

## Lessons Learned - 2014

1. Need location designated in DH for instructors that are teaching in the DH.
2. Classes that have set fees from council – need system to cover costs of no-shows (pre-pay with no refunds?)
3. Instructor info – need to include info about instructor checkout (so they get gifts, etc.) Trainers that are train only – do we give them their gifts at check-in?
4. Council classes – need to beef up info to trainers of council classes
5. Need announcement for Sunday checkout procedures (full review of checkout procedures – people trying to do kapers and leave before classes were even over)
6. Need to review any new classes to see if class timing is appropriate for work to be done (must include set-up and clean-up time too).
7. Closing ceremony timing needs to be readdressed – interferes with kapers/lunch? Not well attended...
8. DH layout – look at it again. Some parts we changed this year didn't work well.
9. Check-out (people leaving early) very disruptive. Need to readdress.
10. Consider moving silk screening to Friday night (so we can decorate Sat PM)
11. Consider how to address temperature in DH-LL (cold – needed space heaters, etc. – may need to be brought in and turned on Thursday to ensure proper temperature.
12. Ben Bradley – first aid needs to have dedicated site and dedicated 1<sup>st</sup> Aider throughout the weekend.
13. Instructors need to COMMIT to teach classes and arrange for substitute teacher or cancel enough in advance that we can cancel/reassign participants.
14. Need better instructions on camera on class list on website (“Click Here”)
15. Post signage in cabin (early/late, temp, etc.)
16. Add freebie info to instructor packets
17. Print/bring recycle flyer (what can/cannot be recycled) to be posted above recycle containers (DeKalb County – or whichever county is going to be used for recycling).
18. Join together group run/late breakfast as a single class – do not indicate that late breakfast is an option for anyone other than those in the early exercise class(es).
19. Marie W – add “I want to be on the Planning Committee” to an email post event (not part of the overall evaluation).
20. Class lists – encourage leaders to review class offerings with troops ahead of time and let the girls pick the classes they want their leaders to take.
21. Revise labeling for Echo Hill – Upper level back, upper level front, lower level?
22. Friday night – add a “class” where participants can socialize, mingle, swap, etc.; need unlimited number of people to be able to sign up. Call “New Orleans Jazz Café”?
23. <Barb> Consider changing (I know we've been thru several iterations) is perhaps checkout and then lunch...I know that I couldn't sit and eat lunch as folks wanted to check – came up to me and said they had done their chores, could they have their patch and leave – when I am in the dining hall I can't verify they have actually done so. I know another hostess was approached as well – maybe Mary for Echo Hill...Not the worst, however, I was ready to sit and eat lunch at that point.
24. <Barb> One evaluation came home with me. Mostly 4 and 5's on the scale ranking. Only written comment: Meal Kapers are very hard to do and make your class. Would suggest that 15 til announcement be made that kapers are starting and to please clear tables, etc or at least be aware that kapers are starting. (If someone wants the paper copy I can send it along – who?)