



OYHA Annual Survey 2020-21

April 30, 2021

Analysis by Heather Harwood

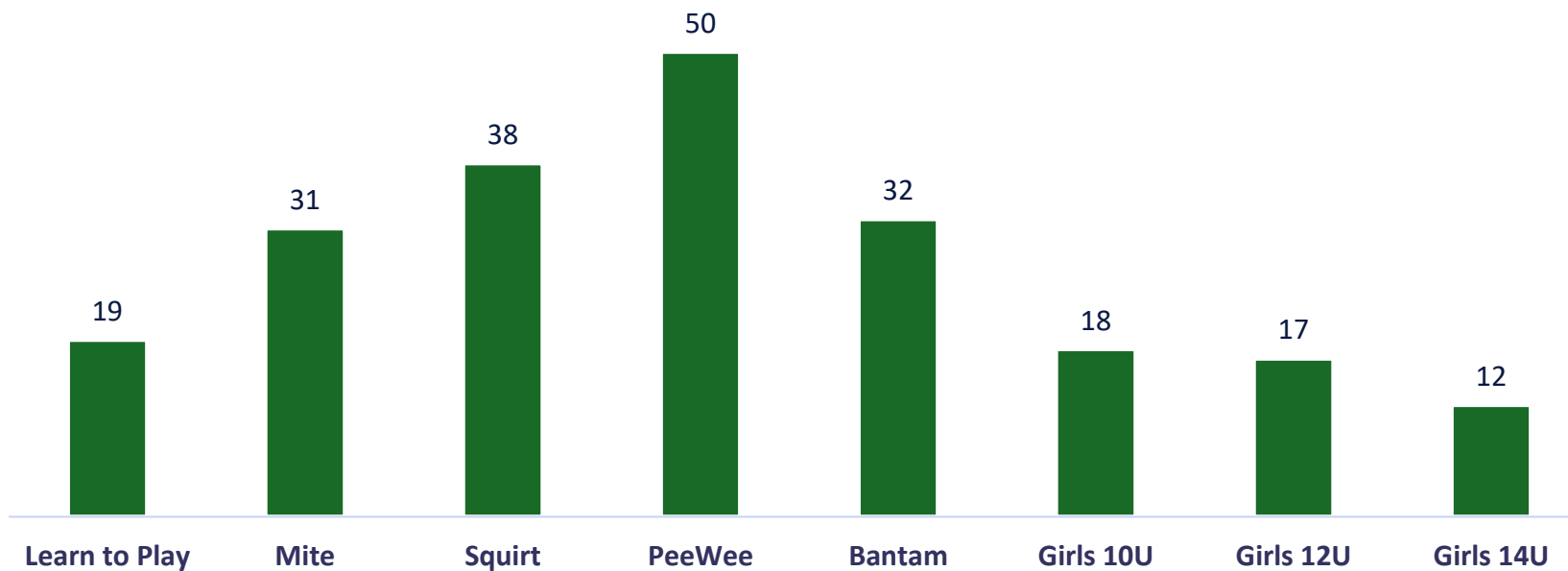


Background

Survey Fielded: March 22, 2021 – April 5, 2021

Responses: 162 Families (61%), 217 Players (58%)

of Players at Each Level Who Answered the Survey





Executive Summary

- **Overall, the experience with OYHA continues to be positive for the majority of players and parents.**
 - Despite COVID, the vast majority of players are had fun, got the right amount of ice time, and over ¾'s plan to play again next year.
 - OYHA's handling of COVID was seen as Excellent/Above Average by 73% of families.
 - Parents' experience was down slightly vs. YA, with COVID, team drama, and coaching issues playing a role.
- **The steps taken to ensure strong coaching & player development are starting to show positive results, but opportunities still exist.**
 - Quality of coaching (68% Excellent/Above Average) has trended positively for the last 2 years but remains below where it was 3-5 years ago.
 - PeeWee coaching was seen as particularly strong. Girls 14U was up directionally vs. YA, but remains lower than Total.
 - There were lots of positive comments about the coaches, but there were some opportunities for coaches to structure their practices better, focus more on teaching game play, and improve discipline/enforce good sportsmanship.
 - There continues to be an opportunity for a more formalized process for coaches to outline & communicate their plan for the season & player development and then meet with the players to discuss progress. PeeWee coaches were particularly strong on this and could perhaps serve as role models.
 - The skills coaches were viewed as Excellent/Above Average by the majority of parents.
 - Parents would like to have them on the ice even more and want to make sure the practices are well planned and build on each other.
 - Both off-ice partners, Breakaway Fitness & Playerz Choice, saw directional increases in satisfaction.



Executive Summary

- **Player evaluation & team selection is an area that continues to have room for improvement, with over ¼ rating Player Evaluations as Poor/Below Average.**
 - The PeeWee level and to a lesser extent the Bantam level drove the dissatisfaction.
 - Comments indicated that many felt kids (particularly at the PW level) were placed at the wrong level/on the wrong team, several comments criticized the decision to create C1/C2 teams at the PW level, felt there were politics at play in the process, and indicated a desire for more transparency around the scores and process.
 - Additionally, when asked later in the survey about strategic priorities and for any other comments at the end of the survey there were several write-in suggestions/comments looking for the board to provide more oversight on the evaluation process and team selection.
- **Player development continues to be top of mind for parents, as they ranked On-Ice Curriculum, Hockey Development Director, and Hockey Specific Training Facilities as the top 3 strategic priorities for OYHA.**
- **Most families would like to keep the current logo (71%) & jersey design (61%), but add names to the back of the jersey (71%).**
 - If new jersey designs are evaluated, recommend showing to parents and letting them vote vs. current.
- **In its first year, over half of families rated the Spirit Wear Store as Excellent/Above Average.**
 - Recommendations for improvement included offering more interesting designs, being open throughout the season, and driving awareness of the store.
- **Approximately 60% of OYHA families are interested in volunteering in some capacity – primarily as a coach or manager.**
 - Suggestions for growing involvement focused on more communication of needs, but also providing advance notice, or requiring volunteer hours.

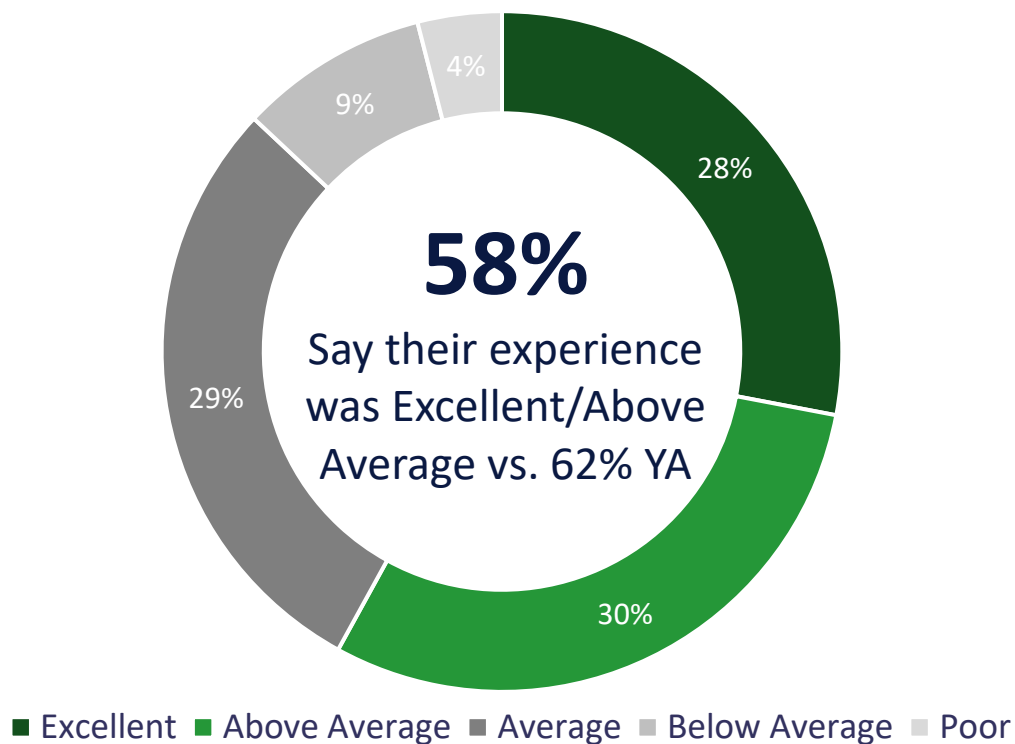


Detailed Findings



Nearly 6 in 10 parents say their experience was excellent/above average. This is down slightly vs. YA, returning to the lowest level seen since 2013-14.

Experience as Parent of OYHA Player





The slight decline may be due to some having issues with the coach or team drama, and of course the way COVID impacted the season.

Experience as Parent of Player – Top 5 Comment Themes	# of Comments
Good season/positive experience	7
Good coaches	6
Issues w/ teammates/drama	6
Issues w/ coach	5
COVID protocol negatives (socializing, attending practices)	5

“The fact that we were able to have a season is amazing. Kudos to everyone who helped pull it off.”

“This was an awesome year! Great coaches and team spirit.”

“Coaching and development are key to satisfaction. My player was thrilled with the coaching and really looked forward to every practice and game. Kid and parents were happy.”

“Organization did well. We had issues with families on the team but that is not the fault of the org.”

“Coaches not treating certain players or children decently.”

“Covid rules put a damper on the social aspects this season.”

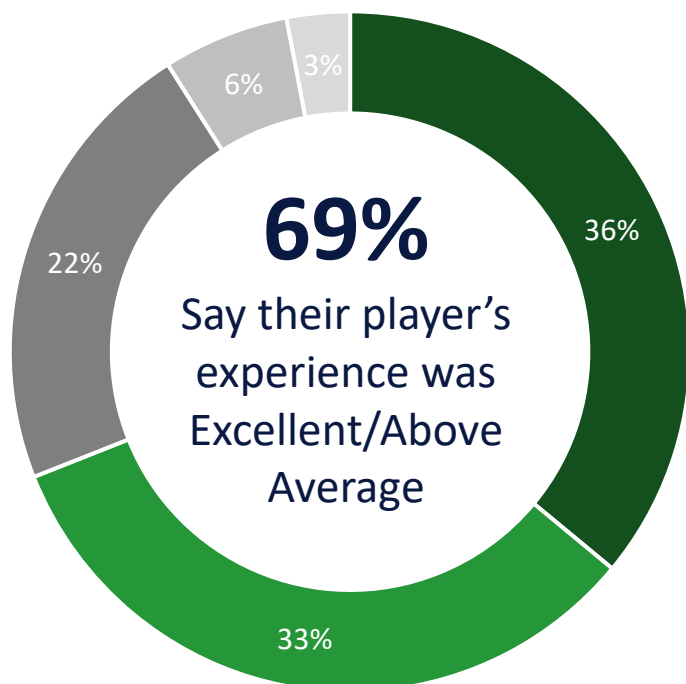
“Would have been excellent, but a few negative people can spoil the experience. I do believe that character should be evaluation criteria for what teams these kids make.”



However, nearly 7 in 10 players had an excellent/above average experience despite COVID.

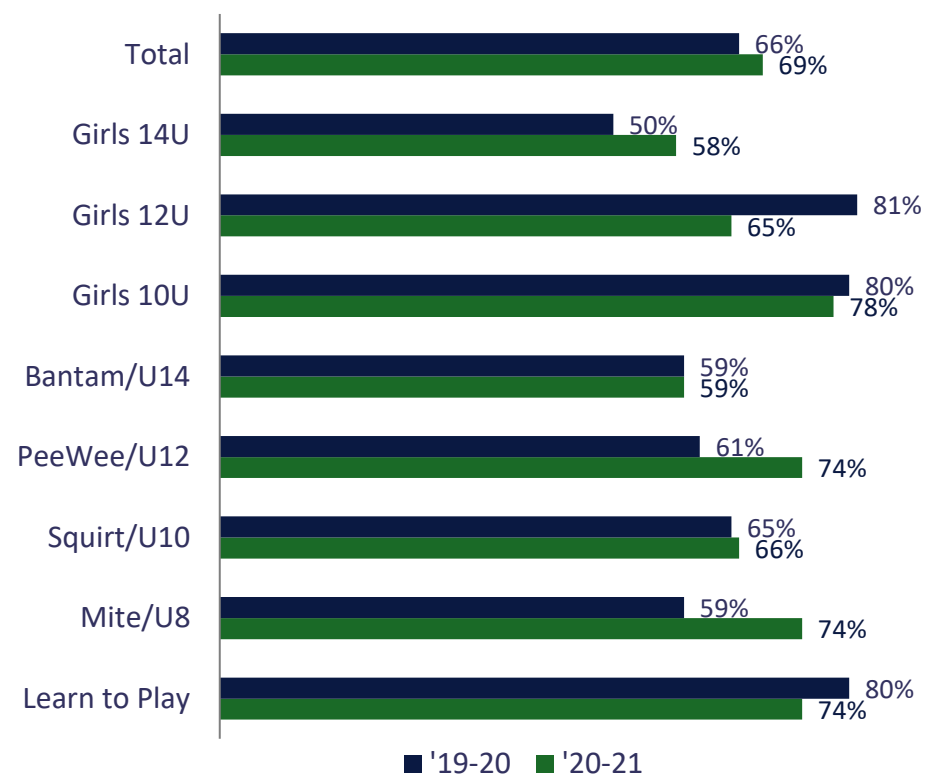
- Mites, PeeWee, and Girls 14U saw a directional increase in Player Experience vs. YA.
- Meanwhile, Girls 12U saw a directional decline vs. YA.

Overall Player Experience



■ Excellent ■ Above Average ■ Average ■ Below Average ■ Poor

Overall Player Experience by Level-Excellent/Above Average



■ '19-20 ■ '20-21



Comments focused on positives about the coach as well as skaters having a good experience. However, there were issues w/ tryouts & the division of teams as well as drama on some teams.

“Great coaching and practice sessions. Players developed and improved throughout the season.”

– PeeWee Parent

“The approach and delivery of the coaches was impressive and practices were conducted to advance the skills of the individual skater and the development was noticeable from the beginning of the season to the end.” –

Bantam Parent

“My player had a great experience with his teammates, coaches and practices. Unfortunately, the team was way overmatched in its games. There is no way this team should have been a White level team. Losing most games by 20+ goals is not fun for anyone.”

– Mite Parent

“C level should have players/ talent evenly dispersed, making all C teams competitive—and helping to elevate each teams game.” – PeeWee

Parent

Player Experience – Top 5 Comment Themes	# of Comments
Positives about Coach	28
Overall Positive Experience	16
Tryout Issues/Division of Teams	13
Issues on Team/Drama	8
Player Developed Well	7

“This was a difficult season given the current pandemic. Team building was affected. But given the circumstances my daughter had a great season. She had fun and her skating improved. That's what matters.” – Mite

Parent

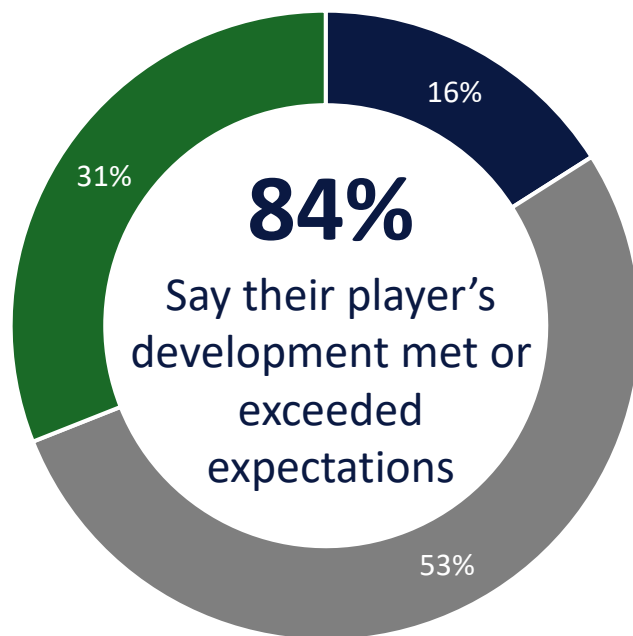
“There was one player who was negative and not very nice to certain kids. It played on some of them a lot more than thought. It should of been addressed.” - Squirt Parent



The vast majority of parents said their player's development met or exceeded their expectations.

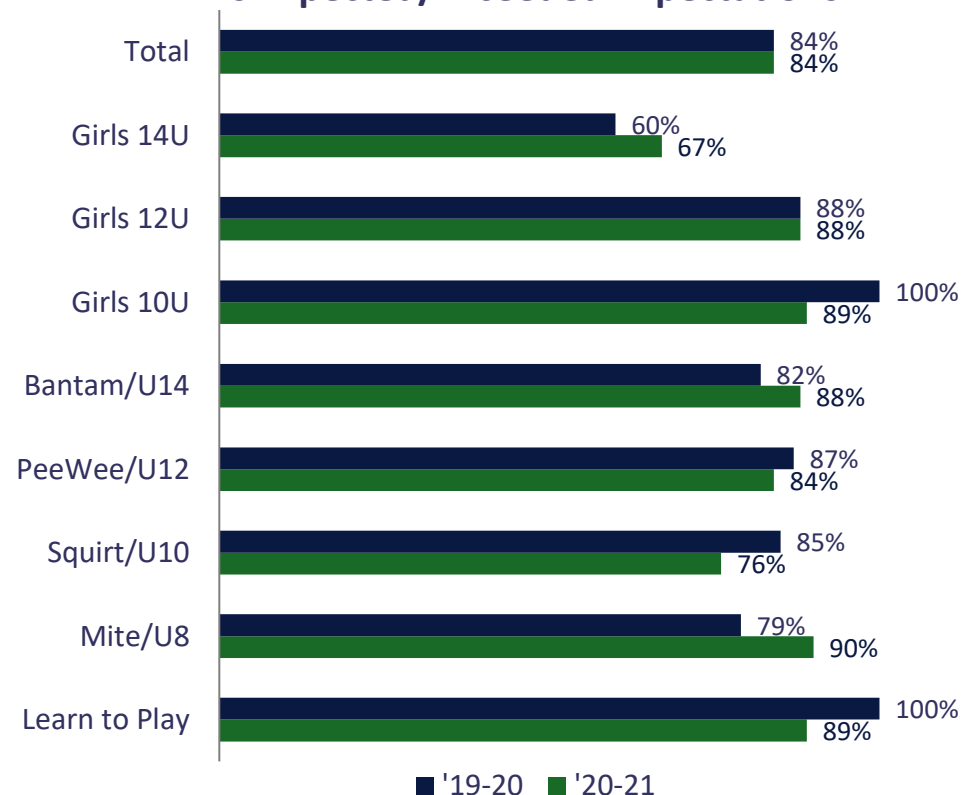
- Development was seen as strong across the various levels, although Girls 14U was directionally lower than Total.

Player Development



■ Below Expectations ■ As Expected ■ Exceeded Expectations

Player Development by Level – As Expected/Exceeded Expectations





Some parents felt their players developed well and had great coaching, while others felt that their players did not develop as expected. Goalie parents continue to request additional coaching for goalies.

“My daughter's development was incredible! Skating, puck skills and confidence grew tremendously.” – Girls 12U Parent

“This season was a turning point. The coaches focused on higher level play and stayed away from the sill trick plays and puck hog play that this group was taught last year. This is how they need to play at high school.” – Girls U14 Parent

“The kids were mismatched playing other c division teams. They were not challenged and were definitely not pushed in game situations. They won a game at state tournament 17-0. Early in the season the option was there to place them as a B-2 team, that’s what would have been best for the kids development.” – PeeWee Parent

Player Development – Top 5 Comment Themes	# of Comments
Positives about Coach	14
Player Did Not Develop/More Development Needed	14
Player Developed Well/Improved	10
More Goalie Coaching Needed	7
Players at Different Levels on Team	6

“I don’t feel my son was challenged enough with players who have an understanding and knowledge of game strategy. Each year we have seen growth and progress with his own knowledge of how to play the game, but this year we did not see that.” – Squirt Parent

“We were really hoping OYHA would have listened to the goalie parents over the years and had a dedicated goalie coach(es) at practice. Our coaches did an excellent job with our son but they aren't goalies. The goalies have a lot of downtime at practice and if they could have at least 1 person to work with them, it would make a big difference in their development.” – Bantam Parent

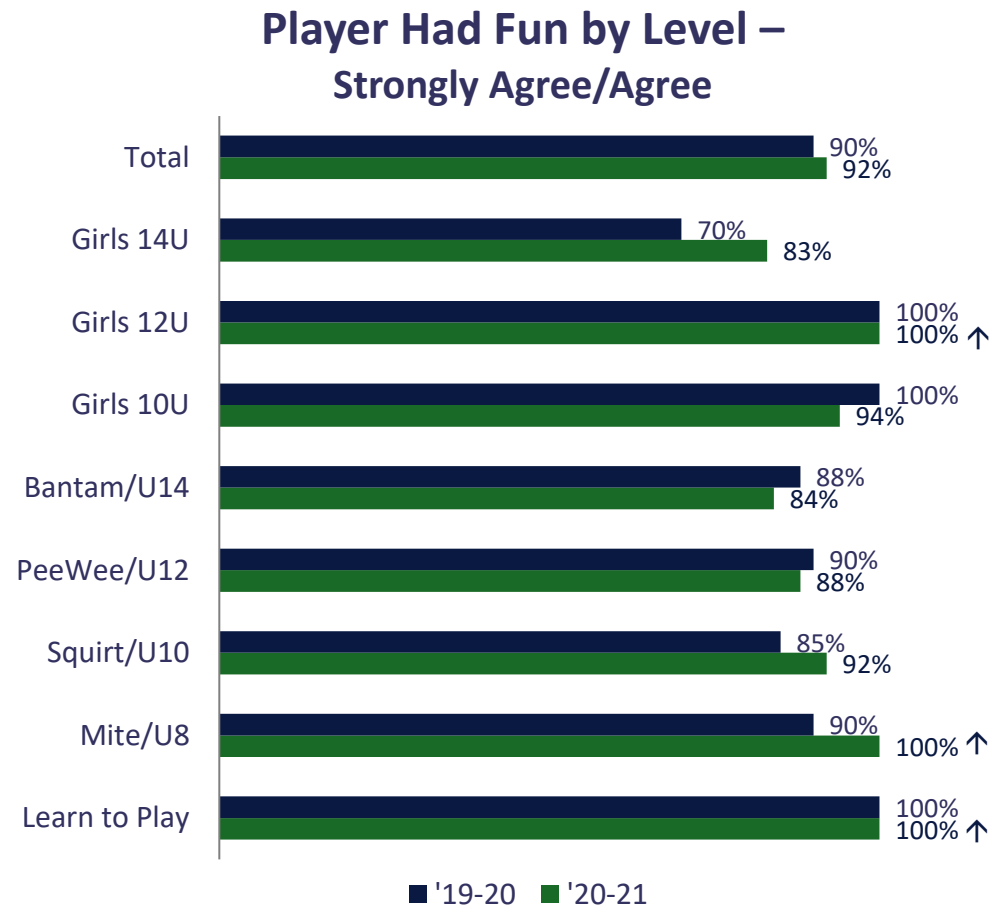
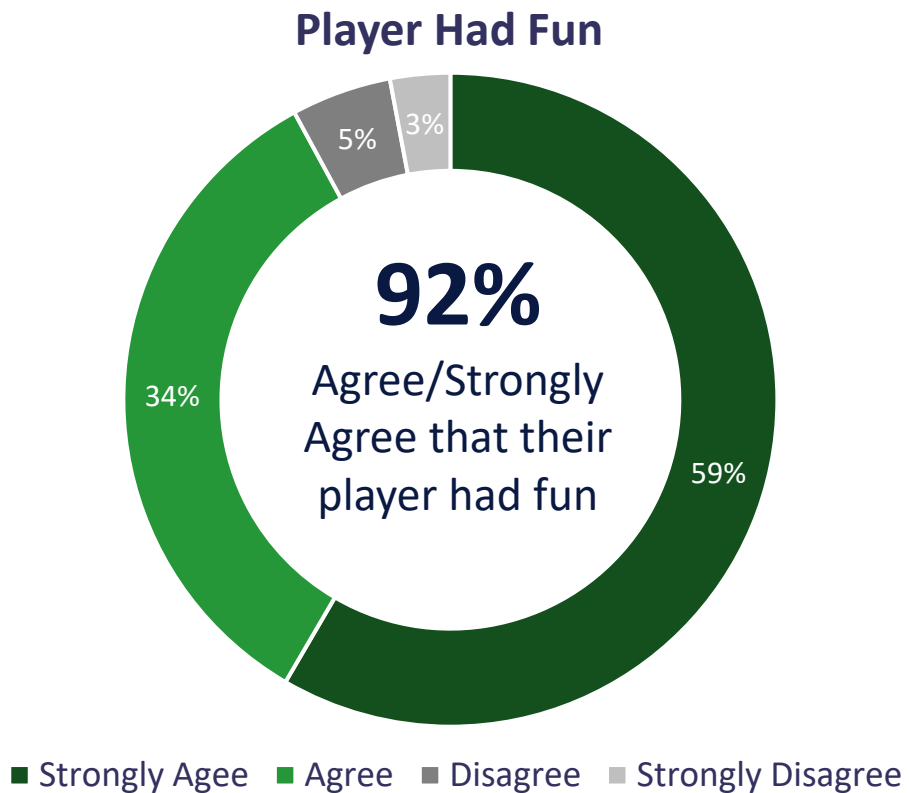
“His coaches were amazing and did a fantastic job filling in gaps from prior years, huge improvement was seen.” – PeeWee Parent

“Since there wasn’t a B and C, he played with kids not at his level on his team.” – Bantam Parent



Similar to last year, the vast majority of parents said their player had fun this year.

- Girls 12U and LTP drove the strong results as they were all significantly higher than Total.

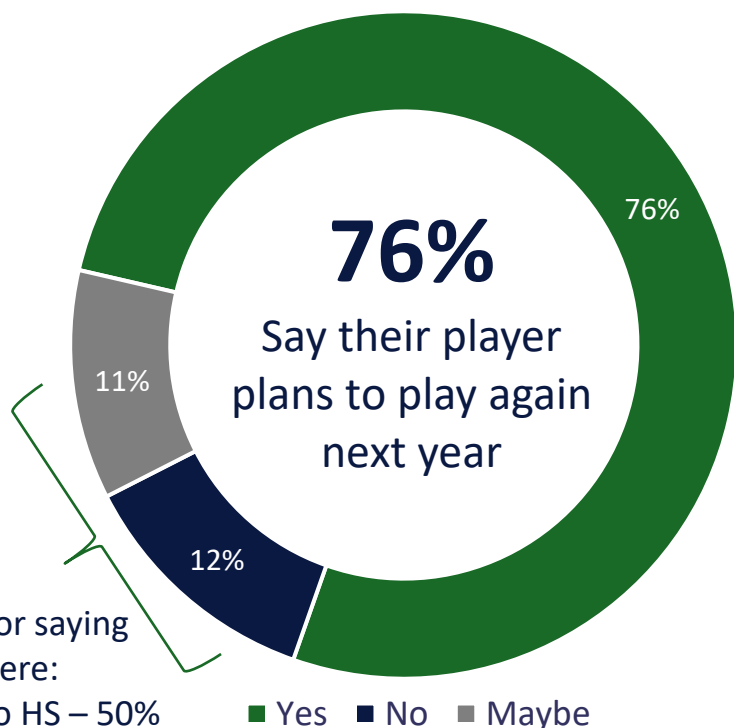




Over ¾'s of parents say their player plans to play at OYHA again next year.

- The top reasons for saying No/Maybe were kids aging out & moving to HS as well as displeasure with the way teams were divided.
- Not surprisingly, the Girls 14U and Bantam/14U teams are significantly lower than Total with many moving to high school.

Plan to Play at OYHA Again Next Year

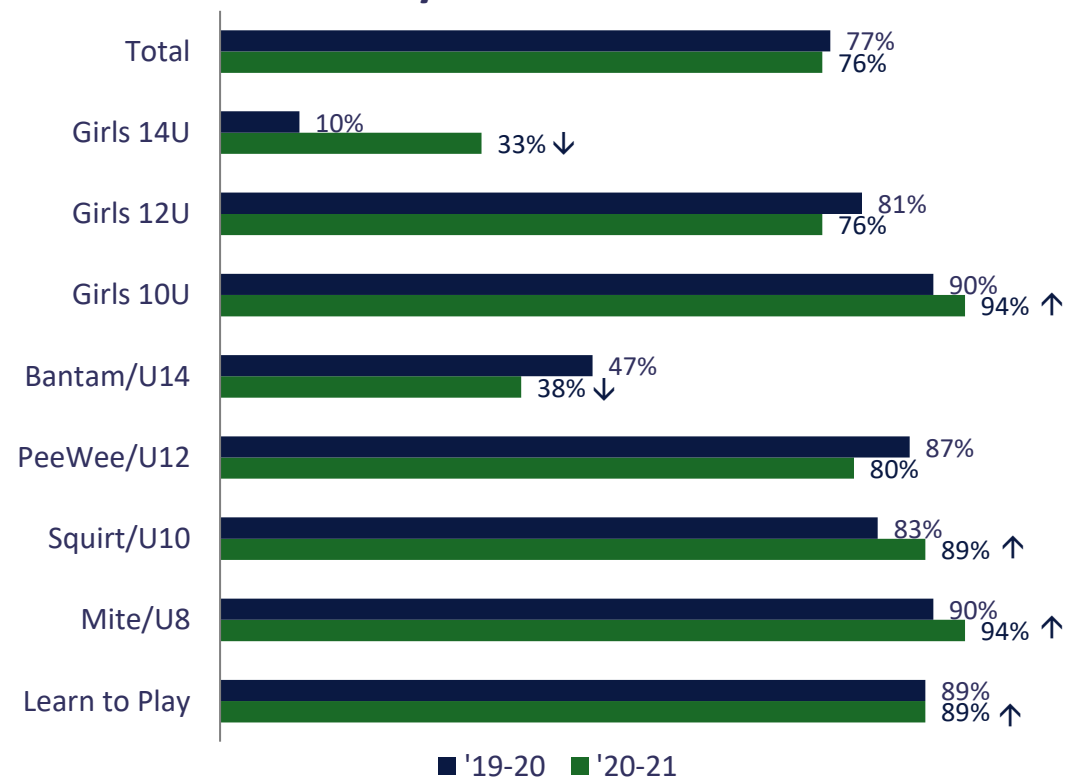


The top reasons for saying No/Maybe were:

Aged Out/Moving to HS – 50%
Unhappy w/ Team Division 18%

■ Yes ■ No ■ Maybe

Plan to Play at OYHA Again Next Year by Level – Yes

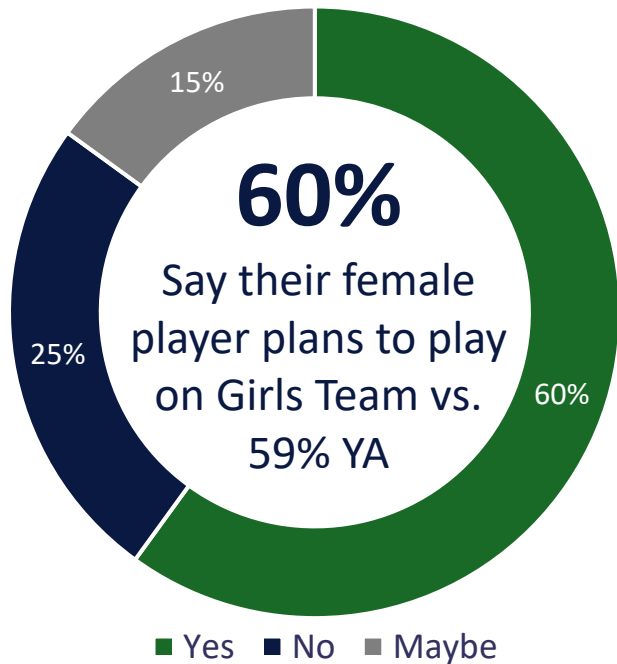




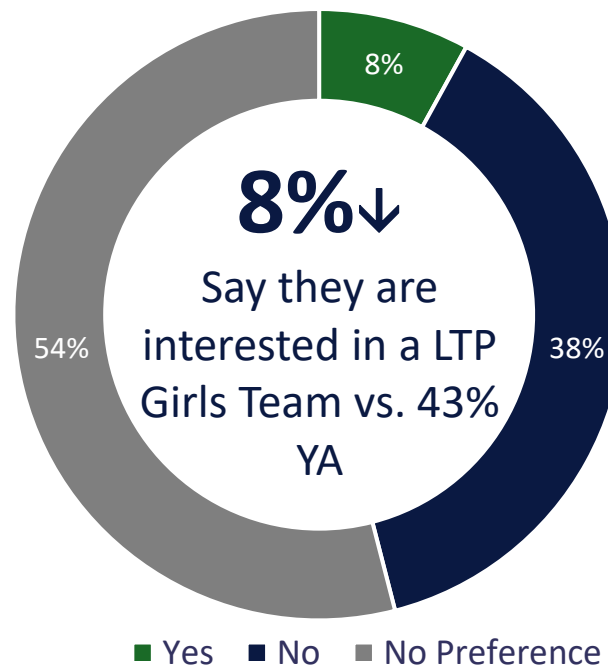
There is more interest in Girls Teams once players are out of LTP.

- Compared to last year, there is less interest in a Girls only LTP team.

Female & Plan to Play on Girls Team Next Year



LTP – Interested in Girls Team Next Year

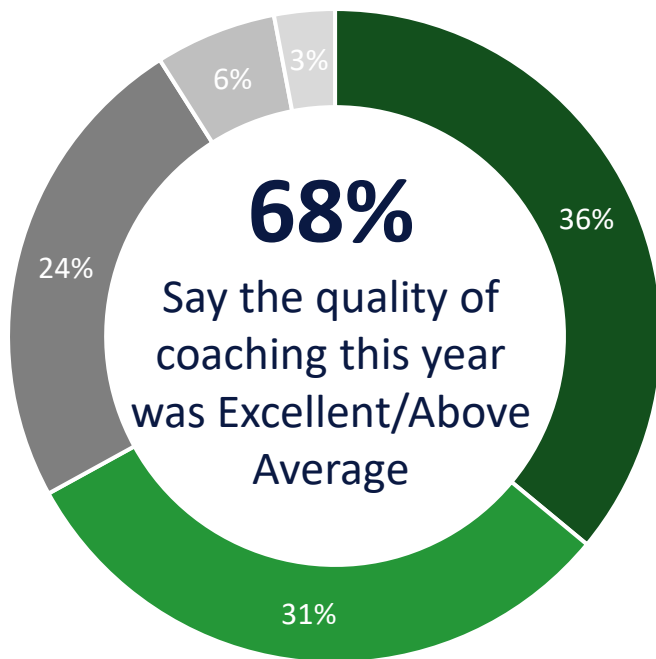




Quality of coaching has trended positively over the last 2 years.

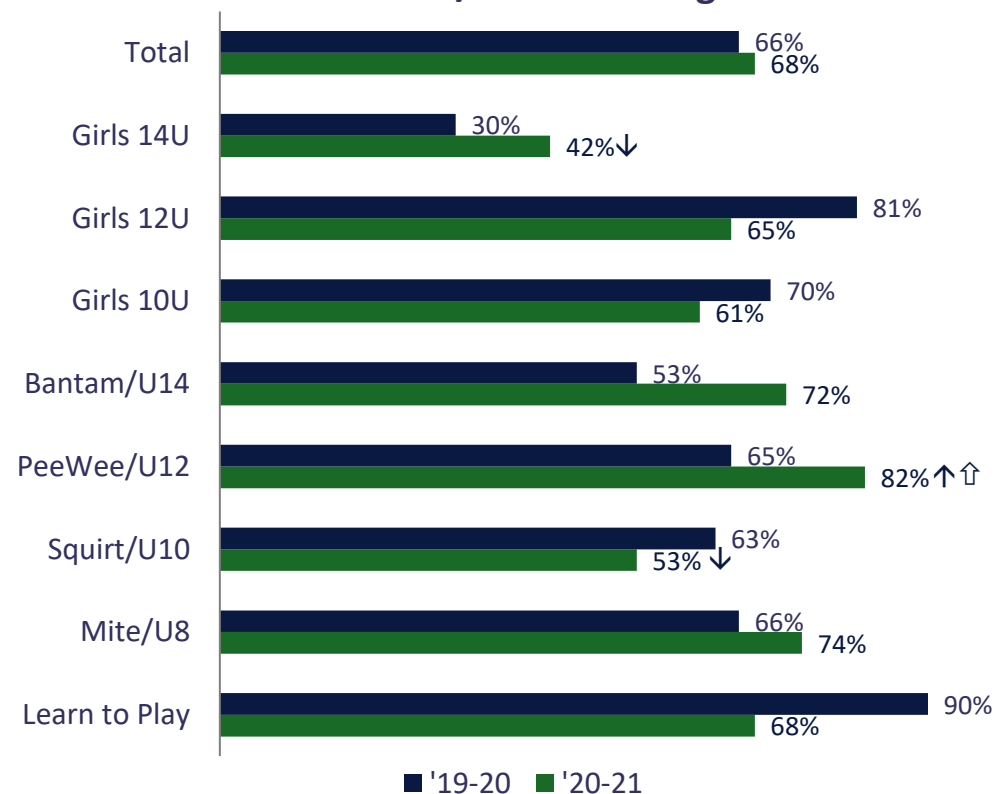
- PeeWee coaching was particularly strong – up vs. YA and higher than Total.
- Girls 14U coaching remains below Total despite a directional increase. Squirt coaching was also below total.

Quality of Coaching



■ Excellent ■ Above Average ■ Average ■ Below Average ■ Poor

Quality of Coaching by Level – Excellent/Above Average





Many parents had positive things to say about their coaches. However, some felt there is an opportunity to improve coaching; particularly running effective practices, focusing on game play, & enforcing good behavior.

“Her coaches were amazing and always pushed my daughter and encouraged her.” – Mite Parent

“There really are no words. The coaching for this team was phenomenal. The team learned to work together, built confidence, and each player improved. There was no favoring of one player over any of the others. It was apparent the coaches truly cared about the players and focused on the goals of learning the game while having fun. We could not have asked for a better experience.” – Girls 12U Parent

“Way above average coaching that specifically focused on areas where they needed improvement after games that was constantly being adjusted. Kids were very engaged.” – PeeWee Parent

Quality of Coaching – Top 5 Comment Themes	# of Comments
Great coach/good coaching	43
Need better coaching	13
Practices could be improved	13
Need to focus more on game play	6
Really developed players well	6
Need to improve discipline/enforcing good sportsmanship	6

“For LTP, there was not an emphasis on basic footwork and technique/power skating. The kids did lots of drills, but could not execute because they were lacking skill development. Not a lot of puck control type drills. A focus on basics and fun kind of lacked. Ice could have been better utilized. Games were not engaging.” – LTP Parent

“Coach was upbeat and positive, but I would have like to see more enthusiasm during games and practices, and more concentration on skill work during practices. Also, more in-game coaching was needed to tell the girls what they did well or how they could have done something different.” – Girls 10U Parent

“Coaches at practice were awesome and greatly appreciated. During games non existent.” – Mite Parent

“Coach is too tolerant of bad sportsmanship on the bench and ice. Coach is too negative and generally mean-spirited for any team, but especially for 9-10 year olds.” – Squirt Parent



Compared to last year, there was an improvement in effective communication, but a decline in running skills focused practices.

- Girls 14U was below Total in several areas, including running skills focused practices, effective communication, and outlining the plan for the season.

% Who Answered “Yes”

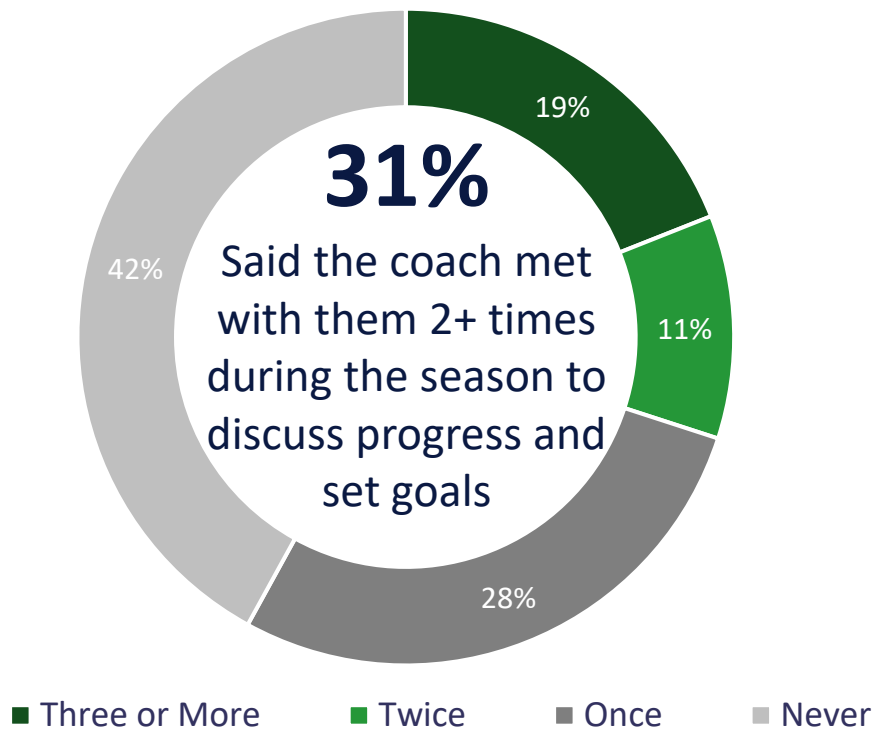
	Total	LTP	Mite	Squirt	PeeWee	Bantam	Girls 10U	Girls 12U	Girls 14U
Coach ran skills focused, station based practices where small groups of skaters move through several different drills	82%↓	89%	90%	79%↓	94%↑	72%	78%	88%	33%↓↓
Coach worked with the other teams during practice to fully utilize the full ice surface for at least a portion of the practice	63%	63%	81%↑	62%↓	74%	50%	50%	59%	80%↓
Coach offered your player opportunities to play a variety of different positions during games	83%	79%	94%↑	84%	86%	66%↓	89%	76%↓	92%↑
Coach communicated effectively with you and your player	82%↑	84%	81%	76%	88%↑	94%↑↑	72%	94%↑	45%↓
Coach clearly outlined the plan for the season and the plan for developing players at your level	70%	58%	58%	61%↓	84%↑	90%↑↑	67%	76%	42%↓



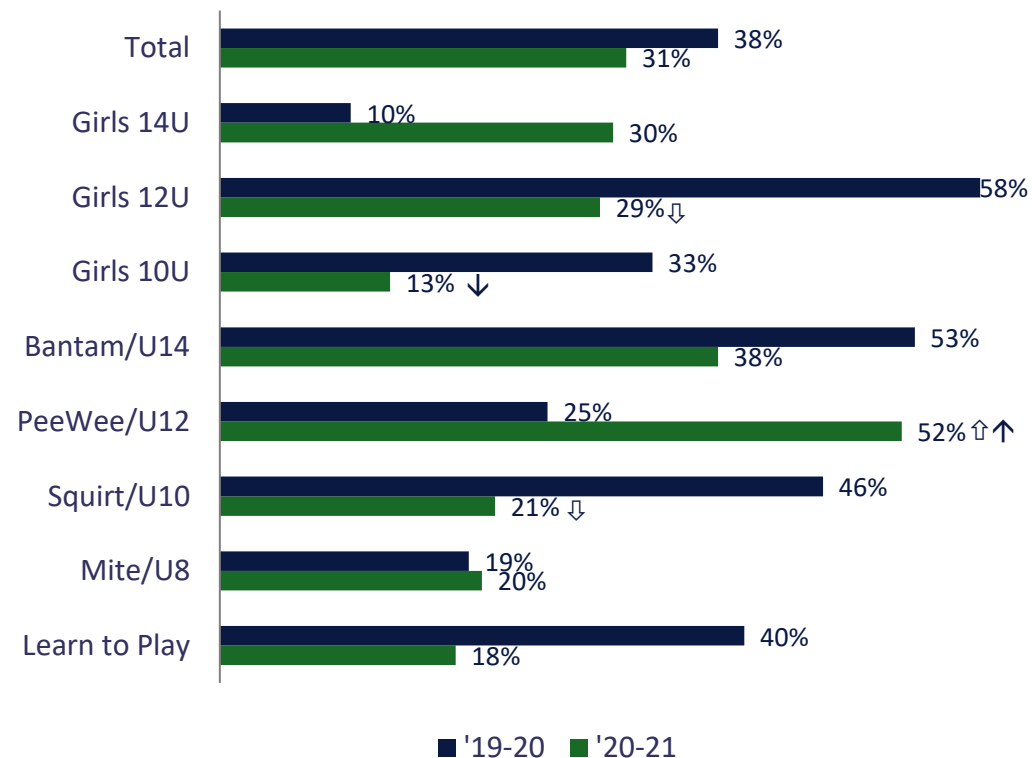
An opportunity exists to create a more formal process that can be implemented consistently across teams for coaches to meet with players to discuss their progress and set development goals.

- PeeWee coaches did a particularly good job of conducting these meetings.

Number of Meetings to Discuss Progress and Set Development Goals



Number of Meetings by Level – Twice/Three or More



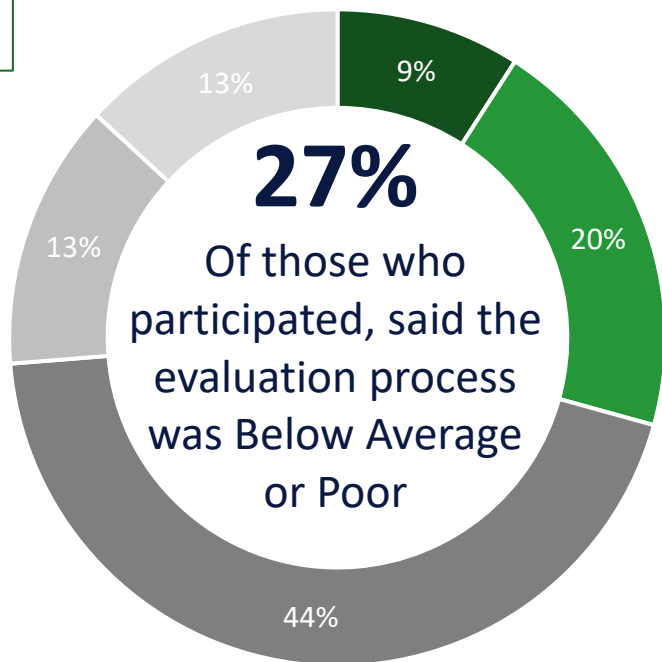


Over ¼ of parents were dissatisfied with the Player Evaluation process, up directionally vs. YA.

- Dissatisfaction was driven by PeeWee (all teams except PeeWee B) and to a lesser extent Bantam (particularly Bantam Blue).

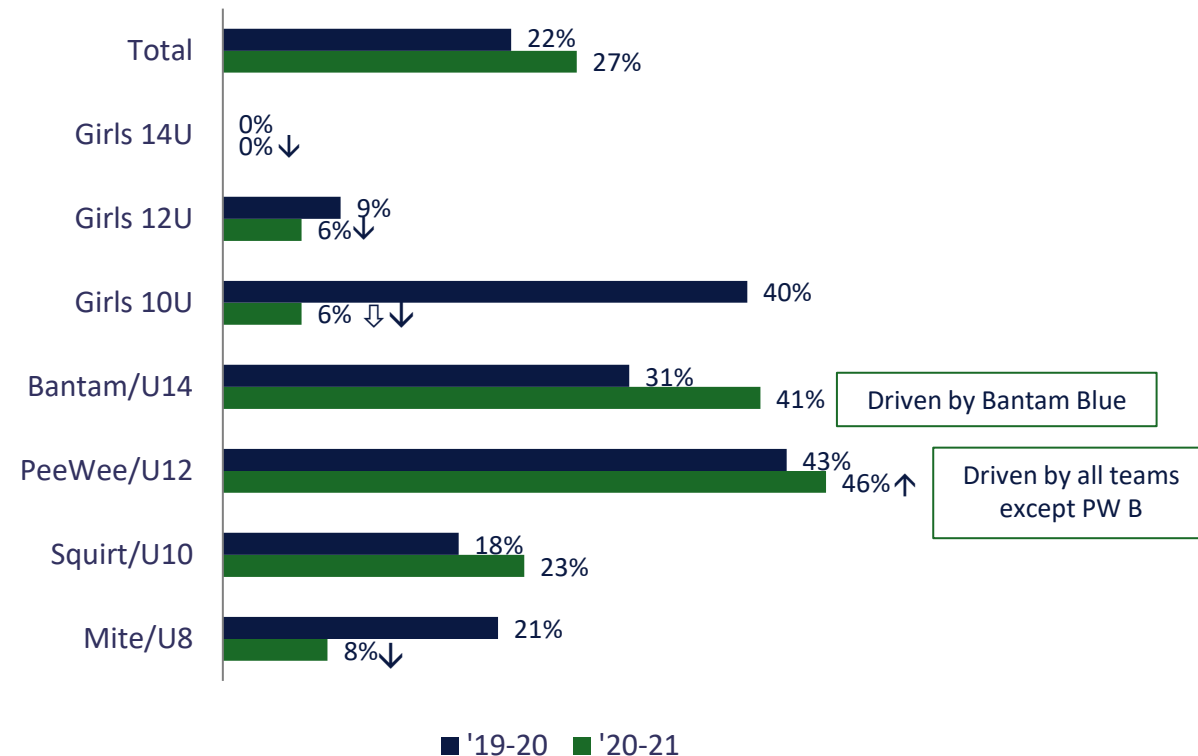
80% Said they Participated in Player Evaluation

Player Evaluation Process



■ Excellent ■ Above Average ■ Average ■ Below Average ■ Poor

Player Evaluation Process by Level – Below Average/Poor





Top Themes that emerged centered around kids being placed at the wrong level (particularly at the PW level), dislike of the PW C1/C2 decision, and perceptions that the process is political/biased. To help improve the process, suggestions included more transparency around the scores & the process.

“Teams weren’t properly placed. Politics got in the way of putting boys where they should have been.” – PeeWee Parent

“We have a fault- there were 2 B teams and we did wrong by our B2 team by labeling them a C team. When we played C teams, it was not a good experience, running the clock starting in the 1st period- where is our development... when we played B teams- that was amazing. And many B teams would not play us because we were labeled a C.” – PeeWee Parent

“The tryout process was clearly defined and posted online and then mid tryouts they decided to make a C1 team instead of dividing talent equally as was stated in the posted policy and did not communicate this to the parents or seek their input. This left 2 teams struggling to compete with most local teams while the other consistently crushed opponents until they started playing B teams. If the teams had been divided equally, I believe all 3 PW C teams could have had competitive seasons.” – PeeWee Parent

Player Evaluation Process – Top 5 Comment Themes	# of Comments
Kids were placed at wrong level/wrong team	19 (8 from PW Level)
More transparency of scores/how teams were decided	9
Dislike the PW C1/C2 team	9
No spectators were allowed	9
Process could be improved	9
Political/Biased	9

“It would be beneficial to understand the detailed process for the evaluating and team selection. From an individual standpoint, it would be beneficial for the kids to receive their evaluation so they know what to work on for the next tryout.” – Squirt Parent

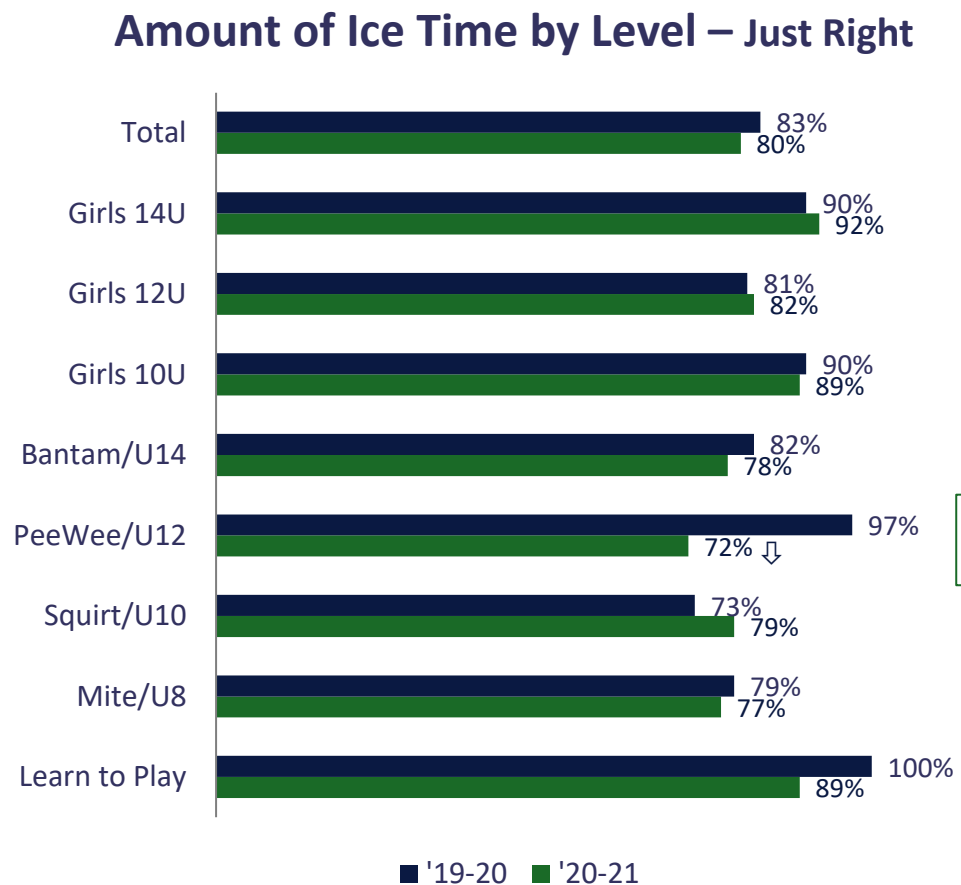
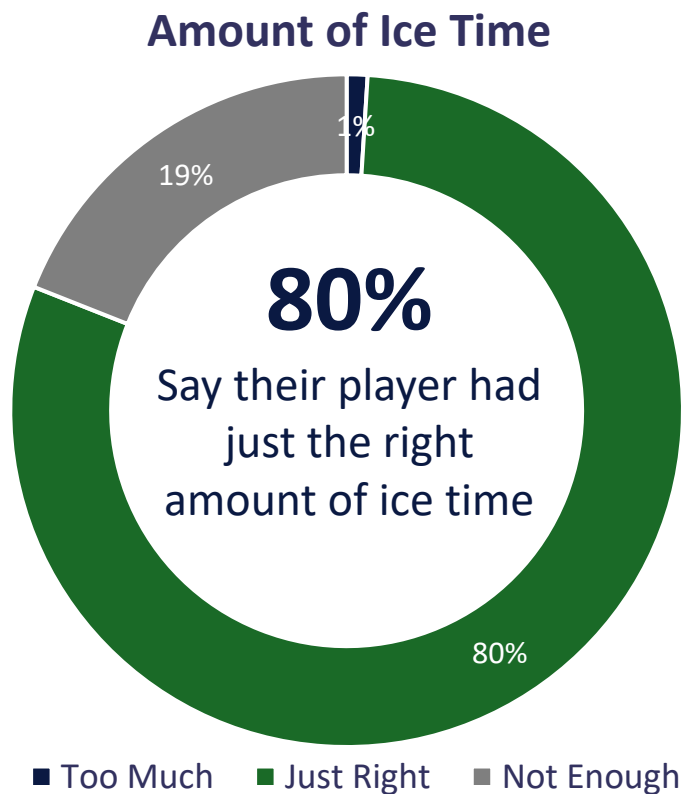
“Creation of a PW C1 and C2 teams after tryouts was a large disappointment to all on C2 teams. All intentions by the HDC and OYHA board should have been clearly outlined for families prior to the tryout process.” – PeeWee Parent

“Putting together the teams seemed more political than based on the skaters skills..” – Bantam Parent



8 in 10 parents said their player had just the right amount of ice time.

- Scores for PeeWee were down vs. YA, driven by PW A & PW White.





The comments on ice time focused on a desire for more – longer practices, more games, etc.

- Some Girls U12 parents felt their skaters had too much playing time because of team size.

Ice Time – Top 5 Comment Themes	# of Comments
Want more practices/longer practices	10
Want more games	9
Want more ice time in general	5
Amount of ice time was just right	4
Too much playing time	4 (3 from Girls U12)

“Looking at other groups, ours has such little ice time.” – PeeWee Parent

“Need more than 2 hours a week of practice.” – PeeWee Parent

“We had a number of games and tournaments cancelled.” – Squirt Parent

“Practices at 50mins are too short” – Mite Parent

“Games were 1 a weekend at most often with last minute changes. Last year this level played 2 games a weekend.” – Mite Parent

“Not enough players on the team, so my daughter was constantly on the ice and tired.” – Girls U12 Parent

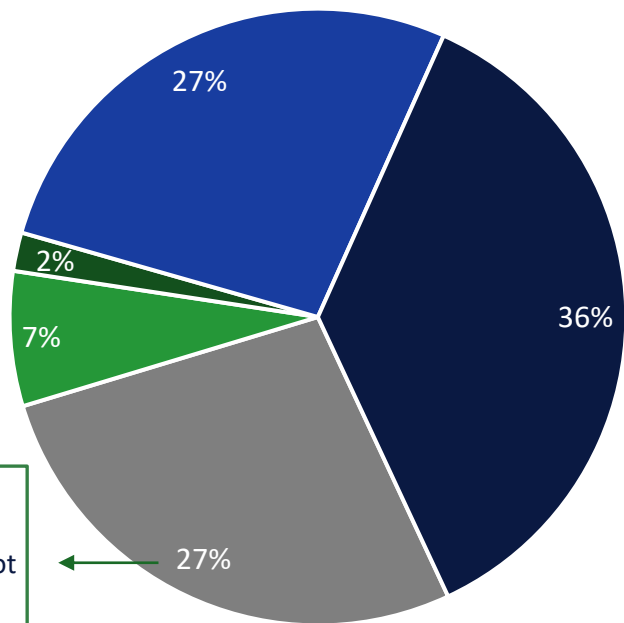
“Considering COVID, I think things were just right.” – PeeWee Parent



Satisfaction with BreakAway Crossfit improved directionally vs. YA.

- Nearly ¾ participated in off-ice. Those who did not cited that it wasn't offered at their player's age level and COVID.

of Sessions Attended

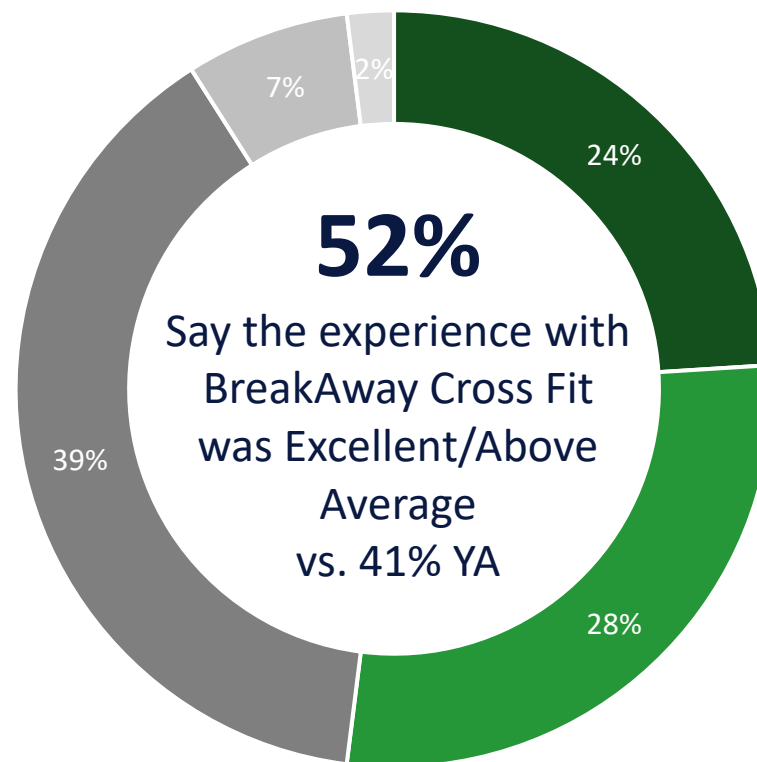


Reasons for not Attending:
50% Too Young/Not Offered
40% COVID

- None
- Most of them
- A few of them
- All of them
- About half of them

73% Said their Player Participated in Off-Ice

Experience with BreakAway Cross Fit (among those who participated)



- Excellent
- Above Average
- Average
- Below Average
- Poor



Several comments focused on positives about the training/trainers. There were some concerns about COVID policies being followed as well as if it was age appropriate (fewer than in past years).

“Great trainers, tough workouts, and fun.”

Breakaway CrossFit Off Ice – Top 5 Comment Themes	# of Comments
Good job/like trainers	8
COVID policy not followed	4
Not age appropriate	3
Need to improve our off-ice	3
Unsure of benefit	3

“Well done, good hockey skill focus”

“Arrowhead, Shaw and Waukesha have better off ice training programs”

“Would rather spend time on ice or doing stick skills”

“At the 10U level, kids were not overly into "training". They want to have more fun activities that work on skills.”

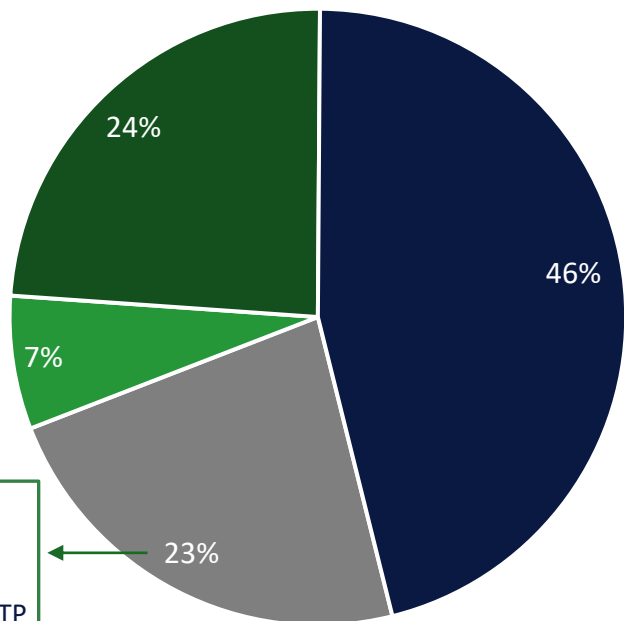
“I think the team there does a very good job at making the training age appropriate for all of the different levels. I'd really like to see them focus on proper form and technique, in particular with the shooting stations. Such a missed opportunity. I did understand there were some issues with the staff and mask wearing.”



In its second year, Playerz Choice improved to over 5 in 10 rating the experience as excellent/above average.

- Over ¾ participated in Playerz Choice. Those who did not cited COVID, that it wasn't offered at their player's age level, and that they were unsure of the value.

of Sessions Attended



Reasons for not Attending:
 31% COVID
 20% Too Young/LTP
 20% Don't see value

■ None ■ 1 of them ■ 2 of them ■ All 3 of them ■ All of them

77% Said their Player Participated in Off-Ice

Experience with Playerz Choice (among those who participated)



51%
 Say the experience with Playerz Choice was Excellent/Above Average vs. 43% YA

■ Excellent ■ Above Average ■ Average ■ Below Average ■ Poor



An opportunity area exists around consistently having enough skilled instructors at the sessions. Other comments expressed liking the sessions and the treadmill in particular.

“Incredible facilities, but trainers are inconsistent in quality and amount present during trainings.”

“Playerz Choice is absolutely excellent. It’s so great we have such a resource in the area.”

“For the 10U it was a fun environment. The coaches related well to the kids and made it fun. The treadmill was challenging, but they liked that they were competing on times.”

Playerz Choice Off Ice – Top 5 Comment Themes	# of Comments
Need to consistently have skilled instructors/enough instructors	15
Liked the sessions	8
Unsure of the value	5
Like the treadmill	3
Dislike	3

“Too many kids on the treadmill-not enough individual attention on skating form.”

“The kids learn so much about how to skate on the treadmill that they don't learn in practice.”

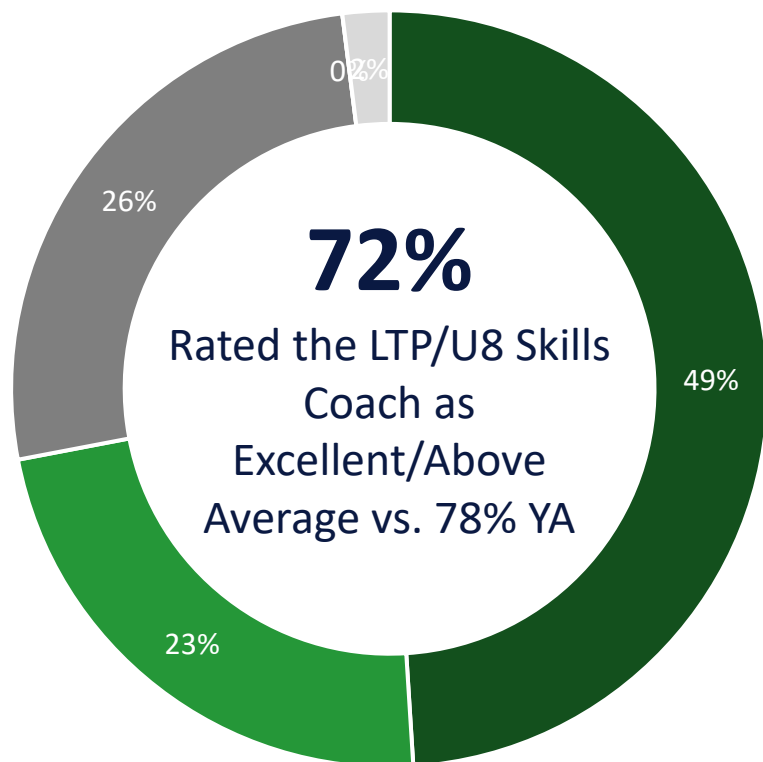
“It was an interesting way to break up the season and bond with other players, but did not seem to provide much value.”

“Some of the coaches/helpers at Playerz Choice were fantastic, others left much to be desired. The inconsistency in coaching and assistance offered made some of the sessions not fun for the kids and so they didn't really get much value from it.”

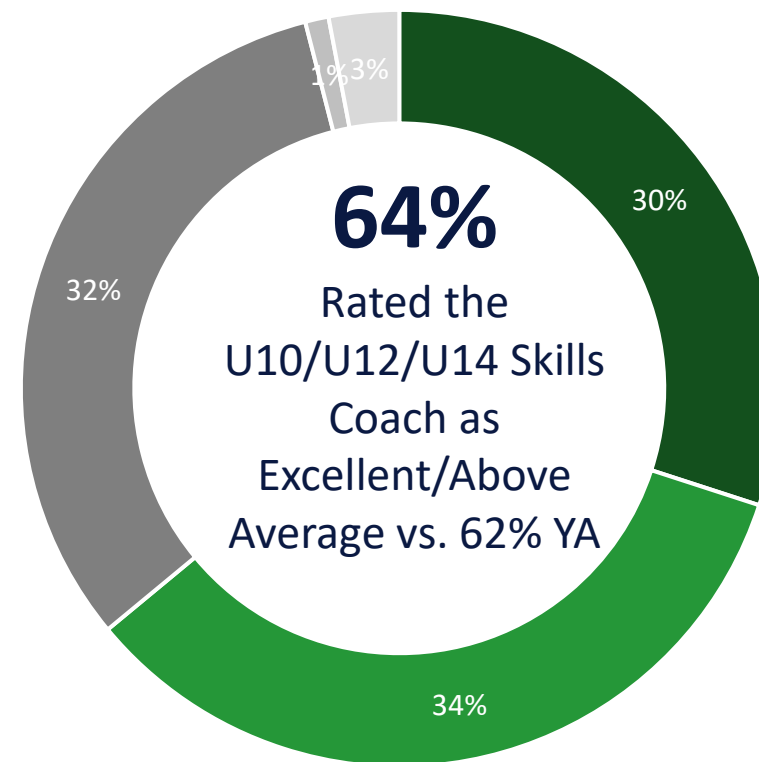


Both skills coaches continue to be seen as excellent/above average by the majority of parents.

Skills Coach – LTP/U8



Skills Coach – U10/U12/U14



■ Excellent ■ Above Average ■ Average ■ Below Average ■ Poor

■ Excellent ■ Above Average ■ Average ■ Below Average ■ Poor



A number of parents said it was difficult to rate because they couldn't watch practices. Others said the coaches were doing a good job. A few suggestions were having them on the ice more, more planning for the sessions, and focus on game play.

“Hard to rate practices when we weren't allowed to watch them.”

“Has been great and offers a lot energy and is sincere in helping the players develop.”

“Game play needs to be learned, back checking, going after the puck. being a bit more aggressive but not too aggressive.. More communication with the coaches on what specific skills the kids could use help with. Coaches really need the opportunity to work with the kids on what they see needs improvement. Again nothing for goalies.”

Skills Coaches – Top 5 Comment Themes	# of Comments
Unsure/Couldn't watch practice	15
Good coaches/Like the addition	8
Want more time w/ Skills Coaches on ice	5
More planning/progression of skills throughout season	4
More focus on game play needed	4

“Brandon was good when we could get him, our practice split fell on Wednesday and Friday regularly so we only saw him a handful of times through the year.”

“It didn't seem like the sessions built on each other, getting more intense or complicated as the season progress. It was slight variations of the same thing. .“

“Love the addition of the skills coaches and the focus on development.”

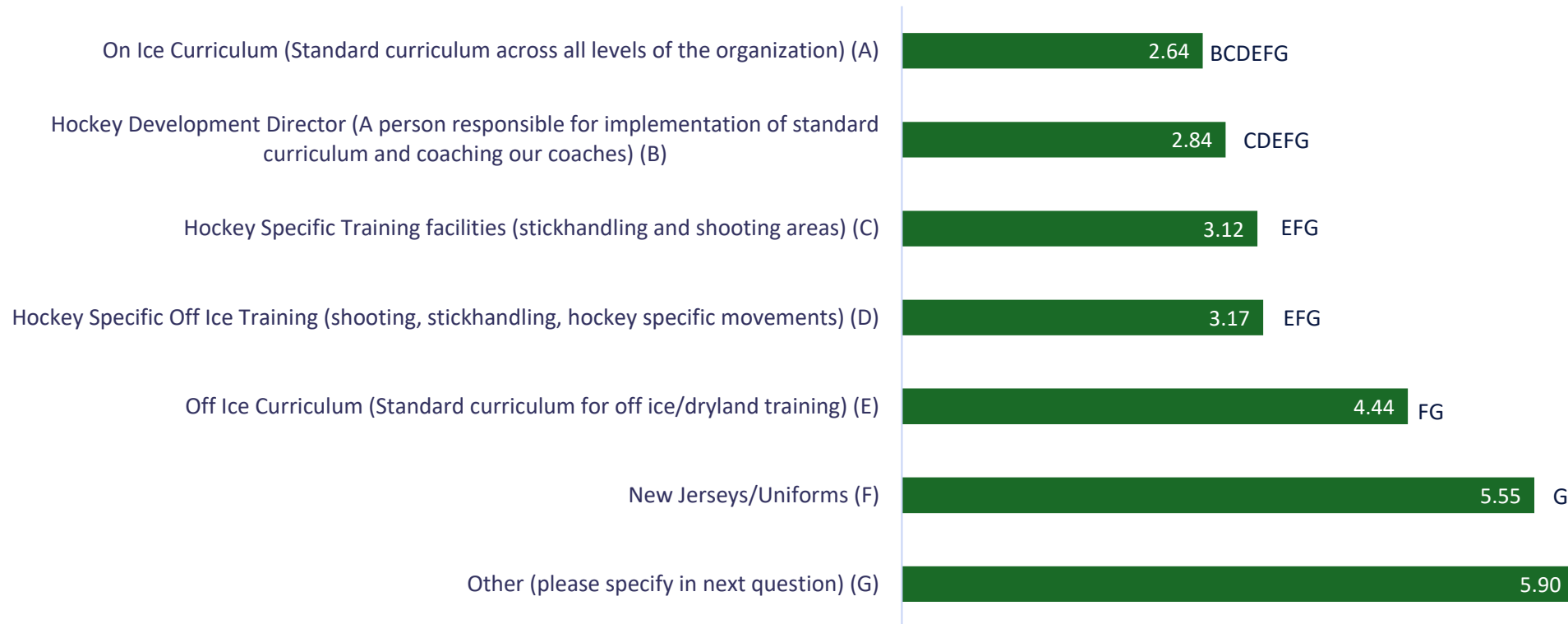
“Coach Brady did a great job with the mites. So did Coach Brandon, but I'd like him to spend more time with the teams. Also would like any deficiencies in the fundamentals of skating/hockey be addressed as a priority. This will allow better development of these youth players”



Families want OYHA to focus on player development. The top priority is On Ice Curriculum, followed by adding a Hockey Development Director.

- Other suggestions included oversight of tryouts/team selection, focusing on teaching game play, developing power skating skills, and developing coaches.

OYHA Strategic Priorities – Avg. Rank (1=Most Important, 7=Least Important)



Other Suggestions – top 5:
Oversight of tryouts/team selection - 5
Focus on game play - 4
Power skating – 4
Finding/developing strong coaches – 4
Names on back of jersey - 3



In its first year, over half of parents rated the Spirit Wear store as Excellent/Above Average.





Comments included appreciation of the store and suggestions for improvement: drive awareness, desire for more interesting designs, and wanting it open longer.

Spirit Wear – Top Comment Themes	# of Comments
Unaware of the spirit wear store	8
Great job/like the store	6
Want more of a selection/more interesting items	5
Needs to be open more/all season	5

Spirit Wear Suggested Items	# of Comments
Car decals	3
More interesting designs	3
Gear bags	3
More hats	3
Warm-ups	3
Zip-up Hoodie	2
More Girls items	2

“Loved the new store and items!”

“I didn’t love the selection, and I didn’t like having to go to Fox Point to pick it up.”

“Appreciate the effort to put this together, but could use more interesting designs and choices (camo patterns, the shirts that faded from green to navy, etc.). Would be nice if all spirit wear was together rather than Playerz Choice & a separate store.”

“Would like to be able to order throughout season”

“I would like the same girl specific times like we had a few years ago.”

“Car stickers more options.”

“Cooler design sweatshirts”

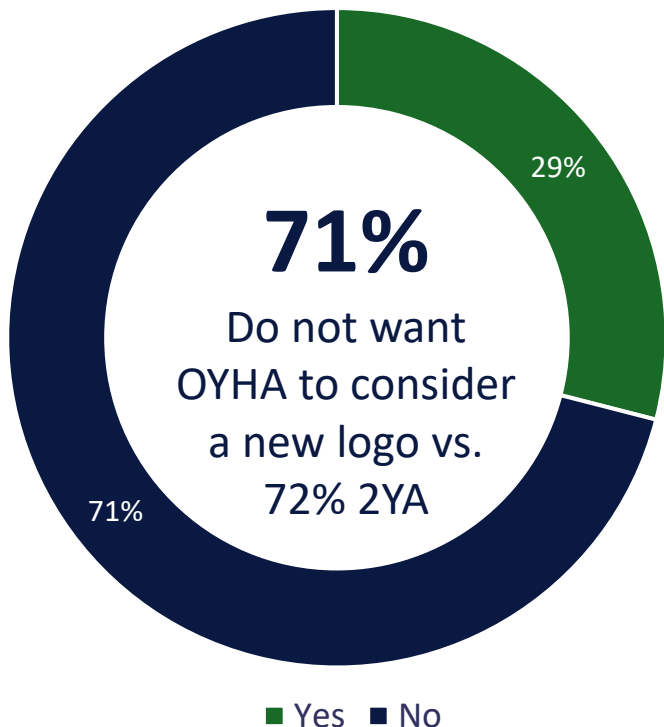
“Bauer and CCM standardized warm ups so teams match Ozaukee gear bags?”



Similar to 2YA, most families want to keep the current logo.

- Comments showed that they like the logo, are concerned about needing to buy new uniforms/spirit wear, and think OYHA should focus on other priorities.

Consider a New Logo



New Logo – Top 5 Comment Themes	# of Comments
Like Current Logo	6
Don't Care	5
Focus on Other Priorities/Hockey	5
Concerned About Needing New Uniforms/Spiritwear	5
No, don't want to change logos	4

“If the logo changed, all my spirit wear would be out of date, plus I like our logo.”

“This to me is not a priority. We should focus on how to improve the overall program for the kids and paying parents.”

“We prefer the logo without the stick in the mouth.”

“Always fun to explore options but I don't really care.”

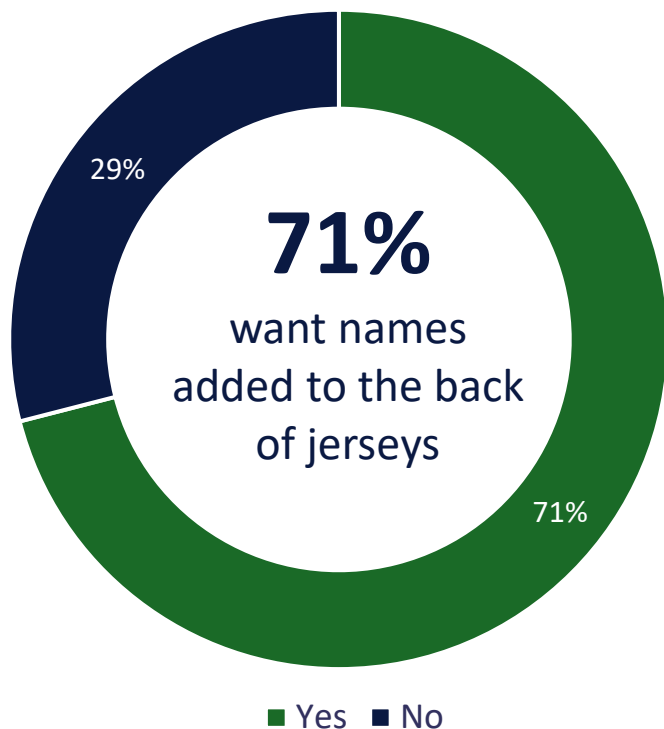
“Stop looking to change things that don't need to be changed.”



Over 7 in 10 support the addition of names to the back of the jersey.

- Those who don't support it think it takes away from team focus and don't want to pay for it.

Add Names to Back



Add Names – Top 5 Comment Themes	# of Comments
Yes, like the idea	8
Don't Care	6
Takes away from team focus	4
No, don't support the idea	4
Don't think we should pay for this	2
Should focus on other priorities	2

"I think the kids want it. They see all the other clubs have them. The name on the front is who you play for, the name on the back is the family you represent. Make both proud.."

"There is plenty of time for that at later stages of the game. We like the nameless jerseys to promote team play at a young age."

"A \$20 dollar per player increase can be used in better ways."

"Good either way."

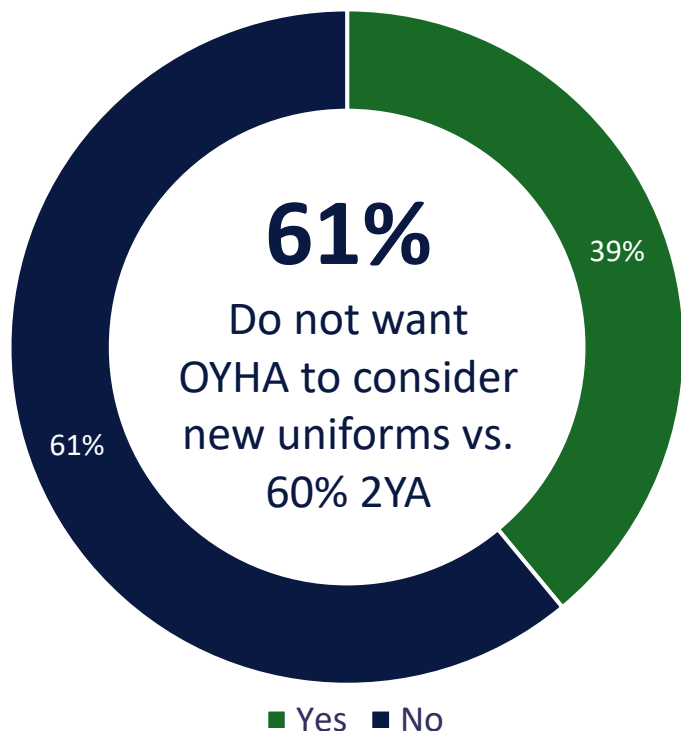
"I don't feel it is necessary."



Similar to 2YA, most want to keep the current uniforms.

- Those against new uniforms like the current ones and OYHA should focus on other priorities.
- If pursued, there were several suggestions to show the design and let people vote.

Consider New Uniforms



New Uniforms – Top 5 Comment Themes	# of Comments
Should focus on other priorities	6
Don't care	5
Like current uniforms	3
Want to see/vote	3
Concerned about cost/fundraise?	3

“Just focus on hockey skills please.”

“Can't answer without seeing the proposal.”

“We should focus on other priorities before this is undertaken.”

“I like our jerseys and socks...especially compared to other teams I've seen. They are gender neutral and of nice design. If it's not broke...”

“If they do, they should let parents vote between current and the proposal.”

“Let's fundraise a bit and see if we can get the cost down .”

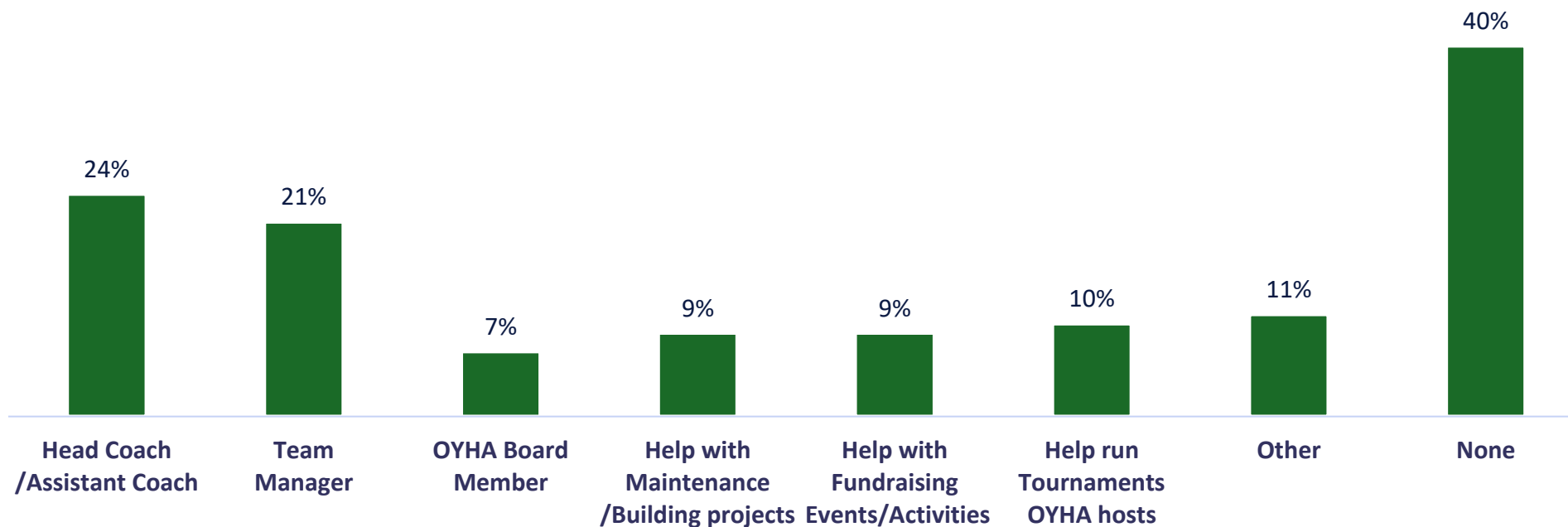
“And don't be afraid to ask for donations to reduce the overall cost. Ozaukee.”

“I like the current outfits and logo for the team.”



Approximately 6 in 10 families are interested in volunteering in some capacity, with the greatest interest in being a coach or team manager.

Interest Areas for Volunteering



Other Suggestions:
Game Day (Scoreboard/Penalty Box - 2
Org. Team Events – 2
LTP On-Ice – 2
Assistant Team Mgr - 1



There were several comments recommending communicating more about opportunities/what is needed. Other ideas were fragmented.

“Plan out the season -- let parents know what is to come for the season when volunteers are needed. Be more transparent about financials, agendas/minutes from board meetings. Don't make it feel like it is a punishment to come to a board meeting.. have to have an agenda item or you are looked at like you shouldn't be there. Update the website! More open communication.”

“Clear communication, advance notice.”

“Let us know what’s needed... and let the parents have a wish list we can work from. For years I’ve heard parents want new stick holders to fit mite sticks too... I’ve even heard someone mention modifying our existing ones...let’s get a list going. I’m willing to help! We have a huge network of families. We need to network and discuss the needs of the rink more so that we can find people willing to help, and give them a way to help A fb post could even start a conversation...”

Suggestions for Increasing Involvement – Top 5 Comment Themes	# of Comments
More/better communication	16
Require volunteer hours	4
Provide more notice	3
Provide board meeting agendas/minutes	2
Utilize website better	2
Offer a discount for volunteering	2
OYHA does a good job	2
Provide training for scoreboard/sheet	2
Hold more fundraising events	2

“Offer a scholarship program for families that need assistance. More community fundraising perhaps bands and with food truck event. Clean off the retaining pond out back for a pond hockey event.”

“Make it a requirement of all families or charge a fee for those who don't volunteer their time.”

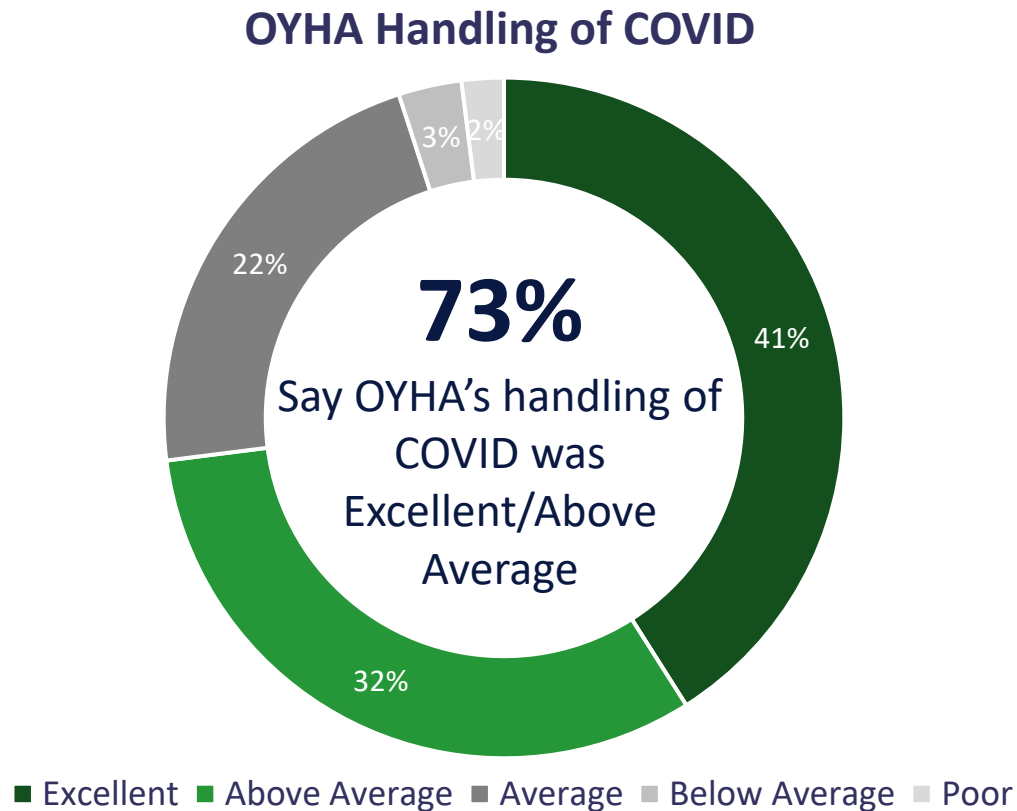
“Run training for scoreboard operation/scoresheet; collect interest in roles at registration before the season starts; advertise for help on project in newsletter.”

“Let families know what kind of involvement is needed within the league and/or rink, start utilizing the volunteer tab on the website by posting projects and/or organization needs, require a certain number of volunteer hours per family.”

“Post all the OYHA positions with a few bullet points outlined what is expected of the role. Once the positions are filled name the person in that role. Each role should have a term limit unless no other candidates come forward.”



OYHA's handline of COVID was viewed positively, with over 7 in 10 rating it as Excellent/Above Average.





Comments indicated people thought the precautions taken were reasonable and that they were happy to have a season. There was a dislike of the on-ice mask mandate for players and some felt policies weren't enforced consistently.

COVID Handling – Top 5 Comment Themes	# of Comments
Good job/reasonable precautions taken	7
Dislike on-ice mask mandate for players	7
Happy we had a season/thank you	6
Inconsistent enforcement of policies	5
Happy fans were allowed to attend games	3
Want to be able to watch practices	3
Want more spectators allowed at games	3

“I think the club did a great job of managing Covid and helping to keep our kids on the ice and safe during the season.”

“Thank you for letting us play and for allowing a reasonable amount of spectators.”

“I don't think anyone should have to wear a mask, parents should be able to watch practices, and more spectators should have been allowed but I am happy that we at least had a full season.”

“Enforcing on ice policies was poor during games.”

“Reasonable precautions taken, not too strict or too lenient. Would like to get rid of mask mandate for players on the ice.”

“Obviously appreciate the season- with that said it was very frustrating to have limits placed on spectators to games / practice when I'm able to easily watch power games (without limits if I buy a ticket)”



Additional feedback was spread across many topics. They included appreciation of OYHA and this past year, but also a desire for more oversight of team selection/division, wanting to see changes to the board, parents having more input, and a dislike of the C1/C2 division.

“Thank you for all your efforts making this season happen”

“When I talk to parents and coaches from other organizations, they have positive things to say about OYHA.”

“HDC should police the team selection to make sure that lower level teams are not being stacked just for winning purposes. OYHA is a development program, not just to win trophy's. Bigger goal is missed by the HDC at times at developing our players and creating the love of the game.”

Additional Feedback – Top 5 Comment Themes	# of Comments
OYHA does a good job/appreciate effort	7
Need more oversight of team selection/division	6
Want changes to the board	5
Parents want more input on board members & priorities	4
Dislike C1/C2 division	4

“Bantam level was a mess. Decisions were made poorly and one team suffered bc of these decisions. HDC backed down to parents and didn't handle situation correctly. Coaches who were on hdc had a conflict of interest with these decisions.”

“New board members and facility coordinator.”

“If we were valued families we would get a vote or say on who is running the organization and not just told we don't matter or aren't smart enough to make that choice.”

“We have always felt like OYHA was our home. Covid times aren't normal times and the kids were lucky to have a season at all. Having one stack to see I strongly disagree with having 1 stacked C team. It ruined the experience for so many families.”



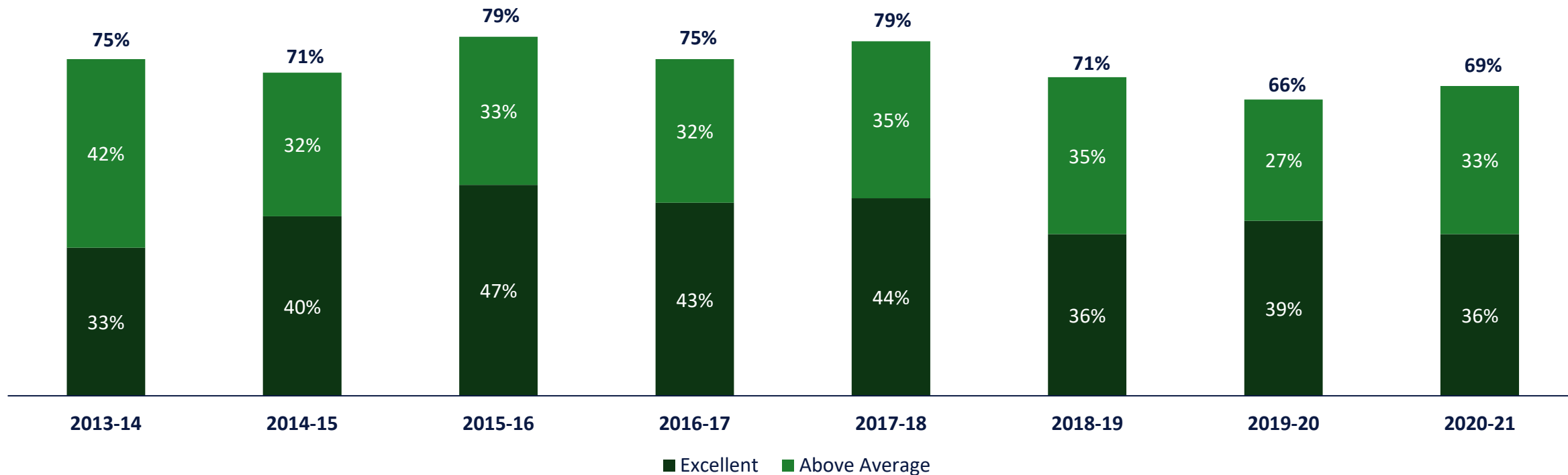
Appendix

Data Trends



T2B Player Experience reversed its trend, but remains below highs from a few years ago.

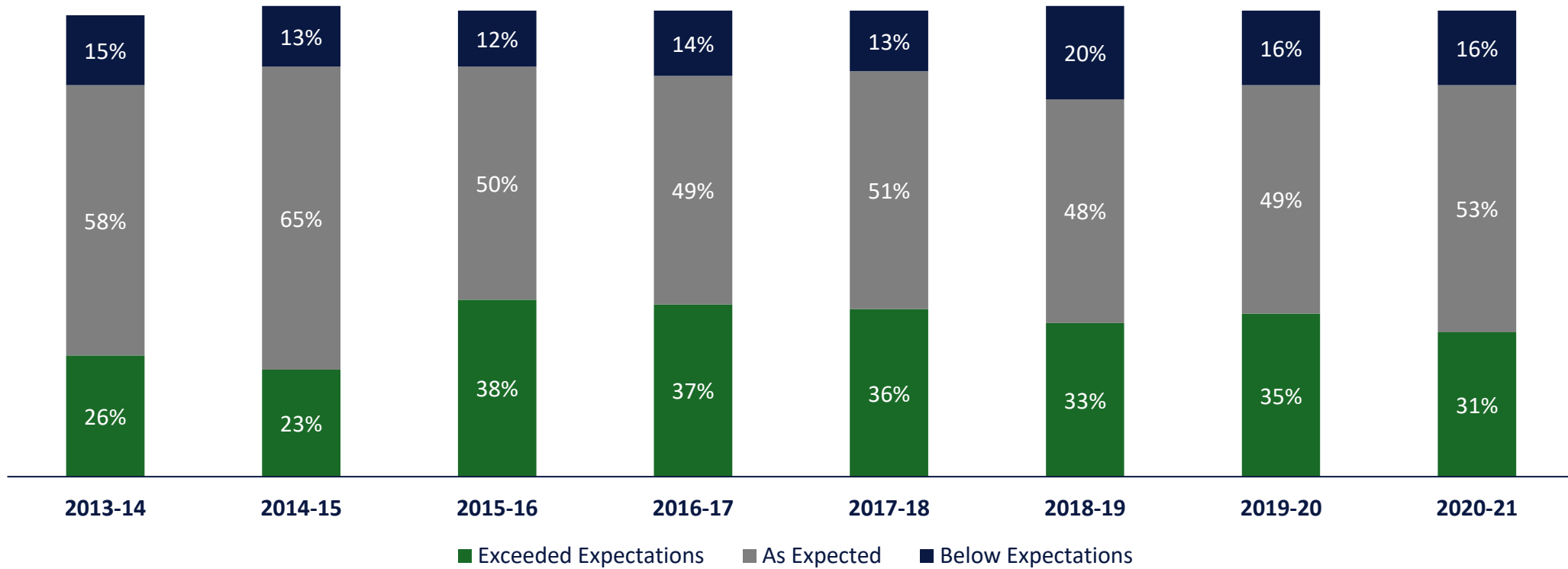
Player Experience – Top 2 Box (Excellent/Above Avg.)





The majority of parents continue to say their player's development met or exceeded expectations.

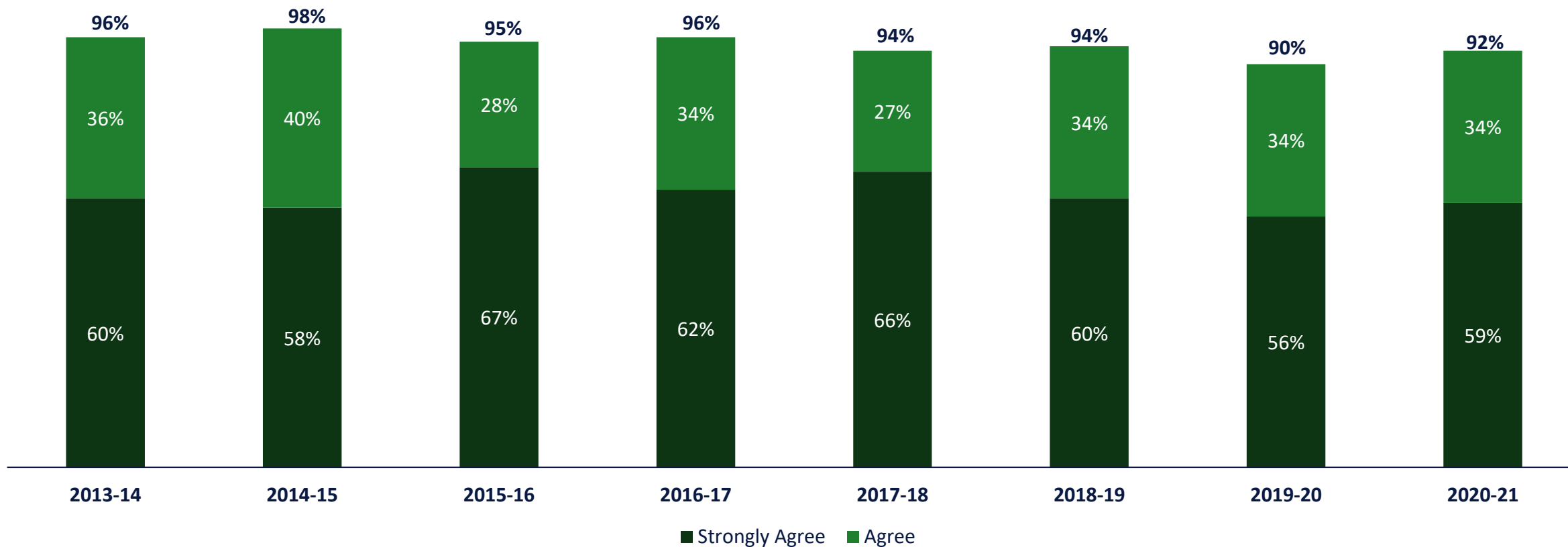
Player Development





Despite COVID, the vast majority say their player had fun, reversing a negative trend.

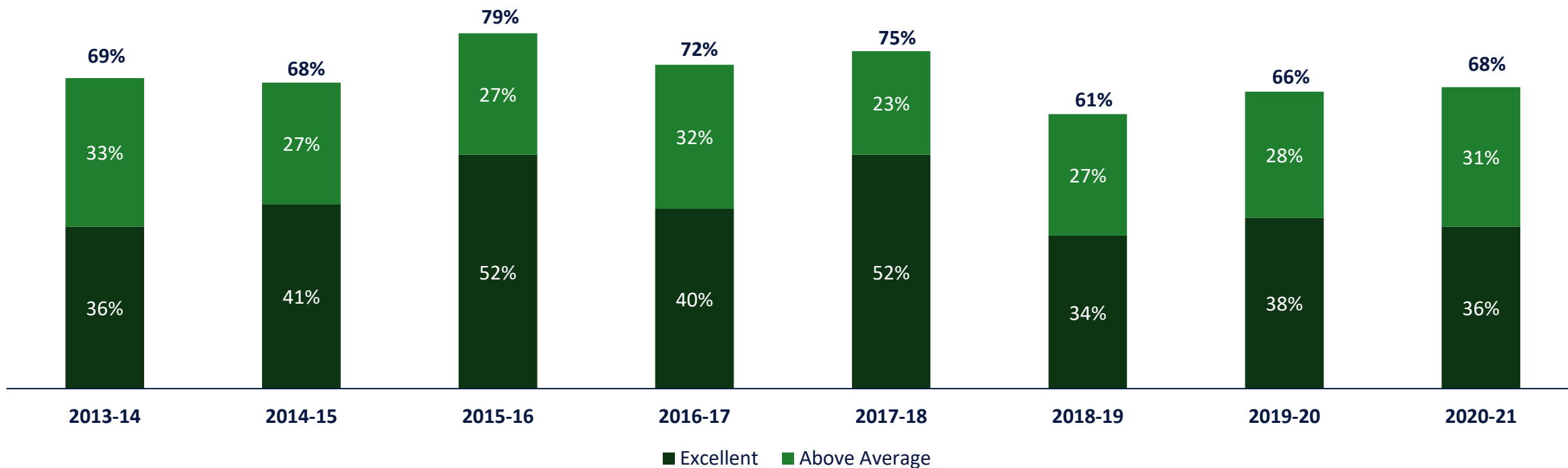
Player Had Fun – Top 2 Box (Strongly Agree/Agree)





Quality of Coaching improved slightly vs. last year but is still lower than 3-5 years ago.

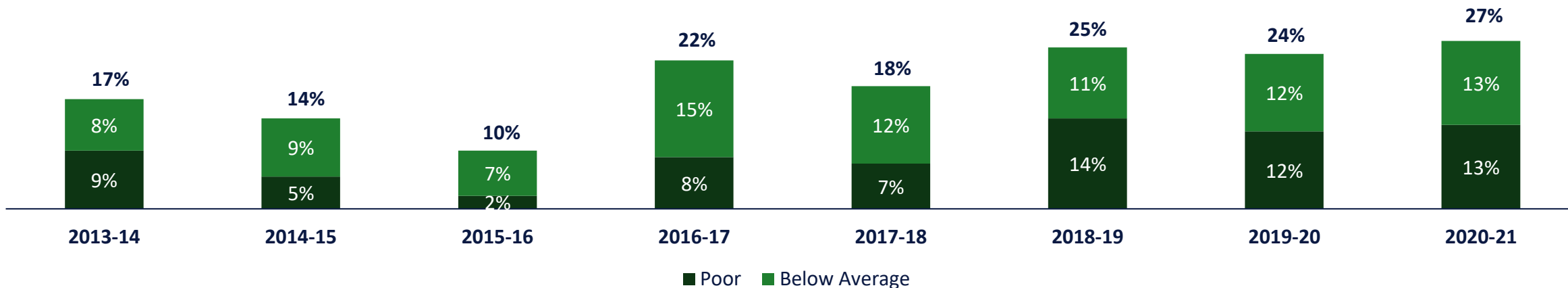
Quality of Coaching – Top 2 Box (Excellent/Above Avg.)





The tryout process continues to have room to improve as it remains at elevated levels vs. 5-6 years ago.

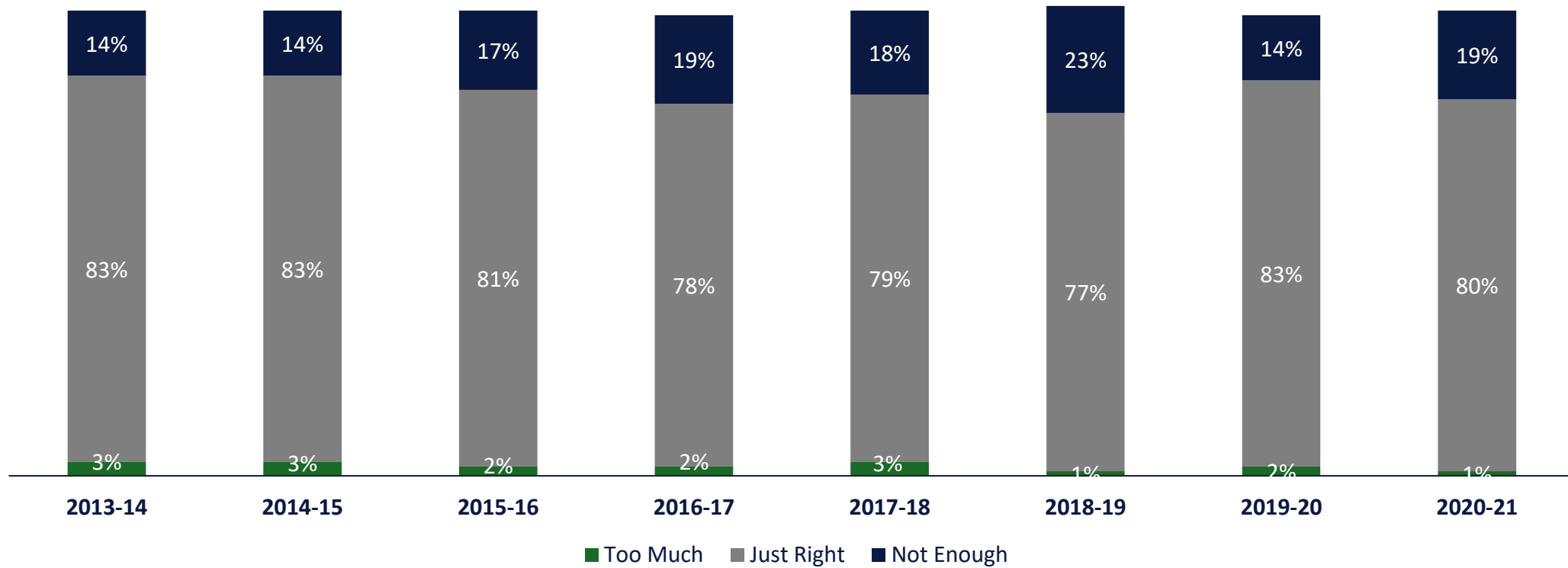
Player Evaluation/Tryout Process – Bottom 2 Box (Below Avg./Poor)





Despite COVID, amount of ice time was in line with past years.

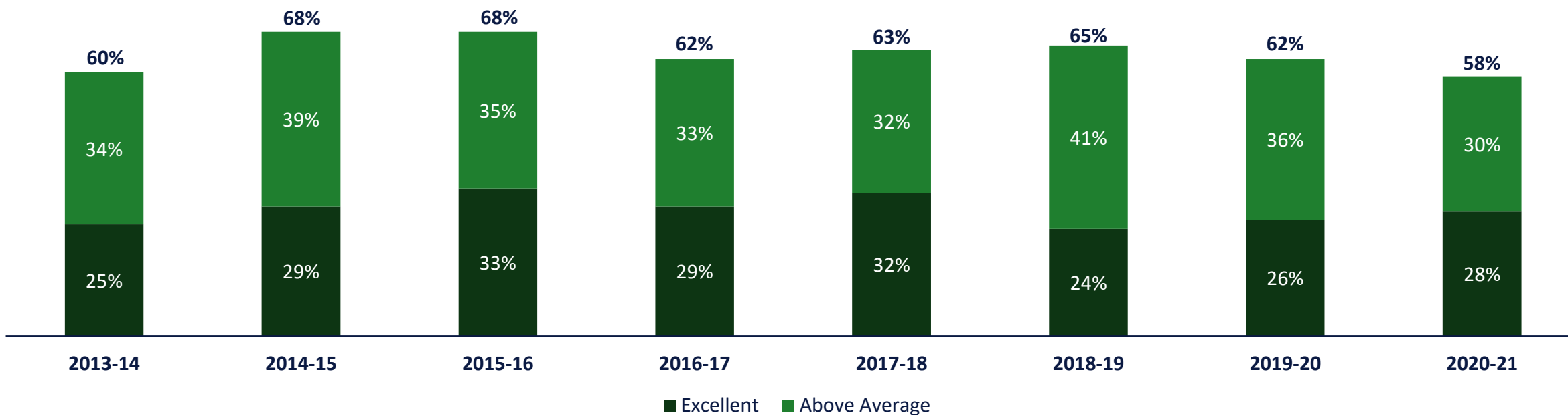
Amount of Ice Time





The T2B experience as a parent is down slightly compared to past years.

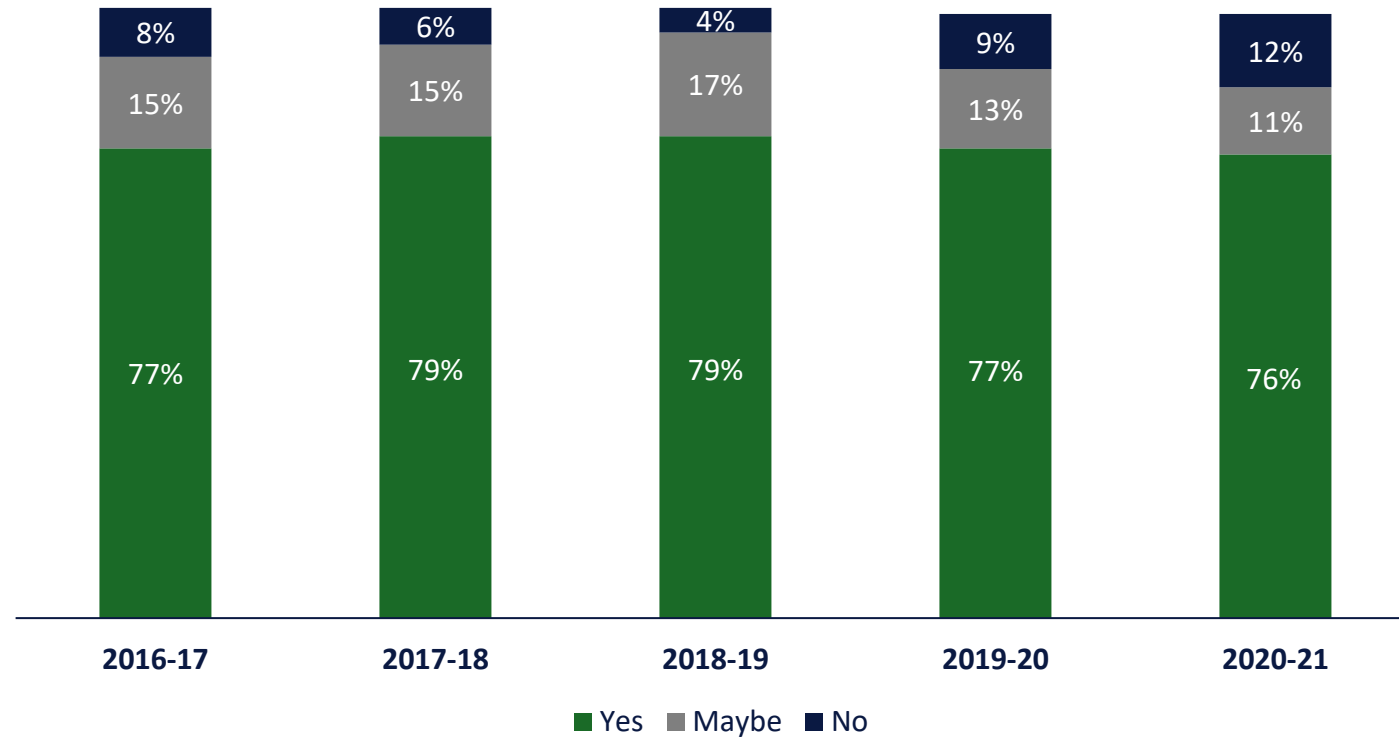
Experience as Parent of OYHA Player – Top 2 Box (Excellent/Above Avg.)





The percentage of players who plan to play at OYHA again next year is similar to past years.

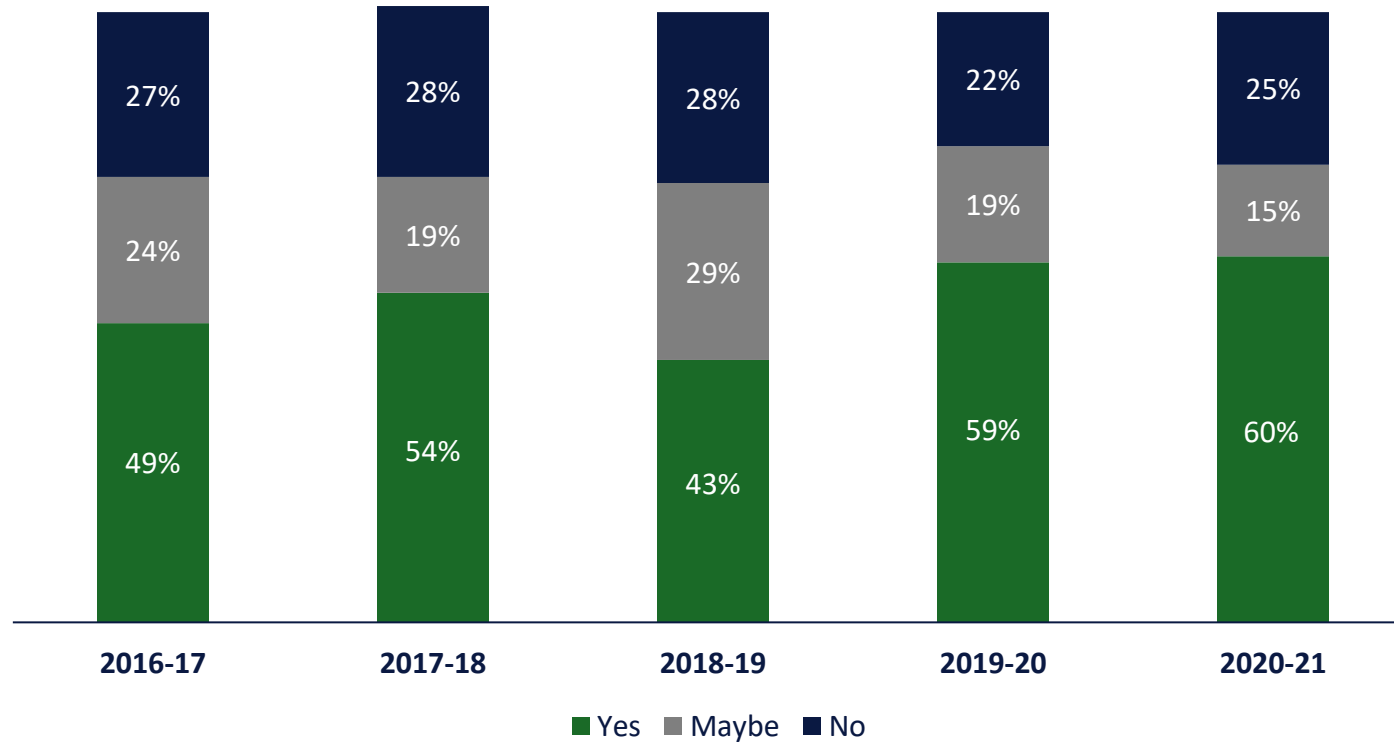
Plan to Play at OYHA Next Year





Interest in playing for a girl's team returned to historic levels.

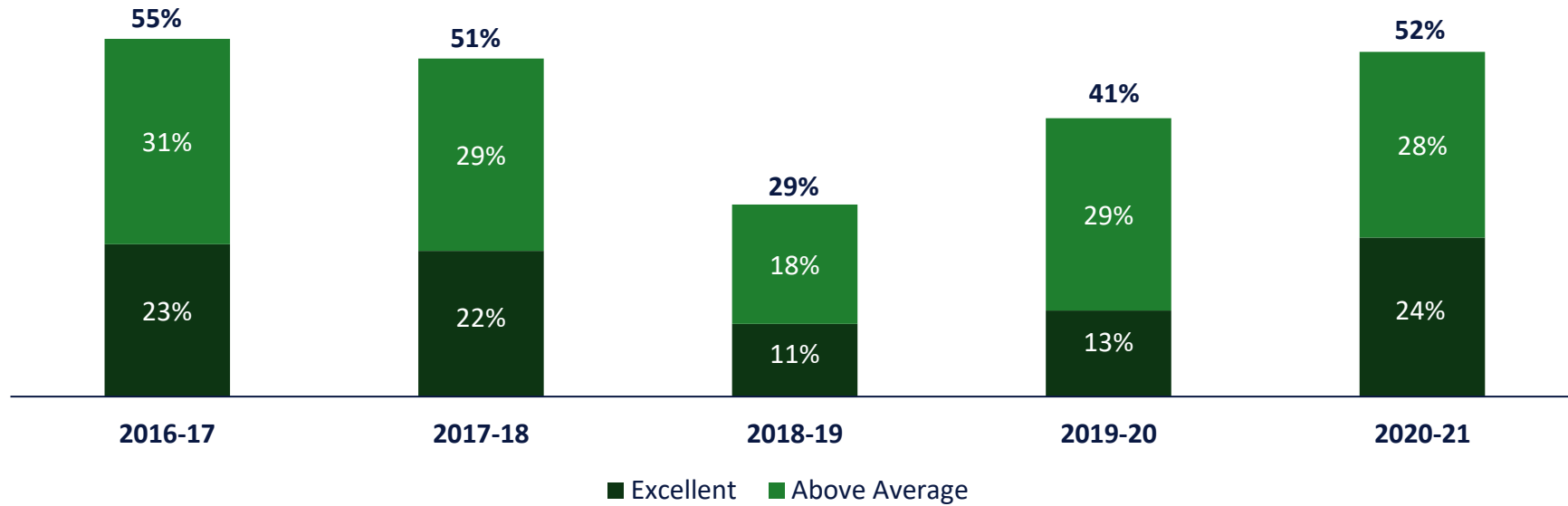
Play on OYHA Girl's Team Next Year





Among those who participated, the experience with OYHA's on-site off-ice partner improved to historic levels.

Experience with Off Ice Partner* – Top 2 Box (Among those Who Participated)



* Commit Fitness in 16/17 and 17/18, Breakaway CrossFit in 18/19, 19/20, 20/21



Among those who participated, the experience with Playerz Choice improved in year 2.

Experience with Playerz Choice – Top 2 Box (Among those Who Participated)

