



2026 Cooperative Performance & Research Committee Agenda

July 21 – 22, 2026 | Inter-Continental Hotel Chicago | Room Location: Streeterville East

Tuesday, July 21 / All Times Central

8:00 AM Welcome Check-In & Breakfast (Committees)

Time (CT)	Agenda Item	Action
8:00 a.m.	<i>Breakfast with Committees & Board</i>	
9:00 a.m.	Welcome & Call to Order (Eric Hawkins) Roll Call (Eric Hawkins) Approval of Winter 2026 Minutes (Eric Hawkins)	Consent/Approval
9:15 a.m.	Welcome to New Committee Members (All) Committee Check-In (All)	Feedback
10:15 a.m.	Updates 2026 YTD (Angelika Hoelger) - 2026 Research Schedule Overview - American Customer Satisfaction Index (ACSI®) Trends - Published and Pending Studies - Questline Content Q3 (2026) & Webinars	Feedback
10:30 a.m.	<i>Break</i>	
10:45 a.m.	Update: 2026 Cooperative Advantage Survey (Kelly Stallard)	Feedback/Discussion
11:30 a.m.	Remainder 2026 Research Outlook	Feedback
Noon	Lunch	
1:00 p.m.	Member Perspectives Research Series (All) - Discuss Member Perspectives Survey “Member Satisfaction and Engagement” (Q4) - 2027 Member Perspectives Survey Topics	Discussion
1:45 p.m.	Brainstorm on 2027 Research (All)	Discussion
2:30 p.m.	<i>Break</i>	
2:45 p.m.	2027 Research Outlook (All)	Discussion

3:30 p.m.	Other Business (Eric Hawkins)	Feedback
4:00 p.m.	Adjourn	Consent / Approval
5:00 p.m.	Reception (All groups)	

Wednesday, July 22, 2026 (General Session)

Time (CT)	Agenda Item
8:00 a.m.	<i>Breakfast (All Groups)</i>
9:00 a.m.	JAM General Session Part A (All Groups)
10:30 a.m.	Break
10:45 a.m.	JAM General Session Part B (All Groups, Workshop Session)
Noon	Lunch (All Groups) Thank you Regional Members & Committee Members!