



HOCKEY CALGARY

## INFORMATION BULLETIN

**Date:** December 16, 2015  
**To:** Association Presidents  
**From:** Kevin Kobelka – Executive Director  
**CC:** HC Governors, Ian Corkin, Beth Long

#1510

**SUBJECT: Officials Online Survey**

As per discussions at President Council, and the request to have a feedback tool for officials, HC has worked hard with our technology partner and has been able to develop a simple survey that coaches will be able to fill out after each game.

Please note this is '**NOT**' a forum for complaints but an opportunity for the coaches to provide feedback (positive +/- or negative) to improve the game of hockey within Calgary. The formal complaint procedure will remain in place and all serious concerns must be directed through the Association President through to Hockey Calgary to be investigated.

The process for year 1 is as follows:

- 24 hours following a 'game sheet' being entered in HC system, the head coach will receive an email asking to fill out the survey
- The coach will receive this email each time a game sheet is entered
- It is a simple survey with 5 questions, and an area for comments
- Feedback is 'Game Specific', and needs to be communicated as such
- It can only be filled out 1x per game, by receiver of notification
- HC will collect data, review trends and share with CZRC
- Data will NOT be available to public in any shape or form

We look forward to the success of this initiative and the information it will provide us for the future. We ask that you communicate to your coaches and request their participation, as without their support the program will not provide the proper information.