

**disABILITY Resource Expo: Reaching Out For Answers**  
**PARTICIPANT EVALUATION SUMMARY**  
**2016 EXPO**

Expo evaluation forms were returned by 175 participants of the 2016 disABILITY Resource Expo.

**The individual completing this evaluation was:**

- 63 – Family member
- 66 – Person with a disability
- 35 – Other (Noted: Teacher, EI Provider)

**The individual completing this evaluation either themselves or a family member had:**

- 46 – Developmental disability
- 47 – Physical disability
- 26 – Mental illness
- 5 – Other

**The following scale was used for rating: 5-Excellent; 4-Good; 3-Ok; 2-Fair; 1-Poor**

**Items rated**

**Rate Exhibitor Information:**

- 0 – Poor
- 1 – Fair
- 6 – Ok
- 37 – Good
- 127 – Excellent

**Comments:**

- Great variety
- Seems to be fewer home repair & remodeling providers. Would like to see more of that as well.
- Wonderful

**Rate Accessibility:**

- 2 – Poor
- 2 – Fair
- 12 – Ok
- 35 – Good
- 118 – Excellent

Comments:

- Amazing
- Bathrooms need bigger handicap stall.
- You have so many people that larger aisles would help, but we had no big problems.
- Full parking lot (a good thing, actually)
- Wonderful

**Rate Activities/Entertainment:**         1 – Poor  
  0 – Fair  
  6 – Ok  
  44 – Good  
   116 – Excellent

Comments:

- Something for everyone
- SO LOUD
- Ryan & Nucleus was wonderful!
- Wonderful

**Rate Event Organization:**             0 – Poor  
  0 – Fair  
  4 – Ok  
  31 – Good  
   132 – Excellent

Comments:

- Tons of volunteers
- Better than last year
- Wonderful

**Rate Expo overall:**                         0 – Poor  
  1 – Fair  
  5 – Ok  
  24 – Good  
   138 – Excellent

Comments:

- 10 years and going ++++
- Very good EXPO
- This event always offers new goods or services that really help. Thanks for organizing it.
- Wonderful

## Narrative Questions

### How did you learn about the Disability Resource Expo?

26 - Brochure	23 – School	13 – Newspaper
15 – Poster	16 – Radio	6 – Window Cling/MTD
24 – Yard Sign	16 – TV	32 – Word of mouth
		10 – E-mail
		33 - Other

(Other noted: Facebook (4), Eden Supportive Living (2), DSC (2), Friend, Work

Comment:

### Suggestions for Future Exhibitors:

- Great information!
- First time coming. Very informational.
- Inform parking staff more about vehicles with ramps.
- Had fun!
- This was great!
- More publicity
- More educational info for people, especially on Autism Spectrum
- Music not as loud
- N/A
- Arrows on floor for flow and longer time to explore all the booths
- We look forward to this every year, but this year we were totally unable to enjoy it because the music was so loud. Loud sounds can be painful to autistic individuals.
- WHY IS IT SO LOUD! It is so loud it hurts and I had to leave almost immediately. I couldn't look at the booths or get any information or resources. I am so frustrated that an event that's entire premise is about supporting disabled people is so inaccessible.
- N/A
- Free food
- Help for people who cannot dance (the music was awesome!!!
- More statewide as people sometimes move around.
- Keep up the good work
- More activities
- More activities
- Nice
- Very Good & Excellent Show
- Make sure info. is available in large font.
- Larger print, more space

**Additional comments:**

- Very well done! Tons of information & easily accessible.
- So helpful!
- Thank you! It was great!
- Much better organized than last year. Parking was also better.
- Super!
- Informational
- N/A
- Love it!
- 😊
- Had fun
- Super Event!
- Thank you for all the INFO!! 😊
- Great Expo! Lots of info!
- Music when played was a touch too loud for ease of conversation.
- Need middle bar for handicap stall
- Love this event!
- Good to be here!
- N/A
- I had fun
- A lot of fun!
- Set up on Fri. night, early & sell for a couple of hours & then on Sat.
- Learned a lot
- A family restroom would have been nice-I didn't ask for one, but also did not see one. Noise-from microphone & performances & drums...was too much for my child. If we didn't have headphones for her I would have walked out.
- I work at Carle Rehab – got some great info.
- Better than last year.
- Make sure you publicize that you can provide info. in Spanish. Was info. put out in Spanish on the event? Involve local groups who work with those who speak other languages. Have reps here from unemployment? Have opportunity to register to vote.
- You guys are great
- Loved it. Keep doing it 😊 Great information.

**Comments in addition to those provided on the evaluation form:**

- Deaf folks cannot see around pipe and drape. Could they be put near the stage to have a clearer view of the interpreter on the stage?
- About 75 people asked to buy the expo t-shirts worn by the volunteers. Next year this might be a good money maker.

- People liked the pipe and drape at the event. It looked very professional.
- Folks commented that they were very aware of the Expo because of the large amount of advertising.
- Was there an evaluation for the artistic expressions area? Either by the artist or the public.
- We need more blind/low vision exhibitors.
- The procedure for equipment loan will change. We will no longer take the person's ID, we will just store the piece of equipment, ie, if they borrow a walker or wheelchair. The individual whose ID that was held was in the parking lot when we realized that we still had their ID. The only reason we'd take an ID is if they didn't have a piece of equipment to be stored.
- For the drop off outside of the doors, someone mentioned maybe we could put a portable ramp at the curb to keep people from falling off of the step.
- In 2017 the PA's will approach people with white canes or guide dogs to let them know the PA's can serve as sighted guides for the Expo. Courage Connections would like to be involved in the Steering Committee and be an exhibitor at the Expo. They want to show that domestic violence impacts people with disabilities as well
- A suggestion was to add vendors for hearing aides.
- Several people asked about service dogs.
- One of the interpreters suggested that she would help us make a connection with one of the colleges in Peoria that teach sign language, possibly 2<sup>nd</sup> year students could help as interpreters. I'm unsure what the cost could be.
- Next year we should look into signed dance. Jani Swift.
- Deaf community was thrilled with the interpreters.
- Folks suggested next year we have a food truck come for different food options.
- Some folks with visual impairments need different colors of print or paper as an alternative format. Talk with Angie.
- CCHCC has offered to work with the Expo earlier next year to help with some of the Spanish interpretation issues.
- It would be helpful for the interpreters to have one or two music stands with a light.
- The blind community wanted more resources. Some additional national or statewide groups would be: nfb.org National Federation of the Blind; nib.org National Industries for the Blind; icbonline.org Illinois Council of the Blind
- I really appreciate the opportunity given to our Penguins to perform at the expo.

## **disABILITY Resource Expo Artistic Expressions Room Evaluation Summary**

Evaluations were received from 16 individuals (62%) who had booths in the Artistic Expressions Room.

**Rate pre-event information:**

- 0 - Poor
- 0 - Fair
- 0 - Ok
- 4 - Good
- 11 - Excellent

Comments:

- Thank you for contacting me about coming this year.
- N/A - was done with author
- I would have liked more info. on table location.

**Rate setting up and support**

**Throughout the day:**

- 0 - Poor
- 0 - Fair
- 0 - Ok
- 2 - Good
- 13 - Excellent

Comments:

- Very helpful - Thank you! Wonderful space!
- I appreciated borrowing the small easels for the books and the volunteers that allowed me to take breaks.
- Perfect - lots of volunteers
- Thank you for the volunteers offering to help.
- It was great to have so many volunteers and games. It was great to hear about dif. Events.
- Last year volunteers seemed to stop by tables more often to see if we needed a break.
- Excellent. Anytime I had a question it was answered

**Rate variety of artists/entrepreneurs:**

- 0 - Poor
- 0 - Fair
- 1 - Ok
- 2 - Good
- 11 - Excellent

Comments:

- Enjoyed local talent and crafts and art
- Maybe a little more variety would serve shoppers well.
- I would have been closer to the agencies

- Lots to see and buy
- Met a lot of great people & may buy more great products from them before Christmas.
- Excellent. It is awesome to see the many different creators

**Rate the physical setting for the room:**

0 - Poor  
 0 - Fair  
 1 - Ok  
 1 - Good  
 11 - Excellent

Comments:

- Spacious & roomy – good traffic flow.
- Nice not too busy
- Wish it was mixed with the booths to get more traffic. But nice people here.
- Wonderful, spacious, bright
- Great
- Great setup tables, table clothes and dividers and food. Great.
- Music too loud

**Rate your overall opinion of the day:**

0 - Poor  
 0 - Fair  
 1 - Ok  
 2 - Good  
 8 - Excellent

Comments:

- Dandy! The volunteers are awesome! Diane Ducey is a plus!
- Great to meet different people & organizations
- Met a lot of great people
- Enjoyable – sales were fair
- Wonderful event
- Appreciate all the support for the disabled. Thank you.
- Change the weather

**Narrative Questions:**

**What did you like best about the Artistic Expressions Room?**

- Lots of positive artistic expressions!
- The variety
- The setup, the artists, the snacks, the music helped
- Organized well, great access to the bathroom
- Mood ☺
- Friendliness with each other, sharing my talents with others and listening to others stories and having such great team work, communication and a great day to be with others in a positive manner
- Everybody

- Meeting other artists & their families.
- Great event
- All about announcements and communication
- Seeing all the different exhibits and how talented everyone is
- The setup and more room
- Food
- Many different artists with disabilities. Accessibility

**What would you change to improve the Artistic Expressions Room in the future?**

- More vendors!
- Mix artists with other booths
- I wouldn't change anything
- Variety of price points & items
- Better and more advertisement. Thank you for everything. Love D - Y
- Playing recorded music at lower volume. Announcements & live music at louder volume is ok.
- Nothing
- Different or lower volume music
- Nothing
- Nothing
- Nothing



**Disability Resource Expo**  
**EXHIBITOR EVALUATION SUMMARY**  
**2016**

Expo evaluation forms were given to 92 exhibitors. 87 completed forms (95%) were returned.

Attendance Notes: 98 Exhibitors had confirmed as of mid-Sept. Three cancelled in early Oct (Carle Human Resources, Unit 4 Early Childhood & The Pavilion) Of the 95 exhibitors expected to attend, two cancelled the the day of the event (Comptroller, Leslie Munger and Prairie Center) and one exhibitor was an event-day, no-show (Spinal Cord Injury Assoc.) Carle's Child Diagnostics booth was staffed only very intermittently.

The following scale was used for rating: 5-Excellent; 4-Good; 3-Ok; 2-Fair; 1-Poor

**Items rated**

**1. Rate pre-event communication:**

- 0 – Poor
- 1 – Fair
- 0 – Ok
- 10 – Good
- 70 – Excellent

Comments:

- It would be good to have a checklist of suggested items to bring.
- Well communicated with
- Instructions were very clear and helpful
- Very thorough communication provided
- Very good (2)
- Very clear
- Great
- Jim does a great job w/ communication
- Jim & Barb are great
- Excellent – thank you!
- Very adequate
- Lots of informational emails and reminders
- Wonderful emails and follow-up emails
- Was kept informed of event details
- Excellent communication – no questions by event day

## #1 Comments (Continued)

- Our office neglected to inform you that we needed power; I felt as if three people made it their mission to help me get power; I was very impressed by Expo staff as well as Fluid Event Center staff.
- Need more info in the media
- We had everything we needed to know
- Instructions clear & response time to questions very good
- Great set-up
- Was such a smooth set-up
- Made it easy
- Great job reminding, and loved getting map & directions prior
- Responses very quick

## 2. Rate event-day check-in process:

1 – Poor

1 – Fair

1 – Ok

6 – Good

71 – Excellent

### Comments:

- Very smooth & efficient (2)
- Smooth & fast (2)
- Smooth & understandable
- Everyone was very welcoming
- Very polite & easy at the door
- Very easy and helpful
- Fast & easy (2)
- Easy (3)
- Made it easy
- Super easy!
- Easy since we pre-set up on Friday
- Friday was good option
- Very well done!
- Great (2)
- The gals at check-in rock!
- Line on Country Fair – too many check points
- Parking congested
- Went straight to booth to set up
- Walked in, immediately saw the person to check in with & was directed to booth

## #2 Comments (Continued)

- Inside volunteers checked in frequently; outside volunteers directed me perfectly
- The volunteers who came to our table and helped us set up were phenomenal
- Not a problem at all
- No problems
- I thought I was checked in when I came day prior
- I never found where I was supposed to check in as an exhibitor

### 3. Rate "Employment First Success Stories" Game:

0 – Poor

1 – Fair

11 – Ok

12 – Good

26 – Excellent

#### Comments:

- Fun!
- Great idea (3)
- Not sure if people knew how to play
- Loved this idea!
- People seemed to enjoy learning more about the program
- Gave people a better understanding of community employment
- A lot of enthusiasm generated
- People like it – great message
- Did not witness this event
- We didn't participate, but cool idea
- Good stories, visually inaccessible
- Just not real aware of what was going on with it
- Great idea – fun, interactive - drew people to booth
- Fun, kept movement going
- People seemed to like it, but were frustrated the pics weren't larger
- Seemed like some individuals were only interested in that and the exhibitors were not informed.
- People think the employee is at that booth, so they are looking for them.
- Know nothing
- Was not aware of game – once aware, discovered that some foot traffic was just for game, not for fact-finding for disabilities
- Couldn't hear these.
- Good, but people seemed about it.
- I wasn't a part of it, but it did bring many to our booth
- Awesome – drew a lot of people

4. **Rate variety of exhibitors/activities:**

- 0 – Poor
- 0 – Fair
- 3 – Ok
- 5 – Good
- 72 – Excellent

Comments:

- Good exposure
- Didn't have enough time or ability to walk around and converse with vendors (no coverage)
- Excellent!
- Great variety! (2)
- Good variety
- Amazing variety
- Awesome
- Nice variety – good to see Sen. Bennett & County Clerk here!
- Liked clear categories – variety of support groups to social service to corporate
- Very good (2)
- Lots to see and learn
- There is an exhibit/activity for anybody and everybody
- Very informative
- Great resources!
- Great list of exhibitors!
- Awesome – great exhibitors
- Great variety of resources to advocate for self or others
- Set up is great – lots to see

5. **Rate the entertainment you had an opportunity to view/hear:**

- 1 – Poor
- 4 – Fair
- 5 – Ok
- 14 – Good
- 50 – Excellent

Comments:

- Such a great opportunity for everyone to see indivs w/ disabilities perform!
- Nice variety
- Great , but a little too loud for vendors to talk
- Very good, but very loud – hard to hear when speaking to indivs.
- (Band) too loud (5)

## #5 Comments (Continued)

- Musicianship "5" Volume "1" – difficult environment for conversation
- Good, but couldn't hear any conversations during
- Good but TOO LOUD!
- Awesome (although a little loud at the end)
- Some too loud for this event
- Too loud, but fun, band
- Actual entertainment great, but were right by the stage, making it hard to talk to visitors
- Kind of loud – I was right next to the stage
- It does make conversation more difficult, but is probably worth it.
- Not too loud
- Great variety, and volume was perfect where we were located
- Great variety
- Children's choir 😊
- Lots of different entertainment – Penguin Project very cool!
- Loved the music
- Music was great
- Maybe music too loud – couldn't talk to people at our booth – go unplugged?
- Great entertainment (3)
- Very enjoyable
- Wonderful!
- Awesome
- We were very close to the stage so I heard everything
- Sounded like fun – drew a good crowd
- Some people may have been over-stimulated, especially those on the autism spectrum.
- Too loud – huge impact for those with sensory needs and hearing aids! Not to mention very difficult to talk to Expo visitors.
- Turn it down please, or put it somewhere else; live music does not seem to fit the event.
- Unable to view
- Didn't hear much, but seemed to be great
- Good variety, low audio quality
- (Liked) Children's room in main area; music really loud in art area
- Kids rock band was excellent and encouraging; Ryan Nucleus band made event lively

**6. Rate the physical setting for the event:**

0 – Poor

0 – Fair

4 – Ok

13 – Good

62 – Excellent

**Comments:**

- I like this setting – it's big enough to accommodate & support the growth of this great event.
- The dividers made it a lot easier to talk this year
- Looks great – nice touch with the curtains
- The barrier curtains really helped people find the booths
- Wonderful – love the drapes – it really cut down on the noise
- Nice big booth sizes; big aisles; lots of vendors but doesn't feel crowded
- Got congested at times, especially for indivs w/ Wheelchairs
- Very open, good location
- Worked well for the size; parking was chaotic
- Loved it this year
- Nice – loved it
- Awesome
- Perfect
- Don't change it
- Very functioning and accommodating
- Easy to find and get to
- Excellent – very professional!
- Nice, wide aisles!
- Nice spacing – entertainment hard for all vendors to see
- Very comfortable
- Warm, but when doors were open, wind blew displays; not enough room for wheelchair users to get behind tables (exhibitors)
- Fluid Events seems to be a great location
- Very attractive
- Nice layout
- More room, better parking than Lincoln Square
- Open space & big enough
- Much classier than in the past; like the curtains
- Easy access
- Thank you for table cloth and name sign

**7. Rate the Expo overall:**

0– Poor  
0 – Fair  
1 – Ok  
15 – Good  
60 – Excellent

**Comments:**

- #1 event in the state – thank you!
- Awesome!
- Perfect
- Excellent
- Bravo!
- “5+!”
- -5 not counting check-in
- Good traffic flow
- Really nice day – great turnout!
- Well done – great atmosphere
- Extremely well done
- Expertly run
- Everything was wonderful and ran very smoothly!
- I really enjoyed – my personal first experience – I look forward to next year!
- Enjoyed it overall
- It seems to get better every year (2)
- Pleasant & informative
- Parking can be improved – limited space
- Was expecting higher attendance & more potential customers (Obi) – only saw 2 the entire event.
- It blew me away – so professional, and all staff were courteous and helpful. The art section was uplifting and also the entertainment.
- Can’t believe this is my first one in ten years!
- Always good!
- Very happy to have this opportunity
- Wonderful experience – great networking
- Wonderful to have 5 interpreters on duty. Excellent – best of all 10 years!