Hi Bob,

In an effort to provide you with feedback on the courses you taught at Winter Institute, below you will find the link to the numeric course reviews as well as the written comments from the evaluations.

Numeric Results: [http://institute.uschamber.com/faculty/](http://institute.uschamber.com/faculty/)

Comments from evaluations:

C180 Guide to Governance (Harris, Winter)

- Love Bob.
- Course was outstanding! Thank you.
- Outstanding!
- I enjoyed this class very much and learned a lot that I can take back to my chamber.
- Great class and a lot of good information.
- Wow, good class! I learned so much.
- Excellent insight! Very beneficial and will be a great continual resource.
- Excellent. Just what I need, thank you.
- Great class! Lots of good information.
- Very interesting and interactive. Lots of great information, thanks.
- I forgot to bring a hard copy of documents that may have helped. However, this was excellent and it changes, to some degree, how I will approach my work.
- Great material and information, but not as relevant to associations that are very large. But, the roots of the information is good, as I will definitely look at passing on some templates to our executive office. As a staff of 95, we do not attend board meetings, so this information is new and informative.
- Interesting and enlightening. Loved the access to the documents.
- The instructor did a great job taking a dry topic and making it interesting and relevant. Great job and valuable information.
- The course made me aware of important changes we need to make.
- He knows his topic and he provided resources that can be used on a day to day basis.
- Really would prefer the handout given out at the beginning of class so I can take notes directly on the presentation.
- I really appreciate Bob’s perspective. This was incredibly helpful, educations, and reaffirming. Thank you.
- Incredibly knowledgeable. I’m new in associations and I was lost in some parts. Perhaps pre-materials would be useful for those of us who don’t have that much background.
- Dry, but necessary.
- Amazing session. Thank you!
- I am so full of new ideas and ways to make my board better for 2013. Wow! Best instructor I have ever had.
- Very valuable information. Will be able to suggest improvements to our board right away.
- This was a wonderful class! Thank you Bob, this was extremely helpful.
- Very important advice and extremely informative. Great!
- Great class, I learned a lot.
- Excellent. Thank you for having templates for us. I needed this class!
- Excellent information on a very important topic.
- Best set of handout materials in all of my classes.
• Bob is the best. Great knowledge and great ability to facilitate. Great preparation. I take it back, he is not the best, he is the greatest. Thank you Bob.
• Very informative and helpful. Amazingly knowledgeable. Bob showed me ideas I never even thought of. Great!
• Amazing items to improve our board!
• Provided great resources for a very effective board. Thanks!

C340 Strategic Planning (Harris, Winter)
• Great ideas for simplifying a strategic plan. Awesome!
• Excellent information, I have so much to do!
• Good class.
• One of the better Institute instructors. Very relevant information. Course was helpful and great resources.
• Having already gone through the process with a facilitator, I would have preferred a more deeper dive. Would like to have received lots of examples of good language since goals are similar.
• It would have been helpful to do sample strategic writings.
• Does a great job providing handouts, visuals and resources to hammer home key points. Highly recommended.
• I believe this course could almost be divided into those with current plans versus those without plans.
• The material is template for general use, but not relevant to more modern trends in board government and roles.
• Thanks you!
• Thank you.
• Excellent.
• Awesome! Chocked full of information I plan to take back and implement.
• Thank you.

E140 Building Organizational Excellence (Harris, Winter)
• Great class!
• Great ideas for creating dashboards!
• This was huge help when I am trying to get my chamber to the next level!
• I am going to miss you!
• I wanted to hear more about sustainability and how to do this (how to create a procedure manual, etc).
• I will miss having Bob’s classes every year. He has been a great instructor. This class really helped pull it all together.
• Ever since I began working in this field, I have heard all of my mentors talk about how legendary Bob Harris is. This class exceeded all of my expectations. Wow, I can’t wait to go get started working on 2013! Best class I’ve had in nonprofit management.
• Not at all what I thought this session was about. Very disappointing and boring for me. I don’t have the authority to do what we discussed.
• Highly directed to chambers. Good information, some of which can be applied to associations, but the discussions were wholly chamber focused.
• Directed us to website which looks helpful, however, content discussed during class was very vague and not as relevant as I had hoped.
• Class was okay. Felt more like a list of documents then actual examples and processes.
• Fantastic!
• Wonderful. Incredibly helpful and relevant.
• Wonderful!

E240 Strong Associations for the Future (Harris, Winter)
• Best instructor at Institute this year.
• I love that the class was engaged and willing to share with one another.
• Bob is great, thank you.
• Great opportunity to engage with other associations and get input from a speaker that has strong knowledge of associations.
• Best association session I have been to.
• A great discussion covering a range of topics. Thank you, Bob, for allowing us to talk to each other under your guidance! Need more of this type of class facilitation.
• Bob is awesome and does a fantastic job engaging the entire audience.
• Best session of the week! Institute should include more of this type of session. Roundtable discussion of similar organizations.
• Very interesting to hear what other associations are doing to grow and how they are structured. Bob did a great job of tying all of the information together.
• Good open topic conversation. Learned a lot from my peers in the class.

E362 Policy Development and Implementation (Harris, Winter)
• Other classes I’ve had with Bob I’ve normally not enjoyed and been frustrated (I know I’m in the minority). After this class, I definitely have a different opinion. Very informative and he made a gray subject somewhat colorful.
• He is always excellent! Fountain of information.
• Loved the course and the instructor! Bob did a fantastic job of providing resources while providing applicable steps. This is my favorite class at Institute so far.
• Great information and presentation. Bob is the best!
• As always, this was informative and helpful. Bob is so knowledgeable and engaging. Thanks.
• So glad I came to this class!
• Bob never disappoints. Awesome information, resources, examples, and suggestions. Excellent! All courses have been good, but this is the first I’ve rated all as Strongly Agree. Gave very specific step by step how to’s.
• Very useful information. In my opinion Bob is the best instructor at Institute.

Thank you so much for your efforts and for being a part of the Institute faculty this past winter.

If you have any questions, please do not hesitate to contact me.

Thanks so much,

Amanda

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Institute invites you to join us this summer at one of our four summer sites. For more information, visit institute.uschamber.com

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