

# **NANOG 2001-2004: An Analysis of Quantitative Meeting Survey Data**

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# About the analyst...

- Eight year Merit employee
- No knowledge of NANOG
- Recipient of 4 NSF research grants
- Extensive experience in mixed-methods research and survey design
- Doctorate in Education; Master's in Information Science

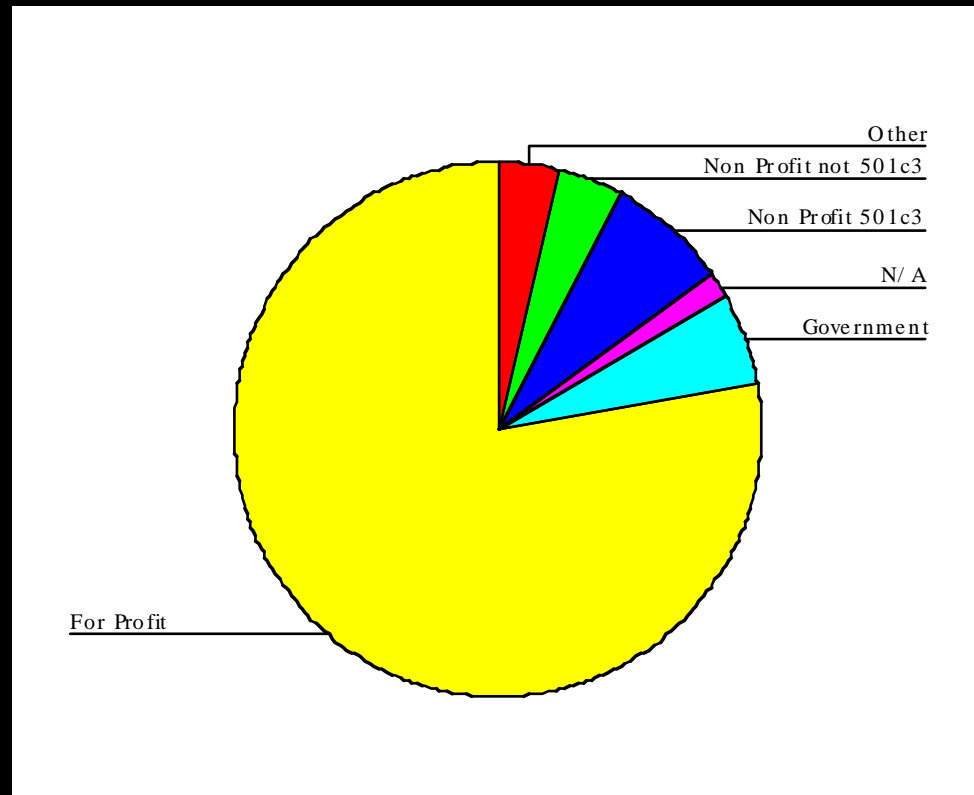
# Overview of Included Meetings

NANOG	Date	Location	Region	Attendees
22	May 2001	Scottsdale, AZ	8	602
23	October 2001	Oakland, CA	9	659
24	February 2002	Miami, FL	3	445
25	June 2002	Toronto, Ontario, Canada	CA	509
26	October 2002	Eugene, OR	9	505
27	February 2003	Phoenix, AZ	8	377
28	June 2003	Salt Lake City, UT	9	275
29	October 2003	Chicago, IL	6	529
30	February 2004	Miami, FL	3	488
31	May 2004	San Francisco, CA	9	584
32	October 2004	Reston, VA	2	592
33	January 2005	Las Vegas, NV	8	407

$\Sigma=5972$  (M=498)

# Who Attends NANOG?

- For profit organizations over 75% (78%)
- Non-profit and public orgs at almost 18%
- Other organizations include consulting, content providers



# A Deeper Look into Who Attends

Description	N	Percent
Internet Service Provider	1556	26.1
Equipment Vendor	1195	20.0
Network Operator	1102	18.5
Other	629	10.5
Education & Research	574	9.6
Software Vendor	270	4.5
Consulting	198	3.3
Content Provider	163	2.7
Government	108	1.8
N/A	92	1.5
Integration	49	.8
Network User	36	.6
Total	5972	100.0

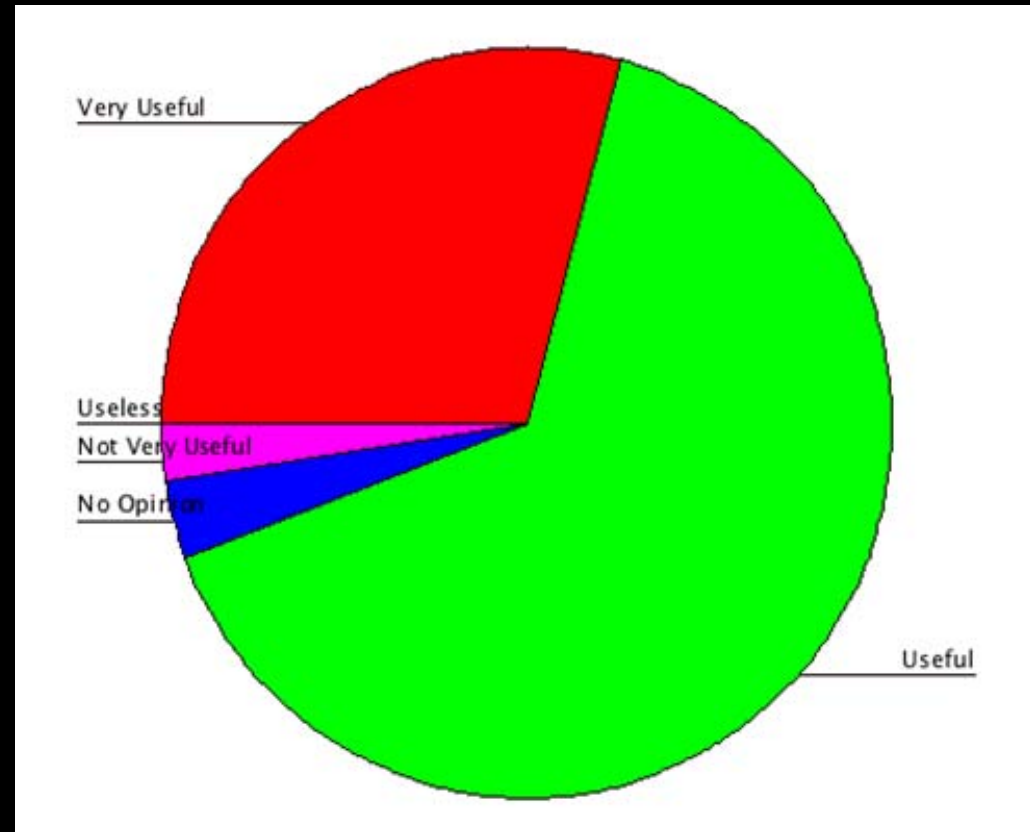
At least 45% of attendees describe their org. as ISP/NetOp

# Instruments and Methods

- Instruments can be seen at NANOG Web site
- Roughly same survey used for all conferences
- Unique questions open-ended and reserved for qualitative analysis
- Some concerns with labeling of Likert responses
- Response rate was average (~30% or ~1733)

# Overall Usefulness

- 77% (1336) answered question
- 91% rated Very Useful or Useful (1257)
- Less than 5% rated conference as Not Very Useful or below



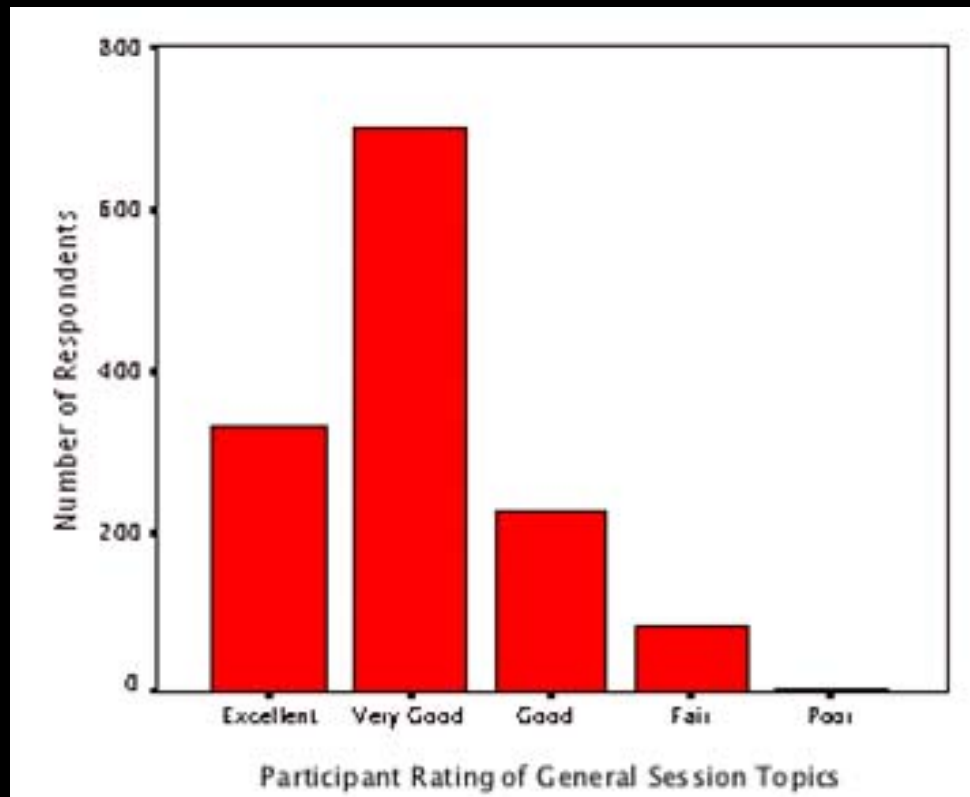
# What do returning attendees think?

NANOG	N	Better (B)	Same (S)	Worse (W)	N/A	Ratio B:S	Ratio B:W	Ratio S:W
26	181	45	50	9	77	1:1.1	5:1	5.5:1
27	161	44	68	2	47	1:1.5	22:1	34:1
28	83	11	34	8	30	1:3.1	1.4:1	4.3:1
29	193	46	64	3	80	1:7.2	15.3:1	21.3:1
30	177	25	63	22	67	1:2.2	1.1:1	2.9:1
31	170	40	67	11	52	1:1.7	3.6:1	6.1:1
32	193	33	79	10	71	1:2.4	3.3:1	7.9:1
33	120	17	53	18	32	1:3.2	1:1.1	3:1
Mean	160	33	60	10	57	1:2.8	6.6:1	10.6:1

For every person less satisfied with NANOG overall, at least 17 attendees are as satisfied or more satisfied than their last visit.



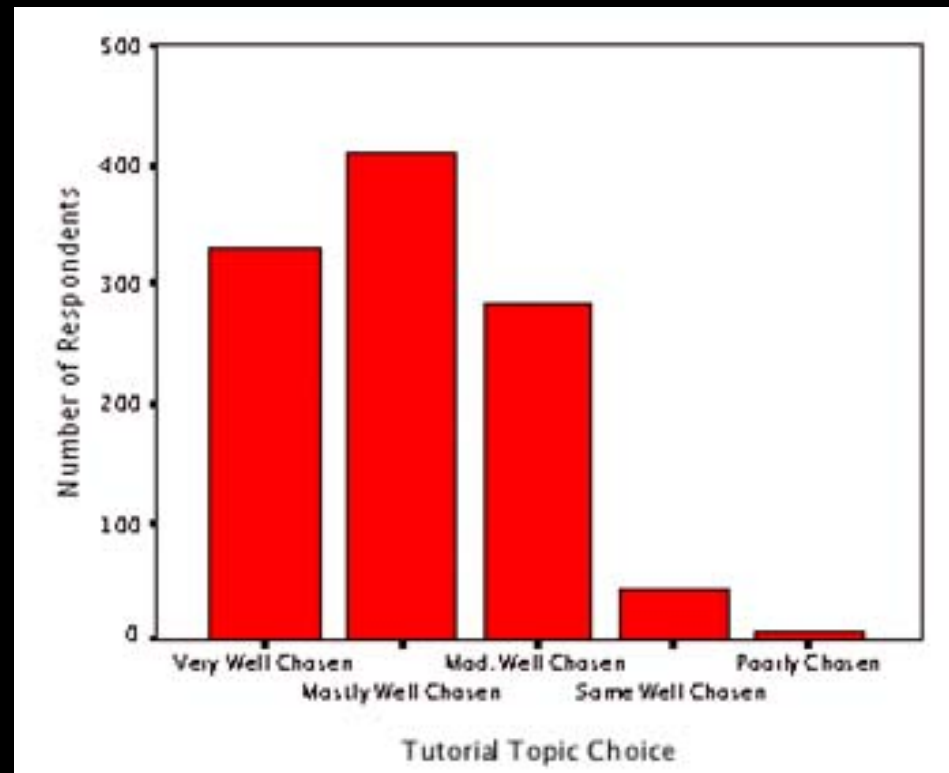
# The General Session



- 76% rated Excellent or Very Good; 7% Fair or Poor
- 78% (1356) answered question
- 71% liked the level of detail
- 74% liked the speakers

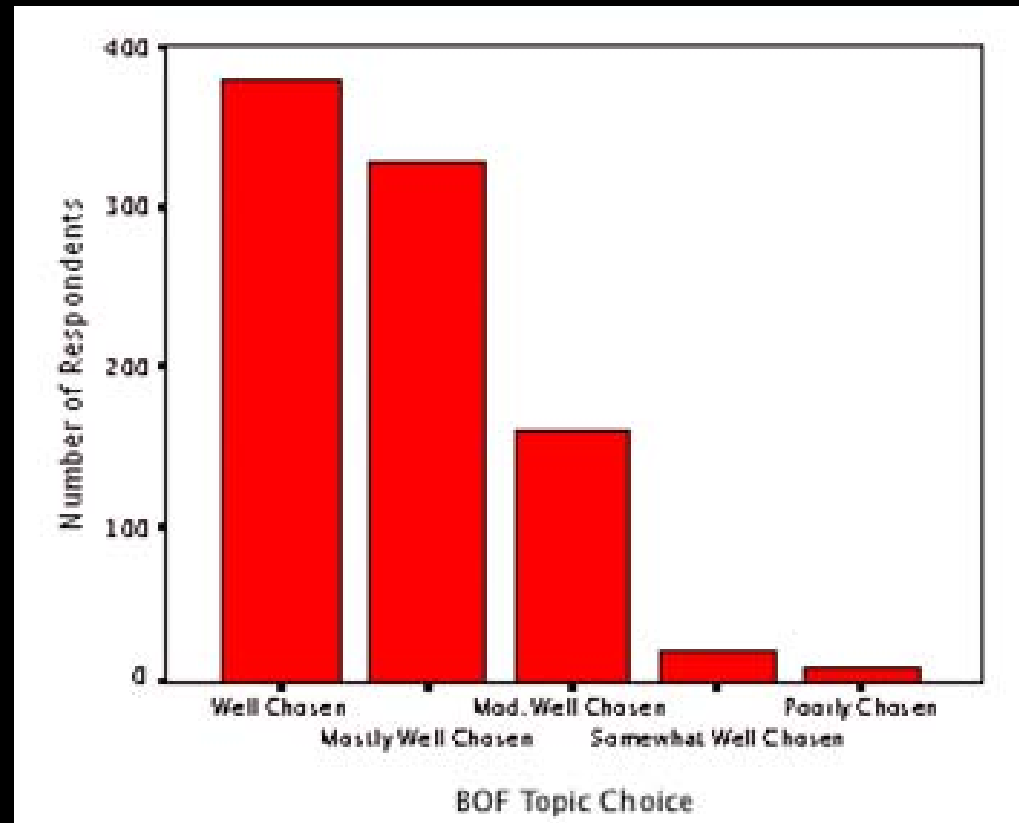
# The Tutorials

- 62% (1080) answered question
- 69% rated Very Well or Mostly Well Chosen; 5% Poorly Chosen
- 70% liked the level of detail
- 76% liked the speakers



# The Birds-of-a-Feather

- ~261 attended one or more BOFs per meeting
- 52% (897) answered question
- 79% rated Very Well or Mostly Well Chosen; 3% Poorly Chosen
- 78% liked the level of detail
- 75% liked the speakers



# In Conclusion...

- The NANOG meetings were very useful;
- For every attendee who found the meetings to be worse than previous years, many more attendees found the current meeting to be better than or equal to previous years' meetings;
- NANOG has been able to deliver consistent or improved meeting program each year;
- Topic choices, levels of detail, and speakers for the General Session presentations, tutorials, and BOFs were very satisfactory;
- BOFs were more popular than tutorials

# In Conclusion...

- The story:

The typical NANOG participant, who represented for-profit service provider or vendor on the West coast of the United States, was very pleased with the consistent quality of the topics, speakers, and level of detail available through the meeting program. This person was likely to return for future meetings.

# Next steps:

- Qualitative data are unanalyzed
  - Program team should generate research questions
- Community should support ongoing program evaluation
  - What data should be collected?
  - Who should do the evaluation?
  - How should feedback result in change?

# Questions? Comments?

- Contact me directly:  
mmardis@merit.edu
- Contact Susan Harris or  
Betty Burke
- Fill out this meeting's  
survey
- Participate in planning
- Go have a beer!



*Travel-worn Marcia at a bar  
in Sydney, Australia*