



Event Survey Results

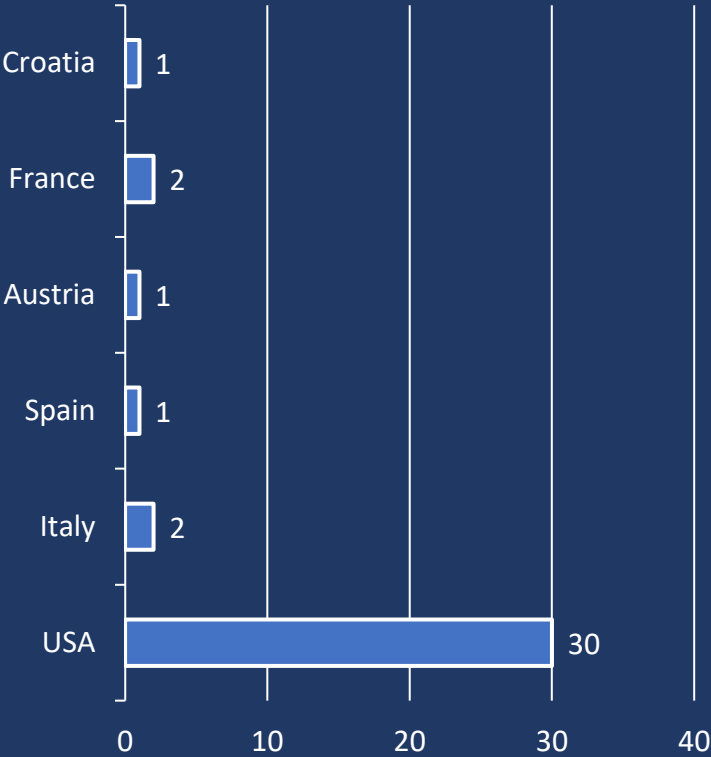


INTERNATIONAL SHOW CAVES ASSOCIATION

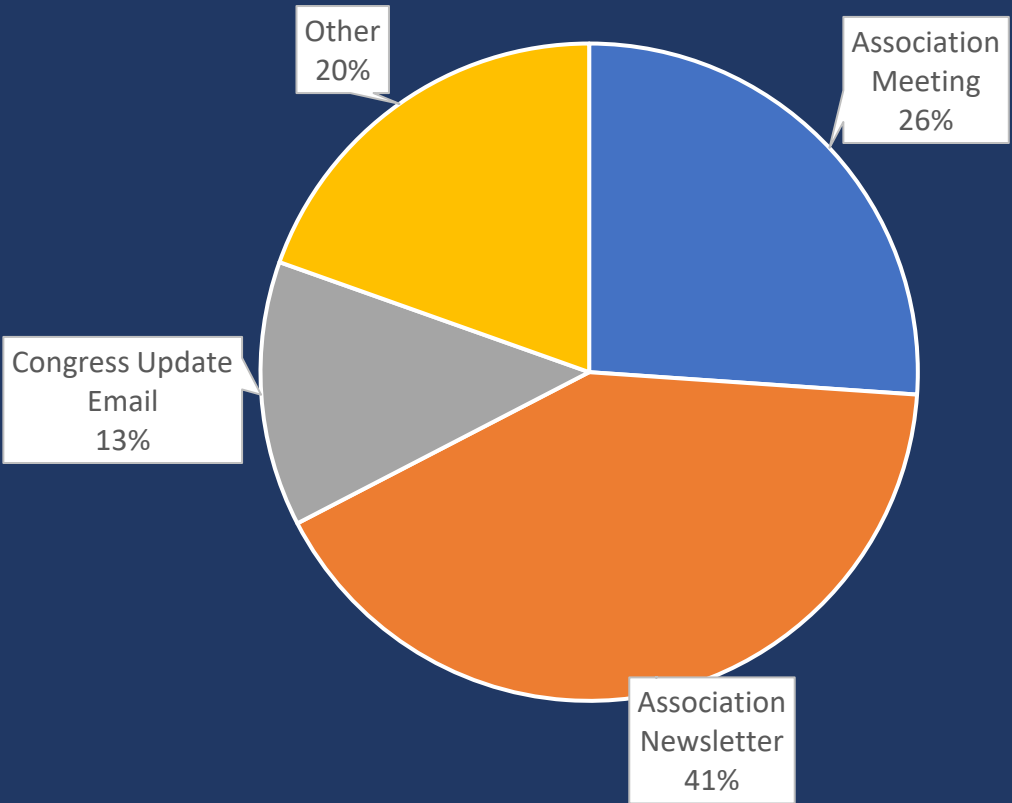
Thank you to all who attended the ISCA NCA Congress 2022 in San Antonio, Texas! We had a blast and enjoyed having you in the great state of Texas.

Out of 170 attendees from 52 caves, we had 37 respond to the event survey. While we were hoping for more, we appreciate the feedback we received regarding the event and hope this information helps make the next get together even better!

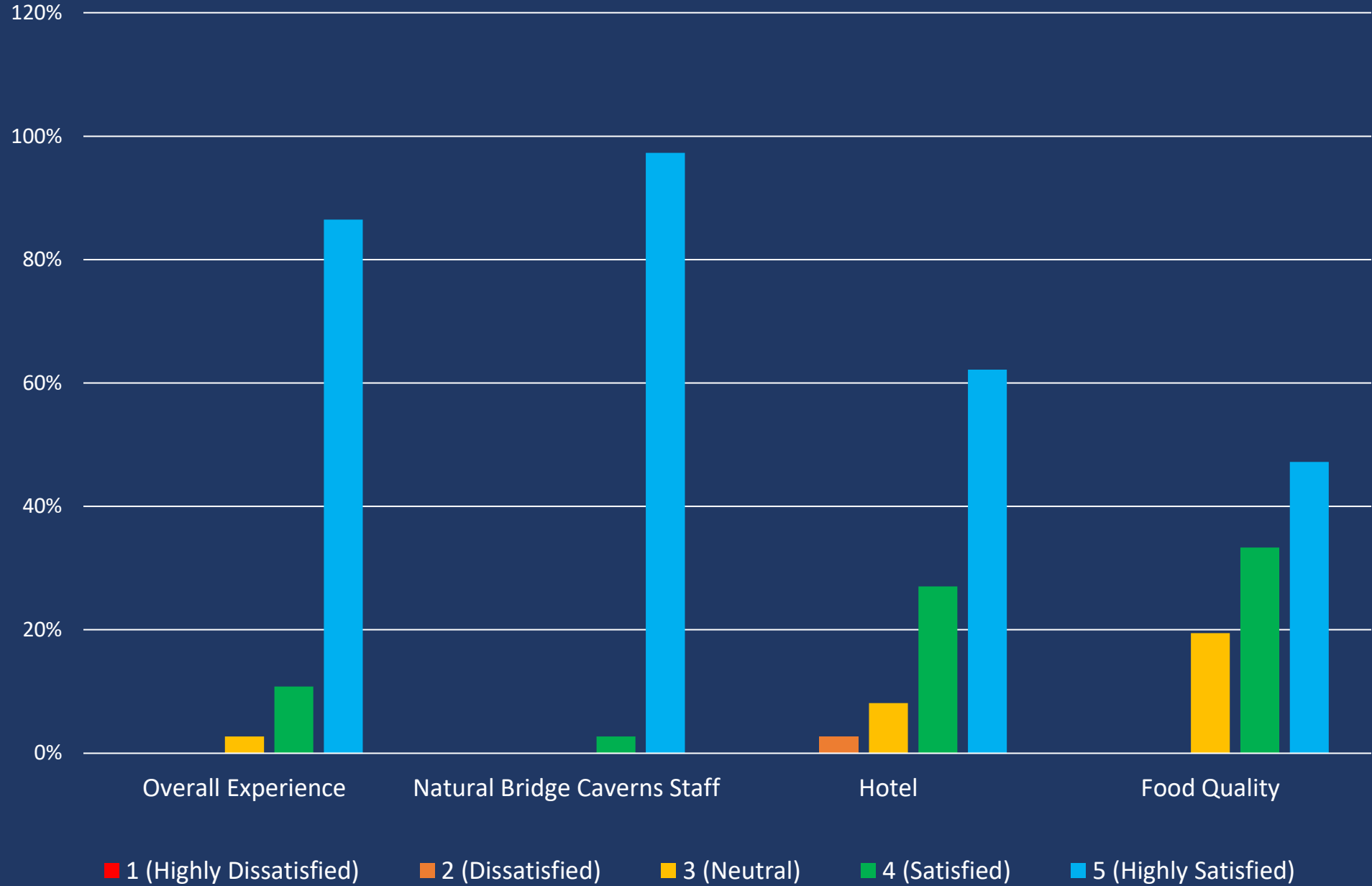
Survey Responses – 37 Total



How did you hear about ISCA NCA Congress 2022?



ISCA NCA Congress Experience - Ratings



| | |
|---|--|
| Overall Length | 89% felt the length of Congress was “Just Right” |
| Blended Congress | 95% enjoyed having ISCA and NCA joined together |
| Congress Website | 65% visited the website more than 3 times |
| Congress Updates by Email | 83% of respondents read the updates and 100% of those who read them, found them helpful. |
| Mobile App | 95% found it helpful 81% found it easy to use 86% would like to see it used at future conventions |
| FREE time | 76% of respondents felt like they had just enough free time |
| Evening on Your Own vs Planned Event | 59% enjoyed the evening on your own versus paying additional for another planned event |
| Cracker Barrel (NCA) | 63% would like to see the Cracker Barrel session added back to the convention |
| Catalog Vendor Show | 72% of respondents who attended the catalog show liked this option |
| Western Wear Vendor | 85% enjoyed the western wear vendor |
| Registration Fee | 84% felt the registration fee was appropriate for the value received at Congress |

Favorite Moments

- My favorite moment is the general assembly.
- Day at NBC
- Meeting all these neat owners.
- Seeing Natural Bridge Caverns operation.
- Cowboy dinner
- discovering new caves
- I enjoyed the Western night at the Museum.
- NBC visit - great afternoon - very difficult to rate best part.
- Cave without name singing girls show
- Best part is always visiting other caves and property.
- Around the world
- The "Around the World" videos. It was great to see everybody's cave.
- Cavern tours
- meetings work sessions/ visit the caves
- joint meetings
- The wonderful little bobtail cat at NBC
- Field trips to River Walk, Alamo, Natural Bridge Cavern.
- There were several positive moments!
- Sessions with industry experts.
- Joye Wuest's prayer to start the meeting!
- All good
- Learning from the presenters and connecting with others
- Ending event at Art Museum, Good Food & Socializing
- Cave without a Name
- Cowboy dinner
- Evening at Sonora and Natural Bridge
- Visiting Natural Bridge
- The round the world, got to see what everyone else was doing. Also helped me put names to faces.
- While pretty much everything was great, the free evening allowed me to connect with folks in a more relaxed setting over dinner and drinks. I got a lot accomplished in that time.
- Visiting all of the different caves! It was neat to see how everyone operated their caves and gift shops.
- It was all so great. We did the pre and post trips too. The strategic planning was the best presentation (both of them)

What did you like least about Congress?

- "The tiny tiny small type on the app. My eyeballs do not see as good as they did 60 years ago."
- Friday waiting around and having to check out early with bags and nowhere to stay.
- A few of the presentations were a little lengthy (the ones over an hour) and didn't provide much help for a small cave operation.
- The breakout sessions seemed a little too long. It was tiring sitting for that length of time.
- It might have been better if Presley led the Sonora tour. The hotel construction meant that there wasn't a big evening social gathering space, but I was mostly too tired at the end of the day anyhow.
- Needed opportunity to talk to each other like cracker barrel or in sessions. We usually ask questions to all of us not just to the speaker. I had something I would have liked to share during the event session but it was set up as lecture format with questions ,just to speaker. We learn a lot from each other not just speakers
- Evening on your own. It made the group scatter, instead of keeping us together.
- It would have been nice to split the videos in half and view the remainder videos later in the week...(43) in a row was too many
- Some of the topics weren't particularly useful for small operations.
- There was no prize drawings at the end of the congress
- I missed the Cracker Barrel face to face discussions
- The night with no planned activities (free time).
- cost
- 1.5 hour session after lunch is too long.
- No Cracker Barrel
- It was TOOOO cold...burr...I saw penguins
- Missed the cracker barrels, and Parking was \$\$\$
- Going home a day early
- Alamo Tour
- Meetings too long
- The app I could not figure out how to use
- The homeless around San Antonio

Presentations

99% of the respondents found the sessions were valuable and applicable. Some preferring topics over others.

Presentation Topic Suggestions

- Cave Lighting
- Cave Technology – surveying, radiolocation, digital mapping
- Dealing with Problem Guests
- HR related
- How to win insurance claims
- Government problems
- Employee Retention
- Transitioning your legacy and business
- Preservation
- Caving cleaning, formation restoration, wire hiding
- Insurance for show caves
- New trends and pricing philosophy
- Entertaining while educating across all cultures
- Creating history exhibits
- Changing demographics, travel trends

Suggestions to make the next Congress / Convention better

- MULU!
- I think is good
- Larger type on the app
- Mimosas with breakfast
- Bigger type on name badges
- Missed the Cracker Barrel
- lower cost
- A little less pricey.
- Keep hotel and registration cost down so smaller show caves can afford to attend
- Return to only NCA participants. Stay in less expensive hotels and keep the registration costs down. Have PRINTED ITINERARIES. Phone app didn't work half the time.
- "Keep the length of each presentation to an hour or less, it will help people stay engaged. I noticed a lot of tuning out on the longer ones. I LOVED the app! The way questions could be asked through a moderator was awesome, and the notes section was great for organization. Please keep this going! The breakout session format was great, too! People being able to choose which topics most applied to or interested them was a great decision."
- Find out why national and international show caves not in attendance didn't attend and address those issues to include more show caves next time
- Come back to Texas! Kidding, I can't think of anything.
- Always offer bus trips to the various activities! Self driving for old folks to new locations is challenging and dangerous.
- Schedule less tight. At Natural Bridge by the time you did the 2 tours you didn't have time for other things. Was not able to check out the echo location trailer.
- More free time
- Breakout sessions for caves with smaller budgets
- Schedule a combined Congress every five years.
- Cracker Barrel. Not combine NCA with another group.
- Continue the great breakout sessions. Add back in the cracker barrel.
- I enjoyed the dancing at the Ruby Falls convention.
- More help with private cave owners on promoting each other

Suggestions to make the next Congress / Convention better continued....

- I would subtract a day, but that's the normal length of our NCA conventions anyway. Enjoyed the app. Did not miss the Cracker Barrel - there can always be one added, or people can request one the day of.
- Maybe a little more down time between talks vs fun time (for caves to regroup and review what they just learned with their team)
- Having a hotel that also has a bar area to spontaneously gather is fun. Activities & topics that promote more discussion among the cave owners in the sessions. I like a Q & A that also lets you know who asked the question in case you want to discuss that topic with them. Blind questions are fine but I don't exclusively like it. There are always attendees that do not know everyone else. I would also like having a fitness room that is operational in the hotel.

Again, thank you for your responses and great suggestions! We enjoyed hosting you all and now we will pass on the opportunity to Lake Shasta Caverns for NCA and MULU for ISCA! Hope you find this information useful for planning the next event.

