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## ***Evaluation of Government on the Net 99, "The Net Result"***

### Final Report

Presented to

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Prepared by

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# EXECUTIVE SUMMARY

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This report presents the results of an evaluation of the *Government on the Net 99 Conference*. It is based on participant comments gathered through 1,500 session-specific feedback report cards and 150 post-conference telephone interviews; exhibitor comments collected through self-administered questionnaires; and, views of 150 non-participants who are members of the target groups and who were joined by telephone.

## OBSERVATIONS

- Overall, **participants** were **satisfied** with their experience.
- Conference **strengths** include the workshops, the level of service offered and the quality of the communications.
- Conference **weaknesses** include the results of attendance, the cost and the lack of handouts.
- **Topics of interest** to participants and non-participants generally agree: Web site design, the place of the Internet in policy and program delivery, technology.
- The **mailed flyer** is still the main information channel.
- **Exhibitors** were **satisfied** except for traffic.

## RECOMMENDATIONS

### Conference Format

- Maintain the conference format and general philosophy.
- Protect the conference assets (workshop, level of service, communications) with close attention to the quality of the presentations.
- Make the conference more interactive: down-play traditional speaker sessions and add exchanges (electronic, small group and social).
- Maintain a segmentation at the conference between technology, policy and content; possibly add a design stream.

- Study topics of interest with in-depth qualitative research.

### ***Building Conference Results***

- Insist upon the distribution of handouts.
- Build an Internet-based archive of presentations and handouts; advertise it.

### ***Promotion***

- Consider a diversification of promotion techniques.
- Continue to build a list of potential participants with address and e-mail.

### ***Exhibition Program***

- Maintain the conference assets which include the exhibition layout space and the list of exhibitors.
- Add exhibition-specific time slots.
- Consider exhibitors' suggestions for motivational contest.

# Chapter 1

## INTRODUCTION

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This report presents the results of an evaluation of the 1999 conference *Government on the Net*. The conference was held November 22 and 23, 1999 at the Palais des Congrès in Hull; there were post-conference workshops on November 24. Attendance at the conference was about 570, including some 90 complimentary registrations. There were 319 registered participants for the workshops. Fifty-three exhibitors rented space at the conference. The conference targeted federal public servants in the information area as well as webmasters and members of policy groups; it also aimed at line managers.

Three groups were included in the feedback exercise:

- conference **attendees** are of course prime targets for feedback. In addition to contributing to the profile of participants, these individuals can comment on the following aspects: ① why they decided to attend the conference, to identify which levers (e.g., promotion conduits, messages) are effective in attracting the target population; ② what they thought of each session, to feed into the development of the content and logistics of the next conference; ③ how they react to the entire

conference, to determine strengths and weaknesses of the conference and possible new design and promotion angles for next year;

- conference **non-attendees** are part of the target population, but declined to participate. Conference organisers need to know ① who they are, to improve communication targeting; ② why they did not participate; ③ what their needs are, to develop a conference program that will be attractive to them;
- conference **exhibitors** invested significant resources to display at the conference. It will be important to determine ① how they evaluate their likely return on investment; ② whether they would come back or recommend this experience to others; ③ which aspects could be improved.

These groups were canvassed using three concurrent methodologies:

- *Immediate session-specific feedback in the form of **report cards*** containing a few questions and open space. These report cards were distributed at the beginning the sessions and workshops and filled in on site. Ballot boxes were available at the back of the rooms for participants to deposit their cards. More than 1,500 such cards were completed. The card is reproduced in Appendix 1.
- *A follow-up **telephone survey** of attendees and non-attendees.* A structured telephone survey was conducted with 150 attendees and 150 non-attendees, between December 6 and December 13, 1999. The questionnaire was based on issues raised by the organising committee, past conference questionnaires and the Common Measurement Tool developed under the auspices of the CCMD. Attendees were sampled from lists provided by the organizing committee; non-attendees were selected from lists produced using the Government Electronic Directory Service (<http://direct.srv.gc.ca/cgi-bin/direct500/v2.3/wgweng>). The questionnaire itself and field results are presented in Appendix 2.



- **Self-administered questionnaires** with exhibitors during their last day of presence on site. The questionnaires were hand-delivered and the return could be done in-person on site during the same afternoon or by fax. All exhibitors were telephoned three to five days after the conference to motivate them to complete the questionnaire. The questionnaire itself and results are presented in Appendix 3.

The next three chapters highlight the results from each source. Chapter 5 summarises the conclusions.



# Chapter 2

## REPORT CARDS

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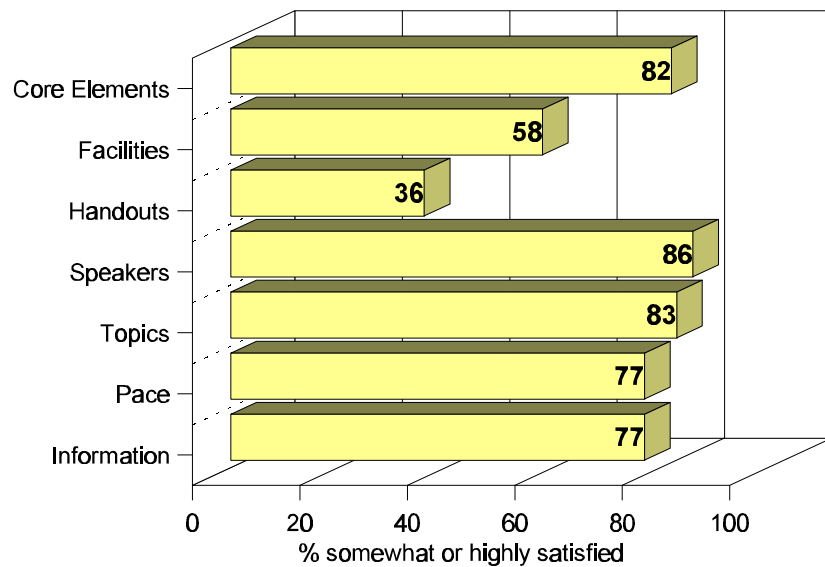
Report cards were distributed at the beginning of each plenary and break-out session. Some 1500 were returned. Their format is reproduced in Appendix 1 along with the detailed frequency distributions of the various responses and the transcription of the comments.

The results indicate that:

- The level of satisfaction with the quality of **speakers** and with the **topics** covered exceeded 80% overall when considering the participants who rated "somewhat" and "highly" satisfied.
- The **pace** of the sessions and the quantity of **information** gained rated a little lower, at 77%.
- These four aspects are highly intercorrelated. Together, they form the **core elements** of satisfaction. On the basis of a summary scale including these four ingredients, 82% of participants rated the core elements satisfactory (44% highly satisfactory).

- Facilities were rated satisfactory 58% of the time. The level of dissatisfaction with facilities reached 25%.
- Handouts were the subject of criticism: while only half of the report cards contained a rating about them, 36% of raters were satisfied while 38% were dissatisfied. The lack of handouts was considered a weakness.

**EXHIBIT 2.1 • Overall satisfaction levels according to report cards**



- Workshops were a success from the point of view of participant satisfaction: 89% were satisfied with the core elements; the handout rating achieved 73%.
- The Content stream was the subject of more criticism than other groups of sessions: 69% were satisfied with core elements and only 28% with facilities. Among the Content sessions, "Windows on Canada — Gateways to Government and Beyond" was rated poorly on core elements.

**EXHIBIT 2.2**  
**Satisfaction expressed via the report cards**  
 (% somewhat and highly satisfied)

<b>Aspect</b>		<b>ALL FEED-BACK</b>	<b>Plena-ries</b>	<b>Content stream</b>	<b>Social Policy stream</b>	<b>Techno-logy stream</b>	<b>Work-shops</b>
Core elements (speaker, topic, pace, information)		82%	83%	69%	84%	82%	89%
Quality of the speakers		86%	88%	76%	85%	85%	91%
Topics covered		83%	83%	71%	88%	83%	91%
Pace of the session		77%	77%	68%	76%	79%	84%
Information gained		77%	77%	64%	77%	79%	87%
Handouts		36%	18%	17%	38%	21%	73%
Facilities		58%	63%	28%	66%	75%	62%
n	Core elements	1,489	644	276	141	173	263
	Handouts	770	272	126	85	61	226



# Chapter 3

## ***PARTICIPANTS AND NON-PARTICIPANTS***

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This chapter reviews the results of a telephone survey of more than 150 conference participants and 150 non-participants. The questionnaire, methodology, field results and detailed frequency distributions are presented in Appendix 2.

### **3.1 *Participants***

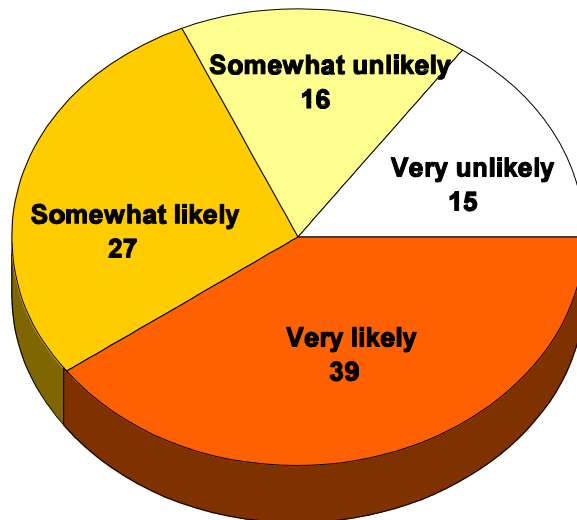
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- The participant pool was composed of 31% of people whose job was internet-related; 42% had employment in the information field; and, 24% were active in the policy and program field.
- One in five (22%) registered individuals did not attend the conference.
- 36% of participants learned about the conference through the mailed flyer, 26% by word of mouth, 15% through the Web site, 9% through promotional material other than the mailed flyer, 5% through e-mail

from acquaintances. E-mail was more frequent (16%) for policy and program related personnel.

- The majority (69%) of participants attended the conference to keep abreast of the state of the art; another 11% wanted to keep informed. Training, networking and other purposes for attending characterizes about 20% of participants.
- The overall satisfaction level is 73%.
- Two-thirds (67%) of participants declared being likely to attend another Government on the Net conference next year.

**EXHIBIT 3.1 • Likelihood of returning  
(conference participants)**



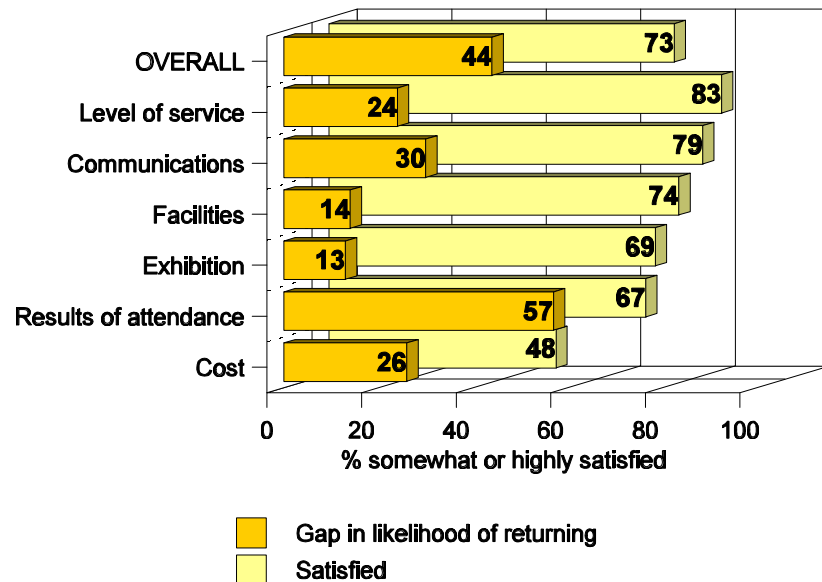
- Satisfaction with the level of service obtained is highest, at 83%. It is even higher in relation with the courtesy of personnel (96%) and registration procedures (84%). It lags somewhat in the balance between private and public sector speakers (69% — 60% would have preferred more private sector speakers, 30% fewer) and in the balance between



French and English speaking speakers (61% — 26% would have preferred more French-speaking speakers, 39% fewer and 35% could not tell). Participants were basically dissatisfied with the availability of handouts (34% satisfied).

- Participants were satisfied with the quality of communications (79%) although they would appreciate clearer promotional materials (67% satisfied).
- The conference facilities were considered adequate (74% satisfied). Parking was dissatisfying (19% satisfied) for the 57% of participants that it concerned. Also, temperature control was criticized by many (53% satisfied).

**EXHIBIT 3.2 • Overall satisfaction levels according to the follow-up survey**



- The exhibition component left participants lukewarm (69% satisfied).
- The results of the attendance was satisfying for 67% of participants. The topics covered in each stream generated the same level of satisfaction

(about 63%), as did the contacts made and the information and knowledge gained. Some 61% were satisfied with the extent to which the conference met their needs.

- Half of participants (48%) are satisfied with the cost levels set for the conference.
- Satisfaction with the results of attendance is the key aspect which distinguishes those who are likely to attend next year (86% satisfied) and those who are unlikely (29% satisfied). That aspect of managing the conference is the key driver for return business — not cost or the exhibition program. Within that dimension, participants emphasized contacts made and the topics covered.

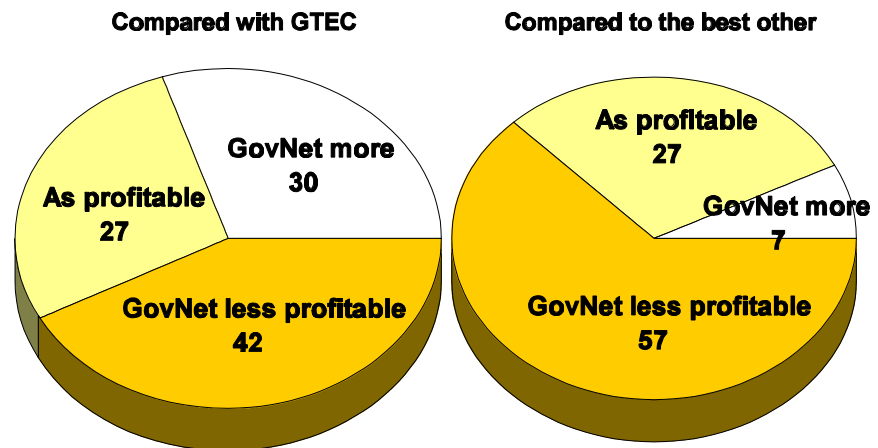
**EXHIBIT 3.3**  
**Satisfaction with the global aspects of the conference**  
(% somewhat and highly satisfied)

Aspect	ALL FEED- BACK	Dissatis- fied	Indifferent	Satisfied	Unlikely to return	Likely to return	Difference between unlikely and likely
OVERALL	73%	–	–	–	43%	87%	44
Level of service	83%	29%	60%	95%	67%	91%	24
Quality of communications	79%	14%	51%	93%	61%	91%	30
Conference facilities	74%	29%	49%	86%	65%	79%	14
Exhibition component	69%	57%	57%	75%	61%	74%	13
Results of attendance	67%	0%	26%	85%	29%	86%	57
Cost	48%	0%	23%	60%	31%	57%	26
n	157	7	35	113	49	105	

- Participants would have liked to see the following topics covered: common look and feel (20%), a global government vision of the place of the Internet (8%), e-commerce (3%), new technologies (3%), dealing with specific client like rural communities or aboriginal peoples (2%), management of the Internet function (1%). More than four in ten participants had no suggestions (29%) or could not provide an answer (13%).

- 41% of participants had attended another, similar conference in the previous twelve months. Half (52%) of them mentioned GTEC; other conferences mentioned are listed on page 130.
- GovNet was considered at least as profitable as GTEC by 57% of participants; 42% considered GTEC more profitable. Compared to the best of the other conferences attended (excluding GTEC), GovNet was at least as profitable for 34% of participants and less profitable according to 57%.

**EXHIBIT 3.4 • Comparison of GovNet and other conferences  
(conference participants)**



### 3.2 *Non-Participants*

- The non-participant pool was composed of 13% of people whose job was internet-related (webmasters and other Internet-related jobs, according to question 21 of the survey); 43% had employment in the information field (information-related staff and communications staff,

according to the survey); and, 42% were active in the policy and program field (program managers and policy analysts, according to the survey).

- One third (34%) of non-participants had heard of the Government on the Net '99 conference prior to November 22.
- For half (53%) of them, lack of time explains their non-attendance. 10% of non-participants stated each of four reasons for not attending the conference: bad timing, lack of interest in the topics, lack of information about the conference and non-categorized reasons. The choice between GTEC and GovNet was not mentioned.
- When probed about the topics which would be of interest to them in a conference focussed on government and the Internet, one third could not provide an answer (25% stated none and 7% did not know). The most popular topics were: Web site design and management (11%), means of reaching the population (8%), e-commerce (7%), technology (7%), security and copyright issues (6%), communication strategies (3%), common look and feel (3%), examples of the best use of the Internet by government (3%), how to maintain coherence in public policy (2%), the breakdown of stove pipes (1%), social problems (1%), publication issues (1%) and the future of the Internet (1%).

### **3.3 Conference format**

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- The traditional conference is considered by 72% of the GovNet target population to be the best way to meet people, exchange ideas and learn key trends (75% among participants and 68% among non-participants); 19% would prefer Web publishing and technology-based discussion groups.

# Chapter 4

## EXHIBITORS

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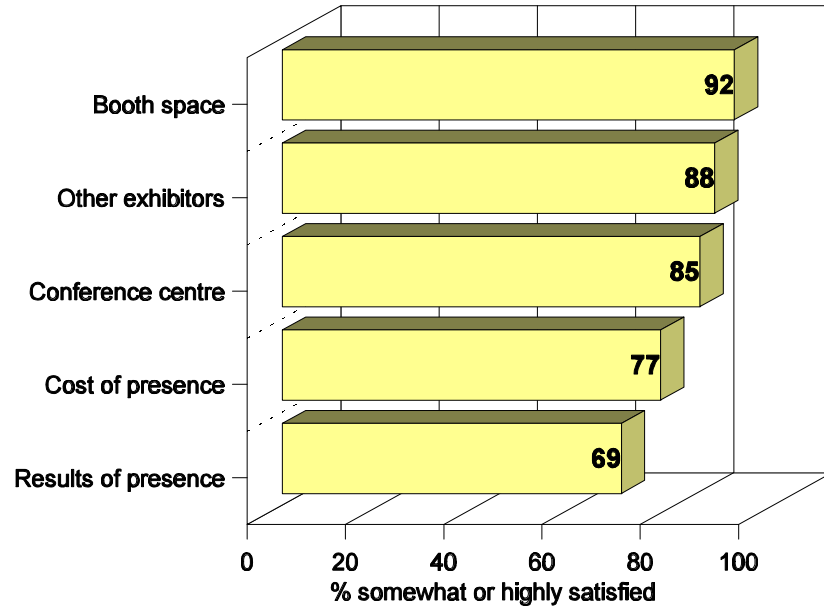
Contacts were made with every exhibitor at the conference to complete a two-page feedback form. All exhibitors were contacted again within one week of the conference to motivate them to return the questionnaire. Twenty-six forms were returned out of approximately 50 exhibitors. A copy of the form and detailed results are presented in Appendix 4.

The main findings are as follows:

- Exhibitors displayed a high level of satisfaction with their booth space (92%) and the collective of exhibitors (88%) invited at the conference.
- The conference centre was also well rated (85%) notwithstanding the communication breakdown that many exhibitors coped with (which was often associated, wrongly, with the conference centre).
- The cost of the presence at the conference was deemed quite reasonable by private sector representatives (100% satisfied) but raised some eyebrows among federal organisations (63% of satisfaction). It is not a key factor.

- Of prime importance is the relatively low level of satisfaction with the results of the exhibitors' presence at the conference, 69% (same for private sector and federal organisations).

**EXHIBIT 4.1 • Exhibitors' satisfaction levels**

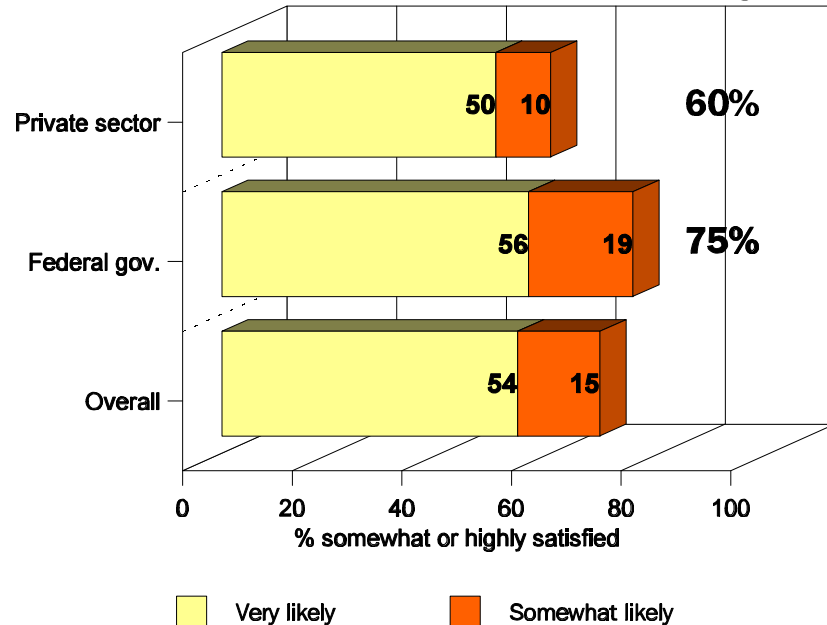


**EXHIBIT 4.2**  
**Satisfaction expressed by exhibitors**  
 (% somewhat and highly satisfied)

Aspect	ALL FEED- BACK	Federal govern- ment	Private sector	Unlikely to come back	Likely to come back
Booth space	92%	87%	100%	86%	94%
Other exhibitors	88%	87%	90%	86%	94%
Conference centre	85%	81%	90%	86%	83%
Cost of presence	77%	63%	100%	71%	83%
Results of the presence	69%	69%	70%	43%	83%
n	26	16	10	7	18

- The lower satisfaction with the results of the presence stem from the level of traffic at the booth (58% satisfaction) and the number of contacts made (62% made).
- Overall, 69% of exhibitors stated that they are somewhat or very likely to return to the conference next year. The figure is higher for federal organisations (75%) than for private sector companies (60%).
- The element of satisfaction most closely related to the likelihood of returning is the exhibitor's reaction to **traffic at the booth** (more so than any other aspects, in particular the contacts made). Those likely to return were satisfied at 78% with the traffic while those unlikely to comeback were satisfied at 14%.
- In open responses, exhibitors suggested various mechanisms to augment traffic at exhibitors' booths.

**EXHIBIT 4.3 • Exhibitors' likelihood of returning**







# Chapter 5

## CONCLUSIONS

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This evaluation contains a small number of important observations which are summarized below along with suggestions for improvements.

- **Overall, participants were satisfied with their experience.**

- Observations*
- 82% satisfied with core elements of the sessions.
  - 73% satisfied overall according to the post-conference survey.
  - 67% of participants are likely to attend next year.
  - 72% of market segment values traditional conferences over technology-based exchanges.

- Suggestions*
- Maintain the conference format and general philosophy.

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- **Conference strengths include the workshops, the level of service offered and the quality of the communications**

- Observations*
- 89% satisfied with core elements for workshops on the basis of report cards.
  - 83% satisfied with the level of service.
  - 79% satisfied with the quality of communications.

- Suggestions*
- Protect the conference assets with close attention given to the quality of the presentations.

- **Conference weaknesses include the results of attendance, the cost and the lack of handouts.**

- Observations*
- 67% satisfied with the results of attendance; this includes the topics of each stream, the contacts made, the information gathered and the knowledge gained.
  - Satisfaction with results of attendance is most closely related to likelihood to attend again.
  - 48% satisfied with the cost.
  - 36% satisfied with handouts on the basis of report cards.
  - GovNet does not compare favourably to GTEC and to the best other conference attended.

- Suggestions*
- Make the conference more interactive by down-playing the traditional speaker sessions and adding exchanges (electronic, small group and social).
  - Insist upon the distribution of handouts.
  - Build an Internet-based archive of presentations and handouts; advertise it.

- **Topics of interest to participants and non-participants generally agree: Web site design, the place of the Internet in policy and program delivery, technology.**

- Observations*
- Participants would have liked more emphasis on common look and feel (20%), a global government vision of the place of the Internet (8%), e-commerce (3%), new technologies (3%).
  - Non-participants were interested in Web site design and management (11%), means of reaching the population (8%), e-commerce (7%), technology (7%), security and copyright issues (6%), communication strategies (3%), common look and feel (3%), examples of the best use of the Internet by government (3%).
- Suggestions*
- Complete the information on topics of interest with in-depth qualitative research.
  - Maintain a segmentation at the conference between technology, policy and content; possibly add a design stream.

- **The mailed flyer is still the main information channel.**

- Observations*
- 36% of participants learned about the conference through the flyer.
  - 31% by word of mouth.
- Suggestions*
- Consider a diversification of promotion techniques.
  - Continue to build a list of potential participants with address and e-mail.

- ***Exhibitors were satisfied except for traffic.***

- Observations*
- 75% of government exhibitors likely to return; 60% of private sector exhibitors.
  - 92% satisfaction with booth space.
  - 88% satisfaction with other exhibitors.
  - 85% satisfaction with the conference centre.
  - 77% satisfaction with the cost.
  - 69% satisfaction with the results of the presence, due to lower satisfaction with the traffic at the booth.

- Suggestions*
- Maintain the conference assets which include the exhibition layout space and the list of exhibitors.
  - Add exhibition-specific time slots.
  - Consider exhibitors' suggestions for motivational contest.

# ***APPENDIX 1***

## ***Report card***

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The next page reproduces the report card used in each session (workshops and keynote speeches alike).

The format of the card was 5"x8½", printed on heavy stock. One side offered the English version, the other, the French version.

The card was distributed at the door for each event.

Cards were pre-coded to identify the event.



**Government on the Net '99 — Immediate Feedback Form**

Thank you for taking the time to offer us your feedback on the current session. This information will be used to assess the 1999 conference and to plan the next one.

Session ID:

**Please rate your satisfaction with each of the following aspects:**

	Highly dissatisfied (1)	Some- what dissatisfied (2)	Indif- ferent (3)	Some- what satisfied (4)	Highly satisfied (5)
The quality of the speaker(s) . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The topics covered . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The pace of the session . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The handouts . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information and knowledge gained . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The facilities (lighting, temperature, space, sound, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**What were you particularly happy with (in terms of content or process)?**

.....  
.....  
.....

**What were you particularly unhappy with (in terms of content or process)?**

.....  
.....  
.....

Prepared by C Circum Network Inc., <http://circum.com>

**Le gouvernement sur l'Internet 99 — Réactions immédiates**

Merci de vos réactions à la présente séance. Nous utiliserons cette information pour évaluer la conférence de 1999 et préparer celle de l'an prochain.

N° de séance :

***Veillez indiquer votre satisfaction face aux dimensions suivantes :***

	Très insatis- fait (1)	Plutôt insatis- fait (2)	Indif- férent (3)	Plutôt satisfait (4)	Très satisfait (5)
La qualité des présentateurs . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les sujets abordés . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Le rythme de la séance . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les documents remis . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
L'information obtenue et les connaissances acquises . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les aménagements (éclairage, température, espace, son, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***Qu'est-ce qui vous a particulièrement plu (sur les plans du contenu et du processus)?***

.....

.....

.....

***Qu'est-ce qui vous a particulièrement déplu (sur les plans du contenu et du processus)?***

.....

.....

.....



Satisfaction

	TYPE OF SESSION						PLENARIES					WORKSHOPS							
	TOTAL	Plena- ries	Con- tent	Social Policy	Tech- nology	Work- shops	All plena- ries	People commu- nities ser- vice	Buildg citi- zen focus	Taking con- trol	Canadians con- nected	Wrap up	All worksh ops	From birth to re- birth	Struc- ture your func- tion	Secu- ring a chan- nel	We've got the tech	Emergg web pro- gramm	Know- ledge mana- gement
SPEA2 Quality of the speakers	1476	642	263	139	171	261	642	87	129	171	150	105	261	97	25	31	21	61	26
DISSATISFIED	8%	7%	15%	6%	5%	6%	7%	5%	8%	3%	10%	10%	6%	3%	16%	13%	10%	2%	4%
Highly dissatisfied	2%	1%	3%	3%	1%	2%	1%	1%	0%	1%	2%	2%	2%	0%	4%	6%	5%	2%	0%
Somewhat dissatisfied	6%	6%	13%	4%	5%	4%	6%	3%	8%	2%	8%	8%	4%	3%	12%	6%	5%	0%	4%
Indifferent	6%	5%	8%	9%	9%	3%	5%	6%	6%	4%	7%	3%	3%	2%	16%	0%	5%	2%	4%
Somewhat satisfied	35%	36%	36%	32%	46%	27%	36%	33%	40%	26%	40%	46%	27%	21%	20%	19%	48%	28%	46%
Highly satisfied	51%	52%	41%	53%	40%	64%	52%	56%	47%	67%	43%	42%	64%	74%	48%	68%	38%	69%	46%
SATISFIED	86%	88%	76%	85%	85%	91%	88%	90%	86%	93%	83%	88%	91%	95%	68%	87%	86%	97%	92%
± ... at 50%:	3	4	6	8	7	6	4	11	9	7	8	10	6	10	20	18	21	13	19
mean:	4, 27	4, 32	3, 99	4, 29	4, 19	4, 47	4, 32	4, 40	4, 25	4, 56	4, 15	4, 18	4, 47	4, 66	3, 96	4, 35	4, 10	4, 62	4, 35
t:			***			***				***	*		***	**	*				

Satisfaction

	TOTAL	CONTENT					SOCIAL POLICY					TECHNOLOGY				
		All content	Gateways	Found and lost	Promo techniques	Getting real	All social Policy	Devl's triangle	Battle to the end	Impact on the public adm.	Pendulum swing	All technology	Tech and knowledge mngt	Alter-natives for access	Pro-mise of the Inter-net	Key infrastructure
SPEA2 Quality of the speakers	1476	263	59	65	52	87	139	28	27	28	56	171	57	35	30	49
DISSATISFIED	8%	15%	39%	20%	6%	1%	6%	7%	4%	4%	9%	5%	9%	11%	0%	0%
Highly dissatisfied	2%	3%	10%	0%	0%	1%	3%	7%	0%	4%	2%	1%	2%	0%	0%	0%
Somewhat dissatisfied	6%	13%	29%	20%	6%	0%	4%	0%	4%	0%	7%	5%	7%	11%	0%	0%
Indifferent	6%	8%	22%	6%	6%	2%	9%	7%	11%	11%	7%	9%	11%	11%	0%	12%
Somewhat satisfied	35%	36%	32%	49%	42%	24%	32%	32%	44%	18%	32%	46%	58%	34%	40%	43%
Highly satisfied	51%	41%	7%	25%	46%	72%	53%	54%	41%	68%	52%	40%	23%	43%	60%	45%
SATISFIED	86%	76%	39%	74%	88%	97%	85%	86%	85%	86%	84%	85%	81%	77%	100%	88%
± ... at 50%:	3	6	13	12	14	11	8	19	19	19	13	7	13	17	18	14
mean:	4, 27	3, 99	2, 97	3, 78	4, 29	4, 67	4, 29	4, 25	4, 22	4, 46	4, 25	4, 19	3, 93	4, 09	4, 60	4, 33
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Satisfaction

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		TYPE OF SESSION						PLENARIES						WORKSHOPS						
		TOTAL	Plena- ries	Con- tent	Social Policy	Tech- nology	Work- shops	All plena- ries	People commu- nities ser- vice	Buildg citi- zen focus	Taking con- trol	Can- adians con- nected	Wrap up	All worksh ops	From birth to re- birth	Struc- ture your func- tion	Secu- ring a chan- nel	We've got the tech	Emergg web pro- gramm	Know- ledge mana- gement
TOPI2 Topics covered	n:	1460	633	262	139	167	259	633	86	126	170	148	103	259	97	23	31	21	61	26
DISSATISFIED		10%	8%	22%	7%	8%	6%	8%	7%	10%	4%	9%	13%	6%	5%	13%	10%	10%	5%	0%
Highly dissatisfied		3%	2%	8%	2%	1%	3%	2%	1%	0%	3%	3%	3%	3%	3%	0%	10%	5%	2%	0%
Somewhat dissatisfied		7%	6%	14%	5%	7%	3%	6%	6%	1%	5%	10%	3%	3%	2%	13%	0%	5%	3%	0%
Indifferent		7%	9%	7%	5%	8%	3%	9%	9%	10%	6%	12%	6%	3%	3%	4%	0%	0%	3%	4%
Somewhat satisfied		41%	40%	40%	41%	53%	35%	40%	43%	44%	31%	44%	46%	35%	29%	43%	29%	48%	38%	42%
Highly satisfied		42%	43%	31%	47%	31%	56%	43%	41%	37%	59%	35%	36%	56%	63%	39%	61%	43%	54%	54%
SATISFIED		83%	83%	71%	88%	83%	91%	83%	84%	81%	89%	79%	82%	91%	92%	83%	90%	90%	92%	96%
± ... at 50%:		3	4	6	8	8	6	4	11	9	8	8	10	6	10	20	18	21	13	19
mean:		4, 12	4, 16	3, 73	4, 25	4, 04	4, 38	4, 16	4, 16	4, 09	4, 41	4, 02	4, 02	4, 38	4, 46	4, 09	4, 32	4, 19	4, 39	4, 50
t:				***			***				***			***						

Satisfaction

TOP12 Topics covered	n:	CONTENT					SOCIAL POLICY					TECHNOLOGY				
		TOTAL	All content	Gateways	Found and lost	Promo techniques	Get-ting real	All social Policy	Devl's trian- gle	Battle to the end	Impact on the public adm.	Pendu- lum swing	All tech- nology	Tech and know- ledge mngt	Alter- natives for access	Pro- mise of Inter- net
DISSATISFIED	1460	262	61	62	52	87	139	28	27	27	57	167	56	34	29	48
Highly dissatisfied	10%	22%	57%	21%	6%	7%	7%	7%	7%	11%	5%	8%	16%	9%	0%	4%
Somewhat dissatisfied	3%	8%	21%	8%	0%	2%	2%	4%	0%	4%	2%	1%	4%	0%	0%	0%
Indifferent	7%	14%	36%	13%	6%	5%	5%	4%	7%	7%	4%	7%	13%	9%	0%	4%
Somewhat satisfied	7%	7%	8%	13%	4%	3%	5%	4%	15%	0%	4%	8%	11%	12%	3%	6%
Highly satisfied	41%	40%	28%	55%	58%	28%	41%	54%	41%	44%	33%	53%	54%	53%	59%	48%
SATISFIED	42%	31%	7%	11%	33%	62%	47%	36%	37%	44%	58%	31%	20%	26%	38%	42%
± . . . at 50%:	83%	71%	34%	66%	90%	90%	88%	89%	78%	89%	91%	83%	73%	79%	97%	90%
mean:	3	6	13	12	14	11	8	19	19	13	8	13	17	18	14	
t:	4, 12	3, 73	2, 62	3, 48	4, 17	4, 43	4, 25	4, 14	4, 07	4, 19	4, 42	4, 04	3, 73	3, 97	4, 34	4, 27

Satisfaction

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		TYPE OF SESSION						PLENARIES					WORKSHOPS							
		TOTAL	Plena- ries	Con- tent	Social Policy	Tech- nology	Work- shops	All plena- ries	People commu- nities ser- vice	Buildg citi- zen focus	Taking con- trol	Can- adians con- nected	Wrap up	All worksh ops	From birth to re- birth	Struc- ture your func- tion	Secu- ring a chan- nel	We've got the tech	Emergg web pro- gramm	Know- ledge mana- gement
PACE2 Pace of the session	n:	1447	628	257	140	168	254	628	86	124	170	148	100	254	96	24	31	18	61	24
DISSATISFIED		12%	11%	20%	11%	8%	10%	11%	10%	21%	3%	14%	12%	10%	8%	13%	10%	11%	10%	17%
Highly dissatisfied		3%	3%	5%	4%	1%	4%	3%	2%	4%	2%	3%	5%	4%	4%	0%	6%	11%	2%	4%
Somewhat dissatisfied		9%	8%	15%	8%	7%	6%	8%	8%	17%	1%	10%	7%	6%	4%	13%	3%	0%	8%	13%
Indifferent		11%	12%	12%	12%	13%	6%	12%	15%	14%	9%	11%	13%	6%	6%	8%	3%	17%	5%	0%
Somewhat satisfied		40%	40%	41%	38%	41%	37%	40%	47%	33%	35%	45%	47%	37%	35%	42%	29%	50%	34%	46%
Highly satisfied		37%	36%	27%	39%	38%	47%	36%	28%	32%	53%	30%	28%	47%	50%	38%	58%	22%	51%	38%
SATISFIED		77%	77%	68%	76%	79%	84%	77%	74%	65%	88%	76%	75%	84%	85%	79%	87%	72%	85%	83%
± . . . at 50%:		3	4	6	8	8	6	4	11	9	8	8	10	6	10	20	18	23	13	20
mean:		3,98	3,98	3,70	4,00	4,08	4,17	3,98	3,90	3,73	4,36	3,89	3,86	4,17	4,23	4,04	4,29	3,72	4,25	4,00
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Satisfaction

		CONTENT					SOCIAL POLICY					TECHNOLOGY					
		All content	Gateways	Found and lost	Promo techniques	Getting real	All social Policy	Devl's triangle	Battle to the end	Impact on the public adm.	Pendulum swing	All technology	Tech and knowledge mngt	Alternatives for access	Pro-mise of the Inter-net	Key infrastructure	
PACE2 Pace of the session	n:	1447	257	56	63	51	87	140	28	27	29	56	168	57	36	27	48
DISSATISFIED		12%	20%	38%	40%	4%	5%	11%	7%	7%	24%	9%	8%	14%	6%	7%	4%
Highly dissatisfied		3%	5%	11%	10%	0%	1%	4%	4%	0%	10%	2%	1%	4%	0%	0%	0%
Somewhat dissatisfied		9%	15%	27%	30%	4%	3%	8%	4%	7%	14%	7%	7%	11%	6%	7%	4%
Indifferent		11%	12%	27%	13%	6%	5%	12%	14%	15%	17%	7%	13%	12%	22%	7%	8%
Somewhat satisfied		40%	41%	32%	40%	57%	38%	38%	43%	48%	28%	36%	41%	39%	39%	44%	44%
Highly satisfied		37%	27%	4%	8%	33%	53%	39%	36%	30%	31%	48%	38%	35%	33%	41%	44%
SATISFIED		77%	68%	36%	48%	90%	91%	76%	79%	78%	59%	84%	79%	74%	72%	85%	88%
± . . . at 50%:		3	6	13	12	14	11	8	19	19	18	13	8	13	16	19	14
mean:		3,98	3,70	2,91	3,06	4,20	4,38	4,00	4,04	4,00	3,55	4,21	4,08	3,91	4,00	4,19	4,27
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Satisfaction

	TYPE OF SESSION						PLENARIES					WORKSHOPS							
	TOTAL	Plena- ries	Con- tent	Social Policy	Tech- nology	Work- shops	All plena- ries	People commu- nities ser- vice	Buildg citi- zen focus	Taking con- trol	Can- adians con- nected	Wrap up	All worksh ops	From birth to re- birth	Struc- ture your func- tion	Secu- ring a chan- nel	We've got the tech	Emergg web pro- gramm	Know- ledge mana- gement
INFO2 Information and knowledge gained	n: 1448	630	258	138	163	259	630	86	129	168	147	100	259	96	23	32	21	61	26
DISSATISFIED	12%	11%	24%	11%	9%	7%	11%	8%	14%	5%	15%	15%	7%	6%	9%	13%	10%	3%	4%
Highly dissatisfied	4%	3%	10%	4%	2%	1%	3%	2%	2%	1%	4%	4%	1%	1%	0%	3%	0%	0%	0%
Somewhat dissatisfied	9%	8%	15%	7%	6%	6%	8%	6%	12%	4%	11%	11%	6%	5%	9%	9%	10%	3%	4%
Indifferent	11%	12%	12%	12%	13%	6%	12%	14%	14%	9%	12%	14%	6%	5%	9%	0%	0%	13%	4%
Somewhat satisfied	46%	48%	37%	43%	58%	40%	48%	51%	55%	44%	44%	51%	40%	35%	57%	25%	62%	33%	58%
Highly satisfied	31%	28%	27%	33%	20%	47%	28%	27%	17%	42%	29%	20%	47%	53%	26%	63%	29%	51%	35%
SATISFIED	77%	77%	64%	77%	79%	87%	77%	78%	72%	86%	73%	71%	87%	89%	83%	88%	90%	84%	92%
± ... at 50%:	3	4	6	8	8	6	4	11	9	8	8	10	6	10	20	17	21	13	19
mean:	3,91	3,91	3,57	3,95	3,88	4,27	3,91	3,94	3,73	4,23	3,82	3,72	4,27	4,34	4,00	4,34	4,10	4,31	4,23
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Satisfaction

	TOTAL	CONTENT					SOCIAL POLICY					TECHNOLOGY				
		All content	Gateways	Found and lost	Promo techniques	Getting real	All social Policy	Devl's triangle	Battle to the end	Impact on the public adm.	Pendulum swing	All technology	Tech and knowledge mngt	Alternatives for access	Pro-mise of the Internet	Key infrastructure
INFO2 Information and knowledge gained	n: 1448	258	59	65	51	83	138	28	25	28	57	163	56	33	27	47
DISSATISFIED	12%	24%	56%	32%	8%	6%	11%	14%	16%	11%	7%	9%	18%	0%	4%	6%
Highly dissatisfied	4%	10%	24%	12%	2%	2%	4%	7%	4%	7%	2%	2%	5%	0%	0%	2%
Somewhat dissatisfied	9%	15%	32%	20%	6%	4%	7%	7%	12%	4%	5%	6%	13%	0%	4%	4%
Indifferent	11%	12%	15%	15%	10%	7%	12%	11%	16%	7%	14%	13%	21%	18%	4%	4%
Somewhat satisfied	46%	37%	27%	45%	57%	27%	43%	50%	36%	57%	37%	58%	52%	55%	70%	62%
Highly satisfied	31%	27%	2%	8%	25%	60%	33%	25%	32%	25%	42%	20%	9%	27%	22%	28%
SATISFIED	77%	64%	29%	52%	82%	87%	77%	75%	68%	82%	79%	79%	61%	82%	93%	89%
± ... at 50%:	3	6	13	12	14	11	8	19	20	19	13	8	13	17	19	14
mean:	3,91	3,57	2,51	3,15	3,98	4,39	3,95	3,79	3,80	3,89	4,12	3,88	3,46	4,09	4,11	4,09
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Core elements (speaker, topic, pace, information)

		TYPE OF SESSION						PLENARIES					WORKSHOPS							
		TOTAL	Plena- ries	Con- tent	Social Policy	Tech- nology	Work- shops	All plena- ries	People commu- nities ser- vice	Buildg citi- zen focus	Taking con- trol	Canadians con- nected	Wrap up	All worksh ops	From birth to re- birth	Struc- ture your func- tion	Secu- ring a chan- nel	We've got the tech	Emergg web pro- gramm	Know- ledge mana- gement
CORE		n: 1488	644	267	141	173	263	644	87	131	171	150	105	263	98	25	32	21	61	26
DISSATISFIED		8%	7%	16%	6%	4%	4%	7%	6%	8%	2%	9%	9%	4%	2%	12%	9%	10%	2%	0%
Highly dissatisfied		2%	1%	3%	2%	0%	2%	1%	1%	1%	2%	2%	2%	1%	4%	3%	0%	2%	0%	
Somewhat dissatisfied		6%	5%	13%	4%	4%	3%	5%	5%	8%	1%	7%	7%	3%	1%	8%	6%	10%	0%	0%
Indifferent		11%	10%	15%	11%	14%	7%	10%	6%	15%	6%	12%	13%	7%	5%	16%	6%	10%	7%	4%
Somewhat satisfied		38%	39%	36%	35%	49%	32%	39%	49%	40%	32%	39%	43%	32%	27%	28%	19%	43%	34%	54%
Highly satisfied		43%	44%	33%	49%	34%	57%	44%	39%	37%	60%	35%	57%	66%	44%	66%	38%	57%	42%	
SATISFIED		82%	83%	69%	84%	82%	89%	83%	89%	77%	92%	79%	78%	89%	93%	72%	84%	81%	92%	96%
± ... at 50%:		3	4	6	8	7	6	4	11	9	7	8	10	6	10	20	17	21	13	19
mean:		4,06	4,09	3,72	4,10	4,04	4,31	4,09	4,10	3,92	4,39	3,96	3,96	4,31	4,43	3,90	4,31	4,02	4,39	4,27
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Core elements (speaker, topic, pace, information)

	TOTAL	CONTENT					SOCIAL POLICY					TECHNOLOGY				
		All content	Gateways	Found and lost	Promo techniques	Getting real	All social Policy	Devl's triangle	Battle to the end	Impact on the public adm.	Pendulum swing	All technology	Tech and knowledge mngt	Alternatives for access	Pro-mise of the Internet	Key infrastructure
<b>CORE</b>	n: 1488	267	62	66	52	87	141	28	27	29	57	173	58	36	30	49
<b>DISSATISFIED</b>	8%	16%	44%	21%	2%	2%	6%	7%	4%	14%	2%	4%	9%	6%	0%	0%
Highly dissatisfied	2%	3%	10%	3%	0%	1%	2%	4%	0%	3%	2%	0%	0%	0%	0%	0%
Somewhat dissatisfied	6%	13%	34%	18%	2%	1%	4%	4%	4%	10%	0%	4%	9%	6%	0%	0%
Indifferent	11%	15%	26%	23%	6%	6%	11%	4%	19%	3%	14%	14%	17%	19%	3%	12%
Somewhat satisfied	38%	36%	24%	44%	56%	28%	35%	39%	41%	31%	32%	49%	55%	39%	47%	49%
Highly satisfied	43%	33%	6%	12%	37%	64%	49%	50%	37%	52%	53%	34%	19%	36%	50%	39%
<b>SATISFIED</b>	82%	69%	31%	56%	92%	92%	84%	89%	78%	83%	84%	82%	74%	75%	97%	88%
± ... at 50%:	3	6	12	12	14	11	8	19	19	18	13	7	13	16	18	14
mean:	4, 06	3, 72	2, 73	3, 35	4, 15	4, 46	4, 10	4, 05	4, 02	3, 95	4, 25	4, 04	3, 74	4, 02	4, 32	4, 24
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Satisfaction

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		TYPE OF SESSION						PLENARIES						WORKSHOPS						
		TOTAL	Plena- ries	Con- tent	Social Policy	Tech- nology	Work- shops	All plena- ries	People commu- nities ser- vice	Buildg citi- zen focus	Taking con- trol	Can- adians con- nected	Wrap up	All worksh ops	From birth to re- birth	Struc- ture your func- tion	Secu- ring a chan- nel	We've got the tech	Emergg web pro- gramm	Know- ledge mana- gement
HAND2 Handouts	n:	770	272	126	85	61	226	272	38	58	64	66	46	226	95	12	32	17	60	10
DISSATISFIED		38%	48%	52%	33%	49%	16%	48%	50%	55%	38%	48%	52%	16%	18%	58%	13%	18%	3%	30%
Highly dissatisfied		25%	33%	34%	22%	31%	8%	33%	24%	40%	28%	32%	39%	8%	7%	50%	6%	0%	3%	20%
Somewhat dissatisfied		13%	15%	17%	11%	18%	8%	15%	26%	16%	9%	17%	13%	8%	11%	8%	6%	18%	0%	10%
Indifferent		26%	34%	31%	29%	30%	11%	34%	29%	31%	44%	30%	33%	11%	13%	25%	6%	0%	8%	30%
Somewhat satisfied		20%	11%	12%	18%	15%	38%	11%	18%	10%	5%	15%	9%	38%	38%	8%	31%	59%	47%	10%
Highly satisfied		16%	7%	6%	20%	7%	35%	7%	3%	3%	14%	6%	7%	35%	32%	8%	50%	24%	42%	30%
SATISFIED		36%	18%	17%	38%	21%	73%	18%	21%	14%	19%	21%	15%	73%	69%	17%	81%	82%	88%	40%
± ... at 50%:		4	6	9	11	13	7	6	16	13	12	12	14	7	10	28	17	24	13	31
mean:		2,91	2,44	2,37	3,02	2,48	3,84	2,44	2,50	2,22	2,67	2,47	2,30	3,84	3,76	2,17	4,13	3,88	4,23	3,20
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Satisfaction

		CONTENT					SOCIAL POLICY					TECHNOLOGY					
		All content	Gateways	Found and lost	Promo techniques	Getting real	All social Policy	Devl's triangle	Battle to the end	Impact on the public adm.	Pendulum swing	All technology	Tech and knowledge mngt	Alternatives for access	Pro-mise of the Internet	Key infrastructure	
HAND2 Handouts	n:	770	126	27	41	23	35	85	13	14	12	46	61	19	14	9	19
DISSATISFIED		38%	52%	56%	44%	61%	51%	33%	62%	43%	50%	17%	49%	58%	43%	44%	47%
Highly dissatisfied		25%	34%	22%	29%	43%	43%	22%	54%	29%	42%	7%	31%	32%	36%	22%	32%
Somewhat dissatisfied		13%	17%	33%	15%	17%	9%	11%	8%	14%	8%	11%	18%	26%	7%	22%	16%
Indifferent		26%	31%	41%	27%	26%	31%	29%	31%	57%	33%	20%	30%	26%	36%	11%	37%
Somewhat satisfied		20%	12%	0%	24%	9%	9%	18%	8%	0%	17%	26%	15%	16%	7%	22%	16%
Highly satisfied		16%	6%	4%	5%	4%	9%	20%	0%	0%	0%	37%	7%	0%	14%	22%	0%
SATISFIED		36%	17%	4%	29%	13%	17%	38%	8%	0%	17%	63%	21%	16%	21%	44%	16%
± . . . at 50%:		4	9	19	15	20	17	11	27	26	28	14	13	22	26	33	22
mean:		2, 91	2, 37	2, 30	2, 61	2, 13	2, 31	3, 02	1, 92	2, 29	2, 25	3, 76	2, 48	2, 26	2, 57	3, 00	2, 37
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Satisfaction

		TYPE OF SESSION						PLENARIES					WORKSHOPS							
		TOTAL	Plena- ries	Con- tent	Social Policy	Tech- nology	Work- shops	All plena- ries	People commu- nities ser- vice	Buildg citi- zen focus	Taking con- trol	Can- adians con- nected	Wrap up	All worksh ops	From birth to re- birth	Struc- ture your func- tion	Secu- ring a chan- nel	We've got the tech	Emergg web pro- gramm	Know- ledge mana- gement
FACI2 Facilities		n: 1422	614	256	135	160	257	614	83	126	165	141	99	257	96	25	31	20	60	25
DISSATISFIED		25%	19%	54%	17%	13%	23%	19%	18%	18%	10%	34%	16%	23%	19%	24%	23%	40%	18%	32%
Highly dissatisfied		9%	8%	19%	4%	4%	6%	8%	2%	10%	4%	14%	9%	6%	5%	8%	3%	15%	3%	12%
Somewhat dissatisfied		16%	11%	36%	13%	9%	16%	11%	16%	8%	6%	20%	7%	16%	14%	16%	19%	25%	15%	20%
Indifferent		17%	18%	18%	17%	12%	15%	18%	18%	17%	18%	16%	21%	15%	10%	20%	16%	20%	15%	24%
Somewhat satisfied		36%	40%	19%	39%	43%	39%	40%	39%	44%	42%	35%	41%	39%	44%	40%	32%	25%	43%	32%
Highly satisfied		22%	23%	9%	27%	32%	23%	23%	25%	21%	30%	16%	21%	23%	27%	16%	29%	15%	23%	12%
SATISFIED		58%	63%	28%	66%	75%	62%	63%	64%	64%	72%	50%	63%	62%	71%	56%	61%	40%	67%	44%
± ... at 50%:		3	4	6	8	8	6	4	11	9	8	8	10	6	10	20	18	22	13	20
mean:		3,46	3,58	2,64	3,72	3,90	3,56	3,58	3,69	3,56	3,87	3,18	3,59	3,56	3,74	3,40	3,65	3,00	3,68	3,12
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Satisfaction

	TOTAL	CONTENT					SOCIAL POLICY					TECHNOLOGY				
		All content	Gateways	Found and lost	Promo techniques	Getting real	All social Policy	Devl's triangle	Battle to the end	Impact on the public adm	Pendulum swing	All technology	Tech and knowledge mgt	Alter-natives for access	Pro-mise of the Inter-net	Key infra-structure
FACI2 Facilities	n: 1422	256	58	64	53	81	135	26	27	28	54	160	55	33	26	46
DISSATISFIED	25%	54%	50%	58%	58%	52%	17%	15%	15%	11%	22%	13%	11%	15%	0%	22%
Highly dissatisfied	9%	19%	14%	20%	28%	15%	4%	8%	0%	7%	2%	4%	9%	3%	0%	0%
Somewhat dissatisfied	16%	36%	36%	38%	30%	37%	13%	8%	15%	4%	20%	9%	2%	12%	0%	22%
Indifferent	17%	18%	29%	17%	15%	11%	17%	15%	30%	11%	15%	12%	9%	12%	19%	11%
Somewhat satisfied	36%	19%	14%	22%	25%	17%	39%	46%	30%	43%	39%	43%	45%	36%	50%	41%
Highly satisfied	22%	9%	7%	3%	2%	20%	27%	23%	26%	36%	24%	32%	35%	36%	31%	26%
SATISFIED	58%	28%	21%	25%	26%	37%	66%	69%	56%	79%	63%	75%	80%	73%	81%	67%
± ... at 50%:	3	6	13	12	13	11	8	19	19	19	13	8	13	17	19	14
mean:	3,46	2,64	2,64	2,50	2,42	2,90	3,72	3,69	3,67	3,96	3,63	3,90	3,95	3,91	4,12	3,72
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***People, Communities and Service: Shaping the Future of the Internet***

Positive comments

- STARTED/ENDED ON TIME
- IRRELEVANT - TOPIC OF GENDER-SPECIFIC RESEARCH NOT RELEVANT FOR PURPOSE OF CONFERENCE. OK OVERVIEW -NO NEW INSIGHT PROVIDED
- BRENDA LAUREL GAVE AN EXCELLENT TALK
- BRENDA LAUREL WAS AN EXCELLENT PRESENTER
- BUILDING COMMUNITIES
- COVERED PARTICULARLY USEFUL TOPIC
- VERY INFORMATIVE, WELL PRESENTED INFORMATION ON A BROAD SCALE. USEFUL FOR ALL WHO WORK ON THE INTERNET IN GOV'T
- PRESENTATION DYNAMIQUE
- CONTENT WAS EASILY UNDERSTOOD, CLEAR AND APPLICABLE
- THE SPEAKERS KNOWLEDGE AND APPROACH
- NOUVELLE APPROCHE DE MME LAUREL
- BRENDA LAUREL, SA VISION D'UN SITE INTERNET
- CHANGES REQUIRED / NEXT STEPS
- TOPIC WAS GOOD AND INFORMATIVE
- WONDERFUL SPEAKER-INSPIRING
- SES INFOS ETAIENT BASEES SUR LA RECHERCHE, IL Y AVAIT DU PRATIQUE AVEC LA THEORIE
- THOUGHT PROVOKING PRESENTATION
- GOOD GUEST SPEAKER-COULD APPLY EVEN THOUGH IT WAS AN AMERICAN APPROACH
- EXCELLENT SPEAKER
- LOOKING IN FROM THE OUTSIDE AND COMPARING TO INDUSTRY WAS VERY HELPFUL
- TRES BONNE ORATRICE, INTERESSANT, BIEN STRUCTURE ET PRESENTE
- BRENDA LAUREL WAS AN EXCELLENT SPEAKER AND WAS EXTREMELY RELEVANT TO THE TOPIC SHAPING THE FUTURE OF THE INTERNET
- BRENDA WAS INTERESTING AND DYNAMIC SPEAKER
- ISSUES COVERED AROUND PERSONAL IDENTITY
- BRENDA LAUREL'S PRESENTATION WAS EXTREMELY INFORMATIVE & ENLIGHTENING, USEFUL, RELEVANT
- ESPECIALLY ENJOYED THE QUALITY & PROFESSIONALISM & HUMOR OF BRENDA LAUREL -AN EXCEPTIONAL START TO CONFERENCE
- REGISTRATION PROCESS WAS EFFICIENT-ROOM WELL APPOINTED-CONTINENTAL BREAKFAST WAS NICE
- GOOD VARIETY OF TOPICS, NO WANDERING TO THE POINT
- LIVELY SPEAKER-ENTERTAINING-THOUGHT PROVOKING IDEAS
- PERSONABLE, ANIMATED, INTERESTING

- DISCUSSION SURROUNDING DIVERSITY-Q.& A.SESION AT THE END OF THE TALK-THE LAST QUESTION AND ANSWER ASKED BY WOMAN WHO DID RESEARCH AT DALHOUSIECF. BRANDING
- RELATIONSHIP OF HOW RESEARCH TO THE GOVT SCENE
- SA CONNAISSANCES DES REALITES CANADIENNES LUI A PERMIS DE FAIRE DES REFERENCES PERTINENTES
- EXCELLENT SPEAKER, TOUCH ON MANY ITEMS TO CONSIDER IN MY FUTURE
- THE CONCEPT OF ESTABLISHING ONLINE COMMUNITIES
- LA PERSPECTIVE ETRANGERE
- GREAT SPEAKER-BRENDA LAUREL INTERESTING ISSUE OF COMMUNITIES
- TOPIC WAS GREAT-LIKED THE CASE STUDY AND HOW IT WAS ADAPTED TO OUR CASE
- THE SPEAKER BRENDA LAUREL DID AN EXCELLENT JOB CONNECTING WITH JUST ABOUT EVERYONE IN THE ROOM (ANALOGIES/EXAMPLES)
- BRENDA LAUREL-ENTERTAINING AND THOUGHT PROVOKING
- INTERESTING TO HEAR MINISTER SPEAKS
- ORGANISATION
- FOR ENGLISH SPEAKING ONLY-LOSS SOME CONTENT ON FIRST SPEAKER

#### Negative comments

- TOO DARK-FOCUS ON LESSONS LEARNED & HOW WE CAN BENEFIT FROM THE INFORMATION
- LACK OF INSIGHT INTO "INFORMATION/CULTURAL INFRASTRUCTURE"COMMITMENTS MADE IN OCT 99 THRONE SPEECH
- SOMEWHAT OFF TOPIC
- WOULD PREFER BINDER WITH SPEAKERINE NOTES INIT OR AT LEAST A NICK..
- NO HANDOUTS - SCREENS MOVED TOO FAST TO TAKE NOTES
- DISCONNECT BETWEEN SPEECH AND OVERHEADS - TOO FAST TO TAKE NOTES - SPEAKER WAS ALMOST INVISIBLE BECAUSE OF POOR LIGHTING
- MANQUE TRADUCTION ACETATES ELECTRONIQUES
- ANNOUNCEMENT, RE TRANSLATION SHOULD BE MADE BEFORE EVERYONE SITS-PERHAPS BY THOSE GIVING OUT REGISTRATION KITS-QUESTION AND ANSWER TIME SHOULD BE NOTED BEFORE
- ACETATES ECRITES TROP PETIT
- ALFONSO GAGLIANO:CONTENU DU DISCOURS PAS ASSEZ PRO-ACTIF, COMMENT REALISER CE QUI RESTE A FAIRE ET AVEC QUELS MOYENS???
- CHAIRS UNCOMFORTABLE
- TEMPERATURE TROP FROID (VENTILATION)



- HANDOUTS OF PRESENTATION NOT AVAILABLE
- PLUS ECLAIRAGE SUR LA PERSONNE QUI PARLE, TROP FROID
- CHANGING OF TEXT ON SLIDES FROM ENGLISH TO FRENCH DISTRACTING
- WHY IS IT SO DIFF. TO DISPLAY A PRESENTATION ON 2 SCREENS-THIS LEVEL OF DIFFICULTY UNACCEPTABLE AT PUBLIC EVENT, A TECHNOLOGY-BASED CONFERENCE!!!
- ELLE A PASSE TROP DE TEMPS SUR LES DIAPOS
- NO HAND OUTS GIVEN FOR PRESENTATION
- THE SESSION WAS LATE STARTING AND THEREFORE THE CONFERENCE WAS BEHIND THE REST OF THE MORNING
- HAVING THE SESSIONS RUN LATE IN THE FIRST INSTANCE SETS A DISTURBING PRECEDENT-GAGLIANO'S SPEECH WAS OVER LONG
- PRESENTATIONS WERE NOT READILY AVAILABLE
- AN OBSERVATION-NUMEROUS PEOPLE DID CONNECT WITH THEME OF SPEECH-ONLINE COMMUNITIES AND BRANDING
- RELEVANCE OF TOPIC TO GOVERNMENT AND ELECTRONIC SERVICE DELIVERY AND INTERNET WAS NOT OBVIOUS
- NEED MORE INFO ON TOPICS
- OK
- PACK AND CONTENT-TOO SOFT, WARM AND CUDDELY
- ONLY ONE CONCRETE EXAMPLE PROVIDED, EX:SAN FRANCISCO GAY COMMUNITY AND HEALTH DEPARTMENT-WOULD HAVE LIKED TO SEE MORE EXAMPLES
- SLIDES WERE CHANGED TOO QUICKLY TO GET ALL THE INFORMATION FROM THEM
- LATE START
- THE MINISTER GAVE A 1/2 HOUR SPEECH NOT 15 MINUTES AND STARTED 15 MINUTES LATE
- SEULE LA DERNIERE PLANCHE PARLAIT DES COMMUNAUTES
- ROOM IS TOO DARK
- TIMING ISSUE KIND OF-THREW THE AM OFF
- DIDN'T START ON TIME-SPEAKERS SHOULD PICK A LANGUAGE & STICK WITH IT-KEPT MISSING THE FIRST HALF OF SENTENCES ON EACH SWITCH FROM TRANSLATOR
- TROP DE DETAILS, PAS ASSEZ DE SYNTHESE
- GAGLIANO'S PLUG FOR PWGSC
- LATE START
- CHAIRS,UNCOMFORTABLE VINYL--HOT
- THE PACE OF THE SLIDES WAS TOO FAST TO TAKE GREAT NOTES-NEED TO GET COPIES OF THE PRESENTATION
- IT SEEMS THAT THE MINISTER IS NOT FAMILIAR WITH TECHNOLOGY-USED COMMON TERMS INCORRECTLY-LEADERSHIP
- DELAY
- TECHNOLOGY WAS FLAKY ON PRESENTATION SLIDES

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### ***Building a Citizen Focus Service Initiative — What's in it for Canadians***

#### Positive comments

- LA PRESENTATION DE RALPH HEINTZMAN, TRES CLAIRE ET INTERESSANTE
- LISTENING TO MR HEINTZMAN
- CONFIRMED WHAT I SUSPECTED
- RICH CONTENT
- ALTHOUGH THERE WAS NOT ENOUGH TIME TO DISCUSS THE INFORMATION PRESENTED, THERE WAS A WEALTH OF IT, GIVEN QUICKLY AND CONCISELY
- THIS WAS A MOST VALUABLE AND LOVED THE INTEGRATION OF THE THREE SPEAKERS-BEST MODERATOR IN CONTENT STREAM
- I'VE HEARD A LOT ABOUT SERVICE CANADA-GREAT TO FINALLY FIND OUT ABOUT IT
- PRESENTATIONS WERE RELEVANT AND INFORMATIVE
- AIR QUALITY GIVEN THE NUMBER OF SMOKERS
- RALPH HEINTZMAN'S PRESENTATION WAS VERY INFORMATIVE
- PRESENTATIONS BIEN STRUCTUREES ET CLAIRES
- PERTINENT INFORMATION ON WHY WE SHOULD DO THE WORK NEEDED
- SHE WAS VERY GOOD SPEAKER-ENGAGED HER AUDIENCE-SPOKE IN UNDERSTANDABLE LANGUAGE
- EKOS INFO
- ACTION: FOUND DELEGATE A BETTER SEAT TO SEE AND HEAR
- SERVICE OF FOOD-SPEAKER CHAIR
- L'ORIENTATION FUTURE, LA VISION
- WELL DONE
- 3RD SPEAKER- ON TOPIC, GOOD PACE AND SLIDES
- GREAT CONTENT- LIKED THE FRENCH PRESENTATION
- SPEACHS
- 3RD SPEAKER IN TOPICS-BETTER SLIDES
- LE DYNAMISME DE LA PRESENTATRICE
- YES
- GOOD RELEVANT PRESENTATION BY MALCOLM
- PROFESSOR CARTIER'S WERE SHARP AND ORIGINAL
- EXCELLENT SPEAKER (BRENDA LAUREL)- VERY ACCOMPLISH MODERATOR
- LAST SPEAKER WAS VERY GOOD-INFORMATIVE,CONCISE AND SLIDES IN ENGLISH AND FRENCH-CLEAN SPEACH
- FINAL PRESENTATION PROVIDED SOME INTERESTING STATS
- LA PRESENTATION ETAIT DANS LES DEUX LANGUES; 2 SPEAKERS ANGLAIS, 1 FRANCAIS

- GOOD CONTENT
- VERY ARTICULATE, ESPECIALLY MONIQUE CHARBONNEAU AND R. HEINTZMAN
- GOOD CONTENT AND SPEAKERS
- FIRST AND LAST SPEAKERS WERE VERY GOOD
- MONIQUE CHARBONNEAU-EXCELLENT-CEFRIO SLIDES ARE EASY TO READ AND VERY CLEAR/AS WELL AS EKOS PRESENTATION
- QUELQUES STATISTIQUES INTERESSANTES
- DR HEINBTZMAN BEST SPEAKER SO FAR-INFO WAS USEFUL
- VERY INTERESTING -I ENJOYED THE CASE STUDY TO GOVT ON THE NET AND SUGGESTIONS TO MAKE NET MORE LIKE A COMMUNITY
- 3RD PRESENTOR WAS THE BEST BUT HIS PRESENTATION WAS TOO SHORT
- LA 2E PRESENTATION ETAIT PLUS INTERESSANTE(MME CHARBONNEAU)-J'AI BEAUCOUP APPRECIE QUE LES DIAPOS SOIENT DANS LES DEUX LANGUES
- BRENDA LAUREL-VERY INTERESTING SPEAKER
- LE CONTENU ET LA CLARTE DES PRESENTATIONS
- PRESENTATION DE MME CHARBONNEAU (RESULTATS D'ENQUETES, REFLEXIONS SUR DES AVENUES POSSIBLES)
- EKOS PRESENTATION
- ALTAVISTA SPEECH WAS OK
- HEINTZMAN; WAS GOOD BUT SLIDES WERE IMPOSSIBLE TO READ-QUEBEC SPEAKER WAS GOOD
- EKOS-BONNE, CLAIRE, PRECISE
- LA QUAKLITE DES PRESENTATIONS
- ALL ASPECTS-ESPECIALLY THE COMPARISONS
- LE BILINGUISME DES DIAPOS
- EKOS PRESENTATION

#### Negative comments

- WHY DID WE HAVE TO LISTEN A SPEAKER FROM ONE PROVINCE? IF THIS WAS CONSIDERED NECESSARY, YOU MUST INVITE ALL THE OTHERS
- LITTLE NEW INFO-SLIDES ALL IN FRENCH FOR 1 PRESENTATION-VERY WARM
- NO HANDOUTS
- COULD NOT READ SLIDES
- TOO MUCH INFO IN SUCH A SMAL TIMEFRAME-WOULD HAVE PREFERRED MORE TIME DEDICATED TO T.B. GOALS
- OVERHEADS SHOULD BE DISPLAYED IN BOTH ENGLISH AND FRENCH (M CHARBONNEAU PRESENTATION)
- WOULD LIKE ACCESS TO SPEAKER NOTES/SLIDES FOR FUTURE REFERENCE ON WEB WOULD BE OK

- BEING ASKED TO FILL THESE FORMS OUT AFTER EACH SESSION
- NO CLEAR VISION FOR CONFERENCE, ALMOST ETHERAL- TRIED TO DO TOO MUCH-EACH STREAM IMPLIED UP BEING UNDEVELOPED
- SLIDES WERE IMPOSSIBLE TO READ UNLESS YOU WERE IN THE FRONT COUPLE OF ROWS-WAY TOO MUCH INFO/SLIDE
- TIME ALLOWED FOR PRESENTERS, THEY WERE RUSHED AND NO TIME FOR QUESTIONS IN THE END
- ALL POWERPOINT PRESENTATIONS, S/B PLACED ON NET TO ALLOW DOWNLOAD OF IT THAT INTEREST YOU
- SPEAKERS SHOULD BE REMINDED TO SLOW DOWN FOR THE TRANSLATERS
- NO HANDOUTS, BILINGUAL SLIDES WOULD HAVE BEEN NICE FOR MR CHARBONNEAU'S TALK
- DEBIT RAPIDE-PAS DE PERIODE DE QUESTIONS
- TOO DARK-FOCUS ON APPLICATION, NOT GENERIC CONTENT/INFORMATION-FOCUS ON "LESSONS LEARNED"NO SALES JOBS
- MOST SLIDES WERE IMPOSSIBLE TO READ
- MS CHARBONNEAU'S OVERHEADS WERE ONLY IN FRENCH & AS SHE SPOKE VERY QUICKLY I HAD DIFFICULTY FOLLOWING HER
- TOO MUCH, TOO FAST-NO HANDOUTS, NO TIME TO DIRECT INFO & ASK QUESTIONS-NO TIME FOR REAL DISCUSSION-MAYBE LIKE THIS MORNING SPEAKER WOULD HAVE ALLOWED MORE TIME
- SIMULTANEOUS VISUALS IN ONE LANGUAGE ONLREPETITIVE SPEAKERS, 1ST AND 2ND-SPEAKER 3 SHOULD HAVE BEEN 1ST-
- I LEFT!NO ONE SAID THAT PRESENTATIONS ON EITHER SIDE OF ROOM BE UNILINGUAL-WAS ON WRONG SIDE MISSING SOME INFO,VERY ANOYING-FORCE TO PUT TRANSLATER ON OFF.
- J'AIMERAIS AVOIR LES COPIES DES PRESENTATIONS
- FRENCH PRESENTATION-TOO FAST IN EITHER LANGUAGE
- THE SLIDES ARE NOT APPROPRIATE FOR A LARGE VENUE-TOO DETAILED, IMPOSSIBLE TO SEE
- DIFFICULT TO SEE SPEAKERS IN DIMLIGHTS AND THEREFORE DIFFICULT TO IDENTIFY THEM IN NETWORKING PERIODS-SESSIONS SHOULD BE RUN ON SCHEDULE-MORE ABOUT COVER
- SCHEDULING DELAY-IMPRESSION-RUNNING OUT OF STEAM
- SLIDES NOT EASELY READABLE, TOO AWAY-TYPICAL GOV'T LACK-SOMEHOW INDICATE WHICH PRESENTATIONS ARE ENGLISH OR FRENCH
- CHARBONNEAU POWERPOINT UNILINGUAL PRESENTATION COULD HAVE TAKEN THE TROUBLE OF TRANSLATED SLIDES
- HARD TO READ ALL THE SLIDES-TOO FAST, TOO MUCH CONTENT
- EQUIPMENT NOT WORKING

- 1ST SESSION;WRITING TOO SMALL TO READ-2ND SES.TOO LONG, SLIDES TOO CROWDED-NOT REALLY ON TOPIC-STRICKLY LIMIT SPEAKER AND STAY ON SCHEDULE
- ECRAN TROP LOIN
- JE SUIS DECU-LES PRESENTATIONS NE REPONDAIENT PAS AU TITRE DE LA PRESENTATION-RESSEMBLAIENT A DE LA PUBLICITE POUR 2 COMPAGNIES
- WOULD LIKE HANDOUTS
- AT LEAST ONE PRESENTATION SHOULD HAVE BEEN IN ENGLISH-BEING BILINGUAL FOR ME IT IS NO PROBLEM BUT FOR THOSE WHO ARE NOT IT'S DIFFICULT TO FOLLOW
- GAGLIANO WAS A VERY POOR CHOICE AS THE MINISTER TO GIVE OPENING REMARKS-HIS OBVIOUS LACK OF UNDERSTANDING OF THE TECHNOLOGY WAS AN EMBARRASSEMENT
- 1ST SPEAK. SLIDES PRINTED TOO SMAL, TOO DIFICULT TO SEE-SPEAKERS NOT KEPT TO SCHEDULE-PRESENTATIONS TOO LOING AND TOO DETAILED-KEEP THE SCHEDULE
- I CAME FOR SESSION AFTER THIS ONE, SO I WAS UNHAPPY WITH THE FACT THIS SESSION RAN OVER TIME
- PLUS D'ECLAIREAGE AFIN DE VOIR LES SPEAKERS
- NO HANDOUTS OF PRESENTATION
- SLIDES WERE NOT VISIBLE VERY FAR BACK-TEMP.,A BIT WARM
- NOTHING PRESENTED THAT COULD NOT BE FOUND QUICKLY ON THE NET BY JUST GIVING US THE ADDRESS-NO NEW KNOWLEDGE
- SLIDES SHOULD BE BILINGUAL-TRANSLATION OF M. CHARBONNEAU WAS UNINTELLIGIBLE-SHE SPOKE TOO LONG AND TOO LOUD SO COULDN'T HEAR THE TRANSLATOR
- THE FIRST SECTION "ALTA VISTA" A WAY TO SELL A SEARCH ENGINE-DESCRIPTION IN BOOKLET DOES NOT REFLECT WHAT WAS GIVEN(MISLEADING)-CULTURE NET,COULD NOT HAVE ACCES
- DR RALPH HEINTZMAN SLIDES-UNABLE TO RAED ANYTHING,TOO MUCH INFO ON ONE SLIDE
- INFORMATIONS TROP GENERALES, QUELQUE FOIS INTERESSANTES
- POOR AIR QUALITY-CIGARETTE SMOKE-NOT ALL PRESENTATION AVAILABLE IN BOTH OFFICIAL LANGUAGES
- MULTIMEDIA PRESENTATION EXTREMELY DIFFICULT TO SEE
- SLIDES PRESENTERS DO NOT RECOGNISE THAT THERE IS POOR VIVIBILITY FROM THE BACK OF TEH ROOM-PARTICULARLY WHEN TOO MUCH INFO IS ON THE SLIDE
- THE FRENCH PRESENTATION DID NOT HAVE ENGLISH SLIDES-I HOPE IT WILL BE ON THE WEBSITE
- VERY SMOKY ROOM, UNCOMFORTABLE
- TRYING TO SELL THE PRODUCTS (ALTAVISTA.CA.)
- THE PACE WAS TOO FAST AND I WISH THAT MORE TIME COULD HAVE BEEN ALLOCATED TO THIS SESSION AS IT WAS QUITE INTERESTING

- WRITING ON THE SLIDES WAS TOO SMALL IN 1 ST PRESENTOR
- SOME OF THE SLIDES EVEN FROM 1/2 WAY UP THE ROOM WERE VIRTUALLY UNREADABLE-RALPH HEINTZMAN.SUGEST A MINIMUM FONT SIZE FOR PRESENTATIONS
- CONTENT COULD HAVE BEEN MORE FOCUSED AND SHORTER
- JE TROUVE QUE C'ETAIT TRES GENERAL
- WOULD LIKE TO HAVE SOME HANDOUTS OF THE SPEECHES-SHOULD HAVE ALL SLIDES IN BOTH LANGUAGES
- ROOM-VERY WARM AND NO AIR CIRCULATION
- RIEN SAUF QU'IL SERAIT TRES INTERESSANT D'AVOIR UNE COPIE DES PRESENTATIONS
- THE LOUD MUSIC AT THE BEGINNING WAS MOST ANNOYING!-FOR ALL SESSIONS, HANDOUTS, HANDOUTS, HANDOUTS PLEASE
- TROP DE TEXTE(ECRIT TROP PETIT SUR LES DIAPOS POUR LE 1ER CONFERENCIER-PRESENTATION D'EKOS AURAIT DU ETRE COMBINEE A LA PREMIERE (SE SERVIR DE CES DONNEES)
- HANDOUTS PLEASE!!!!!!SPEAKER NO 2- ENGLISH SLIDES PLEASE--SPEAKER 1&2-SLOW DOWN
- CULTURENET SPEECH WAS POOR, OFF TOPIC, SLOW, DRAGGED ON (DIDN'T KNOW AUDIENCE-SMOKY ENVIRONMENT
- ONLY COFFE AVAILABLE- SOME WATER FOR THE AUDIENCE WOULD BE NICE
- PRESENTATRICE-TROP LONGUE, AUCUNE INTERACTION-PRESENTATION TROP PETITE
- ONE OF PRESENTATION WAS IN FRENCH ONLY AND THINK THE MESSAGE WAS LOST ON ME-THE TOPIC WAS HOW FRANCOPHONES USE THE WEB
- IL SERAIT INTERESSANT D'AVOIR UNE COPIE OU SOMMAIRE DES PRESENTATIONS
- MME CHARBONNEAU SPOKE SO QUICKLY THAT IT WAS DIFFICULT FOR THE TRANSLATOR TO KEEP PACE-THIS IS NOT THE SOLE CASE SPEAKER TRYING TO PUT TOO MUCH IN ALLOTTED TIME
- UNILINGUAL SLIDES
- ECRITURE TROP FINE SUR CERTAINES ACETATES
- LIGHTING ON SPEAKERS-POOR
- NOT ALL SLIDES WERE LISIBLE (WRITING WAS TOO SMALL) THE FRENCH PRESENTATION SHOULD HAVE HAD SLIDES IN ENGLISH AS WELL
- MS CHARBONNEAU PRESENTATION SHOULD HAVE BEEN IN BOTH LANGUAGES
- 4 SCREENS! WHY WERE THERE NOT ENGLISH/FRENCH SLIDES ON EACH SIDE
- NE PAS AVOIR UNE COPIE DES PRESENTATIONS DISPONIBLES ( C'EST PLUS FACILE DE PRENDRE DES NOTES)

- PREFERRED HAVING CONFERENCE IN SPRING-TOO CLOSE TO G-TEC CONFERENCE IN TIMING-HAVE THEM 6 MONTHS APART AND BOTH OF THEM FOCUSED ON GOV'T & TECHNOLOGY
- TIME MANAGEMENT; PRESENTATIONS RUSHED, TOO QUICK AND TOO LONG---INFORMATION OVERLOAD

### ***Taking Control of the Internet Economy***

#### Positive comments

- TAKING CONTROL OF THE INTERNET ECONOMY-JEAN-MICHEL OUTLOOKS ON NET ECONOMY CHANGING WORLD OF FINANCE, ETC WAS QUITE INTERESTING
- EXCELLENT
- APPROCHE GLOBALE DU PHENOMENE INTERNET DANS UN CONTEXTE HISTORIQUE
- A VIEW OF WHERE ECONOMY IS GOING
- PRESENTATION DE M BRILLANT TRES INTERESSANTE
- VERY GOOD PRES.;INTERESTING-CONTENT APPROPRIATE
- AI BEAUCOUP APPRECIE LE FAIT QUE CETTE SESSION ETAIT EN FRANCAIS
- INTERESTING OVERVIEW OF TODAY'S REALITIES
- PRESENTATION EN FRANCAIS AVEC ACETATES EN ANGLAIS, PRESENTATION TRES DYNAMIQUE, EXCELLENT
- A GOOD LESSON IN ECONOMICS BUT WASN'T TIED TO TAKING CONTROL OF INTERNET ECONOMY (LIKE THE TITLE SUGGESTS, THE TRANSLATOR WAS TERRIBLE, HEADSETS ARE CHEAP
- VERY INTERESTING SPEAKER
- INTERESTING TO HAVE A NON NORTH AMERICAN PERSPECTIVE, EXCELLENT TRANSLATION SERVICE
- INTRIGUING GUEST (HARD TO APPRECIATE THROUGH TRANSLATOR) WHO BROUGHT A LOT OF EXPERIENCE WITH HIM
- VENTILATION (TROP FROIDE)
- UNE TRES BONNE SYNTHESE DE LA NET ECONOMIE, J ESPERE QUE LE TEXTE DE CETTE CONFERENCE SERA SUR LE SITE WEB DE GOVERNMENT ON THE NET
- VERY GOOD
- M BELLANT WAS THOUGHT AND CHALLENGING
- GOOD CLEAR SPEAKER
- BRINGING AN EUROPEAN PERSPECTIVE (ECONOMIST), PRESENTATION WAS A LITTLE TOO LONG
- NOT DIDN'T ADDRESS TOPIC IE TAKING CONTROL, DIDN'T ADDRESS ISSUES LISTED IN BOOKLET (P 5 + 6) EX:ISSUE AND CHALLENGES OF THE PUBLIC SECTOR

- GOOD TO HAVE A VIEW FROM OUTSIDE NORTH AMERICA, WE NEED MORE CULTURAL UODATES FROM OTHER COUNTRIES WITH WHOM WE WILL BE INTERACTING
- VERY INTERESTING ANALYSIS, OVERVIEW OF HOW THE INTERNET WILL IMPACT WORLDWIDE ECONOMIES WELL DONE
- EXCELLENT SPEAKER, GOOD INSIGHT INTO THE PRESENT AND THE FUTURE
- EXCELLENT SPEAKER
- JEAN MICHEL BILLAUT TOOK THE TROUBLE TO PREPARE HIS SLIDES IN ENGLISH, EVEN THOUGH HE GAVE HIS PRESENTATION IN FRENCH, VERY ORIGINAL PRESENTATION
- M BILLAUT IS MORE KNOWLEDGEABLE THAN ANYONE ELSE ON THIS SUBJECT, BUT SHOULD LEARN HOW TO SUMMARIZE AND SYNTHETISE HIS IDEAS, RATHER THAN EXPLAIN EVERYTHING
- presentation interressante, dynamique ayant une vision globale de l impact de l internet sur l economie, la vie en general
- TRANSLATION
- EXCELLENT CHOIX DE CONFERENCIER
- EXCELLENT SPEAKER, VERY INFORMATIVE AND ENGAGING
- PRACTICAL KNOWLEDGE OF SPEAKER
- LA QUALITE DU CONFERENCIER
- TRES BELLE SYNTHESE DE L ECONOMIE ET DES ENJEUX ECONOMIQUES
- M BILLAUT ETAIT TRES DYNAMIQUE, COMIQUE A L OCCASION. SA PRESENTATION ETAIT TRES INTERRESSANTE
- EXCELLENT SPEAKER (J-M BILLAUT) REALLY ENJOYED HEARING OF HIS METHODS AND TECHNIQUE
- TOO DIM, CAN T SEE SPEAKER. LOAD TO HEAR ABOUT OTHER GOVERNMENTS
- WHO KNOWS HAD NO IDEA THAT PLENARY SESSION WAS IN FRENCH, WHEN I STARTED i RUN BACK TO GET TRANSLATION DEVICE, THERE WAS A LONG LINE UP
- LE SUJET ETAIT TRES INTERESSANT. LE SPEAKER CONNAISSAIT BIEN SONT SUJET ET APPORTAIT DES ANECDOTES ET DE L HUMOUR
- J-M BILLAUT IS AN INFORMATIVE AND INTERESTING SPEAKER
- BON RYTHME, EXPOSE BIEN INSTRUIT, PLEIN D EXEMPLES FACILES D ACCES ET EXPOSE AVEC DYNAMISME ET BONNE HUMEUR
- THE SPEAKER GAVE SPECIFIC EXEMPLES AS WELL AS GENERAL CATEGORIES
- LE PLUS INTERESSANT JUSQU A MAINTENANT, J ESPERE LE REVOIR L AN PROCHAIN
- UN BON SOMMAIRE DE L IMPACT ECONOMIQUE DE L INTERNET. DE BONNES PISTES DE REFLEXION POUR L AVENIR
- VERY INFORMATIVE SPEAKER, I LIKE HAVING THE TABLES THAT I CAN TAKE NOTES ON



- TRES ACTUEL ET PERTINENT
- GOOD CONTENT
- PRESENTATION ANIMEE ET TRES INTERRESSANTE. LE SUJET EST TRES PERTINENT
- TRANSLATION WAS GOOD
- INTERESTING AT THIS POINT SOME CONTENT IS BECOMING REPETITIVE
- VISIONARY
- TONE WAS GOOD, VISIONARY, GLOBAL WITH A SENSE OF HUMOUR
- M BILLAUT IS AN ENTAIRTING SPEAKER. IT IS A GOOD IDEA TO HAVE SPEAKERS FROM OUTSIDE OF CANADA TO GATHER A DIFFERENT PERSPECTIVE
- WOUL HAVE PREFERRED IF HE GAVE US IDEAS TO GET CANADIAN TO BUY INTO THE IDEA OF INTERNET SERVICES
- EXCELLENT SPEAKER, EXAMPLES WERE VERY PERTINENT. START UP STOCK EXCHANGE ANALOGY
- EXCELLENT PRESENTATEUR ET CONTENU
- PERFECT INFORMATION FOR THE CONTENT, GREAT SPEAKER
- BEST LECTURE SO FAR IN THE CONFERENCE
- INTERESTING TOPICS, VERY GOOD SPEAKER
- ENFIN QUELQU UN QUI PARLE DU COEUR ET DE LA TETE, EXCELLENT
- VERY INFORMATIVE EXCELLENT KNOWLEDGE ON SUBJECT MATERIAL
- EXCELLENT SPEAKER
- INTERESTING BUT NOTHING NEW
- EXCELLENT GUEST SPEAKER AND VERY INTERESTING TOPIC
- POURQUOI NOUS NE POUVONS PAS AVOIR 1 COPIE POUR PRENDRE DES NOTES
- FACILE A COMPRENDRE, EXCELLENTE SYNTHESE
- EXCELLENT KNOWLEDGEABLE SPEAKER
- THE SPEAKER WAS EXCELLENT
- GOOD SPEAKER INTERESTING CONTENT VIEW OF INTERNET
- EXCELLENT SPEAKER

#### Negative comments

- QUITE DISAPPOINTED THAT CLAUDETTE BRADSHAW WAS ILL AND UNABLE TO ATTEND-I HAD LOOKED FORWARD TO HEARING FROM HER
- FEW DIRECT COMMENTS FOR A GOV'T EMPLOYEE
- HIS VIEW DID NOT GIVE A LOT OF INSIGHT INTO WHERE PUBLIC POLICY IS GOING, WHERE SPEAKERS CHOSEN JUST BECAUSE THEY WERE FRANCOPHONE
- UT IN AND OUT
- NO HANDS OUT
- FRESH AIR PLEASE
- VRAIMENT TRES INTERRESSANT, CELA A FAIT MA JOURNEE ET PEUT ETRE MON CONGRES, MERCI

- I WOULD LIKE TO RECEIVE A COPY
- PRESENTATION SHOULD HAVE BEEN AT A HIGHER LEVEL, SPOKE MORE AS ACTIVIST, NOT ECONOMIST
- TOOK TOO LONG TO EARPHONES, TOO MUCH PROCESS, MAKE IT SIMPLE
- YES, TOO MUCH OF A HISTORY LESSON, PLENARY SESSIONS SHOULD HAVE 2 OR 3 SPEAKERS, DIFFERENT VIEW POINTS, BETTER DISCUSSION
- LIGHTING, DIFFICULT TO SEE THE SLIDES AND THE SPEAKER
- NOTHING, THIS ONE OF THE VERY BEST PRESENTATION YET
- WAAY TOO LONG. A SPEAKER SHOULD HAVE COURTESY OL LEAVING MORE THAN 5 MIN FOR QUESTIONS. HE TALKED FOR 55 MIN OF A 1 HR SESSION
- L UTILISATION DE LA LANGUE ANGLAISE PAR LES DEUX PRESENTATIONS DE M BILLAUT
- PERIODE DE QUESTION INUTILE, PAS DE SUPPLEMENT D INFO, ALOURDISSEMENT INUTILE DE LA CONFERENCE
- PLEASE MAKE SURE THAT DOCUMENTATION IS AVAILABLE ON THE INTERNET
- NO REPLACEMENT FOR MINISTER, DID NOT START AT 9 AM
- CEPENDANT ON DEMEURE TOUJOURS AU NIVEAU CONCEPTUEL
- THIS SLIDES WERE DIFFERENT TO SEE
- STOOD IN LINE OVER 20 MIN FOR 1575 RECEIVER. ORGANIZERS SHOULD GUARANTEE RETURN OF UNITS 50 PARTICIPANTS DON T MISS SPEAKERS WHILE STANDING IN LINE, HIGH LEVEL
- WHAT USEFULL INFORMATION DID WE GET? WE GOT A SPEECH ON GLOBAL ECONOMISCS + SOME MENTION OF INTERNET INVOLVEMENT. SPEAKER COMES FROM EUROPE
- THERE WERE ONLY 3 TRANSMUTTERS FOR THE TRANSLATION DEVICES AND ONE LOOKED DEAD, SO I HAD A LOT OF STATIC IN MY LOCATION UNLESS I HELD THE RECEIVER UP
- OVERGEADS WERE BETTER THAN SOME BUT STILL DIFFICULT TO READ. I SUGGEST YOU CIRCULATE GUIDELINES
- NEED SPEAKERS AND TOPICS RELATED TO FEDERAL GOVERNMENT, WHAT WE CAN DO?
- J-M BILLAUT AURAIT PU DEVELOPPER DAVANTAGE SES REFLEXIONS SUR LES CHANGEMENTS DES MODELES POLITIQUES
- TOPIC NOT VERY RELEVANT TOO IDEALISTIC
- MANQUE DE TABLES
- NO HANDOUTS
- DIFFICULT TO READ SLIDES FROM 2/3 OF THE WAY BACK
- ON A BESOIN DES NOTES DU SPEAKER
- IT SHOULD HAVE BEEN PARTIALLY IN ENGLISH TO GET MORE OF AN IDEA OF M BILLAUT S PERSONALITY

- THIS COMMENT HAS NOTHING TO DO WITH THE ACTUAL PRESENTATION, ONLY THE LOCATION THAT IS THE SMOKING IN THE HALLWAY OUTSIDE THE ROOM IS VERY DISTRACTING
- PAS DE TEXTE
- THE SIZE OF THE SLIDES IS TOO SMALL FOR THE SIZE OF THE ROOM
- THE SIMPLICITY WITH WHICH THE PRESENTOR EXPLAINS THE LINK BETWEEN TRADITIONAL OFFER AND DEMAND AND THE CHANGES INTERNET WILL BRING
- POUR TOUTES LES CONFERENCES, POURQUOI NE PAS UTILISER UN ECRAN POUR LES PRESENTATIONS EN FRANCAIS ET L AUTRE EN ANGLAIS
- NONE WOULDNT MIND HANDOUTS OF REGISTRATION
- PLEASE TELL PEOPLE TO TURN OFF THEIR CALL PHONES
- A BIT TOO LONG
- POOR QUALITY OF ENGLISH POWERPOINT
- BILINGUAL ENGLISH WAS ON RIGHT, FRENCH ON LEFT

***Canadians Connected: A Sustainable Model for Social Change in Canada***

Positive comments

- SOME SLIDES DID NOT WORK FOR THE SPEAKERS
- I M GLAD FOR DISCUSSION
- INTERESTING SPEAKER MOTIVATED, GOOD HUMOUR, INTERESTING ONE OF THE BEST SPEAKER
- PEOPLE WITH VISION, GOOD SPEAKERS
- DON T PRESENT INFO THAT IS NEARLY A DESCRIPTION OF WHAT YOUR DEPARTMENT WANTS TO DO I WOULD RATHER READ ABOUT IT ON MY TIME
- SOME SPEAKERS OUTSTANDING MORE CHAIRS. COFFEE SESSION ON SOCIAL COMPONENTS EXCELLENT
- INDICATE THE AUDIENCE FOR EACH SESSION ON THE PROGRAM
- PERSPECTIVES ON FUTURE DIRECTIONS, VERY USEFUL
- GOOD PRESENTATION. M SIMON GOOD AT ANSWERING PUBLIC S QUESTION
- RIEN
- EXCELLENT INFO
- SESSION TOO LONG
- SESSION GENERALEMENT ENNUYANTE SAUF POUR SANTE
- THIS WHOLE SESSION COULD HAVE BEEN DROPPED WITH NOT VISIBLE LOSS
- EXCELLENT PRESENTATION
- GOOD OVERVIEW DIFF INITIATIVES
- GOOD SPEAKERS, CONTENT AND FLOW

- FINALLY HAD SOME OTHER FEDERAL GOV DEPARTMENTS INPUT AND EXPERIENCES DISCUSSED, THIS IS WAS I EXPECTED
- GOOD CONTENT FROM DOUG HULL WITH SUPPORTING STATISTICAL DATA
- TIMING AND QUESTION PERIOD ANSWER VS CONTENT OF EACH PRESENTATION
- CONTENU SOLIDE, DANS LES 3 CAS
- UN PEU D HUMOUR OK
- INTERESTING VISIONS AND PLAN, BUT VERY UNIDIRECTIONAL, HOW CAN GOV USE INTERNET
- ECHANGES AVEC LA SALLE
- ONE OF THE BEST SESSION
- A SUBJECT FOR FUTURE, WHAT IS THE GOV S ROLE IN ENTAIRAINING TJE INTERNAUTES HOW SHOULD THE PUBLIC SERVICE USE
- TROP CIBLE COMME DERNIERE INTERVENTION, IL AURAIT ETE PLUS INTERRESSANT D AVOIR UN APERCU GLOBAL
- PUNCTUAL
- GOOD TOPICS, WOULD LIKE TO HEAR MORE ABOUT THE RESISTANCE FROM MEDICAL COMMUNITY AND USERS TO HEALTH ELECTRONIC RECORDS
- GOOD CAPABLE SPEAKERS
- GREAT TO HAVE THIS CALIBRE OF SPEAKERS
- SPEAKERS ADRESSED QUESTIONS VERY WELL WERE STRAIGHT FORWARD AND SPOKE CLEARLY THROUGHOUT
- QUALITY OF THE SPEAKERS
- DOUG HULL S PRESENTATION HOWEVER MALL SPEAKERS WERE GOOD
- SUJETS ABORDES
- SPEAKERS INTERESTING
- TOPICS WAS GOOD AND SPEAKERS WERE RELEVANT
- BEST OVERALL SESSION BY FAR
- PUT OVERHEADS ON A WEB SITE AND LET US REVIEW
- J AI BEAUCOUP APPRECIE LE FAIT QUE PLUSIEURS SESSIONS ETAIENT EN FRANCAIS
- SPEAKER DOUGH ROCH HRDC VERY GOOD, INTERESTING INFORMATION
- HOW THE WORLD IS COMING
- FELICITATIONS A DARYL ROCK POUR AVOIR PU FAIRE SA PRESENTATION MALGRE LES PROBLEMES D ORDINATEUR
- COMME D HABITUDE LES EQUIPEMENTS NE FONCTIONNENT PAS
- VISION OF FUTURE
- DIVERSITY OF SPEAKERS

Negative comments

- J AURAI AIME QUE LES DIAPOS SOIENT DANS LES DEUX LANGUES. LE PREMIER CONFERENCIER PARLAIT TROP VITE
- PROBLEMES TECHNIQUES CONCERNANT LES PRESENTATIONS VISUELLES
- PLACE AND SPEAKERS ARE NOT GOOD
- TOO MUCH MATERIAL TOO QUICKLY
- TECHN. FAILURE FROM 2ND SPEAKER, 2 SPEAKERS HAD NO HANDOUTS
- WOULD LIKE HANDOUTS BY ELECTRONIC MEANS
- NO NEW CONTENT. I COULD MORE PRODUCTIVELY HAVE BEEN AT WORK
- FIRST SPEAKER SPOKE TOO FAST
- TOO MUCH INFO AND NOT ENOUGH THOUGHT. NEED FEWER SESSIONS TO FORCE ALL TO HEAR
- IT IS UNFORTUNATE THAT THIS SESSION WAS CANCELLED I THINK THAT IT WAS THE ONE SESSION THAT WOULD HAVE GIVEN US INFORMATION ON WHAT WAS GOING TO HAPPEN REGARDING
- TRY TO AVOID OVERLAP. FACILITES, TERRIBLE AIR QUALITY
- HAVE BACK UP TO TECHNOLOGY FAILURES
- TECHNOLOGY FAILURE
- TOO BAD THERE WERE TECHNICAL PROBLEMS WITH PRESENTATIONS
- AFTER LUNCH, ROOMS NEED TO BE MUCH COOLER
- C EST UNE SCEANCE A LA GLOIRE DU GOUVERNEMENT, PAS D INFORMATIONS, PAS DE TEXTE ET DE PRESENTATION
- DOUG HULL TOO FAST
- THE TECHNOLOGY DID NOT WORK, COULD NOT SWITCH BETWEEN SPEAKERS, NOT ACCEPTABLE FOR A TECHNOLOGY CONFERENCE, NO HANDOUTS
- FRANCAIS? TOUTES CES PRESENTATIONS ET TOUT LE MATERIEL INFORMATIQUE ETAIENT EN ANGLAIS
- DOUG HULL S PRESENTATION WAS RELEVANT BUT UNILINGUAL
- WOULD LIKE HANDOUTS OF PRESENTATIONS
- THROUGHOUT THE CONFERENCE THE AV CONNECTIONS TO PERSONAL COMPUTERS HAS CONSISTENTLY BEEN A PROBLEM
- TECHNOLOGY FAILURE
- PC VIEWERS FAILED, ONE OF THE BEST SESSION, I WAS DISAPPOINTED IN GENERAL WITH THE 2 DAYS
- VERY BAD A.V. BOTH DAYS ACCROSS ALL PRESENTATIONS FAILURE OF AV IS VERY ANNOYING FOR SUCH MAINSTREAM, BULLET PROOF TECHNOLOGY
- UNAVAILABILITY OF ELECTRONICS PRESENTATIONS
- SUGGESTION INCLURE DES REPRESENTANTS D USAGERS

- NOT ENOUGH INFO ON E COMMERCE, NOTHING WAS SHOWN IN PRESENTATIONS ON THE FLOOR
- LACK OF SLIDES
- FRANCAIS NETTEMENT INSATISFAISANT AUCUNE PRESENTATION BILINGUE, TECHNOLOGIE DEFICIENTE
- SLIDES FOR 1 PRESENTATION DIDN'T WORK
- PLEIN DE JARGON INCOMPREHENSIBLE
- TO LEARN FROM INFORMED, DEMANDING CITIZENS WHO ARE INTERNET USERS
- SLIDES FAILED
- ASPECT LINGUISTIQUE COMPLETEMENT IGNORE DANS CET ATELIER
- IL SERAIT INTERRESSANT DE FAIRE LE POINT SUR LA SECURITE SUR INTERNET
- TECHNOLOGY DID NOT WORK
- ENTERTAINMENT TO ENSURE THAT WE SERVE THE PUBLIC'S NEED
- TECHNICAL PROBLEMS
- SEEM TO NEED BETTER PRESENTATION EQUIPMENT WOULD LIKE HANDOUTS
- CAN'T SEE SLIDES, TOO BUREAUCRATIC.
- BUREAUCRATIC
- IT S AMAZING THAT WE CAN'T MADE THE AV EQUIPMENT WORK MORE RELIABLY
- NO SALES JOBS, APPLY TO WEB, GET PRIVATE COMPANIES TO MAKE PRESENTATIONS
- SPEAKERS WERE BRIEF, ALSO THEY APPEARED WILLING TO GO BEYOND THE STANDARD BUZZ WORDS
- AGAIN AV FAILURE, DIMINUES VALUE OF ONE PRESENTER
- LA TECHNOLOGIE DES PRESENTATIONS DEVRAIT FONCTIONNER
- ROOM NOT VENTILATED PROPERLY
- INTERNET CONNECTION DOWN, PRESENTATION SLIDES NOT WORKING
- ROOM A BIT TOO COLD, LEFT OVERHEAD TOO DARK
- SEEING WHAT OTHERS ARE DOING MAY BE NICE BUT HOW DOES IT RELATE TO ME?
- GOV ON THE NET SHOULD NOT EXPERIENCE TECHNICAL PROBLEMS
- ENNUYANT A PERIR A PROSCRIRE L AN PROCHAIN A TOUT PRIX
- TOO ROSY A PICTURE EVERYTHING IS WORKING WELL
- A CONFERENCE ON TECHNOLOGY SHOULD HAVE TECHNOLOGY THAT WORKS
- SLIDES WORKED FOR ONLY 1 SPEAKER
- PROBLEMS WITH PRESENTATIONS
- TEMPERATURE OF THE ROOM AND POOR PRESENTATION TECHNOLOGY
- TOO MANY TECHNICAL PROBLEMS, TURN OFF THE AIR CONDITIONING
- NO SLIDES FOR LAST TWO PRESENTATIONS
- SLIDE DID NOT WORK
- SLIDES WERE TOO SMALL TO READ

- LES PROBLEMES TECHNIQUES
- THE NETWORK SET UP DURING THAT LAST 2 DAYS HAS BEEN SPORADIC
- PROBLEMS WITH AV. SHOULD NOT HAPPEN AT THIS TYPE OF CONFERENCE
- IN SEVERAL SESSIONS, TECHNOLOGY FAILURE, DISTRACTING
- FROM PCS IN THE FOYER OR HALL
- 2ND SPEAKER COULDN'T USE HIS SLIDES
- OVERHEAD SLIDES DIDN'T WORK ONCE AGAIN
- AUCUN SPEAKER NE PARLE FRANCAIS, POURQUOI DEVONS-NOUS ETRE PENALISES
- QUE LA SESSION DE GOC COMMON LOOK AND HEAD SOIT ANNULEE
- HEALTH CANADA PRESENTATION WAS MOST IRRELEVANT
- POUR AUDIOVISUAL, FLASH CUBE AND PHOTO SHOOTS A NUISANCE
- TECHNOLOGY, SLIDES NOT PRESENTED DUE TO TECH DIFFICULTIES, THIS IS UNACCEPTABLE AS TECH ISSUES WERE EXPERIENCED THROUGHOUT 2 DAYS
- CAN'T SEE THE SPEAKERS. ALL PEOPLE IN AUDIENCE WHO LEFT THEIR CELLPHONES (RINGING)

#### **Wrap-up: The Net Result**

##### Positive comments

- MICHEL CARTIER A FAIT UNE EXCELLENTE PRESENTATION QUI FAIT REFLECHIR
- BONNE ARTICULATION DE LA PROBLEMATIQUE ET DES DIFFERENTS PROBLEMES
- 2 PRESENTATIONS INTERESSANTES MAIS COMPLETEMENT A COTE DU SUJET
- ALL EXCELLENT SPEAKERS-VERY THOUGHT PROVOKING
- VERY INTELLIGENT, ELOQUANT SPEAKERS
- GOOD CLOSE
- HIGH LEVEL DISCUSSION-QUALITY OF SPEAKERS
- A GOOD AWAKENING TO THE REAL CHALLENGES FACING US-REMEMBER THE CLIENT
- VERY GOOD OVERVIEWS-DIFFERENT OPINIONS AND ASPECTS OF SITUATIONS
- ENJOYED VIEWS AND RECOMMANDATIONS OF MICHEL CARTIER-APPRECIATED THE STATS AND BUSINESS USE SUMMARY FROM WESTCOTT AND ADVISE OF GRAB AND SHARE OF USE ECONOMY
- GRANT WESTCOTT, MICHELLE D'AUROY ESPECIALLY GOOD PRESENTATION
- MR OVERHEAD GUY SUCKED LARGE

- C'EST LA SEULE SCEANCE OU ON A VRAIMENT ENTENDU MENTIONNEEE (PAR 2 PRESENTATEURS) LA QUESTION DE LA LANGUE QU'IL FAUDRA DEVELOPPER SI ON VEUT OFFRIR UN BON PROD
- CLAUDE SIROIS-MODERATOR WAS EXCELLENT
- PUNCTUAL
- THE MODERATOR FOR THIS SESSION WAS EXCELLENT
- IN GENERAL, THE SECOND DAY OF CONFERENCE WAS MUCH BETTER ORGANIZED IN TERMS OF FACILITATING SPEAKERS AND PARTICIPANTS OF CONFERENCE
- AVOIR LA CHANCE D'AVOIR UN PRESENTATEUR ET UN ANIMATEUR FRANCOPHONES! BEAUCOUP APPRECIE LA PRESENTATION DE M CARTIER
- LE FRANCAIS A ETE PRESENT ET CELA EST ESSENTIEL ET EXCELLENT
- MICHEL CARTIER NOUS A DONNE UNE VUE BIEN DIFFERENTE DES AUTRES SPEAKERS "SOCIAL"-J'AI BIEN AIME SON INTERVENTION
- LA GLOBALITE PRESENTEE PAR M WESTCOTT
- GRANT WESTCOTT'S ATTENDANCE
- MODERATOR WAS EXCELLENT
- INFO WAS INTERESTING (BUT COULD HAVE BEEN PRESENTED MUCH EARLIER DURING CONFERENCE)
- MODERATOR'S SENSE OF HUMOR
- GOOD WRAP UP BY CARTIER-WESCOTT'S PRESENTATION SHOULD HAVE BEEN A THE BEGINNING NOT AT THE END(WELL DONE)-MICHELLE DORE DID A GOOD JOB FILLING IN
- MICHELLE DORE WAS A GREAT SUBSTIUTTE-MORE OF HER HUMOUR
- 3 POINTS DE VUE COMPLEMENTAIRES-CONTENU SUBSTANCIEL
- WASN'T MUCH OF A WRAP UP-WERE THEY AT THE CONFERENCE? THERE WERE REALLY NO NUGGETS OF WISDOM DELIVERED
- LITTLE TO SAY
- EXCELLENT KNOWLEDGE BASE OF PRESENTORS
- SIROIS INTRO WAS INTERESTING AND INFORMATIVE
- SOME GOOD SLIDES
- MUCH HIGHER LEVELS OF AWARENESS SINCE LAST YEAR
- EXCELLENT SESSION BY MR CARTIER, HONEST & TOUGHT PROVOKING-BACK TO BASICS, GET ORGANIZED MESSAGE IS NOT HEARD ENOUGH
- ENJOYED SCOT WESTCOTT PRESENTATION
- JE VOUDRAIS FELICITER LES ORGANISATEURS DE CETTE CONFERENCE, UNE GAMME IMPRESSIONNANTE-SUIS PARTICULIEREMENT SATISFAIT DE LA QUALITE DES INTERV.EN FRANCAIS
- EXCELLENT INFO SESSIONS-EACH SPEAKERS WAS EXCELLENT-VERY INFORMATIVE
- POINT OF VIEW OF MICHEL CARTIER VERY INFORMATIVE



Negative comments

- THE FACILITATOR WAS DIFFICULT TO UNDERSTAND IN EITHER OFFICIAL LANGUAGE-VISUAL AIDS WERE FINE TO BE SEEN ADEQUATELY
- WHEN IT IS KNOWN THAT A SESSION WILL BE IN A LANGUAGE OR ANOTHER THIS SHOULD BE IDENTIFIED IN ADVANCE OFFERING A BETTER DECISION/CHOICE, RE; TRANSLATION ASSISTANCE
- DEUX PRESENTATIONS UNILINGUES-UN SMA DEVRAIT PRESENTER SA MATIERE DANS LES DEUX LANGUES
- JE CROYAIS ASSISTER A UNE SEANCE BILAN...PERSONNE N'A PRESENTE UNE VISION SYNTHETISEE
- MR WESTSCOTT SLIDES, THE PRINT WAS TOO SMALL TO READ-ALTHOUGH THE PRESENTATION WAS INTERESTING
- SPEAKERS SEEMED TO HAVE CANNED PRESENTATIONS RATHER THAN BEING RESPONSIVE TO THE REST OF THE CONFERENCE
- PUT GOVNET ON THE INTERNET AND SAVE US THE \$ FOR TRAVEL
- PLEASE ASK PEOPLE TO PUT OFF THEIR CELL PHONES!!!AT THE VERY LEAST RINGERS SHOULD BE ON LOW VOLUME AND CALL SHOULD BE LIMITED TO URGENT MATTERS ONLY-BASIC CIVIL
- FELT IT COULD HAVE BROUGHT THE TOPICS MORE TOGETHER INSTEAD OF GENERALIZATION-FELT GRANT WESTCOTT FOCUSED MORE ON POINTS OF INTEREST
- THE LOW TECH OVERHEADS WORKED, THE COMPUTER BASED ONES WERE FRUSTINGLY USELESS
- INTERPRETATION WAS NOT GREAT-MAYBE M. SIROIS MADE NO SENSE IN FRENCH-BUT WHAT CAME THROUGH ON THE INTERPRETATION WAS DISJOINTED AND UNFOCUSSED
- MORE ADVERTISING OF THE CONFERENCE
- BETTER OVERHEADS/COMPUTER LESS FRENCH
- BEAUCOUP DE REPETITION D'INFOS
- I WANT THE COMMON LOOK AND FEEL-BRING IT BACK NEXT YEAR
- AGAIN;COULDN'T SEE SLIDES , SHOULD BE ABLE TO GET PRESENTATION OFF THE WEB;SINCE NO HAND OUTS COULD NEED HANDOUTS TO SEE SLIDES-TOO FAR TO SEE FROM THE FRONT.
- ROOM TOO COLD
- SHOULD HAVE BEEN A BETTER BALANCE IN LANGUAGE USAGE BY THE MODERATOR;IT WAS SPARCE WITH RESPECT TO ENGLISH
- IN GENERAL ALL DAY; SESIONS NEED MORE SHARING OF EXPERIENCES BETWEEN OUR GOV'T COLLEAGUES
- THIS WAS NOT A WRAP UP. IT SUCKED
- LA QUESTION DE LA LANGUE DANS LES AUTRES PRESENTATIONS N'A MEME PAS ETE EFFLEUREE PAR LES PRESENTATEURS
- TEXTE TROP PETIT SUR LES DIAPOS
- GAINED VERY LITTLE INFO-QUICK RECAPS OF ALL STATS;MONOTONE PRESENTATIONS

- NOT MUCH OF A WRAP
- ROOM SHOULD BE BETTER VENTILATED. COULD SMELL CIGARETTE SMOKE ALL THE TIME IN THE HALL
- YOUR GUIDES SHOULD ADVISE AS TO WHICH LANGUAGE THE PRESENTATION WILL BE IN AHEAD OF TIME!!FRENCH OR ENGLISH SO ONE CAN DETERMINE IF YOU NEED A TRANSLATOR
- A POOR SUMMARY OF THE CONFERENCE-HARDLY ANY CONNECTION TO PRIOR PROGRAM
- PARTICIPANTS SHOULD BE WARNED IN ADVANCE OF THE RISK TO HEALTH IN ATTENDING A CONFERENCE IN QUEBEC DUE TO THE LACK OF ADEQUATE SMOKING BY LAWS
- MANQUE DES TABLES ET LE SYSTEME DE SON EST MEDIOCRE (SUR LE COTE DE LA SALLE SEULEMENT) TEMPERATURE CHAUDE
- WOULD LIKE SPEAKERS SLIDES/NOTES ONLINE
- EN GENERAL LE SERVICE DE TRADUCTION ETAIT PLUTOT DECEVANT-IL FAUDRAIT FOURNIR DES TRADUCTEURS AYANT DES CONNAISSANCES AVEC LA TECHNOLOGIE ET LES SUJETS ABORDES
- NOT REALLY A WRAP UP M CARTIER???.NOT A WRAP UP M. WESTCOTT
- SPEAKERS WENT ON LONGER THAN THEY NEEDED TO; MULTIMEDIA SLIDES TOO DIFFICULT TO SEE; ENOUGH WITH THE PHRASE KNOWLEDGE BASED ECONOMY ALREADY!
- REMARQUES NEGATIVES; LA QUALITE DU TON ET DE LA TRADUCTION DE L'INTERPRETE MASCULIN DE L'APRES MIDI FUT POUR MOI UNE OCCASION DE FRUSTRATION TRES GRANDE
- WOULD NEED BINOCULARS TO SEE SLIDES-END TIMES SHOULD BE PUBLISHED-FAULTY HEADSET CONNECTION
- THE SESSION WAS TOO LONG-THE SPEAKERS WENT OVER THEIR TIME LIMIT
- SESSION WASN'T AT ALL WHAT WAS PROMISED-NOT A WRAP UP ON SYNTHESIS, JUST MORE PRESENTATION,LARGELY REGURGITED WHAT WE ALREADY HEARD-TRANSLATOR SOUNDED BORED
- SOME SLIDES WERE DIFFICULT TO READ-PRINT WAS TOO SMALL-TOO LONG FOR WRAP UP SESSION AND DRY
- WHY DID WE NOT DEAL WITH THE LACK OF A COMMON 'PLATFORM'(ALSO APPLICATION, TRAINING,ETC.) WITHIN THE FEDERAL GOVT?
- SMOKE IN CONFERENCE HALL
- LA VOIX MONOTONE DU TRADUCTEUR FRANCAIS
- IT WAS FREEZING IN THE ROOM
- DEUX PRESENTATIONS NON LISIBLES A PARTIR DE LA 2E MOITIE DE LA SALLE
- SUGGESTION; ON-LINE TRAINING COURSE CONTENT CREATION AND DELIVERY
- TELL THE PRESENTERS TO MAKE THEIR VISUALS VISIBLE TO THE BACK OF THE ROOM

- DO NOT HOLD THE NEXT CONFERENCE SO CLOSE TO GTEC- INFORMATION \$ PRESENTATIONS FROM GTEC JUST RECYCLED AT THIS CONFERENCE-TEMPERATURE TOO HOT & THEN TOO COLD
- IT WAS BIZARRE TO HAVE WRAP UPS FROM PEOPLE WHO DID NOT ATTEND THE SESSIONS
- WANTED COPY OF PRESENTATIONS
- LESS OF A WRAP UP THAN A STATEMENT OR RE-STATEMENT OF PRESENTORS VIEWS
- SLIDES SHOULD HAVE BEEN IN BOTH LANGUAGES-MORE VISUAL AID WOULD HAVE BEEN BETTER
- THE MISSED GROUP CONNECTION OPPORTUNITIES BY GROUPS OF INTEREST-THE NETWORK OF "DOERS" WAS NOT LINKED
- WAS EXPECTING MORE CONCRETE DISCUSSION ON SUMMARIZING THE PRESENTATIONS-ALSO WANTED A CLEARER ACTION PLAN
- WHY WEREN'T THERE HANDOUTS AT ANY SESSION I ATTENDED
- INTERESTING, BUT NOTHING NEW SESSION BY WESTCOTT, WE'VE ALL HEARD THIS BEFORE, BUT IS NOT HELPING ME GET ON WITH IT IN MY ROLE AS GOV'T SERVICE DEVELOPER
- SPEAKERS WHO DON'T RESPECT TIME LIMITS-MODERATE WHO DOES NOT REMIND THE SPEAKER OF TIME LIMITS-WESCOTT SHOULD HAVE DONE THE MORNING SESSION, MORE RELEVANT-TOO M
- FRANCAIS

***Windows on Canada — Gateways to Government and Beyond***

Positive comments

- BOTH SPEAKERS WERE INTERESTING AND WELL VERSED IN THEIR TOPICS-WAS ESPECIALLY GLAD TO LEARN MORE ABOUT CULTURENET AND ITS SERVICES
- LEARNED SOMEWHAT THE STRUCTURE OF SEARCH ENGINES AND STRUCTURE OF CULTURENET DATABASE
- POUR LA CONFERENCE EN GENERAL; EXCELLENTS PRESENTATEURS QUI ONT PARTAGE LEURS POINTS DE VUE
- SPEAKERS WERE GOOD
- LA QUALITE DE L'INFORMATION
- LLOYD BEBOW WAS PARTICULARLY INTERESTING, HOWEVER WAS NOT GIVEN THE TIME TO MAKE PRESENTATION
- ENJOYED THE 3 SPEAKERS AND HOW THEIR SPEECHES WERE CONNECTED
- SHERRI HELWIG
- NOTHING
- A LITTLE BIT OF NEW INFO
- CULTURENET STRUCTURE PROVIDE SOME IDEAS, DO THE SIDE I WORKED IN

- LES PRESENTATIONS SUR POWERPOINT ONT AIDE A GARDER MON INTERET MAIS LES PRESENTATIONS AURAIENT DU ETRE DANS LES 2 LANGUES AU MOINS
- BENBOW'S PRESENTATION WAS INFORMATIVE AND WELL RECIEVED-HIGHLY SATISFIED
- WERE A FEW USEFUL OBSERVATIONS AND LESSONS LEARNED
- INFO REGARDING ALTAVISTA'S PARTNERSHIPS
- WAY TO SPECIFIC TOPIC FOR A GENERAL CONTENT WORKSHOP
- VERY INTERESTING TO HAVE STRONG PLAYERS PRESENT-WHY NOT HAVE INVITED KEY GVT WEB PORTALS COORDINATORS FROM CIO CANADA SITE,NLC

#### Negative comments

- SEATING ARRANGEMENTS WERE CRAMPED AND NOT ESPECIALLY COMFORTABLE, THE ROOM COULD HAVE BEEN WARMER
- THE FACT THE PRESENTERS WERE NOT ABLE TO DEMONSTRATE "LIVE"
- PLUTOT COMMERCIAL- SURTOUT ALTAVISTA CANADA
- FOCUS ON APPLICATION NOT WHO WE ARE/WHAT WE DO-HOW CAN WE BENEFIT FROM KNOWLEDGE "LESSONS LEARNED"
- THE ALTAVISTA CANADA AS WELL AS THE CULTURENET PRESENTATIONSWERE MAINLY COMMERCIALS
- LIGHTS SHOULD BE TURNED OFF-HARD TO SEE SLIDES-TEMPERATURE TOO WARM
- VERY COMMERCIAL ORIENTED-EXPECTED MORE ABOUT CONCEPT, BEST PRACTICES-DIDN'T SEEM LIKE LEADING PEOPLE
- POUR LES DIFFERENTS VOLETS, IL N'Y AVAIT PAS ASSEZ DE TEMPS PAR PRESENTATEUR, SUJETS PAS ASSEZ APPROFONDIS-INVITER PLUS DE PARTENAIRES POUR PARTAGER LEURS EXPE
- ROOM WAS TOO HOT
- CULTURENET; UN PEU TROP DETAILLE
- VERY GENERAL-DIDN'T REALLY PROVIDE ME WITH ANY NEW INFO (EITHER AS A GOV'T EMPLOYEE OR AS A CITIZEN USING THESE SERVICES)
- LACK OF DEPTH
- WOULD HAVE LIKED TO HEAR SPEAKER FROM HEALTH CANADA, HOWEVER SPEAKER WAS UNAVAILABLE
- AGAIN NO TIME FOR EXCHANGE-RUSHED TO NEXT SESSION
- PAS UTILE-ON CROYAIT ASSISTER A UN MESSAGE PUBLICITAIRE
- ALTAVISTA CANADA PRESENTATION HAD NO DEPTH, REALLY PRESENTED VERY LITTLE INTEREST TO GOV'T WEB DEVELOPERS
- THIS SESSION DID NOT PROVIDE NAY NEW INSIGHTS THAT WILL HELP ME IN MY WORK
- NOT WHAT I EXPECTED BASED ON THE WRITE UP -LOOKING UP MORE GOV'T SPECIFIC INFO

- I FELT I WAS IN A SEMINAR THAT WAS TRYING TO SELL ME A PRODUCT, IT WASN'T GOV'T FOCUSED, I'M NOT AT A GOV'T CONFERENCE-THE CULTURE PRESENTATION WAS TO SELL US O
- TOO LONG JUST TO SAY A FEW THINGS
- J'ATTENDAIS PLUS D'INFORMATIONS SUR LE CONTENU DES SITES ET LA QUALITE DES INFORMATIONS SUR LES SITES, PAS SEULEMENT UN SALES PITCH D'ALTAVISTA OU CULTURENET
- WHAT HANDOUTS????
- CULTURENET-TOO MUCH FOCUS ON OTHER COUNTRIES THAT HAVE COPIED THEIR SITE
- MOSTLY A SALES PITCH FOR ALTAVISTA CAN.AND CULTURENET-NO ATTEMPT TO REALTE TO CONFERENCE TOPICS, GOALS ETC..
- 1ST SPEAKER NOT VERY HELPFUL-TOO MANY PLUGS FOR ALTAVISTA CANADA WITHOUT PROVIDING INFORMATION FOR GOV'T
- TOO MUCH OF A SALES PITCH
- WANTED INFOS ON THE HOW'S AND WHY'S OF DEVELOPING PORTALS-PROCESSES TO DETERMINE A PORTAL DESIGN-TOO MUCH 'ADVERTISING' OF THE SPEAKER'S PRODUCT
- NOT VERY RELEVANT TO TECHNOLOGY IN GOV'T
- NO TABLES TO WORK ON-GENERAL COMMENT-NO WATER AVAILABLE-TOO MUCH AD ADVERTISING FROM ALTAVISTA- TOO HOT AND SESSION TOO LONG
- ALTAVISTA PRESENTATION WAS TOO MUCH OF A PROMOTIONNAL COMMERCIAL PRESENTATION-INSUFFICIENT LINK MADE TO ISSUES OF GOV'T AND NET-INABILITY OF PRESENTERS TO GO ON
- DID NOT RELATE TO "FUTURE" WEBSITE PROVIDERS.HOPING TO GET INSIGHT FROM THE SPEAKERS EXPERIENCE-THIS WAS NOT DONE
- NOT RELATED TO SESSION AS DESCRIBED IN PROGRAM
- NO FEED BACK RELATING TO TOPIC DESCRIBED IN AGENDA. EXPERIENCES, LESSONS LEARNED...
- NEITHER SPEAKER DOES CONNECTION DO POSSIBLE GOV'T APPLICATION
- THE LIGHTING SHOULD HAVE BEEN DARKER FOR US TO SEE THE SLIDES AND PRESENTER STILL COULD READ HIS NOTES-DISAPPOINTED AT THE TOPICS COVERED-NO TOOLS/MECHANISMS/IN
- 1ST SPEAKER-HIS TOPIC WAS A DESCRIPTION OF ALTAVISTA-MORE APPROPRIATLY DONE AT THE EXIBITS -NO STIMULATING INFO FOR THIS CONFERENCE
- LA SALLE N'EST PAS BIEN ORGANISEE-LES PRESENTATEURS N'ETAIENT PAS PARTICULIEREMENT ANIMES
- SHERRI HELWIG-VERY DISAPPOINTING-DON'T CARE ABOUT THE ADMINISTRATIVE INNER WORKINGS OF CULTURENET-HIGHLY DISSATISFIED WITH THIS PRESENTATION

- C'EST QUOI LE RAPPORT AVEC NOTRE CONFERENCE? J'AI VU 2 "INFOMERCIALS"
- VERY NARROW INTEREST, NOT A BROAD COVER UP OF THE TOPIC
- TOO MUCH "SELLING" OF THE PRODUCT ESPECIALLY IN ALTAVISTA CANADA PRESENTATION
- TOO HOT AND DIFFICULT TO SEE SCREEN FROM REAR OF ROOM (TOO LONG AND NARROW)-SPEAKERS NEED TO MAKE LINK BETWEEN WHAT THEY DO AND WHAT OTHER DO.
- TOO MUCH "WHAT WE DO" AND NOT A LOT OF DEPTH
- CULTURENET; DID NOT GAIN ANY USEFUL INFO REGARDING PARTNERING WITH OTHER SITES
- REALLY DID NOT ADD ANY VALUE-TEMPERATURE OF ROOM WAS A LITTLE TOO HIGH ESPECIALLY WITH LOTS OF PEOPLE IN THE ROOM
- THIS SESSION/SPEAKER DID NOT DELIVER WHAT WAS PROMISED IN THE PROGRAM! SALES SPEACHES SHOULD NOT BE PERMITTED
- DID NOT COVER MATERIAL INDICATED IN THE PROGRAMME "HOW TO DECIDE, WHAT TO INCLUDE, MAINTAINING THE SITES, ETC."
- LONG/NARROW ROOM-TOO HOT AND BRIGHT-VERY POOR PHYSICAL SET-UP-2ND SPEAKER TOO LONG-SESSION WAS REALLY USEFULL FOR GOV'T ON THE NET
- ALTAVISTA SALES PITCH
- CROWDED AND SMALL ROM
- BEING UNINFORMATIVE-
- HIGHLY IRRELEVANT TO GOV'T ON THE NET
- THE ROOM WAS EXTREMELY HOT AND THE SPEAKERS WERE EXTREMELY BORING
- NO TABLES TO WRITE ON

***The Devil's Triangle (Technology, Economy and the Social Community)***

Positive comments

- THEME PROVOCATEUR
- 2 OUT OF 3 SPEAKERS RELEVANT- ALWAYS A CHALLENGE TO BRING IN THE PRIVATE SECTOR
- THEME SOCIETAL
- IDEE DE LA CONFERENCE
- DEPTH OF KNOWLEDGE OF SPEAKERS
- GOOD FACILITATOR
- LA POSE DE QUESTIONS FONDAMENTALES POUR LA GOUVERNE DE NOTRE PAYS EN VOIE DE MUTATION DU A L'INTERNET
- LA PRESENTATION DE TAILLEFER
- ALEX TAILLEFER WAS INCROYABLE! HE WAS INTERESTING, INFORMED AND VERY FUNNY

- ALEXANDRE TAILLEFER FROM INTELLA WAS RIGHT ON WITH HIS MESSAGE, VISION AND HUMOR
- TRES BONNE PRESENTATION DES INVITES-BONNES QUESTIONS POSEES DURANT LES PRESENTATIONS
- PRESENTATION/POWERPOINT MATERIAL ONLY AVAILABLE IN ONE LANGUAGE ONLY (FRENCH)

#### Negative comments

- UNILINGUAL SLIDES
- ECRITURE TROP PETITE DES ACETATES
- LITTLE RELEVANCE TO GOV'T REALITY
- PAS ASEZ PRES DU SUJET POUR QUELQUES CONFERENCIERS
- TALKED ABOUT THE TECHNOLOGY AND THE CITIZEN NOT ENOUGH ABOUT SOCIAL COMMUNITY, NOT MUCH NEW OR APPLIED KNOWLEDGE
- MANQUE DE FOCUS SUR LE SUJET
- RAN VERY LATE
- WHY USE OVERHEADS AT AN INTERNET CONFERENCE? GET A PC?
- WOULD LIKE TO HAVE HANDOUTS OR OPTION OF TAKING THEM

#### ***Technology and Knowledge Management Models***

#### Positive comments

- LA PRESENTATION DE LA DAME DE RNC ETAIT LA SEULE VRAIMENT CONNECTEE AU THEME DE LA CONFERENCE
- A HOLMES
- HELPFUL TO KNOW RESEARCH BUT PAD TOO FAST TO ABSORB IT, I HOPE THE INFO IS AVAILABLE ON THE NET
- 1ER CONFERENCIER LIEUX COMMUNS ET GENERALITES, 2E OK MAIS NON RELIE AU PRECEDENT, 3E TRES BON CONTENU
- GOOD PROGRESS FROM THEORITICAL TO PRACTICAL
- THE MORE IN-DEPTH, PRACTICAL PRESENTATION BY THE THIRD PRESENTER
- A VIEW FROM THE US. ENCOURAGEMENT TO ENGAGE COMMUNITY
- NOT MUCH, I MADE A BAD DECISION IN ATTENDING THIS SESSION
- TECHNICAL ISSUES COVERED BUT NOT TOO MUCH AS INFO ACCESSIBLE AT ALL
- THE LAST SPEAKER PRACTICAL
- COGAS PRESENTATION WAS WELL DONE AND VERY INTERESTING RELEVANT
- LA DERNIERE PRESENTATION ETAIT PLUS INTERRESSANTE, CELLE DE NRC
- GOOD CONTENT

- LOTS OF INFO PROVIDED IN A SHORT PERIOD OF TIME
- THE CONTENT IN GENERAL WAS VERY INTERESTING
- KNOWLEDGE OF THE SPEAKERS
- I FINALLY UNDERSTAND THE IMPORTANCE OF METADATA
- GOOD PACE AND GRAPHICS, NRC PRESENTATION VERY USEFULL
- COGNO SPEAKER WAS EXCELLENT
- 3E PLUS CONCRET
- USEFULL INSIGHT, GOOD TOPICAL OVERVIEW - CHECKLIST, GREAT PANEL
- A BIT LONG

#### Negative comments

- HANDS OUT NOT AVAILABLE
- LES DIAPOSITIVES N'ETAIENT PAS DANS LES DEUX LANGUES OFFICIELLES, RIEN DE NOUVEAU DANS LA PRESENTATION DE M RILEY
- BUSINESS INTELL SPEAKER (COGNOS) NOT PARTICULARLY APPROPRIATE
- LES DEUX ECRANS DE LA PRESENTATION SONT EN ANGLAIS. ON N'INFORME PAS LES PARTICIPANTS DE LA DISPONIBILITE DU SERVICE DE TRADUCTION
- SPEED OF SPEAKER.
- PLEASE STOP ANY TECHNICAL WORK WHILE A SPEAKER IS UP THERE
- MORE DEPTH ON KNOWLEDGE MANAGEMENT IS WHAT I EXPECTED
- COMPARING HER RESEARCH TO WHAT WE ARE DOING ONLINE
- SUBSTITUTING SPEAKERS TOPICS PRESENTED
- HAND OUTS SHOULD BE PROVIDED
- LA PRESENTATION, DIAPORAMA SEULEMENT EN ANGLAIS DU DEJA VU
- COGNO DIDN T HAVE TO USE THE FORUM FOR CORPORATE MARKETING
- WOULD HAVE LIKED TO OBTAINED A HARD COPY OF THE PRESENTATIONS FOR FUTURE REFERENCE
- NO HAND OUTS AND URL PRESENTATION
- TOO FAST
- INSUFFICIENT DETAIL TO MANY SPEAKERS TIME
- TOO TECHY. METADATA FOR DUMMIES
- AUCUNE PRESENTATION EN FRANCAIS POURQUOI PAS? LE WEB EST BILINGUE SURTOUT AU GOUV DU CANADA
- PROMO FOR ALTA VISTA CANADA ONLY
- BROKEN ONTENT LITTLE IN THE WAY OF AN INTEGRATED DELIVERY
- NOT ENOUGH FLOW BETWEEN THE 3 PRESENTERS ALTHOUGH IT WAS GOOD TO SEE THE PRACTICAL APPLICATION IN THE LAST PRESENTER FROM CISTI
- NOT ENOUGH EVIDENCE OF THE EFECTIVENESS
- HEAVY CIGARETTE SMOKE FROM THE HALL WAY



- SOME SPEAKERS WERE TOO EXPLICITE, TOO TECHNICAL
- LATE START, 25 MIN LATE. COMPUTER PROBLEMS
- FOR THE TECHNOLOGY STREAM NOT TECHNOLOGY BASED AT ALL  
NEED TO HAVE MORE TECHNICAL SEMINARS
- L INFO NE M EST PAS UTILE, CE N EST PAS PRATIQUE, SAUF POUR LE  
3EME
- DID NOT BEGIN UNTIL 11:15 (30 MIN LATE). PARTICIPANTS HAVE  
MANY TIME DEMAND AND HAVE MADE THE TIME TO ATTEND, THIS  
SHOULD BE RESPECTED

### ***Found and Lost in Cyberspace***

#### Positive comments

- INFORMATION GIVEN
- ENCORE UN TITRE QUI NE REFLETE PAS LE CONTENU DES  
PRESENTATIONS, AJUSTEZ SVP LES PRESENTATIONS AUX TITRES
- VIVENNE MONTY GOOD PRESENTATION, HUMOUR RAPPORT W  
AUDIENCE
- PROVIDED SOME TECHNICAL TERMS
- DIAPOSITIVES DU 2E CONFERENCIER BILINGUES ET SANS TROP DE  
TEXTE, TRADUCTION PAS TOUJOURS ADEQUATE SUR LES DIAPOSITIVES
- CONFERENCIER HORS SUJET
- WHEN IT WAS OVER
- ROOM VERY SMOKY
- FIRST SPEAKER STAT CAN WAS GOOD
- MIDDLE SPEAKER WAS SO LONG WORDED, LAST PSEAKER  
EXCELLENT, HAVE A ROOM WHERE THE COMPUTERS WORK
- ALL PRESENTATIONS WERE VERY WELL INTERRELATED, VERY GOOD  
CONTENT
- SIGI S EN VIENT
- GOOD CONTENT
- ERNIE BOYKO VERY GOOD
- DISAPPOINTING SESSION
- NOTHING NEW, NO SOLUTIONS OFFERED
- VIVIENNE MONTY GOOD SPEAKER
- LAST SPEAKER WAS QUITE GOOD
- LES HANDOUTS DE M BOYKO, POURQUOI LES AUTRES NE PEUVENT  
PAS FAIRE LA MEME CHOSE

#### Negative comments

- STILL NOT BEING ENGAGED WITH SPEAKERS, EXCEPT MS MONTY
- THE ROOM IS TOO LONG (SALON DESERT) TO COMFORTABLY READ  
THE SLIDES, IT WAS A VERY CROWDED SESSION.

- ABILITY OF SPEAKERS TO ENGAGE AUDIENCE WITH THE EXCEPTION NOTED ABOVE
- TOO MANY SPEAKERS, TOO LITTLE TIME
- ROOM TOO SMALL, TOO HOT
- LIGHTING MADE VIEWING SLIDES DIFFICULT
- DID NOT DRAW CONNECTING TO GOVERNMENT NEEDS
- ROOM - WARM NO AIR
- NEED ACCESS TO SPEAKEN SLIDES. CAN WE ACCESS THROUH WEB SITE?
- IMPOSSIBLE DE VOIR LA PRESENTATION DE L ARRIERE DE LA SALLE, PLAFOND TROP BAS POUR VOIR LES ECRANS
- ECRAN IMPOSSIBLES A LIRE, LE TITRE A CREE DES ATTENTES NON COMBLEES
- 2ND SPEAKER NOT VERY CLEAR IN EXPLAINING METADATA
- SPEAKERS SHOULD BE UP TO DATE WITH THE REAL WORLD. THEY WERE VERY BAD AND THEIR KNOWLEDGE OUT OF DATE AND BASIC
- SAUG POUR SIGI PAS DE NOUVEAUTES
- VERY BORING
- UNABLE TO READ SLIDES (ROOM TOO LONG AND NARROW)
- ROOM WAS TOO SMALL, NO HANDS OUT
- THE INFORMATION PRESENTED WAS NOT WHAT I EXPECTED, ROOM WAS TOO SMALL, TOO HOT
- LIGHTING IN ROOM WAS TERRIBLE, CAN T SEE THE SCREENS
- TEMPERATURE TOO HOT
- NO HAND OUTS, DISAPPOINTED THAT THERE WAS NO ONLINE ACCESS TO SYSTEMS
- PRESENTATIONS S/B ON THE WEB AT GNET TO BE PICKED UP DOWNLOADED
- KEEP SPEAKERS TO SCHEDULE, STOP LONG WINDED SPEAKER
- ROOM WAS STUFFY
- METADATA TROP LONG
- COULDN T READ THE OVERHEADS
- ROOM TOO HOT, NOISY AND AIRLESS, ONLY ONE PRESENTER GIVE HANDOUTS OF THE PRESENTATION
- 2 FIRST PRESENTATION DEADLY BORING
- TOO MUCH COMPRESSED INTO ONE HOUR, 3 PRESENTERS TOO MANY, NOT ABLE TO LEARN MUCH, PRESENTERS HAVE TO RUSH
- PROBLEMS WITH PRESENTATION TECHNOLOGY, CONTENT TOO COMPLEX FOR NOVICES, TOO MUNDANE FOR THOSE OF KNOWLEDGE
- PANEL PRESENTATIONS NOT INTEGRATED, LAST WAS NOT COMPREHENSIVE
- TOM DELSEY POOR SPEAKER, LOST MY INTEREST EARLY
- LIGHT IN ROOM TOO HIGH, IMPOSSIBLE TO READ SLIDES ESPECIALLY YELLOW TEXT, WHY JUST RAISE PROBLEMS, WE NEED SOLUTIONS

- J AURAI AIME AVOIR UNE TABLE POUR POUVOIR PRENDRE DES NOTES
- ROOM TOO WARM
- GET BETTER TECHNICAL SUPPORT
- THE SPEAKER ON METADATA WAS BORING, THE LADY WAS GREAT
- TROP CHAUD

### ***Battle to the End (Netsurfer versus Televiewer)***

#### Positive comments

- GOOD PRESENTATION BY PHILIPPE LEROUX
- PROF. MOSCO, INTERESTING
- QUEBECOR/TELEPORT DE MONTREAL
- PRESENTATIONS TRES "IMAGEES"
- HOW NICE TO HAVE AN ICONOCLAST IN THE MIDST OF ALL THIS  
????-CONGRATULATIONS TO THE SELECTION COMMITTEE
- MANQUE DE PROFONDEUR
- PHILIPPE LE ROUX-GREAT BUT TOO FAST-ANDRE, NICE  
COUNTERPOINT-WILL VINCENT BE THE MIDDLE GROUND
- THE PROS AND CONS OF THE NET(PC) VS TV-VERY WELL DONE
- THE CONTENT WAS EXCELLENT. SLIDES FOR THE FIRST 2  
PRESENTATIONS SHOULD HAVE BEEN BILINGUAL
- PHILIPPE LE ROUX-EXCELLENT, RELEVANT- ANDRE  
LAURENDEAU-GOOD,CLEAR- VINCENT MOSCO VERY PROFESSIONAL  
-GOOD
- THE SPEAKERS WERE EXCELLENT -THE MODERATOR WAS VERY GOOD
- MEILLEURE SESSION A DATE, AUTRE QUE LA PRESENTATION DE RALPH  
HEINTZ MANN-DES VUES DIVERSES
- INTERESTING TALKS AND GOOD PRESENTERS
- LES DEUX PREMIERES PRESENTATIONS ETAIENT TRES  
INTERESSANTES

#### Negative comments

- DIFFICULT TO HEAR SPEAKERS-SHOULD INDICATE WHERE ENTIRE  
SESSION WILL BE IN ONE LANGUAGE OR THE OTHER
- CARLETON-J'ESPERE QUE VOUS NE L'INVITEREZ PLUS-FULL OF  
HIMSELF-LA MEME PRESENTATION SANS S'ECOUTER
- LEVEL OF DETAIL-GET INTO THE WHYS-APPLICATION, EXPLANATION  
THAT WE CAN USE-IMPLEMENT OR ALTER OUR WAY OF  
THINKING-LIGHTING SHOULD BE BETTER
- DOCUMENTS DE PRESENTATION NON DISPONIBLES
- NO CONTINUITY OR CLEAR OBJECTIVE IN SOME OF THE  
PRESENTATIONS

- VINCENT-THE OLDEST GUY ON THE PANEL WAS THE MOST RADICAL MOST CONTROVERSIAL-WHAT A SHOW
- BOTH OPENING PRESENTATION UNILINGUAL FRENCH(BOTH SCREENS)-ONE SCREEN SHOULD SHOW ENGLISH VERSION
- IL FAUDRAIT CENTRER UN PEU PLUS EN DETAIL ET MONTRER DE QUELLE FACON NOUS POUVONS JOUER UN ROLE-DONNER DES EXEMPLES
- REPETITIVE WITH LITTLE REVELATIONS , RE; TOPIC

### **Alternatives for Economical Access**

#### Positive comments

- THIS WAS VERY USEFUL, IT PROVIDE INFO THAT WE NEED TO BE AWARE OF IT THAT WE CAN TAKE BACK WITH US
- GLEN NEWTON-GREAT PRESENTATION. CHUCK LETOURNEAU-LESS,O.K.,2ND & 3RD SPEAKERS NOT PRECISED ON TOPIC
- SPEAKERS:2 WERE U.G.,1 FAIR
- VERY REVELANT.POWER POINT PRESENTATION OR ANY AUDIO VISUAL AID MAKES THE PRESENTATION EASIER TO FOLLOW
- THE ACCESSIBILITY CONTENT WAS OLD MATERIAL
- LE CONTENU DE LA PRESENTATION DU DEUXIEME PRESENTATEUR
- THE INFO ON US WAS INEXISTING FROM GLEN NEWTON AS WAS WITH ACCESSIBILITY BUT NOTHING NEW HERE.2ND SPEAKER WAS GOOD THOUGH
- GLEN NEWTON-REFRESHING-PRAGMATIC 1ST TO MORE APPLIED-THINK WAS MORE THEORATICAL-DIDN T FIT WITH FIRST 2
- CONTENT EXCELLENT
- PACE & CLEAR GRAPHICS
- ASSITIVE DEVICES
- SPEAKER #1 >BOLD CHALLENGED GOV T .TO DO THINGS DIFFERENTLY #2>VERY THOUGHT OUT
- ALL INTERESTING
- THE SMOKE FILTERS INTO EVERY ROOM-NEXT YEAR CHANGE THE LOCATION
- ECLAIRAGE AU-DESSUS DES ECRANS NUIT A UNE BONNE CLARTE ET VISIBILITE DES TEXTES
- THE 1 PRESENTER GLEN WATKINS FROM NRC WAS EXCELLENT
- THE SPEAKERS WERE ON THREE DIFFERENT LEVELS

#### Negative comments

- BETTER DESCRIPTION OF THE SESSION IN THE PROGRAM
- TIMING WAS BAD

- BOTH GOOD
- NO HAND OUTS
- THE TECHNICAL SUPPORT
- LES PRESENTATIONS POWER POINT AURAIENT PU ETRE PRESENTEES DANS LES DEUX LANGUES AU LIEU DE DEUX ECRANS EN ANGLAIS SEULEMENT SOUHAITABLE D AVOIR SOIT LA DISQUETT
- I FOUND THE DIFF. OBJECTIVES AND TOPICS PRESENTATION WAS SOMEWHAT CONFUSING
- BEYARD THIS-BEST SESSION SO FAR ON DAY 1
- LACK OF VISUAL AIDS. UNPROFESSIONEL PRESENTATION (ANTI MS) OF MR NEWTON TECHNICALS PROBLEMS WITH PRESENTATION
- WOULD LIKE HANDOUTS
- NO HANDOUTS
- SEULEMENT 1 SUR 3 N ETAIT PAS DU DEJA VU
- SPEAKER#3>VISUAL TIPS WOULD HELP (GOOD POINTS MADE,BUT TOO QUICK FOR NOTES)
- I MISSED THE FIRST PRESENTATION BECAUSE I DECIDED TO TRY ANOTHER SESSION (FOUND&LOST IN CYBERSPACE)WITH TUNED OUT TO BE DESAPPOINTING

### ***Promotional Techniques that Build Web Traffic***

#### Positive comments

- EXCELLENT CONTENT, EXCELLENT SPEAKERS
- APPLICATIONS,WHAT ...
- GOOD INFO, UP TO THE INFO,COMMERCIAL PERSPECTIVE
- DISCUSSION ON DIFFERENCES ON SEARCH ENGINES
- LE SUJET
- EXCELLENT, APPROPRIATE PRESENTATION FROM BOTH SPEAKERS
- EXCELLENT SPEAKERS-GOOD INFORMATION
- EXCELLENT PRESENTATION
- HUMOUR AND KNOWLEDGE WAS A GOOD COMBINATION. THIS GROUP HAD THE MOST TECHNOLOGICAL TRAUMA-BUT USE IT/INCORPORATED IT TO
- INFORMATION PRESENT WAS GREAT
- BEST SESSION OF THE DAY! GOOD RECOVERY FROM HARDWARE PROBLEMS
- SEARCH ENGINE INDEX CRITERIA
- GOOD
- VERY FOCUSSED PRESENTATIONS-GOOD TIPS-BEST INFO YET (IE SPECIFIC, HARD DATA)
- WELL ORGANIZED-THE THREE PRESENTATIONS FIT TOGETHER WELL-CONTINUITY FOCUS
- NOT AS STUFFY AS LAST SESSION

- ONLY A FEW POINTS WHICH SEEMED TO BE APPROPRIATE
- TOPIC WAS INTERESTING
- 1 PRESENTER HAD SLIDES IN BOTH LANGUAGES

Negative comments

- ROOM IS HOT & UNCOMFORTABLE
- ROOM TOO LONG-CAN'T SEE SLIDES FROM MIDDLE BACK-ALL PRESENTATIONS HAD SET-UP PROBLEMS...& DELAYS WERE CREATED
- LES PRESENTATIONS LES MOINS ENDORMANTES DE LA JOURNÉE
- AV EQUIPEMENT FAILURE-FRENCH SHOULDN'T HAVE BLUE OVER...-HANDOUTS WOULD HAVE BEEN APPRECIATED-TOO BAD SUCH AN EXCELLENT SESSION HELD & END OF DAY
- TROP SPECIFIQUE
- MAKE THIS PRESENTATION THE BEST/MOST MEMORABLE/MOST INFORMATIVE TO DATE
- TEMPERATURE OF THE ROOM WAS TOO HIGH
- TEMPERATURE TOO WARM
- NO TABLES
- WOULD LIKE SPEAKERS NOTES/ SLIDE ACCESS ONLINE WOULD BE OK
- NO HANDOUTS
- TECHNICAL PITCHES AGAIN! SLIDES ILLIGIBLE FROM MIDDLE OF ROOM/ROOM TOO HOT
- ACCORDING TO THE PLENARY DESCRIPTION IN THE PROGRAM BOOK, THE SPEAKER WAS OFF TOPIC, TEMPERATURE OF THE ROOM IS POOR- TOO COLD
- TOO WARM-TOO MANY PEOPLE IN THE ROOM AND THE CHAIRS WERE TOO CLOSE TOGETHER.
- TOO WARM
- CHANGE THE LOCATION-TOO MUCH SMOKE, LOSS OF POWER FOR THE PRESENTATION
- TOO HOT, STUFFY
- TOO HOT, THE ROOM TOO LONG AND NARROW, METATAG PORTION WAS CLEAR BUT TOO BASIC
- TECHNICALS PROBLEMS (COMPUTER), BAN CELL PHONES!
- CIGARETTE SMOKE ATMOSPHERE! A NON-SMOKING VENUE WOULD BE BETTER
- TOO HOT, SMOKEY, EQUIPMENT PROBLEMS, PACE TOO FAST FOR THE FIRST 2 SPEECHES, NO HANDOUTS, PACE TOO SLOW FOR LAST SPEAKER
- TECHNICAL DIFFICULTIES
- SMOKING SHOULD NOT BE ALLOWED
- TOO HOT & CROWDED FOR ALL 3 WORKSHOPS-CONSTANT BROKEN COMPUTER CONNECTION 75% OF SPEAKERS COULDN'T BE HEARD WELL-NEED A LARGER ROOM

- EVERYONE'S EQUIPMENT BROKE DOWN

***The Impact of the Internet on the Structure and Operation of the Public Administration***

Positive comments

- LA PLACE FAITE AU FRANCAIS EN ORGANISANT DES ATELIERS EN FRANCAIS
- DE LOIN LA MEILLEURE CONFERENCE DE LA JOURNEE PARMY CELLES AUXQUELLES J'AI ASSISTE. TRES COMPLET, VASTE PERSPECTIVE ET VISION
- HAUT NIVEAU D'INFORMATION BIEN SYNTHETISE ET PERTINENTE- J'AI APPRIS BEAUCOUP
- AVOIR APPRIS LES ETUDES/QUESTIONS SUR LESQUELLES SE PENCHE LE CEFRIO
- BLONDIN WAS INTERESTING
- PRESENTATION DE M AUDET PARTICULIEREMENT INSTRUCTIVE ET APPROPRIEE A NOTRE QUOTIDIEN
- CONTENU
- VULGARISATION DE LA MATIERE PAR LES PRESENTATEURS.EXCELLENTE
- DISCUSSION OF TECHNOLOGY VS JOB LOSS & OPPORTUNITIES IN EDUCATION & INCREASED PERSONAL CONTACT WITH CLIENTS/PUBLIC
- TRES BON CHOIX DE PRESENTATEURS
- THOUGHT PROVOKING-ACADEMIC EXPERTISE & ANALYSIS WELCOME
- PRESENTATION DE M AUDET
- CONTENT

Negative comments

- UNILINGUAL SLIDES
- PROCESSUS:RETARD DANS LE DEBUT DE LA CONFERENCE (16.15)-TEMPERATURE(VENTILATION TROP FROIDE)
- EXPOSE TROP THEORIQUE, TROP ELOIGNE DE NOS PREOCCUPATIONS QUOTIDIENNES DE M BENHAMOU-FAUTES D'ORTHOGRAPHES DANS LA PRESENTATION DE M BLONDIN (DIAPOS)
- IF TRANSLATION WAS "SOMEWHAT SATISFACTORY" THEN WOULDN'T BE AN ISSUE TO HAVE ALL-FRENCH PRES.,HOWEVER WASN'T THE CASE.RECOMMAND BILINGUAL SPEAKERS IN FUTURE
- FAUDRAIT TROUVER UN MOYEN DE RENDRE ACCESSIBLE PRESENTATIONS POWERPOINT.SUGGERE DE LES TRANSFORMER EN HTML ET PLACER SUR WEB ACCESSIBLE AUX PARTICIPANTS AINSI.

- SINCE YOU HAVE 2 SCREENS,SLIDES S/B IN ENG. & FR.SPEAKER TOO LOUD-COULD NOT HEAR TRANSLATION.TOO DIFFICULT TO SIT THROUGH ENTIRE WORKSHOP IN THESE CIRCUMSTANCES
- PAS DE NOTES
- DOCUMENTS DE PRESENTATION NON DISPONIBLES
- FOR ALL SESSIONS PRESENTERS SHOULD BE REQUESTED TO HAVE SLIDES IN BOTH OFFICIAL LANGUAGES-SOME DID & IT WAS A BONUS-SESSION RAN OVER TIME..
- LE RETARD M'A EMPECHEE D'ASSISTER A LA 3E PRESENTATION
- RETARD TOUTE LA JOURNEE-TRES PEU DE CONFERENCIERES AU PROGRAMME
- EN GENERAL LES CONFERENCES SONT TROP LONGUES ET TECHNIQUES..M BENHANJOU EN PARTICULIER
- HANDOUTS/PRESENTATION SLIDES SHOULD BE IN BOTH OFFICIAL LANGUAGES

### ***The Promise of the Internet***

#### Positive comments

- GOOD VISION OVERVIEW
- KALEV RUBERG HAD AN INTERESTING PRESENTATION-USED AND ENTERTAINING ANALOGY
- QUALITY OF SPEECHES, TBS,CIO AND CCRA
- BEST SESSION OF THE DAY-TOO BAD IT WAS AT 4;00 P.M.
- KALEV RUBEY-VERY RELEVANT/KNOWLEDGABLE-JILL VELENOSI-VERY BUREAUCRATIC-ELAINE COLLINS-WELL DONE(ALSO BILINGUAL)
- BEST SESSION OF THIS DAY-GOOD SPEAKERS WHO KNOW OF WHAT THEY SPOKE
- FANTASTIC-ONE OF THE BEST SO FAR
- FIRST SPEAKER
- PARTICULARLY ENJOYED MB GOVERNMENT SPEAKING OF ACTUAL THINGS DONE RATHER THAN PARADIGMS AND POLICIES
- RUBEY'S PRESENTATION WAS EXCELLENT-UNFORTUNATELY HE WASN'T GIVEN ENOUGH TIME
- ENJOYED ALL ASPECTS OF THE PRESENTATION-VERY PERTINENT TO THE CONFERENCE-WOULD HAVE LIKED TO SPEND MORE TIME ON THIS SUBJECT

#### Negative comments

- NOTHING HAD STARTED ON TIME TODAY AND THIS SESSION WAS NO EXCEPTION.NOT VERY PROFESSIONAL! A COUPLE OF PRESENTATIONS WERE SLIM ON TECHNOLOGY



- WOULD LIKE TO HAVE HEARD MORE ABOUT "COMMON LOOK AND FEEL" SINCE IT WAS MENTIONED SEVERAL TIMES
- TOO BIG A TOPIC FOR TIME AVAILABLE-SMOKE SMELL IS UNACCEPTABLE IN THIS AND OTHER SESSIONS-SMOKING IN COMMON HALLS SHOULD NEVER BE ALLOWED
- THROUGH ALL SESSIONS I NOTICED NUMBER OF SPEAKERS GAVE THE SAME BACKGROUND INTERNET STATS-BECAME REPETITIVE-NEED MORE SPECIFIC AND LESS GENERAL INFO IN PRESENTA
- JILL VELENOSI; TEXT WAS VERY SMALL AND OVERHEADS DIFFICULT TO READ
- DEPARTEMENTAL REPS FEEL OBLIGED TO DO "COMMERCIAL" FOR THEIR LEADERSHIP NOTICED
- RUBEY-SHOULD HAVE HAD FRENCH VERSION OF SLIDES-HIS PRESENTATION WAS EXTREMELY GOOD BUT THERE WASN'T ENOUGH TIME-SHOULD BE INVITED BACK AS A FUTURE SPEAKER
- TECHNICAL PROBLEMS AGAIN
- THE TIME END OF THE DAY-TOPIC SHOULD BE EARLIER
- LATE START- WHAT HANDOUTS???
- NOT COMFORTABLE-SOUND FROM LIGHTS
- TOO MUCH INFO IN TOO LITTLE TIME- REALLY NO TIME FOR QUESTIONS

### ***Getting Real with the Common Look and Feel***

#### Positive comments

- GOOD BALANCE OF CONTENT BETWEEN THE TWO SPEACHS
- BEST PRESENTATION OF THE CONFERENCE SO FAR
- IN THE DORING THE LIGHT ON HIS GLASSES GAVE A COOL "CAT'S EYE" EFFECT-SEEMED SPEAKER IS ONE OF THE FEW WHO CAN USE WORDS BUT CONTENT IS THIN
- UFT PRESENTATION; GOOD CONTENT AND PRESENTATION
- SPEAKERS WERE EXCELLENT, VERY INFORMATIVE, EASY TO FOLLOW PRES., INFO GAINED WILL BE VERY USEFUL-FACILITIES TODAY RUNNING MORE SMOOTHLY, LIGHTING
- RIMES MORTIMER MADE LINK BETWEEN WHAT HE DOES & WHAT CAN BE APPLIED ELSEWHERE-ONLY SESSION IN 9 DAYS AND A HALF WITH ADEQUATE TIME FOR QUESTIONS
- VERY INFORMATIVE AND DETAILED
- LOOKED GOOD
- GOOD SESSION
- EXCELLENT- GIVE ME MORE
- GREAT SUBSTITUTE TOPIC-GOOD BALANCE BETWEEN INDUSTRY AND EDUCATION-GOOD REFERENCES TO GOV'T ISSUES
- VERY GOOD SPEAKER FROM U OF T.

- GOOD SPEAKER AND GOOD SYNTHESIS/WRAP UP
- THE SLIDES WILL BE AVAILABLE ON THE WEBSITE-GOOD SPEAKERS-EXCELLENT PRESENTER
- EXCELLENT CONTENT FROM DEB WALLACE-BELL REP. WAS TOO FOCUSED ON OUR INITIATIVES
- NEW INSIDES TO WHAT'S GOING ON IN XML
- DYNAMIC SPEAKERS
- DEBRA'S INFORMATION 101, EXCELLENT
- GOOD PERSPECTIVE AND TOPICS FOR ALL, GREAT WORK.
- BRAVO
- EXCELLENT!!
- THE SPEAKERS WERE EXCELLENT
- CURRENT CONTENT AS COMPARED TO YESTERDAY, BETTER DELIVERY THAN YESTERDAY
- CONNAISSANCE POUSSEE DU SUJET PAR LES CONFERENCIERS (ON SENTAIT QU'ILS CONNAISSAIENT LEUR SUJET DE FACON PRATIQUE ET PAS JUSTE LE DISCOURS THEORIQUE)
- TRES BELLE SYNTHESE
- IST SPEAKER FROM BELL WAS EXTREMELY GOOD
- REFOCUS US ON WHAT IS IMPORTANT IN KNOWLEDGE MANAGEMENT
- VERY INTERESTING AND INFORMATIVE, VERY RELEVANT(MOST RELEVANT THAN PREVIOUS TALKS)
- EXCELLENT SPEAKERS - THE BEST SESSION SO FAR
- GREAT CONTENT/INTERESTING SPEAKERS-GLAD THE SIMPATICO SPEAKER WAS NOT ADVERTISING-I GIVE THIS 5 OUT OF 5
- SIMPATICO PRESENTATION PARTICULARLY INTERESTING
- VERY PRACTICAL AND TIMELY
- EXCELLENT SPEAKER
- I REALLY WANTED COMMON LOOK AND FEEL
- EXCELLENT SPEAKER- POLISHED/INFORMATIVE
- INSIGHTS INTO PORTALS-IMPORTANCE OF RIGHT TOOLS TO HAVE EFFECTIVE SITE

#### Negative comments

- A LITTLE FAST
- WANTED COMMON "LOOK AND FEEL" SESSION-DISAPPOINTED
- THIS SHOULD HAVE BEEN A PLENARY SESSION FOR ALL TO SEE
- ROOM WAS TOO HOT
- TOO MUCH EMPHASIS ON BUSINESS ASPECTS; NOT GOVERNMENT ENOUGH
- ROOM IS UNPLEASANT-TO MUCH"HOW WE ARE GOING TO WIN IN THIS MARKETPLACE" AND NOT ENOUGH "HERE IS USEFUL INFORMATION FOR YOU THAT IS RELEVANT TO THIS CONFERENCE"

- SIMPATICO PRESENTATION=TOO"COMMERCIAL"; NOT ENOUGH USABLE INFO; NOT TARGETTED TO AUDIENCE
- THIS REPLACED A SESSION THAT I WAS EXTREMELY INTERESTED IN ATTENDING
- TOO MUCH SELLING SIMPATICO-KEEP TO THE SCHEDULE!!!OVERHEADS TOO SMALL IN THE ROOM (RIMES)
- CROWDED ROOM; COULDN'T SEE OVERHEADS FROM THE BACK OF THE ROOM
- TOO HOT!!! A/C NEEDED; LARGER ROOM
- TOO CROWDED (NO HANDICAPED ESATUP- PLEASE CONSIDER THIS NEXT TIME, LIKE ON BUSSES)
- TB REALLY MISSED A GOLDEN OPPORTUNITY BY HAILING ON THIS SESSION. BIG LOSS OF GOODWILL
- I WAS LOOKING FORWARD TO ATTENDING THE "COMMON LOOK FEEL" SESSION-UNFORTUNATE THE TB CANCELLED
- ROOM IS AWFUL, REARLY FAINTED, IT WAS TOO HOT
- TABLES WOULD BE EASIER FOR NOTE TAKING
- ROOM- BARRIER? NOT THERE FROM TRANSLATION BOOTH-TOO WARM, NO AIR CIRCULATION
- VERY WARM, NO AIR FLOW
- HARD TO READ SLIDES-RECOMMAND STRONGLY TO YOURS SPEAKERS THAT THEY USE A MINIMUM POINT SIZE BECAUSE THE ROOMS ARE LARGE
- THAT THE COMMON LOOK AND FEEL SESSION WAS CANCELLED
- NO HANDOUTS- TOO HOT
- TOO MUCH/NOT ENOUGH TIME
- NO, ALL WAS EXCELLENT
- THE FACILITIES (E.G LAYOUT OF THE ROOM AND TEMPERATURE WERE TERRIBLE)
- NO HANDOUTS
- J'AURAI AIME UNE TABLE AFIN DE PRENDRE DES NOTES
- LA PRESENTATION SUR ECRAN AURAIT DU ETRE FAITE DANS LES DEUX LANGUES
- HANDOUTS WOULD HAVE BEEN VERY USEFUL
- LES PRESENTATIONS AURAIENT PU ETRE BILINGUES
- THESE SPEAKERS SHOULD HAVE BEEN IN THE PLENARY SESSION
- STUFFY ROOM
- A BIT TOO MUCH CONTENT-IST SPEAKER-TO ABSORB MESSAGE

### ***The Pendulum Swing***

Positive comments

- THE DIFFERENT VIEWS OF THE TWO SPEAKERS
- TRES BONNE IDEE DE VOIR L'AUTRE COTE

- WOULD HAVE ENJOYED A LONGER PRESENTATION BY MR PAQUET ON THE IMPACTS/POTENTIAL CONCERNS RE: GOVERNANCE, AS WELL AS MORE DISCUSSION/PRESEN.ON ASPECT OF GOV'T
- REMETTRE NOS PERSPECTIVES EN QUESTIONS
- COFFEE BREAK WAS GOOD
- CONTENU PERTINENT PRESENTE DE FACON DYNAMIQUE
- SOME GOOD IDEAS WERE PRESENTED
- BADLY NEEDED CONTERBALANCE-EXCELLENT-PAQUETTE ESPECIALLY ON THE MARK
- SECOND SPEAKER WAS GOOD
- THIS TO ME WAS THE BEST SESSION
- EXCELLENT SESSION-FOR ONCE HAVE APPROACH DO ASSUMPTION THAT E-COMMERCE IS PERFECT WAY OF FUTURE BASED ON PRESENT POLICY
- M. GILLES PAQUET SON DISCOURS CONTENU ET POSITION POLITIQUE
- THE CONTENT OF THE TALK. PROVIDED BOTH A CRITIQUE AND SOME POSITIVE STEPS TO AVOID THE NEGATIVE ASPECT OF THE INTERNET
- SUJET INTERESSANT, MESSAGES APPROPRIES ET STIMULANTS
- UNE BONNE VUE D'ENSEMBLE DE L'EVOLUTION ET POSSIBILITES FUTURES DE L'INTERNET
- PROVOCATIVE IN NATURE-TOUCHED POLICY SIDE
- GOOD SPEAKERS, CONTENT, MODERATOR
- M PAQUET TRES INTERESSANT
- SUR UN SUJET DIFFICILE, CETTE SESSION FUT PLUS DYNAMIQUE ET PROVOQUANTE=SUPER
- COMMENTS MADES BY THE PARTICIPANT
- DISCUSSION WAS LIVELY AND ENLIGHTENING
- EXCELLENTE REMARQUES DE 2 PRESENTATEURS, QUALITE DES QUESTIONS ET COMMENTAIRES DES PARTICIPANTS
- AVEC DEUX PRESENTATEURS ON A EU PLUS DE TEMPS POUR DES COMMENTAIRES QUESTIONS DISCUSSION
- VERY KNOWLEDGEABLE AND INFORMATIVE
- GILLES PAQUET AND GLEN MILNE WERE EXTREMELY INTERESTING AND PRESENTED THOUGHT-PROVOKING ISSUES-THAT WAS THE BEST SESSION I ATTENDED
- GOOD AUDIENCE INTERACTION
- EXCELLENT PRESENTATORS
- NOMBREUSES QUESTIONS ... LE VOLET POLITIQUE SOCIALE EST TRES TRES INTERESSANT
- L'ASPECT SOCIAL D'INTERNET SUR LA SOCIETE N'EST PAS SOUVENT RELEVE

Negative comments

- WOULD LIKE ACCESS TO SPEAKER NOTES ON-LINE

- ILS S'ECOUTENT PARLER, N'INTERAGISSENT PAS AVEC LES GENS DU PUBLIC
- MANQUAIT D'ELEMENTS VISUELS, AUCUNE DIAPO
- THE SLIDES
- SHORT PRESENTATION
- HORAIRE, LE RETARD DU DEBUT DE LA SESSION, L'HEURE TARDIVE DE LA FIN DE LA SESSION
- TURN OFF CELL PHONES!!!
- ROOM TOO WARM, TOO SMALL-UNACCEPTABLE SCHEDULING DELAYS-EVERYTHING LATE
- WISH FOR MORE HANDOUTS & FOR FOR WEB?? TO ALLOW BROADER DISTRIBUTION
- I WAS A LITTLE DISAPOINTED WITH THE SPEAKERS-THEY ATTACKED EACH OTHER AND SPOKE IN CONFUSING TERMS
- FIRST SPEAKER SO-SO-RAMBLED A BIT TOO MUCH
- ONE OF THE KEY SPEAKERS DISTRIBUTED SOME INFORMATION BUT DID NOT HAVE ENOUGH COPIES
- LA TRADUCTION EN FRANCAIS TRES DIFFICILE A SUIVRE
- SESSION UNILINGUE, BESOIN D'EQUILIBRE ENTRE ANGLAIS ET FRANCAIS
- LE MANQUE DE BILINGUISME
- AVOIR UNE PRESENTATION DU PUBLIC PUISQUE LE GOUVERNEMENT EST AU SERVICE DU PUBLIC
- M PAQUET NE PAS VOUS GENER DE FAIRE VOTRE PRESENTATION EN FRANCAIS
- NEGATIVISME INJUSTIFIE OU EXAGERE-ENONCES TROP SUPERFICIELS; RECHERCHE PAS ASSEZ APPROFONDIE, SCIENTIFIQUE ET OBJECTIVE
- VENTILATION FROIDE, DIFFICULTE DES FAIRE DES LIENS PAS TRES BIEN PREPARE. M PAQUET EXPOSE TRES SUBJECTIF DE SON EXPERIENCE PERSONNEL
- THE PROLIFERATION OF SMOKING THAT PERMEATES THE HALLWAYS AND INTO THE ROOMS..UNACCEPTABLE!!!!
- NO VISUAL AIDS

### **Key Infrastructure**

#### Positive comments

- QUALITY OF SLIDES
- BROOKS VERY INTERESTING
- CONTENT-MARTIN BROOKS & SUE BRYANT
- SHOWING WHAT OTHER GOV'T DEPARTEMENT ARE DOING (AND HOW) AS OPPOSED TO YESTERDAYS SUPPLIERS BACKPATTING SESSIONS
- EXCELLENT KNOWLEDGE BASE-REALLY KNOW SUBJECT MATTER

- THIS WAS THE BEST BREAKOUT SESSION THAT I ATTENDED DURING THE CONFERENCE-I ESPECIALLY LIKED MARTIN BROOKS, IT'S CASUAL PRESENTATION STYLE AND OVERVIEW
- USEFUL, TIMELY, REAL WORLD, NO VENDOR SALES PITCH,CISTI(NRC) WAS THE BEST-REAL TOOLS, VENDOR FREE, REAL EXPERTS
- PKI PRESENTATION
- PKI DISCUSSION
- INFO WAS VERY HELPFUL ON NEW DEVELOPMENTS AND INNOVATIONS
- VERY INTERESTING ESPECIALLY SUE MARTIN PRESENTATIONS-GOOD CONTENT ON PKI-LEADING EDGE, SOFTWARE AND IDEAS
- STRAIGHT FORWARD AND TO THE POINT, GOOD LEVEL OF TECHNOLOGY SHARING
- SPEAKERS, CONTENT GOOD
- POLICY INFORMATION
- SOME INTERESTING TOOLS DESCRIBED
- LES IDEES AVANCEES DU PRESENTATEUR
- VERY INFORMATIVE-GOV'T ON-LINE DISCUSSION-MARTIN BROOKS PRESENTATION
- MARTIN BROOKS- TECHNICAL BUT RELEVANT- SUE MARTIN- BUREAUCRATIC
- BROOKS TALK ON NRC WORK PRODUCTS DEVELOPED, DIRECTION-GOOD SPEAKER---GOOD MATERIAL
- INNOVATIVE DEVELOPMENTS WERE PRESENTED INCLUDING WHERE WE ARE WITH PKI -WOULD HAVE LIKED TO HEAR A BIT MORE
- INTERESTING SPEAKERS -TOPICS-ACCESS TO INFO-RIGHT ON TOPIC/LIKED THE DOUBLE SCREEN FORMAT
- GOOD SPEAKERS-ALL DISCUSSIONS INTERESTING
- THE PRESENTATION BY BROOKS WAS EXTREMELY INTERESTING
- THESE SESSIONS HAD ENOUGH DEPTH AND PROVIDED INTERESTING INFORMATION
- DEFINED WHAT WAS KEY INFRASTRUCTURE

#### Negative comments

- SESSION COULD HAVE BEEN SHORTENED
- ONLY THE 3RD SPEAKER SPOKE TO THE LITTLE "KEY INFRASTRUCTURE"
- TOO DARK IN ROOM-SMELL OF SMOKE, NOT ACCEPTABLE CONDITION IN GOV'T CONFERENCE
- HANDOUTS WOULD BE HELPFUL
- TOO COLD IN CONFERENCE ROOM
- THE TBS-PKIU WAS A BIT CIRCUITOUS (NOT ALL ACRONYMS WERE EXPLAINED)
- NONE
- NONE

- TOPICS COVERED DIDN'T MATCH THE ORIGINAL SESSION DESCRIPTIONS FOR IST 2 SPEAKERS
- NO HANDOUTS FOR ANY PRESENTATIONS
- NOT TOO USEFUL FOR PUBLIC SERVANTS-WELL AT LEAST FORM
- PRESENTATIONS DIDN'T INCLUDE ENOUGH DISCUSSION ON THE ROLE OF PRIVATE INDUSTRY, SHOULD THEY PLAY A ROLE, SHOULD THEY PERFECT FROM THE PROVISION OF PRODUCTS
- DUMOUCHEL-STILTED AND BUREAUCRATIC AND DIDN'T HAVE FRENCH VERSION OF HIS SLIDES(ALSO APPLIED TO OTHERS)-MODERATOR-LOW WAS WEAK
- ON POLICY ISSUES, AS WELL AS CHALLENGES
- ROOM IS TOO LARGE
- THE ROOM FOR THE TECHNOLOGY STREAM WAS TOO LARGE -A MORE INTIMATE ARRANGEMENT WOULD HELP FACILITATE THE PRESENTATIONS
- STILL NEED MORE INFORMATION ON PKI
- RELEVANCE OF # 2 SPEAKER TO THEME
- PRESENTATEURS/MODERATEURS PAS TRES DYNAMIQUES
- LIGHTING WAS INSUFFICIENT; THE USE OF OVERHEAD SLIDES WAS NOT A GOOD CHOICE

#### ***From Birth to Rebirth — The Lifecycle of a Web Site***

##### Positive comments

- BONNES INFORMATIONS
- VERY FAST PACE-COULD BE MORE OPPORTUNITY FOR QUESTIONS-THIS IS THE TYPE OF WORKSHOP THAT I WOULD RECOMMAND FOR MY STAFF
- QUALITY OF SLIDES
- VERY INTERESTING PRESENTATION BY NRCAN REP.-NEEDED MORE TIME FOR QUESTIONS
- CLARTE DE L'EXPOSE
- LOVED HOW TIGHTLY THEY KEPT TO SCHEDULE
- VERY RELEVANT INFORMATION
- EXCELLENT SPEAKERS
- VERY USEFUL INFORMATION AND LINKS TO TOOLS WE NEED-INFORMATION I NEED AND CAN USEC IMMEDIATELY ON MY WEBSITE REORGANIZATION
- GOOD CONTENT FOR COST-GENERAL OVERVIEW AND GOOD EXPLANATIONS AND SOURCES
- LEARNED NEW INFORMATION
- 2 PREMIERES PRESENTATIONS
- having the overhead WITH THE PRESENTATION WAS GOOD

- LE CONTENU ETAIT DES PLUS INTERESSANT MAIS ON A PAS VRAIMENT PARLE DU CYCLE DE VIE D'UN SITE, MAIS PLUTOT DE LA CONCEPTION D'UN SITE.
- EXCELLENT INFO-GOOD DEPTH-WISH ENTIRE CONFERENCE FOLLOWED THIS FORMAT SINCE THEIR WAS SUFFICIENT TIME FOR THE SPEAKERS TO GO INTO SOME DEPTH!
- WELL ORGANIZED, EXCELLENT CONTENT, EXCELLENT SPEAKERS
- INFORMATION CLAIRE ET UTILE
- BONNE VUE D'ENSEMBLE DE LA PROBLEMATIQUE
- THE SECOND SPEAKER WAS GOOD-THE FIRST ONE WAS QUITE GOOD BUT HER PRESENTATION WAS WAY TOO FAST
- GOOD, PRACTICAL INFORMATION-BURT SEEMS A BIT DATED.MOSTOF DEPT. ARE AT THE BEGINING LEVEL OF DEVELOPMENT, WEBSITE EVALUATION, MORE APPROPRIATE
- GOOD USEFUL TIPS ON DESIGN LAYOUT FOR GOV'T WEBSITES
- DETAILED CONTENT & HOW IT CAN BE APPLIED TO MY JOB.GOOD
- GOOD CONTENTS BUT SOMEWHAT REPETITIVE BETWEEN SPEAKERS
- WORKSHOP #1; FIRST 2 SESSIONS VERY GOOD-INSTRUCTIVE-INFORMATIVE-LAST SESSION IMPORTANT
- THE A/V SCREEN WAS CLEAR
- ALL OF IT WAS GREAT
- THE EXTENT OF TECHNICAL INFO AND ADD ON ACCESS TO FURTHER INFO ON WEBSITES
- HANDOUTS WITH URL REFERENCES, UP AND AVAILABLE NOW(WHAT A CONCEPT)
- PRESENTATEURS ONT BEAUCOUP DE SAVOIR SUR LES SUJETS ABORDES-SESSION SUR L EVALUATION ETAIT INTERESSANTE
- PRESENTATEURS CONNAISSAIENT TRES BIEN LE CONTENU DE LEUR PRESENTATION (MALHEUREUSEMENT ELLES DEVRAIENT LE PRESENTER TRES RAPIDEMENT)
- I FOUND ELAINE TOURS ESPECIALLY INTERESTING, BOTH IN TERMS OF WHAT SHE HAD TO SAY, & HOW SHE PRESENTED IT-NICE TO HEAR A VOICE FROM BACK EAST
- COMPREHENSIVE AND INFORMATIVE SESSION!
- EXCELLENT QUALITY OF SPEAKERS
- EXCELLENT SPEAKERS-WELL ORGANIZED PRESENTATIONS/FIT TOGETHER WELL
- RYTHME; RESPECT DU TEMPS ACCORDE-CONTENU; ASSIMILE, BIEN EXPLIQUE
- EVERYTHING WAS ON TIME
- THE EXAMPLES AND PROVIDING ADDED RESOURCE ON-LINE
- GREAT
- GREAT TOPICS,FOUND THESURVEYS PRESENTATIONS LESS RELEVANT, BU STILL WELL DONE-5 OUT OF 5 STARS



- THAT ALL THE SPEAKERS HAD COMPUTERIZED PRESENTATION LINKED TO OVERHEAD PROJECTOR
- SPEAKERS WERE VERY KNOWLEDGEABLE AND HAD GOOD PRESENTATIONS
- EXCELLENT SPEAKERS
- IT WAS VERY INFORMATIVE
- PRACTICAL EXPERIENCES & EXAMPLES OF DO'S AND DON'TS IN DESIGNING AND MANAGING SITES
- WISHED TOM'S PRESENTATION AVAILABLE-HOPE IT WILL BE ON HER WEBSITE
- VERY ENGAGING PRESENTERS AND PRESENTATIONS-CRISP-FACT-FILLED INFO-EXCELLENT
- VERY USEFULM, WELL STRUCTURED INFO-AN EXCELLENT SESSION-ALL 3 PRESENTORS ARE GOOD SPEAKERS
- THE PACE OF PRESENTATORS
- WAS HAPPY TO GET SOME HANDOUTS; BUT AGAIN ALL SPEAKERS HAD HANDOUTS-HOPE THAT THEY WILL BE PASTED ON THE WEB
- LOT OF GOOD INFORMATION
- GOOD HAVING A WEBSITE FOR SLIDE PRESENTATION
- EXCELLENT OVERALL-MUCH BETTER THAN PREVIOUS 2 DAYS
- KNOLEDGEABLE PRESENTERS BUT OUR GROUP HAS ADRESSED MOST OF THE ISSUES PRESENTED BUT THE INFOS WERE ALREADY KNOWN TO US-FUTURE TRENDS WERE INTERESTING
- EXCELLENT SESSION AND SPEAKERS
- VERY USEFUL INFO PROVIDED-THANKS
- USEFUL-PRACTICAL
- LA PRESENTATION DE BEN KOURI

#### Negative comments

- PAS ASSEZ INTERACTIF,LENT, DEVIENT PLATE-S.V.P. SANTE D'ABORD, LA FUMEE EST HORRIBLE A SUPPORTER POUR UN NON FUMEUR
- CONSTANTLY RINGING, BEEPING, PHONES FROM PEOPLE THINK THEY ARE SO IMPORTANT THAT THEY CAN'T TURN THEM OFF-SOLUTION; A REMINDER AT THE BEGINNING OF PRESENTATION
- BEV KOURI TALKS TOO FAST ,WAY TOO FAST
- LES DOCUMENTS REMIS A L'ENTREE NE SONT QU'EN ANGLAIS ET PAS TOUS DISPONIBLES-TROP DE REPETITION ENTRE LES DEUX PREMIERES CONFERENCES
- VENTILATION MUCH TOO COLD AND LEFT THE WORKSHOP 1/2 HOUR EARLY
- NOT ENOUGH COPIES FOR ALL PARTICIPANTS
- EXEMPLE DE SITE WEB- PAS ASSEZ-PAS D'ESPACE ENTRE LES CHAISES-WEBSITE EVALUATION(LAST PRESENTATION) SHOW SAMPLE, NOT POWERPOINT PRESENTATION

- CHAIRS UNCOMFORTABLE, TOO CLOSE TO EACH OTHER
- NO HANDOUTS FROM THE FIRST TWO SPEAKERS-NO SNACKS (MUFFINS, DONUTS, ETC.) OR DRINK (EXCEPT COFFEE)
- 3E PRESENTATION TROP LONGUE ET PEU INFORMATIF
- FOR THE MOST PART INFO WAS COMMON SENSE, VERY GENERAL INFO
- INNACCEPTABLE QU'IL N'Y AIT PAS DE TRADUCTION POUR LES ATELIERS, NI MEME DE DOCUMENTS EN FRANCAIS.CETTE ORGANISATION EST CENSEE ETRE BILINGUE
- MORE USEFUL INFO.
- ROOM WAS TOO COLD, DRAFTY
- RIEN EN PARTICULIER
- MUCH TOO FAST-PACE ON NRCAN WAS SO FAST COULD NOT TAKE NOTES-THIS WAS A WORKSHOP, WAS IT NOT?EXTREMELY COLD ROOM-TOO SLOW FOR LAST PRESENTATION
- THE TEMPERATURE OF THIS ROOM VERY COOL, MAKES IT UNCOMFORTABLE
- TOO MUCH INFO ON WEB-BASED SURVEY
- NOTE; REST OF CONFERENCE SHOULD FOLLOW SMOOTHER ROUTE-DETAIL, NOT SUPER FUEL
- SOME HANDOUTS NOT AVAILABLE
- NO HANDOUTS FOR 2ND SPEAKER
- PAS DE TRADUCTION, SESSIONS DEVRAIENT ETRE TRADUITES
- WAS NOT ABLE TO GET HANDOUT ON TIME FOR PRESENTATION
- SURVEYS- TOO DRY-TOO GENERAL-NAIVE AUDIENCE, MORE FOCUSED INFO & EXAMPLES
- SPEAKERS DID NOT COVER ANYTHING ABOUT SITE REBIRTH OR LIFECYCLE! ALL GENERAL INTEREST STUFF-THAT WEBMASTERS ALREADY KNOW-NICE PEOPLE BUT A WASTE OF TIME.
- FIRST 2 SESSIONSEXTRÊMELY USEFUL-A LITTLE LESS INTEREST ON MY PART IN THE EVALUATION SECTION
- NO MICROPHONES AVAILABLE FOR PEOPLE ASKING QUESTIONS-AUDIENCES CAN'T HEAR QUESTIONS
- LE TITRE DE LA SEANCE A MAL REPRESENTE LES SUJETS ABORDES-PAS ASSEZ D'INFO SUR LE RENOUVELLEMENT DES SITES EXISTANTS
- FRANCAIS? LORSQUE L'ORATEUR EST ANGLO LES PRESENTATIONS VISUELLES DOIVENT ETRE DANS L'AUTRE LANGUE-SI LE GOUV. FEDERAL NE LE COMPREND PAS ENCORE, QUI VA LE COM
- HANDOUTS; ALL SESSIONS; NO INFO PROVIDED IF SLIDES- WOULD BE AVAILABLE OR NOT ON THE WEB AND WHEN THEY WOULD BE AVAILABLE-MIKES SHOULD HAVE BEEN AVAILABLE
- LES SESSIONS DEVRAIENT ETRE MOINS LONGUES QUE 3 HEURES POUR 3 PRESENTATEURS AURAINT PU ETRE DIVISES ET AVOIR 3 DIFFERENTES SESSIONS DE 1 HEURE CHACUNE

- SHOULDN'T COULD HAVE BEEN BETTER; MIGHT HAVE BEEN NICE TO HAVE MORE DETAILED HANDOUTS
- NOT ENOUGH SPACE, CHAIRS TOO CLOSE TO EACH OTHER, STAGE TOO LOW, CANNOT SEE THE SPEAKERS
- WOULD IT BE POSSIBLE TO HAVE ACCESS TO ALL WORKSHOPS SPEAKERS NOTES AND SLIDES-ACCESS WOULD BE BENEFICIAL TO ALL PARTICIPANTS-
- NO TABLE TO WRITE-UNCOMFORTABLE
- SHOULD HAVE TABLES SET UP AS IN OTHER CONFERENCE SEMINARS (LAST 2 DAYS)
- LACK OF USING M.NET SITES FOR EXAMPLES
- CHAIRS ARE UNCOMFORTABLE
- THE SEATING- NOT INITIALLY ENOUGH COPIES OF 3RD SPEAKERS HANDOUT
- FACILITIES; CHAIRS TOO CLOSE TOGETHER; BACK GROUND NOISE OF FANS TOO LOUD-3RD SPEAKER DEALT TOO MUCH WITH HOW TO DO A SURVEY & HOW TO IMPLEMENT CHANGE ON WEBSITE
- SECOND SPEAKER DIDN'T PROVIDE HANDOUTS
- TOO FAST PACED-NOT GEARED FOR BEGINNER LEVEL-TOO MANY ACRONYMS USED
- NOT ONE THING
- THERE ARE NOT FRENCH TRANSLATOR!! BUT WE PAID! IL N'Y AVAIT PAS DE TRADUCTEUR FRANCAIS
- FOR THE PRICE WE HAD TO PAY FOR THESE SESSIONS, WE SHOULD HAVE HANDOUTS AND NOT HAVE TO WRITE EVERYTHING-SLIDES GO BY TOO FAST
- HANDOUT MATERIAL IS IRRELEVANT IF THE INFO IS AVAILABLE ON THE WEB, AS IT SHOULD BE
- UNCOMFORTABLE SEATING. TOPICS COVERED IN A TOO GENERAL FASHION
- USER BASED EVALUATION WAS TOO BASIC
- SHOULD HAVE TABLES
- TOUS LE ATELIERS SE DEROULENT UNIQUEMENT EN ANGLAIS, SANS TRADUCTION SIMULTANEE ET SURTOUT SANS EFFORT DES CONFERENCIERS- INACCEPTABLE
- CHAIRS TOO CLOSE TOGETHER. NO ROOM FOR SOMEONE MAKING NOTES TO DO SO COMFORTABLY-PLEASE OFFER WATER FOR SESSIONS, COFFEE DOESN'T HELP DEHYDRATION
- CHAIRS UNCOMFORTABLE AND THERE WERE NO TABLES TO FACILITATE NOTE TAKING
- BILINGUAL PRESENTATION WOULD HAVE BEEN APPRECIATED-SNACKS AND LUNCH WOULD HAVE BEEN APPRECIATED ALSO
- ROOM CONFUSION, NOT ENOUGH HANDOUTS-NO INFO ON END OF WEBSITE WHEN NOT USEFUL
- DERNIERE PRESENTATION UN PEU TROP TECHNIQUE ET TROP LONGUE

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### ***An Approach to Help Structure your Internet Function***

#### Positive comments

- IT WAS VERY INTERACTIVE
- WORKSHOP WAS NOT STATIC BUT INTERACTIVE-PEOPLE WERE PARTICIPATING-WELL STRUCTURED
- RANGE OF TOPIC & OPPORTUNITY FOR WORK GROUP
- VUE D ENSEMBLE DU PLUS COMPLET, CONAISSANCE DU SUJET ET DE LA MECANIQUE
- PARTICIPANTS CLARIFYING WHAT THE SPEAKER IS SAYING
- SPEAKER IS EXCELLENT, CONVEYED CONFIDANCE SENSE OF HUMOUR-WOULD GO TO ANOTHER PRESENTATION.SHOULD TELL TYPE & EDUCATION LEVEL OF AUDIENCE,SAY THIS WORKSHOP
- EXCELLENT SPECIFIES-YOUR ENTHOUSIASM OF THE TOPIC CAME THROUGH IN THE PRESENTATION
- WORKSHOPS
- POINTS COVERED REINFORCED THE THINGS WE ARE DOING CORRECTLY, PLUS ADDING SOME NEW ASPECTS
- CONFIRMATION OF THE KNOWN NO NEW MATERIAL-VERY BASIC
- SPEAKERS KNOWLEDGE ON THE MATERIAL
- GOOD CHECKLIST. INTERESTING CASE STUDY SPEAKER S STYLE WAS ENGAGING, IF A LITTLE TENTATIVE
- INFO ET ATELIER
- OVERALL GOOD SESSION- I LIKED SPEAKER S FRIENDLY CASUAL PRESENTATION STYLE
- PRESENTATION PROVIDED FOR USEFUL INFORMATION TO USE. CASE STUDY/GROUP WORK
- INFORMATION MGMT KOADMAY VERY USEFUL
- CONTENT WAS EXCELLENT, SPACE OF PRESENTATION WAS GOOD...IF YOU AS THE AUDIENCE DO NOT HAVE TO TAKE NOTES

#### Negative comments

- WAS NOT WHAT 2 THOUGHT THE WORKSHOP WAS GOING TO BE-IT SEEMED MORE FOCUSSED ON MARKETING
- BEVERLY IS A VERY POOR SPEAKER. SHE WAS TOO NERVOUS & SIMPLY READ A SCIPT.SHE WAS THE WORST SPEAKER I VE NEVER HEARD
- FACILITIES:LIGHTING NOT EASILY CONTROLLED (ALL OR NOTHING)-TABLES/DESK SHOULD HAVE BEEN AVAILABLE-WATER & GLASSES
- AUCUNE INFORMATION EN FRANCAIS. AUCUNE DOCUMENTATION SUR LA PRESENTATION EST DISPONIBLE

- THE PRESENTATION STRAYED FROM THE STATED TOPIC.SHOULD HAVE DESCRIBED CREATION AND MAINTENANCE PROCESSES,ORGANIZATION,BEST PRACTICES NOT TYPOGRAPHY
- SURPRISED TRANSLATION NOT AVAILABLE (NOT NECESSARY FOR ME AS UNILINGUAL ENGLISH) WAS SESSION ADVERTISED AS ENGLISH ONLY- NO HANDOUT MADE SLIDES MORE DIFFICULT TO
- DIDNT SEEM TO BE WELL PREPARED NOTHING PROVIDED IN FRENCH.THE PROCESS PROPOSED IS NOT GEARED FOR GOVERNMENT.IT IS TOO SIMPLE.A LOT MORE PEOPLE INVOLVED
- CASE STUDY WAS MORE FOCUSED ON THE COMMUNICATION ISSUES THAN ON THE MANAGEMENT OF THE INTERNET-NOT THAT USEFUL TO ME
- WOULD LIKE TO HAVE SLIDES AVAILABLE AS HANDOUTS AT BEGINNING OF WORKSHOP
- DIDNT GET MUCH OUT OF THE CASE STUDY
- I WOULD HAVE EXPECTED SOME NEW THINKING IN THIS AREA- THE CASE STUDY WASN'T WELL THOUGHT THROUGH TEAM DYNAMICS WERE NOT WELL SET UP...SO RESULT WASN'T GREAT
- ROOM NOT SET UP DOOR. LIGHTING UNABLE TO READ SCREEN-SYNDICATE GROUPS NOT ADEQUATE SUPPLIES WITH TOOLS-MARKERS . HAD A JUST IN TIME DELIVERY
- WHILE THE CASE STUDY WAS GOOD ,IT WAS NOT EXPECTED FROM THE WORKSHOP DESCRIPTION AND CERTAINLY NOT APPLICABLE TO MY TASK AS WEB MASTER/TECHNICAL PERSON
- ROOM SETUP IS CAREFUL .CATHEDRAL STYLE NOT CONDUCTIVE TO WORKSHOP FORMAT ESPECIALLY WITH BREAK-OUT GROUPS LIGHT IS INFLEXIBLE
- TOO LONG-MANQUE DE CONTROLE DE L'AUDIENCE
- I REALISE THAT THE CASE STUDY WAS A GOOD WAY OF GIVING THE GROUP HANDS ON BUT I WOULD RATHER HAVE HAD THE SPEAKERS ALLOCATE LESS TIME TO THIS
- CASE STUDY-FOCUSED ON COMMUNICATIONS, NOT INTERNET MGMT. SUGGEST A CASE STUDY ON RULES & RESP. OF COMMUNICATIONS & TECHNICAL EXPERTS
- THIS APPLIES ONLY IF THE TEST OF THE SPEAKERS IS NOT MADE AVAILABLE ON GOVERNMENT ON THE NET SITE.

### ***Securing an Electronic Channel for Federal Program Delivery***

#### Positive comments

- BONNE COMPLEMENTARITE
- EXCELLENT PRES. FROM LARRY DUFF, EXTREMELY RELEVANT.SHOULD HAVE BEEN GIVEN MORE TIME .
- VERY GOOD PRES.

- SPEAKERS KNOWLEDGE ON TOPICS WAS GREAT
- START OUT GENERAL/WITH OVERVIEW/THEN GO TO SPECIFICS
- EXPOSURE TO GOVT WIDER INITIATIVES
- EXCELLENT-I WANTED 2 DAYS FOR THIS-SHOULD HAVE ONLY ATTENDED WORKSHOPS AND NEVER MIND THE OTHER "CONFERENCE"PARTS
- VUE D'ENSEMBLE
- BEST OF THE CONFERENCE SO FAR-SOME ACTUAL MEAT-GOOD SELECTION OF SPEAKERS-CONTENTS
- ABSOLUTELY
- TIME WAS MANAGED VERY WELL- A LOT OF INFORMATION WAS COVERED
- PROVIDED BROAD OVERVIEW OF DIFFERENT INITIATIVES/PROJECTS UNDERTAKEN BY WITHIN FEDERAL GOVT-KEY CONTACTS FOR FURTHER EXCHANGES
- COORDINATION OF MESSAGES AND PROJECTS PRESENTED
- VERY "MEATY" CONTENT COUPLED WITH HI-LEVEL OF THE VARIOUS INITIATIVES-VERY INFORMATIVE, INTERESTING, RELEVANT AND APPRECIATED
- GOOD SESSION
- THE BEST
- EXCELLENT KNOWLEDGE AND PRESENTATIONS-BEST PRES. OF AV FROM THIS CONFERENCE
- SLIDES SHOW WERE EXCELLENT- PACE WAS GREAT-SPEAKERS KNOWLEDGEABLE-VERY IMPRESSED WITH NANCY DESORMEAU AND JIM ALEXANDER-ALSO EXCELLENT FACILITATOR
- GOOD OVERVIEW INFO-GREAT SPEAKERS-KNOWLEDGEABLE-VERY EFFICIENT REGISTRATION TOO

#### Negative comments

- SEULEMENT 2 PRESENTATIONS SUR 4 ETAIENT DISPONIBLES EN FRANCAIS-AUCUN EXPOSE ORAL EN FRANCAIS- AUCUNE TRADUCTION
- NO NEED FOR(YET AGAIN) THE OVERVIEW TYPE OF PRESENT FROM N. DESORMEAU-IT IS THE SAME GIVEN BY WESTCOTT-THE HOUR COULD HAVE BEEN USED TO DISCUSS WITH ALEXANDER..
- NO COFFEE, NO TABLES TO TAKE NOTES
- COFFEE SERVICE AT 845 WOULD BE BETTER-ALSO AT BREAK-LAYOUT NOT EFFECTIVE-NOTES FOR PARTICIPANTS COULD BE NICE
- DES SUPPORTS AURAIENT PU ETRE UTILES POUR PRENDRE DES NOTES
- J'AURAIS AIME UN PEU PLUS D'INFO SUR CE QUI SE PASSE EN DEVELOPPEMENT
- NOT ENOUGH COPIES OF HANDOUTS AVAILABLE
- ROOM TOO WARM-LIGHTING OUTDATED-NO SHADES

- WASN'T SUFFICIENTLY CONCRETE-DIDN'T PROVIDE MANY ANSWERS TO KEY QUESTIONS-CONTENT=HURDLES TO DEVELOPMENT
- I WAS HOPING FOR A MORE IT FOCUS ON HOW TO DO IT
- INSUFFICIENT HANDOUTS
- TRANSLATOR
- HARD TO SEE THE SCREEN WHEN SEATED-MOST OF SLIDES WERE QUITE BUSY-PRINTED COPIES WERE MOSTLY ILLEGIBLE-BUT HAVING PRINTOUTS IS GREAT

***We've got the technology... Electronic Aids for Content Generation***

Positive comments

- GAVE AN ADEQUATE OVERVIEW OF SOME APPLICATION
- EXCELLENT PRES. BY ADOBE
- ADOBE PRESENTATION
- M THERIAULT TRES INTERESSANT/SON ANGLAIS ETAIT ACCESSIBLE
- BRAVO A FREDERIC DOHM(LOTUS) D'AVOIR PRIS LA PEINE DE TRADUIRE SA PRESENTATION
- ADOBE PRESENTATION, VERY HELPFUL
- PARTICULARLY ENJOYED THE PDF DEMONSTRATION-EXTREMELY EDUCATING REGARDING THEIR PRODUCT
- EXCELLENT INFO
- ADOBE=EXCELLENT-IBM=EXCELLENT-COLDFUSION=VERY GOOD
- INFO UTILES POUVANT ETRE UTILISEES IMMEDIATEMENT DANS MON TRAVAIL
- GOOD SPEAKERS
- COLD FUSION, ADOBE STUFF

Negative comments

- JUST COVERED 2 APPLICATIONS
- AUCUN EFFORT N'A ETE MIS EN PLACE POUR S'ASSURER QUE LES FRANCOPHONES SOIENT AUSSI BIEN SERVI.
- PAS DE SUPPORT POUR PRENDRE DES NOTES- UN PEU D'EAU DANS LA PIECE POUR LES GENS QUI ASSISTENT A L'ATELIER AURAIT ETE APPRECIE
- MAY HAVE BEEN BETTER TO HAVE A FULL DAY SESSION
- MODERATOR WAS NOT GOOD-DIDN'T USE A MIKE, SPOKE QUIETLY, DIDN'T CONTROL THE ROOM-CLOSING THE DOOR TO THE HALLWAY WHEN OTHER WORKSHOPS WERE ON COFFEE BREAK
- THE GUEST SPEAKERS WERE TOO RUSHED-HAD SOME VERY USEFULL AND INTERESTING CONTENT BUT WEREN'T ALLOWED A SUITABLE AMOUNT OF TIME TO DISSEMINATE

- THE SET UP OF THE ROOM-WE HAD TO BOUNCE SIDEWAYS IN ORDER TO SEE THE SCREEN-VERY POORLY SET
- ADOBE PRES. TOO LONG-VERY SMALL ROOM AND TOO WARM AND STUFFY
- COAST PRES. WAS TOO DRY

### **Emerging Web Programming**

#### Positive comments

- CONTENT VERY GOOD-GOOD PRESENTER-PAPER HANDOUT IS WELL PUT TOGETHER
- COVERED A FAIR BIT BUT JUST ENOUGH TECHNICAL DETAIL
- TRES BONNE PRESENTATION- LE FORMATEUR CONNAISSAIT BIEN SA MATIERE
- VERY INFORMATIVE SESSION
- EXCELLENT CONTENT, DYNAMIC SPEAKER, GOOD INSTRUCTION
- LA VARIETE DES SUJETS ABORDES UNE BONNE "OVERVIEW" DE CE QUI EXISTE ACTUELLEMENT
- SAMPLES
- CONTENU=BEAUCOUP D'INFORMATIONS
- AN IDEA OF WHERE SOME OF TECHNICAL IS HESSED
- GREAT SPEAKER
- GOOD EXAMPLES
- VERY GOOD
- VERY KNOWLEDGEABLE SPEAKER! A LOT OF INFO IN AN AFTERNOON
- LOT OF MATERIAL COVERED-GREAT JOB BY SPEAKER-SHOWED GOOD EXAMPLES
- THIS WAS THE BEST PRESENTATION OF THE ENTIRE CONFERENCE!!!WAS TRULY TECHNICAL BUT PRESENTER EXPLAINED THINGS IN NON-TECHNICAL TERMS-VERY IMPRESSED...
- THE INTRO TO A RANGE OF TECNOLOGIES!!IT WAS GREAT!!FULL MARKS TO SEAN..
- VERY GOOD OVERVIEW-WELL PRESENTED DESPITE SO MUCH INFO COVERED
- EXCELLENT SPEAKER
- VERY GOOD, INFO OVERLOAD
- GOOD OVERVIEW-LOTS OF TOPICS IN A SHORT TIMEFRAME-GOOD SPEAKERS, VERY WELL PREPARED-FINALLY A SESSION WITH HANDOUTS, THAT'S A FIRST AT THIS CONFERENCE
- VERY INFORMATIVE AND RELEVANT INFO PRESENTED-KNOWLEDGEABLE SPEAKER
- PRESENTATION CONTENT WAS GREAT-THANKS
- VERY GOOD PRESENTATION-GOOD USE OF EXAMPLES
- DIFFERENT TOPICS WERE GOOD AND THE COMPARISON WAS GOOD



- DISTRIBUTING SLIDES BEFORE PRESENTATION
- VERY PLEASE THAT THIS DIDN'T TURN INTO A "MARKETING PRESENTATION" FOR THE INTERNET INSTITUTE-GLAD TO SEE THE CONTENT WAS THERE
- INTERESTING OVERVIEW SESSION-GOOD SPEAKER
- EXCELLENT INFORMATION PLUS GOOD TIPS-WILL DEFINITLY USE THIS, STARTING TOMORROW
- MAIRISE DU CONTENU PAR M O'NEILL
- XML!GREAT SESSION!!!
- GOOD SUPPORTING DEMO FOR ILLUSTRATING DISCUSSION
- WORKSHOP # 5; INTERNET LANGUAGES DEMOS
- VERY TECHNICAL SESSION-REALLY FOR WEB PROGRAMERS(DEVELOPERS)- WOULD HAVE LIKED SOMETHING MORE GENERAL WITH DIRECT APPLICATION TO G. OF CANADA
- GOOD CONCRETE INFO FOR WEB DEVELOPERS
- ENJOYED ALL THE CONTENT IN PRESENTATION-VERY WELL PRESENTED-EXCELLENT WORKSHOP

#### Negative comments

- SESSION DESCRIPTION INDICATED THAT WORKSHOP WOULD COVER HOW THE COMMON LOOK AND FEEL WOULD CHANGE WEB DESIGN AND CODING-NOT COVERED-
- PEUT ETRE UN PEU TROP TECHNIQUE
- THE QUESTIONS, SLOW DOWN THE PROCESS TOO MUCH
- DEVRAIT GARDER LES QUESTIONS POUR LA FIN- C'EST UNE QUESTION DE TEMPS- PRESENTATION OU SALLE DE CLASSE?
- LIVE INTERNET ACCESS MISSING-NOT MUCH ON BEST USES SHOWN
- PRESENTATION SLIDES COULD BE MADE EASIER TO READ
- NEED SNACKS AT BREAKTIME-JUICE ETC.-WOULD MUCH PREFER A NON-SMOKING FACILITY!-NOWHERE TO SIT OUTSIDE CONFERENCE
- SOME MENTION WAS MADE OF THE GOV'T COMMON LOOK AND FEEL INITIATION IN THE PAMPHLETS-COURSE OUTLINE BUT SUBJECT WAS NEVER TOUCHED
- LE RYTHME ETAIT TROP RAPIDE ET LE CONTENU TROP THEORIQUE ET PAS ASSEZ D'EXEMPLES
- DESKS OR TABLES TO WRITE ON WOULD BE BETTER
- COLD ROOM-QUESTIONS SHOULD BE LEFT TO THE END SO PEOPLE CAN HEAR ENTIRE PRESENTATION IF THEY NEED TO LEAVE EARLIER-TOO DETAILED QUESTIONS....
- ROOM WAS COLD AND SHOULD BE TABLES SET UP TO FACILITATE NOTE TAKING, OR PROVIDE MASSAGES FOR EVERYONE AFTERWARDS
- NOT MUCH
- PRESENTER WOULD HAVE FOUND INTERNET ACCESS, VERY HELPFUL FOR HIS PRESENTATION

- A BIT FAST- NOT DEPTH -BUT EXCELLENT
- BETTER EXAMPLES REQUIRED WITH LIVE DEMOS
- CHAIRS VERY UNCOMFORTABLE
- NOTHING I CAN THINK OF
- PRESENTATION EN PROJECTION AURAIT DU ETRE BILINGUE(AINSI QUE SON EQUIVALENT IMPRIME)
- FACILITIES; TOO MUCH SMOKE FROM CIGARETTES
- VISUAL DEMOS REQUIRE LARGER SCREENS FOR A CLEAR VISION FROM BACK OF THE ROOM-BETTER LIGHTING
- TOO MUCH INFORMATION-IF YOU'RE NOT AN EXPERT TECHNI. YOU DON'T KNOW HALF OF WHAT BEING SAID-LOT OF WHAT BEEN SAID WON'T BE USED ON GOV'T WEBSITES
- THIS ROOM IS VERY UNCOMFORTABLE, COLD AND SOUND IS BAD
- COMMUNICATION ININTELLIGIBLE POUR MOI-LE DEBIT ET LA PRONONCIATION DE L'ANIMATEUR TROP RAPIDE POUR MA COMPREHENSION DE L'ANGLAIS-JE SUIS SORTIE

### ***Knowledge Management***

#### Positive comments

- QUALITY OF SPEACHES HIGH-GRASP TOPICS/PRESENTATION-HIGH QUALITY CONTACT-INPUT FROM AUDIENCE-COMMENTS INTEGRATED PRESENTATION PACKAGE
- QUE LE SUJET PRESENT, QU'ON COMMENCE A EN PARLER
- A LITTLE ABSTRACT (BUT GOOD PRESENTATION)
- DYNAMICS BETWEEN PRESENTERS AND THE PARTICIPANTS-RESPECT OF TIME FRAMES
- A FEW GEMS OF INFORMATION AND INSIGHT AMONG ALL THE THEORY-EXCELLENT VISUAL AIDS, ALTHOUGH A LITTLE BUSY
- GOOD CONTENT-NOT ENOUGH TIME-POSSIBLY DUE TO "TECHNICAL DIFFICULTIES"
- THE HAND OUTS IF PUT ON THE WEB
- THE CASE STUDY PROVIDED AWESOME OPPORTUNITY TO DISCUSS AND INTERACT
- I LIKED THE DISCUSSION BETWEEN EACH SECTION
- BONNE PREPARATION DES DOCUMENTS PAR LES PRESENTATEURS, PRESQUE TROP POUR TROIS HEURES DE DISCUSSION
- DIANE CROUSE'S INFORMATION-BOTH SPEAKERS COULD GIVE GOOD ANSWERS TO QUESTIONS
- THE FORMAT WAS GOOD- SHORT PRESENTATION THEN DISCUSSION AND DISCUSSION AGAIN (SEVERAL TIME)- THE SUBJECT WAS INTERESTING
- A LOT OF TOPICS THAT HAS BEEN DISCUSS THAN WHERE A LOT OF POINT OF VIEW

- PETER BRANDON IS A BRILLANT VISIONARY-DIANE CROUSE DEMONSTRATES ENORMOUS PRACTICAL EXPERIENCE

Negative comments

- SQUEAKY STAGE, INFOCUS LIGHTING
- TECHNICAL PROBLEMS.W/FACILITIES, NOT FAULT OF THE SPEAKER (PACE OF PRESENTATION)
- DO NOT LIKE TO BE TELL WHERE TO SIT-CONSTANT SQUEAKING OF PLATFORM/USING TOO MANY ANALOGIES-STICK TO THE ISSUE-NOT AIRPLANES/SHIPS ETC. GET TO THE POINT
- TRES STATIQUE, CA BOUGE PAS BEAUCOUP
- SPEAKER TOO REPETITIVE ON BASIC POINTS-SQUEAKER SPEAKING PLATFORM, EASY TO FIX---FIX IT!!!!
- CONTENT MAY BE TOO AMBITIOUS FOR A 3 HOURS SESSION- TOO MUCH CONTENT CRAMMED INTO THE WRAP-UP
- TECHNICAL DIFFICULTIES-TOO MUCH TO ACQUIRE IN 3 HOURS
- THE SUBJECT & TOPICS DISCUSSED WERE EXCELLENT-I WOULD HAVE LIKED TO SPEND MORE TIME ON EACH AREA
- LES COUPURES DUES A LA TECHNOLOGIE FURENT PARTICULIEREMENT DEPLAISANTES
- PETER BRANDON WAS A BIT TOO REPETITIVE- PRESENTATION WAS S-L-O-W-YET AN OTHER TECHNICAL GLITCH-THERE SEEMED TO BE WARY DURING THIS CONFERENCE-HOW COME?
- HANDOUTS WOULD HAVE BEEN HELPFUL-TOO MUCH TIME WAS SPENT ON CERTAIN SEGMENTS OF THE PRESENTATION-CHAIRS THROUGHT THE CONFERENCE ARE EXTREMELY UNCOMFORTABLE
- PEOPLE DON'T THINK OF TURNING OFF THEIR CELL PHONES-INTERRUPTIONS
- AM UNHAPPY THAT MANY PRESENTERS DID NOT PROVIDE HANDOUTS-THEY ARE VERY NICE TO HAVE TO WRITE ON AT THE MOMENT
- TECHNICAL DIFFICULTIES (LAP TOP FAILED A NUMBER OF TIMES)
- MORE OF A FORUM APPROACH-NEEDED A FOCUSED, MORE BASIC LEVEL OF DISCUSSION



## ***APPENDIX 2***

# ***Telephone survey of attendees and non-attendees***

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The telephone survey took place between December 6 and December 13. Some 150 attendees were contacted to analyse their reaction to the conference in more detail than the report cards can offer; 150 non-attendees were questioned about the reasons for not attending and about their information needs.

Non-participants were selected at random from the telephone listings for 18 federal organisations using the Government Electronic Directory Services. Listings were produced using the following keywords in titles: "communication", "policy analyst", "webmaster" and "Internet". The organisations sampled were: Agriculture and Agrifood Canada, Canadian Customs Agency, Canada Mortgage and Housing Corporation, Canadian Heritage, Canadian International Development Corporation, Citizenship and Immigration Canada, Environment Canada, Foreign Affairs and International Trade, Fisheries and Oceans Canada, Health Canada, Human Resources Development Canada, Industry Canada, National Defence, National Research Council, Natural Resources Canada, Public Works and Government Services Canada, Statistics Canada and Transport Canada. Only telephone numbers in the 819 and 613 area codes were retained for the study.

The first question in the questionnaire acted as a filter to ensure that the individual contacted belonged to the right stratum. People registered to the conference but who did not attend were considered outside the population.

Also, people on the non-participant list who had participated were excluded as were those who declared that their job did not involve government information and the Internet.

The next few pages contain the paper version of the telephone questionnaire.

### Sample disposition

	Participants	Non-Participants
Numbers used	275	272
Outside the population	56	62
Eligible numbers (a)	219	210
No successful contact	57	53
Refusal	5	6
Completed (b)	157	151
Response rate (a/b)	72%	72%

**TELEPHONE SURVEY OF ATTENDEES AND NON-ATTENDEES  
TO THE GOVNET '99 CONFERENCE**

Hi, my name is \_\_\_\_\_ and I call on behalf of **Circum Network Inc.**. We have been commissioned by the organisers of the *Government on the Net* conference to conduct an assessment of the conference held November 22 and 23.

*IF ATTENDEE:* We have selected a few people like you who attended to evaluate the conference and to start planning next year's.

*IF NON-ATTENDEE:* We have selected a few people like you who did not attend the conference to assess needs and to start planning next year's conference.

Your participation is voluntary and is very important to us. Your answers will remain strictly confidential. Would you have a few minutes now?

(IF ATTENDEE)

**Q1 Could I first confirm that you attended the Government on the Net '99 conference on November 22 and 23?**

YES ..... 1  
No ..... 2 >> **TERMINATE THE INTERVIEW**  
DK/NR ..... 9 >> **TERMINATE THE INTERVIEW**

(IF NON-ATTENDEE)

**Q2 Could I first confirm that you did not attend the Government on the Net '99 conference on November 22 and 23?**

DID NOT ATTEND ..... 1  
No, ATTENDED ..... 2 >> **TERMINATE THE INTERVIEW**  
DK/NR ..... 9 >> **TERMINATE THE INTERVIEW**

(IF NON-ATTENDEE)

**Q3 Does any aspect of your job involve government information and the Internet?**

YES ..... 1 >> **GOTO Q15**  
No ..... 2 >> **TERMINATE THE INTERVIEW**  
DK/NR ..... 9 >> **TERMINATE THE INTERVIEW**

**Q4 How would you describe your main purpose in attending the Government on the Net '99 conference? (DO NOT READ)**

KEEPING ABREAST OF THE STATE OF THE ART .....	1
NETWORKING .....	2
TRAINING .....	3
OTHER (SPECIFY) .....	98
DK/NR .....	99

**Q5 Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with... (ROTATE WITHIN CATEGORIES OF INDICATORS; ROTATE CATEGORIES)**

The quality of the speakers  
The balance of private and public sector speakers (referenced as Q5B later)  
The balance of French and English speaking speakers (referenced as Q5C later)  
The pace of the conference  
The handouts  
The registration procedures  
The courtesy of the personnel on site  
Generally, the level of service you received

The vocabulary used in the communications  
The vocabulary used in written material  
The availability of service in the official language of your choice  
The clarity of the promotional material  
Generally, the quality of communications

The geographical location of the conference in Hull  
The availability of parking  
The quality of the sound in the rooms  
The temperature and ventilation in the rooms  
The layout of the conference centre  
Generally, the conference facilities

The variety of exhibitors  
The number of exhibitors  
The information offered by exhibitors  
Generally, the exhibition component

The topics covered in the Social and Policy Issues stream  
The topics covered in the Technology stream  
The topics covered in the Content stream



- The information and knowledge you gained
- The contacts you made
- The extent to which the conference met your needs
- Generally, the results of your attendance
  
- The cost of attending the conference

**Q6 Are there topics of interest to you in the area of *Government on the Net* which were not covered at the conference?**

YES (WHICH ONES?) .....	1
No .....	2
DK/NR .....	9

**Q6B What subject, if any, was of most interest to you at the conference?**

(SUBJECT) _____ .....	1
NONE .....	2
DK/NR .....	9

(IF 1 OR 2 AT Q5B)

**Q7 You indicated a dissatisfaction with the balance of private and public sector speakers. Would you have preferred more or fewer private sector speakers?**

MORE .....	1
FEWER .....	2
DK/NR .....	9

(IF 1 OR 2 AT Q5C)

**Q8 You indicated a dissatisfaction with the balance of French and English speaking speakers. Would you have preferred more or fewer French speaking speakers?**

MORE .....	1
FEWER .....	2
DK/NR .....	9

**Q9 Based on your experience this year, how likely would you be to attend another Government on the Net conference next year? Would you be... (READ)**

VERY UNLIKELY . . . . .	1
SOMEWHAT UNLIKELY . . . . .	2
SOMEWHAT LIKELY . . . . .	3
VERY LIKELY . . . . .	4
DK/NR . . . . .	9

**Q10 How did you find out about the Government on the Net '99 conference? (READ IF NECESSARY)**

WORD OF MOUTH . . . . .	1
FLYER RECEIVED IN THE MAIL . . . . .	2
PROMOTIONAL MATERIAL OTHER THAN IN THE MAIL . . . . .	3
WEB SITE . . . . .	4
OTHER (SPECIFY) . . . . .	8
DK/NR . . . . .	9

**Q11 Have you attended other, similar conferences in the last twelve months?**

YES . . . . .	1
No . . . . .	2
DK/NR . . . . .	9

(IF ATTENDED CONFERENCES)

**Q12 Could you please name them? (DO NOT READ, ACCEPT AS MANY AS MENTIONED)**

GTEC . . . . .	1
_____ . . . . .	2
DK/NR . . . . .	99

(IF ATTENDED GTEC)

**Q13 Would you say GovNet was much more profitable than GTEC, somewhat more, as profitable, somewhat less profitable or much less profitable than GTEC?**

GOVNET MUCH MORE PROFITABLE . . . . .	1
GOVNET SOMEWHAT MORE PROFITABLE . . . . .	2
GOVNET AS PROFITABLE . . . . .	3
GOVNET SOMEWHAT LESS PROFITABLE . . . . .	4
GOVNET MUCH LESS PROFITABLE . . . . .	5
DK/NR . . . . .	9

(IF ATTENDED GTEC, SKIP OVER THIS QUESTION; ASK IF ATTENDED ANOTHER CONFERENCE)

**Q14 Thinking about the best of these other conferences, would you say GovNet was much more profitable than that conference, somewhat more, as profitable, somewhat less profitable or much less profitable than that conference?**

GOVNET MUCH MORE PROFITABLE . . . . .	1
GOVNET SOMEWHAT MORE PROFITABLE . . . . .	2
GOVNET AS PROFITABLE . . . . .	3
GOVNET SOMEWHAT LESS PROFITABLE . . . . .	4
GOVNET MUCH LESS PROFITABLE . . . . .	5
DK/NR . . . . .	9

(ATTENDEES SKIP TO Q18)

(SECTION FOR NON-ATTENDEES)

**Q15 Before November 22 when the Conference took place, had you heard of the Government on the Net '99 conference?**

YES . . . . .	1
No . . . . .	2
DK/NR . . . . .	9

(IF YES)

**Q16 What is the main reason why you decided not to attend the conference? (DO NOT READ)**

BAD TIMING . . . . .	1
HAD TO CHOOSE BETWEEN GTEC AND GOVNET . . . . .	2
LACK OF TIME . . . . .	3
LACK OF MONEY . . . . .	4
LACK OF INTEREST IN THE TOPICS COVERED . . . . .	5
PREVIOUS LACKLUSTER EXPERIENCE . . . . .	6
OTHER (SPECIFY) . . . . .	98
DK/NR . . . . .	99

Q17 **What topics would be of interest to you at a conference focussed on government and the Internet? (ENTER AS MANY AS STATED; USE THE SAME CODES AS FOR Q6B)**

..... 98  
DK/NR ..... 99

(EVERYONE ANSWERS THE FOLLOWING QUESTIONS)

Q18 **Some people think that traditional large-scale conferences are still the best way to meet people, exchange ideas and learn about key trends; others think that Web publishing and technology-based discussion groups offer more effective ways to keep abreast of the state-of-the-art. Which position is closest to your point of view?**

CONFERENCE STILL THE BEST WAY ..... 1  
TECHNOLOGY OFFERS MORE EFFECTIVE WAYS ..... 2  
DK/NR ..... 9

Q19 **Finally, here are a few questions for statistical purposes. Do you work for a government department or agency?**

YES ..... 1  
No ..... 2  
DK/NR ..... 9

(IF YES)

Q20 **Do you work for the federal government?**

YES ..... 1  
No ..... 2  
DK/NR ..... 9

**Q21 Which of the following best describes your job? (READ)**

WEBMASTER .....	1
OTHER INTERNET-RELATED JOB .....	2
INFORMATION-RELATED STAFF .....	3
COMMUNICATIONS STAFF .....	4
PROGRAM MANAGER .....	5
POLICY ANALYST .....	6
OTHER .....	8
DK/NR .....	9

**Q22 Do you work in the National Capital Region?**

YES .....	1
No .....	2
DK/NR .....	9

(IF NO)

**Q23 In which region of Canada do you work? (READ IF NECESSARY)**

ATLANTIC CANADA .....	1
QUEBEC .....	2
ONTARIO .....	3
PRAIRIES .....	4
BRITISH COLUMBIA .....	5
TERRITORIES .....	6
DK/NR .....	9

Could I first confirm that you attended the Government on the Net '99 conference on November 22 and 23?

	n:	=====													
		GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely	
Q1		208	208	0	49	66	38	64	91	7	35	113	49	105	
Yes		75%	75%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
No		22%	22%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
DK/NR		3%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
± ... at 50%:		7	7	*	14	12	16	12	10	37	17	9	14	10	

Could I first confirm that you did not attend the Government on the Net '99 conference on November 22 and 23?

	n:	=====													
		GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely	
Q2		203	0	203	19	65	63	0	0	0	0	0	0	0	
Did not attend		90%	0%	90%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	
No, attended		4%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
DK/NR		6%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
± ... at 50%:		7	*	7	22	12	12	*	*	*	*	*	*	*	

Does any aspect of your job involve government information and the Internet?

	n:	=====													
		GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely	
Q3		182	0	182	19	65	63	0	0	0	0	0	0	0	
Yes		83%	0%	83%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	
No		16%	0%	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
DK/NR		1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
± ... at 50%:		7	*	7	22	12	12	*	*	*	*	*	*	*	

How would you describe your main purpose in attending the Government on the Net '99 conference? (DO NOT READ)

	n:	=====													
		GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely	
Q4		157	157	0	49	66	38	64	91	7	35	113	49	105	
Keeping abreast of the state of the art		69%	69%	0%	61%	76%	71%	78%	64%	86%	69%	69%	73%	68%	
Keeping informed		11%	11%	0%	14%	11%	8%	8%	13%	14%	17%	9%	4%	14%	
Training		9%	9%	0%	18%	5%	3%	2%	13%	0%	3%	11%	10%	8%	
Networking		6%	6%	0%	6%	5%	8%	6%	7%	0%	6%	7%	6%	7%	
Other		4%	4%	0%	0%	5%	11%	6%	3%	0%	6%	4%	6%	4%	
DK/NR		1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
± ... at 50%:		8	8	*	14	12	16	12	10	37	17	9	14	10	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Participants	Non-participants	Web-related	Information related	Policy program related	Yes	No	Dissatisfied	Indifferent	Satisfied	Unlikely	Likely
Q5A The quality of the speakers		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		14%	14%	0%	12%	14%	18%	27%	5%	86%	34%	4%	35%	5%
Dis. --		3%	3%	0%	2%	3%	3%	+++	---	29%	+++	2%	+++	1%
Dis. -		11%	11%	0%	10%	11%	16%	23%	3%	57%	34%	2%	29%	4%
Indiff. =		9%	9%	0%	12%	9%	5%	+++	---	14%	+++	7%	+++	4%
Sat. +		48%	48%	0%	53%	48%	47%	42%	54%	0%	49%	52%	29%	59%
Sat. ++		26%	26%	0%	20%	29%	26%	19%	32%	0%	0%	36%	14%	31%
SATISFIED		75%	75%	0%	73%	77%	74%	61%	86%	0%	49%	88%	43%	90%
DK/NR		3%	3%	0%	2%	0%	3%	3%	0%	0%	3%	1%	2%	1%
± ... at 50%:		8	8	*	14	12	16	12	10	37	17	9	14	10
mean:		3,86	3,86	*	3,81	3,89	3,81	3,52	4,10	1,86	3,15	4,21	3,17	4,17
t:			*	*				**	**	***	***	***	***	***

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Participants	Non-participants	Web-related	Information related	Policy program related	Yes	No	Dissatisfied	Indifferent	Satisfied	Unlikely	Likely
Q5B The balance of private and public sector speakers		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		13%	13%	0%	14%	9%	18%	14%	12%	29%	31%	6%	24%	8%
Dis. --		2%	2%	0%	2%	2%	3%	2%	2%	29%	+++	0%	6%	0%
Dis. -		11%	11%	0%	12%	8%	16%	13%	10%	0%	29%	6%	18%	8%
Indiff. =		11%	11%	0%	16%	11%	8%	11%	12%	0%	+++	7%	14%	10%
Sat. +		41%	41%	0%	43%	45%	34%	42%	41%	71%	34%	42%	47%	39%
Sat. ++		29%	29%	0%	22%	30%	32%	27%	31%	0%	3%	39%	10%	37%
SATISFIED		69%	69%	0%	65%	76%	66%	69%	71%	71%	37%	81%	57%	76%
DK/NR		6%	6%	0%	4%	5%	8%	6%	4%	0%	3%	6%	4%	6%
± ... at 50%:		8	8	*	14	12	16	12	10	37	17	9	14	10
mean:		3,89	3,89	*	3,74	4,00	3,83	3,85	3,92	3,14	3,06	4,21	3,38	4,12
t:			*	*						***	***	***	***	***

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5C The balance of French and English speaking speakers														
DISSATISFIED		157	157	0	49	66	38	64	91	7	35	113	49	105
		20%	20%	0%	33%	17%	11%	17%	22%	57%	20%	18%	22%	19%
Di ss. --		1%	1%	0%	4%	0%	0%	3%	0%	14%	3%	0%	4%	0%
Di s. -		18%	18%	0%	29%	17%	11%	14%	22%	43%	17%	18%	18%	19%
Indi ff. =		12%	12%	0%	10%	14%	13%	16%	10%	0%	23%	10%	16%	10%
Sat. +		31%	31%	0%	22%	38%	34%	34%	30%	14%	40%	30%	29%	32%
Sat. ++		29%	29%	0%	24%	27%	37%	20%	36%	14%	6%	38%	22%	33%
SATISFIED		61%	61%	0%	47%	65%	71%	55%	66%	29%	46%	68%	51%	66%
DK/NR		8%	8%	0%	10%	5%	5%	13%	2%	14%	11%	4%	10%	5%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3,74	3,74	*	3,39	3,79	4,03	3,63	3,82	2,67	3,32	3,93	3,52	3,84	
t:			*	*	*	*	*	*	*	*	**	*	*	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5D The pace of the conference														
DISSATISFIED		157	157	0	49	66	38	64	91	7	35	113	49	105
		15%	15%	0%	10%	17%	18%	20%	11%	29%	26%	11%	24%	10%
Di ss. --		2%	2%	0%	0%	3%	3%	3%	1%	14%	6%	0%	4%	1%
Di s. -		13%	13%	0%	10%	14%	16%	17%	10%	14%	20%	11%	20%	10%
Indi ff. =		7%	7%	0%	8%	5%	8%	9%	5%	0%	20%	4%	14%	4%
Sat. +		49%	49%	0%	63%	42%	47%	41%	56%	57%	43%	51%	51%	49%
Sat. ++		25%	25%	0%	14%	36%	18%	23%	26%	0%	6%	33%	4%	35%
SATISFIED		74%	74%	0%	78%	79%	66%	64%	82%	57%	49%	84%	55%	84%
DK/NR		4%	4%	0%	4%	0%	8%	6%	1%	14%	6%	2%	6%	2%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3,86	3,86	*	3,85	3,95	3,69	3,68	3,98	3,17	3,24	4,08	3,33	4,10	
t:			*	*	*	*	*	*	*	***	***	***	***	



Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
 Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5E The handouts		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		43%	43%	0%	33%	47%	53%	45%	43%	57%	46%	42%	57%	38%
Di ss. --		19%	19%	0%	6%	24%	29%	23%	16%	14%	29%	17%	24%	17%
Di s. -		24%	24%	0%	27%	23%	24%	22%	26%	43%	17%	26%	33%	21%
Indi ff. =		13%	13%	0%	14%	17%	5%	13%	14%	29%	14%	12%	12%	14%
Sat. +		25%	25%	0%	39%	21%	16%	28%	23%	14%	29%	25%	22%	26%
Sat. ++		9%	9%	0%	8%	8%	13%	5%	12%	0%	3%	12%	4%	11%
SATISFIED		34%	34%	0%	47%	29%	29%	33%	35%	14%	31%	36%	27%	37%
DK/NR		10%	10%	0%	6%	8%	13%	9%	8%	0%	9%	9%	4%	10%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	2, 78	2, 78	*	3, 17	2, 62	2, 55	2, 66	2, 87	2, 43	2, 56	2, 87	2, 47	2, 93	
t:			*	**							*	*	*	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
 Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5F The registration procedures		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		6%	6%	0%	6%	6%	5%	8%	4%	14%	11%	4%	8%	5%
Di ss. --		1%	1%	0%	0%	3%	0%	2%	1%	0%	3%	1%	2%	1%
Di s. -		4%	4%	0%	6%	3%	5%	6%	3%	14%	9%	3%	6%	4%
Indi ff. =		5%	5%	0%	4%	3%	11%	3%	7%	0%	6%	5%	2%	7%
Sat. +		27%	27%	0%	27%	30%	26%	30%	26%	29%	43%	23%	35%	24%
Sat. ++		57%	57%	0%	61%	58%	50%	52%	62%	43%	34%	65%	49%	62%
SATISFIED		84%	84%	0%	88%	88%	76%	81%	88%	71%	77%	88%	84%	86%
DK/NR		5%	5%	0%	2%	3%	8%	8%	1%	14%	6%	3%	6%	3%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	4, 41	4, 41	*	4, 46	4, 41	4, 31	4, 34	4, 46	4, 17	4, 03	4, 54	4, 30	4, 46	
t:			*	*						*	*	*	*	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ed	Unli- kely	Likely
Q5G The courtesy of the personnel on site	157	157	0	49	66	38	64	91	7	35	113	49	105	
DISSATISFIED	1%	1%	0%	2%	0%	3%	2%	1%	0%	3%	1%	2%	1%	
Diss. --	1%	1%	0%	0%	0%	3%	2%	0%	0%	0%	1%	0%	1%	
Dis. -	1%	1%	0%	2%	0%	0%	0%	1%	0%	3%	0%	2%	0%	
Indiff. =	1%	1%	0%	2%	0%	3%	3%	0%	0%	6%	0%	2%	1%	
Sat. +	27%	27%	0%	41%	24%	13%	25%	27%	86%	34%	20%	43%	19%	
Sat. ++	69%	69%	0%	55%	76%	79%	69%	71%	14%	54%	79%	51%	79%	
SATISFIED	96%	96%	0%	96%	100%	92%	94%	99%	100%	89%	99%	94%	98%	
DK/NR	1%	1%	0%	0%	0%	3%	2%	0%	0%	3%	0%	2%	0%	
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	4,66	4,66	*	4,49	4,76	4,70	4,62	4,69	4,14	4,44	4,76	4,46	4,75	
t:			*	*	*				**	*	**	**	**	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ed	Unli- kely	Likely
Q5H Generally, the level of service you received	157	157	0	49	66	38	64	91	7	35	113	49	105	
DISSATISFIED	8%	8%	0%	6%	11%	8%	14%	4%	43%	23%	2%	18%	4%	
Diss. --	1%	1%	0%	2%	2%	0%	+	-	0%	+++	---	++	--	
Dis. -	7%	7%	0%	4%	9%	8%	13%	3%	43%	17%	2%	14%	4%	
Indiff. =	5%	5%	0%	4%	5%	5%	+	-	14%	++	---	+	-	
Sat. +	38%	38%	0%	53%	33%	32%	36%	41%	29%	49%	36%	55%	31%	
Sat. ++	45%	45%	0%	37%	52%	45%	41%	48%	0%	11%	58%	12%	60%	
SATISFIED	83%	83%	0%	90%	85%	76%	77%	89%	29%	60%	95%	67%	91%	
DK/NR	4%	4%	0%	0%	0%	11%	3%	2%	14%	3%	2%	4%	2%	
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	4,23	4,23	*	4,18	4,24	4,26	4,05	4,35	2,83	3,44	4,54	3,60	4,50	
t:			*	*		+++			*	***	***	***	***	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5I The vocabulary used in the communications		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		4%	4%	0%	2%	5%	3%	2%	5%	0%	3%	4%	6%	3%
Diss. --		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dis. -		4%	4%	0%	2%	5%	3%	2%	5%	0%	3%	4%	6%	3%
Indiff. =		7%	7%	0%	8%	6%	8%	6%	8%	14%	23%	2%	8%	7%
Sat. +		51%	51%	0%	59%	56%	37%	53%	51%	86%	60%	47%	65%	45%
Sat. ++		35%	35%	0%	31%	33%	45%	34%	36%	0%	11%	45%	18%	44%
SATISFIED		86%	86%	0%	90%	89%	82%	88%	87%	86%	71%	92%	84%	89%
DK/NR		3%	3%	0%	0%	0%	8%	5%	0%	0%	3%	2%	2%	2%
± ... at 50%:	8	8	*	14	12	16	++	+	-	37	17	9	14	10
mean:	4, 21	4, 21	*	4, 18	4, 18	4, 34	4, 26	4, 18	3, 86	3, 82	4, 35	3, 98	4, 32	4, 32
t:			*	*	*	*	*	*	*	*	*	*	*	*

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5J The vocabulary used in written material		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		9%	9%	0%	2%	11%	16%	14%	5%	0%	11%	9%	14%	7%
Diss. --		3%	3%	0%	0%	6%	3%	5%	2%	0%	3%	4%	4%	3%
Dis. -		6%	6%	0%	2%	5%	13%	9%	3%	0%	9%	5%	10%	4%
Indiff. =		10%	10%	0%	8%	12%	8%	13%	8%	29%	17%	6%	14%	8%
Sat. +		39%	39%	0%	47%	41%	29%	33%	44%	57%	49%	35%	41%	38%
Sat. ++		33%	33%	0%	33%	32%	34%	31%	35%	0%	6%	44%	20%	40%
SATISFIED		72%	72%	0%	80%	73%	63%	64%	79%	57%	54%	80%	61%	78%
DK/NR		10%	10%	0%	10%	5%	13%	9%	8%	14%	17%	5%	10%	8%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	4, 03	4, 03	*	4, 23	3, 92	3, 91	3, 84	4, 15	3, 67	3, 55	4, 18	3, 70	4, 18	
t:			*	*	*	*	*	*	*	*	*	*	*	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
 Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5K The availability of service in the official language of your choice		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		9%	9%	0%	14%	8%	5%	11%	8%	14%	17%	6%	14%	7%
Di ss. --		4%	4%	0%	10%	3%	0%	6%	3%	14%	6%	4%	6%	4%
Di s. -		4%	4%	0%	4%	5%	5%	5%	4%	0%	11%	3%	8%	3%
Indi ff. =		6%	6%	0%	4%	5%	11%	8%	4%	29%	11%	3%	10%	3%
Sat. +		24%	24%	0%	31%	27%	11%	17%	29%	14%	31%	22%	22%	25%
Sat. ++		58%	58%	0%	51%	58%	68%	59%	58%	43%	34%	67%	49%	64%
SATISFIED		82%	82%	0%	82%	85%	79%	77%	87%	57%	66%	89%	71%	89%
DK/NR		4%	4%	0%	0%	3%	5%	5%	1%	0%	6%	2%	4%	2%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	4, 31	4, 31	*	4, 08	4, 36	4, 50	4, 25	4, 36	3, 71	3, 82	4, 50	4, 04	4, 45	
t:			*							**	**			

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
 Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5L The clarity of the promotional material		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		15%	15%	0%	18%	17%	11%	14%	16%	57%	26%	10%	27%	10%
Di ss. --		2%	2%	0%	0%	3%	3%	3%	1%	43%	0%	0%	6%	0%
Di s. -		13%	13%	0%	18%	14%	8%	11%	15%	14%	26%	10%	20%	10%
Indi ff. =		11%	11%	0%	10%	9%	13%	9%	12%	0%	17%	10%	16%	9%
Sat. +		43%	43%	0%	47%	45%	37%	42%	45%	29%	46%	44%	47%	43%
Sat. ++		24%	24%	0%	16%	24%	34%	23%	24%	0%	6%	31%	4%	33%
SATISFIED		67%	67%	0%	63%	70%	71%	66%	69%	29%	51%	75%	51%	76%
DK/NR		7%	7%	0%	8%	5%	5%	11%	2%	14%	6%	5%	6%	6%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3, 79	3, 79	*	3, 67	3, 78	3, 97	3, 81	3, 78	2, 17	3, 33	4, 02	3, 24	4, 06	
t:			*						*	**	***	***	***	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely
Q5M Generally, the quality of communications		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		13%	13%	0%	14%	9%	21%	20%	9%	71%	29%	5%	27%	8%
Di ss. --		4%	4%	0%	6%	2%	5%	8%	1%	29%	9%	1%	10%	1%
Di s. -		10%	10%	0%	8%	8%	16%	13%	8%	43%	20%	4%	16%	7%
Indi ff. =		5%	5%	0%	6%	8%	0%	6%	4%	14%	14%	2%	10%	3%
Sat. +		49%	49%	0%	61%	48%	39%	45%	53%	14%	49%	52%	47%	50%
Sat. ++		30%	30%	0%	16%	35%	37%	25%	34%	0%	3%	41%	14%	38%
SATISFIED		79%	79%	0%	78%	83%	76%	70%	87%	14%	51%	93%	61%	89%
DK/NR		3%	3%	0%	2%	0%	3%	3%	0%	0%	6%	0%	2%	1%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3,94	3,94	*	3,75	4,08	3,89	3,69	4,11	2,14	3,18	4,27	3,40	4,19	
t:			*				*	*	**	**	**	**	**	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely
Q5N The geographical location of the conference in Hull		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		15%	15%	0%	12%	14%	18%	16%	14%	29%	29%	10%	22%	11%
Di ss. --		4%	4%	0%	8%	3%	0%	6%	2%	14%	11%	1%	6%	3%
Di s. -		11%	11%	0%	4%	11%	18%	9%	12%	14%	17%	9%	16%	9%
Indi ff. =		9%	9%	0%	12%	5%	13%	13%	7%	14%	14%	7%	16%	6%
Sat. +		32%	32%	0%	39%	36%	16%	27%	36%	29%	37%	31%	39%	29%
Sat. ++		43%	43%	0%	37%	45%	50%	45%	42%	14%	20%	52%	20%	54%
SATISFIED		75%	75%	0%	76%	82%	66%	72%	78%	43%	57%	83%	59%	83%
DK/NR		2%	2%	0%	0%	0%	3%	0%	1%	14%	0%	0%	2%	0%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	4,01	4,01	*	3,92	4,11	4,00	3,95	4,04	3,17	3,37	4,25	3,52	4,23	
t:			*				*	*	**	**	**	**	**	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
	TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ed	Unli- kely	Likely	
Q50 The availability of parking	n:	157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		14%	14%	0%	14%	14%	13%	13%	15%	0%	20%	13%	18%	12%
Diss. --		4%	4%	0%	4%	3%	8%	5%	4%	0%	6%	4%	2%	6%
Dis. -		10%	10%	0%	10%	11%	5%	8%	11%	0%	14%	9%	16%	7%
Indiff. =		32%	32%	0%	35%	27%	39%	34%	31%	29%	26%	35%	29%	33%
Sat. +		6%	6%	0%	0%	8%	13%	6%	7%	0%	6%	7%	4%	8%
Sat. ++		4%	4%	0%	0%	8%	5%	8%	2%	0%	6%	4%	2%	6%
SATISFIED		11%	11%	0%	0%	15%	18%	14%	9%	0%	11%	12%	6%	13%
DK/NR		43%	43%	0%	51%	44%	29%	39%	45%	71%	43%	41%	47%	41%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	2,94	2,94	*	2,63	3,11	3,04	3,08	2,84	3,00	2,85	2,97	2,77	3,02	
t:			*	*	*									

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
	TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ed	Unli- kely	Likely	
Q5P The quality of the sound in the rooms	n:	157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		20%	20%	0%	22%	12%	32%	23%	18%	14%	26%	19%	18%	20%
Diss. --		3%	3%	0%	0%	2%	8%	5%	1%	0%	3%	3%	2%	3%
Dis. -		17%	17%	0%	22%	11%	24%	19%	16%	14%	23%	16%	16%	17%
Indiff. =		4%	4%	0%	6%	5%	3%	2%	7%	0%	9%	4%	0%	7%
Sat. +		45%	45%	0%	45%	55%	32%	41%	48%	71%	51%	42%	53%	42%
Sat. ++		29%	29%	0%	24%	29%	32%	31%	27%	14%	11%	35%	27%	30%
SATISFIED		73%	73%	0%	69%	83%	63%	72%	76%	86%	63%	77%	80%	72%
DK/NR		3%	3%	0%	2%	0%	3%	3%	0%	0%	3%	1%	2%	1%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3,82	3,82	*	3,73	3,98	3,57	3,77	3,85	3,86	3,47	3,92	3,88	3,81	
t:			*	*										

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5Q The temperature and ventilation in the rooms	157	157	0	49	66	38	64	91	7	35	113	49	105	
DISSATISFIED	38%	38%	0%	43%	32%	39%	33%	42%	29%	49%	35%	35%	40%	
Diss. --	15%	15%	0%	16%	11%	16%	13%	16%	14%	20%	13%	12%	16%	
Dis. -	23%	23%	0%	27%	21%	24%	20%	25%	14%	29%	22%	22%	24%	
Indiff. =	7%	7%	0%	8%	6%	8%	8%	7%	14%	14%	4%	10%	6%	
Sat. +	36%	36%	0%	31%	44%	34%	39%	35%	29%	23%	42%	33%	38%	
Sat. ++	17%	17%	0%	16%	18%	16%	19%	15%	14%	11%	19%	18%	16%	
SATISFIED	53%	53%	0%	47%	62%	50%	58%	51%	43%	34%	60%	51%	54%	
DK/NR	3%	3%	0%	2%	0%	3%	2%	1%	14%	3%	0%	4%	0%	
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3, 18	3, 18	*	3, 04	3, 38	3, 11	3, 32	3, 08	3, 17	2, 76	3, 30	3, 23	3, 14	
t:			*							*				

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5R The layout of the conference centre	157	157	0	49	66	38	64	91	7	35	113	49	105	
DISSATISFIED	20%	20%	0%	12%	26%	24%	27%	16%	43%	31%	16%	27%	18%	
Diss. --	6%	6%	0%	4%	8%	8%	9%	4%	14%	11%	4%	8%	6%	
Dis. -	14%	14%	0%	8%	18%	16%	17%	12%	29%	20%	12%	18%	12%	
Indiff. =	6%	6%	0%	12%	3%	3%	8%	4%	0%	20%	2%	6%	6%	
Sat. +	42%	42%	0%	53%	39%	34%	30%	52%	29%	37%	45%	41%	43%	
Sat. ++	30%	30%	0%	22%	32%	37%	36%	26%	14%	11%	37%	24%	33%	
SATISFIED	72%	72%	0%	76%	71%	71%	66%	78%	43%	49%	82%	65%	76%	
DK/NR	2%	2%	0%	0%	0%	3%	0%	1%	14%	0%	0%	2%	0%	
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3, 77	3, 77	*	3, 82	3, 70	3, 78	3, 66	3, 84	3, 00	3, 17	3, 99	3, 56	3, 86	
t:			*							**	***			

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5S Generally, the conference facilities	157	157	0	49	66	38	64	91	7	35	113	49	105	
DISSATISFIED	20%	20%	0%	24%	18%	16%	27%	15%	71%	40%	11%	31%	15%	
Di ss. --	10%	10%	0%	12%	9%	8%	16%	5%	43%	23%	4%	16%	7%	
Di s. -	10%	10%	0%	12%	9%	8%	11%	10%	29%	17%	7%	14%	9%	
Indi ff. =	3%	3%	0%	4%	3%	3%	2%	4%	0%	9%	2%	2%	4%	
Sat. +	41%	41%	0%	45%	41%	39%	36%	45%	14%	37%	44%	43%	40%	
Sat. ++	33%	33%	0%	24%	36%	39%	33%	34%	14%	11%	42%	22%	39%	
SATISFIED	74%	74%	0%	69%	77%	79%	69%	79%	29%	49%	86%	65%	79%	
DK/NR	3%	3%	0%	2%	2%	3%	3%	1%	0%	3%	2%	2%	2%	
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3, 80	3, 80	*	3, 58	3, 88	3, 97	3, 61	3, 93	2, 29	2, 97	4, 15	3, 42	3, 98	
t:			*						*	***	***	*	*	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5T The variety of exhibitors	157	157	0	49	66	38	64	91	7	35	113	49	105	
DISSATISFIED	15%	15%	0%	10%	17%	16%	19%	12%	43%	17%	12%	22%	11%	
Di ss. --	1%	1%	0%	2%	2%	0%	3%	0%	0%	6%	0%	4%	0%	
Di s. -	13%	13%	0%	8%	15%	16%	16%	12%	43%	11%	12%	18%	11%	
Indi ff. =	15%	15%	0%	16%	14%	16%	16%	14%	0%	23%	13%	12%	16%	
Sat. +	46%	46%	0%	53%	41%	50%	44%	49%	43%	46%	48%	53%	44%	
Sat. ++	18%	18%	0%	18%	26%	8%	16%	21%	14%	11%	21%	10%	23%	
SATISFIED	65%	65%	0%	71%	67%	58%	59%	70%	57%	57%	69%	63%	67%	
DK/NR	6%	6%	0%	2%	3%	11%	6%	3%	0%	3%	5%	2%	6%	
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3, 72	3, 72	*	3, 79	3, 77	3, 56	3, 57	3, 82	3, 29	3, 47	3, 82	3, 48	3, 83	
t:			*						*	*	*	*	*	



Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
 Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5U The number of exhibitors		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		7%	7%	0%	8%	6%	5%	8%	7%	0%	11%	6%	12%	5%
Diss. --		1%	1%	0%	2%	0%	0%	2%	0%	0%	3%	0%	2%	0%
Dis. -		6%	6%	0%	6%	6%	5%	6%	7%	0%	9%	6%	10%	5%
Indiff. =		12%	12%	0%	10%	17%	8%	17%	9%	14%	20%	10%	10%	13%
Sat. +		57%	57%	0%	61%	52%	63%	52%	62%	86%	54%	57%	63%	54%
Sat. ++		18%	18%	0%	18%	23%	13%	17%	20%	0%	9%	23%	12%	22%
SATISFIED		75%	75%	0%	80%	74%	76%	69%	81%	86%	63%	80%	76%	76%
DK/NR		6%	6%	0%	2%	3%	11%	6%	3%	0%	6%	4%	2%	6%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3,91	3,91	*	3,90	3,94	3,94	3,82	3,98	3,86	3,61	4,01	3,75	3,99	
t:			*							*	*			

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
 Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5V The information offered by exhibitors		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		8%	8%	0%	8%	8%	5%	8%	8%	29%	9%	6%	18%	3%
Diss. --		2%	2%	0%	2%	3%	0%	2%	2%	0%	0%	3%	2%	2%
Dis. -		6%	6%	0%	6%	5%	5%	6%	5%	29%	9%	4%	16%	1%
Indiff. =		13%	13%	0%	10%	17%	13%	14%	13%	14%	20%	12%	18%	11%
Sat. +		46%	46%	0%	47%	48%	45%	44%	49%	29%	51%	47%	43%	50%
Sat. ++		25%	25%	0%	31%	23%	24%	28%	23%	29%	17%	27%	18%	28%
SATISFIED		71%	71%	0%	78%	71%	68%	72%	73%	57%	69%	74%	61%	77%
DK/NR		8%	8%	0%	4%	5%	13%	6%	7%	0%	3%	8%	2%	9%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3,94	3,94	*	4,02	3,87	4,00	3,97	3,92	3,57	3,79	4,01	3,60	4,09	
t:			*									**	**	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely
Q5W Generally, the exhibition component													
DISSATISFIED	157	157	0	49	66	38	64	91	7	35	113	49	105
	11%	11%	0%	18%	9%	5%	16%	8%	43%	26%	4%	24%	5%
Di ss. --				+					++	---	+++	---	
	1%	1%	0%	2%	2%	0%	3%	0%	14%	3%	0%	4%	0%
Di s. -									+		+		
	10%	10%	0%	16%	8%	5%	13%	8%	29%	23%	4%	20%	5%
Indi ff. =									++	---	++	---	
	16%	16%	0%	10%	21%	13%	13%	19%	0%	17%	17%	14%	17%
Sat. +									-		-		
	50%	50%	0%	51%	41%	66%	55%	47%	57%	51%	50%	51%	50%
Sat. ++									+		+		
	20%	20%	0%	20%	27%	8%	16%	23%	0%	6%	26%	10%	25%
SATISFIED									-		++	-	+
	69%	69%	0%	71%	68%	74%	70%	70%	57%	57%	75%	61%	74%
DK/NR									+		+		
	4%	4%	0%	0%	2%	8%	2%	3%	0%	0%	4%	0%	4%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10
mean:	3, 80	3, 80	*	3, 71	3, 86	3, 83	3, 68	3, 89	3, 00	3, 34	4, 00	3, 43	3, 98
t:		*	*		*				**	**	***	**	**

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely
Q5X The topics covered in the Social and Policy Issues stream													
DISSATISFIED	157	157	0	49	66	38	64	91	7	35	113	49	105
	13%	13%	0%	12%	8%	24%	19%	9%	57%	26%	6%	29%	5%
Di ss. --									+	---	+++	---	
	3%	3%	0%	2%	2%	8%	3%	3%	14%	6%	2%	6%	2%
Di s. -									+		+		
	10%	10%	0%	10%	6%	16%	16%	5%	43%	20%	4%	22%	3%
Indi ff. =									++	---	+++	---	
	15%	15%	0%	18%	17%	8%	9%	20%	0%	11%	18%	16%	15%
Sat. +									-		-		
	32%	32%	0%	41%	30%	26%	27%	37%	14%	29%	35%	20%	39%
Sat. ++									+		+		
	15%	15%	0%	0%	21%	24%	14%	15%	0%	3%	19%	2%	21%
SATISFIED									-		++	-	+
	47%	47%	0%	41%	52%	50%	41%	53%	14%	31%	55%	22%	60%
DK/NR									+		+		
	25%	25%	0%	29%	24%	18%	31%	19%	29%	31%	21%	33%	20%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10
mean:	3, 61	3, 61	*	3, 37	3, 84	3, 52	3, 48	3, 69	2, 20	3, 04	3, 84	2, 85	3, 93
t:		*	*		*				*	**	***	***	***

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
 Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- cipants	Non- parti- cipants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5Y The topics covered in the Technology stream	157	157	0	49	66	38	64	91	7	35	113	49	105	
DISSATISFIED	17%	17%	0%	18%	18%	13%	22%	14%	43%	34%	11%	39%	8%	
Di ss. --	5%	5%	0%	4%	6%	5%	6%	4%	29%	14%	1%	14%	1%	
Di s. -	12%	12%	0%	14%	12%	8%	16%	10%	14%	20%	10%	24%	7%	
Indi ff. =	13%	13%	0%	6%	21%	8%	14%	12%	14%	11%	13%	10%	13%	
Sat. +	30%	30%	0%	43%	23%	29%	22%	36%	29%	20%	34%	27%	32%	
Sat. ++	15%	15%	0%	16%	12%	18%	11%	18%	0%	6%	19%	2%	21%	
SATISFIED	45%	45%	0%	59%	35%	47%	33%	54%	29%	26%	52%	29%	53%	
DK/NR	25%	25%	0%	16%	26%	32%	31%	20%	14%	29%	24%	22%	26%	
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3, 50	3, 50	*	3, 63	3, 31	3, 69	3, 23	3, 66	2, 50	2, 76	3, 78	2, 71	3, 88	
t:			*						**	**	***	***	***	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
 Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- cipants	Non- parti- cipants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5Z The topics covered in the Content stream	157	157	0	49	66	38	64	91	7	35	113	49	105	
DISSATISFIED	18%	18%	0%	14%	20%	24%	23%	15%	57%	46%	8%	41%	9%	
Di ss. --	5%	5%	0%	6%	5%	5%	5%	5%	29%	11%	2%	14%	1%	
Di s. -	13%	13%	0%	8%	15%	18%	19%	10%	29%	34%	6%	27%	8%	
Indi ff. =	10%	10%	0%	14%	8%	8%	6%	13%	14%	17%	8%	14%	9%	
Sat. +	39%	39%	0%	35%	45%	37%	38%	41%	0%	17%	49%	22%	47%	
Sat. ++	17%	17%	0%	18%	14%	21%	13%	21%	0%	6%	22%	6%	23%	
SATISFIED	56%	56%	0%	53%	59%	58%	50%	62%	0%	23%	71%	29%	70%	
DK/NR	15%	15%	0%	18%	14%	11%	20%	10%	29%	14%	13%	16%	13%	
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3, 59	3, 59	*	3, 63	3, 56	3, 56	3, 43	3, 68	1, 80	2, 67	3, 96	2, 76	3, 96	
t:			*						**	**	***	***	***	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5AA The information and knowledge you gained		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		22%	22%	0%	18%	23%	29%	30%	18%	86%	46%	12%	53%	9%
Di ss. --		8%	8%	0%	8%	8%	11%	14%	4%	43%	23%	2%	27%	0%
Di s. -		14%	14%	0%	10%	15%	18%	16%	13%	43%	23%	10%	27%	9%
Indi ff. =		8%	8%	0%	12%	8%	3%	8%	9%	14%	14%	6%	16%	5%
Sat. +		44%	44%	0%	49%	41%	47%	41%	47%	0%	40%	49%	29%	51%
Sat. ++		24%	24%	0%	18%	29%	21%	20%	26%	0%	0%	33%	2%	34%
SATISFIED		68%	68%	0%	67%	70%	68%	61%	74%	0%	40%	81%	31%	86%
DK/NR		2%	2%	0%	2%	0%	0%	2%	0%	0%	0%	1%	0%	1%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3, 62	3, 62	*	3, 60	3, 68	3, 50	3, 38	3, 78	1, 71	2, 71	4, 02	2, 53	4, 13	
t:			*						***	***	***	***	***	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q5BB The contacts you made		157	157	0	49	66	38	64	91	7	35	113	49	105
DISSATISFIED		10%	10%	0%	12%	6%	13%	11%	9%	29%	11%	8%	14%	8%
Di ss. --		3%	3%	0%	4%	2%	3%	3%	2%	0%	6%	2%	4%	2%
Di s. -		7%	7%	0%	8%	5%	11%	8%	7%	29%	6%	6%	10%	6%
Indi ff. =		23%	23%	0%	22%	32%	8%	16%	29%	29%	34%	19%	35%	18%
Sat. +		46%	46%	0%	45%	39%	63%	50%	45%	14%	49%	49%	43%	49%
Sat. ++		17%	17%	0%	14%	21%	13%	17%	16%	0%	6%	21%	4%	23%
SATISFIED		63%	63%	0%	59%	61%	76%	67%	62%	14%	54%	70%	47%	71%
DK/NR		4%	4%	0%	6%	2%	3%	6%	1%	29%	0%	3%	4%	3%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3, 71	3, 71	*	3, 61	3, 75	3, 76	3, 75	3, 68	2, 80	3, 43	3, 84	3, 34	3, 87	
t:			*						*	*	**	**	**	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely
Q5CC The extent to which the conference met your needs													
DISSATISFIED	157	157	0	49	66	38	64	91	7	35	113	49	105
	27%	27%	0%	24%	26%	32%	36%	21%	100%	60%	12%	67%	9%
Di ss. --	11%	11%	0%	12%	9%	13%	17%	7%	71%	29%	2%	33%	1%
Di s. -	16%	16%	0%	12%	17%	18%	19%	14%	29%	31%	11%	35%	8%
Indi ff. =	10%	10%	0%	14%	9%	5%	8%	11%	0%	17%	8%	8%	10%
Sat. +	41%	41%	0%	45%	44%	34%	31%	49%	0%	20%	51%	22%	50%
Sat. ++	20%	20%	0%	14%	21%	26%	22%	19%	0%	0%	27%	0%	30%
SATISFIED	61%	61%	0%	59%	65%	61%	53%	68%	0%	20%	79%	22%	80%
DK/NR	3%	3%	0%	2%	0%	3%	3%	0%	0%	3%	1%	2%	1%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10
mean:	3, 44	3, 44	*	3, 38	3, 52	3, 43	3, 23	3, 59	1, 29	2, 29	3, 93	2, 21	4, 01
t:			*						***	***	***	***	***

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference? Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely
Q5DD Generally, the results of your attendance													
DISSATISFIED	157	157	0	49	66	38	64	91	7	35	113	49	105
	22%	22%	0%	20%	21%	24%	30%	16%	86%	57%	7%	51%	9%
Di ss. --	6%	6%	0%	8%	3%	11%	13%	2%	43%	20%	0%	20%	0%
Di s. -	15%	15%	0%	12%	18%	13%	17%	14%	43%	37%	7%	31%	9%
Indi ff. =	9%	9%	0%	10%	8%	11%	8%	10%	0%	17%	7%	16%	6%
Sat. +	46%	46%	0%	53%	47%	42%	42%	51%	0%	26%	57%	27%	56%
Sat. ++	20%	20%	0%	14%	23%	24%	19%	22%	0%	0%	28%	2%	30%
SATISFIED	67%	67%	0%	67%	70%	66%	61%	73%	0%	26%	85%	29%	86%
DK/NR	3%	3%	0%	2%	2%	0%	2%	1%	14%	0%	1%	4%	0%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10
mean:	3, 61	3, 61	*	3, 54	3, 69	3, 55	3, 38	3, 77	1, 50	2, 49	4, 07	2, 57	4, 07
t:			*						***	***	***	***	***

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ed	Unli- kely	Likely
Q5EE The cost of attending the conference														
DISSATISFIED	157	157	0	49	66	38	64	91	7	35	113	49	105	
	25%	25%	0%	29%	21%	29%	30%	22%	100%	40%	16%	37%	20%	
Diss. --	7%	7%	0%	8%	8%	5%	14%	2%	86%	11%	1%	16%	3%	
Dis. -	18%	18%	0%	20%	14%	24%	16%	20%	14%	29%	15%	20%	17%	
Indiff. =	18%	18%	0%	16%	14%	26%	13%	22%	0%	26%	17%	27%	14%	
Sat. +	34%	34%	0%	39%	38%	26%	33%	36%	0%	17%	42%	22%	40%	
Sat. ++	14%	14%	0%	8%	18%	13%	16%	13%	0%	6%	18%	8%	17%	
SATISFIED	48%	48%	0%	47%	56%	39%	48%	49%	0%	23%	60%	31%	57%	
DK/NR	9%	9%	0%	8%	9%	5%	9%	7%	0%	11%	7%	6%	9%	
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10	
mean:	3,34	3,34	*	3,20	3,50	3,19	3,22	3,41	1,14	2,74	3,66	2,85	3,56	
t:			*						***	**	***	**	**	

Could you please rate your satisfaction with each of the following as they relate to the Government on the Net '99 conference?  
Were you highly dissatisfied, somewhat dissatisfied, indifferent, somewhat satisfied or highly satisfied with...

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ed	Unli- kely
Q5 Summary scale													
DISSATISFIED	155	155	0	49	66	38	64	91	7	35	113	49	105
	5%	5%	0%	6%	3%	5%	9%	1%	100%	0%	0%	14%	0%
Diss. --	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dis. -	5%	5%	0%	6%	3%	5%	9%	1%	100%	0%	0%	14%	0%
Indiff. =	23%	23%	0%	27%	21%	21%	30%	18%	0%	100%	0%	43%	13%
Sat. +	52%	52%	0%	57%	50%	47%	44%	58%	0%	0%	72%	39%	58%
Sat. ++	21%	21%	0%	10%	26%	26%	17%	23%	0%	0%	28%	4%	29%
SATISFIED	73%	73%	0%	67%	76%	74%	61%	81%	0%	0%	100%	43%	87%
± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10
mean:	3,79	3,79	*	3,67	3,88	3,78	3,61	3,92	2,16	3,04	4,12	3,21	4,06
t:			*				**	**	***	***	***	***	***

Are there topics of interest to you in the area of Government on the Net which were not covered at the conference?

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cips	Non- part- cips	Web- relatd	Infor- mation relatd	Policy progrr relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- fied	Unli- kely	Likely
Q6														
No		157 29%	157 29%	0 0%	49 31%	66 33%	38 18%	64 23%	91 33%	7 29%	35 11%	113 35%	49 24%	105 30%
Common look and feel		21%	21%	0%	33% +	21%	8% -	17%	24%	14%	29%	19%	31%	17%
Other		20%	20%	0%	22%	18%	21%	27%	15%	14%	17%	21%	16%	22%
DK/NR		13%	13%	0%	6%	11%	24%	13%	12%	0%	11%	13%	4%	16%
Global vision		8%	8%	0%	2% -	11%	13% +	9%	8%	29%	9%	7%	6%	10%
E-commerce		3%	3%	0%	2%	2%	5%	3%	3%	0%	6%	3%	6%	2%
New technologies		3%	3%	0%	2%	2%	5%	3%	2%	0%	11%	0%	8%	0%
Client focus		2%	2%	0%	2%	2%	3%	3%	1%	14%	6% +++	0% ---	4% ++	1% --
Management		1%	1%	0%	0%	2%	3%	2%	1%	0%	0%	2%	0%	2%
Security and privacy		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Social impact		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Web promotion		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Content		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Technology		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Web design		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
± ... at 50%:		8	8	*	14	12	16	12	10	37	17	9	14	10

What subject, if any, was of most interest to you at the conference?

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- parti- cipants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q6B														
Other		157	157	0	49	66	38	64	91	7	35	113	49	105
		20%	20%	0%	22%	15%	26%	23%	18%	43%	23%	18%	29%	16%
Global vision		15%	15%	0%	6%	17%	24%	17%	13%	0%	9%	18%	6%	19%
None		14%	14%	0%	16%	12%	11%	17%	12%	14%	20%	12%	18%	12%
Technology		9%	9%	0%	10%	8%	11%	5%	12%	0%	11%	9%	6%	10%
Social impact		7%	7%	0%	2%	11%	8%	5%	9%	0%	9%	7%	2%	10%
Web design		7%	7%	0%	12%	8%	0%	3%	10%	0%	6%	8%	6%	8%
DK/NR		7%	7%	0%	6%	9%	0%	5%	7%	0%	3%	7%	8%	5%
E-commerce		6%	6%	0%	0%	11%	8%	9%	4%	0%	3%	8%	6%	7%
Management		5%	5%	0%	8%	3%	5%	3%	7%	0%	9%	4%	6%	5%
Web promotion		3%	3%	0%	6%	2%	3%	6%	1%	14%	9%	1%	4%	3%
Common look and feel		3%	3%	0%	4%	2%	3%	2%	3%	14%	0%	3%	2%	3%
Security and privacy		2%	2%	0%	4%	2%	0%	0%	3%	0%	0%	3%	2%	2%
Content		2%	2%	0%	2%	2%	3%	3%	1%	0%	0%	3%	2%	2%
Client focus		1%	1%	0%	0%	2%	0%	2%	0%	14%	0%	0%	2%	0%
New technologies		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
± . . . at 50%:		8	8	*	14	12	16	12	10	37	17	9	14	10



You indicated a dissatisfaction with the balance of private and public sector speakers. Would you have preferred more or fewer private sector speakers?

		GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- participants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely
Q7	n:	20	20	0	7	6	7	9	11	2	11	7	12	8
More		60%	60%	0%	43%	33%	100%	67%	55%	50%	64%	57%	58%	63%
Fewer		30%	30%	0%	57%	33%	0%	33%	27%	50%	36%	14%	33%	25%
DK/NR		10%	10%	0%	0%	33%	0%	0%	18%	0%	0%	29%	8%	13%
	± ... at 50%:	22	22	*	37	40	37	33	30	69	30	37	28	35

You indicated a dissatisfaction with the balance of French and English speaking speakers. Would you have preferred more or fewer French speaking speakers?

		GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- participants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely
Q8	n:	31	31	0	16	11	4	11	20	4	7	20	11	20
More		26%	26%	0%	19%	45%	0%	18%	30%	25%	0%	35%	18%	30%
Fewer		39%	39%	0%	56%	27%	0%	27%	45%	25%	57%	35%	45%	35%
DK/NR		35%	35%	0%	25%	27%	100%	55%	25%	50%	43%	30%	36%	35%
	± ... at 50%:	18	18	*	25	30	49	30	22	49	37	22	30	22

Based on your experience this year, how likely would you be to attend another Government on the Net conference next year? Would you be... (READ)

		GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- participants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely
Q9	n:	157	157	0	49	66	38	64	91	7	35	113	49	105
UNLIKELY		31%	31%	0%	35%	29%	32%	42%	24%	100%	60%	19%	100%	0%
Very unlikely		15%	15%	0%	20%	14%	13%	22%	11%	57%	20%	12%	49%	0%
Somewhat unlikely		16%	16%	0%	14%	15%	18%	20%	13%	43%	40%	7%	51%	0%
Somewhat likely		27%	27%	0%	35%	29%	18%	14%	37%	0%	29%	29%	0%	41%
Very likely		39%	39%	0%	31%	42%	47%	42%	38%	0%	11%	51%	0%	59%
LIKELY		67%	67%	0%	65%	71%	66%	56%	76%	0%	40%	81%	0%	100%
DK/NR		2%	2%	0%	0%	0%	3%	2%	0%	0%	0%	1%	0%	0%
	± ... at 50%:	8	8	*	14	12	16	12	10	37	17	9	14	10
	mean:	2,93	2,93	*	2,76	3,00	3,03	2,78	3,03	1,43	2,31	3,21	1,51	3,59
	t:			*						***	***	***	***	***

How did you find out about the Government on the Net '99 conference? (READ IF NECESSARY)

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q10		157	157	0	49	66	38	64	91	7	35	113	49	105
Flyer received in the mail		36%	36%	0%	29%	45%	32%	33%	40%	14%	17%	44%	24%	42%
Word of mouth		26%	26%	0%	31%	26%	21%	23%	29%	0%	31%	27%	22%	29%
Web site		15%	15%	0%	27%	8%	16%	19%	13%	43%	17%	13%	27%	10%
Promotional material other than in the mail		9%	9%	0%	10%	11%	5%	8%	10%	14%	20%	5%	10%	9%
Other		6%	6%	0%	0%	5%	16%	8%	4%	0%	9%	5%	8%	5%
E-mail		5%	5%	0%	2%	5%	11%	8%	3%	29%	6%	4%	6%	5%
DK/NR		3%	3%	0%	2%	2%	0%	2%	1%	0%	0%	2%	2%	1%
± ... at 50%:		8	8	*	14	12	16	12	10	37	17	9	14	10

Have you attended other, similar conferences in the last twelve months?

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q11		157	157	0	49	66	38	64	91	7	35	113	49	105
Yes		41%	41%	0%	37%	36%	58%	100%	0%	86%	54%	35%	55%	34%
No		58%	58%	0%	63%	64%	42%	0%	100%	14%	46%	65%	45%	66%
DK/NR		1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
± ... at 50%:		8	8	*	14	12	16	12	10	37	17	9	14	10

Could you please name them? (DO NOT READ, ACCEPT AS MANY AS MENTIONED)

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q12		64	64	0	18	24	22	64	0	6	19	39	27	36
GTEC		52%	52%	0%	50%	46%	59%	52%	0%	50%	42%	56%	44%	56%
OTHER		67%	67%	0%	61%	79%	59%	67%	0%	50%	89%	59%	78%	61%
DK/NR		2%	2%	0%	0%	0%	5%	2%	0%	0%	0%	3%	0%	3%
± ... at 50%:		12	12	*	23	20	21	12	*	40	22	16	19	16

Would you say GovNet was much more profitable than GTEC, somewhat more, as profitable, somewhat less profitable or much less profitable than GTEC?

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Participants	Non-participants	Web-related	Information related	Policy program related	Yes	No	Dissatisfied	Indifferent	Satisfied	Unlikely	Likely
Q13														
GOVNET MORE PROFITABLE		33	33	0	9	11	13	33	0	3	8	22	12	20
		30%	30%	0%	33%	27%	31%	30%	0%	0%	25%	36%	8%	45%
GovNet much more profitable		12%	12%	0%	22%	9%	8%	12%	0%	0%	0%	18%	0%	20%
GovNet somewhat more profitable		18%	18%	0%	11%	18%	23%	18%	0%	0%	25%	18%	8%	25%
GovNet as profitable		27%	27%	0%	22%	36%	23%	27%	0%	0%	13%	36%	8%	35%
Govnet somewhat less profitable		21%	21%	0%	33%	9%	23%	21%	0%	33%	13%	23%	25%	20%
GovNet much less profitable		21%	21%	0%	11%	27%	23%	21%	0%	67%	50%	5%	58%	0%
GOVNET LESS PROFITABLE		42%	42%	0%	44%	36%	46%	42%	0%	100%	63%	27%	83%	20%
DK/NR		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
± ... at 50%:		17	17	*	33	30	27	17	*	57	35	21	28	22
mean:		3, 21	3, 21	*	3, 00	3, 27	3, 31	3, 21	*	4, 67	3, 88	2, 77	4, 33	2, 55
t:			*	*				*	*	*	**	***	***	***

Thinking about the best of these other conferences, would you say GovNet was much more profitable than that conference, somewhat more, as profitable, somewhat less profitable or much less profitable than that conference?

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Participants	Non-participants	Web-related	Information related	Policy program related	Yes	No	Dissatisfied	Indifferent	Satisfied	Unlikely	Likely
Q14														
GOVNET MORE PROFITABLE		30	30	0	9	13	8	30	0	3	11	16	15	15
		7%	7%	0%	0%	15%	0%	7%	0%	0%	0%	13%	0%	13%
GovNet much more profitable		3%	3%	0%	0%	8%	0%	3%	0%	0%	0%	6%	0%	7%
GovNet somewhat more profitable		3%	3%	0%	0%	8%	0%	3%	0%	0%	0%	6%	0%	7%
GovNet as profitable		27%	27%	0%	22%	23%	38%	27%	0%	0%	0%	50%	7%	47%
Govnet somewhat less profitable		10%	10%	0%	11%	8%	13%	10%	0%	0%	9%	13%	7%	13%
GovNet much less profitable		47%	47%	0%	67%	46%	25%	47%	0%	100%	82%	13%	67%	27%
GOVNET LESS PROFITABLE		57%	57%	0%	78%	54%	38%	57%	0%	100%	91%	25%	73%	40%
DK/NR		10%	10%	0%	0%	8%	25%	10%	0%	0%	9%	13%	20%	0%
± ... at 50%:		18	18	*	33	27	35	18	*	57	30	25	25	25
mean:		4, 04	4, 04	*	4, 44	3, 83	3, 83	4, 04	*	5, 00	4, 90	3, 21	4, 75	3, 47
t:			*	*				*	*	***	***	***	**	**

Before November 22 when the Conference took place, had you heard of the Government on the Net '99 conference?

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cians	Non- parti- cipants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely
Q15														
Yes		151 34%	0 0%	151 34%	19 74%	65 31%	63 27%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
No		64%	0%	64%	26%	66%	71%	0%	0%	0%	0%	0%	0%	0%
DK/NR		3%	0%	3%	0%	3%	2%	0%	0%	0%	0%	0%	0%	0%
± ... at 50%:		8	*	8	22	12	12	*	*	*	*	*	*	*

What is the main reason why you decided not to attend the conference? (DO NOT READ)

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cians	Non- parti- cipants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- ied	Unli- kely	Likely
Q16														
Lack of time		51 53%	0 0%	51 53%	14 64%	20 35%	17 65%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Bad timing		10%	0%	10%	0%	15%	12%	0%	0%	0%	0%	0%	0%	0%
Lack of interest in the topics covered		10%	0%	10%	7%	5%	18%	0%	0%	0%	0%	0%	0%	0%
Lack of information		10%	0%	10%	14%	10%	6%	0%	0%	0%	0%	0%	0%	0%
Other		10%	0%	10%	7%	20%	0%	0%	0%	0%	0%	0%	0%	0%
Lack of money		8%	0%	8%	7%	15%	0%	0%	0%	0%	0%	0%	0%	0%
Had to choose between GTEC and GovNet		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Previous lackluster experience		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
± ... at 50%:		14	*	14	26	22	24	*	*	*	*	*	*	*

What topics would be of interest to you at a conference focussed on government and the Internet? (ENTER AS MANY AS STATED; USE THE SAME CODES AS FOR Q6B)

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- fied	Unli- kely	Likely
Q17		151	0	151	19	65	63	0	0	0	0	0	0	0
None		25%	0%	25%	16%	20%	30%	0%	0%	0%	0%	0%	0%	0%
Other		15%	0%	15%	11%	11%	19%	0%	0%	0%	0%	0%	0%	0%
Web design and management		11%	0%	11%	16%	14%	8%	0%	0%	0%	0%	0%	0%	0%
Reaching the population		8%	0%	8%	0%	11%	8%	0%	0%	0%	0%	0%	0%	0%
E-commerce		7%	0%	7%	16%	5%	8%	0%	0%	0%	0%	0%	0%	0%
DK/NR		7%	0%	7%	0%	12%	3%	0%	0%	0%	0%	0%	0%	0%
Technology		7%	0%	7%	16%	8%	3%	0%	0%	0%	0%	0%	0%	0%
Security and copyright		6%	0%	6%	5%	2%	11%	0%	0%	0%	0%	0%	0%	0%
Communication strategies		3%	0%	3%	0%	5%	2%	0%	0%	0%	0%	0%	0%	0%
Common look and feel		3%	0%	3%	16%	2%	0%	0%	0%	0%	0%	0%	0%	0%
Best use of net		3%	0%	3%	0%	5%	2%	0%	0%	0%	0%	0%	0%	0%
Coherence in public policy		2%	0%	2%	0%	2%	3%	0%	0%	0%	0%	0%	0%	0%
Vertical departments, horizontal Internet		1%	0%	1%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%
Social problems		1%	0%	1%	5%	0%	2%	0%	0%	0%	0%	0%	0%	0%
Publication		1%	0%	1%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%
Future of Internet		1%	0%	1%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%
± ... at 50%:		8	*	8	22	12	12	*	*	*	*	*	*	*

Some people think that traditional large-scale conferences are still the best way to meet people, exchange ideas and learn about key trends; others think that Web publishing and technology-based discussion groups offer more effective ways to keep abreast of the state-of-the-art. Which position is

	n:	GROUP		JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING		
		TOTAL	Parti- cipants	Non- partici- pants	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satiff- fied	Unli- kely	Likely
Q18		308	157	151	68	131	101	64	91	7	35	113	49	105
Conference still the best way		72%	75%	68%	72%	75%	69%	72%	79%	43%	80%	77%	78%	75%
Technology offers more effective ways		19%	16%	22%	22%	16%	22%	20%	13%	43%	14%	15%	18%	15%
DK/NR		9%	9%	10%	6%	9%	9%	8%	8%	14%	6%	8%	4%	10%
± ... at 50%:		6	8	8	12	9	10	12	10	37	17	9	14	10

Finally, here are a few questions for statistical purposes. Do you work for a government department or agency?

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q19		308	157	151	68	131	101	64	91	7	35	113	49	105
Yes		99%	98%	99%	99%	100%	100%	98%	100%	100%	100%	99%	98%	100%
No		0%	1%	0%	1%	0%	0%	2%	0%	0%	0%	1%	2%	0%
DK/NR		1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
± ... at 50%:		6	8	8	12	9	10	12	10	37	17	9	14	10

Do you work for the federal government?

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q20		304	154	150	67	131	101	63	91	7	35	112	48	105
Yes		99%	99%	99%	100%	99%	100%	100%	99%	100%	100%	99%	100%	99%
No		0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR		0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%
± ... at 50%:		6	8	8	12	9	10	12	10	37	17	9	14	10

Which of the following best describes your job? (READ)

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- pants	Non- parti- cipnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satif- fied	Unli- kely	Likely
Q21		308	157	151	68	131	101	64	91	7	35	113	49	105
Webmaster		11%	15%	7%	50%	0%	0%	8%	20%	29%	14%	14%	16%	14%
Other Internet-related job		11%	17%	5%	50%	0%	0%	20%	14%	14%	23%	15%	18%	16%
INTERNET RELATED		22%	31%	13%	100%	0%	0%	28%	34%	43%	37%	29%	35%	30%
Information-related staff		14%	22%	6%	0%	34%	0%	20%	24%	29%	26%	21%	22%	23%
Communications staff		28%	20%	37%	0%	66%	0%	17%	22%	0%	14%	23%	16%	22%
INFORMATION RELATED		43%	42%	43%	0%	100%	0%	38%	46%	29%	40%	44%	39%	45%
Program manager		11%	17%	6%	0%	0%	35%	27%	10%	14%	14%	18%	14%	17%
Policy analyst		21%	8%	36%	0%	0%	65%	8%	8%	14%	9%	7%	10%	7%
POLICY-PROGRAM RELATED		33%	24%	42%	0%	0%	100%	34%	18%	29%	23%	25%	24%	24%
Other		1%	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%	2%	0%
DK/NR		2%	2%	2%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%
± ... at 50%:		6	8	8	12	9	10	12	10	37	17	9	14	10

Do you work in the National Capital Region?

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satifi- ed	Unli- kely	Likely
Q22		308	157	151	68	131	101	64	91	7	35	113	49	105
Yes		85%	86%	84%	85%	79%	95%	91%	85%	86%	97%	84%	92%	85%
No		14%	13%	15%	15%	21%	5%	9%	15%	14%	3%	16%	8%	15%
DK/NR		1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
± ... at 50%:		6	8	8	12	9	10	12	10	37	17	9	14	10

In which region of Canada do you work? (READ IF NECESSARY)

	n:	GROUP			JOB			OTHER CONFERENCE		SATISFACTION			LIKELIHOOD OF RETURNING	
		TOTAL	Parti- cipants	Non- partici- pnts	Web- relatd	Infor- mation relatd	Policy progrm relatd	Yes	No	Dissa- tisfd	Indif- ferent	Satifi- ed	Unli- kely	Likely
Q23		43	20	23	10	28	5	6	14	1	1	18	4	16
Atlantic Canada		14%	10%	17%	30%	11%	0%	0%	14%	0%	0%	11%	25%	6%
Quebec		28%	35%	22%	30%	29%	20%	67%	21%	0%	0%	39%	25%	38%
Ontario		16%	20%	13%	20%	14%	20%	0%	29%	100%	100%	11%	25%	19%
Prairies		21%	15%	26%	10%	21%	40%	17%	14%	0%	0%	17%	0%	19%
British Columbia		19%	15%	22%	10%	21%	20%	0%	21%	0%	0%	17%	25%	13%
Territories		2%	5%	0%	0%	4%	0%	17%	0%	0%	0%	6%	0%	6%
DK/NR		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
± ... at 50%:		15	22	20	31	19	44	40	26	98	98	23	49	25

CONFÉRENCE SUR DES SUJETS SOCIAUX SUR INTERNET À TORONTO  
COMDEX A TORONTO  
CELLE DE L'ANNEE DERNIERE  
PUBLISHING CONFERENCE IN USA  
DOCUMENTATION ET CONFERENCE  
CELLE DE L'ANNEE DERNIERE  
PKI HOSTED BY TREASURY BOARD  
MUSEE QUEBECOIS , MIM, AUSTRALIE NOUV TECH ICOM  
INTERNATIONAL COOPERATION DAYS  
CANADIAN LIBRARY ASSOCIATION  
LIBRARIES AND COMMUNITY ECONOMIC DEVELOPMENT  
IAPC  
IABC  
CONFERENCE A MONTREAL  
CANADIAN LIBRARY ASSOCIATION  
IABC IN TORONTO  
INTERNATIONAL CONFERENCE ON INFORMATION TECHNOLOGY IN SOCIAL  
SECURITY  
ASIS WASHINGTON DC  
OLA IN TORONTO  
ELECTRONIC COMMERCE SOLUTIONS 99 IN OTTAWA  
INEX IN QUEBEC CITY  
ACCESS 99  
CONFERENCES A L'INTERNE  
PRN  
INEX  
INFORMATION HIGHWAYS 2000  
ACCESS 99  
CANT REMEMBER NAME MAR OR APR 99 IN TORONTO ON WEB MATTERS  
ACCESS 99  
CANADA ON LINE CONFERENCE  
INTERNET WORLD- TORONTO JANUARY 99  
ASSOCIATION INTERNATIONALE DE LA SECURITE SOCIALE  
XML CONFERENCE  
AIM  
INTERNET WORLD  
LANDSDOWN PARK  
BROADCASTING  
EDUtec  
TORONTO PUBLISHING ON THE WEB  
COALITION FOR PUBLIC INFO  
DATA PROCESSING  
MACROMEDIA  
TELELEARNING  
CONFERENCE BOARD ON ELECTRONIC BUSINESS



## ***APPENDIX 3***

# ***Survey of exhibitors***

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Every exhibitor was asked to complete a short survey form.





**SURVEY OF EXHIBITORS AT THE GOVNET '99 CONFERENCE**

The organising committee for the *Government on the Net '99* conference would like to get **your views** on your experience as an exhibitor. This feedback will be very important in planning the next conference. Please take a few minutes to complete this form. Participation is voluntary and your responses will remain confidential since all responses will be compiled by *Circum Network Inc.* Please **fax the completed form back to (819)770-5196**. Thank you for your help.

**Q1. Please rate your level of satisfaction with each of the following aspects of your participation to GovNet99.**

	Highly dissatisfied (1)	Somewhat dissatisfied (2)	Indifferent (3)	Somewhat satisfied (4)	Highly satisfied (5)	Don't know or not applicable (9)
The traffic at your booth . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of contacts made . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The type of audience you reached at the conference . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The interest shown by attendees . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Globally, the results of your presence . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The booth size . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The facilities at the booth . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The booth placement in the exhibits . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The exhibit placement in the conference site . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generally, the booth space you were given	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The geographical location of the conference in Hull . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The availability of parking . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The temperature and ventilation in the conference centre . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The layout of the conference centre . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generally, the conference centre . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The other exhibitors . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The contacts you made with other exhibitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cost of your presence at the conference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**CONTINUED ON REVERSE**

**Q2. What is the most pressing suggestion you would like to make to organisers?**

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**Q3. How do you measure the success of your involvement in a conference like this one?**

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**Q4. Is there an organisation you expected to find as exhibitor and which was not there?**

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.....

**Q5. Based on your experience this year, how likely would you be to be an exhibitor at another *Government on the Net* conference next year? Would you be...**

- VERY UNLIKELY (1)
- SOMEWHAT UNLIKELY (2)
- SOMEWHAT LIKELY (3)
- VERY LIKELY (4)
- DON'T KNOW (9)

**Q6. Finally, could you indicate which category best describes your organisation?**

- FEDERAL GOVERNMENT (1)
- OTHER GOVERNMENT (2)
- PRIVATE SECTOR (3)

***THANK YOU FOR COMPLETING THIS SURVEY.  
PLEASE FAX IT TO (819)770-5196 AS SOON AS POSSIBLE.***



**SONDAGE DES EXPOSANTS À LA CONFÉRENCE « LE GOUVERNEMENT SUR L'INTERNET 99 »**

Le comité organisateur de la conférence « Le gouvernement sur l'Internet 99 » aimerait obtenir **votre point de vue** comme exposant. Vos réactions sont très importantes pour la planification de la prochaine conférence. Veuillez prendre quelques minutes pour remplir ce formulaire. Votre participation est volontaire et vos réponses demeureront confidentielles puisqu'elles seront compilées par le Réseau Circum inc., la firme responsable de l'évaluation de la conférence. Veuillez **télécopier votre questionnaire complété au 819.770.5196**. Merci de votre aide.

**Q1. Veuillez indiquer votre niveau de satisfaction par rapport à chacune des dimensions suivantes de votre participation à la conférence « Le gouvernement sur l'Internet 99 ».**

	Très insatis- fait (1)	Plutôt insatisfait (2)	Indifférent (3)	Plutôt satisfait (4)	Très satisfait (5)	Ne sait pas ou sans objet (9)
L'achalandage à votre comptoir . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Le nombre de contacts fait . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Le type d'auditoire rejoint à la conférence . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
L'intérêt démontré par les participants . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Globalement, les résultats de votre présence . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La taille de votre comptoir . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
L'aménagement de votre comptoir . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
L'emplacement de votre comptoir parmi les exposants . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
L'emplacement de votre comptoir sur le site de la conférence . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Généralement, l'espace d'exposition qui vous a été attribué . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La localisation géographique de la conférence à Hull . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La disponibilité de stationnement . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La température et la ventilation dans le centre des congrès . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La disposition du centre des congrès . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Généralement, le centre de congrès . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les autres exposants . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les contacts que vous avez eus avec les autres exposants . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Le coût de votre présence à la conférence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q2. Quelle est la suggestion la plus importante que vous voudriez faire aux organisateurs de la conférence?**

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.....  
.....  
.....  
.....

**Q3. Comment mesurez-vous le succès de votre implication à une conférence comme celle-ci?**

.....  
.....  
.....  
.....  
.....

**Q4. Y a-t-il une organisation que vous pensiez rencontrer parmi les exposants à cette conférence et qui n'y est pas?**

.....  
.....  
.....  
.....  
.....

**Q5. Sur la base de votre expérience cette année, quelles sont les probabilités que vous soyez à nouveau exposant à la conférence « Le gouvernement sur l'Internet l'an prochain »? Est-ce...**

- TRÈS IMPROBABLE (1)
- PLUTÔT IMPROBABLE (2)
- PLUTÔT PROBABLE (3)
- TRÈS PROBABLE (4)
- NE SAIT PAS (9)

**Q6. Finalement, pourriez-vous indiquer laquelle des catégories suivantes décrit le mieux l'organisation que vous représentez?**

- GOUVERNEMENT FÉDÉRAL (1)
- AUTRE GOUVERNEMENT (2)
- SECTEUR PRIVÉ (3)

**MERCI D'AVOIR COMPLÉTÉ CE SONDAGE.  
VEUILLEZ LE TÉLÉCOPIER AUSSITÔT QUE POSSIBLE AU 819.770.5196**

The traffic at your booth

		ORIGIN			LIKELIHOOD OF COMING BACK	
		TOTAL	Federal gov.	Private sector	Unlikely	Likely
Q1A1	n:	26	16	10	7	18
DISSATISFIED		42%	31%	60%	86%	22%
Highly dissatisfied		4%	6%	0%	0%	0%
Somewhat dissatisfied		38%	25%	60%	86%	22%
Indifferent		0%	0%	0%	0%	0%
Somewhat satisfied		42%	56%	20%	14%	56%
Highly satisfied		15%	13%	20%	0%	22%
SATISFIED		58%	69%	40%	14%	78%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	3, 27	3, 44	3, 00	2, 29	3, 78
	t:				**	**

The number of contacts you made

		ORIGIN			LIKELIHOOD OF COMING BACK	
		TOTAL	Federal gov.	Private sector	Unlikely	Likely
Q1A2	n:	26	16	10	7	18
DISSATISFIED		31%	25%	40%	43%	22%
Highly dissatisfied		4%	6%	0%	0%	0%
Somewhat dissatisfied		27%	19%	40%	43%	22%
Indifferent		8%	6%	10%	14%	6%
Somewhat satisfied		38%	38%	40%	43%	39%
Highly satisfied		23%	31%	10%	0%	33%
SATISFIED		62%	69%	50%	43%	72%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	3, 50	3, 69	3, 20	3, 00	3, 83
	t:					

The type of audience you reached at the conference

		=====			=====	
		ORIGIN		LIKELIHOOD		
		Fede-	Pri-	OF COMING		
		ral	vate	BACK		
		gov.	sector	Unli-	Likely	
		TOTAL		kely		
		-----	-----	-----	-----	
Q1A3						
	n:	26	16	10	7	18
DISSATISFIED		12%	13%	10%	0%	11%
Highly dissatisfied		4%	6%	0%	0%	0%
Somewhat dissatisfied		8%	6%	10%	0%	11%
Indifferent		15%	13%	20%	14%	17%
Somewhat satisfied		50%	63%	30%	86%	39%
Highly satisfied		23%	13%	40%	0%	33%
SATISFIED		73%	75%	70%	86%	72%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	3, 81	3, 69	4, 00	3, 86	3, 94
	t:					

The interest shown by attendees

		=====			=====	
		ORIGIN		LIKELIHOOD		
		Fede-	Pri-	OF COMING		
		ral	vate	BACK		
		gov.	sector	Unli-	Likely	
		TOTAL		kely		
		-----	-----	-----	-----	
Q1A4						
	n:	26	16	10	7	18
DISSATISFIED		15%	13%	20%	14%	17%
Highly dissatisfied		8%	6%	10%	14%	6%
Somewhat dissatisfied		8%	6%	10%	0%	11%
Indifferent		12%	0%	30%	14%	11%
Somewhat satisfied		42%	50%	30%	71%	28%
Highly satisfied		31%	38%	20%	0%	44%
SATISFIED		73%	88%	50%	71%	72%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	3, 81	4, 06	3, 40	3, 43	3, 94
	t:					



Globally, the results of your presence

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
Q1A	n:	26	16	10	7	18
DISSATISFIED		15%	13%	20%	57%	0%
Highly dissatisfied		0%	0%	0%	0%	0%
Somewhat dissatisfied		15%	13%	20%	57%	0%
Indifferent		12%	13%	10%	0%	11%
Somewhat satisfied		38%	38%	40%	29%	44%
Highly satisfied		31%	31%	30%	14%	39%
SATISFIED		69%	69%	70%	43%	83%
No answer		4%	6%	0%	0%	6%
	± ... at 50%:	19	25	31	37	23
	mean:	3,88	3,93	3,80	3,00	4,29
	t:				*	*

The booth size

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
Q1B1	n:	26	16	10	7	18
DISSATISFIED		4%	6%	0%	0%	6%
Highly dissatisfied		0%	0%	0%	0%	0%
Somewhat dissatisfied		4%	6%	0%	0%	6%
Indifferent		8%	6%	10%	14%	6%
Somewhat satisfied		23%	19%	30%	14%	22%
Highly satisfied		62%	69%	50%	71%	61%
SATISFIED		85%	88%	80%	86%	83%
No answer		4%	0%	10%	0%	6%
	± ... at 50%:	19	25	31	37	23
	mean:	4,48	4,50	4,44	4,57	4,47
	t:					

The facilities at the booth

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
Q1B2	n:	26	16	10	7	18
DISSATISFIED		12%	19%	0%	14%	11%
Highly dissatisfied		8%	13%	0%	0%	11%
Somewhat dissatisfied		4%	6%	0%	14%	0%
Indifferent		4%	0%	10%	0%	6%
Somewhat satisfied		35%	44%	20%	29%	33%
Highly satisfied		46%	38%	60%	57%	44%
SATISFIED		81%	81%	80%	86%	78%
No answer		4%	0%	10%	0%	6%
	± ... at 50%:	19	25	31	37	23
	mean:	4, 12	3, 88	4, 56	4, 29	4, 06
	t:					

The booth placement in the exhibits

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
Q1B3	n:	26	16	10	7	18
DISSATISFIED		8%	6%	10%	0%	11%
Highly dissatisfied		0%	0%	0%	0%	0%
Somewhat dissatisfied		8%	6%	10%	0%	11%
Indifferent		4%	6%	0%	14%	0%
Somewhat satisfied		27%	31%	20%	14%	28%
Highly satisfied		62%	56%	70%	71%	61%
SATISFIED		88%	88%	90%	86%	89%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	4, 42	4, 38	4, 50	4, 57	4, 39
	t:					

The exhibit placement in the conference site

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
-----						
Q1B4						
	n:	26	16	10	7	18
DISSATISFIED		8%	6%	10%	14%	6%
Highly dissatisfied		4%	6%	0%	14%	0%
Somewhat dissatisfied		4%	0%	10%	0%	6%
Indifferent		12%	13%	10%	14%	6%
Somewhat satisfied		23%	25%	20%	14%	28%
Highly satisfied		58%	56%	60%	57%	61%
SATISFIED		81%	81%	80%	71%	89%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	4, 27	4, 25	4, 30	4, 00	4, 44
	t:					

Generally, the booth space you were given

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
-----						
Q1B						
	n:	25	15	10	7	17
DISSATISFIED		8%	13%	0%	14%	6%
Highly dissatisfied		0%	0%	0%	0%	0%
Somewhat dissatisfied		8%	13%	0%	14%	6%
Indifferent		0%	0%	0%	0%	0%
Somewhat satisfied		40%	40%	40%	14%	47%
Highly satisfied		52%	47%	60%	71%	47%
SATISFIED		92%	87%	100%	86%	94%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	20	25	31	37	24
	mean:	4, 36	4, 20	4, 60	4, 43	4, 35
	t:					

The geographical location of the conference in Hull

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
-----						
Q1C1						
	n:	26	16	10	7	18
DISSATISFIED		8%	13%	0%	14%	6%
Highly dissatisfied		0%	0%	0%	0%	0%
Somewhat dissatisfied		8%	13%	0%	14%	6%
Indifferent		12%	13%	10%	0%	11%
Somewhat satisfied		31%	31%	30%	29%	33%
Highly satisfied		46%	38%	60%	43%	50%
SATISFIED		77%	69%	90%	71%	83%
No answer		4%	6%	0%	14%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	4, 20	4, 00	4, 50	4, 17	4, 28
	t:					

The availability of parking

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
-----						
Q1C2						
	n:	26	16	10	7	18
DISSATISFIED		12%	13%	10%	14%	11%
Highly dissatisfied		4%	6%	0%	0%	6%
Somewhat dissatisfied		8%	6%	10%	14%	6%
Indifferent		27%	31%	20%	29%	22%
Somewhat satisfied		23%	13%	40%	0%	33%
Highly satisfied		27%	25%	30%	43%	22%
SATISFIED		50%	38%	70%	43%	56%
No answer		12%	19%	0%	14%	11%
	± ... at 50%:	19	25	31	37	23
	mean:	3, 70	3, 54	3, 90	3, 83	3, 69
	t:					

The temperature and the ventilation in the conference centre

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
-----						
Q1C3						
	n:	26	16	10	7	18
DISSATISFIED		15%	19%	10%	14%	17%
Highly dissatisfied		8%	13%	0%	14%	6%
Somewhat dissatisfied		8%	6%	10%	0%	11%
Indifferent		4%	0%	10%	0%	6%
Somewhat satisfied		31%	38%	20%	14%	33%
Highly satisfied		50%	44%	60%	71%	44%
SATISFIED		81%	81%	80%	86%	78%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	4,08	3,94	4,30	4,29	4,00
	t:					

The layout of the conference centre

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
-----						
Q1C4						
	n:	26	16	10	7	18
DISSATISFIED		0%	0%	0%	0%	0%
Highly dissatisfied		0%	0%	0%	0%	0%
Somewhat dissatisfied		0%	0%	0%	0%	0%
Indifferent		8%	6%	10%	14%	6%
Somewhat satisfied		42%	50%	30%	14%	50%
Highly satisfied		50%	44%	60%	71%	44%
SATISFIED		92%	94%	90%	86%	94%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	4,42	4,38	4,50	4,57	4,39
	t:					

Generally, the conference centre

		=====			=====	
		ORIGIN		LIKELIHOOD		
		Fede-	Pri-	OF COMING		
		ral	vate	BACK		
		gov.	sector	Unli-	Likely	
		TOTAL		kely		
		-----	-----	-----	-----	
Q1C	n:	26	16	10	7	18
DISSATISFIED		4%	6%	0%	14%	0%
Highly dissatisfied		0%	0%	0%	0%	0%
Somewhat dissatisfied		4%	6%	0%	14%	0%
Indifferent		12%	13%	10%	0%	17%
Somewhat satisfied		46%	56%	30%	14%	56%
Highly satisfied		38%	25%	60%	71%	28%
SATISFIED		85%	81%	90%	86%	83%
No answer		0%	0%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	4, 19	4, 00	4, 50	4, 43	4, 11
	t:					

The other exhibitors

		=====			=====	
		ORIGIN		LIKELIHOOD		
		Fede-	Pri-	OF COMING		
		ral	vate	BACK		
		gov.	sector	Unli-	Likely	
		TOTAL		kely		
		-----	-----	-----	-----	
Q1D1	n:	25	15	10	7	17
DISSATISFIED		4%	0%	10%	0%	6%
Highly dissatisfied		0%	0%	0%	0%	0%
Somewhat dissatisfied		4%	0%	10%	0%	6%
Indifferent		4%	7%	0%	0%	0%
Somewhat satisfied		40%	33%	50%	29%	47%
Highly satisfied		48%	53%	40%	57%	47%
SATISFIED		88%	87%	90%	86%	94%
No answer		4%	7%	0%	14%	0%
	± ... at 50%:	20	25	31	37	24
	mean:	4, 38	4, 50	4, 20	4, 67	4, 35
	t:					

The contacts you made with other exhibitors

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
-----						
Q1D2						
	n:	26	16	10	7	18
DISSATISFIED		0%	0%	0%	0%	0%
Highly dissatisfied		0%	0%	0%	0%	0%
Somewhat dissatisfied		0%	0%	0%	0%	0%
Indifferent		12%	6%	20%	0%	11%
Somewhat satisfied		31%	38%	20%	14%	39%
Highly satisfied		50%	50%	50%	57%	50%
SATISFIED		81%	88%	70%	71%	89%
No answer		8%	6%	10%	29%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	4, 42	4, 47	4, 33	4, 80	4, 39
	t:					

The cost of your presence at the conference

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
-----						
Q1E						
	n:	26	16	10	7	18
DISSATISFIED		15%	25%	0%	29%	6%
Highly dissatisfied		4%	6%	0%	0%	0%
Somewhat dissatisfied		12%	19%	0%	29%	6%
Indifferent		0%	0%	0%	0%	0%
Somewhat satisfied		35%	44%	20%	14%	44%
Highly satisfied		42%	19%	80%	57%	39%
SATISFIED		77%	63%	100%	71%	83%
No answer		8%	13%	0%	0%	11%
	± ... at 50%:	19	25	31	37	23
	mean:	4, 08	3, 57	4, 80	4, 00	4, 31
	t:		**	**		

How likely would you be to be an exhibitor at another Government on the Net conference next year?

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
Q5	n:	26	16	10	7	18
UNLIKELY		27%	19%	40%	100%	0%
Very unlikely		8%	6%	10%	29%	0%
Somewhat unlikely		19%	13%	30%	71%	0%
Somewhat likely		15%	19%	10%	0%	22%
Very likely		54%	56%	50%	0%	78%
LIKELY		69%	75%	60%	0%	100%
DK/NR		4%	6%	0%	0%	0%
	± ... at 50%:	19	25	31	37	23
	mean:	3, 20	3, 33	3, 00	1, 71	3, 78
	t:				***	***

Could you indicate which category best describes your organisation?

		ORIGIN			LIKELIHOOD OF COMING BACK	
		Fede- ral gov.	Pri- vate sector	Unli- kely	Likely	
		TOTAL				
Q6	n:	26	16	10	7	18
Federal government		62%	100%	0%	43%	67%
Other government		0%	0%	0%	0%	0%
Private sector		38%	0%	100%	57%	33%
	± ... at 50%:	19	25	31	37	23



**Q2 What is the most pressing suggestion you would like to make to organisers?**

Federal government

- Set up the Monday afternoon; Tuesday and Wednesday show days.
- Trouver un moyen pour que les participants à la conférence passent plus de temps à s'arrêter à l'aire d'exposition.
- Recycle, open to public.
- Have lunch area a little more organized.
- I feel there could be more advertising done about this event across the different government departments. We hadn't heard anything about the conference in the office. We heard about it because we were exhibitors last year.
- Leave exhibits open until afternoon coffee break over.
- Excellent trade show but more signs should have been provided to indicate where exhibitors were located. Size of booth should be 10'x10'. We found our booth was only 8' x 8'.
- Technical staff to help troubleshoot when problems arise.  
Exhibit-specific time slot. I wanted to take one seminar and I was told it would cost \$475. Are you nuts?
- (1) Encourage more visits to the exhibits (2) Have more free time for conference participants to visit the exhibits (3) Prohibit smoking anywhere inside the centre; I was disgusted by smoking, smoke coming into my exhibit via the hallway as I was working
- Have conference on Tuesday, Wednesday; setup on Monday; 1-hour course on how to work a trade show, the do's and don'ts (sitting in a booth, conversation with colleagues)
- Definitely more advertising and perhaps some e-mails to the federal government telling them about this event. It didn't help when Bell cut the lines prematurely and we had no connection to our website all of Tuesday morning Nov 23rd.
- This should be a two-page document in order to easily fax it!
- Clarify communications regarding Internet and phone access. We understood that phones would be at all booths. We arrived and were informed otherwise. For government on the net, these are MANDATORY.

Private sector

- The workshops were the main reason the guests were at the show. Make it such that the guests spend more time at the booths.
- Provide attendees with more time to visit exhibitors.
- Music to out the white noise.
- The participants were only interested in free pens and lunch.

- Some type of contest where attendees get the exhibitor listing sign off that they visited the booths. This would get the flow of traffic at all the exhibitors.
- Allow exhibitors to announce winners of draw during lunch break. Overall very well organized!
- More advertising of event; specific exhibit floor time.
- Exhibitor session; not only coffee, lunch.
- Something to encourage more traffic to booths such as a passport or contest with info collected at booth.

**Q3 How do you measure the success of your involvement in a conference like this one?**

Federal government

- Number of hits on our web site
- Nombre de personnes au stand.
- Traffic, contacts.
- Number of contacts made.
- Contacts
- By the number of good contacts and business generated from, and presence at, the conference.
- Following contactgs and business opportunities; the amount of promotional material picked up at the booth.
- By the number of contacts we meet that are interested in our product. We measured our success against other trade shown where we have made a lot less contacts.
- Leads.
- Quality of contacts made.
- Qualité des contacts effectués.
- (1) Visitors' comments (2) No of contacts (3) Successful follow-up with contacts leading to partnerships or information sharing.
- People contact; partnerships.
- With the amount of client leads we get. We want to get more federal government people using our website so the more people we show the more potential client we will get.
- This was out first time at the conference. I found it quite rewarding and learned a lot about how we could improve on making ourselves more visible and user friendly on the web.

Private sector

- The number of contacts made. Very good.
- Number of new contacts/leads; amount and quality of discussions/meeting time with existing customers.

- The success is based on the number of contacts willing to buy. Very happy. Thank you.
- Number of new contacts made.
- Generally OK since I was able to gather contacts with other exhibitors.
- # of contacts made; traffic at the booth.
- I believe this show was good for overall exposure. With most of the exhibitors being government departments themselves, much of the booth visitors were expecting information that we provided to be free also.
- Very satisfied - highly focussed subject matter.
- # of good leads/sales

***Q4 Is there an organisation you expected to find as exhibitor and which was not there?***

- Treasury Board
- Health Canada and other science-based departments.
- Limited private sector presence.
- Treasury Board; DND