



2012-2013 Year End Survey

This spreadsheet details the results of the surveys conducted at the year-end banquets in the Spring of 2013

See each tab for survey results for different survey groups.

See "Grand Total" tab for the combined results.

Results are provided per division so that we can measure results for different groups and identify trends in those groups.

All written comments were included with the exception of one that did not meet requirements for publication in an open environment.

We, as an association, tried to respond to each comment to the best of our ability.

We thank everyone for their input. We found the information and comments invaluable and will use this to help target our efforts for improvements.

HMHA Survey - ALL RESULTS

of surveys received 276 - OVERALL RESULTS OF ALL SURVEYS COMBINED

COMMUNICATION

How would you rate the communication within HMHA and their members?

OVERALL 76 % feel communication with HMHA was Good

How would you rate the communication on your child team?

OVERALL 85 % feel communication with their child's team was Good

Have you ever emailed your Director, Coach or Executive?

OVERALL 66 % have emailed

Did they respond in a prompt manner?

OVERALL 93 % said they were responded to in a prompt manner

Were you satisfied with the response?

OVERALL 73 % were satisfied with the response

Did your team have a hockey Mom?

OVERALL 87 % have a hockey Mom

Did you hear from the hockey Mom regarding fundraising events?

OVERALL 89 % hear from their hockey Mom

Did your team have a parent rep?

OVERALL 59 % of teams have a parent rep

Have you ever visited our website

OVERALL 98 % have visited the HMHA website

Did you find it helpful?

OVERALL 96 % said it was helpful

Have you signed up for email or text alerts

OVERALL ONLY 41% have signed up for email/text alerts

YOUR CHILD'S TEAM

How would you rate how the coaching staff interacted with the children?

OVERALL 92 % said the coaching interacted well with the children

How would you rate how the coaching staff interacted with the Parents?

OVERALL 89 % said the coaching staff interacted well with parents

How would you rate the use of your child's practice times?

OVERALL 83 % said practices were useful

How would you rate your child's improvement throughout the season?

OVERALL 88 % said their child had improved through the season

How would you rate your child's feelings overall about his/her season?

OVERALL 90 % said their child felt good about the season

VOLUNTEERING

Have you ever Volunteered your time with Hespeler Minor Hockey in the past?

OVERALL ONLY 49 % have ever volunteered with HMHA in the past

DO YOU HAVE ANY SUGGESTIONS that you feel would help the organization perform better.

(See individual groups for comments listed on Surveys)

HMHA Survey - CHIP House league

of surveys received 33, Winner of Draw = Reid Schwartzentruber

COMMUNICATION

How would you rate the communication within HMHA and their members?

82 % Good

How would you rate the communication on your child team?

85% Good

Have you ever emailed your Director, Coach or Executive?

73 % said YES

Did they respond in a prompt manner?

97 % said YES

Were you satisfied with the response?

100 % said YES

Did your team have a hockey Mom?

88 % have a hockey Mom

Did you hear from the hockey Mom regarding fundraising events?

85 % said YES

Did your team have a parent rep?

79 % of teams have a parent rep

Have you ever visited our website

100 % have visited

Did you find it helpful?

100 % said it was helpful

Have you signed up for email or text alerts

ONLY 33 % have signed up for email/text alerts

YOUR CHILD'S TEAM

How would you rate how the coaching staff interacted with the children?

92 % said Good

How would you rate how the coaching staff interacted with the Parents?

92 % said Good

How would you rate the use of your child's practice times?

88 % said practices were useful

How would you rate your child's improvement throughout the season?

92 % said their child had improved

How would you rate your child's feelings overall about his/her season?

95 % said their child felt good about the season

VOLUNTEERING

Have you ever Volunteered your time with Hespeler Minor Hockey in the past?

ONLY 33 % have ever volunteered with HMHA in the past

DO YOU HAVE ANY SUGGESTIONS that you feel would help the organization perform better.

(below are all comments that were listed on the bottom of the surveys) **SEE RESPONSES IN GREEN**

In the past email blasts have been helpful on mass information

The mentor program for the chips with the M/J was great - would have been good to start it sooner

Only 33 % signed up for email/text notifications. We are looking at expanding our mentorship program

teaching positioning so that our kids have some opportunity as its the stronger players that seem to take over

We would like to improve on the training/support for our coaches which will allow for them to better teach/coach our children

more practice, drills, routines, different things to do on practice days, found kids stood around a lot.

We would like to improve on the training/support for our coaches which will allow for them to better teach/coach our children

Serve Non-meat, non pork meals at the banquets

All banquets will be going to Pizza next year (no more hot dog banquets)

structured practices - each team would develop at the same pace regardless of coaching staff experience (skating/stick handling/shooting/passing/positioning)

full day mini tournament

We would like to improve on the training/support for our coaches which will allow for them to better teach/coach our children

Games Sunday, Practices on Saturday

We will look at changes this for next year however, with CHIP, games don't really start till the season is half over as we are working more on development with the children at this age.

The last minute changes to the schedule during January & February was disappointing. The only communication was via the website.

It would be nice to free up some weekends by having games and/or practices in the evenings during the week

Sometimes schedule changes cannot be helped, especially in January as we have limited ice available due to 3 large tournaments being held that month that take from our Ice time. We will look at the CHIP schedule for the upcoming year.

HMHA Survey - TYKE/NOVICE (House league and Travel)

of surveys received 74, Winner of Draw = Byron Harding

COMMUNICATION

How would you rate the communication within HMHA and their members?

82 % Good

How would you rate the communication on your child team?

95% Good

Have you ever emailed your Director, Coach or Executive?

69 % said YES

Did they respond in a prompt manner?

94 % said YES

Were you satisfied with the response?

92 % said YES

Did your team have a hockey Mom?

100 % have a hockey Mom

Did you hear from the hockey Mom regarding fundraising events?

96 % said YES

Did your team have a parent rep?

69 % of teams have a parent rep

Have you ever visited our website

99 % have visited

Did you find it helpful?

99 % said it was helpful

Have you signed up for email or text alerts

ONLY 49 % have signed up for email/text alerts

YOUR CHILD'S TEAM

How would you rate how the coaching staff interacted with the children?

98 % said Good

How would you rate how the coaching staff interacted with the Parents?

97 % said Good

How would you rate the use of your child's practice times?

95 % said practices were useful

How would you rate your child's improvement throughout the season?

94 % said their child had improved

How would you rate your child's feelings overall about his/her season?

98 % said their child felt good about the season

VOLUNTEERING

Have you ever Volunteered your time with Hespeler Minor Hockey in the past?

ONLY 51 % have ever volunteered with HMHA in the past

DO YOU HAVE ANY SUGGESTIONS that you feel would help the organization perform better.

(below are all comments that were listed on the bottom of the surveys) **SEE RESPONSES IN GREEN**

Join Cambridge

HMHA is in support of working with Cambridge to develop ALL children in Cambridge however, we are not in support of an amalgamation

Overall, very happy with the season

That's great

Very impressed with how the coaches interacted with the parents and kids, they really kept the fun in the game

That is good to hear

Just drove us crazy how we had to check the website daily regarding changes to practices and games

Sometimes schedule changes cannot be helped, especially in January as we have limited ice available. Signing up for Email/Text alerts would help notify you when there is a change.

Start goalies in CHIP if kid shows interest. Open a cash bar to raise funds during banquet.

We take turns in CHIP for goalies as some children may not realize they are interested until they try it.

Having alcohol at a child's hockey banquet is not something that we support, this is a celebration for the kids and at the most, the banquets take about an hour and a half, I am sure parents can get through that without a drink.

Better communication. I find you really have to dig and search if you want to find any information.

I think the Association assumes people should just know things, if you're new to this as that wouldn't be the case

Communication is something that we are aware of that needs improving and we are looking at better ways of doing so

The website needs updating

There are restrictions with what we can do with the website but we will look at updating what we can. More specific details about what requires updating can be sent to info@hmha.ca

stick to schedule if possible

Sometimes schedule changes cannot be helped, especially in January as we have limited ice available

Keep practices partnered with the same teams for all weeks

Less changes to schedule during the season

More communication when schedule changes, not just "check website"

Sometimes schedule changes cannot be helped, especially in January as we have limited ice available

Signing up for Email/Text alerts would help notify you when there is a change

develop goalies in chip, keep scores and stats for house league. Have practices on Saturday and games on Sunday

We take turns in CHIP for goalies as some children may not realize they are interested until they try it.

We are looking at better ways to keep stats for players from year to year.

Saturday Practices, Sunday games

We will look at the schedule for next year.

be consistent with most other OMHA regions by making age group naming the same ie: Tyke is Minor Novice elsewhere

These Divisions are governed by OMHA

make website mobile friendly

The website now automatically detects when someone is browsing from a mobile device and serves the pages in a mobile friendly format.

be consistent with timing/schedules

We try our best with schedules, sometimes that is beyond our control

All good - thanks for all the work

You're welcome!

Opportunity for goalie coach/development

We are looking at improving development for coaches and goalies for next year

More extensive goalie training would be beneficial, especially at younger ages

We are looking at improving development for goalies for next year

All ice time at Hespeler

Don't change ice time schedule

Tyke/Novice play at Karl Homuth due to the size of the ice, Hespeler is an Olympic size ice which is too large for that age group

Cash bar during banquet to raise some money for hmha

Having alcohol at a child's hockey banquet is not something that we support, this is a celebration for the kids. Also, changes to the Special Occasion Permits in June 2012 mean that it is prohibited to profit now prohibit from profit from alcohol sales and private events.

Cash bar during banquet to raise funds

See above response

Liked what I saw, switch days so practice the day before we play

We will look at the schedule for next year.

All Good !

That's great.

HMHA Survey - Atom & Pee Wee House League

of surveys received 64, Winner of Draw = Carolyn Bolton

COMMUNICATION

How would you rate the communication within HMHA and their members?

73 % Good

How would you rate the communication on your child team?

80% Good

Have you ever emailed your Director, Coach or Executive?

70 % said YES

Did they respond in a prompt manner?

92 % said YES

Were you satisfied with the response?

92 % said YES

Did your team have a hockey Mom?

86 % have a hockey Mom

Did you hear from the hockey Mom regarding fundraising events?

84 % said YES

Did your team have a parent rep?

47 % of teams have a parent rep

Have you ever visited our website

100 % have visited

Did you find it helpful?

97 % said it was helpful

Have you signed up for email or text alerts

ONLY 34 % have signed up for email/text alerts

YOUR CHILD'S TEAM

How would you rate how the coaching staff interacted with the children?

93 % said Good

How would you rate how the coaching staff interacted with the Parents?

89 % said Good

How would you rate the use of your child's practice times?

90 % said practices were useful

How would you rate your child's improvement throughout the season?

92 % said their child had improved

How would you rate your child's feelings overall about his/her season?

94 % said their child felt good about the season

VOLUNTEERING

Have you ever Volunteered your time with Hespeler Minor Hockey in the past?

ONLY 34 % have ever volunteered with HMHA in the past

DO YOU HAVE ANY SUGGESTIONS that you feel would help the organization perform better.

(below are all comments that were listed on the bottom of the surveys) **SEE RESPONSES IN GREEN**

Having Parent rep on team

Have evaluations available

Have equal teams as far as skill for house league

We agree, all teams need a parent rep. We are looking at a better way to evaluate/track players progress

from year to year. Teams are balanced out as early in the season as possible

more communication, less schedule changes

Sometimes changes are beyond our control. Signing up for email/text alerts will allow you to be notified immediately

change the ice time schedule less or never, if possible

have all ice times in Hespeler, bad ice at Karl Homuth

Sometimes changes are beyond our control. Sometimes we need to use ice at KH in order to accommodate our schedules - we are sharing ice in Hespeler/Preston with several other ice users

would love to see select teams in Hespeler (Peewee and higher)

Select teams are something we will take a closer look at and if we have them, they will become more structured

possible mentoring between older kids (players) and players who will be moving out of chip program

have players watch for passing/team play on TV/Internet

We want to grow our mentoring program between the older kids and the younger ones. Coaches have access to Development tools such as a TV and tapes that they could have

their team watch

I would like to express my extreme pleasure with the coaching (white-PeeWee team) and the leagues ability

to balance teams year after year :)

Do we need 3 refs at the PeeWee Level ?

No we don't necessarily need 3 but we are working with the Referee Assoc. to help develop their refs. With hitting moved out of Pee Wee starting this year there is no need to add a third ref

I appreciated I-cal team schedules, it kept my calendar up to date

My only wish is out of your control; more teams to play against

We have tried inter league playing in the past, this year Cambridge was not interested in doing so.

Game times seemed to change without notice.

Any schedule changes should have an email alert sent to the distribution list of what changed

Sometimes changes are beyond our control. Signing up for email/text alerts will allow you to be notified immediately

website and communication was very good

Coaching staff did an excellent job coordinating practices and special events

Good to hear

When you register, send out email alerts for evaluations

Archive previous year website to avoid confusion

Hockey Canada does archive previous years registration however it is not easy to send out a blast email to all registrants as to when their evaluation time is. We advise people to check our website when they register in person

refrain from so many game time changes

Day of champions on Easter Weekend - COME ON PEOPLE!!

Agreed, we will not schedule this on that weekend in the future

Allow ALL kids to play on a travel team that want to - if you run out of paces, make more

There are only so many teams that you can make where it stays competitive. Putting together a travel team just for the sake of having one and then have those kids not be able to compete and get creamed every game is not good either.

If the coach volunteers, he should attend all games and practices

Sometimes life conflicts with our commitments. Keep in mind, this coach is also a Volunteer.

Keep standings up to date. Seems nobody posted results until after mid November

Agreed, standings should be posted in a timely manner

Don't schedule every weekend

Game time on Sunday and practice on Saturday

We will look at the schedules for next season

Everything went great.

Great

HMHA Survey - Bantam and Midget Juvenile House League

of surveys received 52, Winner of Draw = Dave Ryan

COMMUNICATION

How would you rate the communication within HMHA and their members?

60 % Good

How would you rate the communication on your child team?

77% Good

Have you ever emailed your Director, Coach or Executive?

44 % said YES

Did they respond in a prompt manner?

87 % said YES

Were you satisfied with the response?

74 % said YES

Did your team have a hockey Mom?

62 % have a hockey Mom

Did you hear from the hockey Mom regarding fundraising events?

84 % said YES

Did your team have a parent rep?

23 % of teams have a parent rep

Have you ever visited our website

94 % have visited

Did you find it helpful?

84 % said it was helpful

Have you signed up for email or text alerts

ONLY 27 % have signed up for email/text alerts

YOUR CHILD'S TEAM

How would you rate how the coaching staff interacted with the children?

88 % said Good

How would you rate how the coaching staff interacted with the Parents?

81 % said Good

How would you rate the use of your child's practice times?

57 % said practices were useful

How would you rate your child's improvement throughout the season?

80 % said their child had improved

How would you rate your child's feelings overall about his/her season?

82 % said their child felt good about the season

VOLUNTEERING

Have you ever Volunteered your time with Hespeler Minor Hockey in the past?

58 % have volunteered with HMHA in the past

DO YOU HAVE ANY SUGGESTIONS that you feel would help the organization perform better.

(below are all comments that were listed on the bottom of the surveys) **SEE RESPONSES IN GREEN**

Players need to be rated yearly

coaches can pick teams but not necessarily to coach that team

should be playing twice per week. Games are never 1.5 hr unless include late starts and ice cleaning

This must be for Midget as there is no evaluation - this is tough because kids in that division are still signing up as late as December. We will look at the Midget JV Division and see if we can make any changes

I know this sounds harsh for House League but if the goalie is terrible and defines your team and season, it's a problem

Hopefully with more Goalie development next year, that will help

scheduling was hard to follow - so many changes but I understand ice time is an issue

Sometimes schedule changes cannot be helped, especially in January as we have limited ice available

Awards on the ice - players had to leave so they missed awards/medals etc

ALL divisions will have a Pizza banquet next year and not a pizza party after the day of champs

Communicate directly with the parents, email, newsletter. See all the emails I have sent HMHA

We try our best to get communication to parents but we do recognize that we can do better. More communication will be coming this season.

Not playing in Hespeler, another lost customer

We are sorry to hear that

Wow - this is a tough question !! I have been enlightened by some horrendous emails and the way the President conducts himself and how our money is being spent !! Being \$130,000 in the positive is a disgrace and mismanagement.

So very disappointed and let down !!

The elected HMHA executives strive to be professional and courteous during the hundreds of hours of volunteer service they each provide annually.

Our records endure a FULL audit from Graham Mathews Accounting yearly and are presented for discussion annually at our AGM.

We have a locked in investment of 50,000 that has been around for years and it is for emergencies only (recommended to us by the accountants to have this reserve). We do have cash in the bank currently. This is a result of a few years of fiscal prudence and responsible money management.

Going back a few seasons HMHA could not meet its financial obligations for seasonal start up costs and had to wait for registration money to come in before suppliers could be paid.

We have been able to reduce our registration fees to the lowest in the region for the upcoming year due to the financial position the HMHA is now in.

To many changes to ice time. Disorganization, lack of communication from HMHA to our league

Sometimes schedule changes cannot be helped, especially in January as we have limited ice available

Signing up for Email/Text alerts would help notify you when there is a change

A detailed, complex tie breaking system needs to be written up. The bantam house league had some misunderstandings

due to the brief, vague tie breaking protocol which lead to various interpretations. Thank you everyone! Our son enjoyed his hockey season

The decision of the tie breaker is up to the House league Director and the decision was made at the time to be the best one for the kids

Make sure that policies and procedures are adhered to and make it about the players

It is all about the kids in our organization. They are the reason why the many volunteers in the HMHA from the Executives to the Coaches, managers and bench staff spend countless hours making sure that things run as smoothly as possible. We will be looking for volunteer conveners this season to help ensure policies are adhered to.

Coach provide team info so parents can be in contact

Absolutely, the coach should be providing contact info to the team. We do hold coaches meetings at the beginning of the season and they are instructed to hold team meetings with the parents and to provide contact information to everyone

We are done now, this was son's last year

Hope you enjoyed the season

Quite concerned about the rumors regarding Bantam House league playoff/finals determination process - 3 way tie

Not impressed that there is no banquet for Bantam & Midget

Don't know which rumour you are referring to however the tie breaker was dealt with by the HL Director at the time.

All divisions will go back to having a Banquet with Pizza next year

Try making the league about the kids, corruption is everywhere, you will have no players soon
It is all about the kids in our organization. They are the reason why the many volunteers in the HMHA from the Executives to the Coaches, managers and bench staff spend countless hours making sure that things run as smoothly as possible. HMHA undergoes a financial audit annually. The HMHA has returned to a position of financial stability after several years of prudent and responsible fiscal management. Feel free to communicate any specific concerns with any member of the team.

There needs to be a change in Executive. This Association has gone down hill and it is not about the kids or the community anymore. Please call me, no emails. Please post all results including ALL COMMENTS on the website. Transparent.

There is an annual AGM held where new executive are encouraged. We were very pleased that two new volunteers joined the Executive Team this year after being elected by the HMHA members who attended. The Executive Team continues to work tirelessly to produce a quality and affordable environment to ensure more kids can afford to play hockey and that we limit the financial burden on families in our community.

Have more "goalie" training during practices

We hope to offer more goalie clinics and training throughout next season

Great coaches, make all the difference - way to go !!

Good to hear

HMHA Survey - Travel Teams - Atom to Midget

of surveys received 53, Winner of Draw = Marcy Nagel

COMMUNICATION

How would you rate the communication within HMHA and their members?

82 % Good

How would you rate the communication on your child team?

87% Good

Have you ever emailed your Director, Coach or Executive?

75 % said YES

Did they respond in a prompt manner?

95 % said YES

Were you satisfied with the response?

87 % said YES

Did your team have a hockey Mom?

100% have a hockey Mom

Did you hear from the hockey Mom regarding fundraising events?

98 % said YES

Did your team have a parent rep?

79 % of teams have a parent rep

Have you ever visited our website

98 % have visited

Did you find it helpful?

100 % said it was helpful

Have you signed up for email or text alerts

ONLY 60 % have signed up for email/text alerts

YOUR CHILD'S TEAM

How would you rate how the coaching staff interacted with the children?

88 % said Good

How would you rate how the coaching staff interacted with the Parents?

85 % said Good

How would you rate the use of your child's practice times?

83 % said practices were useful

How would you rate your child's improvement throughout the season?

84 % said their child had improved

How would you rate your child's feelings overall about his/her season?

83 % said their child felt good about the season

VOLUNTEERING

Have you ever Volunteered your time with Hespeler Minor Hockey in the past?

70 % have volunteered with HMHA in the past

DO YOU HAVE ANY SUGGESTIONS that you feel would help the organization perform better.

(below are all comments that were listed on the bottom of the surveys) **SEE RESPONSES IN GREEN**

merge with CMHA ASAP

HMHA is in support of working with Cambridge to develop ALL children in Cambridge. However, with the exception of few vocal individuals, the HMHA membership does not support amalgamation. The Executive team will continue to serve the wishes of the majority of members in the HMHA and agree with them that an amalgamation is not in the best interests of the children who play for the association and the community at large.

coaching clinics, more communication with parents, more development clinics

We are looking at improving development for coaches and players for next year and improving communications with the members.

Update uniforms - Jerseys are too huge and don't fit smaller players. Socks are terrible quality and need updating

Consider option of purchasing Jerseys and socks individually

We just updated all our Jerseys a few years ago, if there is an issue with sizing then it should be brought to the attention of the Equipment Director. He is looking into different type of socks for the upcoming season

more support and training for goalies

We are looking at improving development for goalies for next year