**Table 2:** Open-ended survey questions.

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| **1. In your opinion what worked well during the jam session and WHY?** |
| o Getting/seeing multiple opinions  o Introductions/background, Jam board session (brain storm)  o Group discussions while looking at the notes created learning  o Sticky notes time worked extremely well because anyone could post ideas comfortably  o I enjoyed the sticky notes aspect, the discussion afterwards. It really helped to outline everyone’s thoughts and their perspective  o Opportunity to share ideas freely, mixed group to share ideas  o Use of sticky jam board to gather ideas  o Flush out ideas  o Mix of frontline staff, faculty and family members very valuable in idea generation. Lots of posts-it’s.  o Meeting discussions  o New Google board is a cool way/organizing ideas  o The interaction with each other  o Jam board, able to provide ideas effectively, able to summarize ideas effectively  o Well organized, well planned  o Working in groups to organize ideas using sticky was useful because there was no pressure and it was anonymous  o Enjoyed the use of Google jam, idea process, going over different ideas, sorting as a team  o Idea generation  o Group communication was really great during the quadrant session  o Collaborating idea at the end discussing the post it’s |
| **2. In your opinion, what did not work during the jam session and WHY?** |
| o Some of the tech was acting up  o Tricky to there (physical space) on board  o Probably a better transition moving around  o Prioritizing because it goes back to competitive conversation  o I think a little more time would have benefited more to outline their thoughts  o Trying to categorize themes/ideas at end of session  o Need some time to clarify some of the posts  o Too many conflicting opinions  o Felt rushed- not a lot of time  o Hard to find ERC room from parking lot, bigger room would be better (too narrow)  o Categorizing at the end was tedious, possibly do it after the brainstorming  o It was all great  o Nothing in particular  o The last part where we had to put sticky notes in themes. Too much to keep track of.  o A lot of time sorting themes, trying to ensure themes are no/as generalized, more focused was challenging  o Too many sticky notes, can categorize with fewer data  o We run out of time, during the summary, 10 min + subgrouping  o More time, we love to talk about ideas |
| **3. Any additional comments or suggestion for improving future jam sessions?** |
| o Jam was fun, smooth for tech based jam  o Great Start  o More comfortable chairs like the arm chairs with laptop table, space always an issue  o Uncertain of value provided when clustering themes  o Hence a facilitator that is effective in facilitating discussions among the group. Also provide discussion at the beginning  o More time  o Instructions were not clear enough in the beginning (causes delays), but eventually it all made sense  o More sessions in the future  o Some instructions on the Jam  o Perhaps grouping into teams right after brainstorming  o More ways to collaborate, nice interactive  o Should have more time to summarize  o Great idea  o Longer more discussion of ideas |

**Legend:** The second half of the survey consisted of three open-ended questions.