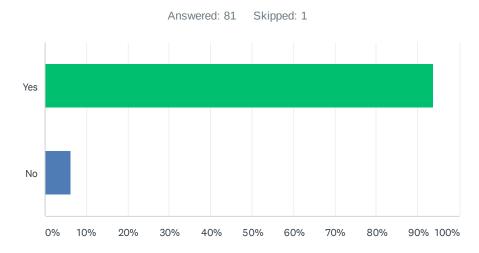
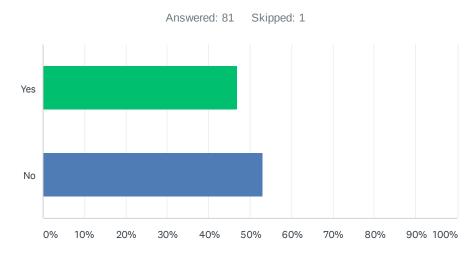
Q1 Did you attend the virtual AGM on Saturday 13 March?



ANSWER CHOICES	RESPONSES	
Yes	93.83%	76
No	6.17%	5
TOTAL		81

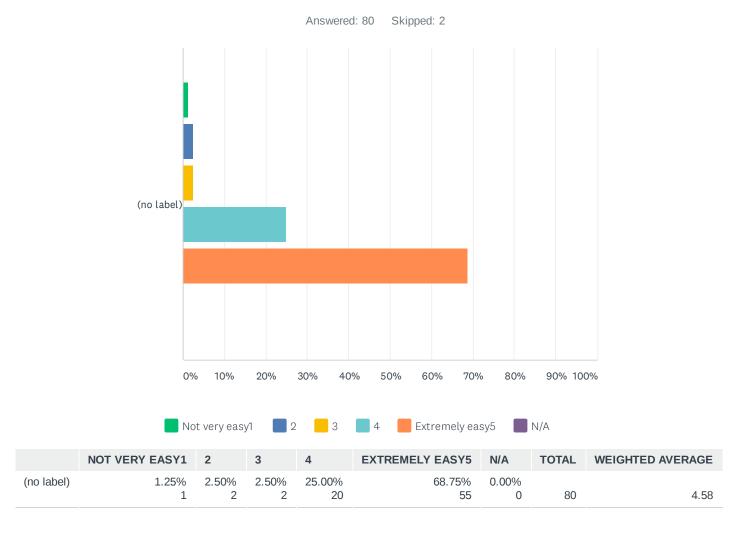
#	IF NO, WOULD YOU BE ABLE TO SHARE WITH US WHY YOU CHOSE NOT TO ATTEND?	DATE
1	i was keen to take part but the technology wouldnt work for me	3/18/2021 10:22 AM
2	I was all set to attend but at 0945hrs found I needed to take my wife to hospital	3/17/2021 5:37 PM
3	Unable to make it as I was coaching that morning.	3/17/2021 5:34 PM

Q2 Have you attended a British Canoeing AGM before?

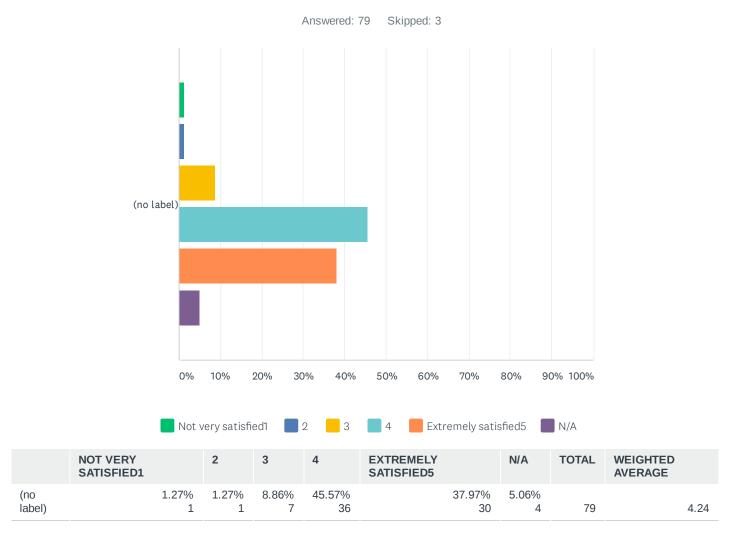


ANSWER CHOICES	RESPONSES	
Yes	46.91%	38
No	53.09%	43
TOTAL		81

Q3 How easy did you find the process to register for the AGM? (1-5 ratings and N/A)



Q4 How satisfied were you with the pre-AGM materials/papers? (1-5 ratings and N/A)



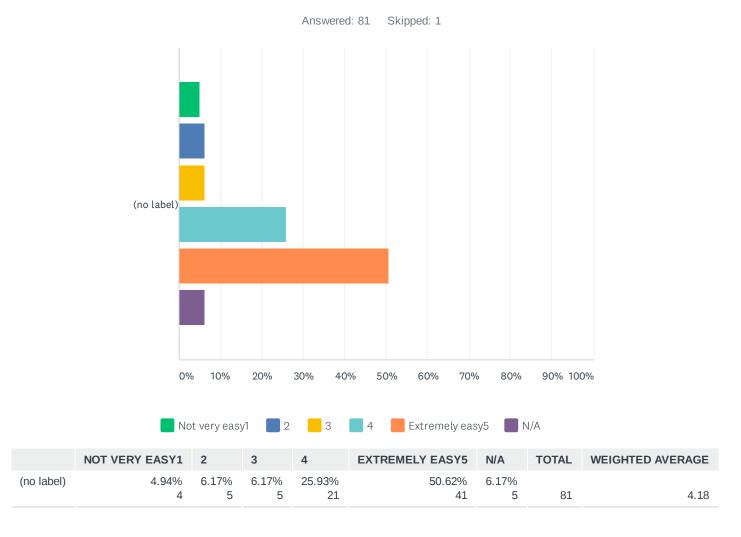
Q5 How could the registration process and AGM information pre-event be improved?

Answered: 30 Skipped: 52

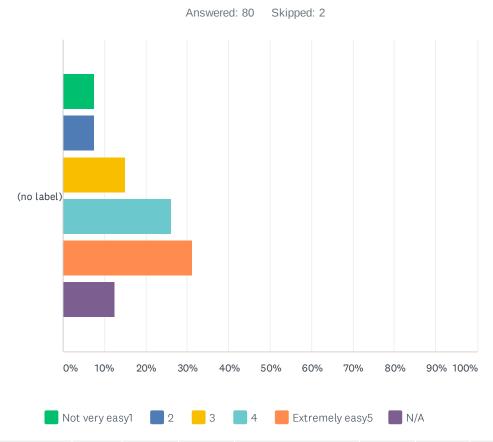
#	RESPONSES	DATE
1	2 different agendas contained in the pack - confusing	3/31/2021 4:41 PM
2	Having the papers, meeting and voting on different platforms wasn't great. I didn't do any voting.	3/30/2021 9:47 AM
3	The pre-AGM info was good, but the slides used during the AGM were very difficult to read during the presentations and some of this was different to the pre-AGM documents.	3/28/2021 3:07 PM
4	AGM information is very wordy, shorter easy to read documents could enable us to read through everything with understanding prior to the meeting.	3/22/2021 11:09 AM
5	No problem wit information. Let us hope that we can meet in person in the future.	3/20/2021 10:58 AM
6	I don't know, I found it quite easy.	3/19/2021 11:32 AM
7	I thought it was very well organised and orchestrated. Thank you.	3/18/2021 7:31 PM
3	Send it out earlier and in different colour print for dyslexic people. Not so much writing , straight to the point	3/18/2021 6:35 PM
9	There was good information in advance about the process. Though it did seem unnecessary to log in on the Friday and at 9.30am on the Saturday	3/18/2021 4:42 PM
10	It was fine thanks you	3/18/2021 3:15 PM
11	I think they were is a perfectly reasonable way to find, but you could create the agenda into a pdf with links to the relevant paperwork. To make it a little easier to access at times.	3/18/2021 2:37 PM
12	nothing comes to mind	3/18/2021 11:39 AM
L3	Much less wording.	3/18/2021 7:13 AM
14	Registration process was fine. the AGM information package of papers was bulky with several separate files to download. which made going from open file rather fiddly dueing the meeting.	3/17/2021 10:59 PM
15	Can not think of anything	3/17/2021 8:30 PM
16	Working on a tablet I missed seeing them until rather late.	3/17/2021 7:47 PM
17	Perhaps I missed it but early notification of the release of AGM information would have saved me reading it all as the meeting started. Mea culpa if that's down to my missing something!	3/17/2021 7:44 PM
L8	Lumi platform is an extra unwanted step, Zoom has all required functionality for an agm.	3/17/2021 7:20 PM
19	I can't think of anything that would make the process any easier.	3/17/2021 6:50 PM
20	it was good	3/17/2021 6:45 PM
21	The AGM in the future should be accessible via online methods, I rarely am free to travel at weekend so attending a live event is not practicable, this however was	3/17/2021 6:42 PM
22	link pre event materials directly to agenda to make easier to follow.	3/17/2021 6:25 PM
23	I couldn't fault it.	3/17/2021 6:10 PM
24	Make the papers more electronic friendly, possibly html versions with menus plus the pdfs for accessibility needs. Possibly share presentations ahead of call too.	3/17/2021 5:59 PM
25	None, this was fine.	3/17/2021 5:47 PM
26	it would have been more helpful to have all of the AGM materials available at the point of registration. As an early registrant I missed the fact that the review of targets had been uploaded later until the document was mentioned in the meeting which was too late to review and raise any questions during the meeting.	3/17/2021 5:40 PM

27	There should have been more information on what was going to be in the AGM. The agenda focused on the dull stuff, whereas the meeting included interesting reports. Name the people who will speak etc.	3/17/2021 5:38 PM
28	I wasn't sure if I had registered properly as there wasn't an instant confirmation email.	3/17/2021 5:34 PM
29	Maybe a video how it works and what and where to download. I am not digital literate!	3/17/2021 5:31 PM
30	the questions to be asked could match the questions actually asked-some had 2made pre- registration inaccurate and diagram should be legible!	3/17/2021 5:27 PM

Q6 How easy did you find it to log in and access the Lumi Platform?

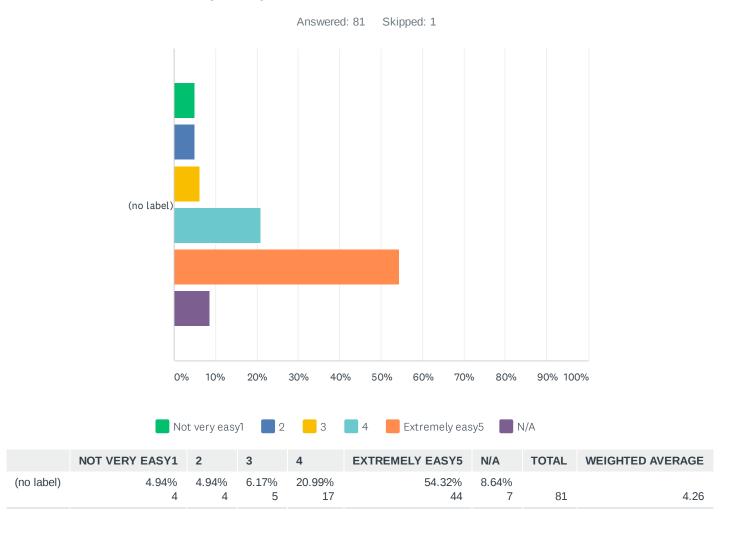


Q7 How easy did you find it to view documents in the Lumi Platform?

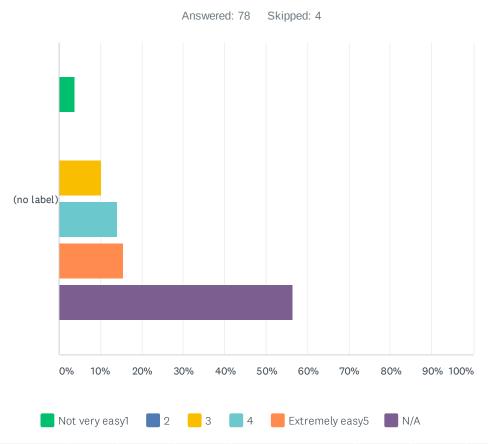


	NOT VERY EASY1		2	3	4	EXTREMELY EASY5	N/A	TOTAL	WEIGHTED AVERAGE	
(no label)	7.5	50% 6	7.50% 6	15.00% 12	26.25% 21	31.25% 25	12.50% 10	80		3.76

Q8 How easy did you find it to vote on the Lumi Platform?



Q9 How easy did you find it to ask a question?



	NOT VERY EASY1	2	3	4	EXTREMELY EASY5	N/A	TOTAL	WEIGHTED AVERAGE	
(no label)	3.85% 3	0.00%	10.26% 8	14.10% 11	15.38% 12	56.41% 44	78		3.85

Q10 Any further improvements for the Zoom broadcast?

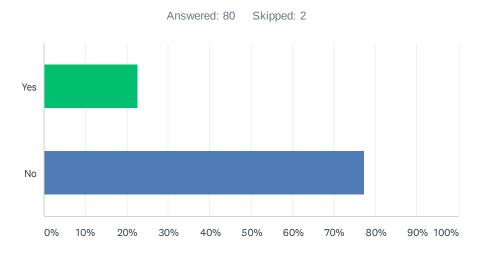
Answered: 33 Skipped: 49

#	RESPONSES	DATE
1	Colours and size of charts and info being shared needs to be considered. The staff presenting from home was good. Not so good in the studio. The panning of the camera wasn't great so didnt seem to be as well done as staff on the webcams at home. This would be preference in future. Lumi staff seems to be very close together - not 2m? Otherwise it was much better and a range of people asked questions so was better. Switching from zoom to the voting was a bit 'clunky' and some people were confused initially. Is there a better way within zoom?	3/31/2021 4:41 PM
2	Documents were blurred and small print so impossible to read. As mentioned above if Documents were simpler when sent out pre-AGM I would be more likely to read through quickly prior to the meeting and possibly print off if I wished and refer to during the meeting.	3/22/2021 11:09 AM
3	Some would have been a 5, I just didn't have any questions to ask :)	3/18/2021 7:31 PM
4	Just to have the documents shown a little larger so they could be fully appreciated and understood	3/18/2021 3:15 PM
5	If you are paying for Lumi, then surely you could us the conference settings within Zoom so that it could look more corporate.	3/18/2021 2:37 PM
6	nothing comes to mind	3/18/2021 11:39 AM
7	i use similar technology all the time at work so was suprised i had issues, i ran out of patience and decided to do sometihing else instead	3/18/2021 10:22 AM
8	it appeared to be easy to ask a question but I did not have a question to ask.	3/18/2021 9:34 AM
9	no, worked very well on a laptop as presenters and slides were clear	3/18/2021 8:48 AM
10	Not a fan of too many Zooms. Love f2f meet.	3/17/2021 8:48 PM
11	Need video of how to use zoom and lumi	3/17/2021 8:30 PM
12	Nothing to suggest	3/17/2021 7:44 PM
13	Colour contrast - as was pointed out during the presentation	3/17/2021 7:26 PM
14	Consider making slides in presentations as easy to see as possible and maybe a short brief on pining stuff in the window.	3/17/2021 7:06 PM
15	Legibility of slides was poor - should have used minimised speaker view such that slides could have been seen at full resolution	3/17/2021 6:53 PM
16	None	3/17/2021 6:50 PM
17	Don't need to over complicate it with presentations such as the finance one	3/17/2021 6:46 PM
18	None	3/17/2021 6:45 PM
19	struggled to log in but managed by closing and reopening? why this worked no idea, but it did	3/17/2021 6:42 PM
20	When the screen share was in use some of the detail on the slides was difficult to read	3/17/2021 6:39 PM
21	Really had problems with the voting system. This this was due to using an iPhone, small screen etc. Also I did have time to read the pre meeting instructions.	3/17/2021 6:38 PM
22	chat function enabled with admin so questions can be asked easily	3/17/2021 6:25 PM
23	Lumi Voting platform, could have had a guidance PDF as part of the pre-event documents, that was user-friendly rather than audio explanation. I downloaded the documents onto my PC, but used my Ipad to engage.	3/17/2021 6:10 PM
24	the people asking to vote did give enough information in all cases.	3/17/2021 6:01 PM
25	No	3/17/2021 5:59 PM
26	Background & slide documents were very blurry- impossible to read small writing on slides ie	3/17/2021 5:57 PM

financials and other pie chart reports. My experience from looking via a laptop

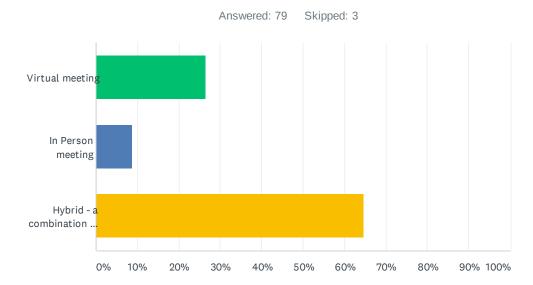
27	It was a very professional AGM. I think however, some questions were not relevant to AGM business but more every day business of British Canoeing. i.e safeguarding for coaches. That's a coaching question that could have been answered in an email.	3/17/2021 5:47 PM
28	It would be better if all questions were submitted in advance of the meeting.	3/17/2021 5:46 PM
29	re the Lumi platform, voting was clumsy, having to switch between two different applications which given the functionality available within Zoom as used in other meetings that I have attended with many times the number of attendees at the BC AGM was unnecessary. I was using a desktop computer so managed to do this, but I would not have enjoyed the experience on a mobile device.	3/17/2021 5:40 PM
30	To improve the quality of the slides presented as detail was hard to read.	3/17/2021 5:38 PM
31	Wonder why chat was not posible? I am not a writer but	3/17/2021 5:31 PM
32	I could not raise hand and had to interject as on a mac the Lumi 'instructions' to raise a hand seemed not to work- Chair was fair and gave me time!	3/17/2021 5:27 PM
33	if people did not realise they had to use speaker mode they would not have seen the slides when they were separate to the video of the person presenting	3/17/2021 5:23 PM

Q11 Did you have any technical difficulties on the day which affected your ability to engage with the meeting?



ANSWER CHOICES	RESPONSES	
Yes	22.50%	18
No	77.50%	62
TOTAL		80

Q12 How would you prefer us to host the meeting in the future?



ANSWER CHOICES	RESPONSES	
Virtual meeting	26.58%	21
In Person meeting	8.86%	7
Hybrid - a combination of virtual and in person meeting	64.56%	51
TOTAL		79

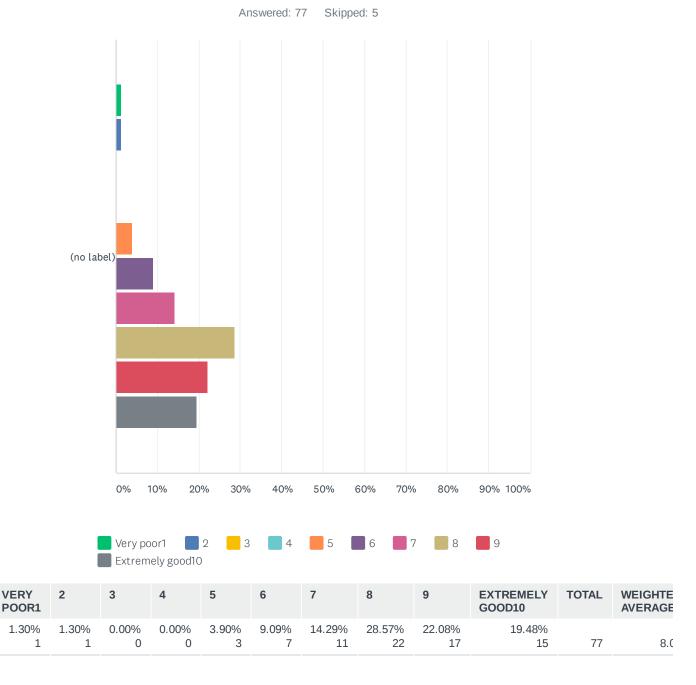
Q13 What, if anything, could be improved?

Answered: 35 Skipped: 47

#	RESPONSES	DATE
1	Timing of the meeting and definitions of the focus/purpose of the elements in the meeting. A few seemed to use it to moan but it didnt seem to be the right place so made it a little negative I would say.	3/31/2021 4:41 PM
2	Briefer & more precise documentation - try to keep to time - may mean some presentations are shorter.	3/22/2021 11:09 AM
3	Zoom loses spontaneity	3/20/2021 10:58 AM
4	First time you voted go through the procedure again. I got into one of the trial votes and the whole system froze and didn't take me into zoom. By the time I had tried one or two things I missed the introduction on how to vote so couldn't for the first one. (It didn't matter I wasn't at last years AGM so would have abstained anyway)	3/19/2021 5:43 PM
5	(Completed by Caitlin Fox)- on the LUMI login a small number of members didn't realise you had to click the text for it to disappear and that's where you type your membership number and PIN Furthermore, if you logged in whilst a vote was ongoing you couldnt access the Zoom meeting to find out what was going on until the vote has closed, meaning you are likely to miss important information.	3/19/2021 1:36 PM
6	When speaker in he studio were talking,, the only way to see the slides seemed to be to go back to the view of all participants and make the studio as large as possible. if using slides these should be the main display. If neccesary, the presenter should have the slides and share their screen	3/19/2021 12:11 PM
7	On balance, I much prefer the physical, in-person AGM.	3/19/2021 11:32 AM
8	Slides with questions not clear - like Chair and panel don't have to see person speaking but do need to be able to read slide/question.	3/18/2021 5:31 PM
9	Just the documents being shown could have been a bit clearer or shown in larger fonts	3/18/2021 3:15 PM
10	Responses to questions. You are not politicians who don't want to answer questions. Respect the members by giving honest answers. Safeguarding is vitally important, therefore don't woffel on tell it straight and answer the questions. DJ response was good to the question about the changing of terms of reference.	3/18/2021 2:37 PM
11	The size of the print font on some of the slides was hard to decipher so a clearer font would help.	3/18/2021 9:34 AM
12	works well if there are no major matters, perhaps a bit more guidance on etiquette/to avoid time on technical matters rather than the business of a the meeting	3/18/2021 8:48 AM
13	Could not get the Lumi software to work on my PC but was fine on my phone. Ended up viewing docs on PC from BC website and meeting from phone! Possibly me but felt software less robust on a PC than as an app on phone	3/18/2021 8:32 AM
14	Not sure	3/17/2021 8:48 PM
15	Have zoom meeting start say 1/2 hr before with a timer countdown to start	3/17/2021 8:30 PM
16	Switching between platforms took a bit of getting used to, and carries the risk of people accidentally disconnecting.	3/17/2021 8:19 PM
17	An aside - a hybrid meeting might be more challenging logistically and technically as well as having significant additional costs compared to a fully virtual meeting.	3/17/2021 7:44 PM
18	Went well. I was driving for most of it but managed to listen and vote (lost voting connection towards the end)	3/17/2021 7:26 PM
19	Would be worried that a hybrid session would give too much prominence to those attending in person.	3/17/2021 7:06 PM
20	Can't think of anything	3/17/2021 6:50 PM

21	It took me a while to log in to the platform and only did so eventually by ommiting the first zero of my membership number. It would have been handy to have this mentioned at log in. I'm fairly tech savvy but to someone who isn't this may have led to someone being unable to attend.	3/17/2021 6:47 PM
22	Not a major technical issue but I had the Lumi app on my phone & on the zoom on my laptop for ease but I got logged out of the app during the meeting so had to revert back to desktop. Not an issue, just an FYI.	3/17/2021 6:46 PM
23	+This was one of the best AGMs I've attended	3/17/2021 6:45 PM
24	Ensure all attendee's have read the papers provided, this would speed the process up!!	3/17/2021 6:42 PM
25	For me, I need to be better prepared, so my fault I didn't have the opportunity to vote, but wound have voted positively for all proposals.	3/17/2021 6:38 PM
26	presentations viewed during the meeting were unclear as text was to small.	3/17/2021 6:25 PM
27	Group discussions	3/17/2021 6:10 PM
28	letting people select a background that suits them.	3/17/2021 6:01 PM
29	Potential to have a comfort break if meeting likely to be any longer than this years.	3/17/2021 5:59 PM
30	Needs to be shorter.	3/17/2021 5:47 PM
31	Bringing back the opportunities to network informally before and after the meeting, along with focused discussion groups on the same day will be very welcome when allowed.	3/17/2021 5:40 PM
32	We couldn't see the slides, although this was fixed later.	3/17/2021 5:38 PM
33	Maybe a social caht before and after Round table question or a question time	3/17/2021 5:31 PM
34	My proxy vote friend is dyslexic and the meeting not attending it was impossible for him without me there- due to covid I couldn't so this excludes the dyslexic and perhaps partially sitedwithout a carer helping!	3/17/2021 5:27 PM
35	it was too long - too many video clips and long scripted answers - people forgot where we were up to in the meeting	3/17/2021 5:23 PM

Q14 Overall, how would you rate the virtual AGM?



(no

label)

Q15 Please make any further comments that you feel would be useful in British Canoeing hosting a virtual or hybrid AGM in future years, not already covered within the survey.

Answered: 44 Skipped: 38

#	RESPONSES	DATE
1	Virtual better than in person. Check with members who didn't attemd to see if there is a better time ie early evening which may impact them less. But no travel is much better and a greener option. Thank you. Its good to ask for feedback. But don't forget to find out why thousands didn't attend too, its very easy to give then the option using a survey like this. Try to be more inclusive by enquiring why people couldn't attend or chose not to.	3/31/2021 4:41 PM
2	hhmmmTricky I am more likely to attend a virtual AGM but we are missing the networking opportinities that come with meeting up.	3/30/2021 2:36 PM
3	Virtual AGMs allow more people to attend and improves accountability	3/30/2021 10:42 AM
4	As a club secretary it felt as thoguh there was a lot re: the competitive side of the sport but very little for recreational paddling and clubs that focus on that,	3/30/2021 9:47 AM
5	I already filled it in but forgot to mention that a virtual social while waiting for the agm to sart and afterwards, would be a great thing to do!	3/30/2021 9:40 AM
6	The AGM overran even without there being much Q&A and no AOB. Some of the questions asked were not relevant to the AGM and should have been closed down. Some of the presentations went on for too long and didn't seem at all relevant to an AGM.	3/28/2021 3:07 PM
7	Really good that the AGM went ahead and voting could take place - nice to know the members have not been completely forgotten during the pandemic. Good starting point for future hybrid meetings enabling us to be involved without the travel time, overnight accommodation etc.	3/22/2021 11:09 AM
3	I thought that it was excellent.	3/19/2021 5:43 PM
9	Hybrid would be amazing to make the AGM accessible and reduce travel miles!	3/19/2021 1:36 PM
10	It will be very difficult to host a hybrid meeting, giving on line participants teh same weight as in person. We did seem to have more participants for online, but could not couple it with the awards diner - which is a shame	3/19/2021 12:11 PM
11	One clear difference, and disadvantage, is that there is no opportunity for ordinary members to talk with each other, hence my preference for a physical AGM.	3/19/2021 11:32 AM
12	Wasn't so keen on having two platforms open (Zoom & Lumi). Would have been more streamlined to function from the same platform - would have saved some of the "I can't do xxxx" butt ins from a few people	3/18/2021 9:56 PM
13	Thank you again. :)	3/18/2021 7:31 PM
14	I would not have attended if it had been held in Nottingham as usual. I think if a hybrid meeting can be hosted in future this will attract greater attendance of members which is a significant benefit to the organisation	3/18/2021 4:42 PM
15	I have been a member for over 35 years and this was the first AGM I attended. Really good to see/hear how BC is progressing and feel part of it due to being part of it virtually.	3/18/2021 3:15 PM
16	As good as could be expected given this was the first time a virtual AGM has been held	3/18/2021 11:39 AM
17	well done for giving it a go - the more people involved in member democracy the better it also reduces our carbon footprint	3/18/2021 10:22 AM
18	Could be used for other forums/discussions across BC members	3/18/2021 8:48 AM
19	Judging by no of attendees in 2020 compared to 2021 having a virtual agm seems to increase attendees! My vote would be to have both in future, especially as we move into an environment where reducing non essential travel both for health and environmental reasons is so important.	3/18/2021 8:32 AM

20	I think the Hybrid option would encourage more attendance and provide greater illustration of the work BC does behind the scenes.	3/18/2021 8:05 AM
21	Travel is the issue for me therefore being able to attend the meeting was a bonus. Long may it continue.	3/17/2021 9:41 PM
22	Virtual is useful because I don't have to travel long distances to get to the AGM. Cannot see some of the displays. Its a long meeting but is interesting to hear the working of British Canoeing for its members. Thank you	3/17/2021 8:48 PM
23	Pre check slides are readable over zoom. And meet minimal disability STDs of size. The videos were great	3/17/2021 8:30 PM
24	It was good to be able to hold the AGM at the usual time of year, with secure voting, so from that point of view, it was a good choice. A virtual meeting cannot replace members from across the community meeting face to face, and for this reason, 'normal' meetings should resume asap. However, the virtual element widens participation to those who cannot travel, for whatever reason, and a hybrid option would be a valuable addition.	3/17/2021 8:19 PM
25	Please 13 above. Thank you - a successful and professional run AGM	3/17/2021 7:44 PM
26	Well done to all involved. Management and content were excellent. Likewise technical support. I hope that all future British Canoeing AGMs follow the same environmentally responsible format.	3/17/2021 7:34 PM
27	If on-line increases attendance then it has to be at least part of the way forward	3/17/2021 7:26 PM
28	Could not get any audio.	3/17/2021 7:20 PM
29	A definite improvement in terms of accessibility and time spent (not) travelling. The more attendees the better.	3/17/2021 7:06 PM
30	Could not attend due to unforeseen circumstances	3/17/2021 7:02 PM
31	The benefit of a virtual meeting is primarily there is no travelling involved. All of the business of the AGM can easily be dealt with virtually. There are benefits of networking attending a meeting in person but maybe a different event where people can socialise and take part in workshops could be organised.	3/17/2021 6:50 PM
32	Might be nice to make it a little social and a little relaxed in the beginning or at the end such as asking participants if they would like to share where they're based and how they're involved in paddlesport, hold a quiz, have some guest speakers and grassroots depictions of paddlesport success etc. to make it more engaging as an event rather than fully formal.	3/17/2021 6:47 PM
33	Virtual or hybred opens the doors for more attendee's to attend and have a say	3/17/2021 6:42 PM
34	I believe attendance was higher using an online meeting. It must also have helped reduce our carbon footprint by reducing transport use. I hope this method of delivery continues in the future.	3/17/2021 6:39 PM
35	Feedback and Q&A from the centre of the organisation e.g English Forum, no evidence of decision-making such as recorded minutes to establish what they do, they seem remote!	3/17/2021 6:10 PM
36	While it is good to be face to face with people, a hybrid would allow those who wouldnt travel too far to the meeting or like myself, at work, so able to dip in and listen in the background	3/17/2021 6:06 PM
37	For future information, I would like to have a list of rivers in England that I have access to with my Canoe England membership. Also, I think the policy should change making all coaches having to roll.	3/17/2021 6:01 PM
38	After a 40 year membership it was refreshing to finally attend an AGM. Thank you for the opportunity & long may the tech facilitate this in the future. Hybrid meetings do not always provide for those attending remotely to keep up with conversations 'in the room' if the core board are all 'in the room' it could create a 'them & us' feeling within the membership so be careful with the hybrid option next year. Regards & well done for this year.	3/17/2021 5:59 PM
39	I think Virtual allowed members to be engaged more than an AGM held at a special awards night or promotional event. It does need to be shorter 2.5 hours was very long for a lot of info.	3/17/2021 5:47 PM
40	The AGM fulfilled the company's obligations but did not effetively engage with the membership for discussion on what is happening or planned. The reasons for a virtual meeting are obvious and it could not be avoided in 2021 but if there are no restrictions in future years then an in-	3/17/2021 5:40 PM

person meeting with broadcast of the discussions for those who are unable to attend in person would be a better format.

	Would be a bottor format.	
41	Enjoyed the video presentations.	3/17/2021 5:39 PM
42	As many paddlers and coaches are out being active in the sport on weekend mornings it could be better to be in the afternoon	3/17/2021 5:34 PM
43	Thought it was a verry well presented and professional meeting. Verry disappointed to see only a 150 members (some where there for there role!) making Decisions for a membership of 60000!! □ ③ ③	3/17/2021 5:31 PM
44	Like the not having to spend ££ attending disappointed so few cam to vote given the accessibility for many- perhaps a Saturday could be avoided to up attendance figures	3/17/2021 5:27 PM