

Highlights of Attendee Satisfaction Survey Results

133 attendees responded to the survey

1. Was this the first time you attended a CFP Biennial Meeting?

- Yes – 32 respondents (24%) indicated this was the first biennial meeting they had attended
- No – 100 respondents (76%) indicated this was NOT the first biennial meeting they had attended.



In items 2-8, respondents were asked to rate their opinion on a scale of 1-10 with one being strongly disagree and 10 being strongly agree. Highest rated items are highlighted in yellow.

2. The content of the **Federal Agency Reports** session was beneficial to me professionally.

- The most respondents rated this item as 8. (34 individuals or 27% of respondents)
- 64 respondents (51% of the respondents) rated this item as 8 or higher.

3. The content of the **Committee Reports and Updates** session was beneficial to me professionally.

- The most respondents rated this item as 8. (36 individuals or 29% of respondents)
- 77 respondents (62% of the respondents) rated this item as 8 or higher.

4. The **Council Orientation and Parliamentary Procedures** session helped me become familiar with the Council Process.

- The most respondents rated this item as 10. (35 individuals or 29% of respondents)
- 85 respondents (70% of the respondents) rated this item as 8 or higher.

5. The content of the **Retail Food Program Standards** session was beneficial to me professionally.

- The most respondents rated this item as 8. (34 individuals or 28% of respondents)
- 75 respondents (63% of the respondents) rated this item as 8 or higher.

6. The information presented in the Keynote Addresses and the facilitated panel discussion during the Opening Session was beneficial to me professionally.

- The most respondents rated this item as 8. (37 individuals or 29% of respondents)
- 81 respondents (44% of the respondents) rated this item as 8 or higher.

7. The organization of the **Council meetings** made it easy for me to follow and understand the proceedings that were used to deliberate Issues.

- The most respondents rated this item as 10. (45 individuals or 34% of respondents)
- 99 respondents (76% of the respondents) rated this item as 8 or higher.

8. The **Closing Session and Assembly of State Delegates** meeting on the last day were beneficial to me professionally.

- The most respondents rated this item as 10. (41 individuals or 33% of respondents)
- 86 respondents (69% of the respondents) rated this item as 8 or higher.

9. Identify the sessions you would prefer to attend in a virtual format during the week preceding the Biennial Meeting (rather than in person at the Biennial Meeting). Highest rated items are highlighted in yellow.

- **First time attendee orientation** - 78 respondents (64% of respondents) selected this option.
- **Council Orientation and Parliamentary Procedures Session** – 92 respondents (75% of respondents) selected this option
- **Committee Reports and Updates Session** – 76 respondents (62% of respondents) selected this option.
- **Federal Agency Reports Session** – 80 respondents (66% of respondents) selected this option.
- **Opening Session** – 37 respondents (30% of respondents) selected this option.

10. The price I paid for the virtual Biennial Meeting was a good value.

- The most respondents rated this item as 10. (43 individuals or 33% of respondents)
- 81 respondents (62% of the respondents) rated this item as 8 or higher.

11. Identify any aspects of the meeting that you did NOT think were a good value.

Technology

- Could not get on the platform. Took 2 days for someone to get back to me to get on.
- Too intense of a program to be done virtually. Some companies access to the platform did not work.
- Did not like the virtual voting. I would like to know how someone voted. I can then seek them out to find out what issues they had.

Process

- This particular conference given it is a consensus building vehicle is very difficult to conduct virtually.
- Wish there was an easier way to track what is going on in the different councils, so you know when topics of interest are coming up (like the flip charts at the doors at the face to face).
- Difficult to float between councils in the virtual format.

Cost

- Extremely expensive for virtual conference.
- Cost prohibitive for someone who just wants to attend to present an issue they submitted. If someone submitted an issue, they should have been give free access to present their issue.
- In the future, perhaps observers virtually would be charged less than those attending in person. This may actually allow for more attendance.

Miscellaneous

- Having this be an online format worked practically but ruined the entire process/experience.
- I completely understand why a virtual meeting had to happen this year. However, from a non-council member, non-committee member, non-board member, I found very little value in observing the meetings virtually this year. I can't imagine I will register in the future if the meeting is held virtually.
- As a new person, not on any council, there weren't many opportunities to interact.

12. Would you prefer to see future Biennial Meetings held as a totally virtual event?

- 41 respondents (32%) said yes.
- **89 respondents (86%) said no**



13. Did you use the *Attendify Mobile App* during the biennial meeting?

- 63 respondents (50%) said yes.
- 63 respondents (50%) said no



14. What features of the *Attendify Mobile App* did you find to be the most useful?

- Easy way to access meeting and Issue attachments.
- Tracking issues and status of Issues in Councils including the outcome of Council voting to accept, accept as amended, or no action in real time.
- Who's who in attendance and able to send messages.
- Easy to access the Attendify app.
- Great to have the option of mobile access when scheduling conflicts occurred.
- The app seemed less user-friendly this time. There needs to be a networking channel and a separate channel for the council updates.

15. What features would you like to see added to the *Attendify Mobile app*?

- Video portal
- Separate channel for each council to better find and track issues as they are being deliberated, and a final summary for the day. Break notices and reconvene times for each council.
- It would be nice if there was a way that sign in could be remembered on your device.
- Dedicated Issue Tracker to provide real time tracking of what issue is being discussed in each Council
- Unable to get state approval to download mobile app on state phone.
- I liked the updates on how things were progressing in the councils. However, those posting needed training as things were getting posted in the wrong order. Example: issues were getting reported as accepted as amended when discussion had just started. I think people unfamiliar with parliamentary procedure got confused and didn't know when to post.
- Polls
- Please delete old Biennium postings - confusing to have it on the current app for current Biennium
- Better agenda/scheduler tool - to include description, speakers, etc.
- The amended language if any to the accepted as amended issues

16. If you attended the First Time Attendee Orientation was the information presented beneficial to your understanding of the Biennial Meeting and the CFP Process?

- **48 respondents (94%) said yes.**
- 3 respondents (6%) said no



17. Did you have any problems understanding the CPF process during the Biennial Meeting?

- 8 respondents (7%) said yes.
- **110 respondents (93%) said no**

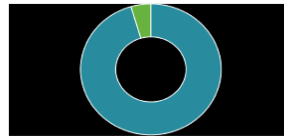


18. If you answered YES to question 17, what aspects about the CPF process did you find confusing or problematic?

- I wasn't sure what sessions I should attend, how to choose, and if I should jump around or not.
- Not being familiar with the process, listening to it virtually the first time was sometimes challenging.
- I was initially confused by the fact that the person who "makes a motion" first has the final authority over the accepting or rejecting the issue. The 2nd day of the conference was better because I understood the process flow. It would help to deliberate a mini-issue during the procedures session.
- The process of discussing/voting an issue between voting members, it took me sometime to understand it as a first time attendant
- The Parliamentary procedures seemed to complicate the process Council sessions. Seemed like a lot of unnecessary procedural steps.
- During council deliberations, it was hard to follow the straw poll / Zoom vote / real vote process.

19. I believe the overall Biennial Meeting was beneficial to me professionally

- 125 respondents (95%) said yes.
- 6 respondents (5%) said no



20. I prefer having the Pre-Conference Workshop held as a virtual event a few weeks or months in advance of the next biennial meeting instead of the day before the start of the in-person Biennial Meeting.

- The most respondents rated this item as 10. (27 individuals or 21% of respondents)
- 61 respondents (**48% of the respondents**) rated this item as 8 or higher.

21. Are you planning to attend the next in-person Biennial Meeting in Houston, TX in April 2023?

- **113 respondents (86%) said yes.**
- 18 respondents (14%) said no



22. If you answered no to question 21, why aren't you planning to attend the next Biennial Meeting in Houston?

- May depend on funding and availability to leave for extended period due to workload.
- It really depends on how the state of the nation is at that time with COVID, flying, etc.

- Current TX legislative decisions (voter and women's rights) do not reflect my personal values and as such I cannot in good conscience support their economy.
- Not sure - I really liked the virtual format.
- If it's not in-person, I (or my team) will not be in attendance.
- Cost prohibitive - travel prohibition, Covid-19; Virtual will allow for new staff participation and attend multiple Council sessions without the physical challenges of being in different rooms - many had tuned into multiple Council sessions virtually
- Prefer virtual format

23. Please provide any recommendations you have for making future Biennial Meetings more efficient and productive?

Ways to Improve the Meeting

- Access to recorded council deliberations so that you don't miss the discussion of one council while attending the other.
- Use of instant polling technology for immediate feedback even during in person meeting.
- It appeared that there were several "after hour" work sessions to fix/resolve/cleanup language. This may just how it has to work, but I think it would be more organized if these sessions could have been identified pre- conference, but that's what the sub-committees are for, so I am not sure there is a solution here.
- Allow free time for the attendees to call their office and solve issues if needed Continue holding some of the sessions virtually.
- If held in person, it would still be beneficial to have volunteers maintain the status of deliberated council issues on an app. I really enjoyed this feature as I couldn't sit in on other council deliberated issues because I was an alternate
- It would be beneficial to have the Parliamentary Procedures Training, more than once, prior to the Council training sessions.
- I think people would like to hear a recap from the past CFP; summary of how many issues that were submitted then how many went on to become part of the new food code a break down between the three councils.

Prefer Pre-conference events being virtual

- I do think offering the option of virtual meetings cuts on expenses and travel arrangements which may not be feasible for small organizations. More people can attend from a specific jurisdiction without limits on attendance.
- I like the idea of having the "instructional" or tutorial aspects of the conference done virtually.
- Going forward, expenses and time can be reduced (for CFP and attendees) by holding all the preliminary sessions/activities virtually prior to a "live" event which would be just the Council meetings. Even State delegates vote could be done virtually to increase participation.
- Why are the only choices totally in-person and totally virtual? Why not allow both?

Prefer In-Person Meeting

- I do believe that the virtual aspect of CFP assisted smaller jurisdictions with attendance but this conference is truly a working conference and requires in person dynamics. I do believe the in-person connections and relationships created at CFP are more impactful to public health over time.
- If it's not in-person, do not do it.

- Please try to avoid a full-virtual event at all costs, unless you don't want "normal" (non-council/committee/board) participants to attend. My time was not well spent in the virtual environment.

Prefer totally virtual meeting

- I really enjoyed the virtual format this year, for some reason, I felt the deliberations went more smoothly and the scribe work was done a lot better in this format.
- I think the virtual format worked very well. I hope you incorporate some virtual components to future conferences.
- Using the virtual platform allowed following the discussions much easier than in person
- Three of my staff could attend this virtual meeting when we would only allow one person to travel to an in-person meeting due to cost.

Councils Matters

- It was difficult keeping track where each Council was on their issues. Going in and out of Councils virtually was not very fun. Posting what issue is being deliberated and outcomes needs to be timelier and easier to find and access.
- It seems as though Councils had a hard time understanding the overall Issue intent, objective/goal of the issue submitter, and spent a lot of time rewriting issues. An issue training session should be offered on demand to help submitters understand how to submit a clear issue to council, common hiccups, specific examples demonstrating good and bad intent/scope statements, and specific needs of council. An issue mentor (former council members) may be an interesting option to explore to help issue submitters prepare for submission. Make sure to include former council members as Issue reviewers to ensure intent is clear and Issue ready for deliberation.
- Provide guidelines or recommendations for those submitting issues so that time isn't wasted editing small things, such as putting defined words in all capital letters.
- Finding ways to incorporate the council tools for voting and administrative elements would be helpful for in-person meetings.

Miscellaneous

- I think the Team and Board did an extraordinary job of pulling this off under a very difficult situation.

24. Do you think any aspects of the Biennial Meeting were lost by holding the meeting in a virtual format vs in person? (e.g., keeping up to speed with the progress of the issues, lack of networking opportunities, etc.)

- **110 respondents (77%) said yes.**
- 30 respondents (23%) said no



25. If you answered YES to question 24, what aspects of the Biennial Meeting do you think were lost in a virtual format?

Opportunity to Network and Collaborate with others during the meeting

- Lack of networking opportunities and ability to informally discuss issues with other professionals.
- The ability to build consensus and work on amended language in ad hoc workgroups was greatly affected.
- Inability to establish professional connections, relationships, partnerships, etc.
- Hallway conversations, networking. Too many distractions when at home or in the office. Also, some people are not as likely to participate in the virtual format.

Councils

- Speed of the progress of the Issues, audience members not staying engaged
- I could not effectively jump from one council to another. In person, it is easy to get up and view the boards outside the council rooms to see the status of each issue and when I would like to visit said council.
- A bit hard to follow sessions and talk to people but opportunity to attend virtually increased overall reach and participation. Try to solve for how to connect with folks across conference on topics, or issues. That would make it more valuable.
- I think discussion was limited. People did not speak up as much as they would have in person.
- The ability to easily move between the Councils during deliberations to hear discussion of Issues of interest. personal contact and interaction

Miscellaneous

- It's easier to be distracted while watching virtually. Having in-person would make it more meaningful Nothing missing other than the personal interaction with everyone
- All virtual sessions are a good value. They pertain to certain groups such as first time attendee session for example. What may not be an excellent session for one group is a must attend for another. I understand it is a challenge and a new undertaking to coordinate a virtual conference.
- I wonder if any of our attendees like me would have liked an evening entertainment/networking session. This would be a sponsored Chef preparing a dish and we are viewing with our "beverage" and prepared meal, or following along with our ingredients list. Another example is a group representing the next conference site providing highlights of what their area offers, area restaurants, history, Q & A session. The in person attended conferences have evening sessions. That said I understand rescheduling and pulling off the 2020 CFP biennial meeting was a challenge and became a success.
- The method of teaching parliamentary procedures was not completely clear.

26. Please provide any suggestions you have for improving the process used to submit Issues for the biennial meeting.

Issue Submission Process

- Have the issue process all on-line using a standardized template that collects the information and formats it correctly for the submitter rather than having them try to do it.
- How about a fillable form/electronic submission?

- Make the process and management program more user-friendly.
- It would be nice to see the Issue submissions publicly right after the deadline to help submitters connect when there's duplication.
- Perhaps have different pre-Issue templates to cover different types of recommended solutions to ensure they contain all the necessary components: 1) committee reports, 2) Issues that contain Content documents, 3) a change to the current Food Code, 4) creation of a committee, 5) collaboration to research a problem, etc.
- Directions for where to copy and paste the information from each area of the pre-Issue template to the actual Issue submission form would also need to be clearly provided on each template.
- Web-based submission without so much intricate details. Once it is submitted, the issue committee works on solving issues.
- Hold an Issue submitter forum to discuss and collaborate on issues.
- Virtual deliberations to pre-screen all issues, especially committee reports, with the ability to refer them to in-person deliberations.

Instructions about Issue Submission

- More clarity in instructions and communication
- Could the Issue Guidance Doc (currently 21 pages) be streamlined?

Communication about Issues

- Continue to announce, announce, announce and doing what you have been doing to make this an important part of the process.
- Hold a "So you want to submit and issue?" educational workshop before Issue submission opens.
- submission of issues was great but for last minute probably need to have update to the website to understand changes from original to the final one submitted

Issue Deliberation in Council

- I think the Councils should be able to combine Issues prior to the meeting so that the Council can debate/discuss one combined Issue. Much time is wasted on following a complicated process for combining Issues and how they are discussed voted on.

Miscellaneous

- The process is still onerous but the tools you provide to completing the issue form has helped.
- Better attendee notifications to sign into meetings
- Do it in-person, or do not do it. Ever.
- Less frequent meetings - every three years seems often enough now

27. Please provide any suggestions you have for improving the process used to deliberate Issues during the biennial meeting.

Presentation of Issues

- Simplify the process for opening discussion on each Issue.
- More time for the issue presenters. They went through all of the trouble to research and submit, then get 1 minute to rattle off a pitch, that they may or may not get to complete or follow up on.

Use of Robert's Rules of Order and Parliamentary Procedure

- Maybe have an unofficial discussion without "Roberts Rules of Order" before having the official 'friendly amendments' etc. Use of instant polling technology to provide immediate feedback to Conference decision makers.
- Please reiterate to Council members that a Parliamentarian is available to correct when procedures are not adhered to. We had multiple council members in Council 3 acting as Parliamentarians and it became annoying and overshadowed the ACTUAL parliamentarian.
- Roberts Rules are good but really bog down the process. Wish CFP would develop a modified way to do it. Everyone calls the question when they should just keep quiet. Causes too much voting. The Chair needs to control this and be speedier to move things along when there is silence.

Vetting of Issues

- I understand the need for debate and thorough vetting of issues but may need to limit any one individual or time on specific aspect of an issue to allow for more diverse discussion.
- Find a way to add to the time frames. Examples: Issue presenters to receive an additional minute or two, time for debate extended by five minutes, and audience comment process streamlined. More controls placed upon FDA "consultants" in each Council. They tend to be overbearing and often influence the debate with remarks they drop along the way. They should be seen and not heard unless specifically called up and even then, should be coached to manage how they respond. This occurs during every biennial!
- Information about discussion of Issues prior to the Biennial Meeting within constituencies needs to be more clearly and widely communicated. In my opinion, I believe the outstanding collaboration achieved during this Biennial Meeting may have been due, in part, to the additional time spent by constituencies coming to a consensus on many Issues prior to the Biennial Meeting.
- Many Issue submitters are not aware of these pre-Biennial Meeting discussions and feel blindsided when their Issue moves through Council deliberation with little discussion. Clearer information on the process of how to amend a recommended solution (friendly amendments) could be helpful.
- Direction about capturing intent instead of focusing on specific verbiage for recommendations to modify the Food Code could assist Councils in moving through Issues more quickly and smoothly.
- Utilize technology solutions for administrative elements of council/delegate informal and formal voting.
- Council members should NOT repeat the same point that has already been discussed. This is a big challenge.
- Provide some kind of visual tracker/monitor of where in the process they are at (various motions, amendments, decisions, etc.) Clarify and practice parliamentary procedure prior to council sessions
- We still need to make more progress on a real-time means of tracking Council deliberations... What's being deliberated, what's on deck. Could also include results like the boards outside of the conference rooms but translated to a mobile app. This year's attempt was not successful in my opinion.

Virtual versus In-Person Council Meetings

- This portion absolutely needs to be in-person in my opinion. I witnessed council members having connectivity issues, etc. at times. It was also less inclusive to the audience when done virtually.
- I thought the deliberations were clearer using the virtual format as the council members seem to have an easier time keeping up where they were in the parliamentary process.
- Seems like the non-council members have less opportunity to participate this is disappointing

Miscellaneous

- I think the process worked well. It was my first time, so I am no expert.
- Speaking only for Council I, I thought the process was remarkable and the Chair and Vice Chair were outstanding!
- Is it possible to have the chairs or executive board assign issues to other councils when it's obvious that they need to be in a different council before the conference?
- Interestingly in Council 3 the bringing of issues to the table were controlled by 2-3 people and thereby controlling any friendly amendments as discussions ensued. Nothing wrong with it, but all council members need to understand the politics involved with this play.
- I loved that the virtual format had a screen to show which issue was being deliberated and edits being made in real time. As an audience member, this was the most engaged I felt at any CFP EVER! If we do not keep virtual or hybrid option, please keep these features.
- I almost feel that there should be caucus meetings ahead of CFP for members to provide impact/insight on their respective council to their representatives. Or at least make council member email addresses available to the caucus so input can be provided to council members ahead of the meeting. If this was available, it wasn't clear to me where to find it. Perhaps a solicitation can be sent ahead of the Biennial Meeting so we can engage with our representatives. Perhaps the app can be used for this purpose, so trends or "likes" can be monitored for consensus building.
- The virtual format was a complete waste of time and agency money. Do it in person, or do not do it at all.