

COMMUNITY DESIGN TEAM EVALUATION SURVEY RESULTS

**By
Kevin Stead
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INTRODUCTION

Following are the results of two telephone surveys conducted between July and October 1998 to evaluate the Community Design Team (CDT). Both surveys focused on the team's first five visits. The first survey targeted people who volunteered to serve on one or more CDT visits; 42 responses were obtained from a target list of 58 names for a 72% response rate. The second survey targeted community residents active in bringing the CDT to their community; 20 responses were obtained from a target list of 28 names for a 71% response rate. The format of this survey results overview is simple -- responses are interwoven within the text of the telephone interview script.

CDT MEMBERS TELEPHONE SURVEY

Mr./Mrs.

Hello, my name is Kevin Stead. I am a graduate student at West Virginia University, pursuing a master's degree in public administration. As a requirement for the program, I am responsible for completing an internship. For my internship, I have decided to work with West Virginia University Extension Service's Community and Economic Development program.

It was my understanding that you participated in a Community Design Team visit in __[name of town]__. As a follow-up process, we have decided to conduct a survey intended to analyze the process, and make changes if needed. This survey is completely voluntary, and you do not have to answer every question. All responses will be kept anonymous and completely confidential. Would you be willing to take a few minutes so I can ask you a series of questions?

1) **Would you participate in a pre-visit briefing on the community studied?**

Yes	97.6%	No	2.40%
	41		1

2) **Did you request a copy of the community's application?**

Yes	64.2%	No	35.8%
	27		15

3) **Did you receive a copy of the community's application?**

Yes	78.5%	No	21.5%
	33		9

4) **Did the host families provide suitable accommodations?**

Yes	100%	No	0%
	42		0

5) **On a scale of 1-5, rate the quality of the information that host families provided about their communities.**

1	2	3	4	5
Little Inf.				Open Comm.

4 people responded with a rating of 3
20 people responded with a rating of 4
18 people responded with a rating of 5

Mean = 4.33
Standard Dev. = .642

6) **During the Friday sessions with community leaders, on a scale of 1-5, rate quality of information regarding the community.**

1	2	3	4	5
Poor				Good

5 people responded with a rating of 3
26 people responded with a rating of 4
11 people responded with a rating of 5

Mean = 4.142
Standard Dev. = .6

7) **Was there an adequate work environment provided for team efforts for completion of the presentation?**

Yes	100%	No	0%
	42		0

8) **Was there sufficient participation from the local community regarding the public meetings held on Friday and Saturday evenings?**

Yes	80.9%	No	19.1%
	34		8

9) The typical CDT visit lasts two days (48 hrs.). How long would you recommend the standard visit be in the future?

One responded that 1.5 days would be sufficient, while 36 said that two days would be sufficient or adequate. Finally, five people felt three days would be better.

10) Do you think the community(ies) that you visited needed the the Community Design Team services?

Yes	100%	No	0%
	42		0

Why?

- To provide a positive, fresh perspective on the community being studied so that they realize their community's potential.
- There was no public leadership in this community, which created hostility and dissatisfaction within the community. There are issues they weren't equipped enough to address.
- The expertise from the team helped offer suggestions and resources elsewhere.
- This community needed landscape design help.
- The CDT is able to give a "fresh look" to a community/ with professional people with specific backgrounds.
- Many of the items suggested by the team were needed by the community for a jump start of other ideas.
- Most communities need something to unite their community, and the CDT accomplishes this.
- They know there are problems, but having an outside expert reassures them and gives them new ideas.
- All these communities suffered a self-image that damaged their economy. They developed a feeling of giving up. Outside experts provide suggestions and they need help developing ideas.
- Help them see what they can accomplish working together, give them a vision or some ideas of what the community can become and replace the pessimism with optimism about the future.
- Most communities don't have planning staff to analyze their problems. Office staff deal with day-to-day activities; no forward planning work is done.
- They lack trust from each other, they needed a non-biased, no particular agenda to help build trust.

- Two reasons....1) many concerns with no implementation, 2) needed the expertise.
- Weston was a very depressed town with no local leadership and internal dissent.
- Grafton can use whatever it can get, especially ideas for what can be done on buildings and streets.
- These communities need professional outside guidance for direction and assistance.
- To improve the quality of life in a community.
- Each community had problems that are easily overlooked by members of their community that outsiders could easily address.
- Community was stalled and needed help motivating changes that were needed.
- 1) helps with organization and a great deal of value comes from a third party (neutral professional party).....energy is produced from this hope.
- Both communities didn't have the funds for a more complex plan, and this gave expertise for those communities.
- Technical advice is given where there is none before.
- New insights on old problems and a broader range of views.
- 1) Traffic -- aesthetics issues clearly matter. 2) Good entry point for West Virginia University Extension -- will lead to other help to downtown merchants, city government and like.
- Both needed to develop workable plans for dealing with parking and traffic flow problems as well as developing linkages with other areas in the county.
- Needed a spurt in a new direction; small communities sometimes get in a rut.
- All three towns needed help with developing and improving the image.
- Helpful to have someone with a fresh perspective helps community to gel; outside group works good together.
- Logan had traffic problems, and Grafton needed help with historical aspects.
- There was no direction in the community, and this gave them a road map at an affordable price.
- Its pulls together diverse interest with focus. This community needs focus and interest in other players within the community.
- They represent a small, forgotten pocket that has been underserved and no other source is available for planning efforts.
- There seemed to be no direction within the communities.

11) Should the CDT request that certain community stakeholders, representatives, and experts (e.g. local business leaders, planners, elected officials) make presentations at the Friday sessions?

Yes	100%	No	0%
	42		0

If yes, what backgrounds?

- County commissioners, city council, chamber members, economic development experts.
- Mayors, bankers, educators.
- They should present their future plans for business careers, and city overall.
- Children by themselves without their parents; children are key to group meetings.
- Political dynamics is important to learn in the meetings.
- People that are associated with important aspects of the community.

- Stakeholders are superficial and overly optimistic, regular people on the street would work great.
- As varied as possible.
- Significant landholders.
- EDUCATION, youth development and human services.
- Youth gives things straight to the point.
- Banking industry.
- One (1) large and one (1) small business.
- Children, work more with the elementary and high school and also the retired community.
- Religious community (Council of Churches).
- Health care industry.
- Agencies which relate to the problems the community is facing.
- More variety the better.
- Educators - involve youth but do not necessarily get superintendent of schools or principal or school board.
- Generally community leaders, but also your non-traditional leaders (ordinary people off the street).
- Case-to-case basis on the needs of the community.
- Community youth programs, and recreational representatives.
- Elected officials (agendas with elected officials not always the same with the community).

12) **What (if any) other professions should be involved in the design team?**

- Urban planners, community health professionals, water quality experts, tourism, environmental protection experts.
- Health care professionals, planners, traffic engineers.
- Accountants, community health experts.
- Other community members could be useful in other communities; try to get away from the University professors (prevents academic exercise), bring people from all over the state.
- Graphic/ interior design.
- Social psychology in areas similar to Logan.
- Seems pretty comprehensive now. Wouldn't change it unless a particular community has a special need that cannot be addressed by current team composition.
- Sociologist (many problems are social problems).
- Youth development specialist.
- Marketing majors.
- Adequate (well diverse).
- More economic development experts.
- Information technology experts.
- Historian and museum experts.
- If we are going to places where job creation is a critical issue, we need more people with practical experience organizing successful entrepreneurs in West Virginia.
- Public educators (primary and secondary educators).

13) Do you wish to participate in another Community Design Team?

Yes	97.6%	No	2.4%
	41		1

If yes, how many per year?

Sixteen said they could participate in one a year, 20 said they could participate in two a year, one person said three a year. Three said they could participate in four a year.

14) What changes (if any) would you make regarding the Community Design Team?

- More time to develop the report, and more time for research.
- Two-day visit is good, but a three-day visit is better; Saturday is rushed and there needs to be more student involvement.
- More focus on the downtown.
- Having a little more follow-up.
- Alumni meeting, Power Point is overused (this is wordy -- reduce to a panel presentation only), rehearsal for Saturday night so it is shorter. More publicity on the town meetings so there is more involvement (maybe in churches).
- Let team members know ahead of time who the other team members are and their respective areas of expertise.
- If presentations are to be done with computer use standard format & put someone in charge of standardizing and chopping of length.
- Before visit, there needs to be a meeting where we can review what is already present in the community (plans, etc.).
- Comparing two or more communities and where and how they are different, this will help reformulate our assumptions for each community.
- Saturday schedule was too drawn out and long, and I didn't like to stay in host families homes.
- More than one leader (two people with different backgrounds).
- Sometime on Saturday everybody get together to discuss what paths each group is taking.
- CDT needs concise information about the community before they get there. Certain amount of importance is placed on their opinion so it is critical they have an informed opinion. Community will place great planning on their recommendations.
- Commercial lodging.
- Team meeting before hand
- One more day to help understand the community.
- Local on the CDT.
- More advance information on sites.
- Someone to set up the technology and equipment that is used, so the CDT members wouldn't have to spend time on it.
- More detailed follow-up, build on from the initial CDT visit. There was little participation from the community on the follow-up. This community went back to the way it was before on our topics.

- Training on new team leaders, and a video record of the event.
- Copies of the First Impression program for community.
- Using the Internet for access for promotion.
- Steering committee is loose, needs more dedication, maybe assigned positions. There is no consistency; it is hard to tell the main people involved in the team.
- Getting preliminary information on the problems in the community.
- More flexible with the direction of the team; not so agenda approached.
- Particular area that a community stressed in the application process the Extension Service should try to get more than one person with specific expertise in this area on the team.

15) What do you feel are the most important aspects of the Community Design Team visit?

- The interaction within the community.
- Build support, and taking positive steps for improving their towns is so vital for small rural West Virginia community.
- 1) Reinforce their own ideas. 2) Spark interest in community planning.
- Dimension to the vision -- they don't understand what is going on in explanations, but on paper they see the validity of the process.
- Communication with the host families, and the togetherness on ideas and plan of action.
- Getting people from various areas of the state and other states.
- The closeness a community builds with communication and professionalism that is built. This is a learning experience for the community.
- Interdisciplinary team approach.
- Community interaction.
- The wide variety of helpful design ideas.
- Open communication on mutual problems and the solution of those problems.
- Team approach by the community and the team.
- Given the opportunity to visit the state, new to this state.
- Host families give information not on a professional level.
- Team meets new and interesting people -- 20 people take time, don't know each other for two days and produce a product for the community in two days.
- Get it together, work together and produce - good lesson for the community and maybe the team.
- Provides an invaluable experience for communities involved. Professionally challenging and stimulating experience given the time and other constraints.
- Interaction w/ variety of community members.
- Service to the community, sense to instill a planning culture in a community -- for economic development, there must be planning.
- The contact with community members, and what can be done by outside resources.
- Complex ideas and problems with educated solutions.
- Talking to people from a variety of backgrounds with many viewpoints to mull over the problems.
- Provided the opportunity for the community to talk and receive information from professionals.
- Opportunity the community gets to open up and give their interest out to the leaders. It is a catalyst to get the communication lines open in a community.

- Experience with host families and the tours of the community.
- Host families float ideas that couldn't have happened in a public meeting.
- Skeptical at first about the CDT, but the CDT gave information to some of these communities which they already knew and this gave affirmation; blessing from West Virginia University to the community is important.
- Citizen motivation on their community is very important.
- Establishment of teams is important, along with the community involvement.
- Anyway for community involvement to be strengthened.
- (Professional front) provided interaction between different professionals, and it provides interaction with small communities that is sometimes overlooked.
- The team/community interaction both formally and informally.
- The variety of diverse expertise.
- Should and has been tailored to communities' needs; provides hope and a catalyst for community development and provides a neutral third party viewpoint.
- Empowering the community is developed and direction is given.
- The easy contact the citizens have with professionals.
- Community input and working as a team with professionals outside my area of expertise.
- Interaction not only with host families, but also other people off the street to see their thoughts, ideas, and concerns.
- Catalyst for change in the community.
- Base information, such as comprehensive plans beforehand.
- Get the actively informed community involved.
- Get enough information before the visit.
- 1) Informational sessions (cannot do Saturday without Friday), 2) contacts with cross discipline with other professions.
- Diversity of the professions chosen to meet the needs of the community.
- This is only an outsider's look; the ongoing support, developing relations with other professions and finally the CDT process is action oriented.
- Shows the community the resources available at not only West Virginia University, but other resources.
- Involvement of local leadership in various aspects of community life. The interaction with students with the community.
 - Expertise that is brought together, which is unique in rural West Virginia. It focused on one topic in an intense two-day session.

16) Did you learn anything about West Virginia in your visit?

Yes	88%	No	12%
	37		5

If yes, could you tell me a little about it?

- Connections with other professions, history of Hatfields and McCoys, knowledge of the community from the perspective of the community, other than as a tourist.
- The varying attitudes within West Virginia, and the work with other professions.
- Learned about the terrain and the agencies in the state.
- There is hope at the grassroots, and a voice is crying for change.
- Varying lines of attitudes among different regions of the state, with different needs and desires.
- Was not aware of the psychological aspects in Logan.
- Mine wars in Logan area, landmarks, Hatfield vs. McCoy feud.
- Lifestyles of West Virginia, and the geographic differences between the northern and southern West Virginia.
- Being from the southern part of the state, I realized similarities and differences in people and problems.
- Many people in West Virginia have an inferiority complex (poor dumb hillbilly image), when it's really not much different. Lots of talent, knowledge and ability that the CDT tries to get to the community.
- Particularly about coal history and politics.
- Weak planning culture in this state, and the general deep values and mistrust in local government.
- Small town populations, customs, decision making techniques, and conditions.
- Local economies of those communities, schools, history, problems, and infrastructure.
- That they are at least minimally interested in providing diverse educational experiences.
- The widespread poverty in West Virginia.
- Local history and heritage.
- Politics and history.
- Perspectives on small communities.
- Development with this town over the years.
- The historic aspects of Grafton.
- That mountaintop removal is truly dangerous to the land and spirit. It is such a classic, visible, current example of how little people in the coal fields control their future. Planting flowers and fixing traffic in Logan is really a united intervention.
- History and politics of this region.
- History of these communities.
- Gave me a better understanding of small communities, my community, coal towns, historical aspects.
- More about the region, politics and the excitement in the state that wants to make change in a community.
- History of the locality and the importance of history to the community.
- There are highly competent people in small communities, but they lack structure.
- Community politics, community dynamics, community history, and cultural development.

17) Did you obtain any professional insights as a result of your participation?

Yes	90.4%	No	9.6%
	38		4

If yes, could you tell me a little about it?

- Knowledge of youth-oriented programs.
- The tedious approach to communities and their needs.
- How other professionals approach their problems and their techniques on the solutions to those problems.
- Not all professionals are professionals.
- What motivates West Virginia communities.
- Not taking things for granted from viewing these communities.
- How to work with a small town and the personalities from small communities.
- Historic preservation in communities.
- Cooperation among disciplines in solving complex social and physio-graphic problems.
- The dynamics involved with a group of diverse individuals gathering information, analyzing it, making recommendations and developing a formal presentation--all within a few hours.
- Talking with local business people outside a meeting session is very valuable.
- Lack of cooperation between education and business community is unfortunate.
- For me, getting out of the classroom and understanding the community atmosphere is critical for learning.
- The positive impacts on the diversity of the team.
- Realized what the state has to offer to communities.
- I learned more about my profession and the benefits we can provide.
- Complexity of the political process on a local level.
- Learning how to deal with the dynamics of small rural communities.
- Services provided by West Virginia University.
- Acquainted with other experts in different fields for future reference.
- Political dimensions of historic preservation and the factions that develop.
- Gave me a look at how much can be accomplished when a community wants and tries to work together.
- I learn more about design and historic preservation each time I go.
- More about the dynamics and struggles facing small communities that are overlooked.
- Historic backgrounds, buildings and the funding involved.
- Landscape design is so vitally important and sometimes in small communities, especially this community it would and did show things can not easily be done.
- Connections with different professions --- planning vs. pub. admin., planners vs. landscape architecture, etc.
- Dealing with downtown traffic patterns and problems.
- How to study different communities and their general needs.

18) Have you worked with the community(ies) as part of a follow-up visit?

Yes	30.9%	No	69.1%
	13		29

19) What suggestions do you have for keeping informed about developments that have followed from the CDT visit?

- Ongoing newsletter twice a year outlining developments, updates, Website(s) developed by the Extension Service.
- Staying together and communicating with the community.
- The team leader should make contact with the CDT, and someone should work with the CDT and the community to help develop more ideas so the CDT can be involved away from the community in a physical sense.
- Since we live across the river it is hard for follow-up.
- Maybe use the local Extension Service for closer follow-up with connection with West Virginia University.
- Receive an occasional memo/ bulletin about progress.
- Meetings bringing the members back together, e-mail.
- Should have some organized mechanism, possibly a designated Website where if an individual visited a community afterwards they could post their findings on the community to the Internet site.
- One/two-page quarterly newsletter or e-mail on what's happening in the communities visited, new people added to the resource pool, etc.
- Round table discussions to reassess what has been accomplished.
- Measure the success to see how we can improve.
- Community gets excited at first, but what happens afterwards???
- Clippings from the local newspaper was a good idea.
- Request a report from the community in 6 months, and 1 year.
- Contact points for the team members to call the community (community members).
- One year after, team leaders should summarize to all team members on what has been accomplished.
- Community invitation after a year for a community presentation on the changes outlined in the report.
- Brief updates.
- Someone designated to make and keep contact with all the communities and keep information moving or it will fall through the cracks if someone doesn't have the duty....this person should formally set up a follow-up process 6 months, 1 year, 18 months, and two years.'
- A CDT screen on West Virginia University Extension Service Web page about periodic updates.
- Working together as a high-energy team.
- Newsletter provided by your team and Web site. Each should give details on the progress of the report.

- Follow-up visit is so important, and all team members should get a notice. The recommendations that were offered and see if they are carried through and inform the members of the team about the developments.
- Someone from each visit should take the lead and stay in touch with the community on changes and relay that information on to other members of the design team. This person should be the leader of the design team or a person who has the most expertise in this community's problems.
- Extension Service should maintain a record of follow-up visits. I worked as a follow-up visit, but never reported to anyone from the Extension Service or the CDT.
- There should be community relations with other communities not associated with the CDT to help share information.
- Information sharing where people could give success stories to help share ideas across different communities to help foster new ideas in other communities. This may generate more information and feedback.
- The federal agency I work for has an office in Logan and I have sent copies of the report to this office to help and keep informed.
- More communication with team leaders about follow-up visits.

LOCAL APPLICATION COMMITTEE TELEPHONE SURVEY

Mr./Mrs.

Hello, my name is Kevin Stead. I am a graduate student at West Virginia University, pursuing a master's degree in public administration. As a requirement for the program, I am responsible for completing an internship. For my internship, I have decided to work with West Virginia University Extension Service's Community and Economic Development program.

It was my understanding that your community participated in a Community Design Team visit. As a follow-up process, we have decided to conduct a survey intended to analyze the process, and make changes if needed. This survey is completely voluntary, and you do not have to answer every question. All responses will be kept anonymous and completely confidential. Would you be willing to take a few minutes so I can ask you a series of questions?

RESPONSE CODES:

Poca/P = Pocahontas County

W = Weston

L = Logan

G = Grafton

LC = Lost Creek

1) How did you find out about the Community Design Team?

- Mayor
- Local resident brought up the opportunity at a town council meeting.
- Tygart Valley Development Authority.
- University mailing to the mayor's office of Durbin.
- First through the Community Collaborative, then further information from Alison Hanham when she gave a program for First Impressions.
- Phone call from the coordinator from the CDT.
- Through the West Virginia University Cooperative Extension, WVU Fellows program.
- Mayor of Lost Creek.
- First Impressions Program.
- I work for the Extension Service.
- TV news (WBOY), mayor of Lost Creek.
- Previous mayor had the idea and the town council evolved through the process.
- Farrel Coplin. (P)
- Local Extension agent (Sam Rogers).
- Charlene Marshall and Terri Cutright.
- Contacted by the coordinator.
- Mayor at the time.
- Gayle Ashbaker, who was mayor at the time.
- Municipal conferences at the state conference where someone from the state informed us about Scott Loveridge. (W)

2) **Did the CDT provide the necessary professional expertise needed for a proper review of the community?**

Yes	100%	No	0%
	20		0

3) **Did the CDT manual correctly outline each party's duties?**

Yes	100%	No	0%
	20		0

4) **Did the CDT meet your expectations?**

Exceeded	Mostly
Met	Far short

All 20 responded by saying the CDT **exceeded** their expectations.

5) **Was the application understandable?**

Yes	100%	No	0%
	20		0

-Was long and intensive. (G)

- A little tough to work on though. (LC)

6) **Our records show you had _____ team members. Was that.....**

Large Enough	Too Big	Too small
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Nineteen responded by saying the CDT size was **large enough**, while one responded by saying it was **too big** (Poca).

If too big or too small, what would be an appropriate size range? - 5-6 (Poca)

7) **Did the CDT provide the report within a timely manner?**

Yes	100%	No	0%
	20		0

-More copies would have been nice.

8) **Did the report provided to the community outline specific recommendations to the community?**

Yes	100%	No	0%
	20		0

- It was suitably vague enough to work with.

9) **On a scale of one to five, one being unrealistic and five being workable, what degree are the recommendations provided by the CDT obtainable and workable?**

1	2	3	4	5
Unrealistic				Workable

One rated the recommendations as 3, and 13 rated the recommendations as a 4. Finally, six rated the recommendations as a 5.

Mean = 4.25
Standard Dev. = .53 6

10) **Is anyone actively working on any aspects of the team's recommendations?**

Yes	90%	No	10%
	18		0

If yes, what aspects of the recommendations?

- Several recreation/tourism items and Durbin Trail Head, Widney Park Rail Trail, heritage items -- pursuing registering Durbin as Historic District.
- We organized a tax credit workshop and a landmarks commission.
- Depends upon the ability on the community to work hand-in-hand.
- High school teacher works with adults in the community to obtain their GED.
- Grafton conducted a Historic Tax Credit Workshop and reactivated the Landmarks Commission, building survey, working on logo of Taylor County, library getting additional computers, signage, looking at housing options, working with WVU on interns for projects, building inventory, Internet site.
- Bank Alley project. (W)
- Bank Street Alley complex. (W)
- Architects were wonderful and they helped out afterwards, working on the library. (LC)
- Street design (2 lanes now), change of traffic flow, city planting flowers, developed a plan for sidewalks. (L)
- Skate park, brick alleyway, and a free parking lot now. (W)
- North County Action Team, park improvements. (P)
- Currently working on putting the buildings in town on the historic register and working with the kids. (P)

- A local organization from the CDT was started, which works on items. The report is a vague road map, which is a good idea. The report was not written with step-by-step recommendations on what to do but gave us an overall idea on how to do things and we came up with the steps.
- \$55,000 grant on rails-to-trails, second meeting this week on the Adopt-a-Highway program; both came from the CDT visit. These would have never been established if not for the CDT. (Poca)
- All aspects in regards to merging them with Grafton's Revitalization Plans.
- Traffic flow, parking, city council has worked with streetscape. (L)
- Communication between factions. (P)
- Administration has changed, and they are not working on the report that I am aware of. (LC)
- Street design, side walk maintenance. Some issues in the community caused problems for 15 years and the CDT provided a catalyst to overcome these issues and move onto other ideas. The CDT provided success on difficult issues quickly. (L)
- We broke each recommendation into segments and currently working on each one. Worked on signage, image. We have a goal to implement 85-90% of the report. (W)

11) Were there any problems in arrangements with team members and host families?

Yes	0%	No	100%
	0		20

If yes, please explain.

12) What has been the most intriguing aspect of the CDT visit?

- People were motivated to positive thinking in the community.
- The dedicated follow-up and interest by many of the team members: Scott, Chris, Peggy, Rachel, and others.
- Meeting each team member. (P)
- Complexity of team members with various career backgrounds working together for a common cause.
- How everybody worked together, and the ideas were fabulous. Personalities of each member. (P)
- Ideas and inspiration to bring Weston back to life by working together. (W)
- The expertise that was available. (LC)
- Positive attitude that team members had, encouraging the community of its assets. (LC)
- To listen to local people and verbalize the community's problems effectively.
- The language of the report is cleverly written to make a point clearly.
- Having the opportunity to meet and work further with several members of the team. Seeing the enthusiasm of the young people involved the positiveness of the team toward our community.
- Putting a composite plan together in a short period of time.
- Ability to find people with superb professionalism to care enough about our and other small communities.
- How the CDT brought in experts for the team. (L)
- City council enacted this for change, and the outside assessment was fabulous. (L)

- Possibility of future projects coming from the networking of team members.
- Seeing different disciplines working together and cooperating. (W)
- The CDT became a part of the community during their visit. (W)

13) Would you recommend other communities to utilize the services of the CDT?

- A) Definitely Yes** **C) Probably Not**
- B) Probably Yes** **D) Definitely Not**

All 20 responded by saying they would definitely recommend other communities to utilize the services of the CDT.

14) Do you feel the value of the CDT's visit was worth the cost of the visit?

Yes	100%	No	0%
	20		0

15) Did the CDT process help open lines of communication within the community?

Yes	95%	No	5%
	19		1

- A few new people became involved but follow-up has been slow. The need is still evident for more people to share the vision.
- It helped focus on a need to address the problem.
- Made new friends. (P)
- City Hall in particular. (L)

16) What did you learn during the CDT process?

- Reassurance to ideas, and a few innovative ways for our community to prosper.
- A few people can make a difference, and motivating for change is tough.
- That other professionals view our community positively.
- Water flow needed in Thornwood.
- Didn't realize what the community had, but the CDT opened my eyes. (P)
- Some hard feelings came from this, not because of the team, but some communities were dwelling on it and not others. (Poca)
- Getting people together can cause disagreements, but there is progress. (P)
- The detail of the CDT visit was fabulous and the volunteer work was astounding. (L)
- Advantage of teamwork and cooperation and the importance of this. (W)
- More of the "positives" of downtown Grafton. Delighted that the team members are so willing to follow up and help in additional ways.

- Different ideas that came from the report and the visit to help make the town look better. (LC)
- Traffic flow problems in the community I live and a new respect for other professions. (L)
- Structure of the library from the architect. Helpful suggestions to the town. (LC)
- Realized that our community can change and beautify. New outlook on city. It gave us positives where there were negatives in our eyes. (W)
- It is encouraging to fight and keep the small things in the community. (LC)
- Getting people together and find out what people wanted.
- Each community does not stand by itself but there are professionals I can contact for help.
- Numerous things ... the most notable was that outsiders view Grafton as being on the move with a bright future.
- Learned more about the community that I never realized. These recommendations made us look more positively towards the community. (L)

17) What changes should be made regarding the schedule of the CDT weekend?

- None
- Not the CDT, but this community needed more work ahead of time to get the community involved. Maybe 2/3 of the team members can gather at the community a few weeks before to address ways to get people involved. People are afraid of the University in Pocahontas County.
- All public meetings need to be in the evening. The community leaders' presentations were excellent. (G)
- Maybe a mid-day arrival on Thursday. (L)
- Less pressure with the time schedule. (L)
- Try to work on getting the local community to attend the community meetings. This is such a vital part of the CDT visit. (LC)

18) What changes would you recommend to the design team?

- None
- Recording of brainstorming sessions to review when making final report so something does not get left out inadvertently. (G)
- Different focuses need pre-assigned leaders to gather information and data for their particular focus. (G)
- Don't believe the CDT should have as many students. (L)
- More specific ways these goals can be obtained such as funding and more people contact. This is not a problem, but it is difficult for small communities without a Chamber of Commerce to work on these projects; it falls upon the local businesses to implement the plans. (LC)
- Added emphasis on grant writing and the importance of this. (W)