Registrars Report to PYM Annual Session 2019

SUMMARY

This report provides the key statistics and summary of the registration process for Annual Session.

Attendance Type	Count	Percent
Commuter	20	6.9%
Part Time	52	18.0%
Full Week	215	74.4%
Memorials only	2	0.7%
Total	289	

Accommodation Type	Count	Percent
Camping	96	37%
Dorm	80	31%
Semi-private	82	32%

Total first-time attenders: 30 (10.4%).

The total attenders under 18: 48 (17%).

Registration process

There have been a several challenges this year for the Registrars and Annual Session registration process, and the learnings will be carried forward to make improvements for the 2020 gathering:

- The management of the registration process is too complex relative to our size. Much of this complexity arises from the many registration options and detailed information needed to support the work of the many friends who work on the Annual Session planning and support. Progress was made towards simplification this year and other issues arose adding more complexity. This is a continuing challenge and we need to concentrate on the design of a more manageable and efficient process in the coming year.
- The check-in and welcome activities need better planning and support. We could do a better, less stressful, job with nametags, linens, payments…
- Our dependency on an online process creates challenges that need attention:
    - The use of a web-based registration system presents a barrier to some for registration, and we need to work to remove those barriers. Perhaps we could enlist our monthly meeting representatives in providing assistance for friends in their meetings and worship groups who may need a little help with the online process.
    - This year our registration website was blocked for the first 24 hours or so on the Walker Creek Ranch WiFi network, markedly slowing our ability to handle late registrations and registration changes. We need to have a back-up plan for such an eventuality and more communication in advance with the facility to prevent issues.
- The room assignment process was problematic for two significant reasons this year.
    - First, we did not always have adequate information about attenders' needs and the ability to support them with the available housing space.

Registrars Report to PYM Annual Session 2019

- o The second major challenge was the significantly higher demand this year for rooms classified as 'semi-private'. We used all 'semi-private' space this year, reducing our flexibility in meeting Friends' needs. We also need to be more explicit about the limitations of the site, including the ability to support differing gender-based preferences and needs, privacy and proximity requests.
- The linkage and navigation between the registration and attendance assistance process presented difficulties which we will need to address.
- Multiple friends reported difficulty finding children's program forms, so attention will be needed to make it easier to find important forms.
- Information about fees and the payment process needs to be more effectively communicated.
- There are other numerous less visible and disruptive issues that need attention as well, part of the ongoing process improvements needed for Annual Session support.

The prospect of a 'pay-as-led' model in the future holds the promise of simplification and improving the registration process, in addition to the most important benefits, and we will be participating in the ongoing dialogue and work towards this possibility that has arisen from the interest group discussion this week.

Submitted by your Registrars, Joe Magruder and Lawrence Alderson.