

## 2011 AZEC Evaluation

Taipei Zoo host the 3rd Asian Zoo Educators' Conference at September 18 - 22, 2011. The conference included oral presentations, poster presentations, workshop, and visits to Dongyanshan Nature Center, Lefoo Village Theme Park, and Taipei Zoo.

In order to understand the Satisfaction of participants, an evaluation of the conference was conducted. The conference evaluation consisted of twelve questions, allowing participants to rank the conference on individual factors as well as the overall conference experience.

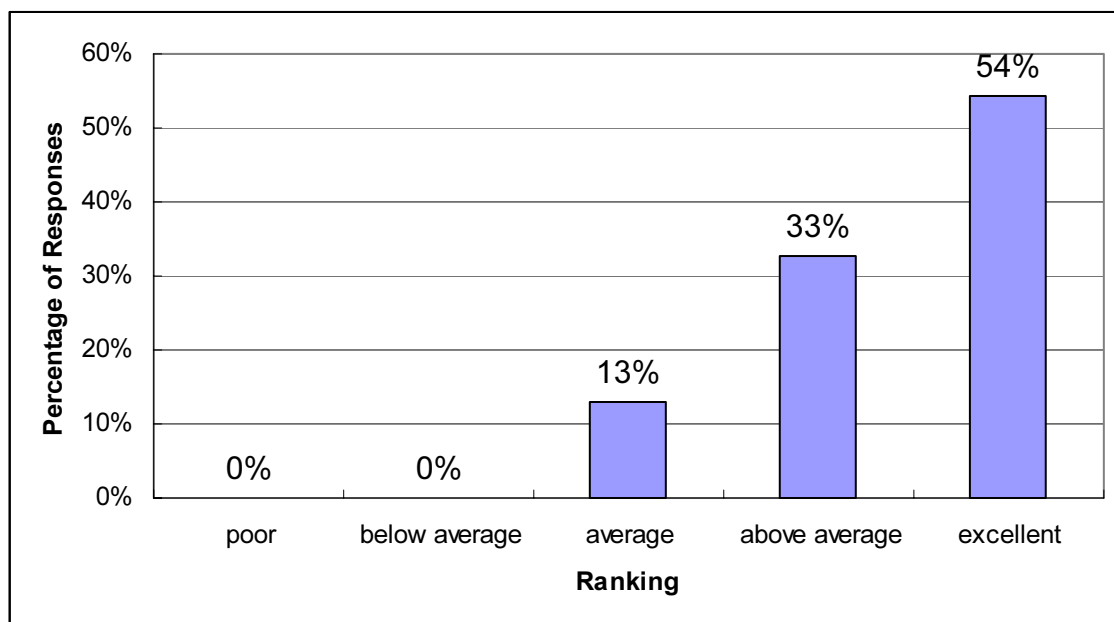
The questions were:

1. Quality of Oral Presentations
2. Quality of Poster Session
3. Quality of Workshop
4. Value of Behind-the-Scene Tour
5. Quality of Learning Opportunities
6. Value of Conference Rundown
7. Quality of Conference Venue
8. Quality of Simultaneous Interpretation
9. Value of Reception/Hospitality
10. Value of Transport Arrangements
11. Value of Catering
12. Value of Overall Conference

The scale was: poor, below average, average, above average, and excellent.

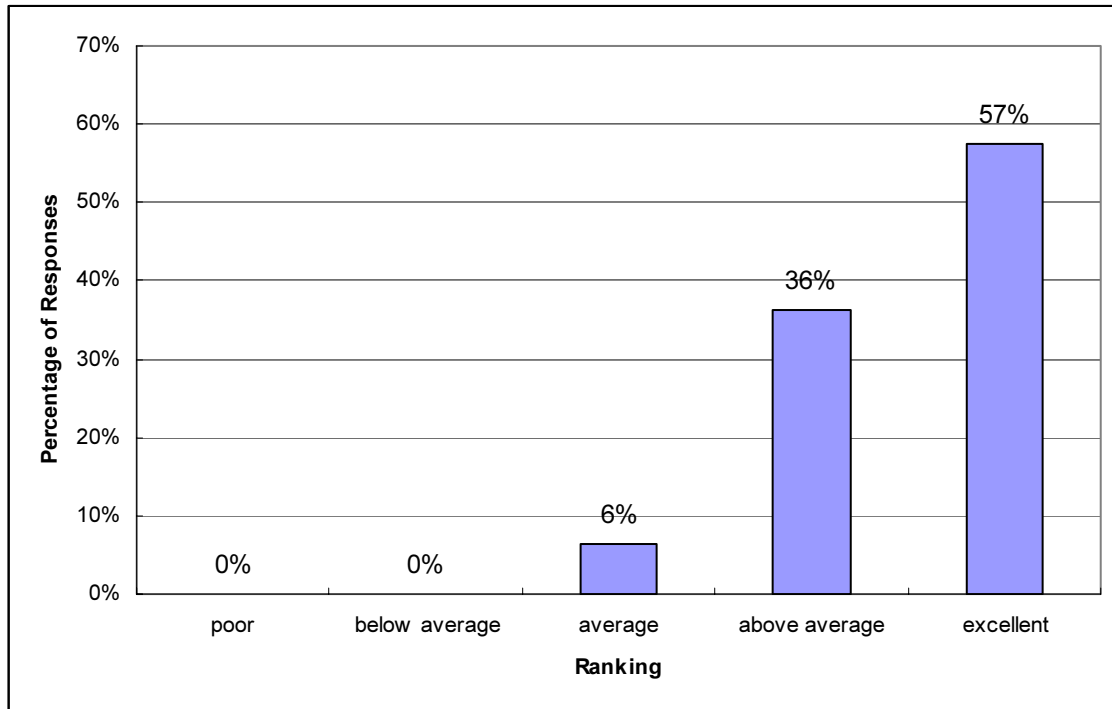
The evaluations were provided at the final lunch of the conference. Conference delegates self-selected to participate by completing the paper evaluations. 58 participants were present and 47 responses (n=47) were received.

### 1. Quality of Oral Presentations



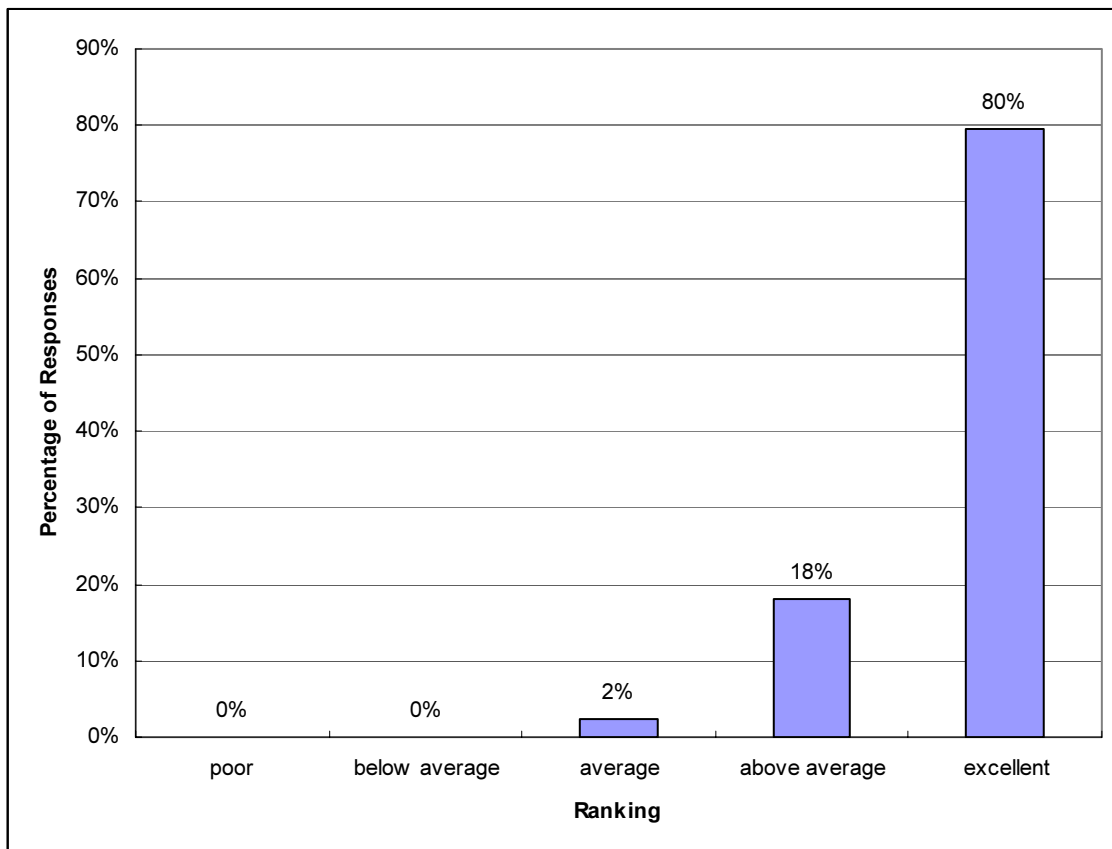
Above average and excellent = 87%

## 2. Quality of Poster Session



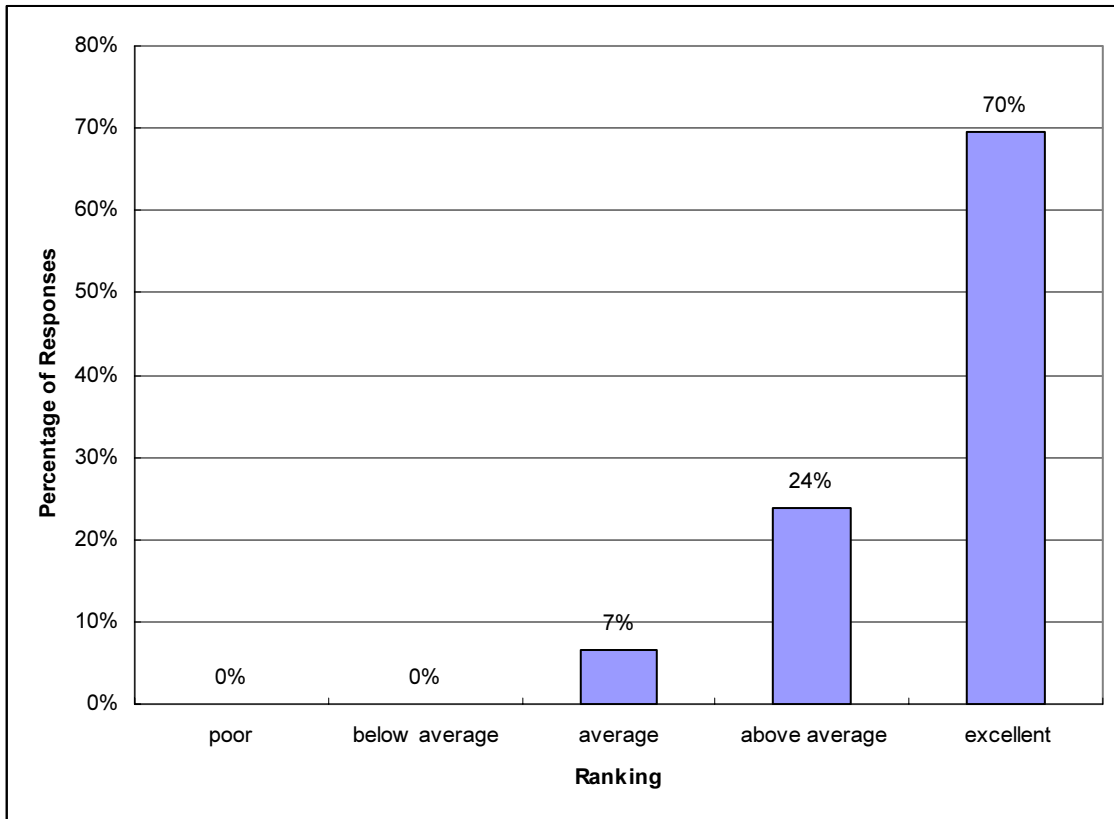
Above average and excellent = 93%

## 3. Quality of Workshop



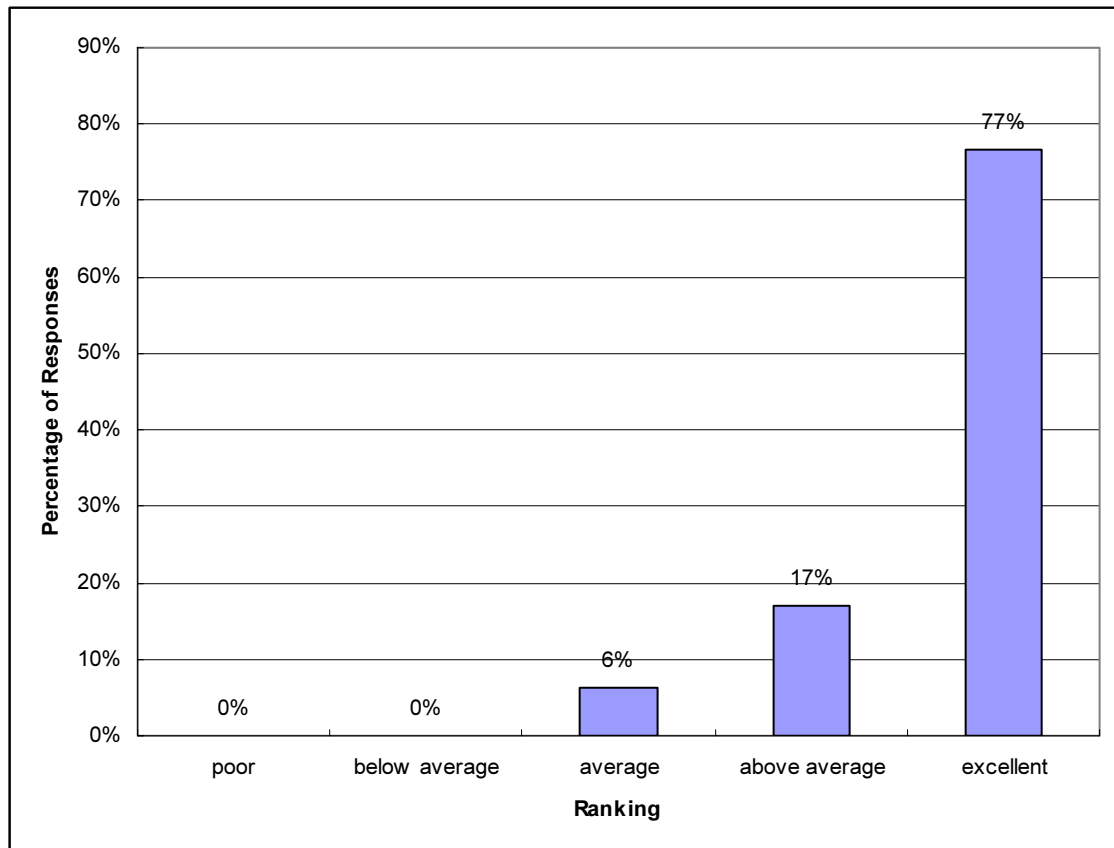
Above average and excellent = 98%

#### 4. Value of Behind-the-Scene Tour



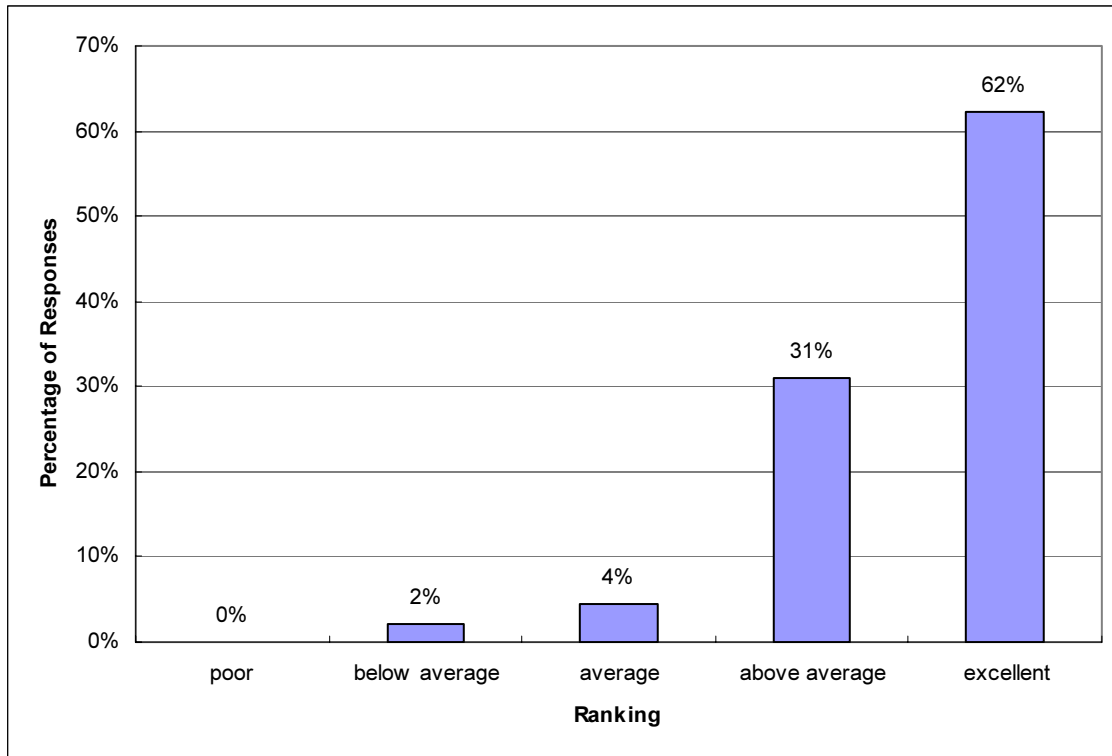
Above average and excellent = 94%

#### 5. Quality of Learning Opportunities



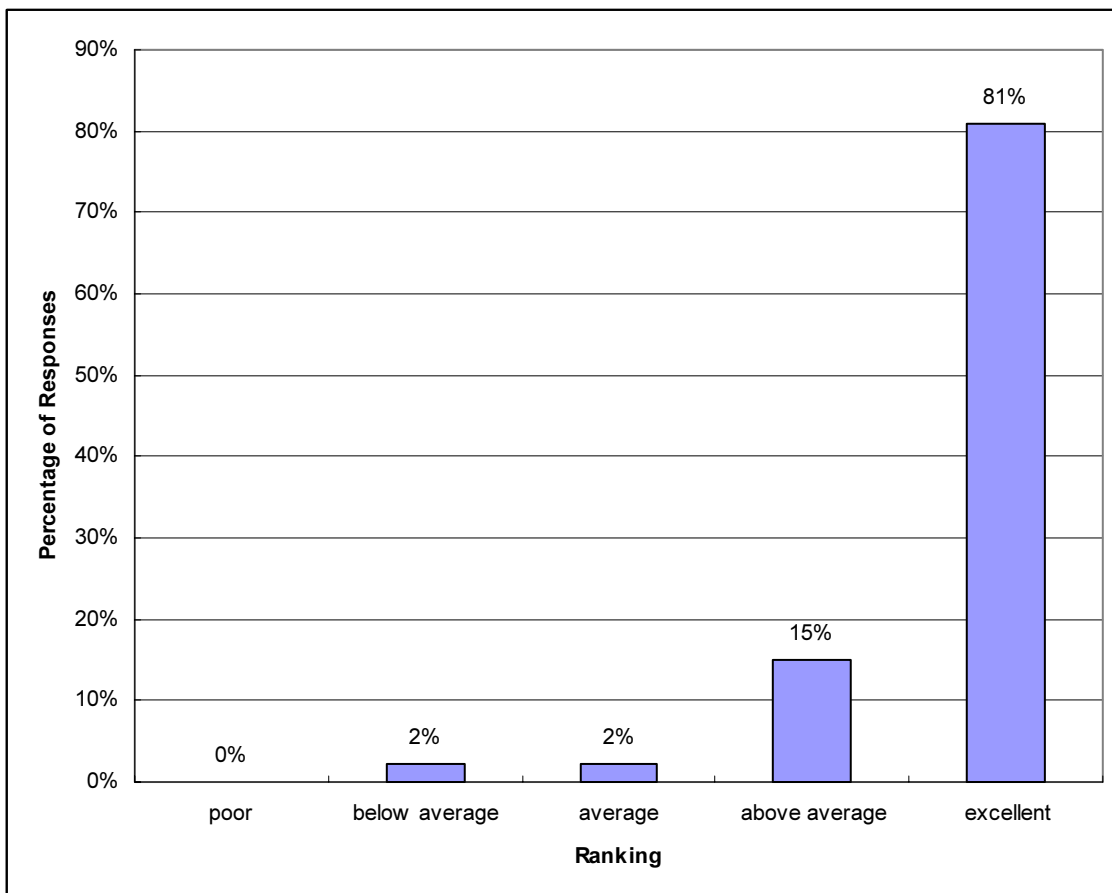
Above average and excellent = 94%

## 6. Value of Conference Rundown



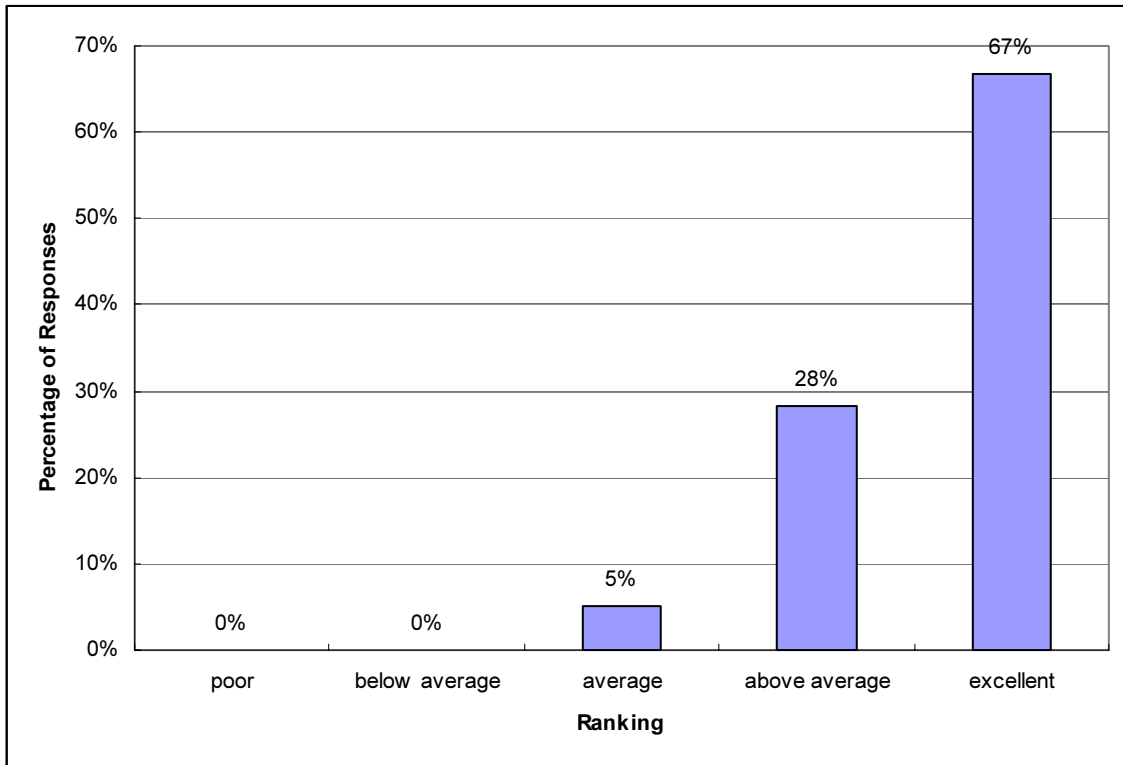
Above average and excellent = 93%

## 7. Quality of Conference Venue



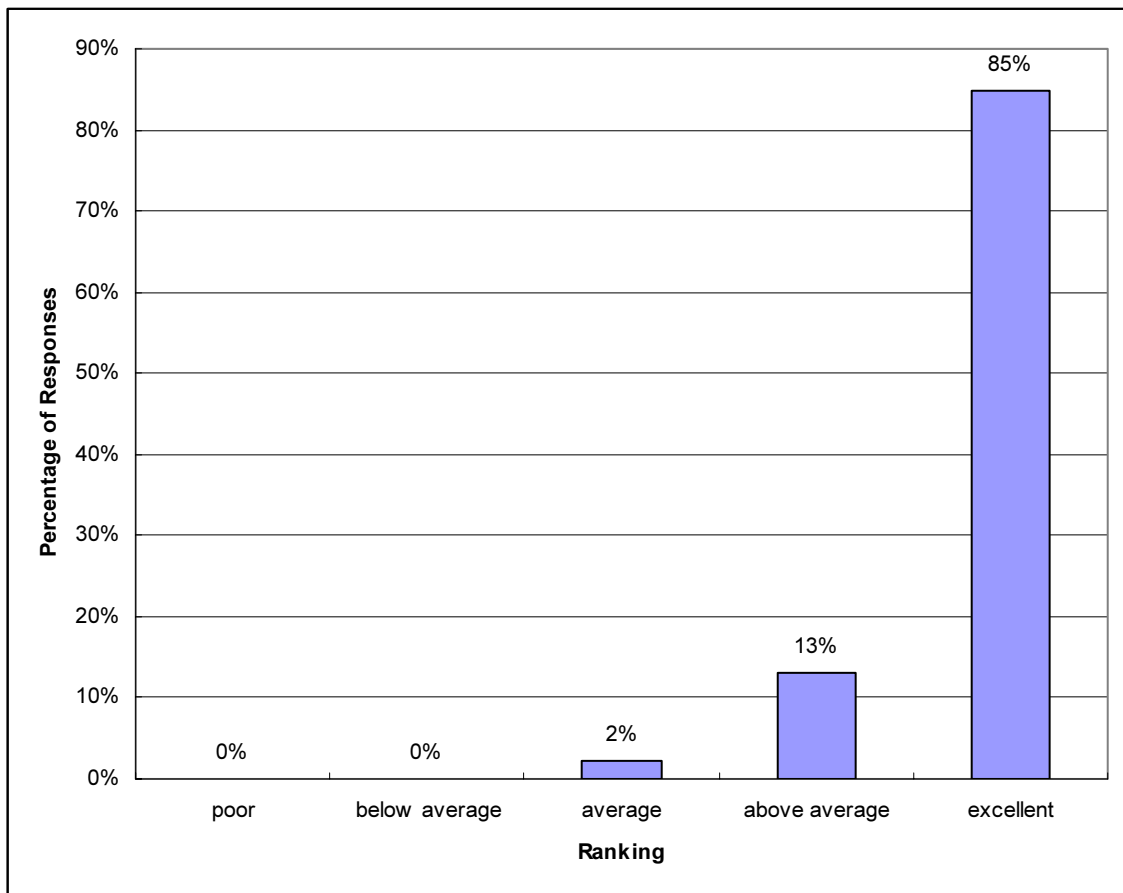
Above average and excellent = 96%

### 8. Quality of Simultaneous Interpretation



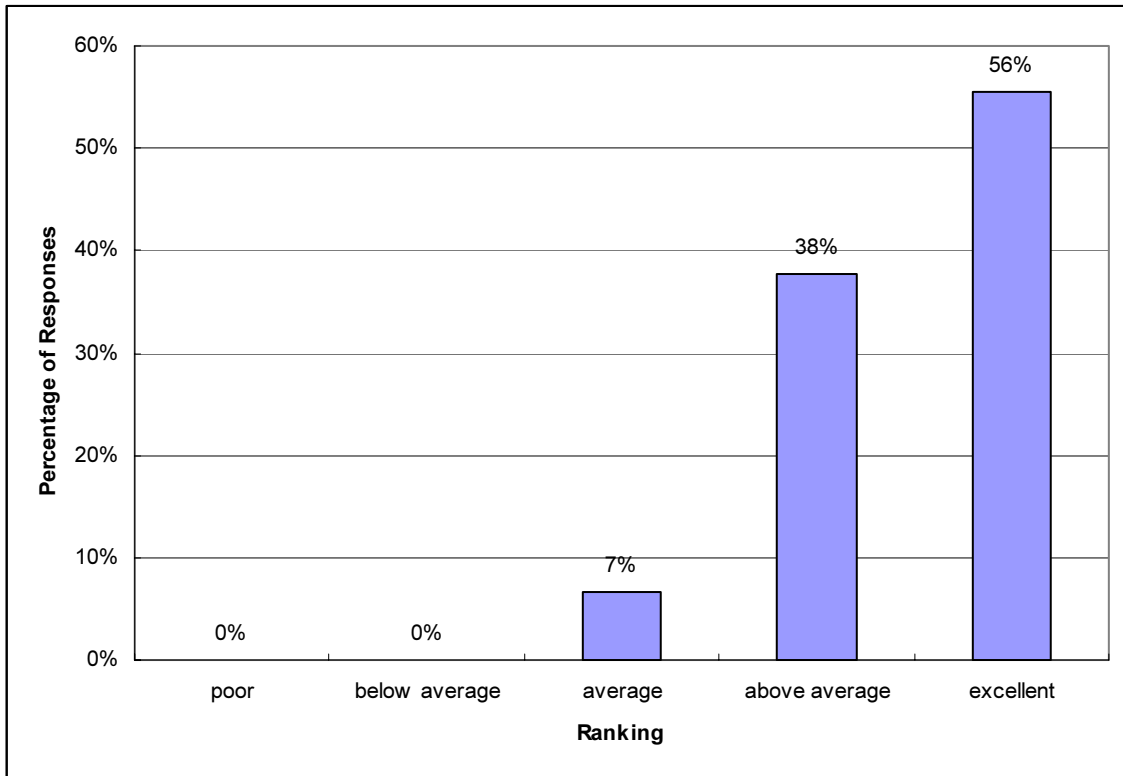
Above average and excellent = 95%

### 9. Value of Reception/Hospitality



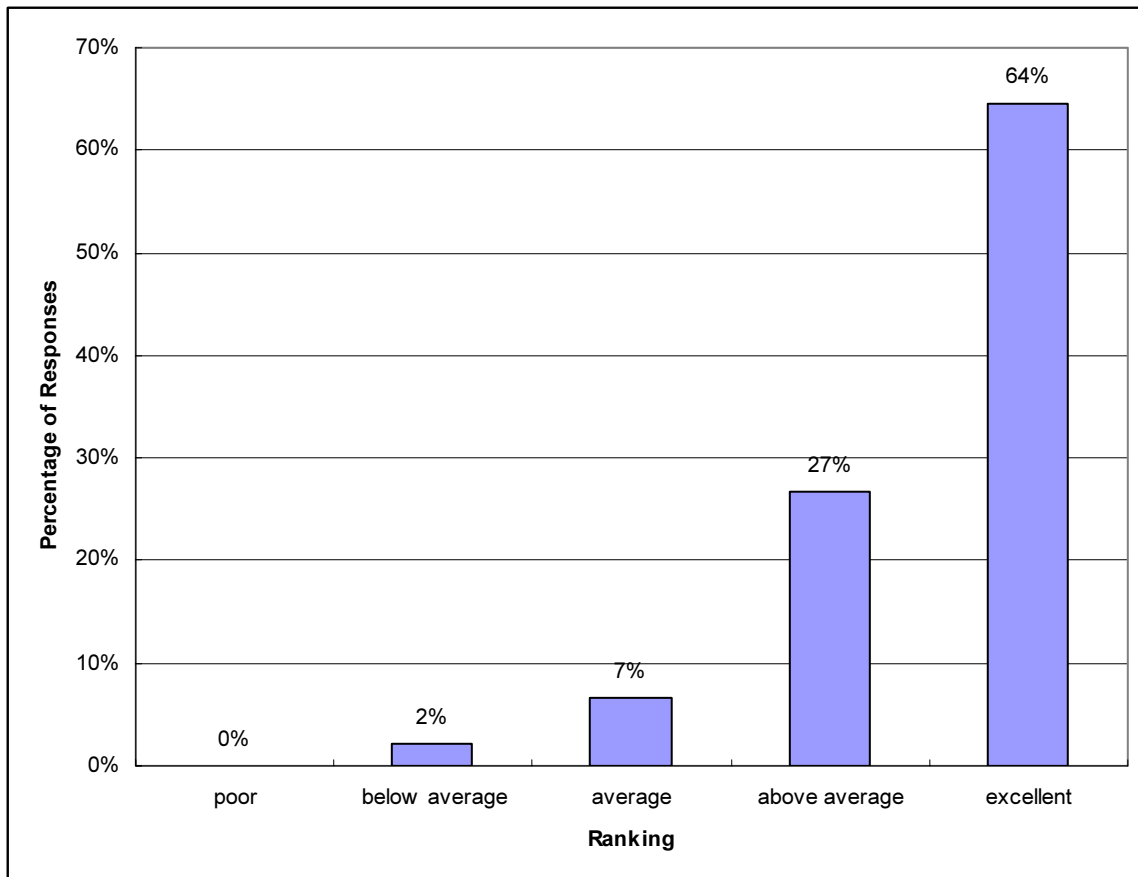
Above average and excellent = 98%

### 10. Value of Transport Arrangements



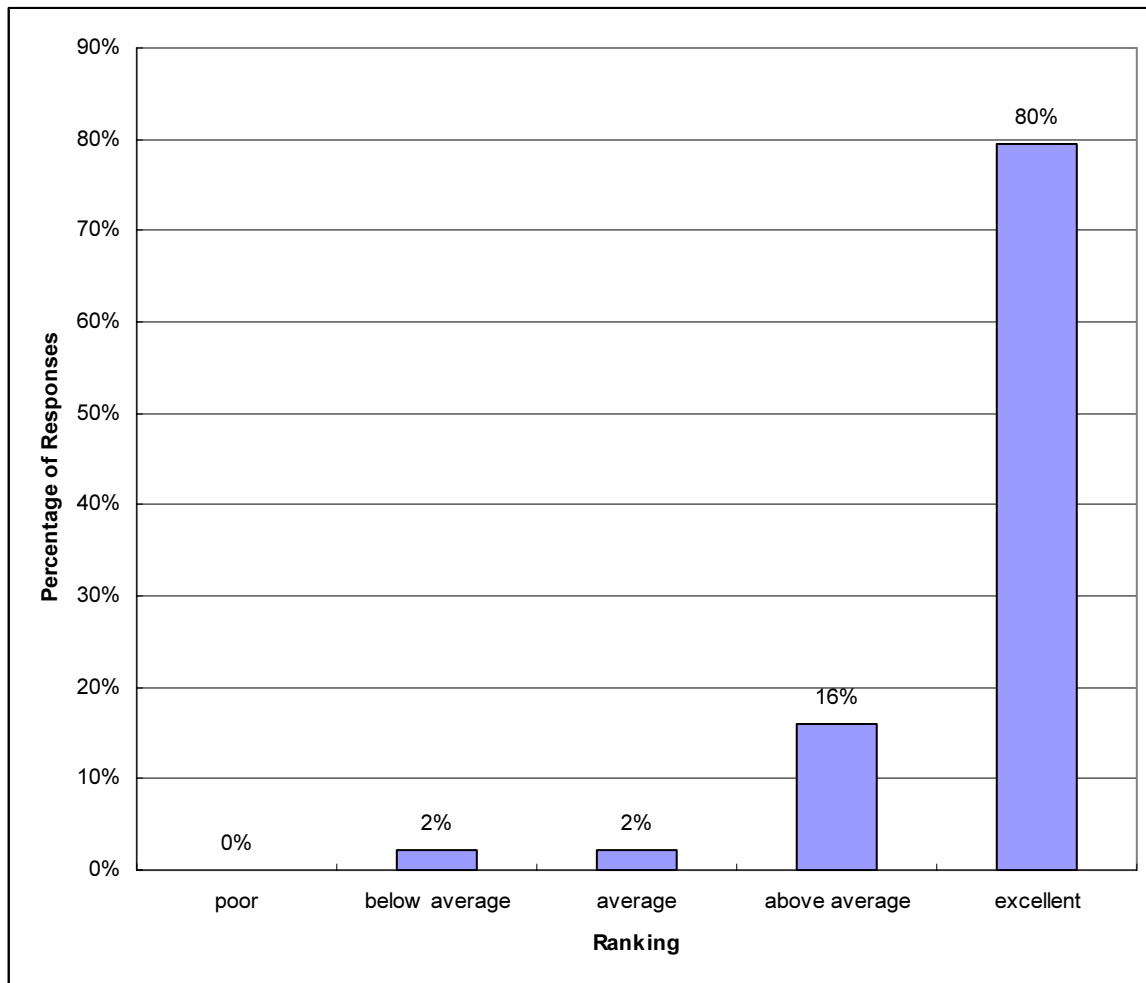
Above average and excellent = 94%

### 11. Value of Catering



Above average and excellent = 91%

## 12. Value of Overall Conference



Above average and excellent = 96%

Positive comments include:

- Thank you for your kindness. I want to live in Taipei.
- I would like to say thank you for your hospitality and wonderful meeting! 謝謝!
- The Hospitality of Taipei Zoo was Super Outstanding. This was My first AZEC Conference. I feel it to be frightening Active. The people I have met with be great friends. People who I will stay in Contact with them at my career. (outstanding for no.9)
- We are well-used it the exceptional hospitality of Taipei Zoo staff but they excelled themselves on this occasion. Nothing was too much trouble. Organization throughout was exemplary. (double excellent for no.3)
- 十分高興可以參加這次的會議，接待人員的表現實在是太好了，完全可以感受到台灣朋友的熱情和活力。而且透過各個地方動物園的交流，令我學習到了很多動物保育和教育方面的知識。希望將來還有更多交流合作的機會，謝謝各位辛苦工作的朋友。
- Organization and quality outstanding! Workshop outstanding. Wonderful! Thank you!
- It was wonderful conference, provided excellent platform to share experiences

and ideas, and learnings. It is really a Great!! I thank from bottom of my heart to zoo Director, Education team and all the staff for warm hospitality and very great job. Keep up this great work!!!

- The Taipei Zoo has arranged this conference very wonderful. The programme agenda was very good. It was a chance for me to meet and share my ideas with other delegates and learned their ideas is most important. Your hospitality was very good and make me to visit Taipei zoo again and again. Once again thanks for holding a good conference.
- Thank you Taipei zoo for the great hospitality and the hard work put in for all the arrangements. Don't worry about the little glitches. You have all done a wonderful job. Much appreciated.
- The committee AZEC 2011 is very nice, good, and All the Best okxy. Thank you very much.
- AZEC 2011, was 1st time I'm attending the conference at Taipei zoo. It's was cool, interactive & enjoyable.. So thank you& congratulation to Taipei Zoo.
- Very warm hospitality & feel very welcomed we appreciate your hard work& sincerity "Chin gao!" "Xie Xie"
- 會議的內容非常豐富，工作人員和參會人員相處的和諧、會議間準備的點心非常好。台北這幾天天氣也挺棒。工作人員很熱情。參會人員之間的互動也挺積極。中英翻譯的時候，最後也取得演講者的講稿。
- Thank you for everything! I love Taiwan!
- 謝謝! It's wonderful!
- Thank you very much for hosting this conference! Your staff and volunteers are very nice, helpful and professional. We understand that hosting this conference definitely add a lot of extra work and I deeply appreciate your great effort. Hope see you guys in Hong Kong and in AZEC 2013! Ocean Park!
- Thanks to all Taipei Zoo staff in taking care of all delegates in this conference. It's a very educational and enjoyable experience. The hotel stayed is at good location but could be better it the moving pick up time could be after 8:00am. The visit to Dongyanshan is great and I would prefer staying at Dongyanshan for a full day and skip Leofeoo Park Visit.. Thanks again for all your kind work!
- It has been a great experience being in this workshop. Thanks to the crew of Taipei Zoo. The staff so warm and friendly helpful. Thanks!!
- Thank you very much! This conference is very good! I have got a good memory.~
- Thanks you for preparing this conference.
- Thank you for your kindness, and all staff. Everything is excellent, but we want to a little the time at night. And catering a valuable culture food was good. I'm very happy varity international people meet. I hope want to go to next AZEC in Japan.
- 非常ok

Constructive comments include:

- Need to have very clear label on food.
- For catering, please use non-disposable utensils, and the food portions at dinner is too big and I couldn't possibly finish at all. For souvenirs, I appreciate your effort in giving surprises to us, but something there's just more than I need. We could make this conference to run in a more environmental friendly way.
- I do have served recommendation that I'd like to give:
  1. The lighting control during presentation could be handled better.
  2. Souvenirs and brochures are great, but when they are produced in an over-amount, they became a waste. May be they can be placed on the table for the participants to take if they need.
  3. The run-down time of the next day could be briefed to the participants at diamond time in case of any changes and just for clarification purposes.
- 1. Logistion management& announcement(流程安排及每天安排通知/提醒), 可以更清晰, 包括確定一至兩位同事專門安排交通和行程及做announcement比較好。
  2. 食物太多了, 浪費了一點
  3. 包包、紀念品都很有心思、很漂亮, 但可能太多禮物會浪費。
  4. 如果要求參加者自備餐具及餐盒會更好。
  5. 很喜歡東眼山的參觀
  6. 如果有主題討論的環節讓參加者有更多交流機會。
- I would like love it if the behind th scene tour is more pratical & a little more time. Some of the animals we see in the tours are not available in our country, but we don't have much time to admire them.
- Have the conference once a year.
- 1. 指示牌需要更明確
  2. 工作人員與外派服務人員協調細節不足
  3. 行程掌握要加強 時間(守時)的要求
  4. 請多開放其他學生參與
  5. 名牌(本地人員)並加註中文名稱
- 1. Please recheck the name list of boarding bus from airport to hotel.
  2. The presentation language should be the same in the whole conference.
  3. It's better of we get the trip schedule(9/20) ahead, so that we can prepare more questions for staffs there.
  4. Workshop time is too short. It's better if we can have small group to discuss and exchange opinions of workshop issue or ideas.