Annual Training Conference
Course & Instructor Evaluation Report

Phoenix, Arizona April 25-29, 2016

Executive Summary

The Association of Law Enforcement Intelligence Units (LEIU) and the International Association of Law Enforcement Intelligence Analysts (IALEIA) Annual Training Conference was held at the Hilton, New Orleans Riverside in New Orleans, Louisiana on April 25-29, 2016. LEIU was celebrating its 61st annual conference and IALEIA was celebrating its 36th annual conference.

The conference was designed to provide LEIU and IALEIA members with practical information on cyber crimes and trends, organized crime, gangs and criminal extremist groups as well as training in effective and legitimate applications of the criminal intelligence process. The conference also supported and fostered critical networking between local, state, federal, tribal, and international members.

Conference and Workshop Attendance: The conference was well received this year as it continues to be considered one of the best training conferences of its kind where many beneficial member contacts are established. The level and variety of training opportunities the conference provides is well respected among its members and associates. There continues to be significant support to have both organizations combine their annual training conferences. We continued to offer certificated tracks in the "Fundamentals of Criminal Intelligence" and "Advanced Analytical Skills Training", and "Criminal Intelligence Supervision/Management Training". All three of these tracks were well received.

This year (the numbers in parentheses reflects the attendance in Phoenix/2015) there were a total of 798 (710) attendees: LEIU Members = 278 (245); IALEIA Members = 283 (231); Non-members = 111 (101); Sponsors/Exhibitors = 66 (49); Instructors = 34 (38); Staff = 16 (35); and Spouses/Guests = 10 (11). Although budget issues continue to affect many agencies, several agencies still sent representatives because of the good reputation, quality, and timely workshop topics, dynamic speakers, and overall organization of the conference.

Bank Cards Accepted: We continue to accept bankcards for registration fees and we continued processing the credit card payments through Square. Although we continue to pay approximately 3.5% when we process credit cards without scanning them, by using Square we reduce this to 2.75% when we process at the conference since we have a portable scanner. Additionally, this process automatically sends receipts to attendees saving significant time since we do not have to manually create and send receipts. Because of an increase in the waiting time for lines requiring us to process credit cards we will have a second computer tablet for use in Minnesota. We will also look for other ways to shorten this wait time.

Future Conferences: We need to continue to pre-plan the budget for future conferences. The budget environment, with so much still remaining unknown, remains our biggest issue. We have now booked the May, 2017 conference at the Radisson Blu Mall of America in Bloomington, Minnesota. All conferences have generated local support through LEIU member agencies and IALEIA chapters/members.

We continue to utilize an on-line registration process through a secure internet site. We also have instructors submit their workshop descriptions, instructor biographies, and registrations through this site. This has streamlined the processing of registrants considerably and assists us in receiving completed registrations in a timely manner. The site generates a confirmation letter negating the requirement to print and mail over 600 letters.

Comments or Suggestions about the Conference: We received numerous comments and suggestions about the conference. Those comments/suggestions are contained in the following detailed sections.

Evaluation Report Introduction

This is a course and instructor evaluation report for the LEIU/IALEIA Annual Training Conference held in New Orleans, Louisiana on April 25 – April 29, 2016. Attendees of the course were provided with a secure web location utilizing software from ***Survey Monkey***. The first portion of the evaluation dealt with the overall conference (registration process, conference staff, hotel, geographic location, registration cost, Awards Banquet, suggestions for future conferences, etc.). The second portion evaluated each presentation and instructor. The form primarily requested multiple-choice responses to specific questions and allowed for written comments. The allowable responses in the overall conference section were (generally): Excellent, Good, Fair, Poor, and Not Applicable. The allowable responses in the presentation/instructor sessions were: Excellent, Good, Fair, Poor, Very Poor, Not Applicable. There were 190 respondents who started and completed the survey.

Evaluation Report Summary

Generally, the attendees were very complementary about the conference, the staff, the program content, and the location (New Orleans, Louisiana). A few attendees (who stayed at the overflow hotels were critical of the hotel not being able to accommodate all attendees. Specific to the conference, some attendees made comments on the awkward layout of some of the rooms (making screens difficult to see), the cold temperatures in the classrooms, and the morning food/refreshments running out quickly. Approximately 50% liked the inclusion of the sponsor training during the regular sessions. The overall conference evaluation received an average of 4.3 (4.5 in Phoenix 2015) out of a possible 5.0. There were some comments that will help us in the future.

We did not include Mike Bazzell in this list since—by himself—he was the top two. Instead, we chose to focus on those workshops below his ratings. After Bazzell, the top 5 presentations—2 tied for 1st and 3 tied for 2nd— were:

1. Greg Armes: ***Omar Shafik Hammami: Alabama to Al-Shabaab***
   Jerry Ratcliff: ***The Harm of Violent Street Gangs***
2. Jennifer Lamoure: ***Increasing the Value of Intelligence in Local Law Enforcement***
   James McBride/Julie Sercus: ***Human Trafficking***
   Foria Younis: ***ISIS/Foreign Fighters and Emerging Threats-2016***

This is very close to the response to the question: "Which Presentation/Workshop did you enjoy the most?" However, this section provides a breakdown of the top five courses based on average scores received.

Summary of Responses

Overall Conference Section

Evaluation Methods: Where appropriate, attendees were instructed to complete the online survey instrument rating each listed component in the overall conference using a scale of: Excellent (5 points); Good (4 points); Neutral (3 points); Fair (2 points); and Poor (1 point). In order to determine an average for each component all points were added together and divided by the number of responses provided—giving an average rating. In some cases-where there are only yes or no answers or the response only required comments-there are no average ratings. Additionally, as another perspective, the evaluator provided the percentage of responses that were in the "excellent to good" categories.

1. ***Rate the Online Conference Registration and Confirmation***
    Average Rating = 4.5
    Excellent/Good = 85%
    Representative Comments: *Everything was simple and easy to use. *The app was awesome. *Registration took over an hour. *Very convenient and easy to use. *I got distracted in my travel preparations and forgot to actually complete the registration process. Thank you for being accommodating and registering me on site. *Registration was confusing between being a LEIU or IALEIA member/non member and also with the one day OSINT training and regular conference. *Difficult to find upon arrival. *Had a few issues paying with PayPal but overall good. *I had trouble with the online registrations; could not confirm whether my credit card was charged and was afraid it had been charged twice. *My agency registered me

2. ***Rate the Helpfulness of the Conference Staff***
    Average Rating = 4.6
    Excellent/Good = 93%
    Representative Comments: *Everyone was very informative and had a great attitude. *Helpful and a great way to be introduced to the experience. *The staff were fantastic. *I'm thankful that there were so many people around to ask for assisstance that knew a direction to point people. *The staff at the registration table were not helpful. They were friendly and courteous; however, they did not provide an itinerary nor did they know many details about the conference. *Very helpful fixing problem with the app. *I asked to be connected with a few people during the conference and the staff at the booth made no effort to help me find them. *Very professional bunch of folks that were helpful throughout the conference. . *The staff at the conference registration counter were not very friendly. I felt like I was disturbing them and did not want to go back to ask questions. *One negative - I waited to pay my registration fee until the day I

arrived and checked in to the conference, and there was only one credit card machine available, and a huge line of people that were also in that line for other reasons...I would think for this size of a conference that would be a little more streamlined. *I love the staff overall, but the local staff who are recruited to help don't always have a good grasp of what's going on. At first they couldn't find my badge, and then when they did and I told them I was a vendor (sponsor) they took back the bag they'd given me. So I never got a hard copy schedule and was thankful that the app had a schedule. *I had one interaction with conference staff during the week - a person who told me that the conference wasn't open yet and that she couldn't tell me when I could pick up a badge. She was pre-occupied and rude. *Any time I had a question related to conference, no one would have an answer. They would usually in turn ask another person close by them and they usually didn't have the answer either. I would just think the staff registering people would have some knowledge of what was going on with the training.

3. ***Rate the Conference Hotel***
   Average Rating = 4.5
   Excellent/Good = 93%

   Representative Comments: *Really good !!!!!!!!!!! *great amenities and location! *Beautiful accommodations, great location. *The hotel was in a good location and the conference rooms were very suitable to handle the large crowd in attendance. However, it was awkward for those attendees that had to stay at different hotels, and the hotel itself was extremely loud. *It was nice that the hotel had places to go - especially when it was raining - other than the bars and the restaurant. It was also nice that the location was within walking distance of popular "attractions". *Not enough rooms for the conference. Too many people had to stay in other locations. * It worked for hosting the conference, but the hotel was unprepared or unwilling to allow all attendees to be able to stay there. I was one who didn't stay there and it was somewhat problematic walking to and back due to my back problems. *The location was ok, but train going by various times of day and night was very disruptive. *Stayed at the Doubletree which was just okay, a bit dated. *The room was very small

4. ***Rate the Conference Facilities***
   Average Rating = 4.5
   Excellent/Good = 93%

   Representative Comments: *Clean and spacious *Lots of room. Close to downtown-walking distance. *The downstairs classes during the break outs had odd placement of screens that were incredibly difficult to read. The presenters also had audio difficulties. For those of us who had computers and smart phones, it would have been nice to have a facility with more options to charge devices in classrooms. *This was actually one of the best conference facilities I have visited. And, as this training conference grows is numbers, this location will definitely be apt to accommodate the size. *Not enough food/snacks available before first session - always ran out *The lower level rooms, I believe just due to their design, were sometimes difficult to hear the presenter and see the materials on the

screens. *We were confused trying to find the conference room. Hotel staff could not help us. *Quickly ran out of water in the conference rooms, rarely had enough coffee available and would have been nice to have some healthy choices of food and snacks. *The lower level rooms, I believe just due to their design, were sometimes difficult to hear the presenter and see the materials on the screens. *My only negative is that if you arrived at the morning sessions even ten minutes before the start, there was no caffeinated coffee or food available. And during the snack times, hundreds of people were bottlenecked trying to get into the exhibitor room (I assume that was done so people would actually go in there) for food, which, would run out in short order. When you could get food, it was delicious, however.

5. ***Did you stay at the Hilton New Orleans Riverside?***
   Yes = 77%
   No = 23%
   Representative Comments: *DoubleTree for overflow. *OMNI Hotel *Great check in process and being at the host hotel made things very easy *Was too late then jumped the gun and booked alternate accommodation before other hotels were made available. *No rooms available at the conference rate when I tried to make a reservation. *Stayed at the backup Hilton hotel just walking distance. *Hotel was great. *Loved it. *Very nice place - easy access to everywhere. *Better coordination on the dates when there are extra classes prior to the conference- see below

6. ***Please Rate the Location (New Orleans, Louisiana)***
   Average Rating = 4.4
   Excellent/Good = 86%
   Representative Comments: *It was a great location...lots to do in the local area in addition to the conference. *Love New Orleans, great location. I am looking forward to traveling to New Orleans on my own time. *New Orleans is pretty much a party town and little else to do, especially if you bring a spouse, or family. *too expensive for state employees. *What a great city! With so much culture and history behind it. *I LOVED this location. The people were so friendly, there was plenty to do and explore after the conference. The food was amazing. Just a great place. *This is an amazing city I never would have been able to visit had it not been for the conference there. Thank you. *There were some things I did not like about the location, but there will always be some things I do not like about conference locations. The hotel, though, was a great choice. *Please have it here again!! *New Orleans was dirty and unpleasant. *Not crazy about New Orleans. Too hot, too dirty

7. ***Rate the Overall Quality of the Conference***
   Average Rating = 4.3
   Excellent/Good = 87%
   Representative Comments: *Speakers and topics were top notch as always, exception was DHS I&A, otherwise great job. *Excellent conference, Michael

Bazzell was a wonderful addition to the conference *The conference was very good in spite of the location. *I enjoyed the topics and the networking. *The core presentations are not long enough. Often, 1.5 hrs is not enough time to really cover important information. *Would have preferred a wider range of LE issues, such as counter-fraud, or use of Bitcoin (and similar) to facilitate criminal activity, etc. *I thought the "track" courses were poorly advertised, the "unit supervisor" classes ended up being about the same legal topic training I already have to take as a mandatory part of my job, and setting up a brand new intel unit which did not apply to me. *Would have less repeat sessions - need more variety *I liked that sessions were offered different time slots on different days. If I missed one, then I was able to catch it the next time. *A lot of good information, sometimes difficult to take notes and info on APP disappeared. *I appreciate that this conference is geared towards analysts. I wish there were fewer classes that are provided by venders. I picked one not paying attention and regretted it. It's difficult trying to read everything on an app, and not having a paper version. My phone dies fast... *Understanding that the conference is only as good as your speakers... The quality of the event was good. I have some critical comments, though. *I would have liked more breakouts involving fraud investigative techniques (procurement, kickback, contract, bribery, bid rigging, etc). *I was disappointed with some of the presentations. The subjects were spot on, but it was not revealed until the end of some of the presentations that you needed a particular software program in order to activate some of the investigative tools. I found some presentations to be mere sales pitches. We do have some of the software in our fusion center and it would have been ideal, had the vendors included the name of their product, so we could identify what is relevant to us. *I only attended the Sunday OSINT course, which was the best I've ever seen. *The conference offered some great lectures and presenters *I felt a lot of the conference was too big picture. I wish there was more I could have brought back to my department to use right away.

8. ***The Conference Registration Cost was Appropriate***
> **Strongly agree/somewhat agree = 72%**
> **Neither agree nor disagree = 23%**
> **Disagree somewhat/strongly disagree = 5%**

Representative Comments: *The conference was right on track with other like conferences. *Too expensive for the lack of sessions. * Too many repeat sessions. *This is actually between agree somewhat and strongly agree. Compared to other conferences I have attended, the cost here was reasonable. *As a Canadian Attendee that registered quite early there was no real benefit or discount for registering early and the exchange rate made it quite difficult to convince upper management of the value in the conference at that price. *It's very costly, as a state agency, to send more than one analyst. I would love to send more...flights were cheap and they could share lodging, but the conference fee was prohibitive. *I feel the value is in the sessions that give you a tool to take home with you. I didn't get as many of those as I had hoped I would. *The registration and hotel cost can be reduce to allow more Foreigners and self sponsors participant.

*Considering the relevant Australian conference will cost me twice as much, it was great. *Not sure what you are asking. If you are asking if the cost of registration is appropriate then I would say, agree somewhat. *I like that it has remained the same price over the years; and enjoyed having the option to pay for Bazzell's class (which I took full advantage of).

9. ***Did you Like the Inclusion of the Sponsor Training during the Regular Sessions?***

        Yes = 51%
        No = 13%
        No Opinion = 36%

Representative Comments: *minimal inclusion is preferred. *ESRI set a good model by not making it too much of a sales pitch and provided useful information *Maybe make it more clear that the training will be for certain products. *Sales pitches do not add training value. *While the sponsors are important, I think the sponsors should be able to showcase their platforms, but should be done with actual customers....this would allow some use techniques to be showcased and may prompt better questions for the vendors. *I enjoyed some of the Sponsor training sessions, but others were somewhat unimpressive. For example, I was excited to take the Automating Excel session, but the instructor kept focusing on the fact that people were sitting in the back of the room, so it made the training less enjoyable and distracting *The 3 sessions which my colleagues & I thought were the least good were ones presented by sponsors. I didn't realize that a sponsor was doing the FR one, and thought its length could have been cut by half. I was also surprised that it was scheduled for 2 hours - the longest regular session there was (I think). *much appreciated. *Most of the sponsor training was excellent. i2 could have been much better. *It'd be better during case studies presentations. *I'm sure it was helpful for some who may be looking for additional software/tools, but I did not attend many of them.

10. ***What Other Exhibitors Would You Like to See Represented at the Conference?***
Representative Comments: *was just right good mix of ALL *Reps from Phone companies to explain phone records *IBM *More open source type training. *The Bazzell class before the start of the conference was great. *I like being surprised. *NICB, FinCen *NW3C, Search.org, Traffic Jam *OSINT *Penlink, Palantir, USIC teaching Intelink *How about speed mentoring? 15 minute session with an analyst or manager. Mentors chosen according to various backgrounds or expertise (which they list). people sign up for appointments and can have a 15 minute conversation. *TLO, Clear Thompson Routers, Social Life Raft, Digital Stakeout, other Social Media Monitoring Companies, RISS, HIDTA, Fusion Center Table *I would like to see more applications or vendors that have free software/utilities that would benefit Intelligence Analysts (obviously understanding that there would be an pay for upgraded features or support, etc). *IACA *Tableau

11.   *Did you attend the Thursday Evening Awards Banquet?*
        Yes = 57 %
        No = 43%
   Representative Comments: *Great food, great presentation. *Great award ceremony and the food and band was great! *Great job to those who set up the conference and the banquet. Thank you *Fantastic *I liked how it moved through the awards swiftly, great food, great service from the staff *It was okay. The entertainment was a little weak. *Amazing food. I took a little of everything and it was out of this world. *Excellent meal and service and music was fantastic. Disappointed that people did not at least try to dress up with shorts and t-shirts seen. Also people ate and left. A networking opportunity lost. *I tried, however there was not enough seating or tables, and there was only one food line so it took a long time to get food. I ended up not staying or eating since there was no where to sit. *The band was great! Our group stayed to the end and thoroughly enjoyed the music *Excellent, I enjoyed the layout much better than the previous year in Arizona though I think the buffet is time consuming and confusing at times. *Thursday night is difficult seeing as how many people that attended the conference are doing their last second "site seeing." If you want to increase your attendance, I recommend holding the event earlier. *Maybe have the banquet be an optional item with an additional fee for future conferences.

12.   *Please rate the Awards Ceremony*
        Average Rating = 4.2
        Excellent/Good = 48%
        N/A = 45%
   Representative Comments: *The food was exceptional as was the entertainment. *It moved along fairly quickly yet still gave the award recipients the recognition that they deserve. *Choosing by alphabetical order was good. *Was disappointing to see so many people leave before the band had even really started playing. The band was pretty good and maybe next time they should get to play a little before awards and dinner as well as after. *I am glad I attended *Not necessary. *All worthy recipients. *I didn't attend but I heard it was really nice *From what I remember (5 weeks ago! Survey right after might be better), the awards were given first before dinner - everyone was just waiting to eat. Maybe give awards after dinner (and perhaps with a drawing or something like that to keep people)? And a bit more description of what the awards were for would be good.

13.   *Please rate the Awards Banquet (Food & Entertainment)*
        Average Rating = 4.3
        Excellent/Good = 52%
        N/A = 36%
   Representative Comments: *The food was good. The entertainment was very slow in setting up and did not hold the audience. *The food was incredible.... *It was unfortunate that more people did not stay around for the entertainment which was excellent *Band was not that interesting to me so I left early *Inclusion of

African Dishes could had more value *Food was good, but we were one of the last tables up to the buffet line...they were out of salads and the non Louisiana types foods that some (obviously lots) attendees don't like *The waiters were not very attentive, they did not come around to refill drinks or clear plates very quickly. There was also a problem with our table not being properly told when to go to the buffet. The food was fine throughout the conference. I think the entertainment would have been more well received as part of a social hour with standing room and cocktail service, it is kind of odd to expect attendees to sit at tables and view a concert after dinner, unless it is truly a headline act. *Wasn't a fan of the musical entertainment...I understand the reason for it being in New Orleans, but our group ventured out several of the nights and found amazing music throughout the city, so I enjoyed the local atmosphere music far more than a banquet room. I think you should stick with comedians, magicians, etc. Something a little more interactive for a banquet-style event. *Food was good, but when you are one of the last tables to get your food, the food was cold and they ran out of food that they were not replacing. So that sucked *Too bad more people didn't stay for the great band. *The food was great-one of the best dinners provided at the conference-great variety and plenty available. However, I did not feel live music was the best choice for the entertainment. The music made it difficult for conversations at the tables. *Great food and good music. The table we sat at was the very last to be able to get up and get our food. By the time we got our food, we were starving and we had to wait for some items to be refilled

14. ***How Did You Hear About the Conference?***
> **IALEIA Website/Mailing = 61%**
> **LEIU Website/Mailing = 28%**
> **From Phoenix Conference (2015) = 8%**
> **Conference Flyer = 4%**
> **Intelscope = 0%**
> **LinkedIn Group = 0%**

Representative Comments: *Co-worker *Atlanta Conference *IACA *Our Criminal Intel program sent out a notice *Other attendees who attended the conference in the past. *Agency *IALEIA email , and an email from Bazzell *Supervisors recommended *Speaker Foria Younis *Other analysts from the fusion center / FIAT training *PLUS, Chuck (LASP) called me to tell me and suggested I attend, by the way, CHUCK and staff were AMAZING hosts and should be recognized for their fine tuned portions to make this a GREAT success *I work with Brian Gray and he is a Chairman *in industry 10 years as a vendor

15. ***What Did You Most Like About the Overall Conference?***
Representative Comments: *I was able to attain certifications at the Conference. However, have only received one of my three certificates. *enjoyed it all....great job! *Michael Bazzell, the phone app *Most of the presentations, networking-meeting analysts from other locations/countries *Location, more than one track of training offered *The classes *great location, well organized, interesting topics *Well organized, topics were great, speakers were

knowledgeable *Networking, OSINT, Some of the sessions *Diversity of speakers/presentations. Option to attend OSINT full day course *Material/resources....* I have been in INTEL for 12 years. I thought the case studies were excellent. This was my first LEIU conference, I could not have been more happy *It was very organized, like a well oiled machine *The quality of the presentations and the speakers. The certification streams *I thought the fact that law enforcement from all over the world were in attendance was pretty amazing. To be able to share experiences, and cover such a wide range of topics, and further, to be able to choose our own individual sessions, made this conference one of the best I have attended in my career *the networking and the Excel class *I am somewhat new to the world of Intelligence, and I liked the validation in hearing different cases/work flows. Great opportunity to measure my progress and understanding of the Intelligence Community. I also really like the App that was available on the phone to schedule your meeting and contact other participants *Great location for a conference, the hotel was close to activities and restaurants. Everything was walkable. *Location, good exhibitors. *I liked the app which helped me work out my schedule. I liked the open source class the best. *Variety of class choices to attend *The caliber of presenters: Foria Younis, Jerry Ratcliffe, the analysts from SOs who talked about re-org'ing their analyst unit as well as tracking sex traffickers via social media, the OSINT guy *Two of the keynote speakers were very good. *The workshop selection was very good, good quality speakers, the set up of the class schedule was good. The app was awesome!

16. ***What Did You Like Least About the Overall Conference?***
Representative Comments: *It was all good. *Some workshops didn't have a microphone and the slamming of the doors when people were entering and exiting the classes *Some of the presentations could have used some work. I attended classes to fulfill requirements for both Analytical tracks, but didn't receive anything documenting that.* Presentations not long enough. *Many of the course titles really were not an indicator of what was really going to be taught. This was especially true of the some of the classes required for certificates. *Everything was great. Hotels were pricey, but not much the conference could do about that! *Too much emphasis on human trafficking *The morning snacks *The lack of sessions to choose from - not much variety *Wish some courses had been offered more than once or twice only. Security was VERY much lacking at the conference, and many did not appreciate the fact the conference and its information was public knowledge to anyone visiting the hotel. *Shockingly I found the social events somewhat under-attended, likely due to the cost of the drinks being quite expensive and people wanting to get out and see New Orleans. *the exhibitor set up in the ballroom with the food breaks was a mess. Very congested and it was not conducive to getting to talk to the exhibitors. I would have liked it if they were in the area in front of the ballrooms and down the halls. Traffic would have flowed better. *The registration cost. *Some of the rooms were poorly set up to enable a good view of PowerPoint presentations from the entire room. *I would like to be able to get the attendance roster in a

downloadable excel spread sheet. *cost of everything at the hotel, distance of rooms to conference, overall lack of hospitality provided by the conference *Entertainment at the banquet *The dry presenters. I don't know if these people are seen by the board prior to presenting, but there were some, and it was rough keeping focus during their presentation. *Some of the material was redundant. This was first conference since 2008 and some of the Intel material seemed the same as the last time I attended this conference. *NOT BEING ACCOMMODATED AT THE HILTON RIVERSIDE HOTEL *The geospatial analysis by the professor was absolutely useless. He was very impressed by himself and didn't provide any useful information *I would like to suggest next year to have different Sponsors present. Perhaps one of the investigative tools vendors such as Dataminr, Geofeedia, or Media Sonar. *I was very disappointed in the quality of several of the sessions I attended. I found the conference very American centric. *Some of the workshops were too full to attend. *I didn't love the location... but that was just a personal preference. It took nothing away from the conference itself. *The poor wifi connection and the problems with the conference app conference. A really good idea that needs to be reliable and accessible. *Vendor presentations. *I tried to come in for the OSINT, but the hotel was not allowing gov. pricing in the beginning. Better coordination at the start would be good. By the time I could schedule, funding was already done and we missed it. *Geospatial Intelligence by Pottathil. *The lack of facilitated networking.

17. ***Which Presentation/Workshop Did You Enjoy the Most?***
Again, we chose to not include Mike Bazzell in this list as his presentations were mentioned as two of the top five. After Mike's presentations the top 5 in order of numbers of times cited were (2 tied for 4th):
1. James McBride/Julie Sercus: ***Human Trafficking***
2. Jennifer LaMoure: ***Increasing the Value of Intelligence in Local Law Enforcement***
3. Andrew Wright: ***Using Social Network Analysis Strategically to Combat Organized Crime***
4. Nancy Aguirre: ***Picking Up the Digital Breadcrumbs***
Greg Armes: ***Omar Shafik Hammami: Alabama to Al-Shabaab***

(Evaluator Comment --This question reflects a tally of the most number of courses cited, not a quantitative breakdown of courses based on average scores received.)

18. ***What Suggestions Do You Have for Future Conferences?***
Representative Comments: * Keep up the good work. Your conferences are very good. * I always find the presentations that are the most helpful, applicable, and interesting are the case studies and real life examples (ex. Omar Hammami) *Put more of an emphasis back on analysis. Many of the classes didn't even come close to discussing analysis or analytical techniques that aided or assisted in

complex investigations * Have networking events in the same room as the vendors, and don't open the vendor room early for sponsors *Invest in paid professional speakers for some of the tracks. More OSINT and add financial investigations as a track. Maintain the long breaks so people have time to network * Discussion by many attendees as to how speakers were selected. While topics may have been interesting, there were not very many polished/professional speakers... *28 cfr class needs to be redone. The instructors seemed not prepared and had trouble relaying the information. * I have none. * Less repeat sessions *Better security, coffee served throughout the day, have more snacks in the morning so it doesn't run out, have potential speakers send in a video of their presentation so there is a better description provided to attendees (some of the description did NOT remotely resemble the actual class which was very frustrating and felt like a waste of some class time. Also, some people did not seem comfortable presenting). Also, if there is going to be a presentation on a computer program such as i2, there should be more than one screen for viewers to see. The set up for that one class this year left much to be desired. * Overall the conference presentations were not marketed accurately. Many of them should have been marketed as "beginner" (e.g. cyber espionage, source recruitment, etc.). As well, little of the conference had to do with intel and the intel analysis process. The presentations mostly covered operations (e.g. surveillance, UC, etc.), but did not cover how links were made, how analysis was done, tools used, etc. This was reinforced by the fact that many of the presenters were police officers rather than analysts. Also, I think it would be best to have a theme as the presentations were all over the place and covered a huge variety of topics. Overall I did not learn much from an analytical perspective that would help me in my job.* Continuation of Open Source topics/presentation. * More classes relating to fraud/white collar crimes. * I wish that IALEIA could go to New York City. I would totally fight to go to that. I loved that we had the IALEIA app for the conference, but I'm shocked how many people didn't have smart phones or the app. Also, I would have liked a different way to get training materials than just the app. * I would love to see more of the departments showcasing (or providing) case studies and templates for others, including techniques. This could be cutting edge (or even failed) attempts to provide intelligence information to officers. * More law enforcement presenters. I felt that, especially the Geospatial Intelligence training, was geared toward a college student audience and not a law enforcement community. He reiterated many items law enforcement already knows * I highly suggest a cessation of using different colored badges to identify attendees who are not working for a law enforcement agency. The first year I attended this joint venture, it was like that. I did not notice until midway through the conference that there was a difference. This time, I paid attention and noticed something disturbing. Networking for the people branded with a different color badge creates a special challenge. I was not the only one who noticed. Another "other" noticed it as well. When there is no agency or company paying for your attendance at a training conference, and you're paying out of pocket - for everything...let's just say, it is rather frustrating when you have to overcome a "color" barrier to do proper networking. I should not have to qualify myself to

every single person I speak with because I do not currently work for an agency. And it is not just the attendees who are offenders of this bias. It also the conference staff. That I noticed right away last time around and this time. The other suggestion I have is that there be no more "law enforcement only" workshops. While I understand the reasoning behind the practice, it keeps people who may be working in that subject area (though may not be working for an agency) from receiving training from which they may benefit. That training may lead to valuable solutions that benefit law enforcement as a whole. Why would you limit the audience? If you do not already have one, I highly suggest you form a Geospatial Intelligence Working Group. While there were a couple of workshops/talks about the subject, the topic is lacking in law enforcement (generally speaking). I did not attend the pre-conference workshop, and after sitting through Michael's talk, I wish I had. I hope he will be available to do such a pre-conference workshop next year. * provide a true international perspective or at least do not restrict certificate courses to US content * Have just one day of long sessions for all members to attend (including the opening ceremony) and three full days of shorter sessions to increase the ability of members to attend all the sessions they want. * More violent crime based classes * A GOOD presentation on i2. The presenters that were there were like watching a vaudeville show. Very disappointing * Provide opportunity for certification exams at the conference and make the announcement available in advance so analysts interested in this opportunity may partake. * The session descriptions should have an experience level, so attendees know what they are walking in on. * Less of a focus on ISIS and more focus on other terrorist groups, as well as more innovative techniques and approaches by municipal agencies. * I would suggest having some sort of facilitated networking

19. ***What Topics/Speakers Would You Like to See at Future Conferences?***
Representative Comments: * Would definitely love to see Michael Bazzell being brought back for future conferences - he is a brilliant presenter! -More gang/organized crime-related topics. * Informant development and management. * Counter-fraud * Financial Investigations. Maintain Michael Bazzell as a presenter. * i2 tips and tricks from actual i2 trainers and users of the product. MS Access and Excel (more from Lenny) tips and tricks. * Have Michael Bazzell do a longer session - maybe a Part I and Part II? He had so much useful info, and was so entertaining! * More speakers on ISIS and foreign fighters returning home, updates on threats to the homeland, more on Internet privacy (like Bazzell's course). * OSINT , BOB especially the gentleman about the Intel techniques. * intel in the banking/financial sector * more social media topics and phones * This conference covers most, however, more organized crime such as cartel. *Development of intelligence capability, communication, ethics and influence in the briefing space. * OSINT guy, Jerry Ratcliffe, Foria Younis * I would like to see more of the case studies presented by analysts and to hear about their process and contributions * A live presentation by Jay Dobyns, author of "No Angels" and/ or a video presentation by Rene Enriquez, author of the "Black Hand." (Enriquez is in custody, but I was informed that his presentations are LES and

may be available on video). * I would like more federal partners to discuss methods of cooperation and ways to access them * More organized crime and gangs at street level activities by sworn officer/supervisor speaker. * More in depth information about NIBIN (ATF). * Perhaps less vendors and perhaps some nationally-known intelligence speakers. Authors, federal executives, etc. *I would like to see topics on civil disobedience and strategies for bringing such events to a quick and relatively safe close. And how about speakers who discuss our lovely Northern Border as well as the Southern Border. I definitely would like to hear from the Tribal community. They seem to be near non-existent at these training conferences (not just this one, there are others). I would also like to see more geospatial intelligence talks - not sponsor product talks. I would like to hear from the military law enforcement folks. Their issues are interesting, and while they have many of the same problems that local agencies encounter, they are having to deal with mobile offenders. I know first hand that - at least in my area - the MILs want more contact and partnerships with local agencies, and I fully understand why. Oh, the stories I could tell...* Outlaw Motorcycle Gangs, or case stories such as Nancy Aguirre's "Picking Up the Digital Breadcrumbs"

> ***(Evaluator Comment – There were several comments about having Michael Bazzell back as a speaker.)***

20. ***Do You Plan to Attend the LEIU/IALEIA Conference in April 2017 in Bloomington, Minnesota?***

> **Yes = 36%**
> **No = 23%**
> **Undecided = 41%**

Representative Comments: * Depends on agency budget/approval. * I would totally go if my boss would send me again, but I already know he will open the opportunity to additional analysts (as he should) * Not thrilled at all about the location... * This was my first LEIU/IALEIA conference - it was great! * The location in unappealing to me, however I will send another analyst from my agency * I have been requesting this conference for several years. This year, it was finally supported, and two were sent. It is the first year our section has sent an Analyst to this conference. Upon my return, I provided my feedback, highly recommending that at least one Analyst be in attendance every year going forward on a rotation * Will be bringing about 8 other analysts with me * Not really a "booming" location * I hope the registration and hotel cost will be reduce to allow me to sponsor myself from Nigeria.

(Evaluator Comment – There were several comments stating it is dependent on the budget or the agency will send another individual from the agency.)

21. ***If You Could Change One Thing About the Conference What Would It Be?***
Representative Comments: * Request that speakers for the courses have had some experience in presenting at an event similar to IALEIA or before fairly big audience. * Would change the start time to 0900 hours *Have the hotel prepared to accommodate all attendees * The evaluations should be completed sooner. Too

much time between the class and request to evaluate them. * More pinpointed training opportunities. Some type of opportunity to collaborate with our international partners. * Lower the cost.* I don't necessarily appreciate all of the emails that I am getting from the vendors that were at the conference.* Provide better food choices. Breakfast is hard to get in the morning so maybe have fruit and mini breakfast burritos with the coffee and tea...brain food. * I think you have a pretty good handle on it considering the varying levels of analytical experience. * Get rid of the app.* No one attends Friday morning sessions. Waste of time. * Everyone receives the same badge color, regardless of who they do or do not work for. No more blue badges (or as I like to refer to them, the scarlet letter badges). * Making sure the technology of the presentations is ready to go in advance, especially for the general sessions. * I already made my suggestions known. If anything, I recommend to continue doing what you're doing. I loved the venue as well as the staff's hospitality. I do not believe the LEIU/IALEIA personnel get enough credit for their commitment to these events. * Don't share our email addresses with the vendors without our permission. I didn't like receiving numerous (sometimes duplicate) emails pitching their products. * I really think the conference is too long in duration. I think if you would shorten it by a day, you'd have better attendance due to people not having to be away from the office and home so long. * The banquet. I would simply not do it or make it cheaper. * I would want more handouts on certain lectures.

22. ***We used an Event App for the firt time this year and we plan to make enhancements for next year. This not only allowed us to "go green"—it allowed us to include the agenda, presentation summaries, speaker bios, sponsor/exhibitor links, hotel maps, city maps, and an attendee roster in a convenient location. Additionally, we were able to attach speaker handouts and the app allowed us to send "push notifications" and special messages. This gave us the flexibility to notify attendees of any changes to the itinerary and meeting notifications. Please tell us what you thought of the app.***

> **Average Rating = 4.5**
> **Excellent/Good = 85%**
> **N/A = 7%**

Representative Comments: *Best improvement overall *I've used event apps before, but this was the best yet - very powerful app and I loved the 'click' game! *The app was superb - very useful reference point and great for networking purposes! * There were a couple of little quirks, but overall, it was really helpful. * Used it constantly. Great app. *Many people including myself couldn't use the app because we have Windows phones. This isn't by choice, it is the choice of employers who don't permit employees to use Android phones for security reasons. Have a paper backup for those who can't use the app! * Compatibility problem with BlackBerry. Issue of using official email (blocked/limited) vs. personal email... * Loved the App. Great information, direction, etc...please do it again and props to the girl (my apologies on forgetting her name) that developed it and kept it updated...especially the requested changes mid conference... * Loved the Event App, it was perfect! * I really liked the app, I think this was a

great move. Made thing very easy. I would ask to be able to download the contact information to input into my outlook contact sheet. * It didn't always work * It stopped working for me on the 3rd day, losing all of my attendance records. The wifi was not strong enough to reach all of the conference rooms, and it was a different wifi than what I used in my room. I had to continuously switch back and forth, it became very frustrating. * I thought the app was an excellent idea!! It was so handy to have the schedule and locations on me at all times and not have to carry extra papers around. I also loved that you could keep track of your attendance through the app. * Didn't use it, but I thought it was an excellent idea * This was an awesome app. It made scheduling the day's activities much easier. What was a bummer was that it took a minute to figure out that the handouts, etc. were actually in the app. I do not recall if there was an app guide. Regardless, I was not able to download any of the handouts or roster of attendees, etc. So, if there is a way to access those (since the event is no longer in the app), that would be great. * I didn't use the app due to the possibility of metrics being collected. * Did not work for older version iphones. * I'm not very tech-savvy so maybe I missed this, but I often found myself looking for the right room for the presentation I wished to attend, and being late to arrive. Could the app include a feature to send reminders when your class is about to start and where it's located? * not an APP guy as I should be BUT really like a printed document. * The app updated on Wednesday and stopped working for me. Until Wednesday it was useful. * I didn't like having to request permission to join a network of people who probably didn't even realize that they needed to manually update their profile. Our profiles should have been taken from our event registration. * This was the first time I've used a conference app...it was simply the BEST! *people were able to rate speakers with no comments attached. I also noted that people would rate the speaker before they even started talking in some cases! This shouldn't be allowed

23. ***Did You Like Having N-DEx as an Optional Workshop on Monday Before the Conference Started?***

> **Yes = 26%**
> **No = 5%**
> **No Opinion = 69%**

Representative Comments: * N-Dex workshop has been offered for several years, maybe something different for 2017? * I would have like to attended this, but since my agency only paid for me to travel on Monday I could not. * Would have been nice to have more than one. * Topic was good * N-Dex is an amazing class that I went to in Phoenix. I think it should be offered in every city Monday mornings * should be part of the conference * I was at the open source intel training instead * However, we were advised when we checked in that it was by invitation only, so we did not attend. We would have liked to have attended to learn more about it, and only found out afterwards that we could have gone to the workshop

24. ***For Those Who Did Not Attend the Training Event Last Year in Phoenix, What Was the Incentive to Attend This Year?***

Location = 40%
Topics = 32%
Cost of the hotel = 2%
More budget for training = 57%

Representative Comments: * I was not a member last year and didn't know about IALEIA * It worked for my schedule, and the department started earlier in the budget process * Learn more about you * It was my turn. We send representatives from our office to every conference * I'm domiciled in New Orleans and saved my agency travel costs * Was told to attend...did not expect to attend * New to the intelligence field * Mmmm, New Orleans. Networking opportunity * Really, the incentive was that I needed to attend training. I attend at least one major training event each year. Since I do not currently work for an agency, it is important to me to maintain my skills and to know what is trending in the field * I did attend the conference in Arizona * all of the above and knowing we'd get the best from those guys in LA (chuck and crew) * Change in leadership - more receptive to allow analyst training

25. ***Do You Think Attending the 2017 Event in Bloomington, MN will be:***

Easier = 5%
Same = 70%
More difficult = 22%
Impossible = 3%

Representative Comments: * Agency budget/approval * Hard to say, a lot can change in a year * Travel costs to Bloomington will cost more and make it more difficult to attend the conference. I've already tried to price out airfare costs and it will cost my agency $200 - $400 more person to send them to Bloomington. * After this conference, I decided that I can get as much or more value out of our statewide conference, for less travel dollars expended and less required justification. I would allow others in my unit to attend in future years if they want to. * The cost will remain the issue. As a Canadian attendee the proximity is closer to Canada so the travel is easier but that typically isn't a factor in attending or not. I actually appreciate when the conference is in fun, new and unique locations (especially warmer climates) as it is an opportunity to experience new locations in the US that I typically wouldn't travel to * My agency does not always approve the cost of training for support staff. * Due to rotating analysts attending * I will not attend because of the location. And for question 28 - if I were to attend the conference, I would go to Bazzell's class.

26. ***If You Attended the Advanced OSINT Presentation on the Sunday Prior to the Opening of the Conference—Please Rate Mike Bazzell's Class:***

Average Rating = 4.9
Excellent/Good = 44%
N/A (did not attend) = 56%

28. ***If We Bring Mike Bazzell Back to the 2017 Conference in Minnesota to Present Another Advanced OSINT Class on the Sunday Before the Conference Opening—Would You Attend?***

Yes = 58%
No = 11%
Maybe = 30%