



Symposium 2005 Results drawn from participants completed Symposium Evaluation Forms

The following has been extracted from the Symposium Evaluations completed at the PPX 2005 Symposium: **Results-based Management - Learning from Others The Great Exchange**. Over the next few months the PPX Board of Directors will review the evaluation results and take them into consideration when planning and designing PPX Learning Events for the 2005/06 "Winter" season as well as the Tenth Annual PPX Symposium to be held in 2006.

In response to your comments design and organization decisions regarding the Symposium have already been made. They are as follows:

Venue: There are no alternatives so we will continue to use the Congress Centre (The option of hotels is not available as booking conference space months in advance is conditional on using hotel rooms)

Translation: The PPX has a policy (see www.ppx.ca) to whenever possible to offer bilingual programs and translation services. This is expensive. For the 2005 Symposium the PPX paid a total of \$7683.87 for translating a few documents (Symposium announcement, welcome letter and Symposium Program), the simultaneous translation during all sessions in the Plenary Room and the translation devices. This equates to a cost of \$59.11 per attendee. As members are asking for more French and Bilingual speakers and presenters we will continue to provide the level of translation service as we have done in the past.

Catering: At the 2006 Symposium attendees will be offered lighter and healthier fare. This may result in a small increase in cost of registration. (Apples cost more than cookies!)

Length of Network Breaks: Although several attendees said that the four Network Breaks were too long and should be reduced to 15 minutes, the PPX will continue to offer 30 minute Network Breaks. For many PPX Members these Network Breaks offer important opportunities to meet other members and to enter into information sharing, idea exchange and to broaden their net of like minded acquaintances. The PPX over the next few months will look at how it can enhance these breaks so that more attendees feel comfortable to participate in what was one of the motivations to create the PPX.

Symposium Binder and Handouts: Each year this has been the area of greatest criticism. The criticism is in four areas: missing material; language; amount of material; and two sided copying.

Missing Material: 2005 was better than previous years but there was still much missing.

Begging, pleading, encouraging and groveling are techniques that have been employed to get speeches, slides and presentation material in advance of the Symposium. The letter sent to speakers and presenters asks for their material two weeks ahead of the Symposium. Those speakers and presenters the PPX pays generally comply but maybe five or six days ahead of the Symposium. Some material arrives two days before and this year some material was received electronically at 8:00pm the night before. Some material arrives with the speaker and presenter. As long as attendees want hard copy to follow during speeches and presentations this will continue to be a problem.

Language: The PPX encourages speakers and presenters to provide material in English and French. Federal employees generally comply. Academics and those from other jurisdiction provide the material in the language of their choice.

The PPX will not have material translated. Firstly, because of the high cost and, secondly, there is rarely sufficient time.

Amount of Material: The PPX has no control over the amount of material provided by speakers and presenters.

Two Sided Copying; The content of 2006 Symposium Binder will be two sided. The PPX will strive to have all material made available at the Symposium be copied on both sides.

Whether or not to have a Symposium Binder with hard copies:

Given PPX Members unhappiness with the current Binder situation it is worthwhile asking whether in this electronic age Binders with hard copies serve a useful purpose. Members have suggested that the PPX dispense with the Binder and hard copies of speeches and presentations. Some have suggested the creation of a CD while others have suggested the immediate posting to the PPX website.

These suggestions are predicated upon the belief that attendees rarely refer to the binder material after the Symposium and that if they wish to read material it will be available electronically.

There is no doubt that this later suggestion would save considerable expense. The 2005 Symposium Binders altogether cost \$ 9195.35 or \$70.73 per registered attendee.

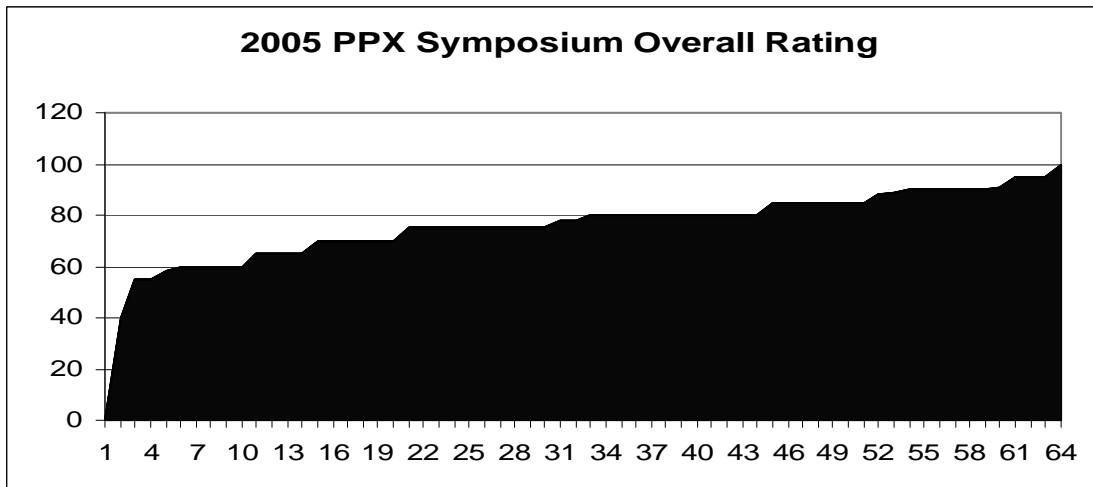
You are asked to respond to the following question;

Are you prepared to have PPX Symposium Speeches and Presentation material available only on the PPX website?

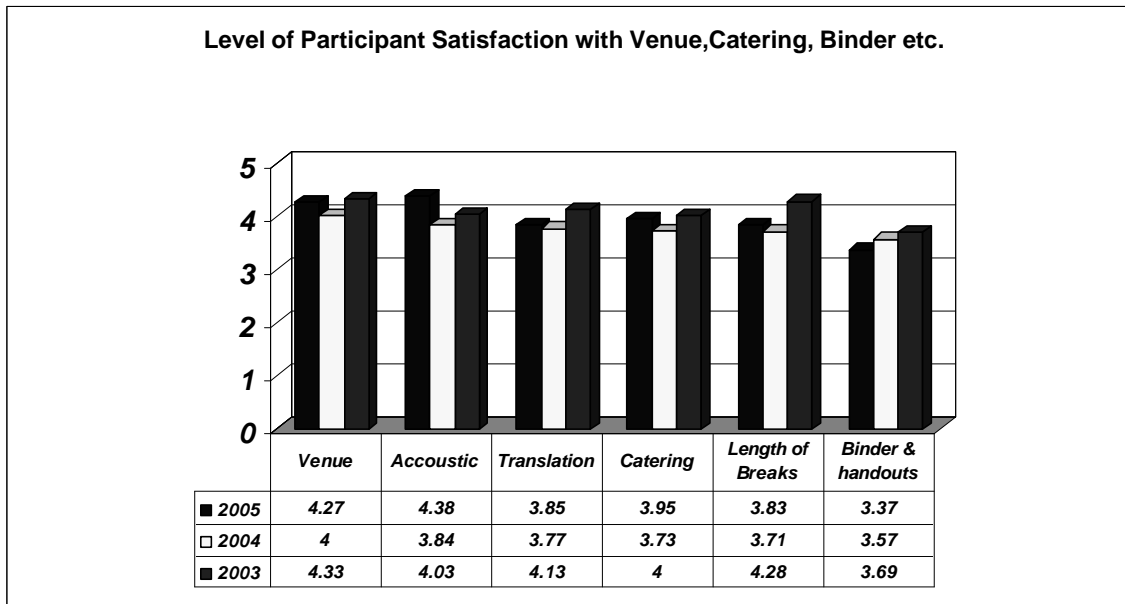
Please reply to Peter Green at chantagrie@sympatico.ca

It should be noted that the PPX is not a government organization. Federal language, management and administrative policies do not apply to the operations of the PPX.

80 (or 61.06% of those attending) completed the Evaluation forms. Some forms were only partly completed.



63 participants responded to the question and rated the Symposium from 1 to 100 at an average of 76.95%. This compares with the rating of 79.5% in 2004 and 76.16% in 2003.



Venue: 80 respondents gave an average of 4.27 an improvement over 2004 (4.0) but less than given in 2003 (4.31)

Comment:

- Uncomfortable chairs
- Similar to a dungeon – need windows
- Main room lighting was a bit dark
- Windowless room and very uncomfortable chairs make it hard to concentrate
- Good facility, location is easy to access, centrally located with great bus access
- Windowless room was depressing

Acoustics: 80 respondents gave an average of 4.38 an improvement over 2004 (3.84) and 2003 (4.04):

Translation: 34 respondents gave an average of 3.85 an improvement over 2004 (3.77) but less than given in 2003 (4.22)

Comment:

- Did not work when St-Jean was speaking

- Translation devices were deficient. The speaker's microphone pickup kept coming through together with the simultaneous translation. As a result you are left with listening to two speeches at the same time. You ended up frustrated because you missed bits.

Catering: 75 respondents gave an average of **3.95** an improvement over 2004 (3.73) but less than given in 2003 (4.04)

Comment:

- Lighter fare would have been better – i.e. salads, sandwiches, fruit
- Fruit not just cookies would be good
- Lunch on day one was too heavy
- Reduce the number of sweet buns and muffins – replace with fruit at breakfast. Lunches were very good
- The selection of breakfast/snacks could have included a few healthier options (yogurt, fruit)

Length of Network Breaks: 78 respondents gave an average of **3.83** an improvement over 2004 (3.71) but less than given in 2003 (4.27)

Comment:

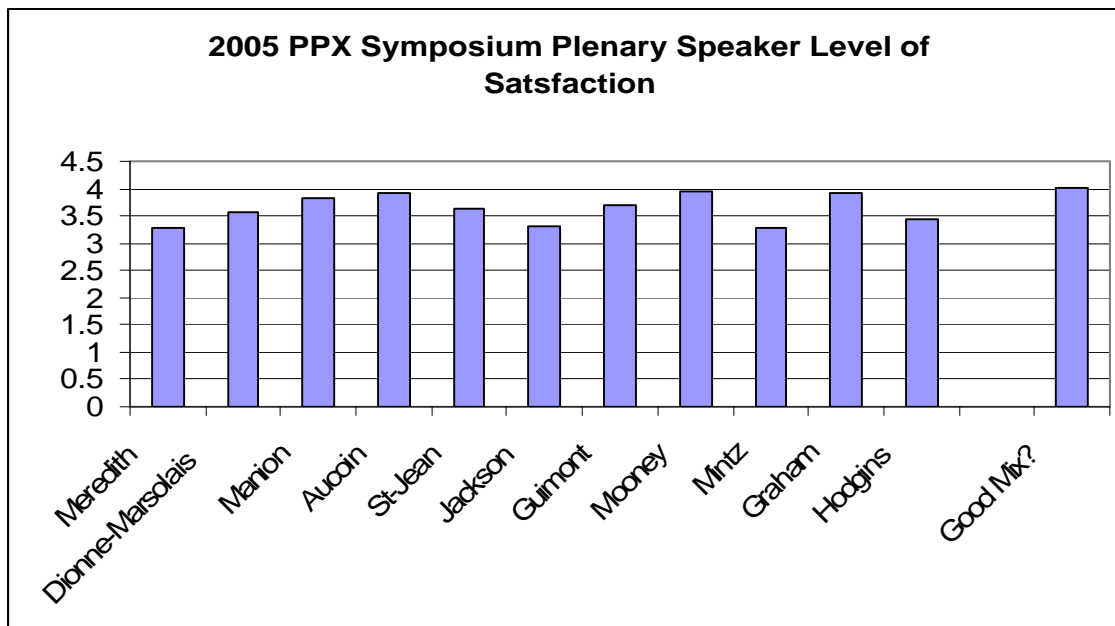
- Breaks were too long- either shorten the day or add 15 minutes to lunch
- Breaks are far too long
- Pauses un peu trop longues. Coupes 15 minutes chacune & commencer plus tard le matin
- I liked how the breaks were long – not the typical 15 minutes. They allowed us to network, to gather our thoughts and to actually relax between sessions. Thanks
- No need to have 30 minute breaks – use some of the time to extend Q&A in plenary.
- Les pauses (certaines d'entre elles) etaient trop longues

Symposium Binder and Handouts: 78 respondents gave an average of **3.37** a drop from 2004 (3.57) and 2003 (3.70)

Comment:

- Do not require a binder just the handouts – let each participant pick-up info he/she needs – don't do bios in both languages
- If you are going to provide binders and portfolios in handout kit tell us ahead of time so we do not bring those materials with us
- Devrait faire plus attention au montant de papier utilise. Ilya beaucoup de gaspillage
- Would have liked handouts in advance so could write notes right on them
- Said it before – double side pages in binder – at least make an effort PPX!
- Giving us a Portfolio was useful
- Far too many presentations not included. Photocopy on both sides with English on one side and French on the other.
- Have English binders and French binders – we chose which we want in advance so you can print only what is required
- People should present the info they provide for the binder
- Unnecessary waste of paper – out of keeping with values of fed. Govt. commitment to sustainable development. Double sided copying should be standard practice.
- Lots of wasted paper in binder. Please print double sided. May then be able to use thinner binder which would be less expensive and less heavy to cart around.
- Would like to have had the presentations ahead of time but fully appreciate that they are not always available
- Be environmentally friendly – print both sides
- Some handouts were not of high quality (e.g. tables and copies of computer forms)
- Handouts should be available in language of preference
- Materials were excellent however there are opportunities for great improvement. There is no need for everyone to have all materials in both languages let us choose – go double sided or do a CD

- Realizing that the materials will be provided on-line is there even a need to provide handout materials. We can take notes without having to have hard copies. Let's be positive & save resources and binders. Will anyone use the binder again? I doubt it. I will certainly look at materials on the PPX website or on a CD but why have a huge binder? You will get a lot of flack if you drop the "traditional" binder. However, if you explain your "bold" decision when you advertise the Symposium attendees will be prepared. They might complain but at least they will know why and you will have saved money and trees.
- Paper! Paper! Paper! Go 2-Sided. Please! Please! Please save trees and \$\$\$
- Je suis outragé par le gaspillage de papier utilisé pour la cartable. Vous auriez pu imprimer les feuilles recto-verso! Vous n'avez pas non plus besoin de répéter l'agenda à plusieurs reprises – **Gaspiillage total!!!**
- Simple – go double sided



Overall mix of Speakers:

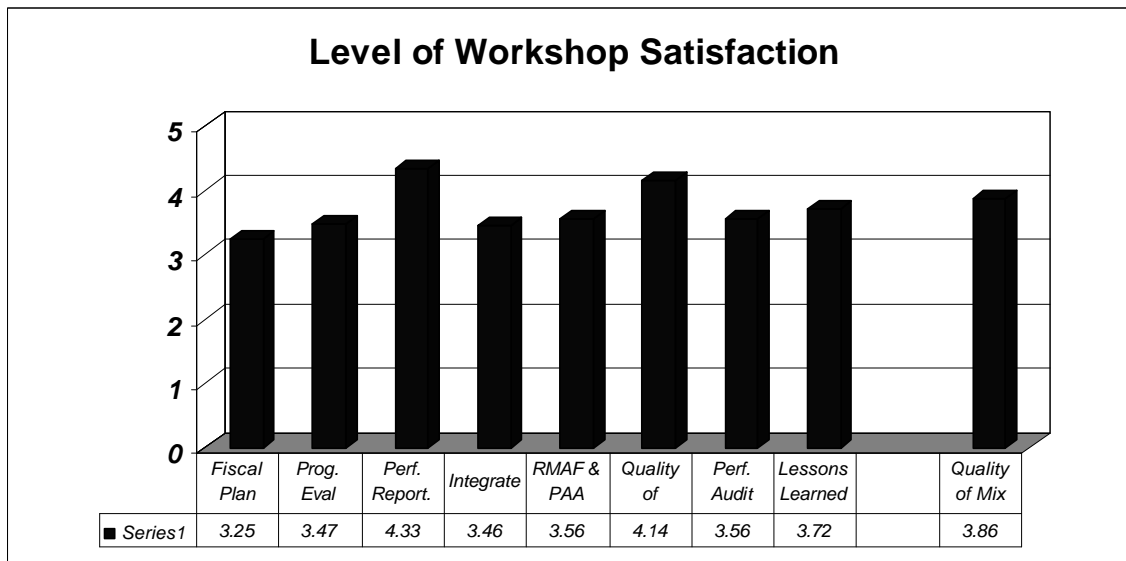
Rating of **4.01** down from **4.18** in 2004 but up from **3.94** in 2003

General Comments on Plenary:

Comments:

- Planning was not presented with the importance it should have been given
- Very good Symposium. Nice to see an attempt to break through some of the silos of performance, planning, reporting, evaluation and audit.
- Good mix of senior level bureaucrats, politicians and academics
- Too many speakers. Hard to assimilate all the information
- The Q&A segments were wonderful. Please rejig the schedule to allow for more Q&A time.
- Chair people should be restrained from asking questions.
- Needed more practical, hands-on/ operational experiences
- There was nothing new. I did not feel we got our money's worth at all. Most speakers were very boring as they were not saying very much. Speakers need to be more concrete. I have had enough of the Blah, Blah, Blah that we have heard for the last few years.
- Appreciated the mix of academics, senior management, performance measurement folk, central agencies and other governments
- Unfortunately the academics this year were less informative than the ADMs
- Having a pro-separation speaker was inappropriate and off-putting but she was good

- Excellent job of selecting the mix of topics and speakers
- J'ai beaucoup appris - merci
- More time for questioning would have helped. Control the Chairs
- The provincial presentations were great but it would have been very useful to have someone speak to the lessons we can learn from Quebec and Ontario – maybe a panel
- Plus de conférenciers auraient pu présenter en français (Ils sont francophones!)
- Wished the speakers spoke about best practices
- A lot of talking heads; would be better if you could attract some dynamic speakers. The work we do may be dry but we must have some “sexy” people who can communicate well.
- Overall this was an excellent Symposium
- Need more bilingual presentations
- Need Parliamentarians



Level of Workshop Satisfaction.

44 respondents indicated an average of **3.86** (out of 5) this is compared with a 2004 average of **4.0**.

Number of Workshops:

Respondents were asked whether the reduction of the number of workshops from 12 to 8 was a good move. **56** thought that it had been a good move and several suggested we consider even fewer. **4** respondents disagreed. Three of the four wanted more workshops while one respondent suggested offering four workshops each being repeated once.

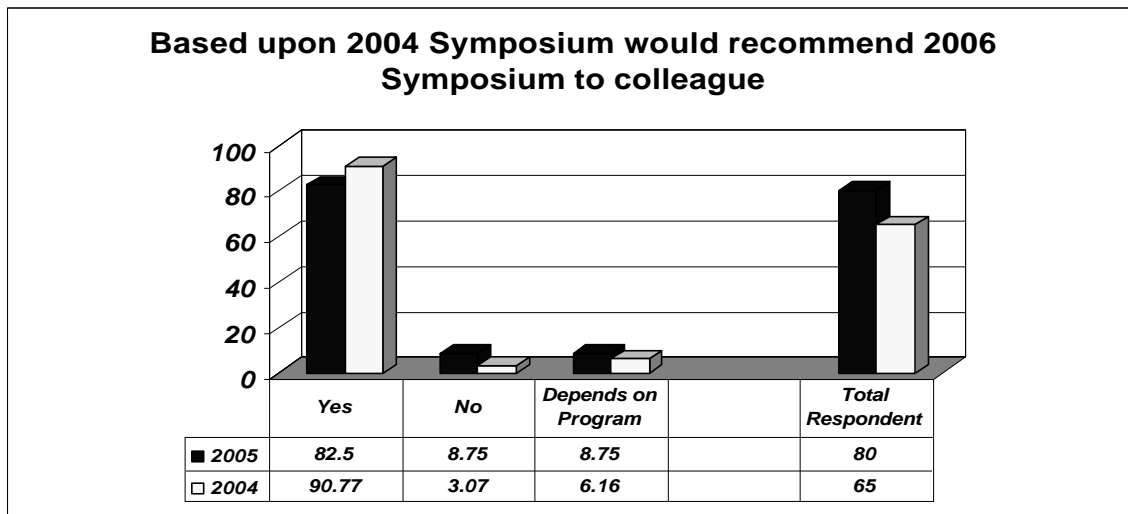
Comments:

- If there were more sessions to choose from, I'd feel that I had missed too much.
- 2 au 3 aurait été suffisant à mon avis
- Depends on the topics; if more duplication I would prefer 12 sessions
- Even from 8 to 6 would be fine
- More workshops less plenary
- More not less workshops
- Structure Symposium to create more workshops and less plenary (2 per day vs. 1)

Comments on Workshops:

- Perhaps it would work better by making them real workshops not presentations. Have working level breakout groups on planning, budgeting, performance, non-financial, reviews I etc.
- Talk about frameworks that show linkages in various cycles, initiatives, etc.
- Pourrait repeater les ateliers les + populaires

- More information should be provided earlier to help in selection process.
- Ateliers paurier etre plus pratique
- Workshops were **not** workshops – we need **true** workshops given the stage most depts. are at.
- I want more access to workshops and less plenary speakers. Must talk more about procedures and less about program findings (how to audit rather than what they found.
- Quality not as good as plenary
- More sharing of experiences in depts./agencies – speakers from a whole range of organizations
- Limit the number of panelists as it detracts from Q&A time
- Pas assez de francais
- Pas assez de nouveau contenu pour alimenter
- A session on links between IA and Evaluation and performance mgmt would be useful in future
- Make workshops longer with facilitators who limit presentations and encourage discussion and sharing
- You must ensure that there is lots of time to have interaction
- Current Symposium format is insufficiently participative
- More workshops less plenary to ensure coverage from the introductory to the leading edge
- All were a lecture format. Need more opportunity to discuss the topic. Send out pre-Symposium materials so we can prepare ourselves
- Good balance
- I thought that the range of choices was good



Final comments or suggestions to improve future PPX Symposia

- Increase “planning” profile, with presentation on Planning Framework
- Talk in detail about resource allocation (re-allocation) and priority setting tools and processes. – need to operationalize down in the trenches not in “theory”
- Talk more about Program Budgeting
- Divide two days into Day One – Theory- and Day Two – Practice –
- Given that most of the audience is at the working level – provide help so that they can make things work – some case studies with **real** practical examples
- Have variety of departments make presentations e.g. bog/small, policy/service, etc.
- An example of a dept. struggling to get senior management buy-in
- Instruct speakers and presenters to not use acronyms
- Need better signage to find Symposium when entering building
- Need a workshop that summarizes the literature and practice of RBM – this would not only be informative. Great for old and new hands and minds
- Have more other jurisdictions. Having Ontario and Quebec was a great move.

- Tell everyone that membership is for life in your advertising material could avoid a lot of confusion
- Program tried to appeal to too many different audiences/angles/themes – would be better to narrow the focus next time on 1 or 2 key areas
- More hands on practical operational experiences
- Would welcome session where PAAs can be exchanged & lessons learned and discussed with information and progress exchange
- How can we improve horizontal linkages
- Monitoring – Q1, 2, 3, & 4/ mid year review & use in managing performance and re-aligning resources
- Linkages/or not – Strategic Plan/vs. Strategic Outcomes; Logic Models; PAAs/MRRS; Internal vs. external mgmt. accountabilities
- More presentations like Ontario's.
- Use the Symposium to develop recommendations to TBS/Government on conclusions reached from discussions
- Need far deeper insight on **how** to do good results-based planning management.
- International perspective may help put our efforts in a broader context Get experts to talk about innovative methodologies
- Announce dates of events, especially the Symposium, earlier. It would help in recommending to colleagues. This is an event where one gets ones monies worth.
- I want to know about client-program interface not about ivory tower and ADM level. The emphasis is to keep it simple because ADMs & DMs are incapable of handling detail. PPX needs to support integrity from rolling-up “real data” to decision making level.
- Find more performance experts – evaluation approach is taking over because PPX and TBS is discouraging building long-term solutions (ongoing results reporting) in favour of “one-off” assessment of effectiveness. Performance should report on effectiveness. On-going comprehensive reporting is complicated to make and simple to read.
- More on performance measurement and link to PAA
- Suggest speakers that impact on various aspects of the “resources to results” chain – e.g. financial community to talk about the challenges of linking financial to non-financial info.; program manager’s perspective, etc. – not just from the evaluator’s/performance expert’s perspective.
- Excellent Symposium – well organized and managed – Congratulations
- More panel discussions during plenary
- Have speakers discuss the best practices they have noted
- You have used the same format every year. You might think of inviting three or four departments to “show-off” by having kiosks and a range of speakers. PPX is important and useful. But it is time to revise the format and move towards helping members implement performance planning and reporting.
- Why don't you look at the whole cycle? Why not a session or focus on integrated planning -> RMAF -> PAA -> Budget, work planning, Business planning, HR planning, IM/IT -> MAF & Clerk's priorities. How does it all fit together? Does it?
- Design program to maximize participatory sessions. Less top-down and more bottom-up. Greater audience engagement will stimulate networking and idea and information exchange
- My ideal program would have;
 - Tools for measurement and reporting
 - Vendors of PM Systems/tools (expo or equivalent)
 - More concrete examples of Planning & Performance (e.g. like the Ontario presentation)
 - Next year – EMIS – how was/is it used – other ways of using
 - PAA – horizontal initiatives – use one two of the items as examples – what does a PAA – EMIS do for these initiatives
- Belle organization – Bravo!