



Enhanced Services Survey Results



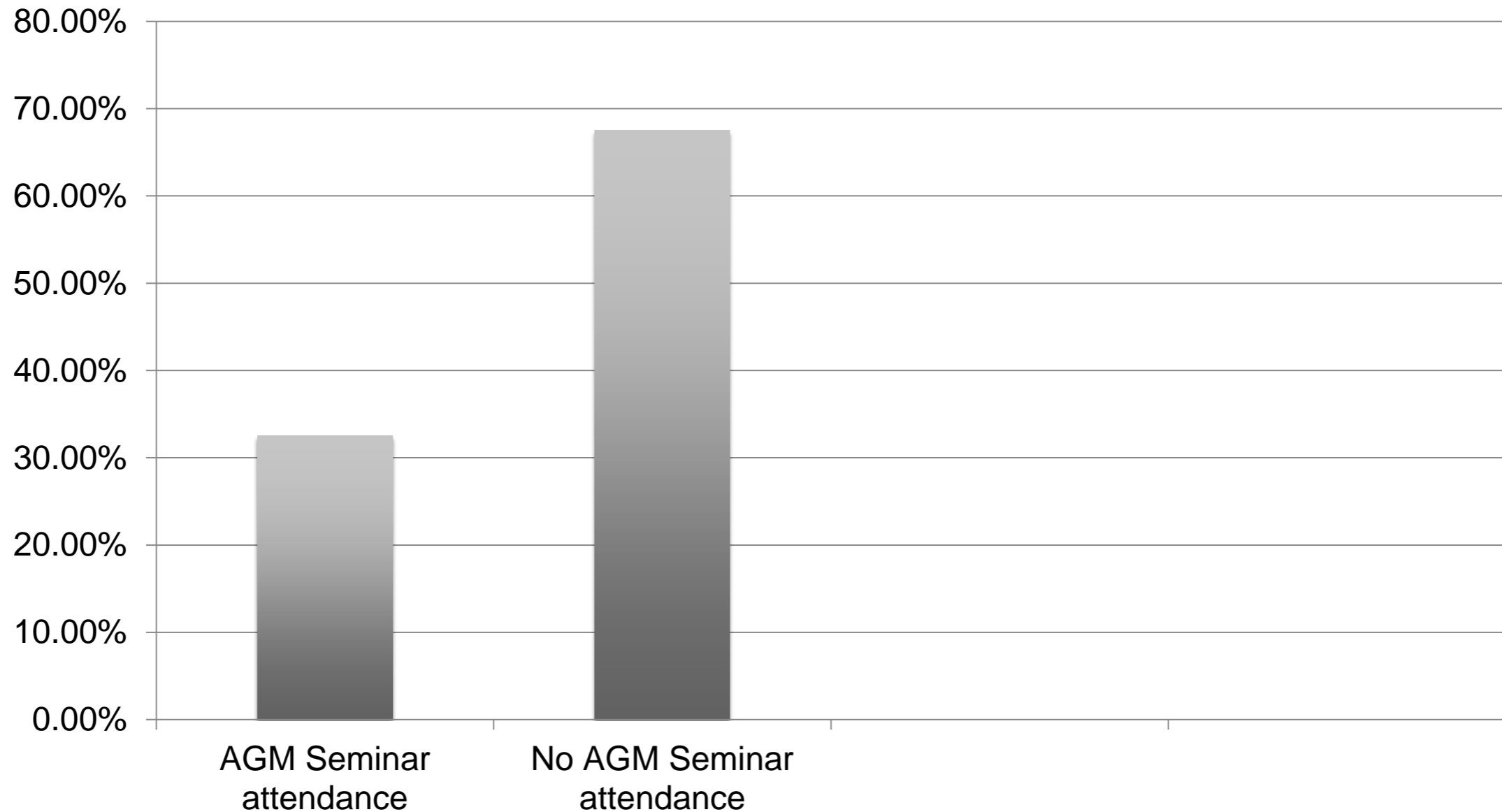
Background

At the BC Hockey 2015 AGM, a seminar was conducted on Enhanced Services for BC Hockey organizations. At the conclusion of the seminar, a survey was circulated to determine the priority members placed on five (5) different enhancement delivery options, as well as the priority on topics to be delivered in these options.



Who Responded

% of respondents





Options for Programming

1. Participation in General Information ProD Webinars

BC Hockey will make available broad, subject based webinars where specialists will present information on topics of interest. Examples may be: Communication with members, Dealing with conflict, Dealing with the media. Registration would be open for any organization's personnel.

2. Participation in Job Specific ProD Webinars

Presentation of specific job related material. This may develop into a series of webinars for particular positions. Examples may include: Registrar's material / HCR, Treasurer material / Financial, Coach Coordinator material or Employee material. The organization would identify their personnel best suited to attend.

3. Involvement in the BC Hockey Blue Ribbon Program

In the Blue Ribbon Program, BC Hockey would develop goals or standards in several areas of operation that organizations then work toward and receive rewards for reaching the goals.

Example: In coaching, the association goals may be set as: 1) Head Coach in place 2) Association established Coach/Parent meetings held 3) All association coaches NCCP trained and evaluated.

Associations meeting this standard would receive Blue Ribbon status in Coaching.

4. One-on-One Expertise

Organizations can identify specific assistance needed in their operation that requires the involvement of a subject matter specialist.

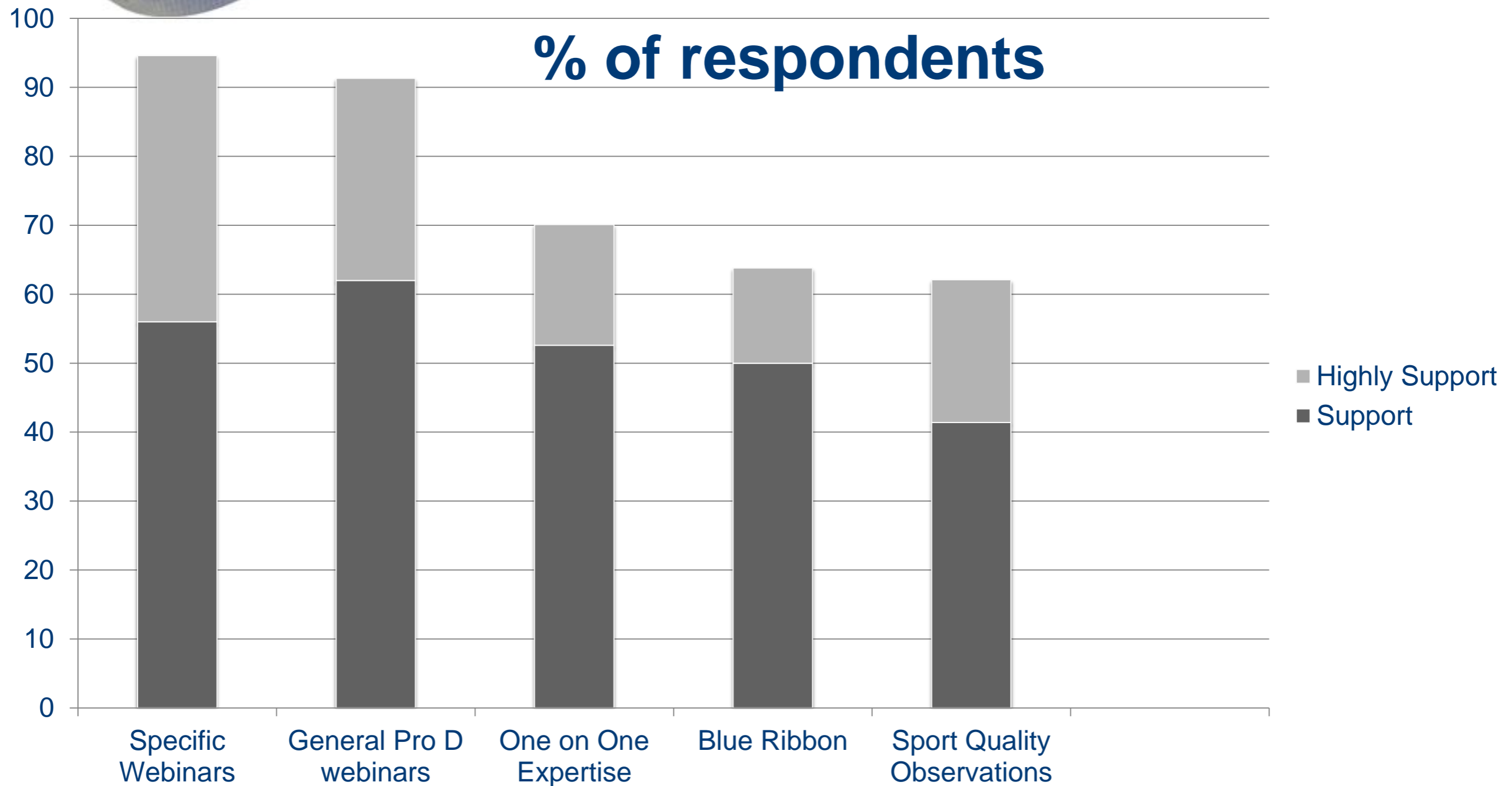
Example: the organization has identified the need to revamp or develop policies. BC Hockey supplies (locates, trains) the specialist and matches with the organization to assist. This assistance could be either in person or via electronic communication.

5. Sport Quality Observations

A system where observers are scheduled to review an organization's operation for the purpose of; identifying strengths and weaknesses, reporting to the organization's executive and recommending possible action. This option would require the observer(s) to visit the organization.



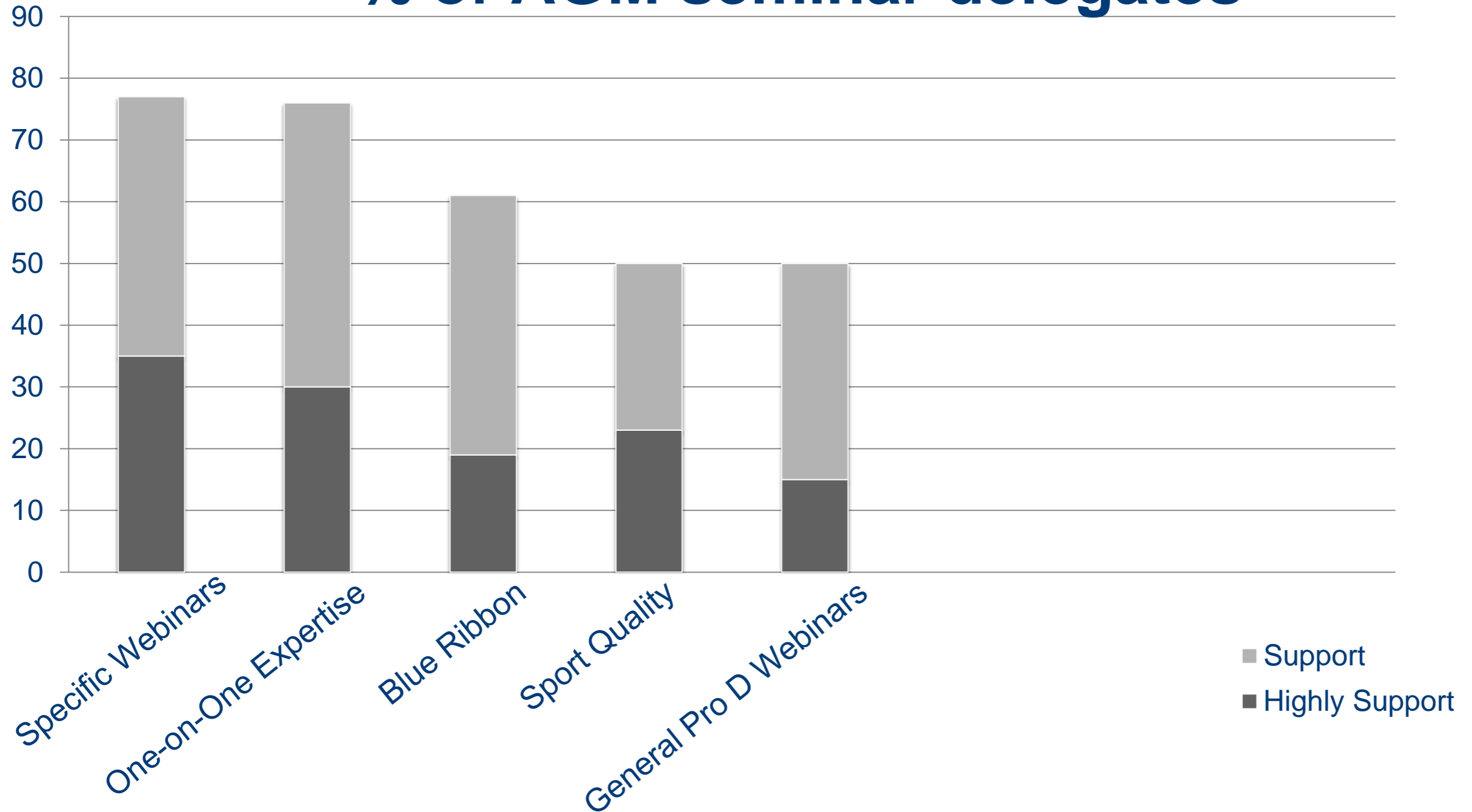
Options for Programming





Options for Programming

% of AGM seminar delegates





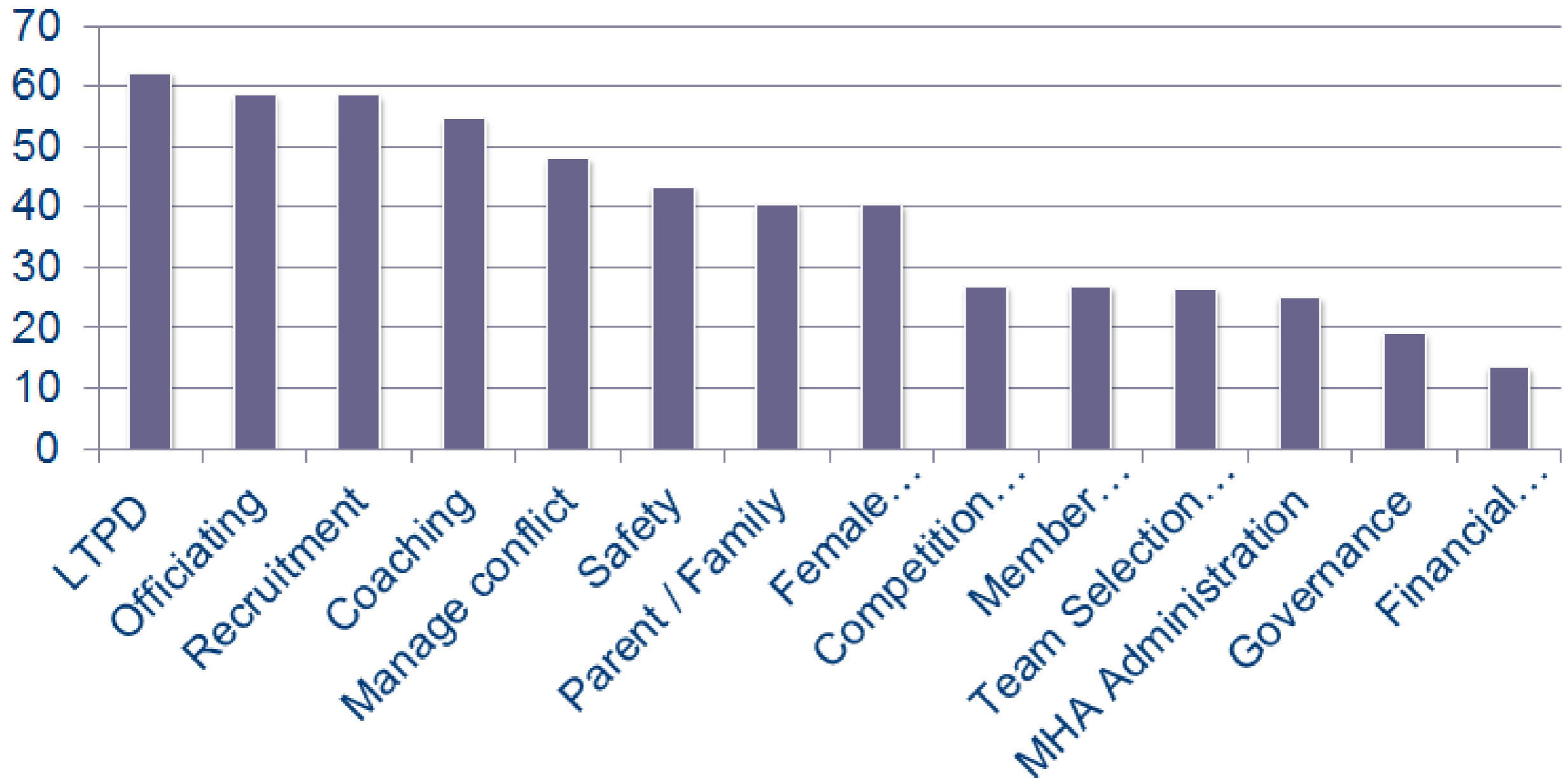
Topics

Prioritize the following topics as to their importance in advancing your organization for inclusion in any of the Enhanced Services delivery options.



Topic Priority High – all respondents

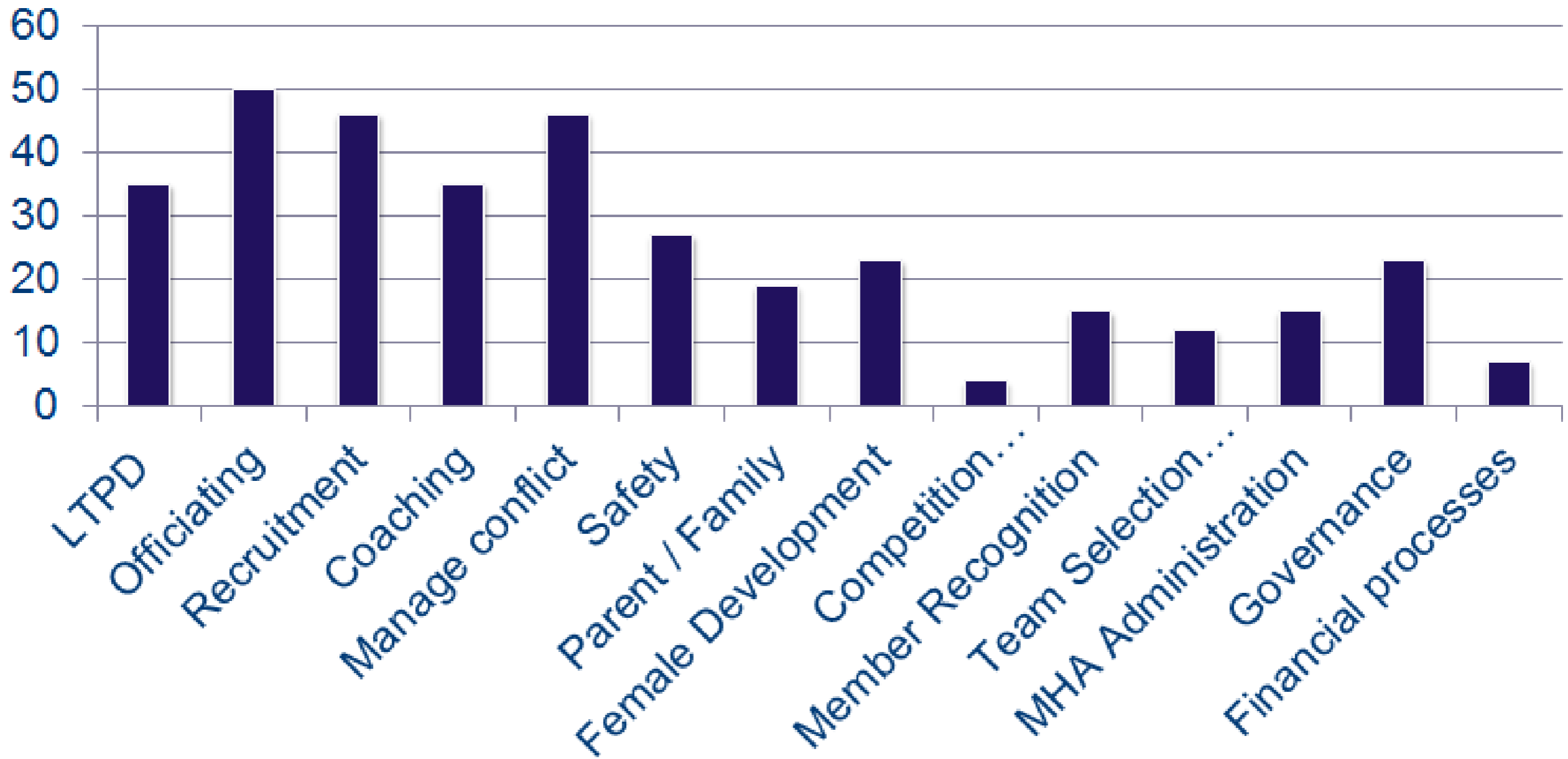
% High Priority





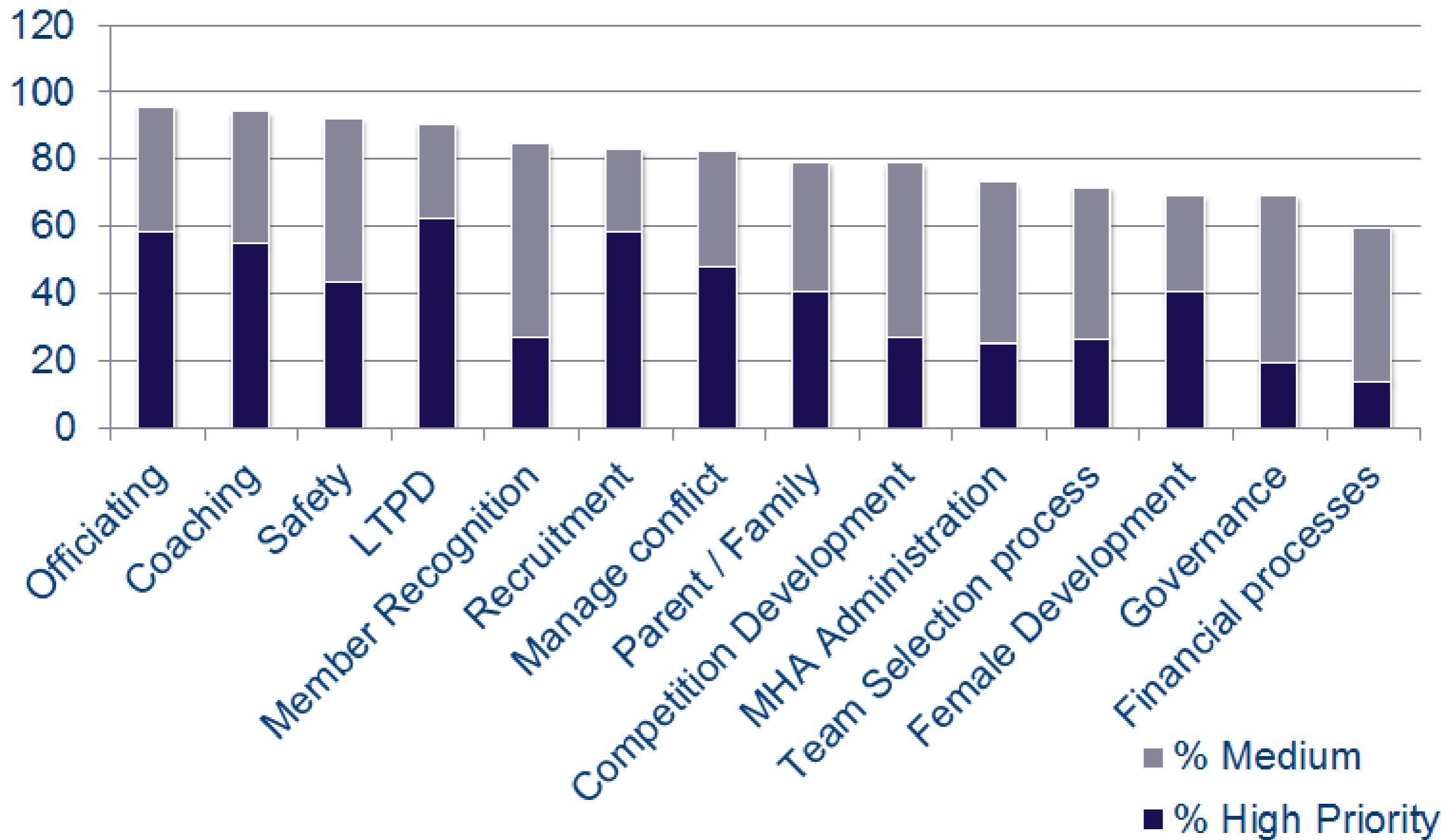
Topic Priority High – AGM seminar delegates

% High Priority





Topic Priority Medium/High all respondents





Topic Priority Medium/High AGM seminar delegates

