Contribution ID: **15**   Type: **Workshops**

A fully-booked course half empty - A discussion round on no-shows

Friday 8 December 2023 11:00 (1 hour)

Currently, many organizers of courses and events face the same problem: High registration numbers but plenty of no-shows, i.e., people that miss the event without cancelling. No-shows are particularly problematic when there is a limited number of participants accepted to an event as they occupy seats that could have gone to someone who was interested in the event but was rejected due to number limitations. While no-show rates seem to be particularly high in online events that are free of charge, their number also increases in offline, in-person settings. There, they cause additional expenses to the organizers, such as costs for location, catering and/or (training) personnel.

This workshop will be a guided discussion in which the audience can share their experiences, ideas and best practices on the topic of no-shows. Together, we want to discuss reasons behind increased no-show rates, talk about ways to deal with and develop strategies to minimize them.

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Track Classification: Online vs. Offline Education