

## ACT Fall 2019 Post Meeting Survey Results

To make our bi-annual meetings as valuable as possible for our members, we asked attendees of our October ACT Meeting in Fort Worth to provide feedback on key areas.

Here's a summary of what we heard from attendees:

*\*Due to the volume of comments we have chosen to share a balance of the most insightful comments, both positive and constructive*

### What are your overall thoughts about the ACT Meeting?

#### Overall Observations

- ❖ *Awesome information, hotel, and networking.*
- ❖ *Excellent meeting and a great place to learn and network.*
- ❖ *The intent of ACT is right on.*
- ❖ *The meeting was interesting and very informative.*
- ❖ *Great meeting and a little overwhelming.*
- ❖ *It was a great learning experience.*
- ❖ *I think it was very insightful*



## Format

### A) Overall Format

#### Positive

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- ❖ *Well-organized*
- ❖ *Liked the different formats, opportunity to interact with others during the breakout sessions*
- ❖ *Love all the players coming to the meeting in a neutral fashion so we can have open and honest conversations*
- ❖ *Liked the different formats, having the work group breakouts the first day was great*
- ❖ *Nothing felt too long*
- ❖ *The pop-up dinner idea was wonderful*

#### Improvement Needed

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- ❖ *Felt unorganized, lacked a professional feel.*  
**ACT: We work to ensure the most professional experience possible based on available budget.**

### B) Roundtables/Work Group Discussions

#### Positive

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- ❖ *Round table discussions are good. Outcomes evolve that can be distributed to the industry at large.*
- ❖ *Enjoyed the breakout sessions.*
- ❖ *Breakout sessions very worthwhile.*
- ❖ *I really appreciated the work group sessions to hear from other peers as well as share solutions.*

#### Improvement Needed

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- ❖ *Suggest more time within the Work Groups.*  
**ACT: Based on previous feedback, we allotted one hour for the Work Group breakouts. We will consider longer sessions for the future.**

- ❖ *More formal process for establishing recommendations and plans for implementing them moving forward.*

ACT: As shared at the ACT Meeting, [detailed notes](#) from all feedback from the Work Group sessions are being used by the groups to adjust, and set future direction.

- ❖ *The round tables were not overly helpful— very different backgrounds at each table.*

ACT: Our intent is to ensure the mix at each breakout table is varied – thus, bringing varied thoughts and opinions to the conversation.

## C) Panels

### Positive

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- ❖ *It was great. The panels were good.*

### Improvement Needed

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- ❖ *More panels/roundtables would have been good.*
- ❖ *I think there were one to many panel discussions.*

ACT: We are considering both comments in our future meeting planning.

## Attendee Mix

### Positive

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- ❖ *Encouraging to see so many new attendees*
- ❖ *Wonderful opportunity to have carriers, agents and software companies together*

### Improvement Needed

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- ❖ *Would like to see more agents attend in the future.*
- ❖ *More value if there is a better mixing of carriers, vendors and agents. Events felt overwhelmed with carriers and vendors*

ACT: ACT has introduced several initiatives to ensure an increase of agent attendance – geographically, age mix, and variety of experience. We'll continue to focus on this as a priority.

## Content

### Positive

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- ❖ *A big upgrade in terms of the content. I liked Haley Smith's Telematics presentation, and Seth Preus was fantastic. Billy Williams' new take on agency M&A was impressive as well.*
- ❖ *Good mix of education on insurance, soft skills, round tables.*
- ❖ *Enjoyed the session with Dr. Billy Williams and Haley Smith.*
- ❖ *Great speakers.*
- ❖ *Material extremely relevant for my agency.*
- ❖ *Great content and topics.*

### Improvement Needed

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- ❖ *More concentration how to deliver vast resources to agencies in bite-size pieces. Agencies are overwhelmed with the amount of information available.*  
**ACT: This is excellent feedback, and we are using this as a guide for content creation and distribution.**
- ❖ *Remedial content.*  
**ACT: We are unsure which content this comment refers to – Please send an email to [ACT@iiaba.net](mailto:ACT@iiaba.net) with any specific details.**
- ❖ *The session on the second day was very slow and boring.*  
**ACT: We provide feedback to our presenters, and we work to ensure an engaging pace for all future sessions.**

## Logistics/Breaks

### Positive

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- ❖ *Like the use of polling to get audience feedback.*

### Improvement Needed

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- ❖ *One suggestion: more breaks.*
- ❖ *No more than 2 hours without a break.*  
**ACT: ACT will ensure we balance maximizing the amount of value and the need for more breaks.**
- ❖ *Possibly combining this with some other Big I National meeting would serve us well.*  
**ACT: We are looking at combining with the Big 'I' Fall Leadership Meeting for 2020. Historically, we try to do this co-locating every third year.**

**Is there a topic and/or speaker that we should consider including in a future ACT Meeting?**

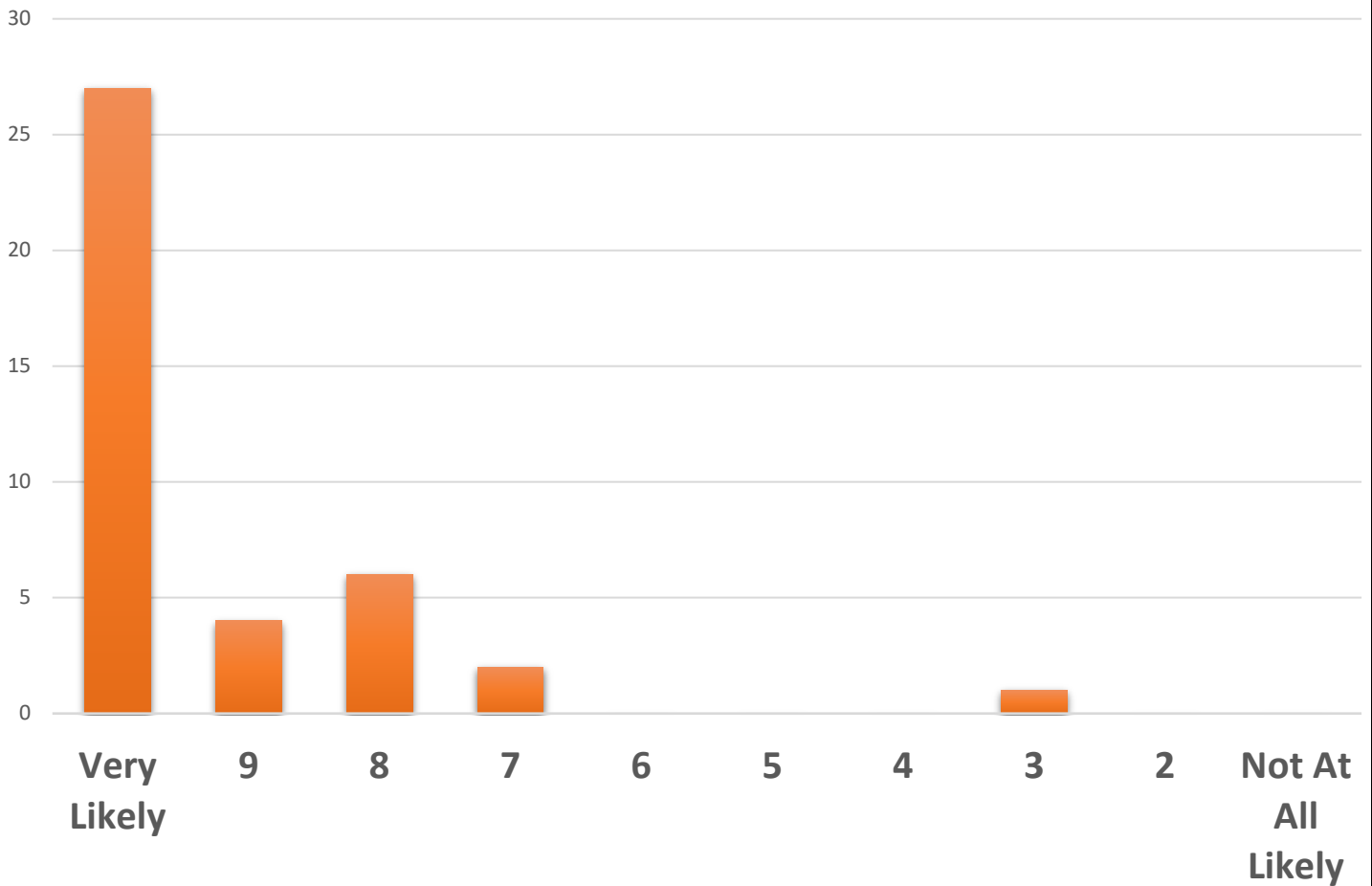
#### General Topics

- ❖ *InsureTech*
- ❖ *Commercial Rating panel with Agents*
- ❖ *Cyber security*
- ❖ *Artificial Intelligence/Machine Learning*
- ❖ *3<sup>rd</sup> Party data & related state laws*
- ❖ *Hardware – multi monitors/mobile device use within agencies*
- ❖ *Action steps to implement technology ideas*
- ❖ *Experts from outside insurance space*
- ❖ *Change management within agency*
- ❖ *How to use technology better within agencies/achieve better value*
- ❖ *Internal communication options – Slack/Teams etc.*

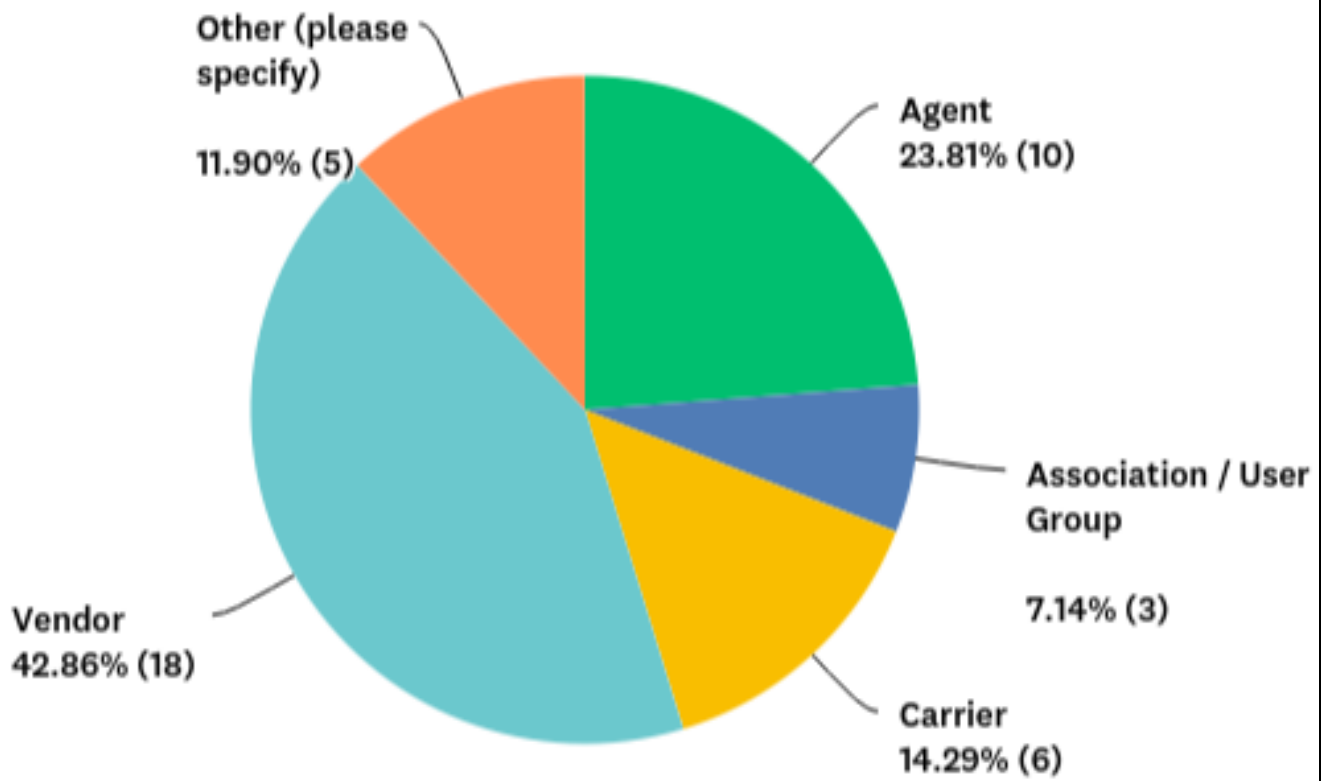
#### Specific Speakers

- ❖ *Steve Anderson*
- ❖ *Kevin Brown – The Hero Effect*
- ❖ *Thomas Frey – Futurist*
- ❖ *Jon Lincoln – Veruna*

**How likely are you to recommend our next ACT Meeting to your industry colleagues?**



## Attendee Mix



**Was this your first ACT Meeting?**

