

Jackson Focus Group, 8/2/23

Attendees:

- CIS – Lindsay Frilling (customer)
- CIS – Bernadette Fuller (employee)
- CTAS – Kelsey Schweitzer (employee)
- CTAS – Casey Swift (customer)
- LEIC – Mike Pitts (customer)
- LEIC – Rodney Wilkins (customer)
- MTAS – Reynold Douglas (customer)
- MTAS – Kim Foster (customer)
- MTAS – Donald Pannell (employee)
- NCEL – Keith McGee (employee)
- NCEL – Steve Howe (customer)
- TLC – Eric Amos (employee)
- IPS – Macel Ely (moderator)
- IPS – Martha Kelley (moderator)

Overall Top 3 Issues:

- IPS agency websites need to be easier to navigate and simpler to find pertinent information (search engines need improving) (5)
- Making an IPS app available to external customers which would provide basic information that is frequently needed such as directory of contacts with areas of expertise, library access, etc. (This would prevent many folks from having to frequently reach out to their consultants during commission/council meetings to ask for this information) (5)
- IPS sponsoring regional meetings for local officials to meet, collaborate and hear about the services and potential opportunities available to their communities from IPS (discussing what is available from all six agencies) (5)

Nashville Focus Group, 8/3/23

Attendees:

- CIS – Rachel Powers Selbe (customer)
- CIS – Audra Pinson (employee)
- CTAS – Karen Paris (customer)
- CTAS – Melisa Kelton (employee)
- LEIC – Tim Eads (customer)
- LEIC – Clayton Williams (customer)
- MTAS – Carlton Cobb (customer)
- MTAS – Julie High (customer)
- NCEL – Trent Clagg (employee)
- NCEL – Lisa Hanner (customer)
- NCEL – Danny Sutton (customer)
- NCEL – Miriam Stein (customer)
- TLC – Jenny Rish (employee)
- TLC – Mal Wall (customer)
- IPS – Macel Ely (moderator)
- IPS – Martha Kelley (moderator)

Overall Top 5 Issues:

- Offer an IPS membership or subscription service with discounts to trainings and/services (7)
- Make IPS websites easier to navigate (i.e., iPad users) (6)
- Help increase community collaborations and capacity, especially in rural areas (6)
- Offer flexibility in the structure of work at IPS (6)
- Connect mentors with newly elected officials (6)

Knoxville Focus Group, 8/4/23

Attendees:

- CIS – Kathy Barber (employee)
- CIS – Lauren Longmire (customer)
- CIS – Gary Human (customer)
- CTAS – Tim Shelton (customer)
- CTAS – Kaley Walker (employee)
- IPS – Kristy Keel-Blackmon (employee)
- LEIC – Jeff Lindsey (employee)
- MTAS – Warren Nevad (employee)
- NCEL – Trent Clagg (employee)
- NCEL – Marcus Kennedy (customer)
- NCEL – Chris Thomas (customer)
- SMART – Jeremy Kourvelas (employee)
- TLC – Amanda Shappard (employee)
- IPS – Macel Ely (moderator)
- IPS – Martha Kelley (moderator)

Overall Top 3 Issues:

- Provide product presentations and promotions of various programs and services available to customers on a regular basis (7)
- Increase civic engagement among youth (6)
- Have more involvement with college students for future recruiting (i.e., expand internships) (6)