

Event Feedback Coordinator position

Proposal for consideration by Orienteering Victoria Board

Submission by Ian Dodd - July 2011

Background

Participants with written feedback on an Orienteering Victoria event have two basic options for forwarding their comments:

1. The “letterbox” usually near registration at major bush events
2. Contacting the Orienteering Victoria Office or Board usually via the website contacts page

I have looked in the letterbox at most events since it was recommissioned about 3 years ago and found a total of about 4 comments over this period.

Participants looking to submit feedback online will not easily be able to find the relevant address based on the current *Contact Us* page design. As (former) president, I recall receiving only a few comments on events, although it is possible that organisers received more feedback directly.

This compares to the larger number of post-event postings to *Attackpoint* and/or the StreetO Group on *Facebook*, which receive regular reports after an event (usually mostly about the poster’s course or result so not always of great interest to organisers).

Proposal

To create a new voluntary position of Feedback Coordinator whose task will be the review, collation and forwarding of comments as appropriate to the relevant official(s). It is envisaged that this will be predominately done via online resources.

To decommission the “letterbox”.

Advantages

A central place to send comments will encourage and aid those participants with something to say. It will broaden the events that can easily be commented upon.

It will hopefully centralise all feedback which should be more efficient generally.

Potentially reduce the number of comments requiring on-forwarding due to being received by the wrong official.

Disadvantages

Participants without convenient online access may feel disadvantaged. This may be partly overcome by publication of the Feedback Coordinator’s name so they can receive oral feedback at, for instance, the next event.

Coordinator’s tasks

- Place prominent and easy to use feedback instructions on the Orienteering Victoria website.
- Place ad in onews advertising the changes. Place similar ad in next *OVic*.
- Provide a link to be used in all event reports (so reports end with links to RESULTS SPLITS FEEDBACK) and Bruce’s Blog when he reports on the previous weekend’s events.
- Collate and filter any feedback received.
- Send standard reply to all feedback (eg. “Thank you for your comments which will reviewed by the appropriate Orienteering Victoria official(s) and used in improving future events.”)
- Forward *relevant* feedback to organisers or course setters. Forward monthly report to Orienteering Victoria Board if any significant or relevant feedback received.

Decisions to be made

The following operational decisions are, I believe, within the Board’s powers:

1. Appoint a Feedback Coordinator. I am happy to take on this role. I plan to reactivate the email address I used as President for this task, viz, voa@iinet.net.au
2. Approve decommissioning the “letterbox”. I will speak to Laurie Niven who, I believe, started the letterbox re: finding a new home for it.