

XYZ Company

Annual Conference
Sanitized Report

March 2009

Section 1: Session Evaluations

1. Delivering World-Class Customer Service

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	83	56.08	34	50.00	31	55.36	9	75.00	9	75.00
Agree	4	53	35.81	30	44.12	20	35.71	2	16.67	1	8.33
Indifferent	3	10	6.76	4	5.88	5	8.93	0	0.00	1	8.33
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		146	98.65	68	100.00	56	100.00	11	91.67	11	91.67
Total Missing		-1	1.35	0	0.00	0	0.00	1	8.33	1	8.33
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.50		4.44		4.46		4.82		4.73	

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	95	64.19	34	50.00	42	75.00	10	83.33	9	75.00
Agree	4	45	30.41	30	44.12	12	21.43	2	16.67	1	8.33
Indifferent	3	7	4.73	4	5.88	2	3.57	0	0.00	1	8.33
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		147	99.32	68	100.00	56	100.00	12	100.00	11	91.67
Total Missing		-1	0.68	0	0.00	0	0.00	0	0.00	1	8.33
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.60		4.44		4.71		4.83		4.73	

Section 1: Session Evaluations

2. XYZ State of the Union

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	67	45.27	32	47.06	19	33.93	10	83.33	6	50.00
Agree	4	71	47.97	36	52.94	28	50.00	2	16.67	5	41.67
Indifferent	3	10	6.76	0	0.00	9	16.07	0	0.00	1	8.33
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Total Missing		-1	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.39		4.47		4.18		4.83		4.42	

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	78	52.70	32	47.06	28	50.00	12	100.00	6	50.00
Agree	4	60	40.54	36	52.94	19	33.93	0	0.00	5	41.67
Indifferent	3	10	6.76	0	0.00	9	16.07	0	0.00	1	8.33
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Total Missing		-1	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.46		4.47		4.34		5.00		4.42	

Section 1: Session Evaluations

3. Technical & Environmental Updates

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified		
5 is Best		#	%	#	%	#	%	#	%	#	%	
Strongly Agree	5	70	47.30	32	47.06	25	44.64	8	66.67	5	41.67	
Agree	4	54	36.49	27	39.71	22	39.29	0	0.00	5	41.67	
Indifferent	3	11	7.43	0	0.00	9	16.07	0	0.00	2	16.67	
Disagree	2	5	3.38	5	7.35	0	0.00	0	0.00	0	0.00	
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
N/A	0	2	1.35	0	0.00	0	0.00	2	16.67	0	0.00	
Total Valid		142	95.95	64	94.12	56	100.00	10	83.33	12	100.00	
Total Missing		-1	6	4.05	4	5.88	0	0.00	2	16.67	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00	
Mean Response		4.29		4.34		4.29		4.00		4.25		

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified		
5 is Best		#	%	#	%	#	%	#	%	#	%	
Strongly Agree	5	67	45.27	32	47.06	19	33.93	10	83.33	6	50.00	
Agree	4	59	39.86	32	47.06	22	39.29	0	-	5	41.67	
Indifferent	3	13	8.78	0	0.00	12	21.43	0	0.00	1	8.33	
Disagree	2	4	2.70	4	5.88	0	0.00	0	0.00	0	0.00	
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
N/A	0	2	1.35	0	0.00	0	0.00	2	16.67	0	0.00	
Total Valid		145	97.97	68	100.00	53	94.64	12	100.00	12	100.00	
Total Missing		-1	3	2.03	0	0.00	3	5.36	0	0.00	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00	
Mean Response		4.26		4.35		4.13		4.17		4.42		

Section 1: Session Evaluations

4. Green Maintenance, the Definition of Market Leadership

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified		
5 is Best		#	%	#	%	#	%	#	%	#	%	
Strongly Agree	5	62	41.89	27	39.71	22	39.29	7	58.33	6	50.00	
Agree	4	48	32.43	27	39.71	12	21.43	5	41.67	4	33.33	
Indifferent	3	35	23.65	14	20.59	19	33.93	0	0.00	2	16.67	
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Total Valid		145	97.97	68	100.00	53	94.64	12	100.00	12	100.00	
Total Missing		-1	3	2.03	0	0.00	3	5.36	0	0.00	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00	
Mean Response		4.19		4.19		4.06		4.58		4.33		

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified		
5 is Best		#	%	#	%	#	%	#	%	#	%	
Strongly Agree	5	56	37.84	27	39.71	16	28.57	7	58.33	6	50.00	
Agree	4	52	35.14	23	33.82	19	33.93	5	41.67	5	41.67	
Indifferent	3	38	25.68	18	26.47	19	33.93	0	0.00	1	8.33	
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Total Valid		146	98.65	68	100.00	54	96.43	12	100.00	12	100.00	
Total Missing		-1	2	1.35	0	0.00	2	3.57	0	0.00	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00	
Mean Response		4.12		4.13		3.94		4.58		4.42		

Section 1: Session Evaluations

5. The Business of Green Cleaning

(1 of 3 Simultaneous Sessions)

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	31	49.21	18	64.29	8	30.77	2	50.00	3	60.00
Agree	4	16	25.40	2	7.14	10	38.46	2	50.00	2	40.00
Indifferent	3	14	22.22	8	28.57	6	23.08	0	0.00	0	0.00
Disagree	2	2	3.17	0	0.00	2	7.69	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		63	100.00	28	100.00	26	100.00	4	100.00	5	100.00
Total Missing		-1	0	0	0.00	0	0.00	0	0.00	0	0.00
Total		63	100.00	28	100.00	26	100.00	4	100.00	5	100.00
Mean Response		4.21		4.36		3.92		4.50		4.60	

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	31	49.21	18	64.29	8	30.77	2	50.00	3	60.00
Agree	4	16	25.40	2	7.14	10	38.46	2	50.00	2	40.00
Indifferent	3	14	22.22	8	28.57	6	23.08	0	0.00	0	0.00
Disagree	2	2	3.17	0	0.00	2	7.69	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		63	100.00	28	100.00	26	100.00	4	100.00	5	100.00
Total Missing		-1	0	0	0.00	0	0.00	0	0.00	0	0.00
Total		63	100.00	28	100.00	26	100.00	4	100.00	5	100.00
Mean Response		4.21		4.36		3.92		4.50		4.60	

Section 1: Session Evaluations

6. Maximizing Resources in Challenging Economic Times-Owners Panel (2 of 3 Simultaneous Sessions)

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
5 is Best											
Strongly Agree	5	18	37.50	12	34.29	0	0.00	4	100.00	2	40.00
Agree	4	16	33.33	15	42.86	0	0.00	0	0.00	1	20.00
Indifferent	3	14	29.17	8	22.86	4	100.00	0	0.00	2	40.00
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		48	100.00	35	100.00	4	100.00	4	100.00	5	100.00
Total Missing	-1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total		48	100.00	35	100.00	4	100.00	4	100.00	5	100.00
Mean Response		4.08		4.11		3.00		5.00		4.00	

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
5 is Best											
Strongly Agree	5	13	27.08	6	17.14	0	0.00	4	100.00	3	60.00
Agree	4	18	37.50	17	48.57	0	0.00	0	-	1	20.00
Indifferent	3	10	20.83	5	14.29	4	100.00	0	0.00	1	20.00
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	2	4.17	2	5.71	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		43	89.58	30	85.71	4	100.00	4	100.00	5	100.00
Total Missing	-1	5	10.42	5	14.29	0	0.00	0	0.00	0	0.00
Total		48	100.00	35	100.00	4	100.00	4	100.00	5	100.00
Mean Response		3.93		3.83		3.00		5.00		4.40	

Section 1: Session Evaluations

7. Target Account Strategic Workshop

(3 of 3 Simultaneous Sessions)

a. Provided new and useful information.

5 is Best		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	7	18.92	0	0.00	5	19.23	2	50.00	0	0.00
Agree	4	8	21.62	5	100.00	3	11.54	0	-	0	0.00
Indifferent	3	8	21.62	0	0.00	5	19.23	2	50.00	1	50.00
Disagree	2	6	16.22	0	0.00	5	19.23	0	0.00	1	50.00
Strongly Disagree	1	8	21.62	0	0.00	8	30.77	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		37	100.00	5	100.00	26	100.00	4	100.00	2	100.00
Total Missing	-1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total		37	100.00	5	100.00	26	100.00	4	100.00	2	100.00
Mean Response		3.00		4.00		2.69		4.00		2.50	

b. Was delivered at a level appropriate to my knowledge/experience.

5 is Best		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	11	29.73	0	0.00	8	30.77	2	50.00	1	50.00
Agree	4	8	21.62	3	60.00	3	11.54	2	50.00	0	-
Indifferent	3	3	8.11	0	0.00	3	11.54	0	0.00	0	0.00
Disagree	2	5	13.51	0	0.00	4	15.38	0	0.00	1	50.00
Strongly Disagree	1	8	21.62	0	0.00	8	30.77	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		35	94.59	3	60.00	26	100.00	4	100.00	2	100.00
Total Missing	-1	2	5.41	2	40.00	0	0.00	0	0.00	0	0.00
Total		37	100.00	5	100.00	26	100.00	4	100.00	2	100.00
Mean Response		3.26		4.00		2.96		4.50		3.50	

Section 1: Session Evaluations

8. Leaning on the Creative Edge

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	92	62.16	27	39.71	44	78.57	10	83.33	11	91.67
Agree	4	23	15.54	14	20.59	6	10.71	2	16.67	1	8.33
Indifferent	3	15	10.14	9	13.24	6	10.71	0	0.00	0	0.00
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	4	2.70	4	5.88	0	0.00	0	0.00	0	0.00
Total Valid		134	90.54	54	79.41	56	100.00	12	100.00	12	100.00
Total Missing		-1	9.46	14	20.59	0	0.00	0	0.00	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.46		4.04		4.68		4.83		4.92	

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	85	57.43	22	32.35	40	71.43	12	100.00	11	91.67
Agree	4	32	21.62	22	32.35	9	16.07	0	0.00	1	8.33
Indifferent	3	12	8.11	5	7.35	7	12.50	0	0.00	0	0.00
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	5	3.38	5	7.35	0	0.00	0	0.00	0	0.00
Total Valid		134	90.54	54	79.41	56	100.00	12	100.00	12	100.00
Total Missing		-1	9.46	14	20.59	0	0.00	0	0.00	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.40		3.94		4.59		5.00		4.92	

Section 1: Session Evaluations

9. XYZ and Today's Business Environment

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified		
5 is Best		#	%	#	%	#	%	#	%	#	%	
Strongly Agree	5	36	24.32	14	20.59	13	23.21	5	41.67	4	33.33	
Agree	4	71	47.97	36	52.94	25	44.64	5	41.67	5	41.67	
Indifferent	3	26	17.57	14	20.59	9	16.07	0	0.00	3	25.00	
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Strongly Disagree	1	4	2.70	4	5.88	0	0.00	0	0.00	0	0.00	
N/A	0	5	3.38	0	0.00	3	5.36	2	16.67	0	0.00	
Total Valid		142	95.95	68	100.00	50	89.29	12	100.00	12	100.00	
Total Missing		-1	6	4.05	0	0.00	6	10.71	0	0.00	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00	
Mean Response		3.85		3.82		3.84		3.75		4.08		

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified		
5 is Best		#	%	#	%	#	%	#	%	#	%	
Strongly Agree	5	43	29.05	18	26.47	16	28.57	5	41.67	4	33.33	
Agree	4	64	43.24	36	52.94	19	33.93	5	41.67	4	33.33	
Indifferent	3	26	17.57	10	14.71	12	21.43	0	0.00	4	33.33	
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Strongly Disagree	1	4	2.70	4	5.88	0	0.00	0	0.00	0	0.00	
N/A	0	5	3.38	0	0.00	3	5.36	2	16.67	0	0.00	
Total Valid		142	95.95	68	100.00	50	89.29	12	100.00	12	100.00	
Total Missing		-1	6	4.05	0	0.00	6	10.71	0	0.00	0	0.00
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00	
Mean Response		3.89		3.94		3.84		3.75		4.00		

Section 1: Session Evaluations

10. The Heart and Art of NetWeaving

(1 of 3 Simultaneous Sessions)

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	32	50.00	9	39.13	18	58.06	2	33.33	3	75.00
Agree	4	24	37.50	14	60.87	5	16.13	4	66.67	1	25.00
Indifferent	3	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Disagree	2	5	7.81	0	0.00	5	16.13	0	0.00	0	0.00
Strongly Disagree	1	3	4.69	0	0.00	3	9.68	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		64	100.00	23	100.00	31	100.00	6	100.00	4	100.00
Total Missing		-1	0	0	0.00	0	0.00	0	0.00	0	0.00
Total		64	100.00	23	100.00	31	100.00	6	100.00	4	100.00
Mean Response		4.20		4.39		3.97		4.33		4.75	

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	33	51.56	9	39.13	19	61.29	2	33.33	3	75.00
Agree	4	21	32.81	14	60.87	3	9.68	3	50.00	1	25.00
Indifferent	3	4	6.25	0	0.00	3	9.68	1	16.67	0	0.00
Disagree	2	3	4.69	0	0.00	3	9.68	0	0.00	0	0.00
Strongly Disagree	1	3	4.69	0	0.00	3	9.68	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		64	100.00	23	100.00	31	100.00	6	100.00	4	100.00
Total Missing		-1	0	0	0.00	0	0.00	0	0.00	0	0.00
Total		64	100.00	23	100.00	31	100.00	6	100.00	4	100.00
Mean Response		4.22		4.39		4.03		4.17		4.75	

Section 1: Session Evaluations

11. A Brand New Work Day: Coming Workplace Changes in the Obama Era (2 of 3 Simultaneous Sessions)

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
5 is Best											
Strongly Agree	5	36	78.26	27	84.38	3	50.00	2	100.00	4	66.67
Agree	4	10	21.74	5	15.63	3	50.00	0	0.00	2	33.33
Indifferent	3	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		46	100.00	32	100.00	6	100.00	2	100.00	6	100.00
Total Missing	-1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total		46	100.00	32	100.00	6	100.00	2	100.00	6	100.00
Mean Response		4.78		4.84		4.50		5.00		4.67	

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
5 is Best											
Strongly Agree	5	36	78.26	27	84.38	3	50.00	2	100.00	4	66.67
Agree	4	10	21.74	5	15.63	3	50.00	0	0.00	2	33.33
Indifferent	3	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		46	100.00	32	100.00	6	100.00	2	100.00	6	100.00
Total Missing	-1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total		46	100.00	32	100.00	6	100.00	2	100.00	6	100.00
Mean Response		4.78		4.84		4.50		5.00		4.67	

Section 1: Session Evaluations

12. Operations Networking

(3 of 3 Simultaneous Sessions)

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	28	73.68	9	69.23	13	68.42	4	100.00	2	100.00
Agree	4	10	26.32	4	30.77	6	31.58	0	-	0	-
Indifferent	3	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		38	100.00	13	100.00	19	100.00	4	100.00	2	100.00
Total Missing		-1	0	0	0.00	0	0.00	0	0.00	0	0.00
Total		38	100.00	13	100.00	19	100.00	4	100.00	2	100.00
Mean Response		4.74		4.69		4.68		5.00		5.00	

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified		
5 is Best		#	%	#	%	#	%	#	%	#	%	
Strongly Agree	5	28	73.68	9	69.23	13	68.42	4	100.00	2	100.00	
Agree	4	7	18.42	4	30.77	3	15.79	0	0.00	0	-	
Indifferent	3	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Total Valid		35	92.11	13	100.00	16	84.21	4	100.00	2	100.00	
Total Missing		-1	3	7.89	0	0.00	3	15.79	0	0.00	0	0.00
Total		38	100.00	13	100.00	19	100.00	4	100.00	2	100.00	
Mean Response		4.80		4.69		4.81		5.00		5.00		

Section 1: Session Evaluations

FRANCHISE OWNERS ONLY

13. Town Hall Meeting

a. Provided new and useful information.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	0	0.00	0	0.00						
Agree	4	18	26.47	18	26.47						
Indifferent	3	18	26.47	18	26.47						
Disagree	2	5	7.35	5	7.35						
Strongly Disagree	1	0	0.00	0	0.00						
N/A	0	9	13.24	9	13.24						
Total Valid		50	73.53	50	73.53						
Total Missing	-1	18	26.47	18	26.47						
Total		68	100.00	68	100.00						
Mean Response		2.72		2.72							

b. Was delivered at a level appropriate to my knowledge/experience.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	5	7.35	5	7.35						
Agree	4	23	33.82	23	33.82						
Indifferent	3	13	19.12	13	19.12						
Disagree	2	0	0.00	0	0.00						
Strongly Disagree	1	0	0.00	0	0.00						
N/A	0	9	13.24	9	13.24						
Total Valid		50	73.53	50	73.53						
Total Missing	-1	18	26.47	18	26.47						
Total		68	100.00	68	100.00						
Mean Response		3.12		3.12							

Section 2: Conference Evaluation

14. The awards reception provides a satisfactory level of recognition for franchise achievements.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
5 is Best											
Strongly Agree	5	90	60.81	41	60.29	31	55.36	10	83.33	8	66.67
Agree	4	39	26.35	23	33.82	13	23.21	2	16.67	1	8.33
Indifferent	3	10	6.76	0	0.00	9	16.07	0	0.00	1	8.33
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		139	93.92	64	94.12	53	94.64	12	100.00	10	83.33
Total Missing	-1	9	6.08	4	5.88	3	5.36	0	0.00	2	16.67
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.58		4.64		4.42		4.83		4.70	

15. I am satisfied with the registration process (pre-conference).

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
5 is Best											
Strongly Agree	5	103	69.59	50	73.53	34	60.71	10	83.33	9	75.00
Agree	4	34	22.97	18	26.47	12	21.43	2	16.67	2	16.67
Indifferent	3	6	4.05	0	0.00	6	10.71	0	0.00	0	0.00
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	4	2.70	0	0.00	4	7.14	0	0.00	0	0.00
Total Valid		147	99.32	68	100.00	56	100.00	12	100.00	11	91.67
Total Missing	-1	1	0.68	0	0.00	0	0.00	0	0.00	1	8.33
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.55		4.74		4.21		4.83		4.82	

Section 2: Conference Evaluation

16. I am satisfied with the registration process (on-site).

5 is Best		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	106	71.62	54	79.41	34	60.71	10	83.33	8	66.67
Agree	4	28	18.92	14	20.59	9	16.07	2	16.67	3	25.00
Indifferent	3	6	4.05	0	0.00	6	10.71	0	0.00	0	0.00
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	6	4.05	0	0.00	6	10.71	0	0.00	0	0.00
Total Valid		146	98.65	68	100.00	55	98.21	12	100.00	11	91.67
Total Missing	-1	2	1.35	0	0.00	1	1.79	0	0.00	1	8.33
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.52		4.79		4.07		4.83		4.73	

17. The welcome packet is useful.

5 is Best		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	88	59.46	41	60.29	31	55.36	10	83.33	6	50.00
Agree	4	42	28.38	23	33.82	13	23.21	2	16.67	4	33.33
Indifferent	3	9	6.08	0	0.00	9	16.07	0	0.00	0	0.00
Disagree	2	3	2.03	0	0.00	3	5.36	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		142	95.95	64	94.12	56	100.00	12	100.00	10	83.33
Total Missing	-1	6	4.05	4	5.88	0	0.00	0	0.00	2	16.67
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.51		4.64		4.29		4.83		4.60	

Section 2: Conference Evaluation

18. The conference facilities are conducive to learning and networking.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified		
5 is Best		#	%	#	%	#	%	#	%	#	%	
Strongly Agree	5	80	54.05	36	52.94	28	50.00	10	83.33	6	50.00	
Agree	4	58	39.19	27	39.71	25	44.64	2	16.67	4	33.33	
Indifferent	3	3	2.03	0	0.00	3	5.36	0	0.00	0	0.00	
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Total Valid		141	95.27	63	92.65	56	100.00	12	100.00	10	83.33	
Total Missing		-1	7	4.73	5	7.35	0	0.00	0	0.00	2	16.67
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00	
Mean Response		4.55		4.57		4.45		4.83		4.60		

19. I am satisfied with the room accommodations.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified		
5 is Best		#	%	#	%	#	%	#	%	#	%	
Strongly Agree	5	71	47.97	32	47.06	25	44.64	7	58.33	7	58.33	
Agree	4	53	35.81	32	47.06	13	23.21	5	41.67	3	25.00	
Indifferent	3	8	5.41	4	5.88	3	5.36	0	0.00	1	8.33	
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Strongly Disagree	1	9	6.08	0	0.00	9	16.07	0	0.00	0	0.00	
N/A	0	6	4.05	0	0.00	6	10.71	0	0.00	0	0.00	
Total Valid		147	99.32	68	100.00	56	100.00	12	100.00	11	91.67	
Total Missing		-1	1	0.68	0	0.00	0	0.00	0	0.00	1	8.33
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00	
Mean Response		4.08		4.41		3.48		4.58		4.55		

Section 2: Conference Evaluation

20. I am satisfied with the food and beverage service.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	81	54.73	31	45.59	31	55.36	12	100.00	7	58.33
Agree	4	56	37.84	31	45.59	22	39.29	0	0.00	3	25.00
Indifferent	3	10	6.76	6	8.82	3	5.36	0	0.00	1	8.33
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		147	99.32	68	100.00	56	100.00	12	100.00	11	91.67
Total Missing		-1	0.68	0	0.00	0	0.00	0	0.00	1	8.33
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.48		4.37		4.50		5.00		4.55	

21. I am satisfied with the current balance of networking, education, recognition, and social activities.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	77	52.03	27	39.71	31	55.36	12	100.00	7	58.33
Agree	4	57	38.51	32	47.06	22	39.29	0	0.00	3	25.00
Indifferent	3	13	8.78	9	13.24	3	5.36	0	0.00	1	8.33
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		147	99.32	68	100.00	56	100.00	12	100.00	11	91.67
Total Missing		-1	0.68	0	0.00	0	0.00	0	0.00	1	8.33
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.44		4.26		4.50		5.00		4.55	

Section 2: Conference Evaluation

22. Overall, Exchange 2010 met my needs.

		Aggregate		Franchise Owner		Franchise Associate		MilliCare Corporate		No Role Specified	
5 is Best		#	%	#	%	#	%	#	%	#	%
Strongly Agree	5	83	56.08	32	47.06	34	60.71	12	100.00	5	41.67
Agree	4	60	40.54	36	52.94	19	33.93	0	0.00	5	41.67
Indifferent	3	4	2.70	0	0.00	3	5.36	0	0.00	1	8.33
Disagree	2	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Strongly Disagree	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
N/A	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Valid		147	99.32	68	100.00	56	100.00	12	100.00	11	91.67
Total Missing		-1	0.68	0	0.00	0	0.00	0	0.00	1	8.33
Total		148	100.00	68	100.00	56	100.00	12	100.00	12	100.00
Mean Response		4.54		4.47		4.55		5.00		4.36	

Comments:

One of the best exchanges I have been too!

Great Job! Than you for the education and sense of community!

Hotel - very expensive; nicked and dimed for everything: internet, parking, etc. Loved Team Building Chili Cook-Off. In bed @ 11:15 on 2nd floor and could still hear bank in lobby.

Acct Strategic Workshop truly surprised me at how unorganized and unprepared it appeared our MilliCare Team was. The 1 1/2 hours of unproductive discussion on regional and national accounts was very disappointing. Suggestion: Map out the process through Laws of MC Franchises before talking or reaching out again to network!

Would have appreciated free internet service. Would like to know in advance if we have to use valet service. That is an additional \$18/day.

Best exchange in 12 years. Outside speakers were all outstanding.

Operations breakout Meetings were appreciated.

Breakout sessions were either all at the same time or bad.

Great job! Each one gets better!

The variety of speakers and presenters was excellent!