

FOOTHILLS  
NORDIC SKI CLUB

# Programs Feedback Survey Report

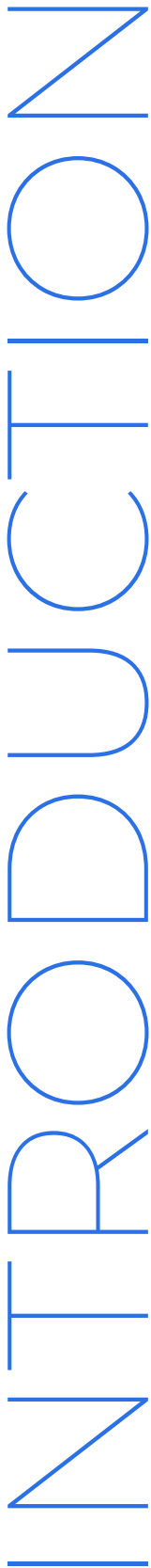
2023-2024



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Foothills Nordic Ski Club (FNCS) is a not-for-profit, full-service ski club based in Calgary, Alberta. Incorporated in 1964, FNCS has a long history of organizing and delivering programs geared towards cross-country skiers and biathletes of all ages and performance levels. As one of the largest Nordic ski clubs in Canada, FNCS proudly serves over 900 members and is supported by an 8-member board of directors, over 75 coaching staff, and several operating and working groups. FNCS adheres to all SafeSport guidelines and policies, ensuring a safe and supportive environment for all participants, volunteers, and staff.

### **Vision**

Build a strong and visible Nordic ski club, in which membership is desirable, the local ski community respects, and other Nordic Canada clubs emulate.

### **Mission**

We deliver high quality programs and events for club members, youth, and the ski community to participate in the lifestyle sport of nordic skiing (cross-country and biathlon).

### **Objectives**

- Foster a friendly, supportive, and inclusive atmosphere for all members and activities, promoting cross-country skiing as an accessible sport for all.
- Develop and deliver high-quality programs for all ages and abilities, supporting both personal goals and high-performance achievements.
- Organize and support a range of events, from local group tours to high-profile competitions, including our signature annual event, the Cookie Race.

# GENERAL OVERVIEW

Foothills Nordic Ski Club has always been committed to delivering exceptional programs that meet and exceed the expectations of our membership. To ensure that we continue to provide high-quality experiences, a general programs survey was conducted to gather valuable feedback from our community regarding their experiences, satisfaction levels, and suggestions for future planning.

The survey was distributed to our membership via email on *April 15, 2024* and closed on *April 30, 2024*, receiving a total of **148** responses, which represents **16%** of our total club membership.

**Note:** *A graph representing survey participation by program is available on the following page.*

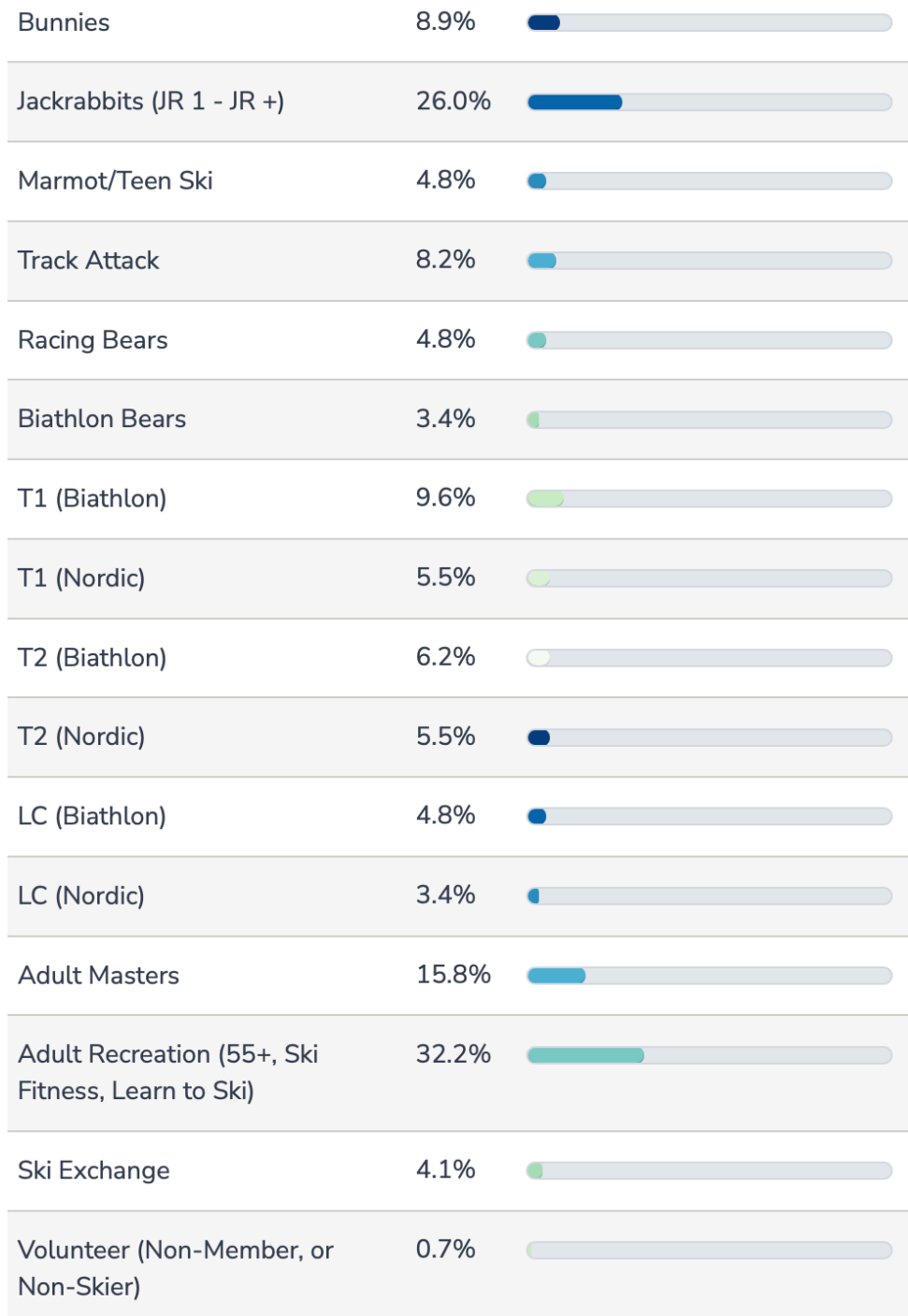
The survey findings aim to:

1. **Evaluate Program Effectiveness:** Assess the success of our current programs and identify areas for improvement.
2. **Enhance Member Satisfaction:** Address member concerns and improve overall experiences within the club and our community.
3. **Guide Future Programming:** Inform the development and implementation of future programs based on member needs and preferences.

We thank all survey respondents for their invaluable input.

# SURVEY PARTICIPATION BY PROGRAM

**Note:** Survey participants could select multiple programs, reflecting all programs they or their family members were involved in.



# GENERAL FEEDBACK

The general feedback from respondents and their families highlighted strong satisfaction and positive experiences across various aspects:

## **Overall Satisfaction with Programming and Staff:**

- Respondents indicated extreme satisfaction with the quality of our programming and staff.
- A majority, **92%** combined, indicated they were either “*Very Satisfied*” or “*Satisfied*” with the program offerings at FNSC.
- A majority, **92%**, combined, expressed satisfaction with the staff at FNSC, noting their professionalism, enthusiasm, dedication and positive interactions.

## **Communication:**

- Respondents indicated that FNSC maintains a high-level of communication between program participants and club membership. A majority, **90%**, combined, indicated they “*Strongly Agree*” or “*Agree*” that communication was sufficient, timely, and helpful.

## **Fun and Enjoyment at FNSC:**

- Respondents overwhelmingly agreed that FNSC provided a fun and enjoyable experience for both themselves and their child(ren).
- A majority, **82%**, combined, indicated they either “*Strongly Agree*” or “*Agree*” for themselves and a majority, **93%**, combined, indicated they either “*Strongly Agree*” or “*Agree*” for their child(ren).

# BIATHLON PROGRAMMING

The Biathlon programs at FNSC include T1, T2, LC, Racing Bears, Biathlon Bears, and Girls with Guns. These programs focus on developing and supporting athletes through training and skill development in skiing and shooting techniques in recreational and competitive environments. Biathlon programming represented **23%** of survey respondents.

## **What We've Heard:**

- Athletes and parents would appreciate increased focus on technique and personalized feedback from coaching staff, alongside a desire for more racing opportunities.
- Positive feedback underscores the inclusive environment fostered by coaching staff, enhancing team spirit and camaraderie.
- Members commend the coaching team for their dedication and the quality of programming delivered.

## **Moving Forward:**

- We are committed to further enhancing technical training and expanding racing opportunities to meet athlete expectations, where snow and weather conditions permit.
- Our focus on fostering inclusivity and team cohesion under the guidance of Tyson, Matt, Wallis, and the coaching team will continue to be a cornerstone of our Biathlon programs.

# CROSS COUNTRY

The Cross Country programs at FNCS include Track Attack, T1, T2, and LC. These programs focus on developing and supporting athletes through training and skill development in recreational and competitive environments. Cross Country programming represented **26%** of survey respondents.

## **What We've Heard:**

- Similar to Biathlon, there is a strong call for increased feedback and technical focus during training sessions, alongside positive responses for/to integrated Cross Country and Biathlon practices.
- High praise for coaching staff dedication and program quality underscores our commitment to excellence.
- Members expressed enthusiasm for Georg's leadership as Head Coach over this last season and excitement for him to continue.

## **Moving Forward:**

- We will intensify efforts to provide comprehensive feedback and enhance technical training opportunities across all levels of Cross Country programming.
- Integration of practices between Cross Country and Biathlon will foster greater club cohesion and athlete development.
- Georg, Mark, and Natalie's leadership, will drive ongoing enhancements and ensure the highest standards of coaching and support.



# RECREATION & DEVELOPMENT

The Recreational and Development programs at FNSC include Bunnies, Jackrabbits, Learn2Ski, Marmots, and Teen Ski. These programs focus on introducing young athletes to the FUNdamentals of cross-country skiing and fostering a lifelong love for sport and outdoor activities. Rec/Dev programming represented **41%** of survey respondents.

## **What We've Heard:**

- Respondents expressed appreciation for the emphasis on the FUNdamentals of skiing and the promotion of a lifelong love for the sport, coupled with strong feedback on skill development initiatives, such as JR Fun Days.
- Excitement surrounds the transition of the Marmot and Teen Ski Program to an adventure-based format, ultimately improving accessibility for teen and youth programming at recreational and competitive levels. Updates and information about our U14 and U18 Adventure Ski Program will be available at [foothillsnordic.ca](http://foothillsnordic.ca) in the coming weeks.
- Feedback highlights a need for enhanced communication processes through platforms like Galaxy and TeamSnap to improve information flow to parents and participants.

## **Moving Forward:**

- We will continue to prioritize skill development and ensure that our programs remain enjoyable and accessible to all.
- The shift to an adventure-based approach for Marmot and Teen Ski programs will be further developed to offer diverse and enriching experiences for teens and youth.
- Improvements in communication platforms will be implemented to streamline information dissemination and enhance participant engagement.

# ADULT PROGRAMMING

The Adult programs at FNSC include Masters, Learn to Loppet, Ski Fitness, Women's 55+, and Learn2Ski. These programs support beginner, intermediate, and, or advanced skiers and focus on improving skiing abilities, overall fitness, and creating a great group atmosphere. Adult programming represented **54%** of survey respondents.

## **What We've Heard:**

- Adults value the high-quality coaching and diverse program offerings, particularly in the 55+ category, which supports ongoing active participation.
- Positive feedback on the supportive environment reflects our commitment to providing fulfilling experiences for all adult participants.
- There is a consensus on the need for more consistent programming locations, highlighting an area for logistical improvement.

## **Moving Forward:**

- We remain dedicated to expanding and refining program offerings to meet the diverse needs of our adult members.
- Enhancements in logistical planning will address feedback regarding location consistency.
- Our commitment to fostering a supportive and engaging environment will continue to be a top priority.

# ACKNOWLEDGEMENTS

We extend our sincere thanks to all Foothills Nordic Ski Club members who participated in the past season and took the time to provide feedback through this survey.

Your input is crucial in helping us improve our programs and services. A special thank you goes to our dedicated staff, coaches, and volunteers for their hard work and commitment throughout the season. We are grateful to have such a supportive and engaged community at FNSC.

Together, we look forward to another great season of Nordic skiing. For any further inquiries or feedback, please feel free to contact us.

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