

Let's talk about the why

- There are many reasons you want to reach your community on behalf of your program and district
 - To gain support for your program
 - To raise operating funds
 - To raise awareness
 - To promote your district
 - To achieve the elusive intangible benefit of feeling good!

Let's set some parameters

- Anything you do... ANYTHING, represents your program and your community
- Anything you plan or publish sends a message about your program
- Members are your primary audience
- Community is your secondary audience
- The world is your target audience! (just kidding... maybe)

Let's talk about...

- Two areas we'll consider and evaluate today
 - Membership initiatives
 - Special events

Memberships

- Generally, there are two kinds of Main Street memberships
 - Businesses
 - Shops, restaurants, corporations, municipalities, nonprofit organizations
 - Private citizens
 - Individuals, families, etc

The big important "M" word

- Every program relies on financial support to build and grow
- Sometimes people give financial support just because they like what you do
- Some join because you represent a cause that is important to them
- More and more, people want to know "what do I get for my money?"

What do I get for my money?

Private citizens

Individual (\$20 per year)

- <u>Benefits:</u>
- Membership card and discounts to MSM merchant members
- Advance ticket sales for events
- Members only discounts on MSM events

Family (2 or more) (\$40 per year)

- <u>Benefits:</u>
- Membership card and discounts to MSM merchant members
- Advance ticket sales for events
- Members only discounts on MSM events

MSM Donor (\$100)

- <u>Benefits:</u>
- All above, and one complimentary admission to Root Candle Holiday Open House

MSM Supporter (\$200)

- <u>Benefits:</u>
- One complimentary admission to Root Candle Holiday Open House
- One complimentary limited edition Main Street Medina Holiday ornament (current year only)

What do I get for MY money?

Small Business Supporter (\$200-499 per year)

- <u>Benefits:</u>
- Membership card and discounts to MSM merchant members
- Discounted display advertising rates with The Gazette
- One month free advertising on Armstrong Cable local station
- Media relations support
- Discounted event sponsorship fees
- Free press release e-mailings
- Feature option for Facebook and MSM Website
- Advance ticket sales for MSM sponsored events
- Listing on Main Street Medina website

What do I get for my <u>big</u> money?

Main Street Medina Partner (\$500-999 per year)

- <u>Benefits:</u>
- All above and,
- Main Street Medina website link to your business site
- Inclusion in cooperative historic district advertising

Main Street Medina Champion (\$1000 and above per year)

- <u>Benefits:</u>
- All above and,
- Main Street Medina website link to your business site
- Business listed on homepage of Main Street Medina
- Inclusion in cooperative historic district advertising
- Business name included on all general published promotional materials

Here's the reality:

- Most members do not take advantage of their benefits.
- Consider those or that which you support
 - Do you attend meetings?
 - Do you participate in the events and activities?
 - Do you act as an ambassador for the group?

MSM Membership Initiatives

- Direct mail
 - 2009 and water bill insert
 - Goals of insert
 - Cost vs tangible and intangible results

Membership!

Become a Main Street Medina member and receive many perks!

- 10% off at most retail members
- Membership card for your family
- Membership sticker for your car window
- Advance notice of concert tickets
- Reduced Member ticket prices
- supporting and preserving the beloved square for generations to come!

Name

Mailing address

City, State, Zip

Phone

Email

\$40 family/indiv. \$200 MSM Supporter \$500 MSM Partner \$1,000 MSM Champion

_check enclosed __cash enclosed

Please call Main Street Medina at 330-952-0910 to pay by credit card.

> Please send payment to: Main Street Medina 23 Public Square, Suite 220 Medina, OH 44256

info@mainstreetmedina.com or www.mainstreetmedina.com

Mark your calendar for these upcoming Main Street Medina events around the Square!

May 21, 2009 Open For Business: Business Recruitment open house

May 30, 2009 3rd Annual Chalk Art Fest & Asian Martial Arts Demonstration

July 19, 2009 "Find Picasso's Paint Brush" Scavenger Hunt

Aug. 8, 2009 Historic District Sidewalk Sale

Aug. 29, 2009 Medina Cultural Heritage Day

Sept. 12, 2009 World Tour of Music: Scott Skiba, baritone American Songbook and Broadway favorites (at Broadway Hal)

Sept. 17, 2009 Open for Business: Business Recruitment open house

Nov. 7, 2009 World Tour of Music: St. Petersburg String Quartet, (at Broadway Hall)

Nov. 20-22, 2009 Historic District Candlelight Walk & Parade of Lights

Feb. 6, 2010 World Tour of Music: University of Akron Steel Drum Band (at Broadway Hall)

Feb. 2-15, 2010 Medina Ice Festival with Elegant Ice

Mar. 20, 2010 Around the Town 5k Run and Walk 2010 (tent. date)

Apr. 3, 2010 World Tour of Music: The Prayer Warriors (at Broadway Hall)

June 5, 2010 4th Annual Chalk Art Fest & opening day of Medina County Farmer's Market (All dates subject to change)



Who coordinates the annual Candlelight Walk?

Who brings over 300 chalk artists to the Square every year?

Who presents outstanding musical concerts, featuring regionally and nationally known performers?

Who promotes the historic district as an interesting and vibrant place to shop, dine, walk, explore?

Main Street Medina does all that, and MUCH more!

Our mission is simple: to lead the effort for preservation, economic sustainability, and continued evolution of the Historic District as the heart of the community.



Reasons to Shop the Medina Historic District

KEEP YOUR MONEY IN YOUR NEIGHBORHOOD

For every \$100 spent at locally owned businesses, at least \$45 goes back into your community - only \$14 from a chain store.

LOCAL BUSINESSES SUPPORT THE COMMUNITY

Local non-profit groups receive 350% more support from local business owners than non-locally owned businesses.

GET BETTER SERVICE

Local business employees tend to take the time to get to know their customers and products.

CREATE MORE, GOOD JOBS

Small businesses are the largest employers in Ohio & offer greater loyalty to employees.

BUY WHAT YOU WANT

Small businesses choose products based on what their customers love and need, not a national sales plan.

INVEST IN YOUR LOCAL COMMUNITY

Local businesses are mostly owned by people who live in Medina, work in Medina and more invested in our future.

PUT YOUR TAXES TO GOOD USE

Local businesses need less public investment & make more efficient use of public services vs. nationally owned stores entering our community.

BELIEVE IN MEDINA

Collectively we can set forth a positive change that supports making Medina a great place to live.

GO GREEN

Locally owned businesses make more local purchases requiring less transportation.

EMBRACE WHAT MAKES MEDINA DIFFERENT

Where we shop, where we eat - all of it makes our neighborhood home. Businesses in the Historic District help make Medina diverse and unique.

Main Street Medina

Who we are:

Main Street Medina is a non-profit, membership-based development organization that was founded in December of 2007 with the express goal of preserving and fostering the development of the 9-block historic district at the heart of Medina, Ohio

What we've done:

In just over one year, we have logged over 1,100 volunteer hours, sponsored and coordinated over 10 outstanding events and festivals, have welcomed 5 new businesses to the historic district, and have promoted and championed quality-of-life issues to maintain and grow our historic, vibrant downtown.

How You Can Help:

Your membership commitment today will help support the ongoing programs and events by Main Street Medina that make Medina such a fantastic place to live, work, and play!



The results

- Tangible: miserable
- Intangible: golden!!

- Why?
 - Raised awareness of who we were
 - Began the shop local and why campaign
 - Reached 10,300 households and 6,991 families for about \$600

The evaluation

- The piece was too wordy
- We didn't clearly explain how we use membership funds or why they're important
- Membership levels were confusing to general public
- We didn't make the "ask"

Outcome

• Change the format and approach

Membership brochure revisions

- Short, quick, to the point
- Pictures over text to impart the message
- Change to reflect the event, the season, the initiative, or the need
- Print in house, on demand

Membership brochure revisions

- Realized that general selling was not successful, needed to address a direct message
- Most importantly: we were telling people what we do rather than the difference we make in our community and in their lives

What do we use today?



Help us bring you more!

Love Historic Medina?



Be a part of keeping it a special place!







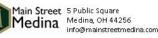
Help us bring you more!

Love Historic Medina?



Be a part of keeping it a special place!

Join Us!



Historic Medina, Ohio America's hometown since 1818

Where there <u>IS</u> some place like home, no special shoes required. JOIN USTODAY!



Nine Square Blocks of cool history, timeless beauty, and places to explore

Fifteen Restaurants to tempt your tummy, from dogs to burgers to sushi

Forty+ Shops/Galleries/Boutiques locally owned and operated, fine art to furniture

Free Parking within walking distance, and over 1,000 spaces!

Nearly Two Centuries of History home to ROOT Candles, county seat, timeless Square



Main Street Medina leads the ef-

fort for preservation, economic sustainability, and continued evolution of the Historic District as the heart of the community.

One of Main Street Medina's most important tasks is organizing and sponsoring exciting events like the Kids Day of Play, International Fest, and Candlelight Walk. We also focus on community-based development, recruiting new businesses to the Square while supporting existing businesses and improving the quality of life for all.

Will you join us?*

<u>YES</u>! I want to support Main Street Medina and enjoy member benefits like store discounts and early ticket access to special events!

	\$20 Individual Membership
	\$40 Family Membership
	\$100 Donor (includes 1 complimentary ticke to the Root Candles Holiday Open House)
	\$200 Supporter (includes2 complimentary tickets to the Root CandlesHoliday Open House)
	rembership donation is tax deductible as a charita tribution to a non-profit organization
Name	
Address	
City, Sta	nte, Zip
Phone	
Email	
	Please send payment to:
	Main Street Medina
5	Public Square, Medina, OH 44256 or join via Paypal at
	www.mainstreetmedina.com

info@mainstreetmedina.com

- Appeal to emotion of the moment
- Capitalize on our strengths
- Make an ask for action

Appeal to emotion
of the moment

Help us bring you more! Love Historic Medina?

Like Today's Event?

Be a part of keeping it a special place!





Main Street 5 Public Square Medina, OH 44256 info@mainstreetmedina.com

 Capitalize on our strengths



 Make an ask for action









info@mainstreetmedina.com



Make an ask for action

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fort for preservation, economic sustainability, and continued evolution of the Historic District as the heart of the community.

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	Please send payment to:
	Main Street Medina
- 5	Public Square, Medina, OH 44256

5 Public Square, Medina, OH 4425 or join via **Paypal** at www.mainstreetmedina.com

info@mainstreetmedina.com

Membership Outcomes

- Successfully tied the "ask" to the experience
- Engaged the public in the mission and the moment
- Made it easy to join, with multiple payment options

Other membership initiatives

- Friend-raisers for district merchants
 - Meet your Business Neighbor event

Meet your Neighbor, Make a Friend! Tuesday, October 11th, 8:15-9:00am 23 Public Square Meet your Neighbor, Make a Friend! Hosted by The Bakery Shoppe & Labyrinth Management Group Wednesday, February 22nd Sponsored by Main Street Medina 8:00-9:30^{am} All Medina Historic District businesses and partners are invited to this NEW, monthly merchant mixer. Hosted by: Medina County District Library 210 S. Broadway St All Medina Historic District businesses and partners are invited to this guarterly merchant mixer. Sponsored by Main Street Medina Medina Call to host the next Meet your Neighbor! edina 330-952-0910

Meet your Neighbor

- Event specific to district businesses, both members and future members
- Adjusted locations, format, hours, days, offerings, incentives, give-aways, FREE DRINKS
- Still not a success and program ended after one years
- Learned: one-on-one contact still most successful outreach tool

Other membership initiatives

- One-on-one contact at events and fundraisers
 - Festivals
 - Hard sell, somewhat like a cold call
 - Fundraisers
 - Captive audience already buying in to your mission
- Members only events
 - Annual meeting

Membership Outreach Tools

- Word of mouth
- Consider different tools for different audiences
 - Print
 - Radio
 - Cable
 - Social media
 - Website

Why do we want to evaluate efforts

- Members are our primary supporters
- Members are ideal volunteers and advocates
- A happy member will advocate others to support your work
- An unhappy member may potentially speak against your work

Final membership evaluation thought

- Ask your members for feedback
 - Why did they join?
 - What are their expectations of being a member?
 - Why did they not renew?
- Listen to complaints and concerns
 - Ask for a solution
 - Don't get defensive
 - Remind them about the committee meetings and invite them to join the team

Successful Outreach

- Engages the community
- Helps us make decisions on programs, initiatives, how to make overall improvements
- Involves our constituents



- What is the goal of the event?
- What do you want to evaluate?
- Write an event description, then ask the committee or board to draft 3-5 bullet points of areas to evaluate.

- Set objectives
- Break the event down into hundreds of measureable parts
- Hire mystery shoppers
- Benchmark against competitor events
- Get feedback from members and guests
- Ask for feedback onsite

- Calculate the amount of press and online coverage
- Measure online success
- Calculate the economic impacts
- Observe the event
- Monitor quality (would YOU enjoy it?)
- Count the money
- Final outcome: financial or critical success

Medina Cultural Heritage Day

- First big event created wholly by MSM
- 10 hours of events
- live music/10 bands
- Multiple food vendors
- 75+ vendor shopping bazaar
- 2 event locations
- 2 stages

Medina Cultural Heritage Day

The Cleveland Clinic and Medina General Hospital presents Medina Cultural Heritage Day August 29, 2009



Continuous Entertainment in the Square 10^{am}-8^{pm} Sponsored by The J.M. Smucker Company Explore the International Bazaar and shop the world! Sponsored by Traits at Montville Luxury Apts.

Children's Parade of Nations at 2pm Sponsored by Gymboree Play & Music and Medina & Sunrise Rotary

Help create a tile mural in the Family/Children's area! Sponsored by KinderCare

Schedule of Entertainment

Sponsored by Hunter & Westfield Insurance Schedule of Entertainment

Enjoy fantastic foods from

around the globe!

Sample tasty treats from around the globe in the International Beer, Wine, and Cheese Garden!

Medina Cultural Heritage Day is sponsored by





Main Street

Medina

The J.M. Smucker Company, Trails at Montville Luxury Apts., Hunter Insurance/Westfield Insurance, Gymboree Play & Music, Community West Foundation, Medina Sunrise Rotary, Medina Rotary, Armstrong, Buehler's Fresh Foods, First Merit Bank, Westfield Bank The Cleveland Clinic and Medina General Hospital presents

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Main Street Medina

The J.M. Smucker Company, Trails at Montville Luxury Apts., Hunter Insurance/Westfield Insurance, Gymboree Play & Music, Community West Foundation, Medina Sunrise Rotary, Medina Rotary, Armstrong, Buehler's Fresh Foods, First Merit Bank, Westfield Bank



Medina Cultural Heritage Dav



Medina Cultural Heritage Day

August 29, 2009, 10am - 10pm

To promote and recognize the rich heritage and cultural diversity of our community, and to encourage social interaction and the enjoyment of family entertainment on the Medina Square.

For more information, please email info@mainstreetmedina.com or call 330.952.0910

The Medina Cultural Heritage Day will highlight regionally recognized restaurants, and Medina's unique independent merchants. The purpose is to bring community members and visitors to the center of town for a day-long celebration on and around the square. The event will fill this entire area with tantalizing scents of numerous ethnic culinary delights, featuring our local restaurants, as well as those with an ethnic flair from around the area.

A portion of the historic square will be transformed into an International Bazaar, allowing families to explore arts, crafts, hand-work, and items from around the globe!

Music is an important component of any festival, and Medina Cultural Heritage Day will feature diverse entertainment by Ohio-based groups such as The University of Akron Steel Drum Band, Csardas Hungarian Dance Troupe, and Celtic/folk favorites Maiden's IV (tentative), several dance studios, and a closing celebration.

Time:	10am - 10pm
	Taste of Nations: 10am-8pm
	Entertainment: 10am-8pm, 8-10pm (closing event celebration)
	Children's Parade of Nations: 2pm
	Kids and Family Activities: 10am-8pm
	International Bazaar: 10am-8pm
	International Beer, Wine & Cheese Garden: 12noon-10pm
Location:	Downtown Medina, Ohio (on and around the Historic Square)
Features:	Cultural entertainment throughout the day and night. A multitude of vendors of international food; 40+ cultural and ethnic arts, crafts, and merchandise from around the globe.
Attendance:	Projected at 15,000-20,000
Marketing:	The event will be marketed and advertised regionally throughout northeast Ohio through print, radio, and television.
Presented by:	Main Street Medina, Cleveland Clinic, Medina General Hospital
Cost:	Attendance is free to the public.
	Tickets will be sold for food and beverages.
	There is a booth rental rate for vendors.

The Cleveland Clinic and Medina General Hospital presents Medina International Fest August 29, 2009

Continuous Entertainment in the Square 10^{am}-8^{pm} Sponsored by The J.M. Smucker Company

Children's Parade of Nations 2^{pm} Sponsored by Gymboree Play & Music Medina Rotary & Sunrise Rotary

Help create a tile mural in the Family/Children's area! Sponsored by KinderCare

Explore the International Bazaar and shop the world! Sponsored by Trails at Montville Luxury Apts.

Enjoy fantastic foods from around the globe! Sponsored by Hunter & Westfield Insurance

Schedule of Entertainment

In the Square: Seedy Music, 10-11 In Transit Latin Jazz, 11-1 Seedy Music, 1-2 Children's Parade of Nations, 2-3 Scottish Pipes and Dancing, 3-4 Asian Martial Art demo's, 4-5 Steel Drum Band, 5-7

Entertainment Alley: Hollywood Slim, 1-3 Fat Tuesday New Orleans Jazz, 4-7 Latin Jazz & Funk, 8-10

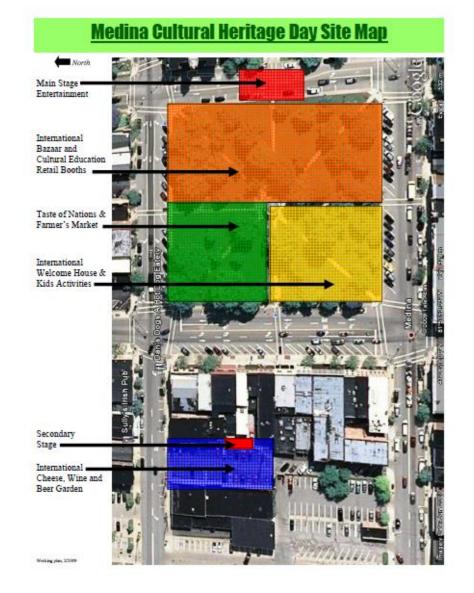
Take a flight around the world in the International Beer, Wine, and Cheese Garden!





The J.M. Smucker Company, Trails at Montville Luxury Apts., Hunter Insurance/Westfield Insurance, Gymboree Play & Music, Community West Foundation, Medina Sunrise Rotary, Medina Rotary, Armstrong, Buehler's Fresh Foods, First Merit Bank, Westfield Bank, Dr. Nivine El Refai

Medina Cultural Heritage Day



Medina Cultural Heritage Day

Outcomes/lessons learned

- Rebranded within the first month to "Medina International Fest"
 - original name didn't mean anything to anyone
 - Uphill battle: in 2009, Medina was 98% white
- Splitting the event with two locations didn't work
 - Beer garden didn't draw people—alcohol did was not a draw for the event
 - Out of town guests didn't know where the alley was located





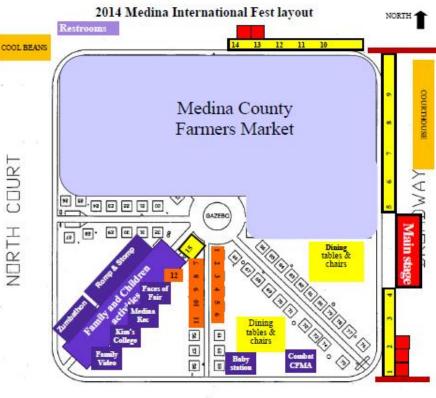
Historic Medina Square 2 Public Square, Medina

Free event | Free parking

Shopping Bazaar • International Foods Entertainment • Family Activity Area

Please visit www.mainstreetmedina.com for full event details, schedule, and more!





Family Area

Baby station

Family Video Zumbathon Kim's College Martial Arts Medina Rec Ctr Games Games Faces of Fair

1 Main Street Medina artial Arts 2 Medina Hospital 3 Renewal by Andersen 4 Trails of Montville by F 6 Armstrong 6 The Gazette 7 Exercise Communication

DOBSOTS

4	Trails of Montville by Redwood	
5	Armstrong	
6	The Gazette	
7	Frontier Communications	-
8	Medina Sun News	
9	Gutter Helmet Systems	
10	Bath Planet of Northwest Ohio	
11	Medina Rotary	
12	OHdela	

WASHINGTONY

	Restaurants
	1. Rito's Bakery tent
	2. Bruno's Ristorante tent
	3. Bombay Grill tents
	4. Fire Truck Pizza Co. truck
	5. Schloneger's Ice Cream long truck
	6. Mad Mouth Gyro truck
	7. Southern Thang foods truck
7	8. The Nosh Box truck
-	9. Mobile Sushi Bar truck (large)
	10. Zydeco Bistro truck
-	11. Wholly Frijoles truck
	12. Connection Church tent
	13-14 Old World Foods x 2 spaces tents
	15. Old Fashioned Donuts & Lemonad
1	

Other modifications and lessons learned *Activities*

- Original event had a family craft area that was passive and messy
- In partnership with our main sponsor, Medina Hospital, revamped the family area into a physical activity center with movement, dance, inflatables, fitness challenges, etc... to meet the mission and needs of the hospital

Other modifications and lessons learned

Entertainment

- Years 1-4 our main stage was located on the opposite side of the street, which was closed to traffic--disconnected
- Year 5 main stage was adjacent to the event space--oppressive
- Year 6 main stage was in the middle of the street—home run

Other modifications and lessons learned *Marketing*

- Traditional print advertising and posters still our #1 method of promoting the event
- Facebook and website numbers 2 & 3 in reach
- Digital advertising was NOT successful for the event

Other modifications and lessons learned Sponsorships

- First year, was hard to find sponsors
- Concern with "what do I get for my money"
- Created multiple naming rights sponsorships
- Increased \$\$ of sponsor money raised
- Gave higher donors more visibility

2014 Medina International Fest Sponsor

To secure your sponsorship level for this event and to take advantage of all Medina International Fest media and recognition opportunities, please complete the following form with payment and submit to:

> Main Street Medina c/o Matt Wiederhold 5 Public Square Medina, OH 44256

Sponsorship Opportunities:

ALL sponsorships include an optional booth at the heart of the event to put YOUR company front and center with our 20.000 attendees

Ambassador Sponsor (\$5,000) limited to one (Medina Hospital)

Consulate Sponsor (\$2,500) limited to two

Diplomat Sponsor (\$1,00) limited to four

Delegate Sponsor (\$500) unlimited

World Music Jamboree (\$2,500)

Bistros on Broadway (\$1,500) (The Gazette)

International Emporium (\$1,500) (FirstMerit Bank)

Family & Kids Craft Carnival (\$1,500) (Frontier Communications)

Total sponsorship enclosed

Company Name

Company Representative

Street Address

City, State, Zip

Contact Email

Contact Phone

Please print your business name exactly as you would like it to appear on all materials.

2014 Specific Sponsorship Opportunities

\$2.500

World Music Jamboree:

- Naming rights for the main stage/gazebo performance areas
- Company name and logo prominently displayed on main stage
- Enjoy the sounds of music from around the globe in downtown Medina, and fill the stage with international entertainment
- Sponsorship supports artist fees, and the rental of stage, lighting, and sound systems .
- Promotional booth during event to distribute information on your business

Bistros on Broadway:

- Naming rights for restaurant row
- Company name and logo printed on food booth signage
- Bring the taste of nations to the square .
- Sponsorship covers the rental of tents, tables, and portable restrooms for the event
- Promotional booth during event to distribute information on your business

International Emporium:

- Naming rights for the bazaar on the Square
- · Transform the historic square into an international market place, featuring crafts, goods, merchandise and more from around the world
- Sponsorship covers the rental of tents, tables, chairs, and signage
- Company name and logo printed on bazaar signage
- Promotional booth during event to distribute information on your business

Family & Kids Creative Carnival: \$1,500 Frontier Communications

- · Naming rights for the Family and Children's activity area
- Company name and logo printed on craft area signage
- · Experience arts and crafts from the continents by teaching our youth how to be creative in different cultures
- · Sponsorship covers materials and instructor (s), tables, chairs, and signage
- Promotional booth during event to distribute information on your business

\$1,500 FirstMerit Bank

\$1,500 The Gazette

Tools for Evaluation

- Surveys
- Event P&L spreadsheet
- Marketing materials
- Ask your volunteers
- Ask your guests!
- Discuss the challenges
- Vet the venue

Tools for Evaluation

How do I make evaluation an integral part of my program?

 Making evaluation an integral part of your program means evaluation is a part of everything you do. You design your program with evaluation in mind, collect data on an ongoing basis, and use these data to continuously improve your program.

Tools for Evaluation

How do I make evaluation an integral part of my program?

- Developing and implementing such an evaluation system has many benefits including helping you to:
 - better understand your target audiences' needs and how to meet these needs
 - design objectives that are more achievable and measurable
 - monitor progress toward objectives more effectively and efficiently
 - learn more from evaluation
 - increase your program's productivity and effectiveness

University of Michigan MEERA (My Environmental Education Evaluation Resource Assistant)



Matt Wiederhold

Executive Director Main Street Medina 5 Public Square Medina, OH 44256 330-952-0910

info@mainstreetmedina.com

www.mainstreetmedina.com