



# 2018 Skate Canada: Alberta-NWT/Nunavut Membership Survey Results

Thank you to all members that participated in the Skate Canada: Alberta-NWT/Nunavut (Section) Membership Survey in June 2018. The survey is a great way to help us continue to serve our members in the best way we can. Your support and feedback are an integral part of the reporting process that is required to continue receiving our funding and feeds into the strategies and goals of the Section over the next 4 years.

Overall satisfaction with Skate Canada: Alberta-NWT/Nunavut programs and services are good, and perception of the Section Office is positive according to the 2018 Membership Survey. Feedback from 237 individuals was collected this past spring with 71% of respondents having either a satisfied or very satisfied overall experience with the Section.

Some highlights of the survey feedback include:

- 95% of respondents said that email was the best way to communicate with them
- 66% of respondents were either satisfied or very satisfied with the Section's email communication
- 64% of respondents used the website to find information about the Section
- 62% of respondents were either satisfied or very satisfied with the Section's website
- 69% of respondents know who to contact for help at the Section Office

Results from this survey will serve as a benchmark for future years with the Section Office, Board of Directors and Operational Committees looking to improve upon the results in coming years. While much of the feedback has already been examined and integrated, within the next few months, the information relevant to the Operational Committees will also be compiled and distributed to them in our continued efforts to find ways to better our programs and services.

The responses represented a wide cross-section of the Section with representation from all regions and involvement in all Skate Canada programs. This included coaches, officials, skaters, parents, volunteers and club board members. The survey responses from all members of the Section are both necessary and valuable, so when the next survey arrives in your email inbox later this season, please take a few moments to give us your input!