

# Onions and Roses Report

## Executive Summary



**NORWESCON 41**

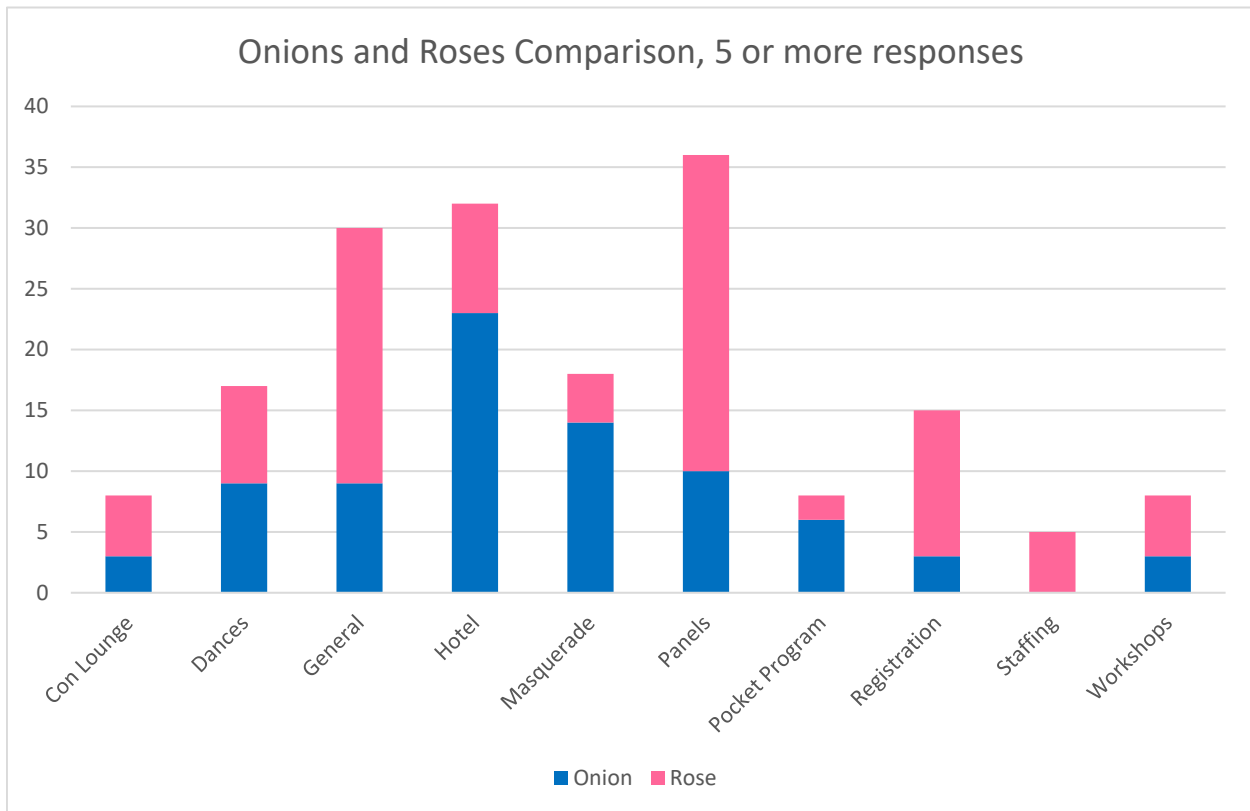
Norwescon

Authored by: NWC 41 Secretary Team



# Overview

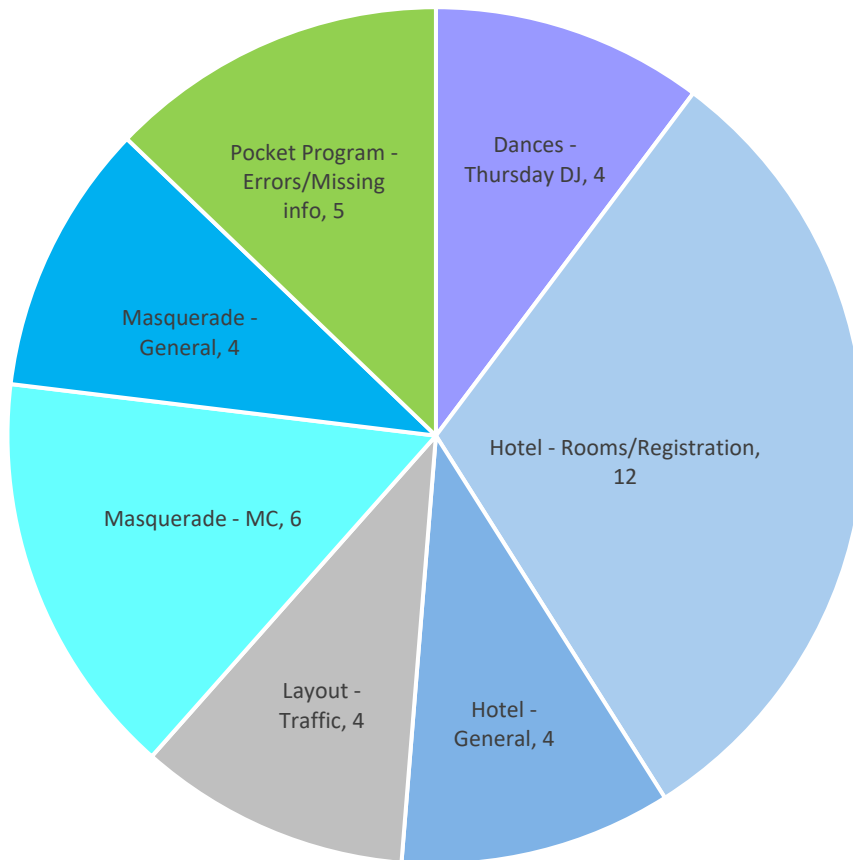
A total of 304 responses were submitted for NWC 41 by members. These break down into 117 Onions, 158 Roses, and 73 Suggestions. Some submissions count in multiple categories, e.g. as both an Onion and a Suggestion. The following table shows the categories which received the greatest number of responses, either in Onions or Roses.



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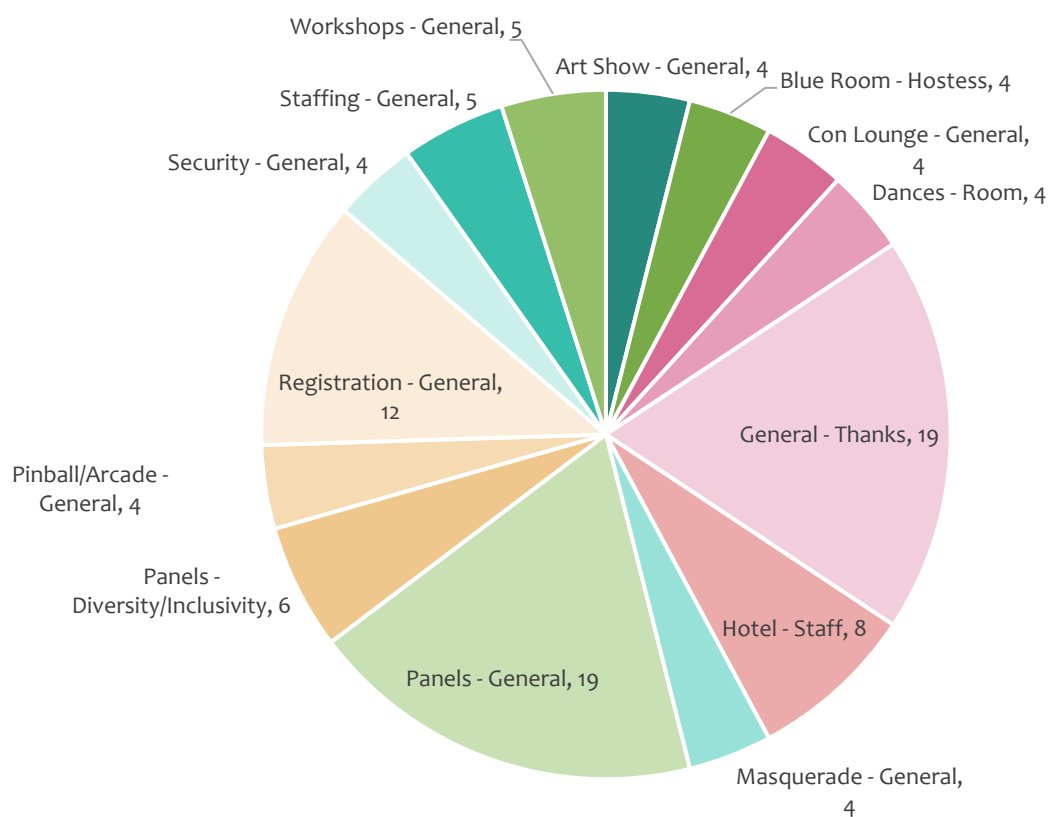
# Onions

By far, the most significant negative responses were in relation to the hotel, specifically around room registration. The masquerade was also a source of a significant number of onions. The pocket program, traffic issues related to the layout of the convention, and the DJ for the Thursday night dance were also areas of concern to NWC 41 members.



# Roses

By contrast, Roses tended to be much broader in topic. Panels were quite well received, with several respondents specifically calling out their diversity and inclusivity for praise. A significant number of Roses were generally thankful and laudatory of the convention as a whole. Registration also received a substantial amount of praise from respondents. Interestingly, while the hotel came under fire in the Onions, hotel staff received several Roses. Other areas of general praise included the dances, con lounge, blue room hostess, art show, workshops, staffing, security, pinball arcade, and masquerade participants.



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# Comments

All comments received by the NWC 41 Secretary team have been compiled into the following report.

Please note: **Comments only represent the opinions and views of anonymous submitters; they do not reflect the views and opinions of Norwescon 41 in an official capacity in any way, shape, or form.**

All submissions have been de-identified in order to protect both the privacy of the submitter and the privacy of any individual referenced in the comments. The exception to this rule is when a panelist is mentioned in association with their respective panel since their names have already been published in association with their panels.

Executive	Department	Onion/Rose	Comment	Source
Business/Treasurer	General	Onion	Reg announced it was open an hour early on Thurs. but we couldn't get it because of the money handlers.	Post-Con Meeting
Business/Treasurer	General	Rose	Thanks for quick turnarounds!	Post-Con Meeting
Business/Treasurer	General	Rose	Team was very efficient this year!	Post-Con Meeting
Business/Treasurer	General	Rose	Best counting team in years- GREAT staffing decisions were made this year; they made my job at the Con so much easier! Bless you!	Post-Con Meeting
Business/Treasurer	General	Suggestion	If we are going to charge people a Paypal transaction fee for partial refunds that should be written into policy.	Post-Con Meeting
Business/Treasurer	General	Onion	Please coordinate hardware additions used to support registration with IT.	Post-Con Meeting
Business/Treasurer	General	Onion	Sad to lose some of our oldtime members.	Post-Con Meeting
Chair	Charities	Rose	The pictures with Santa were great; thank you for all who made that happen for a great cause.	Sunday O&R Panel
Chair	Accessibility	Rose	Accessibility was very good, especially at the Masquerade. There were many people available to help, and it went very smoothly.	Sunday O&R Panel
Chair	General	Rose	The hygiene products in every single bathroom were very thoughtful.	Sunday O&R Panel
Chair	All Departments	Rose	Thank you to all who volunteered your time this weekend.	Sunday O&R Panel
Chair	General	Rose	Everything was amazingly well-run! Thanks!	Sunday O&R Panel
Chair	General	Suggestion	Only one bathroom in Wing 7 hall. Perhaps open up cloak room bathroom for members?	Sunday O&R Panel
Chair	General	Rose	Please have a QUIET ROOM only for ADULTS set aside for people to nap/sleep/rest in QUIETLY at the Con. Even an hour nap can make a difference in how a person can enjoy the Con.	Info Desk Suggestion Box
Chair	Charities	Rose	[Twitter response to Con or Bust memberships] YOU GUYS. This is awesome news. Norwescon is a great con: friendly and welcoming. It's a great first con, the comics and culture tracks are both great (not just because I'm on them), and if you or someone you know can make use of this PLEASE DO.	Twitter
Chair	GOH Selection Committee	Rose	Loved the Guests of Honor, esp Matt Wedel, and can't wait to hear the rest of next years line up. (I second the idea i saw elsewhere of Douglas Adams as Ghost of Honor)	Twitter
Chair	General	Rose	This was an awesome convention. The science guest was amazing, the panels were exceptional, and I loved seeing my Con family again. Here's to another year!	Facebook
Chair	GOH Selection Committee	Rose	Dr Wedel was fantastic. I hope he and his scientist wife Vicki Wedel come back again either as guests or con going-panelists.	Facebook
Chair	General	Onion	The Con itself was great. My issue was the whole party issue. There used to be like 5-8 open parties. Now they're almost all closed or just gone away. Now it's like "who do you know" to get into any of the parties. This seems antithetical to the whole point of NWC. We're here to meet people and hang out. By making all the parties "closed door" it's like what's the point. To me, attendance seemed to be way down this year and I bet this is the reason. You're losing money, the hotel's losing money just because of a couple pieces of paper. I know the parties aren't really NWC's responsibility (except for the DJ) but it will have a definite impact on the bottom line.	Facebook
Chair	General	Rose	Now that i am home and have time: #Norwescon, you are a very smoothly run convention with a great, friendly vibe. Everyone who contributed to this sense of community should be very proud. ❤️	Twitter
Chair	General	Rose	Norwescon review: Fun and full of upbeat, helpful people. Costumes and art were fantastic. 5/5 stars. Would drag a friend along. #Norwescon #nwc41 #Norwescon41	Twitter
Chair	General	Rose	Thank you @norwescon for another amazing con weekend. I'm always amazed at the welcoming atmosphere of the con. You took us in three years ago and have treated us like family ever since. Big hugs to everyone who sat down and played with us this weekend. #norwescon #norwescon41	Twitter
Chair	General	Rose	My #Norwescon was good as hell. I danced, I partied, I made new friends. It's still one of the best-run cons I've ever seen. I'll be back. Thank you all!	Twitter
Chair	General	Rose	Yet another sign that @norwescon is one of the best of its kind. (attached photo is of one of the menstruation supplies baskets); And this (attached photo is of superhero-themed accessibility signs); This. (photo of another superhero-themed accessibility signs); Thank you #Norwescon for saving the day. More cons should do this! (photo of one of the menstruation supplies basket)	Twitter
Chair	GOH Selection Committee	Onion	I'm disappointed to see Norwescon kept Green Ronin as their Spotlight Publisher. The SP typically hosts 1 night of the attending pro social in the Presidential Suite, so that's booze & snacks provided by a company that recently mishandled sexual harassment. Bit creepy.	Twitter
Chair	GOH Selection Committee	Onion	And they haven't provide and swag of substance. Norwescon (RE: Green Ronin Publishing)	Twitter
Chair	Accessibility	Rose	This is how you show the world that you have seats for those who need extra help but you show them as actual people. Thank you!!! (attached photo is of some of the superhero-themed accessibility signs)	Facebook
Chair	General	Suggestion	Hi! I've been a member and attended Norwescon the last two years. I'm a fan and also a writer. However, my day job is as a clergyperson, and I was wondering if Norwescon has considered having volunteer chaplains? I know a few other cons have done so (I believe Baycon did the last few years). I'm happy to volunteer as a non-denominational interfaith chaplain (I am LGBTQ affirming), just to be someone to talk to if someone needs it. Let me know if there is interest--I may have a few other friends who would be willing to do so. I wouldn't be able to be there the whole time (Easter Sunday is not a day I can take off!) but I'm happy to volunteer to do this (and I'll still pay the registration fee because I like to go to panels and workshops) and wear a button that says "Chaplain." Let me know your thoughts. P.S. Thanks for the great con! I had a fabulous time!	Email
Chair	GOH Selection Committee	Rose	More of Ken Liu please!	Email
Chair	General	Rose	Thanks for everyone's hard work.	Email
Chair	Charities	Rose	Santa Russ was very cool and went better than expected.	Post-Con Meeting
Chair	Election	Onion	It has been really difficult to tell who is qualified to vote (rest paid by date) with different answers coming from different people.	Post-Con Meeting
Chair	Elections	Onion	[Elections staff] was rude and abrasive on many occasions.	Post-Con Meeting
Chair	ADA	Onion	We made good spaces available for ADA during the Masquerade; members didn't want these spaces [ADA spaces] and made us take out chairs throughout the audience. I don't know if this can be fixed, but we need plans.	Post-Con Meeting
Chair	General	Rose	What a wonderful con!	Post-Con Meeting
Chair	Staff Shirts	Suggestion	Could our Norwescon logo be put into Douglas Adams "Don't Panic" lettering for our staff shirts next year?	Post-Con Meeting
Chair	Elections	Suggestion	ELECTIONS - Still no option to vote for None of the Above. There is no way to express dis-satisfaction with the offered candidates; a "blank/no preference" vote is not counted as a vote AGAINST the only candidate. Our political elections allow write-ins, we do not have that choice?	SurveyMonkey
Convention Services	Line Management	Rose	It seemed lines really worked smoothly this year from Registration to the Burlesque (but not the hotel line).	Sunday O&R Panel
Convention Services	Line Management	Rose	Line management for the dance was good.	Sunday O&R Panel
Convention Services	Security	Rose	Security was awesome.	Sunday O&R Panel
Convention Services		Onion	At the first panel we went to on Thursday, they kept saying they requested a white board but didn't get it, and the panelists had difficulty showing pattern enlargements. It worked out, but you could tell they were frazzled and frustrated that they didn't have what they needed.	Sunday O&R Panel
Convention Services		Onion	When you try to walk down the aisles [in Olympic hallway], there are a bunch of people standing in the way. Maybe a little more traffic control, or put lanes on the floor.	Sunday O&R Panel
Convention Services	IT	Rose	Charities had a great experience with the IT team; IT was a delight to work with.	Sunday O&R Panel
Convention Services	IT	Rose	I have the greatest admiration for [a Con. Serv. Staff member] who pitched in to help with networking all weekend. It wasn't even his job at the convention.	Sunday O&R Panel
Convention Services		Suggestion	I went to a whole bunch of panels and in most of the rooms, there were no problems hearing at the front or the back, but there was one panel that was difficult to hear panelists who spoke softly in the back of the room. Some rooms might benefit from mics for the panelists (Cascade Room).	Sunday O&R Panel
Convention Services	Security	Rose	I had a late concern for Security, and they were amazing.	Sunday O&R Panel
Convention Services	Security	Rose	The professionalism given during the con from the security team 2 days in a row for emergency medical needs was phenomenal.	Post-Con Meeting



Convention Services	Security	Rose	Security was the bomb!	Post-Con Meeting
Convention Services	Grand 3	Suggestion	All pipe & drape base plates need to be sand-bagged	Post-Con Meeting
Convention Services	Grand 3	Suggestion	All large projection screens (a la Grand 3 screens on stage) must be sand-bagged	Post-Con Meeting
Convention Services	AV Services	Suggestion	AV Vendor equipment inventory done when it is delivered w/the Deputy Director Facilities & one or both of the Tech leads (AV Services Manager or Grand 3 Manager)	Post-Con Meeting
Convention Services	IT	Rose	[The IT Manager] is an awesome leader and did a wonderful job of a difficult situation.	Post-Con Meeting
Convention Services	Security	Suggestion	If it is possible, it would be nice to have headsets that are nicer, i.e. better padding.	Post-Con Meeting
Member Services	Registration	Rose	Registration was very impressive this year. It was smooth; the line was moving, and I don't think I spent more than 20-25 minutes in line. I was very impressed. (Thursday)	Sunday O&R Panel
Member Services	Registration	Rose	Registration was the best ever. I always spend 20-25 minutes in line, but this time, I spent about 5. (Thursday)	Sunday O&R Panel
Member Services	Registration	Rose	Thank you for quickly resolving the sending of the E-tickets	Sunday O&R Panel
Member Services	Art Show	Rose	The art show was great and continues to be great.	Sunday O&R Panel
Member Services	Cloakroom	Onion	Several people were frustrated by hours of the cloakroom.	Sunday O&R Panel
Member Services	Cloakroom	Onion	It would have been nice to ask volunteers to help cover gaps or closure times in the cloakroom. Maybe there was a miscommunication, but volunteers could have helped extend the hours.	Sunday O&R Panel
Member Services	Registration	Onion	"Legal" name and "Real" name are not necessarily the same thing. If you want names on our ID, please use the former term. Thanks.	Sunday O&R Panel
Member Services		Suggestion	How to bring a babysitter if you don't know their name or if it is someone different. Same person can't stay whole convention. Babysitter rate?	Sunday O&R Panel
Member Services	Registration	Rose	Overall things worked fairly well this year. I was skeptical of the ticket check in line on Thursday, but it really moved and was no where near as claustrophobic as it was last year.	Facebook
Member Services	Registration	Rose	Check in on Thursday blew my mind it was SO FAST.	Facebook
Member Services	Club Tables	Rose	Really loved the tables for schools and various related local places in Concourse West (the consent booth especially!).	Facebook
Member Services	Art Show		The art show is great as always but nothing tempted me too much this year.	
Member Services	Registration	Suggestion	Could we have a "no photo" specification on people's badges; i.e., "I do not consent to be photographed". Perhaps marked with a red lanyard?	Email
Member Services	Art Show	Onion	So, i was seriously bummed, there was a piece of art i wanted, made the second bid on it. Went by saturday evening and couldnt remember all of my bids and apparently my bids from friday hadnt been scanned in yet so they werent in the system. So I didnt check the bidding on the piece, was outbid and because I did not see any signs or mentions in the guide book i didnt know bidding closed on saturday night i was unable to put in the fourth bid that would have sent the piece to auction. I expected that since the show opened at 10 and the auction didnt start until 12 there would be some time to get in some last minute bids so i lost out on a piece i wanted and the artist lost potential money.	Email
Member Services	Registration	Onion	The registration system is awful. It took forever to register my family at the door, involving going to talk to a staff member and then having to go back to the computers, followed by another visit to the staff.	SurveyMonkey
Member Services	Dealer's Room	Onion	I was dismayed to be asked for my convention badge when trying to enter the dealers room. I was only able to be at the convention for one hour this year. Barely enough time to say hi to a couple of out of town friends. One in particular is a merchant and she had a brand new book just released. I just wanted to pop in, say hi, and buy her book! I explained this to the gal at the door and she grudgingly allowed me in. I've been attending Norwescon since 1994, not quite every year, but as often as I can. I don't see how requiring badges for the dealer room is helpful. Even if people do ghost the convention why stop them spending money there? I really hope this does not continue.	SurveyMonkey
Member Services	Registration	Onion	Would like to either pre-generate staff registration IDs and have them available at our monthly meetings or mail these out. This would allow staff to avoid the general lines and get to work faster on Thu	SurveyMonkey
Member Services	Registration	Rose	The Registration line was incredible and efficient this year! What an incredible improvement! Thanks to all involved with this.	SurveyMonkey
Member Services	Pinball/Arcade	Rose	Rose for pinball machines too!	Facebook
Member Services	Pinball/Arcade	Rose	The arcade games on the main floor were fun, and the ball pit upstairs was another big hit with my daughter.	Facebook
Member Services	Registration	Rose	Thanks to the staff members who helped open reg. Thursday AM. Your reg. team appreciates it	Post-Con Meeting
Member Services	Photo Area	Question	Masquerade photo shoot area - who is in charge of it? Layout, setup, and when this gets done, testing of new equipment, etc.	Post-Con Meeting
Member Services	Layout	Suggestion	Convention map needs be put [sic] on the hallway wall across from the Tech room	Post-Con Meeting
Member Services	Dealer's Room	Suggestion	Dealer's room hallway too narrow- tables year ago were supposed to be up against wall w/chair inbetween tables- let's do that	Post-Con Meeting
Member Services	Registration	Rose	Vastly improved registration process!!! Kudos.	Post-Con Meeting
Member Services	Layout	Onion	Current placement of t-shirt vendor creates serious traffic flow problems	Post-Con Meeting
Member Services	Arcade	Rose	Arcade was great! Have more games!	Post-Con Meeting
Member Services	Registration	Rose	Registration!!! OMG LOVE!!!!	Post-Con Meeting
Member Services	Registration	Rose	I liked the clear cut pricing this year	Post-Con Meeting
Member Services	Arcade	Rose	I love arcade!!	Post-Con Meeting
Member Services	Registration	Rose	As part of IT, I appreciate working with Registration managers. They were respectful and easy to work with. Group hug!	Post-Con Meeting
Member Services	General	Rose	Thank you Art Show, Dealer's Room, Club Tables, Atrium. Cooperated well!	Post-Con Meeting
Member Services	Art Show	Rose	Art Show rocked this year especially.	Post-Con Meeting
Member Services	Registration	Onion	Many guests of Pro were in CM as "not paid," but they had proof of payment. Need to sort this out.	Post-Con Meeting
Member Services	Registration	Rose	The person or peoples responsible for routing the reg line through Grand 2 should be given a huge raise!	Post-Con Meeting
Personnel	Convention Lounge	Suggestion	It would be helpful to put hours of Art Show and Dealer's Room near the Convention Lounge	Sunday O&R Panel
Personnel	Convention Lounge	Suggestion	I would propose as separate lounge area for teens to provide a safe space for them to hang out so they do not have to hang out under stairwells and weird places.	Sunday O&R Panel
Personnel	Blue Room	Rose	[The Blue Room Host/Hostess] was awesome.	Sunday O&R Panel
Personnel	Blue Room	Rose	I wanted to recognize [the Blue Room Host/Hostess]; my son had a panic attack, and [the Host/Hostess] really took care of my son during this hard time, comforting him and getting him something to eat.	Sunday O&R Panel
Personnel	Convention Lounge	Rose	I want to thank [the Personnel Executive] and how [that Exec] went out of their way to make room for the POC staff.	Sunday O&R Panel
Personnel	Convention Lounge	Rose	Great service from the convention lounge staff	Sunday O&R Panel
Personnel	Convention Lounge	Onion	The sandwich meat ran out quickly.	Sunday O&R Panel
Personnel	Signage	Rose	Really like the signage so I knew where the events were.	Sunday O&R Panel
Personnel	Info Table	Suggestion	Print convention hours to post at info table.	Sunday O&R Panel
Personnel	Convention Lounge	Rose	The convention lounge was an amazing and unexpected treat! I still can't believe that you were able to provide so many meals and coffee, and with such a variety, too! It is one of the first things I mention when I tell people how Norwescon is different from other conventions. :)	Email
Personnel	Convention Lounge	Suggestion	We had a POC meet up in Con Lounge. The participants seemed happy, but we needed to ask others to leave the comfy seating area. My perception was that it was awkward for many. Although, my understanding was that meet ups were in shared space was made clear to those leading, it was clear there was a need to create a safe space. Not sure if there is a solution.	Email

Personnel	Meet-Ups	Onion	I'd like the con to be more sensitive and respectful in where they locate the "closed-door" meet-ups. We had some MeetUps scheduled in Hospitality when I was working there, and there were... ISSUES. I am ABSOLUTELY NOT faulting the MeetUp moderators/organizers for this, but Hospitality is NOT an appropriate venue for a "closed" (participants only) event. If the MeetUp in question can't happen in a room which is open for non-MeetUp participants to enter or pass through during their scheduled time, it should get a proper meeting room, not part of the Hospitality suite. Hospitality is small enough already, and closing off most of the seating space for half an hour or an hour isn't a good idea. This is also not a complaint against "closed" MeetUps happening at the con. It is completely reasonable that some groups within fandom (such as the Fans of Color) should have scheduled time at the Con which is their own time, just for their group members. Please give MeetUps their own function space rooms next time!	Email
Personnel	Info Table	Onion	I was a first-time attendee and on Friday I asked a woman at the information table how parking worked at the convention. She proceeded to tell me that you put your little ticket in the machine with your money and the little arm will go up and let me out. When I told her I was asking about receiving the discounted convention rate she said she didn't know anything about it and I would have to go to registration. I'm sure she was trying to joke, but it came off as rude. I couldn't read her name, but she was blond in what looked like a kitchen wench costume. This was Friday afternoon. Thanks for the opportunity to let you know.	SurveyMonkey
Personnel	Staffing	Rose	Personnel helped procure great staff.	Post-Con Meeting
Personnel	Blue Room	Rose	The staff lounge saved my life! What is the name of angel who runs it?	Post-Con Meeting
Personnel	Blue Room	Rose	[A blue room staff member] was a rock star in the Blue Room. I wouldn't have survived the convention without your services.	Post-Con Meeting
Personnel	General	Rose	Thank you for wrangling volunteers and meeting needs.	Post-Con Meeting
Personnel	Convention Lounge	Rose	Con Lounge was AWESOME!	Post-Con Meeting
Personnel	Volunteers	Rose	The Volunteers staff was GREAT!	Post-Con Meeting
Personnel	Convention Lounge	Rose	Lounge was the bomb!	Post-Con Meeting
Programming	Panels	Rose	Space Track Programming- the [Chair and Programming Executive] are joys to work with.	Sunday O&R Panel
Programming	Panels	Onion	I really enjoyed the panels but seating at the panels was difficult; there was reluctance for people to sit between the open seats between other people.	Sunday O&R Panel
Programming	Youth Track	Onion	There is a gap between teen and little kids in the programming tracks; teens should not be grouped into the normal kids track.	Sunday O&R Panel
Programming	Panels	Rose	The science panels were amazing; [the Chair and the Programming Executive] did a great job.	Sunday O&R Panel
Programming	Workshops	Onion	Workshops were too short, and there weren't enough openings for people with the lists filling up quickly.	Sunday O&R Panel
Programming	Panels	Rose	Military track was awesome!	Sunday O&R Panel
Programming	Panels	Suggestion	Please add more interactive programming, not just panels.	Sunday O&R Panel
Programming	Panels	Rose	Liked the military track, especially women in combat!	Info Desk Suggestion Box
Programming	Panels	Rose	Liked the science track, especially the Handford panel.	Info Desk Suggestion Box
Programming	Panels	Onion	My only real onion was that the readings in cascade 4 were often overwhelmed by the sound of Artemis in cascade 3!	Facebook
Programming	Panels	Rose	Though I didn't get to them, I appreciated the various exercise related panels (ex: Tai chi, themescira training academy) being offered.	Facebook
Programming	Panels	Rose	Another great year of so many great panels you had conflicts as to which one. I also noticed the double rooms and was thankful as a lot of them were pretty full and would have been SRO or even too full to attend.	Facebook
Programming	Panels	Rose	Steven Barns knocked it out of the park yesterday at the "Your Story's Engine" panel at #Norwescon41 His passion for young writers to succeed was inspiring. Today I attended "Elementary, my Dear Bilbo". The best name for a panel that I can remember!	Twitter
Programming	Panels	Rose	This panel with @GWillowWilson, @brennacgray, @erikscottdebie and Donna Barr @Norwescon is flat out amazing.	Twitter
Programming	Panels	Rose	I went to some awesome panels at #Norwescon . I particularly enjoyed "Magic: status quo or revolution" as well as "Reading and writing in a time of tumult". But I got my best ideas from "Social Horror".	Twitter
Programming	Panels	Rose	Had the great fortune of attending a panel at Norwescon on the Voyager program with the incomparable @StartsWithABang !! Such a great time with a charismatic and engaging science communicator :D	Twitter
Programming	Panels	Rose	AMAZING panel on Colonialism in Fandom. Thanks to Gabriel de los Angeles, Sheye Anne Blaze, Cheryce Clayton and JF High #Norwescon	Twitter
Programming	Workshops	Rose	#Norwescon Could have listened to Pat MacEwen for hours. This con offers the best writing workshop value ever.	Twitter
Programming	NWC Kids	Rose	@norwescon Big #nwcrose for the whole Norweskids operation. Baby Groot had a phenomenal con weekend!	Twitter
Programming	Panels	Rose	One of the really neat things about my recent trip to NorWesCon is seeing just how many women there are now in what have been largely male-dominated creative fields. I think all but one of the panels I was on were majority-female, and that's encouraging.	Web
Programming	Workshops	Rose	I was able to attend 3 writing workshops, and they were fantastic. I learned a lot and really enjoyed them.	Email
Programming	Panels	Onion	I was frustrated/disappointed by several panels I attended that didn't end up covering the topics in their description. One panel had two panelists who said they didn't agree with the purpose of the topic, so they talked about tangential stuff. At two panels I went to, the panelists said they didn't even know why they were on the panel. As a specific example of a panel that disappointed me, I went to Fight Like An Amazon - where I expected to learn how the Amazons fought. But the panelists said they didn't know what they were supposed to do, so they had written down the sequence of steps for a fight scene from Wonder Woman. They were very talented, and they taught how fight scenes are done in movies and discussed how fights are blocked out, but that would have been much better for a panel called Learn How To Swordfight Like the Movies.	Email
Programming	Panels	Onion	Another disappointment about panels is that many of them sounded like they had the potential to be very instructive or informative about a topic, but were instead all too easily sidetracked, ill-planned, or had too many panelists. I would love for them to be more like a lecture than a group discussion.	Email
Programming	Workshops	Onion	I would love more workshops! I'm sure there were many disappointed people who arrived on Friday to find that they were all full. Could you offer the same ones more than once? They are such a fun and unique part of attending Norwescon! For me, they were the best part of the programming.	Email
Programming	Workshops	Onion	I was disappointed to find, Thursday evening, that all the crafting workshops over the weekend were already full. Not everyone gets there Thursday, either, so maybe it would be best to put signups out the day of? Or allow online signups? I don't think "put them all out at open of con" is working for everyone. No need to respond! Thanks for a great con!	Email
Programming	Panels	Rose	The Powwow Panels! It was so nice to see a few Natives on the panels.	Email
Programming	Panels	Onion	There did seem to be a distinct lack of diversity of color. I know this is something that is important to ConCom, but I wonder what more we could do.	Email
Programming	Panels	Suggestion	I am a big fan of the Culture tracks, but it would be nice to have a few that were more advanced. I still go, because I always hope to learn more, but they end up being pretty 101.	Email
Programming	Workshops	Rose	Even though I didn't use it, the pre-sign up for the workshops was a great idea (could have used a little more advertising, tho.)	Email



			While I have enjoyed most of the programming at Norwescon this year, I have a concern and your response will determine whether I can continue to support this con or recommend my friends support this con. As an author, I've been a panelist at 3 different conventions, 6 times total, for a panel called "How to Write Time Travel Fiction." When I submitted it to Norwescon website, you asked me to submit myself separately as a panelist. I didn't get any rejection or acceptance emails. I realize a lot of conrunners don't have time for rejection emails. So I checked the website periodically and noticed when the list of "pros" doing panels was put up, I wasn't on it. No biggie, rejection is a part of life. What I didn't realize until now is you are using MY panel idea, with MY title, and the exact wording I gave for the panel description. They have 2 different authors, and a moderator, not me. I didn't get an acceptance e-mail for the panel idea. I just happened to stumble across the panel on the website. I think the idea that you stole the exact wording of my panel description is what's irking me the most. I understand they may think it's a good idea to do a panel on time travel writing, but have different authors in mind. But when you use my exact description, it's unacceptable and a form of idea theft. In light of this, I ask the following things 1) the website having a clear disclaimer saying a panel may be piecked with the panelist is not. 2) the website having a checkbox or similar device for stating someone doesn't consent to having their panel used if they aren't selected as the panelist doing it. For the record, I wouldn't have consented, but I realize it's too late to change it this weekend. Also, I DON'T consent to my panel description or title to be used next (or any) year 3) if the situation arises, e-mail the pro to once again confirm it's ok. 4) Because you have ripped off my ideas and made me feel small, I ask that you make it up to me somehow. It could be a free or discounted membership to next year, or anything you choose	Email
Programming	Panels	Onion		
Programming	Panels	Rose	The history series was excellent; great panelists and great topics. Good job!	SurveyMonkey
			Someone apparently got a bug in an uncomfortable place about audience participation. Suddenly nobody is allowed to say anything in panels until some unspecified time period at the end that is set aside for "questions and comments". And a lot of times they were restricted to questions only. In many cases we were berated preemptively at the beginning of the panel for even thinking about wanting to make a comment or ask a question. Now I agree that if one person decides, uncalled upon, to monopolize the panel AND the moderator doesn't know how to shut them down, it can become an issue. But being browbeaten into sitting quietly and just listening with no opportunity to say anything and just hoping that the mod won't forget all about it is, honestly, kind of boring. Especially if the actual panel participants aren't particularly animated or interesting. A good part of the fun is getting to interact and hear the interaction with the panelists, you're taking that away by beating us down into sullen silence while the panelists discuss only what they happen to think of at the moment. I think I actually dozed off during one. Please stop, let us talk once in a while...	SurveyMonkey
Programming	Panels	Rose	Many years, audience members tend to pontificate and blather on. I'm glad some of the panels finally cut back on that. I don't come to panels to hear some white male talk about their own opinions. Thanks for not letting a few audience members who think they are experts dominate the panels.	SurveyMonkey
Programming	Panels	Rose	Great variety again, thank you! Appreciate the Women in STEM Careers Panel. Can we please make that panel longer?! Other 'hope for longer/repeat panels' - any/everything STEM!	SurveyMonkey
Programming	Panels	Suggestion	Need to bring back the Lets Make a Movie Panel.	SurveyMonkey
Programming	Panels	Onion	There were a lot of regular panelists that I go to panels to see that were not there this year, and a lot of local authors that I didn't see anywhere in programming.. That was disappointing.	SurveyMonkey
Programming	Panels	Onion	The overall slate of panels this year seemed a little bland. Maybe it is just me, but nothing really stood out as interesting or dynamic. While I appreciated the panels on diversity, there seemed to be a lot less panels on more modern topics (social media, SF/Fantasy TV, gaming - both Tabletop and video games). Yet, there were three or so panels on alternate history writing that seemed pretty much identical.	SurveyMonkey
Programming	Workshops	Rose	Mimi and Monster Mash were lovely as always.	Facebook
Programming	Panels	Rose	Yes, the planning and execution of Norwescon was fabulous. Really liked the larger rooms rather than lots of little rooms (Cascade rooms.)	Facebook
Programming	Grids	Onion	Masquerade rehearsal times should be on the public programming grid- this will prevent conflicts in schedule (hopefully)	Post-Con Meeting
Programming	General	Rose	Programming was awesome due to great leadership.	Post-Con Meeting
Programming	General	Rose	Awesome leadership! Thanks for for giving us loads of stuff and for new things.	Post-Con Meeting
Programming	Panels	Onion	Story outline workshop felt was high school class 101- not very interesting.	Post-Con Meeting
Programming	Panels	Rose	Great selection of panels!	Post-Con Meeting
Programming	Panels	Onion	Some of the general literature workshops could have been more fun and more panelists supported by.	Post-Con Meeting
Programming	Panels	Rose	Moderators for panels are good additions.	Post-Con Meeting
Programming	Panels	Rose	Thanks for bullying panel; it seems very appropriate for this population.	Post-Con Meeting
Programming	Panels	Suggestion	New Tech requests/cancellations into rooms with equipment need to be forwarded to the Tech alias. This includes switching rooms to accommodate Tech needs.	Post-Con Meeting
Programming	Panels	Suggestion	Have the last thing in the Evergreens before closing ceremonies be a screen watching event- film screening, previews, return of fandance film festival, etc.	Post-Con Meeting
Programming	Panels	Rose	LOVED our GOHs!	Post-Con Meeting
Programming	Panels	Rose	Awesome!!!	Post-Con Meeting
Programming	Panels	Rose	I love the commitment to diversity in our programming! We always have room to grow, but I'm really proud of this convention doing what they can.	Email
Publications	Pocket Program	Onion	The program book was great, but the flip format of the pocket guide was awkward.	Sunday O&R Panel
Publications	Pocket Program	Suggestion	Larger print for posters and the pocket program would be helpful.	Sunday O&R Panel
Publications	Guidebook	Rose	I loved the Guidebook; it helped tie tracks together and was used by pros as a reference to help people follow along their respective tracks.	Sunday O&R Panel
Publications	Pocket Program	Rose	The 2 book system works better than the 1 big fat book; please stick with this.	Sunday O&R Panel
Publications	Guidebook	Rose	Guidebook was amazing; great information; map navigation blew my mind.	Sunday O&R Panel
Publications	Guidebook	Onion	I didn't know who to talk to if there is an error identified in the Guidebook	Sunday O&R Panel
Publications	Daily Zine	Rose	The Zine was really good	Sunday O&R Panel
Publications	Pocket Program	Rose	I loved the splits between the Thurs/Friday and Saturday/Sunday pocket programs; I was able to easily keep it in my pocket to plan my days.	Sunday O&R Panel
Publications	Pocket Program	Onion	There was a mistake in the printed version of the Pocket Program (an Extinction program was extinct).	Sunday O&R Panel
Publications	Pocket Program	Onion	The hours of the Art Show and Dealer's room weren't readily visible in the Thursday/Friday book.	Sunday O&R Panel
Publications	Pocket Program	Onion	Convention hours published in pocket program did not go through editing (info was wrong, as well as formatting)	Email
Publications	Member's Guide	Onion	Convention Lounge info omitted from Members Guide	Email
Publications	Member's Guide	Onion	Volunteer Office (which does not exist) mentioned in Members Guide	Email
Publications	Pocket Program	Suggestion	Can we do one last pass before printing the pocket program comparing the grid to the schedule? A few problems could have been caught if that was part of the process.	Email
Publications	Program Book	Rose	BEAUTIFUL program book!	Post-Con Meeting
Publications	Photography	Suggestion	HEAD Photographer is in charge.	Post-Con Meeting
Publications	Pocket Program	Suggestion	POCKET PROGRAM - Grid was not checked by stakeholders after it had been sent to Pubs. The grid was sent by Prog (who did not proof it) to Pubs, who published it. All the discussion groups (no track for Vol Lounge listed), and Movie Previews Friday panel in G3 were missing. Perhaps Pubs should send a Proof copy to all stakeholders (Special Events especially) for a double-check before sending to the printer?	SurveyMonkey
Publications	Newsletter	Suggestion	NEWSLETTER - Please communicate your needs and style guide, give writers a chance to meet them. Would have liked the option to revise article written for the Newsletter, rather than having it re-written	SurveyMonkey
Secretary	Onions and Roses	Onion	Last year's Onions and Roses didn't list most of the comments made at the NWC 40 Onions and Roses meeting. This is unacceptable, and I feel like [Onions and Roses staff] omitted items to fit [their] agenda.	Post-Con Meeting

Secretary	Org Chart	Rose	I appreciated how the Org Chart was available by email request only; it made me feel like my information was safer.	Post-Con Meeting
Secretary	Meetings	Rose	Meeting agendas were up on the website in a reliable and timely fashion- thank you!	Post-Con Meeting
Secretary	General	Onion	Secretary needs to get middle initials correct! :)	Post-Con Meeting
Secretary	General	Suggestion	Secretary needs to have a full bacon supply @ all times.	Post-Con Meeting
Secretary	General	Suggestion	Have one of those Onions and Roses Panels up w/Post Its at the Dead Dog Party and Office (while fresh)	Post-Con Meeting
Secretary	Elections	Onion	There were problems determining who was eligible to vote. We need to talk about that.	Post-Con Meeting
Secretary	General	Onion	Minutes are too detailed and not really minutes. They should be a high level summary.	Post-Con Meeting
Secretary	General	Rose	Thankful a certain secretary staff member was fired from last year after the staff onions and roses debacle- thanks!	Post-Con Meeting
Secretary	General	Onion	Org chart hard to find.	Post-Con Meeting
Secretary	General	Onion	Why is the Org chart not shared with the ConCom?	Post-Con Meeting
Secretary	General	Onion	NWC 41 minutes not posted to the website in a timely manner (i.e. Jan & Feb minutes posted to the website before or during the convention, yet shared with Execs to vote to approve them in Feb & March, respectively)	Post-Con Meeting
Secretary	General	Onion	As a late join, I never got on the ConCom mailing list, nor knew how or where to sign up for it.	Post-Con Meeting
Secretary	General	Onion	Agenda not posted in a timely manner before the meetings (Friday afternoon before the meeting OR [sic] Saturday the day of the meeting is not timely).	Post-Con Meeting
Secretary	General	Rose	Thanks for the staffing overhaul; team was very quick and responsive.	Post-Con Meeting
Secretary	General	Rose	Very organized agenda, quick posts of agenda and minutes, and very helpful via email. Faboo!	Email
Secretary	General	Rose	You made the meetings so fun!!!!	Email
Special Events	Concerts	Rose	I was absolutely delighted that musician, Alexander James Adams, was part of the convention.	Sunday O&R Panel
Special Events	Dances	Rose	Thank you for putting at least one of the dance back into the grand ballroom.	Sunday O&R Panel
Special Events	Masquerade	Onion	The Children's Masquerade seemed disorganized, and having children pose with an MC they don't even know for pictures was bizzare. Even some of the kids looked uncomfortable. It also seemed like the MC was flying by the seat of their pants, and many audience members talked about what a mess things were.	Sunday O&R Panel
Special Events	Dances	Onion	I didn't like that nerf and the dance were at the same time.	Sunday O&R Panel
Special Events	Masquerade	Onion	The giant screen in the back with the NWC logo and pictures drifting in and out while the people were on stage was distracting. Some masquerade participants had asked for a black background rather than the white one, and these presentations didn't go as smoothly because there wasn't a black screen. The glowy screen in the back was distracting to the audience and disturbing to the costumers.	Sunday O&R Panel
Special Events	Opening Ceremonies	Onion	I kept looking at the screen behind the Guests of Honor rather than the Guests of Honor because of the screen.	Sunday O&R Panel
Special Events	Concerts	Suggestion	Please ask Alexander James Adams back and pay his expenses. Great Music!	Sunday O&R Panel
Special Events	Scavenger Hunt	Onion	When I asked how to find the scavenger hunt, they just laughed and gave very vague instructions. I did not locate it until the scavenger hunt was almost over. Please post clear information next year on how to find it.	Sunday O&R Panel
Special Events	Gaming	Rose	I am VERY GLAD the bar at Maxi's was closed during the gaming Sat. night. It made for a far more civilized event.	Sunday O&R Panel
Special Events	Dances	Onion	Please never have the Thursday night DJ again. Dead air as he kept leaving the room, playing things that emptied the dance floor while he sang, and closed the dance before 11:45. Saturday DJ- Awesome! Kept going from ontime start to the end with a full dance floor and cheerful/helpful.	Info Desk Suggestion Box
Special Events	Karaoke	Rose	Karaoke and the KJ (didn't catch his name) were awesome.	Facebook
Special Events	Dances		Saturday night DJ was wonderful!	Facebook
Special Events	Dances	Onion	Thursday's DJ was not [wonderful] - ending the dance early and constantly having dead air because he wasn't in the room or paying attention.	Facebook
Special Events	Dances	Onion	Agreed with the DJ [not being wonderful] on Thursday.	Facebook
Special Events	Masquerade	Onion	NWC should not invite the children's masquerade MC back. It was...odd and seemed a bit dodgy.	Email
Special Events	Dances	Onion	The Saturday night dance was terrible. They didn't play any current music, the music kept dropping in volume mid-song, and generally it wasn't fun. I really used to love the dances. Please bring back some of the other DJs!	Email
Special Events	Masquerade	Onion	The kids masquerade was SO uncomfortable. The MC trying to get in on those kids' time/pictures was awkward and he needs to learn how to take direction to keep things moving when things change.	Email
Special Events	Masquerade	Rose	The kids [referring to Children's Masquerade] were great, they deserve ALL the applause!	Email
Special Events	Dances	Rose	Having the dance in Grand was great! It really seemed to pull in more people to come join.	Email
Special Events	Dances	Onion	Too bad the dancers [referring to Saturday dance] didn't stay long, as there were hardly any seats to take a break at.	Email
Special Events	Opening Ceremonies	Rose	Opening Ceremonies - Enjoyable! Liked the interview style and interaction with all the GOH's.	Email
Special Events	Burlesque	Onion	Umm... This was women stripping. It was not burlesque. From what I could determine from the write-up in the schedule, as I did not stay long, there was zero gender equality and no POC. This event made me think Norwescon hadn't made as much progress as first thought. If this event is to continue perhaps it could actually be burlesque. Or, perhaps I missed all the slapstick, bawdy songs, and comic skits and just saw acts of white women stripping...	Email
Special Events	Masquerade	Onion	Not so sure on some of the humor of one of the emcees. The other emcee did a fairly nice job with the kids. Perhaps more communication with the kids so they know what to expect. The masquerade is a lovely showcase of the fabulous creativity of members.	Email
Special Events	Masquerade	Onion	During the Kid's Masquerade, [the MC's] insistence on posing with the kids (who were obviously confused by and uncomfortable with [this person's] behavior) was creepy and deeply inappropriate. [The MC's] refusal to listen to [the state manager] when she clearly told [the MC] to stop stalling and that the kids were out taking pictures was rude and made an uncomfortable experience for the audience. [The MC] should definitely never be involved with the children's masquerade again.	Email
Special Events	Masquerade	Onion	The 2 queens/opposites attract costume was culturally appropriate, disrespectful toward another culture, and borderline racist. The contestants may have an excuse that the costume was an homage or appreciative. However, it did not have the respect that might have made it borderline okay. The dancing was sloppy, inaccurate, and the whole presentation was done as a giant joke. I think it would have been viable not to admit the costume to the masquerade at all, although I understand others making a different decision. However, the costume winning best in show makes all the talk we've had about Norwescon being inclusive seem like just words we say, not like true values we hold. At a minimum, masquerade judges should be primed to consider whether costumes will make our members feel like they're actually welcome and like diversity isn't just something we talk about to make our white members feel more liberal.	Email
Special Events	Dances	Onion	Much less of a big deal: the sound quality of the Saturday night dance was poor. It might have just been poorly equalized: the vocals were muted and hard to understand, and the DJ didn't seem interested in going out to the floor to hear it the way we did. The music was also too quiet. Finally, there needed to be much more ventilation.	Email
Special Events	Masquerade	Rose	The rest of the masquerade crew was flexible and hard working, and did a great job.	Email
Special Events	Dances	Suggestion	I liked that the Saturday dance went back to the Grand ballrooms, but it used to be Grand 2 and 3 instead of just Grand 3. Can we go back to having 2 rooms so it's more spacious and less crowded?	SurveyMonkey
Special Events	Gaming	Rose	Drink and Draft was hilarious good time.	Facebook
Special Events	Concerts	Onion	Concerts Saturday- If happening in the future there MUST be more time for sound check. 1 hour between hasty rehearsal and concert starting is insufficient	Post-Con Meeting
Special Events	Concerts	Onion	Yes! This please! (referring to comment indicating more time is needed for concert sound checks)	Post-Con Meeting
Special Events	Concerts	Onion	Require special events to submit true tech needs per event/panel.	Post-Con Meeting
Special Events	Artemis	Rose	Room that locked made it possible to run more hours.	Post-Con Meeting
Special Events	General	Onion	Hard deadline for Tech requests/cancelations [sic] from Programming and Special Events needs to be determined. Any new requests after the deadline will need to be approved by Convention Services head (i.e. this doesn't include switching rooms to accomodate tech needs).	Post-Con Meeting
Special Events	Artemis	Suggestion	Key for Artemis to pen the door instead of stealing Alan's key.	Post-Con Meeting
Special Events	Artemis	Onion	Artemis ADA- Too many people in small space made ADA accessibility hard. Failed.	Post-Con Meeting
Special Events	Artemis	Rose	Air Conditioning- 30 people +20 computers gets hot. Dedicated air conditioning was awesome.	Post-Con Meeting

Special Events	Artemis	Onion	2 Bridges + 5 Fights were full most of the time. We have enough support for a 3rd bridge if we have space.	Post-Con Meeting
Special Events	Concerts/Masquerade	Onion	Concerts/Masquerade- NO panel between next year, please- this created a bit of a crunch.	Post-Con Meeting
Special Events	Artemis	Onion	Artemis is a social experience; being next to readings we couldn't keep quiet enough	Post-Con Meeting
Special Events	Masquerade	Onion	Presentation judges should not socialize in the prep area/green room. They should see all outfits for the first time when they are presented.	Post-Con Meeting
Special Events	GOH Banquet	Rose	LOVE the GOH banquet! So worth the money!	Post-Con Meeting
Special Events	Opening Ceremonies	Rose	Opening ceremonies MC- did see prepared.	Post-Con Meeting
Special Events	Masquerade	Onion	The flow of contestants once they got off stage was not well orchestrated and led to confusion.	Post-Con Meeting
Special Events	Rocky Horror Picture Show	Onion	Get rid of RHPS group and use Blue Mouse.	Post-Con Meeting
Special Events	Rocky Horror Picture Show	Rose	RHPS- Good troupe.	Post-Con Meeting
Special Events	GOH Banquet	Rose	I enjoyed the GOH Banquet. It is so nice to get an opportunity to speak/listen to GOH in a quieter setting.	Post-Con Meeting
Special Events	Burlesque	Rose	Burlesque was more fun than I expected!	Post-Con Meeting
Special Events	Concerts	Onion	Friday concerts- afternoons seemed too early. Lots of people didn't even get to NWC until after work on Friday.	Post-Con Meeting
Special Events	Gaming	Suggestion	Gaming in Maxi's Friday and Saturday night needs a rolling bar when Maxi's Bar is closed or even a rainy bar when the Bar is open to separate Con goers from bar patronage.	Post-Con Meeting
Special Events	Gaming	Suggestion	Maxi's ballroom didn't have glass well propered [sic]- if we don't want that done anymore let's remove from layouts.	Post-Con Meeting
Special Events	Zombie Maze	Onion	The Zombie Maze needed longer set up and tear down time.	Post-Con Meeting
Special Events	Karaoke	Rose	Karaoke- double plus good. Please return!	Post-Con Meeting
Special Events	Dances	Rose	Saturday dance- good to be in Grand 3. Dance floor FULL. Let's look @ keeping exits clear.	Post-Con Meeting
Special Events	Karaoke	Rose	KJ ROCKED!!!	Post-Con Meeting
Special Events	Dances	Rose	Really enjoyed dances!	Post-Con Meeting
Special Events	Dances	Onion	Sad there wasn't one [a dance] on the same night as the Burlesque.	Post-Con Meeting
Special Events	Karaoke	Rose	More karaoke!	Post-Con Meeting
Special Events	Dances	Rose	Dance in Grand 3 was great!	Post-Con Meeting
Special Events	Dances	Suggestion	Please consider adding Grand 2 for seating for the Saturday night.	Post-Con Meeting
Special Events	Dances	Onion	Thursday night DJ was not great and ended early with people still dancing.	Post-Con Meeting
Special Events	Dances	Rose	Having the Saturday dance in the Grand 3 was GREAT! However, please make it Grand 2 and 3- it was way too crowded and smelly due to the small space.	Post-Con Meeting
Special Events	Masquerade	Onion	MASQUERADE TECHNICAL: SCREEN - Logo visuals (slight movement/fades) was nicely done. But turned on every second a contestant isn't on stage? Having optional scene-setting slides for contestants a nice touch. MUSIC - Have music play softly under Hall Costumes/Props/Single Pattern (it was quiet). They were presented well, though. AWARDS - Contestant music cued during awards was nice, as were video slides, backstage contestant prep was disorganized though. SOUND - For some MC narration-based entries the background music was too loud, hard to hear MC. LIGHTS - MC needed backlighting (for video).	SurveyMonkey
Special Events	Masquerade	Onion	MASQUERADE: HALFTIME - Once again, not enough content, audience loss of 45% (same as NWC 37-38, much more than 39). Had to have a recess, again. An improv contest involving people who don't do improv (cringe)?	SurveyMonkey
Special Events	Masquerade	Onion	MASQUERADE: PHOTOS - Was stopping each entry at end so Photo Dept. could take a picture of them onstage a good idea? CHILDRENS MASQ - Music wasn't specific to entrants. TV Screen showed NWC logo throughout. Kids should have stayed in the hall for bows, since there were just a few and they all 'won' awards. RUNNING ORDER - Kids were the last entries, was this a good "flow" of entries? PROP CONTEST - Is it a "contest" and worth mentioning if there was only one entry? Took too long for just 1 entry.	SurveyMonkey
Special Events	Masquerade	Onion	MASQUERADE: ATTENDANCE: Start - 265, Awards 139 (45% loss). 4 children, 18 total entries. TIMES - Scheduled start 6:30, actual start 6:50, judged entries start 7:13, hall-costumes 7:45, Prop contest 7:54, Single pattern contest 8:05, 'stalling' 8:10, GOH announce 8:14 (and judges back), Awards start 8:22, Show over 8:32 - total time 102 minutes RUN-THROUGHS - Timeslots held entries to 20 total. Is limiting contestants to 20 a good idea? MC - Judges should be introduced (and spotlighted) separately, not as a group. "Do I have any more judges?" - Don't you know? MC - Entrant number/category/title not given in same order consistently, can confuse people.	SurveyMonkey
Special Events	General	Suggestion	G3 VIDEO SCREEN - 72" high by 126" wide, but with letterboxing comes out to 60" high. Last year was projected at 67" high by 120" wide, about the same.	SurveyMonkey
Special Events	Karaoke	Onion	KARAOKE - Friday was listed in Program starting at 8pm. DJ didn't know that, thought it started at 9pm	SurveyMonkey
Special Events	PK Dick Awards	Suggestion	PK DICK - Could excerpt readers intro their reading by saying generally what the book is about, and what inspired the author, before reading the excerpt?	SurveyMonkey
Special Events	Movie Previews	Onion	This is one of the worst years for this ever. The person running it was a bad communicator, disorganized, and was rude to people attending the event. There really needs to be some oversight of this event because this is a neat concept, but we need new people running it or some strong leadership intervention to really make this work next year.	Email
Special Events	Movie Previews	Onion	Really bad this year- what happened?	Email
Vice Chair	Hotels	Onion	Anytime I have reserved a room, especially an ADA room, what we hear is that the Convention hasn't mentioned anything about having ADA rooms available in the Convention block. This happens at many conventions.	Sunday O&R Panel
Vice Chair	Hotels	Onion	A hotel employee tried to place a member in the cloak room at check-in.	Sunday O&R Panel
Vice Chair	Hotels	Rose	The hotel was really quick about straightening out room reservation issues.	Sunday O&R Panel
Vice Chair	Hotels	Rose	Thanks to the hotel and Hotels NWC staff for the handling of the Costco delivery.	Sunday O&R Panel
Vice Chair	Hotels	Onion	I had an interesting experience trying to make a reservation. There were some communication issues with reservations, and I wasn't able to feel I was understood by reservation staff.	Sunday O&R Panel
Vice Chair	Hotels	Onion	We were told by the wait staff that there was up to a 2 hour delay in the restaurant because management had not put their whole crew out. It was a mess (about 8:30, Saturday night). The staff was under a lot of pressure and strain, but they had great customer service, and they were trying their absolute best.	Sunday O&R Panel
Vice Chair	Hotels	Rose	Our housekeeping staff worker was excellent; she was friendly, talkative, quick with towels, and was willing to come back later.	Sunday O&R Panel
Vice Chair	Hotels	Rose	I would like to say that every bit of staff has been amazing except for management.	Sunday O&R Panel
Vice Chair	Hotels	Onion	The party room hallway did smell very highly of pot.	Sunday O&R Panel
Vice Chair	Hotels	Onion	Exorbitantly and obscenely expensive. Rooms and restaurant prices.	Sunday O&R Panel
Vice Chair	Hotels	Onion	I feel this hotel is starting to not meet the needs of our convention. I hope to get teen panels, and right now, we don't have the space.	Sunday O&R Panel
Vice Chair	Hotels	Onion	Allergy friendly food has gotten way better.	Sunday O&R Panel
Vice Chair	Hotels	Rose	Hotel staff at the bar- Norwescon t-shirts and a nice attitude! (heart symbol)	Sunday O&R Panel
Vice Chair	Hotels	Onion	Parking! Parking was horrendous and stressful. There's not much that you can do about that, but if you think of something ... Oh, and it would be helpful if either somewhere on the website it was mentioned that you can validate your hotel parking to reduce it to \$8, or a note was taped to the validation machine saying the same thing. I stopped several people from massively overpaying because they had no idea.	Email
Vice Chair	Hotels	Onion	I had someone get frustrated at me because they didn't know how to get the cheaper parking rate. First she complained about paying full price. I thought the code hadn't worked and directed her to the front desk as we can't really do anything about hotel parking charges when the ticket doesn't take the code properly. She got kind of angry that we would allow the hotel to charge full price without being willing to talk to them at which point I discovered she hadn't known about the code or how to apply it. Then she said we Needed better signage on how to get the cheaper rate. I said I would pass the comment on.	Email
Vice Chair	Hotels	Onion	The food choices were dreadful and expensive and not child friendly	SurveyMonkey
Vice Chair	Hotels	Onion	Had to call my credit to figure out my reg payment was paid. After the hotel claimed no charge was made and I would have to pay full rates.	Post-Con Meeting

Vice Chair	Hotels	Onion	I was double charged even after paying cash at checkout told it was company policy.	Post-Con Meeting
Vice Chair	Hotels	Onion	My room was booked for different people each night. I was asked constantly why I was not checking out during the Con.	Post-Con Meeting
Vice Chair	Hotels	Onion	I was told that ADA rooms were no at Con rate, so I was required to get a regular room.	Post-Con Meeting
Vice Chair	Hotels	Onion	I was told at checkin that I had to pay \$1,000 deposit for a regular room. Told it was policy.	Post-Con Meeting
Vice Chair	Hotels	Onion	Hotel needs to upgrade/fix lighting controls in Grand Ballrooms 1, 2, & 3 - It's getting worse!	Post-Con Meeting
Vice Chair	Hotels	Onion	Several people told me they did not get the room they wanted- desired tower get 5B or desired wing get taken.	Post-Con Meeting
Vice Chair	Hotels	Onion	Would have appreciated hotel having room (con space) ready. They were 4 hours late.	Post-Con Meeting
Vice Chair	Hotels	Rose	Quick responses from the hotel liaison- thanks!	Post-Con Meeting
Vice Chair	Hotels	Onion	Checkin was AWFUL. Checking out also took too long!	Post-Con Meeting
Vice Chair	Hotels	Onion	Parking was a nightmare. Maybe hire a couple kids to keep track of open spaces?	Post-Con Meeting
Vice Chair	Hotels	Rose	Hotel housekeeping staff were fantastic.	Post-Con Meeting
Vice Chair	Hotels	Onion	I feel like the hotel isn't interested in keeping our business. It seems they get more and more lax on responses, and some of our contacts at the hotel are incompetent or unhelpful. Perhaps customer service isn't a value anymore for some of the events leadership at the hotel, and perhaps it's time we found a different hotel. This crappy hotel is falling apart, and there is always some sort of snafu with having rooms ready. I don't care that lots of people are coming in. You KNOW lots of people are coming in, so make it happen! We don't pay you for fun. The hotel needs to shape up, or we should ship out.	Email
Vice Chair	General	Rose	Timeline was clear and understandable! Thanks!	Post-Con Meeting
Vice Chair	General	Rose	Nothing but AWESOME!	Post-Con Meeting
Vice Chair	General	Rose	Need breakout time to play Pokemon.	Post-Con Meeting
Vice Chair	General	Rose	Great communication!	Post-Con Meeting
Vice Chair	General	Rose	Very encouraging and helpful	Post-Con Meeting