

23/24 Program Survey Results

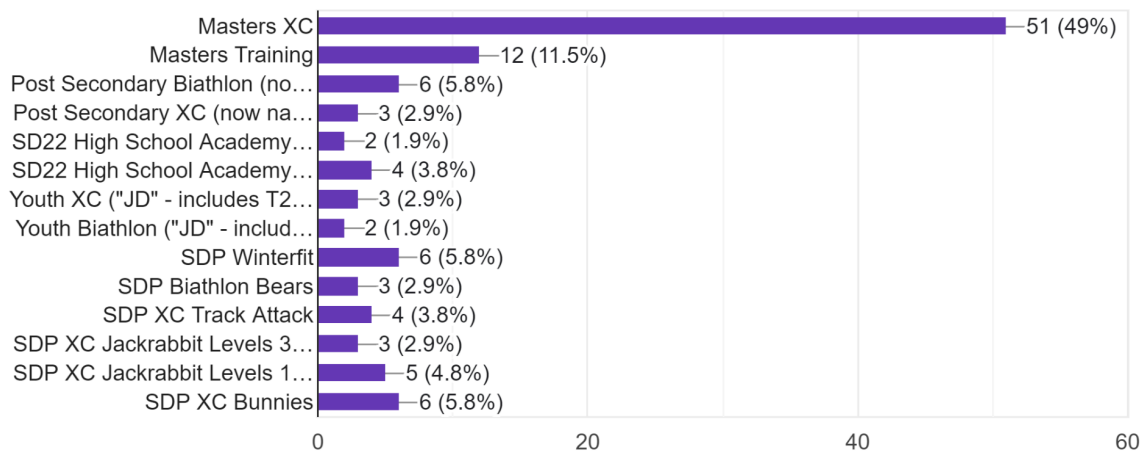
Thank you to everyone who took the time to provide valuable feedback to our 2023/2024 Sovereign Lake Programs. SLNC Program Committee members along with the General Manager worked together to compile the results of 104 responses into the summary report you see below.

The thoughtful approach and hard work by our volunteer committee members to create and summarize the results of surveys each year is integral to the program offerings at SLNC. The SLNC coaches then work to deliver programs that best align with what our members need.

Thank you

Please tell us about yourself by checking the box that applies to you as you complete this survey.

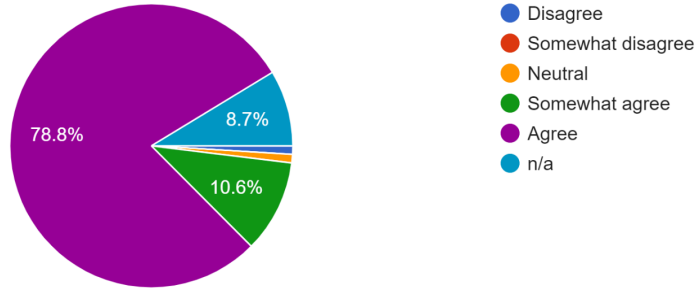
104 responses



COACHING AND LEARNING

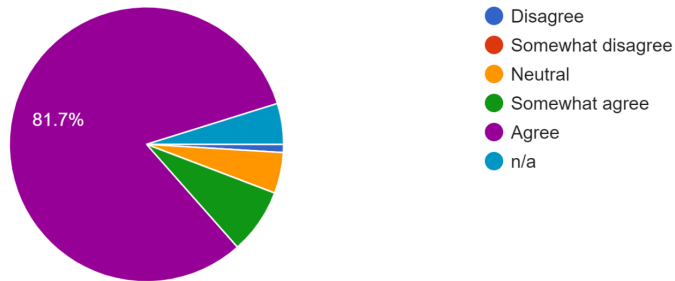
My/my child's sessions started and ended on time.

104 responses



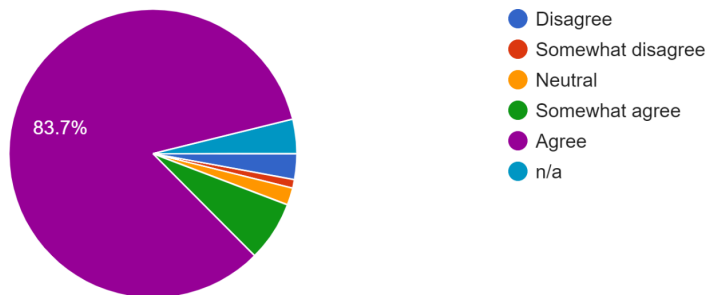
My coach or instructor was well organised.

104 responses



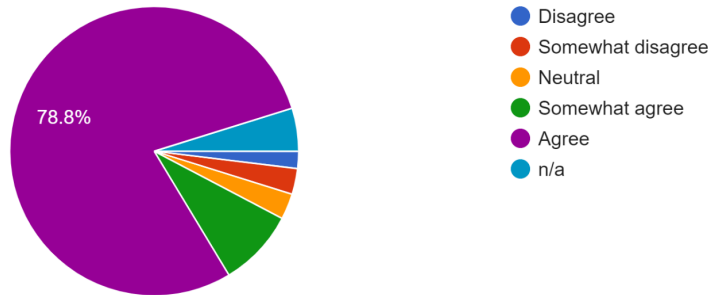
This program delivered what was outlined in the description.

104 responses



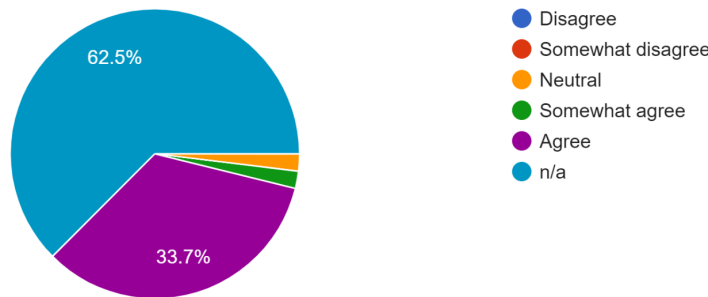
I/my child received timely and helpful feedback.

104 responses



I/my child was supported by coaches at races.

104 responses



The results of the survey related to coaching and learning show that the quality of instruction in the SLNC programs both from volunteer and paid coaching is incredibly effective, with continued efforts to financially commit to additional training opportunities for our volunteer coaches at all levels.

81% of respondents agreed that they received technical guidance appropriate to their level. Those not in agreement had comments with respect to the level they were registered in not being appropriate to them. This shows an area where communication about program content as well as volunteer coaching numbers need to be improved particularly within Masters XC.

While 90.4% agreed or somewhat agreed that the program that was delivered is what was 'outlined in the description' there are a number of comments in this field tied to the communication section making this area one that will continue to need ongoing improvements.

While only 33% agreed that races were supported by coaches, <40 % of the respondents are participants in youth, SDP and Masters Training programs that travel for races. The majority of Track attack aged respondents expressed a need for extra race weekend information.

Comments summary

- Many athletes from the Biathlon race programs commented on the need for an assistant coach to meet the demands of the program numbers as well as Development Center programs throughout the country.
- Equity in coaching time is a consistent message through the youth race programs comments.
- Biathlon winter only programs with Dry land shooting opportunities in the summer
- Masters XC respondents had messaging regarding everything from more drill and training style format to less structure and more social skiing. The majority, overwhelmingly being 'happy' with the offerings with the desire for smaller group sizes.

SDP

- development through play through all levels of SDP
- additional race weekend information for new parents to racing
- types of Winterfit coaches(for different age groups)
- love of outdoors vs training(winterfit, bunnies,JR)

Operations

- address program start times to align better with lodge hours, vs earlier lodge opening for rentals

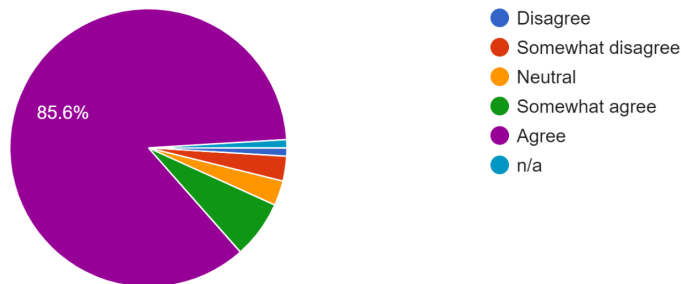
Suggested Actions

- Evaluate coaching ratios at all levels (2 per group is ideal for feedback)
- GM to prioritize Biathlon assistant coach in budget
- Volunteer coaching support through training opportunities and mentorship by paid coaches(eg. monthly meetings, courses offered, working side by side, training nights, training apps.
- Assess winterfit coaching needs
- Playground/mapped trails for skills development
- 'New to racing' package with FAQ
- Discuss rental program with Operations for Saturday mornings
- Offering Dryland training to Masters XC? Coordinator could organize meet and greets and hikes/walks in the fall?

COMMUNICATION

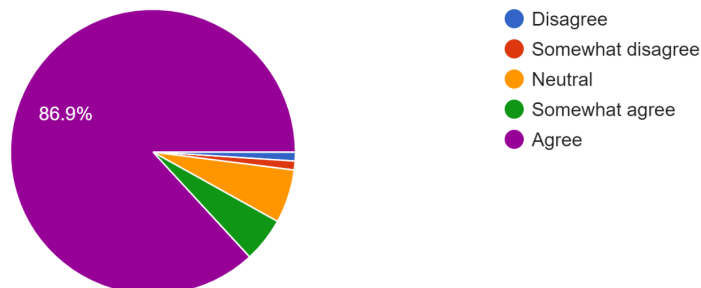
Communication from the program coordinator was timely and clear.

104 responses



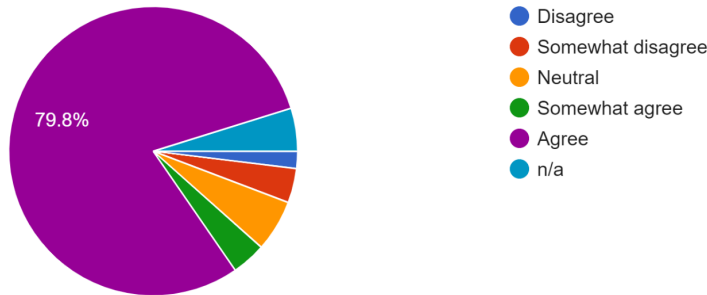
It was clear where my child/I was to meet my group at the start of each session.

99 responses



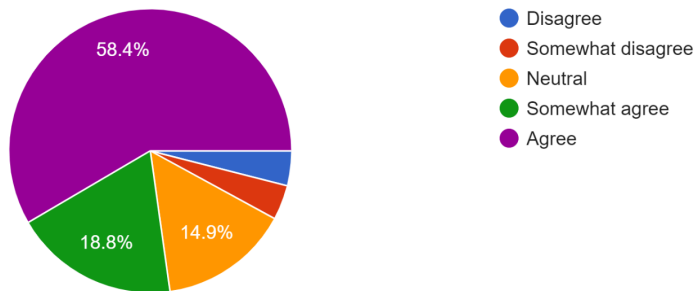
Communication from the coach was timely and clear.

104 responses



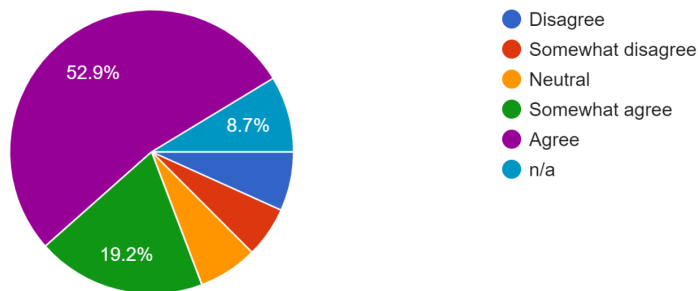
The website content was clear.

101 responses



Communication through Team Snap worked well.

104 responses



Overwhelmingly, most respondents found program coordinator communication, meeting location, and coach communication timely and clear.

One identified area for improvement is website content, though >77% of respondents agreed or somewhat agreed with the statement, "website content was clear". Another identified area for improvement is TeamSnap communication. Though overall, >70% of respondents agreed or somewhat agreed with the statement, "communication through TeamSnap worked well", many of our youth or

post-secondary program respondents disagreed, were neutral, or found the statement not applicable; notably, 89% of post-secondary athletes (8/9) and 67% of JD respondents (2/3). Breaking this down further, 6/9 of post-secondary athletes rated this statement as not applicable, 2/9 neutral, and 1/9 disagreed. On further discussion with the Programs Committee, TeamSnap is not utilized for the post-secondary athletes; as a development program, attendance is expected, so in retrospect all of these answers should have been rated not applicable. The majority (77%; 17/22) of SDP respondents agreed or strongly agreed that team snap worked well.

Comments summary

Based on associated comments, many respondents did not have an issue with the platform, but rather timeliness of communication, with preference for knowing the training plan and technique a minimum of 2 days in advance. One respondent suggested having a plan for the week ahead would be helpful, eg. for the following Tues-Sat available for viewing on Saturday. Several respondents requested more communication about race information, as well as a desire for further training on the TeamSnap. Parents appreciated the clarity of technique, which was easily visible at a glance on the app, as well as all the planning, organization, and support that minimizes stress on race weekends. No post-secondary respondents had specific comments re: reasons for dislike of TeamSnap. There was mention of other preferential platforms (eg. Training Peaks and WhatsApp) in the comments, as well as google docs for race weekends.

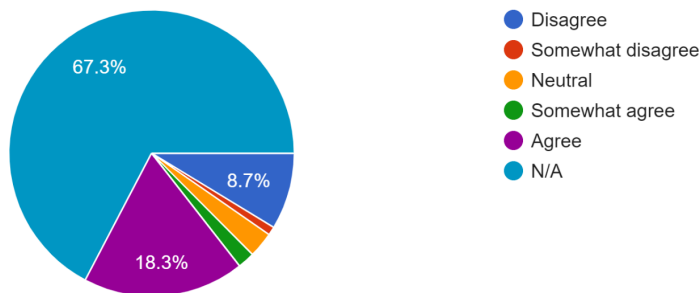
Suggested actions

- Consider maximum group sizes in the website program description for Master’s
- Less website lingo/acronyms or explain in footnotes what they mean
- Clear description that program registration requires a season’s pass purchase
- Yearly calendar
- Name tags for coaches
- Improved timeliness of posting technique, workout plan, and race information
- Consider training for athletes/parents on TeamSnap platform
- Currently there are various modes of communication (email, team snap, training peaks, google docs, whatsapp)...can we standardize and streamline for busy coaches/athletes/parents so there is no need for duplication of information

DRYLAND TRAINING

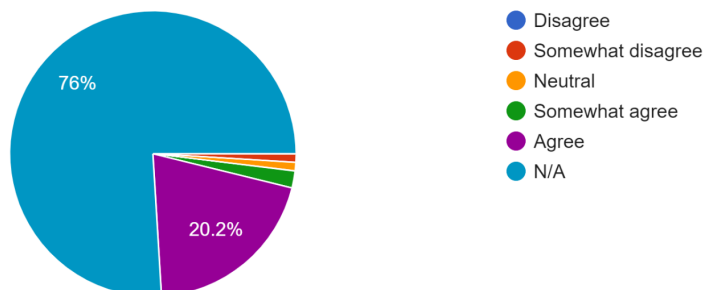
I/my child participated in dryland training (includes summer camps and training).

104 responses



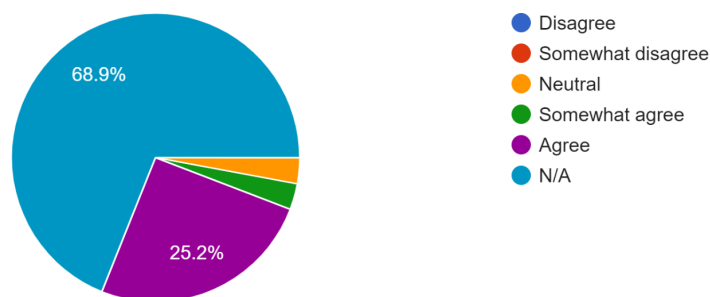
Dryland training was safe and facilities/environment was appropriate for my/my child's developmental needs.

104 responses



I would recommend dryland training to my friends.

103 responses



<20% of respondents participated in dryland training. Those that did overwhelmingly found it safe and appropriate to developmental needs and would recommend it to others.

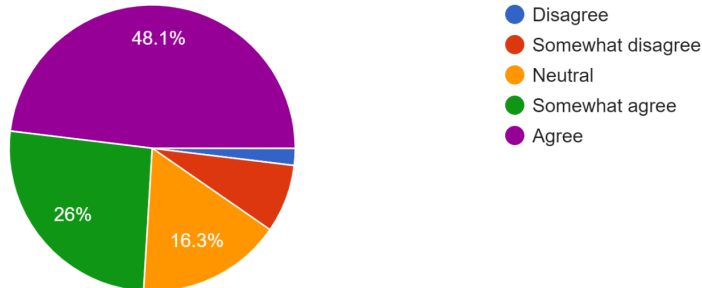
Suggested actions

- Include dryland training in master's pricing (though I thought it was?)
- Consider more dryland biathlon bears
- Consider developing a roller ski track for athlete safety and development

VOLUNTEERISM

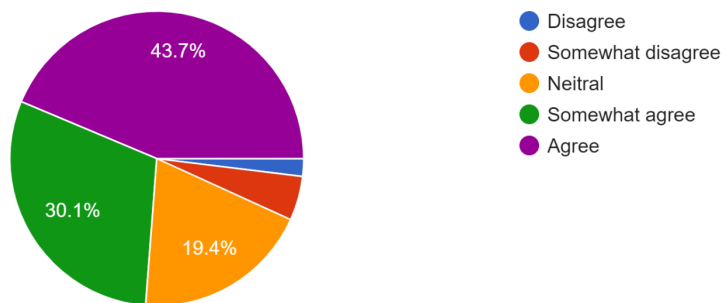
It was easy to find out about opportunities and sign up.

104 responses



I am likely to volunteer to support programs in the future.

103 responses



As a club that depends heavily on volunteer support, encouraging volunteer participation and ensuring that individuals know where they can help is key to our success. Awareness of opportunities to help and ease of signing-up are areas that encourage involvement. In this area the answers are much more neutral with somewhat agree and neutral making up 49.5% of the responses, and 10% responding in the disagree or somewhat disagree range. Looking to the future, however, 93.2% of respondents indicated that they are likely to volunteer in the future. Many of the cited reasons for not volunteering currently are that children are too young, they work too much, and are planning to volunteer more when retired.

Comments summary

- Being able to sign up in advance, and have the needs communicated well in advance (12)
- Shorter volunteer shifts (3)
- Clear requirements/expectations to volunteer, shared across all programs (4)
- Include food (2)
- Cover expenses (2)

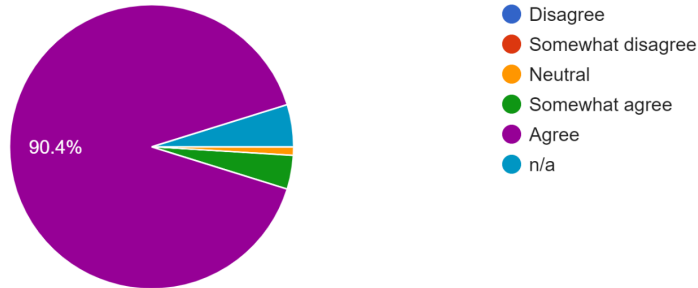
Suggested actions:

- Create a Volunteer Coordinator staff position
- Create a culture of volunteerism with opportunities clearly communicated early in the season to enable optimal planning. Ensure volunteers are aware of a variety of opportunities, some with minimal time commitments. Food is generally available for volunteers on race weekends.

CULTURE

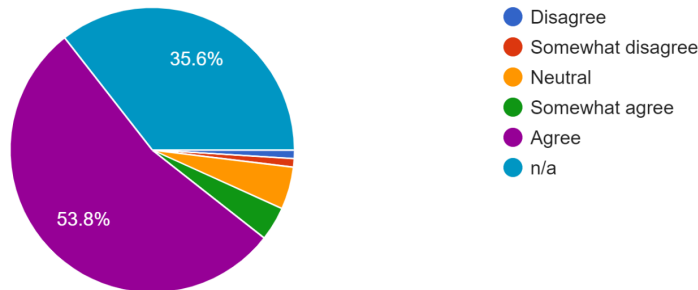
My coach was friendly and created a welcoming environment.

104 responses



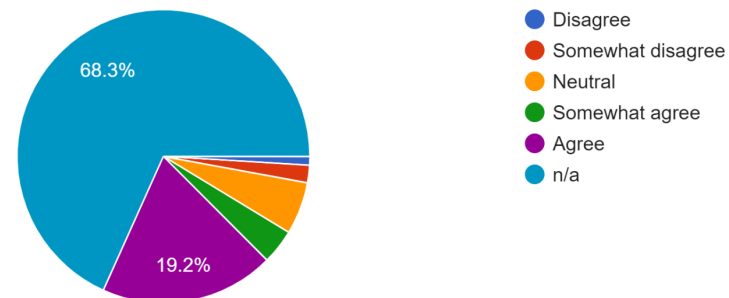
I/my child enjoyed the après ski coffee/hot chocolate and social.

104 responses



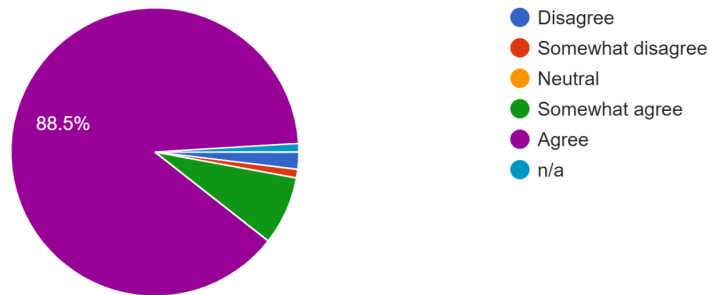
My child enjoyed participating in the themed days.

104 responses



I am likely to recommend SLNC Programs to others.

104 responses



The culture of the programs offered at SLNC is a very positive one, with all questions in the survey relating to culture returning in a very positive position. The coaches create a welcoming environment, the après ski social, and the themed days were hits among respondents.

Coach Culture:

Overwhelmingly, and not surprisingly, the SLNC Coaches, both paid and volunteers are fantastic. Professional, yet relaxed, inclusive, knowledgeable and supportive. Of the 99 respondents for whom this was applicable, 100% agree, somewhat agree (4) or felt neutral that the coach was friendly and created a welcoming environment, with only one respondent indicating a neutral answer.

Après Ski Social:

Of the respondents who indicated this item was applicable to them 97% agreed, somewhat agreed or, felt neutral (3) about the après ski social.

Themed Days:

It's safe to say that the themed days were a hit for the young skiers of SLNC. There were 31 answers for this question, and only 3 disagreed or somewhat disagreed with the statement "my child enjoyed participating in the themed days". The one comment relating to themed days was that they are very much enjoyed, and could we have more?

Recommend SLNC Programs to Others

There were no comments on this question, and only three individuals somewhat disagree or disagree, all three of whom were masters skiers.

Comments summary

- Remind participants in relevant programs of the après ski portion of the program
- The Hot Chocolate station for the SDP Programs could be improved with parent support. Things like music, balloons, more organized distribution – the line up was chaotic.
- Could WinterFit be offered more than once per week?
- Masters training would like a couple of formal time trials among the team (bibs and timed), and have informal coffee get-togethers après ski.
- Masters XC – many took part in the coffee social after skiing, but very few helped to set-up.
- Biathlon - creating events that foster connections between all programs.

Suggested actions:

- For the SDP Program participants, have two parents sign up each week to man the HC station
- For Masters XC, ask more participants help out setting up the post ski coffee area that all enjoy
- Remind participants in relevant programs of the après ski portion of the program.
- Consider offering WinterFit be offered more than once per week, depending on coach availability
- Consider offering Masters Training Program a couple of formal time trials (bibs and timed)

Thank you for taking the time to review the results. The survey for 2025 will take place in February. Feedback requiring immediate attention from a coach should be addressed with your coach, Programs Administrator or General Manager throughout the season.