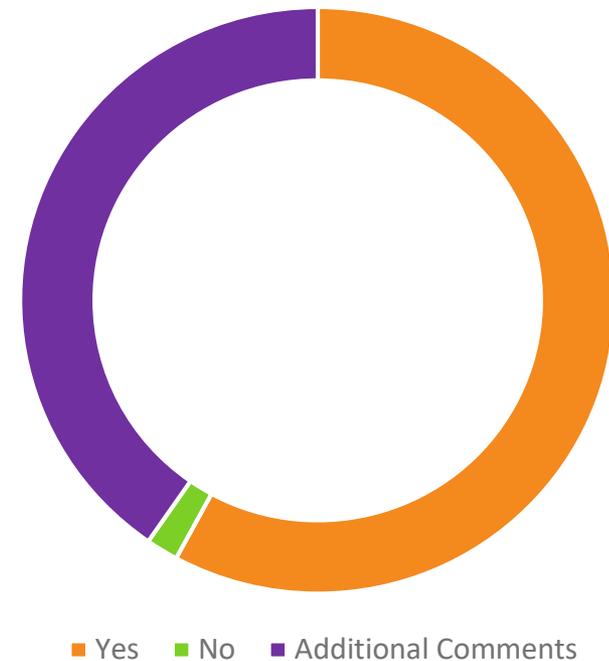


# Positive Feedback

- ✓ I thought it was useful
- ✓ The idea is workable
- ✓ Informative and entertaining
- ✓ Useful
- ✓ Much better than in-person attendance at a public meeting
- ✓ Great way to let people ask questions without having to stand up in front of everyone
- ✓ I learned so much
- ✓ Webinar is a much better use of time and taxpayer money
- ✓ Enjoyed the presentation
- ✓ Excellent meeting. This may be a useful tool for reaching an even broader audience
- ✓ Facebook integration was very convenient
- ✓ Format allowed discussion to move quickly
- ✓ Good job. Worth my time
- ✓ Webinar provided a convenient way to participate
- ✓ Please keep this format
- ✓ Presenters did well
- ✓ Production value was excellent, facilitation was excellent, panelists did a great job, promotion of the event was excellent
- ✓ This was very convenient and well-run. I'd prefer this format over in-person meetings

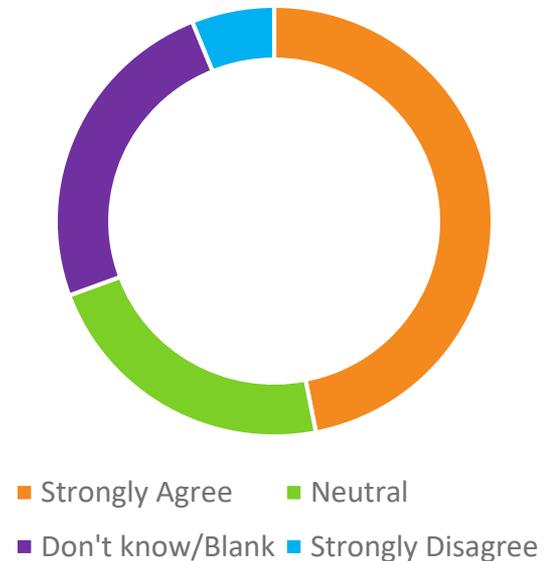
Was Hanford Live a useful forum?



# Opportunities for Improvement

- ✓ Technical difficulties, couldn't hear presenters
- ✓ Would like some back and forth and follow-up questions
- ✓ With some refinement this could be useful as citizen educational forums
- ✓ Recommend all have a prepared PowerPoint overview
- ✓ Have a person operate the camera
- ✓ Visibility of the presentation was poor
- ✓ Many of the provided questions were too technical/complex to be answered readily
- ✓ Webinars should focus on a single top that could be explored during the time provided
- ✓ Not enough advertisement out of the normal Hanford mediums, to inform public and explain intent
- ✓ Need a hybrid format – webinar with live audience
- ✓ Would have been nice to get the connection working
- ✓ Recommend issuing a follow-up summary report of the event highlights
- ✓ It would be helpful if the facilitator translated acronyms in questions and if all of the panelist avoided acronyms and jargon that will lose the general public audience participation
- ✓ Some analysis done on how to talk to the public, I suggest the agencies take a look at the language and style of each presenter and consider what work and what didn't work

The meeting format was effective?



# Constructive Feedback

- ✓ It could be a nice addition but you need to speak face-to-face
- ✓ Webinars are designed for the sharing of information and not for public discussion
- ✓ “Discussion” implies a “back-and-forth” (multi-part) conversation and not simply “transactional” (e.g., 2-part Q&A/Comment-Response)
- ✓ There was no discussion, only a response to questions
- ✓ Useful, but not as good as face-to-face
- ✓ Ok, but not as valuable as former in-person, direct forums given area-wide
- ✓ Kind of a “Big Brother” feeling of disconnect
- ✓ This format is not an adequate replacement for face-to-face person discussion/meetings
- ✓ Traditional SOS meetings benefit from having a degree of engagement that allows for follow-up questions, the restatement of questions which may lack clarity, and for quiet, audience sidebars that help to fill in information gaps
- ✓ This particular webinar could have addressed budget issues or ground water or central plateau or cesium/strontium management or even work force aging; a single webinar cannot address all with any degree of effectiveness
- ✓ My impression was that the presentations were too formal
- ✓ Missed opportunity for dialogue
- ✓ Disconnect between the comments feed in the webinar and the questions being asked
- ✓ Biggest disappointment was the two DOE presentations failed to proactively raise and discuss the challenges and difficulties that still exist.