order to understand specifically which factors contributed to the respondents' overall general satisfaction, the survey questionnaire asked respondents to rate the convention's itinerary as well as their overall impressions of the facilities. The following statistical analysis provides a breakdown of the overall ratings for these convention measures of the convention.

Analyses were also conducted by status, gender, age & district. The few significant differences that were observed will be discussed. However, the remainder of the analyses will not be reviewed in the following sections. For the most part, very little differences emerged when responses were analysed by these categories. For all those interested in reviewing this data, please refer to appendix B.

i) Program Evaluation

As seen in Table 2, many of the convention activities were highly rated. When all activities are considered, a significant number of attendees rated the convention functions as either very good or excellent (mean scores between 3.9 and 4.7). The only areas with slightly lower ratings were the Friday forums and business sessions. While the activities were rated positively, a sizeable percentage of the respondents rated these events as good. The lower mean rating for the Friday Forums and business sessions (mean score of 3.8) would suggest that there is some room for improvement compared to the other convention activities.

An examination of the ratings broken down by status (see Appendix B) uncovered a possible source for the business sessions' negative rating. It was revealed that clergy rated these activities much more negatively than lay people. For business sessions, 19.1% of the clergy rated this activity as poor/average compared to only 2.1% of the lay people. Clergy were also more likely to rate Friday Forums as good (37.8%) compared to lay people (28.3%) thereby lowering the overall mean rating. As such, it can be inferred that the clergy were more dissatisfied with these aspects of the convention than the lay people.

Apart from these differences, sorting responses by gender, age, and district did not reveal any other significant differences that deviated from the overall average (see Appendix B).

Table 2 – Attendees’ Evaluation of the Program Itinerary

Program	Poor	Average	Good	Very good	Excellent	Did not participate	Mean Rating
Registration (N= 118)	0.8% (1)	2.5% (3)	11.9% (14)	33.9% (40)	50.0% (59)	0.8% (1)	4.3
Transportation (N= 113)	0% (0)	1.8% (2)	19.5% (22)	25.7% (29)	31.9% (36)	21.2% (24)	4.1
Essay (N= 117)	1.7% (2)	6.0% (7)	13.7% (16)	29.9% (35)	48.7% (57)	0% (0)	4.2
Convention Orientation (N= 115)	0.9% (1)	1.7% (2)	20.9% (24)	40.0% (46)	33.0% (38)	3.5% (4)	4.1
Friday Forums/Info Sessions (N= 114)	0.9% (1)	4.4% (5)	31.6% (36)	41.2% (47)	19.3% (22)	2.6% (3)	3.8
Saturday Mission Day Tour (N= 118)	0.8% (1)	3.4% (4)	11.9% (14)	34.7% (41)	39.0% (46)	10.2% (12)	4.2
Mission Festival (N= 120)	0.8% (1)	0.8% (1)	4.2% (5)	14.2% (17)	76.7% (92)	3.3% (4)	4.7
Business Sessions (N= 119)	0.8% (1)	9.2% (11)	16.8% (20)	53.8% (64)	19.3% (23)	0% (0)	3.8
Daily Proclamation Newsletter (N= 117)	0% (0)	4.3% (5)	12.8% (15)	33.3% (39)	49.6% (58)	0% (0)	4.3
Action Plan (N= 118)	0% (0)	3.4% (4)	24.6% (29)	30.5% (36)	41.5% (49)	0% (0)	4.1
Overall Communication (N=118)	0% (0)	2.5% (3)	18.6% (22)	42.4% (50)	36.4% (43)	0% (0)	4.1
Exhibits (N= 116)	0% (0)	3.4% (4)	25.9% (30)	44.8% (52)	25.0% (39)	0.9% (1)	3.9

ii) Facilities Evaluation

As seen in Table 3, the respondents also rated the facilities positively. For the most part, when all activities are considered, a significant number rated the convention facilities as either good or very good (mean rating score of 3.7 to 4.0). On the whole, while the respondents found the facilities to be adequate, their mean rating scores (as well as the fewer number of people who rated the facilities as excellent) would indicate that there is room for improvement for future conventions.

Only one facet of the facilities’ evaluation had a sizeable minority that rated it lower than the rest. The hotel rooms had a sizeable minority (13.1%) who evaluated this aspect as average to poor. Other than this, very few respondents rated other aspects of the convention

facilities poorly. As seen further, the hotel rooms' poorer rating could be attributed to certain respondents being placed over the hotel's bar.

Similar findings were also observed when these responses were examined by the status, district, age and gender (see Appendix B). For each analysis, there was a consistent pattern in terms of the evaluation of convention's facilities. For the most part, each group fairly consistently rated many facility aspects as either good, very good, or excellent. No one group deviated markedly from this norm.

Table 3 – Attendees' Evaluation of the Facilities

Program	Poor	Average	Good	Very good	Excellent	Did not participate	Mean Rating
Overall Location (N= 117)	1.7% (2)	7.7% (9)	31.6% (37)	35.9% (42)	22.2% (36)	0.9% (1)	3.7
Business Session Rooms (N= 114)	0% (0)	3.5% (4)	28.1% (32)	44.7% (51)	22.8% (26)	0.9% (1)	3.9
Staging (N= 117)	0% (0)	6.0% (7)	28.2% (33)	45.3% (53)	20.5% (24)	0% (0)	3.8
Sound (N= 118)	0% (0)	4.2% (5)	25.4% (30)	45.8% (54)	24.6% (29)	0% (0)	3.9
Video Projection (N= 118)	2.5% (3)	6.8% (8)	22.9% (27)	45.8% (54)	22.0% (26)	0% (0)	3.8
Seating (N= 118)	0% (0)	3.4% (4)	18.6% (22)	47.5% (56)	29.7% (35)	0.8% (1)	4.0
Break-out session rooms (N= 113)	0% (0)	9.7% (11)	27.4% (31)	37.2% (42)	23.9% (27)	1.8% (2)	3.8
Hotel rooms (N= 114)	3.5% (4)	9.6% (11)	31.6% (36)	29.8% (34)	16.7% (19)	8.8% (10)	3.5
Catered Food (N = 109)	1.8% (2)	2.8% (3)	20.2% (22)	44.0% (48)	24.8% (27)	6.4% (7)	3.9

C. Open-Ended Subjective Questions: The major themes

Although statistical analysis revealed that the convention was generally viewed as well organized and hosted in adequate facilities, the addition of open-ended questions provided the opportunity for respondents to further contextualize their personal views on the success (or the failure) of the convention. Of those answering the survey, a sizeable proportion of the respondents (over 80%) remarked on their highlights of the convention's activities and facilities, while over half of the respondents took the opportunity to provide insight to the organizers regarding the convention's problems. The respondents also provided general comments for the event organizers.

The major themes that surfaced were developed from the content analysis of two sources of data. The first was open-ended questions conceived by the survey designers (see Appendix C). The second data source was the additional comments/suggestions that were provided to address anything that was not covered in the rating of the convention events scheduled as well as the facilities. Both categories were analyzed simultaneously as a result of the significant overlap that was observed in the answers. As such, these comments were combined in order to provide a more comprehensive summary and prevent repetition.

Overall, the convention was well considered successful as evidenced by the predominately positive comments conveyed through open-ended questions and the few people who vocalized its perceived problems. On the whole, convention was viewed as being very well organized. Many delegates commented on the great deal of thought and effort that was placed into devising and scheduling events for this recent convention. The following statements perhaps best encapsulate the sentiment of those in attendance:

“Wonderful job! From the first convention bulletin right through to shuttle back to the airport, the organization and planning was fantastic.”

“Exceptional! Well done everyone. Well planned and executed. Newsletter, agenda, updates (Action Plan), Mayan’s presentation etc. were all exceptional. You’re not going to be able to top the Saturday evening event! The clear explanations and guidance provided by President Mayan were also much appreciated.”

When asked to convey their convention highlights, many respondents expressed their enjoyment of a number of events that took place during the convention. Perhaps the most significant highlight was the Mission Day Activities and Festival. A significant proportion of the open-ended comments conveyed enjoyment of this activity’s food, fellowship, displays, and entertainment. It was their sentiment that the festival was an ingenious “way to highlight all that LCC does through its various organizations”. The enjoyable evening allowed them to “become more personally acquainted with the outreach efforts of the church”. Many also felt that it was an “imaginative & delightful way to celebrate and promote missions”. A large proportion of the attendees encouraged the convention organizers to undertake such an evening of festivities yet again at future conventions.

The attendees also enjoyed the worship services with their uplifting liturgy and hymns. Particularly, many cited as a convention highlight the opportunity to attend the worship services at Cross of Christ Church of the Deaf. The ability to worship in such a unique “cross cultural congregation” was an enlightening experience for convention attendees. It also allowed them the opportunity to view first hand the missionary work being undertaken by dedicated Lutheran members.

Many delegates also commented on the caliber of speaker/essayist invited to speak at the convention. For the most part, many attendees felt that they did an outstanding job by providing clear, concise, topical and inspirational speeches. The greatest amount of praise was reserved for Dr. Nafzger’s essays. As so aptly put by one respondent: “His essay reminded us of what a great blessing we have in our Lutheran heritage.”

As always, many highlighted the opportunity to interact with their brethren, renewing old friendships, making new friends, as well as the general camaraderie & fellowship that inevitably materialized during Lutheran conventions. This atmosphere allowed the opportunity for delegates, visitors and guests to work together, achieving mutually beneficial goals for the church.

As in past evaluations, several respondents took the opportunity to point out a number of limitations and/or problems with the convention and even suggesting improvements for future gatherings. Based on the analysis, perhaps the most prominent complaint heard was the inadequacy of the convention's meal allowance. Much of the problem lied in the choice of hotel to host this convention. Delegates were required to dine at the hotel's restaurant, given that there were few restaurants in its vicinity. Given that the restaurant menu items were expensive, many found that the meal allowance did not adequately cover their meal tabs. Consequently, many delegates commented that organizers should have been more conscientious of the meal options available at the hotel and in the surrounding area. Without any suitable dining alternatives, "delegates should not have out of pocket expenses when available facilities/menus exceed allowable expenses." Many respondents believed that organizers should consider increasing the meal allowance especially when the only restaurant available to delegates exceeds their meal allowance.

Another theme to emerge was some respondents' dissatisfaction with their hotel rooms. The problem was limited to a segment of the sample that was unfortunate enough to have been placed in rooms directly over the bar. The noise emanating from the bar prevented them from getting any sleep until well into the night. Many delegates suggested that future conventions should avoid hotel that contain bar/clubs so as to ensure that attendees are able to be well rested and prepared to undertake convention activities.

As evidenced by it lower statistical rating, some delegates took the time to address the perceived problem that emerged during the business sessions. Essentially, many complained that the "floor committees had some poorly worded resolutions that eventually had to be referred back due to confusion that was there to begin with." Additionally, many of the resolutions also went completely opposite to the overtures submitted. As a whole, respondents expressed their significant disappointment with the sheer number of poorly thought out and worded resolutions. These affected the productivity of the delegates, wasting valuable time to get clarifications or re-work the resolutions' wording. This led to one respondent to suggest that:

"Floor committees need to do a better job presenting the concerns of the church to the convention. ...The floor committees should be restricted to cleaning up overtures, not overturning them in committee."

Another delegate even went as far as arguing to ... "decrease the time devoted to business (micro-managing) and more devote time, effort and discussion towards identifying, developing and defining a vision and an action plan for the foreseeable future!"

Another suggested improvement was the call for increased participation on the part of youth delegates. Many saw the need to change the speaking privileges currently bestowed on youth delegates during LCC conventions:

“Calling youth “advisory delegates” ... advisory delegates are stated to have speaking rights. We (*youth delegate’s comment*) were told we weren’t allowed to speak unless granted permission before hand and therefore do not have true speaking rights.”

Some felt strongly that future conventions should allow youth to hold expanded speaking rights so as to be able to provide input on matters being discussed. Providing a voice to the youth would be immensely beneficial as “youth have different and fresh and pertinent view on many topics.” As such, they may have valuable insight that can prove beneficial for Lutheran Church–Canada.

Other delegates took the opportunity to comment on certain improvements they would like see implemented at future conventions. Some of the more useful suggestions provided by respondents include:

“It would be more helpful to have a more detailed orientation of proceedings for new delegates, prior/separate from the business sessions.”

“Some instructions provided with the initial info to voting delegates on the expectations/requirement” of the convention”.

“We really need a writing pad in our convention kits to jot things down.”

“Maintain water stations – Put more juice out with coffee and water.”

“Schedule on back of name tag most appreciated.”

Apart from these concerns, the convention was generally very well received by delegates. Many took the opportunity to thank the organizers for their time, efforts and devotion in organizing another spectacular event. The following statements summarize the typical comments passed along to the convention organizers:

“Seeing/understanding “politics” of the church! This has been an awesome opportunity, which I am very thankful for.”

“As my first convention everything was just great.”

“Thank you for all your work! Everything you could do was done well. Any problems were out of their control.”

“To those who organized – everything was done well. Great job! Thank you for giving of your time, energy and being willing to serve.”

D. Recommendations

The information gathered from the survey revealed that convention attendees were quite satisfied with the convention, meeting their expectations. A large proportion of rated the events and facilities favourably, providing an overall indication that delegates were very satisfied with the recent Lutheran convention. Based on the information gathered from respondents, certain can be used to improve upon subsequent conventions.

i) Several new features were well received by the convention attendees. Specifically, the Mission Day and Festival were considered a great idea and many suggested that they should be continued in future conventions. The entertaining event enlightened all those in attendance regarding all missions that LCC currently involves itself with.

Recommendation 1

It is recommended that the Mission Festival continue to be incorporated on a rotational basis (possibly every 2nd to 3rd convention).

ii) Convention delegates appeared to thoroughly enjoy the opportunity to observe first hand and/or participate in LCC sponsored mission work. Scheduling convention activities to incorporate local mission work is definitely something that LCC organizers should continue to inject into future conventions.

Recommendation 2

Based on the convention's host city, it is recommended that future conventions attempt to schedule activities highlighting local mission work.

iii) While many attendees rated the hotel facilities favourably, certain factors were not so favourably received. Perhaps the largest problem with regards to the facilities was the lack of adequate eating establishments. This proved problematic in that the hotel restaurant was fairly expensive, outstripping the meal allowance provided to the delegates. As such, when selecting future venues for LCC conventions, the organizers should be prudent to ensure that the meal allowance will adequately cover the attendees' expenses.

Recommendation 3

When selecting convention venues, suitable emphasis should be placed on selecting a venue with a variety of meal options to ensure that the meal allowance can adequately cover delegates' tabs.

Recommendation 4

If LCC is to select a venue with limited meal options, suitable research should be undertaken to ensure meal prices do not exceed allowances. If necessary, meal allowances should be raised to ensure that convention delegates do not have any out of pocket expenses.

iv) Some respondents complained about their hotel rooms. More specifically, certain people had the misfortune of receiving rooms located directly above the hotel's bar/club. As such, the music and noise emanating from the facility prevented them from getting a good night sleep. Given the importance of LCC conventions, in the future, organizers should make suitable attempts to locate facilities that do not house bars or clubs.

Recommendation 5

It is recommended that potential future hotel sites housing bars/clubs should not be considered because of the increased probability of disturbing convention attendees.

v) Finally, several delegates also provided some useful suggestions for improving future conventions. As such, convention organizers should consider integrating some of these suggestions.

Recommendation 6

Organizers should implement a detailed orientation of proceedings for new delegates, providing them with some instruction. An initial information session should also be provided to voting delegates highlighting the conventions goals, expectations and requirements.

Recommendation 7

Convention organizers should consider increasing youth's role at conventions. As the future of the church, LCC can benefit by involving youth early in its administrative processes. By providing greater responsibilities, youth may begin to develop greater levels of participation within church affairs.

E. Conclusion

In closing, the survey revealed that the convention was viewed as meeting everyone's expectations. For the most part, the attendees rated the convention's activities positively. Apart from some complaints about the convention facilities, the majority of the respondents were quite satisfied with the choice of venue. However, taking into consideration the analysis of the open-ended questions, certain improvements are warranted for future gatherings. Hopefully, the delegates' responses have provided useful information to convention organizers, allowing them to improve upon subsequent meetings within Lutheran Church–Canada.

Appendix C – Open-Ended Questions

1) Program – Comments

Clergy

- Mission day tours very good, but needed more time. Reduce number of stops.
- Mission festival too costly – encouraged gluttony
- Somewhat disappointed by stock that Augsburg had on hand.
- Maybe a bit of overkill for sessions at mission day tours
- Saturday's mission activities were imaginative and delightful. It was a great idea to tour around campus, mix with people.
- Keep up the great work!
- Perhaps something (hotel) closer to the airport.
- Floor committees had some poorly worded resolutions that eventually had to be referred back due to confusion that was there to begin with. Better consultation in the future could help between floor committees and those that may be affected.
- The Mission Day Tour and Festival were the highlights. Thank you!!
- Mission Festival was an excellent idea. Extremely beneficial.
- I had other commitments so could not always be there – so missed some of the handouts. I never could locate copies of what I had missed.
- Excellent Mission Festival. Food and entertainment booths were great.
- Reduce the intensity of the flood lights
- I would prefer to vote at the end of every business session; for the sole reason to understand, review, discuss and proper thought towards the candidates and the “ambiguous” resolutions.
- I was disappointed by the sheer number of not so well thought out resolutions that wasted so much time in trying to get clarification.

Lay

- Mission festival – would be good to announce that you don't have to load up your plate at the first serving table. You'll have lots of opportunity to visit other serving tables and you'll need room in your stomach.
- Youth delegates should either be given right to speak during business sessions or be called other than advisory delegates.
- Mission day tour and Mission festival should not have been on the same day – to strenuous.
- Slower/less harried campus tour would be good.
- Found the 'orientation' very helpful as a 1st time National Convention. Also I felt President Mayan did an excellent job as chair. The mission day tour and festival was better than my expectations. The daily Proclamation News letter well written and with the pictures an excellent diary of the Convention.
- Exhibits – I question if the exhibitionist found it useful for them?
- No real time to focus on exhibits
- Enjoyed sessions
- Little networking time – no breaks
- Mission festival excellent but shouldn't put Ukrainian food next to spicy food.

- It would be more helpful to have a more detailed orientation of proceedings for new delegates, prior/separate from the business sessions.
- Expenses should allow for actual costs of transportation to and from home airport. Designated amount for tipping should be allowed.
- Very well done, followed time plan very well.
- Fantastic!
- Excellent organization, prompt starts, clear instructions
- Focus on service to God
- Too much background noise to have effective speaking during Mission Festival
- Replace “District Caucus” (Friday Lunch) with some sort of small group (4-5) ice-breaking lunch. Lay delegates (especially first timers), don’t have the same connections as Pastors, which can make the convention a very isolating experience.
- The seating was the best ever
- I question my competence as a lay in my voting for Boards etc. The outlines of candidates is well done and I used them in my choice. A face to face would help but is this enough to know the best choice?
- Had to wait over an hour at the airport. Arrived at 8:30 pm to hotel. I found the agenda not specific enough (e.g. Mission Day – when is it over! How much time before the Fellowship evening?)
- Having the Mission Day Tour and Mission Festival back to back made a tiring day. Both were great – but ...

Deacon

- The projection on the screen was not clear enough.
- Mission festival – excellent idea and nice alternative to sit-down banquet.

2) Facilities – Comments

Clergy

- Friday and Saturday nights the sounds of a band could be heard in my 3rd floor room until the early morning hours. Sound came from the floor, not from outside.
- Convention room too cold
- Meal expense allowance inadequate – would be good to have restaurant alternatives nearby.
- Location a bit remote for dining options; staging-bright lights problematic for viewing from stage perspective. Breakfasts rather expensive.
- Not enough restaurants, etc. close to convention site.
- Our room as a number of others were above the lounge and the evening noise was extremely loud and we had to move very late in the evening (i.e. 12:30 am)
- Convention room was too cool.
- Video projection not necessary! Often distracting. Video the sessions for a record (visual).
- I would be better to be closer to restaurants, breakfast too expensive.
- Good job in planning
- Lighting on head table (was poor)

- I found the food to be expensive. I don't know how to control (illegible). I think that perhaps some fruit along with drinks would be nice and healthy.
- Hotel could have better signage in the front lobby. Pages were excellent and convention staff very helpful.
- It would be good to have actual coffee breaks.
- Lounge music kept me awake till 2:00 am Friday night. Don't accept room immediately above the lounge.
- A hotel in the downtown with many more options to eat and see would be appreciated. Also very poor health club facilities. It does help to stay fresh for 5 days.
- Excellent facilities throughout.
- On-site restaurant too expensive.
- Location great – traffic and construction on the Yellowhead made commuting difficult.
- Print very difficult to read for people at the back of the room (registered visitor section). Bottom screen too low – can't see through people's heads! E.g. 2nd last hymn too small to read from the back of the room – actually the back third of the room. Last hymn – could only see the top half of screen.
- When suggesting maximum food allotments make sure that the hotel food costs meet the maximum, especially when other eating-places are quite a distance.
- Reduce the intensity of the floodlights.
- I only gave video a “good” because of typos during singing. No bog deal though.
- Far away from restaurants.
- Although I had registered months in advance (and arrived early), I was given a room with a foldout and told, “this was all that was left”.
- When there is a bar underneath rooms of delegates it would be wise to have a buffer zone so that our sleep is not affected. Many of the delegates on the 2nd floor had their sleep interrupted.

Lay

- The hotel staff were very accommodating
- Hotel dining room could have better or more staff. Service good but slow.
- Main problem with the location is the absence of alternative eating locations nearby. The one nearby restaurant wasn't open in the mornings or Sunday noon. The hotel café was OK but got very busy at critical times.
- Mayfield Inn doesn't have restaurants within walking distance. This is of importance due to high priced restaurant in hotel.
- The screen was difficult to see if you were sitting at the back, music and text should have rolled up as they were sung or read.
- Hotel rooms should be doubles unless single specified as acceptable (I was roomed in a single with someone I had not previously met – a nice guy, however...)
- Breakout session rooms good for the size of groups.
- White balance problems distracting.
- Lapel mics may minimize problems of "booms" if speakers more in/out to mic or how they emphasize words.

- I arrived at the hotel on Thursday about 1:30 pm and was told my room would not be ready until 3:00pm. At 3:00 pm I had a committee meeting. Since I could not get into my room before the meeting, there was no time for supper before the worship service. The room assigned was a smoking room with a very strong smell of stale smoke. I had requested a non-smoking room. Sunday the room was not cleaned. So I have rated the hotel rooms as poor. The meal allowance for breakfast and lunch did not seem to be in line with the hotel restaurant menu prices. If there were other more affordable restaurants in the area these could have been listed in the pre-convention materials or the “Daily proclamation”.
- Meeting rooms were too cold for first three days.
- Very limited (and expensive) food availability. Hotel is OK, but getting a bit tired!
- Service in restaurant very slow.
- Seating in breakout sessions was “lecture” seating and would have been more conducive in a circular (?) setting. Stage lighting appeared to be a problem ...
- I’ve attended this facility for three conferences since 1985, it has deteriorated in facility and in staff. No bill captains on check-out? They have extra charges for delaying check-out?
- Too cold in business session rooms. Lots of room for moving around, getting out of seats very comfortable in this way.
- Non-smoking room not available
- Music from the bar could be heard 4 floors up late into night.
- Need decaffeinated coffee.
- It was extremely cold in the business session rooms.
- Rooms above the bar area. Relatively noisy til early morning Fri and Sat. night. Room service excellent!!
- Mic control needs improvement. Video lacked colour and clarity.
- Convention room was a little too cold. *Could have been a little bigger. Was small and a little tired looking (nothing you can do anything about).
- Food at mission festivals a treat
- Very good athletic facility,
- The seating was much improved ... good job!
- I think you should encourage people to sit in different locations each day so we can meet more people. I did this and found it easy to do after all we are all family.
- The restaurant was very expensive. The convention seating allowed us to get up without disturbing anyone. Coffee available outside is much better than coffee breaks, we get more business done without interruption.
- Excellent choice for hotel.
- Could have saved costs if had been advised of fast food chains in area and how to get there at opening of convention.
- Business session room was cold.
- Hotel room was above bar and was difficult to sleep listening to “thump”, “thump” until 2:00 am.
- Missing info – a phone # to leave at home.
- A double room should include two beds not one bed, one cot.

Deacon

- the projection was not clear enough.
- Breakout session rooms could have been larger and a bit cooler.

3) What was the highlight of the convention for you? Why?

Clergy

- Essay – very informative
- Free time – well spent in good discussion
- The mission festival. A most refreshing change from a 3+ hour banquet with speakers. Excellent for fellowship, food, information, and entertainment.
- Mission festival
- Mission day in Edmonton
- Mission festival since it let me become more personally acquainted with the outreach and service efforts of our church – quite inspiring.
- Nothing
- Mission feast
- Mission festival – It was a classy yet fun way to celebrate and promote missions in our church!
- Speech by Ed Lehman, by president of German church and Mission Day; Mission evening. Sam Naftzer last essay was most excellent.
- Opening worship. Great hymns, wonderful sermon.
- The manner in which the debates took place. Disagreements were handled in love and respect.
- The Saturday night mission evening was excellent. A joyous but very informative night.
- Mission evening was fabulous – but was redundant on many points for the focus @ Concordia. So some of the college things could have been dropped.
- There were a number. The tour of campuses, the mission festival, and the essay. The essay was very instructive. The tour was such an experiential participating means sharing information. The festival was informative and great fun.
- Meeting for the 1st time many brothers and sisters from across our Synod.
- All of the Mission Day
- The mission festival Saturday night.
- The pages were great!
- Having hymns interspersed with the resolutions was a good idea.
- Reception of the new congregations with the fellowship of LCC
- Mission festival
- Resolutions/debate... to see the operations and structure of church
- Mission tour and mission festival – creative and ingenious! President Mayan's superb direction from the chair – obviously important
- Passport idea was excellent
- Mission festival – fun, informative, good food.
- Mission festival highlighted all LCC does through various organizations
- Mission festival – It was great

- Seeing friends and meeting new people
- Mission day, Saturday. I loved the interactive nature of the day. Much better than hearing presentation after presentation in the ballroom.
- The mission emphasis with the tour, exhibits
- The mission festival was excellent. I enjoyed the food, fellowship, displays, passport idea, and entertainment. The passport idea was a good way to invite us to visit each booth even if only for a few moments.
- Personal sharing with delegates, visitors and guests.
- Opening worship
- The opening worship service – meat and potatoes liturgy competently and beautifully read
- It was exactly what I needed
- The video clips of our missionaries and BOC provided for us to take home on DVD were great
- Climate of brotherhood on convention floor even in tough discussions
- Mission night extremely well done – both informative and relaxing
- Appreciated Sam Naftgars’ essays
- Mission festival. Displays and presentation and choice of food
- The essay
- The mission festival
- The opening service
- Mission festival – real opportunity to meet people and learn what our people are doing!
- The opening service – well done, wonderful to join with all
- The mission festival – informative, relaxing, opportunity to mingle and visit
- The mission evening
- Banquet evening of fellowship and information
- Excellent mission festival format – very informal, very informative and enjoyable
- Mission festival
- essayist

Lay

- Saturday afternoon. Mission Festival Day. Hearing about various efforts of organizations and interacting with other districts
- I enjoyed every aspect.
- Mission festival – Lots of fun.
- Mission festival! Great food, exhibits, and entertainment; wonderful opportunity form mingling and chatting.
- Seeing/understanding “politics” of the church! This has been an awesome opportunity which I am very thankful for.
- Mission day tour – my first time to Concordia
- Mission festival
- The festival and the mission tour. Proved to be good way to meet others and mingle. The “passport” added an element of fun and challenge.
- Mission festival

- Dr. Nafzger's essay. His essay reminded us of what a great blessing we have in our Lutheran heritage.
- Opportunity to meet with my counterparts from other districts
- As my first convention everything just great.
- The entire conference – the meeting of new people and the meeting of old friends
- Essayist. Inspiring presentations
- Saturday night – mission festival
- Stoney plain service
- Mission day festival – allowed us to communicate with many – not just 3 or 4 around a banquet table.
- Mission festival – Just a well organized and very interesting event – food great.
- Saturday – June !! Mission day at CUCH, Convention sermon and ABC District and informal fellowship evening – different and better than a banquet.
- Becoming more familiar with the operation of our LCC – theological/procedural “machinery”. The uplifting fellowship with other Christians, bold in their own proclamation of the gospel.
- Essay and fellowship
- Worship services and mission festival along with fellowship. I feel very blessed and honoured that I can serve my Lord and my church.
- The mission festival was awesome – brought the different missions alive. Very creative way of sharing information.
- Mission day – it was very informative
- Mission festival – well done!!!
- Trip to Concordia
- Supper and Testament
- Great mission festival
- President Mayan's running of the proceedings
- Seeing old friends
- Mission festival
- The mission fair was fantastic!
- Mission day at Concordia and Mission festival because exposed many unknown organizations and their work.
- Mission festival
- The enthusiastic service to God's Glory.
- Meeting other Lutherans and sharing their enthusiasm for clear directions and service to organizational members and mission service.
- Would have to be the mission festival. Food was fabulous, booths were most informative.
- President Mayan as chair and speaker – excellent
- Rev Naz – excellent prayers
- Essayist excellent
- Mission festivals and tours – well done!
- Saturday afternoon and evening. Promoted good fellowship, was a learning experience as well as fun.
- Mission festival

- The mission festival was very well done with opportunity to fellowship. I also enjoyed the essay with many details I had not known
- Mission day – learning more about missions.
- President’s acceptance speech content
- Mission festival – food, Ukrainian dancers, displays
- Missions – informative and casual setting for good fellowship, very exciting!!!!
- Sunday morning worship at Cross of Christ Church of the Deaf. It was nice to see ‘mission’ work being done, it was a shame that not many delegates were able to worship in the “cross cultural” congregation.
- The essay’s very meaningful to my Christian-Lutheran life
- Meeting the missionaries
- Essay sessions
- Having the privilege to sit on committee; educational
- Met wonderful pastors and fellow laymen
- Mission festival – educational, enjoyable
- Essay, afternoon on campus, and the mission festival: WOW
- The opening worship service at St Matthew’s Stony Plain was very uplifting. The video clips were very good. The mission festival was excellent. The displays, the buffet, entertainment, musicians were excellent. Unfortunately the missionary could not be heard. How about at convention instead.
- Prayers conducted by Rev Nay to those outside the convention
- Visiting Pastor Bauer’s church for the deaf on Sunday morning – and partaking in communion with them.
- Mission festival
- The essay by Naftzger
- The way in which Pres Mayan chaired and addressed the convention
- Saturday – lots of information – preferable to sitting in one place listening to speakers – good opportunity for Saturday evening – wonderful!!
- The mission festival!! It was absolutely!! Very well organized and well done!! A true highlight of the convention!!
- Informal evening – excellent food and entertainment
- Business sessions were very informative and enlightening
- Dr. Nafzger’s essays
- Mission festival – something different; a chance to both learn and have fun. From an exhibitor’s viewpoint – better than having to provide care and attention to display for who convention
- Mission festival – beautiful setting, great food, good entertainment. Above all a very innovative way to highlight all our mission endeavours and encourage visits to all booths by everyone
- Business sessions. The closeness of the Lutheran “family”. Opening “essays”. Visitors messages

Deacon

- Seeing old friends and meeting new ones – worship opportunities.
- The mission festival (Sat. pm)!! Nice alternative, good variety, less formal, and it got people moving

4) What can we improve for future conventions?

Clergy

- The limits or ceiling (upper limits) for lunch, breakfast and supper need to be realistic for the area. Especially when it runs the upper limits need to be possible for the restaurant in the motel (we are located in).
- Keep on as we are doing – excellent work
- Keep up the good work
- Better discussion on theological issues
- Rooms
- Hardly anything
- Perhaps allowing a bit more time for devotions ½ hour rather than 15 minutes.
- How about more hymn signing in devotions
- Use the hymnal or convention edition instead of projector
- What is needed probably can be fixed – getting those who submit overtures and vote on resolutions to put less emphasis on their own agendas! Many are young men who still haven't learned their relative unimportance! But they will learn!
- I would think it may be difficult to live up to this convention.
- Internet connection in each room
- Keep up the good work.
- When in the west – let's have something in Calgary or Vancouver instead of always in Edmonton or Winnipeg.
- Floor committees need to do a better job presenting the concerns of the church to the convention. Many of the resolutions went completely opposite to the overtures submitted. The floor committees should be restricted to cleaning up overtures, not overturning them in committee.
- Mission festival was fantastic. However, would have helped to have booths around edge with seating in the middle where the stage was visible to all.
- I understand reasons being considered to go to a four year convention cycle – but the changes that would have to be made to terms of office would be major and I personally hope we keep to the 3 year cycle (Just an opinion).
- This was the best convention; keep up the good work.
- I would like to win an election by a greater margin.
- Stage lighting – can't see.
- Voting for committees – elect all the pastors first, then lay.
- I thought the convention could have been much shorter in length. The delegates need to learn to trust their leaders a bit more.
- Better and more affordable places to eat. Location was nice but the Mayfield was a disappointment.
- Hotel near outdoor park.
- Any night except Sunday free collections for missions
- We must decrease the time devoted to business (micro-managing) and devote time, effort and discussion towards identifying, developing and defining a vision and an action plan for the foreseeable future!

- Do not allow parliamentary games stifle theological debate (ex: calling the question when the assembly had just agreed to bring back the resolution on unionism for debate)
- Election of president should not have taken place after he had just addressed the convention; the other candidate for president was not introduced (shame on you!)
- More non-smoking rooms (smoke filtered into venting system also in non-smoking rooms).
- Less wandering around and visiting at delegates' tables.

Lay

- Choose a hotel closer to downtown with more restaurant options.
- When amendments/substitutions are presented, there should be a method @ hand to immediately display the change on the screen.
- Dim the lights on the head table so the president can see and reduce the glare to the delegates. On a more serious note, it would be helpful to have each candidate running for office provide a short statement stating the reason why they are running.
- Calling youth "advisory delegates" advisory delegates are stated to have speaking rights. We were told we weren't allowed to speak unless granted permission before hand and therefore do not have true speaking rights. Youth delegates should be called "registered guests" if they are not given absolute speaking rights.
- This was a good convention
- Convention should be shortened up somehow (if it is possible)
- I would prefer to vote at the end of every business session, for the sole reason to understand, review, discuss, and proper thought towards the candidates and the "ambiguous" resolutions.
- Free time when there is something a person can do, not Sunday evening when everything is closed.
- Set up hospitality rooms with tea and coffee so that we can get to know delegates who are running for positions. Sometimes we don't know anyone on the ballot, therefore we abstain. Delegates' lunch did not meet these needs. Sat at a table with 6 to 8 people only. Acoustics were poor. Could not hear the introductions (and only your district).
- I enjoyed the time together with my district. However it was very hard to hear in that location (noisy).
- Pay only half price of room if a person desires his or her own room. In this case \$30.00 a night
- Pot more juice out with coffee and water.
- As noted elsewhere, it would help if we did more to welcome and integrate lay delegates. This can happen not only at the conference, but also beforehand. For instance, it would be nice to have more information on various candidates, along with more info on the resolutions. (While we shouldn't have an overtly political convention, there is a lot of "background information" that isn't generally available to lay delegates and which makes it difficult to put resolutions in perspective.
- Adequate refreshment in hallways outside session rooms
- If you keep it the same, it would be fine with me.

- How can we improve on an already #1 convention?
- This was my first – I cannot imagine how the organizers could improve my experience. I can only hope I get another opportunity to participate. This has given me many wonderful experiences and ideas to take back with me.
- All candidates give some explanation why they are letting their name stand and what they can see themselves doing for the petitions over the next term, I see myself being bias voting for some in my district yet someone else may be a better candidate to vote for from another district.
- I would like to have been better informed by my church in preparing the conference – e.g. rather than just skimming through the resolution – to have studied them and clarified terminology. I would recommend that this be emphasized.
- Give “advisory” youth delegates a voice as youth have different and fresh and pertinent view on many topics.
- Warmth in the main hall!
- Hotel rooms – no music; smoking rooms.
- Ultra conservatism (stop laughing)!!
- This is my very first convention so I have nothing to compare it to so cannot suggest any improvements.
- Very well done!
- Location – few direct flights to Edmonton at a reasonable price
- A video presentation/introduction by nominees shown prior to each presentation of the nominees for election
- Some instructions provided with the initial info to voting delegates on the expectations/requirement.
- Facility – restaurant can be much quicker.
- Indicate casual dress for everyone except presenters and chair people. Also could have buffet breakfast for everyone at a lower price (set up in separate room).
- Provide for networking breaks during session.
- Have someone edit and proofread resolution looking for typos and grammatical errors.
- Youth delegates need more participation.
- Consider a better location.
- Increase breakfast, lunch and dinner expense. Delegates should not have out of pocket expenses when available facilities/menus exceed allowable expenses.

Deacon

- All event, such as the one held Sat pm, would be better served for scheduling on Sun pm. By doing so, that would give the opportunity to “see” and “experience” the local amenities @ its highlight. Sunday pm – everything is closed up by 5:30pm which thereby limited what you could do!

5) What comments would you like to pass to the organizers?

Clergy

- Job well done everyone.
- Keep on as you did this time.
- Well done!!
- Run very smoothly – congrats!
- Meal allowance was low compared to the price in the restaurant. Telephone call allowance would be helpful.
- Continue the Mission Day tour
- Continue the Mission Festival (Thanks for deleting the banquet)
- Some free time to visit West Edmonton Mall would have been nice.
- The Mission Day was a nice way to briefly hear from the various organizations without having to sit at the convention hall all day.
- Many thanks for a truly excellent job!
- Make sure handouts (revised resolutions, etc.) get also to registered visitors – otherwise there is little point to registering. Some didn't make it around.
- A job well done. The best convention yet – and I have been to plenty!
- Thanks for your hard work. Very well organized and efficient.
- Great job!
- Elections got sloppy when dealing with boards and commissions
- The president's report should not be given until after the election for president has been completed.
- Thank you!!
- Well done! Well done! Well done!
- Make sure we have time to at least stand up and stretch.
- Thank you!
- Another very well organized and run convention.
- Thank you for all your hard work.
- Do the Mission Festival again – best thing in years...
- Well done. Thanks for all the hard work.
- Well done!
- Well done! Monday could have been strictly a travel day.
- Thank you for all your work! Everything you could do was done well. Any problems were out of their control.
- Thank you.
- To seek the most reasonable way to get the job done for the least amount of money.
- Since the organizers have to work within the parameters that the Church has for synodical conventions, this comment is more for the BOD of Synod to do everything necessary to bring about the change in focus and purpose of conventions.
- "Mission Day and Festival" was an excellent way to let the delegates know what LCC is doing through her programs and the auxiliaries and listed service organizations.
- Terrific job on organization. Mission Tours and Mission Festival a definite plus for a Synod Convention.
- Thanks – well done!

Lay

- Good ratio of business/education/tours/free time
- The Saturday Mission Day Tour was a great idea. Being able to tour the school facilities and visit information sessions rather than sit in one room listening to reports was a very innovative idea. Introducing some physical activity was great.
- Very well organized.
- Organization was wonderful!! Everything went very smoothly! Thank you!
- Well organized – everything seemed to go very well.
- Try to be a little more conservative. Is the Lord's Kingdom really getting good value for the money that is spent on a convention?
- Very well done.
- A special thanks to the gentleman who organized the rides. What a task on Sunday morning. Please set the agenda with more specific times and places. How are we travelling to these places. Everything went very smoothly. Many thanks for their patience with us. (Who are totally last when we first arrive)
- Herbal tea is an excellent alternative
- I enjoyed the question and games (paper). It was great trying to find the answers and learning about the mission fields as well
- We really need a writing pad in our convention kits to jot things down.
- Keep up the good work. God bless all your efforts.
- Pastor Ney was a perfect choice as Chaplain!
- Just that you deserve a lot of praise for a job well done.
- Thank you!
- Fine job.
- Keep up the good work!
- Thank you to all who worked so hard.
- Well done!
- Keep the good work and use your God given talents to your best.
- Comfort control in business room
- Maintain water stations – greatly appreciated.
- Thanks for being so creative – stations at Concordia College
- Great idea for Mission Festival – suggest eating tables in front of the stage since entertainment was on at same time as food was served
- Great job in transportation
- Schedule on back of name tag most appreciated
- God's Blessing
- Great job servants!
- Praise be to God
- Well done all around. An excellent convention and – well done again!
- Wonderful job! From the first convention bulletin right through to shuttle back to the airport, the organization and planning was fantastic.
- Nice work.
- Exceptional! Well done everyone. Well planned and executed. Newsletter, agenda, updates (Action Plan), Mayer's presentation etc. were all exceptional. You're not going to be able to top the Saturday evening event! The clear explanations and guidance provided by President Mayan were also much appreciated.

- My first convention and I was very impressed overall. Thank you so much!
- Very well planned out, will take some of the things back and use them in my counsel and voting meetings.
- Very well done.
- Well organized!! Thanks very much.
- To those who organized – everything was done well. Great job! Thank you for giving of your time, energy and being willing to serve.
- In the nominations section of the workbook add a star or something to show that the nominee just held office and seeking re-election.
- In the resolutions, where it mentions the overtures put in page number.
- Good job – well done.
- You've done a great job and it is very appreciated.
- Would be nice to have a DVD or CD of the essay.
- Might consider preparing a tracking sheet to keep track of overtures/resolutions.

Deacon

- Keep the apex of the convention less formal and more interactive b/c we sit all day and need activity to keep the blood flowing. Sitting all day interrupted only by eating is not a good thing.