

2026 EOS Survey Results



The Newark Ice Hockey Association

The following slides provide a high-level overview of member feedback from the 2026 NIHA end-of-season survey. Where applicable, comparisons were made with 2025 results to emphasize changes in member feedback or perception.

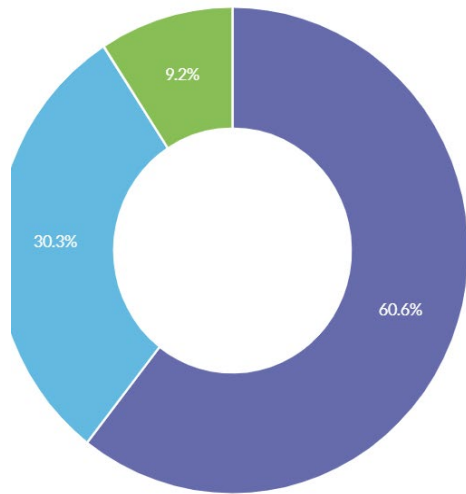
Please see slide 9 for proposed action items / next steps for NIHA leadership.




Survey question: Which image represents how satisfied you are overall with your child's experience this past season?

2026

Survey respondents = 109

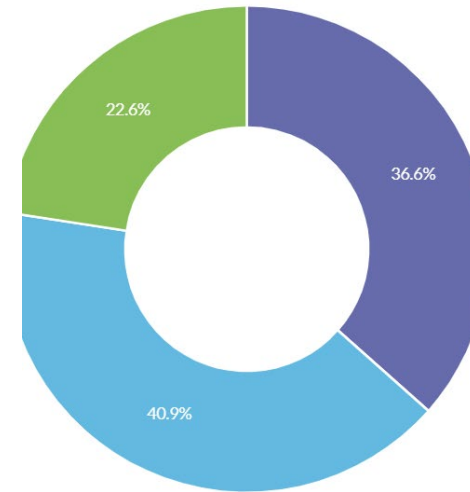
Takeaway – Overall satisfaction has increased. Keep up the positive momentum!






Choice	Total
 Image 1	66
 Image 2	33
 Image 3	10

2025

Survey respondents = 93

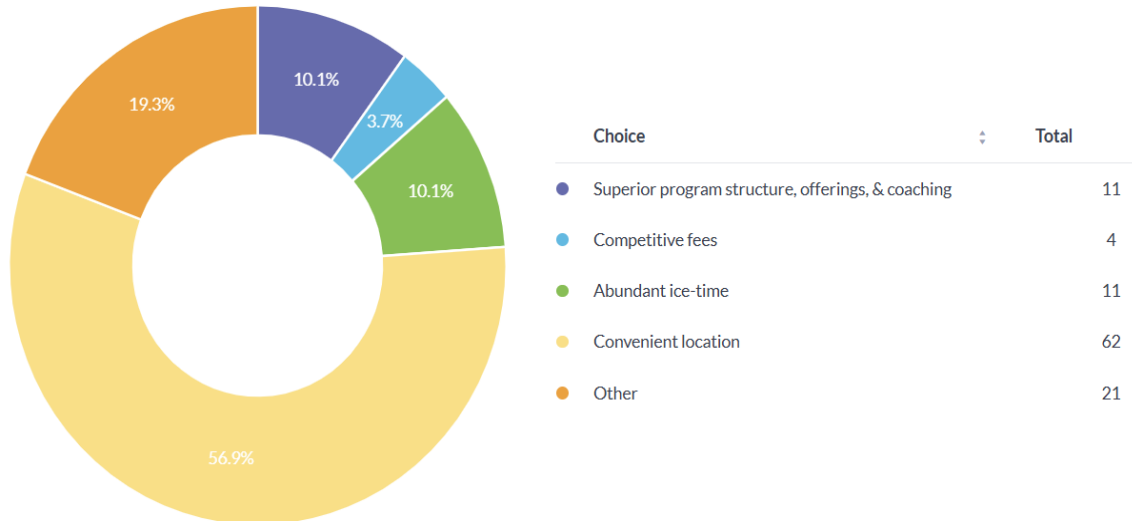


Choice	Total
 Image 1	34
 Image 2	38
 Image 3	21

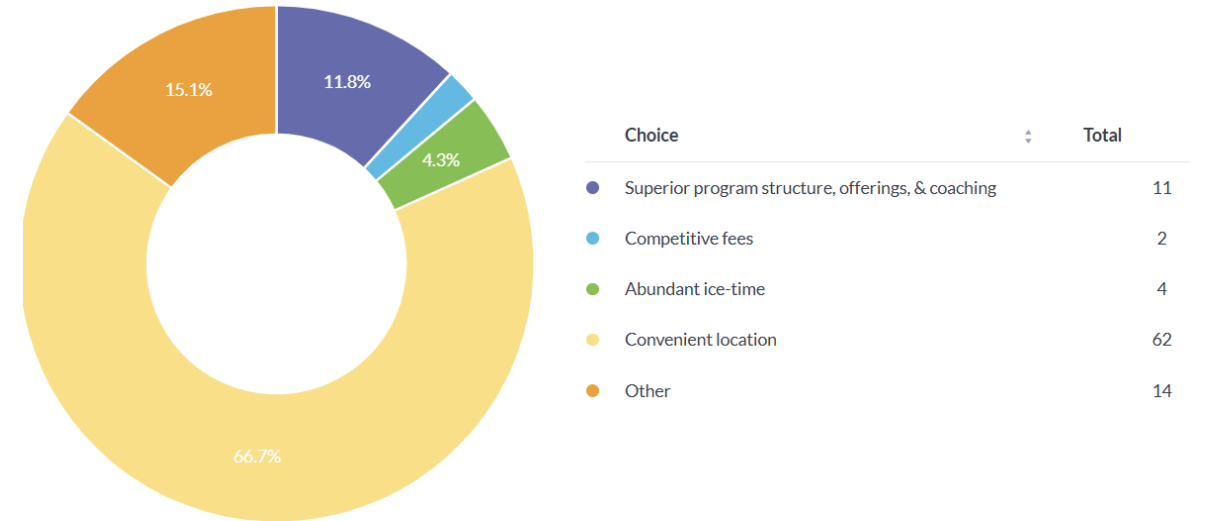
Survey Question: What is the primary reason you chose to register with NIHA vs. any other ice hockey league or association?

2026

Takeaway: Location continues to be the primary reason people chose NIHA. The organization's goal is to improve programming and offerings, so that "Superior Programming" becomes the primary reason members choose NIHA



2025



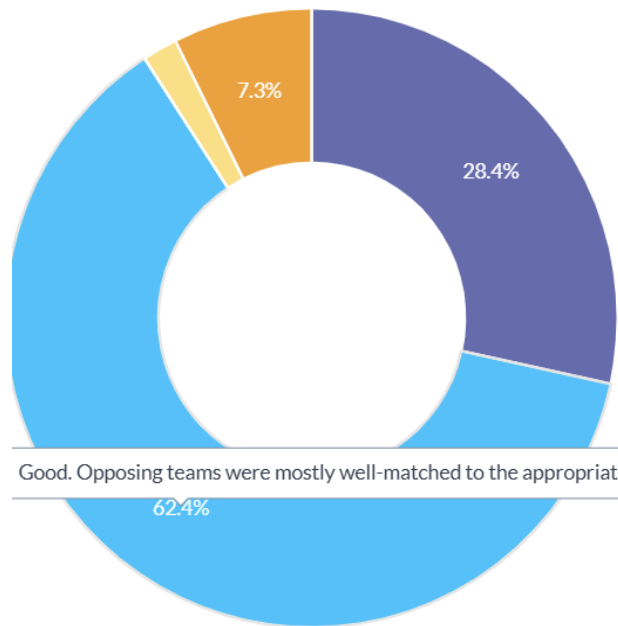
Survey question: How did you feel about the overall level of competition during the 25-'26 season?

2026

Takeaways – Overall people felt “good” about the level of play this season, across all divisions. NONE disappointed! Biggest area of concern was tournament play not being well matched.

2025

N/A



Choice	Total
Fantastic! Opposing teams were well-matched to the appropriate skill-level	31
Good. Opposing teams were mostly well-matched to the appropriate skill-level	68
Disappointing. Opposing teams were not well-matched to the appropriate skill-level	0
Unsure. This was our first year ever playing hockey so we have nothing to compare it to	2
Other (please explain)	8

Survey question: What are you most pleased about from this past season?

2026

Takeaways: Player's overall experiences were very good, coaching & player skill levels showing improvement, culture is unbeatable, regular season competition level was better this year (MCHL & BTHL)

Teams we competed against were more evenly matched than years past.

My son took positive steps to being the hockey player that I know that he can be.

Practice ice time.

Coaching Our players growth

Team spirit

Coming from the blue jackets 8u to this 8u isn't even comparable. The communication and coaching is top notch. Everyone made it very enjoyable for my kid.

Game times

The players skill level improved more so than being in the chiller leagues

I was most pleased about meeting other girl hockey players and expanding my ability to skate.

Growth

2025

Some improvement in player and team.

Nothing huge shit show!

playing games/scheduling

The kids really enjoyed each other and formed some tight bonds

Skills coaches were great. Good support from the organization

Not much

I believe the NIHA organization as a whole is moving in a positive direction.

12u went great! Willingness to get every kid on the ice, learning and loving the game.

I don't know that "exceptionally" is the noun I would use. I feel the season was status quo from the previous year. I don't know that as a parent I saw vast improvement from what I felt went well from previous years. That said, the kids had fun and were able to play hockey. I think those are things I gauge as success.

Survey question: What would you like to see done differently next season?

2026

Takeaways: Various concerns from JV members re coaching skills and locker room issues, some displeased with BTHL travel while others loved the level of competition, need to add communication channels, fix jersey ordering process, get fees out faster

Would like two house teams- one being in a more local league for families that do not want out of town travel due to juggling multiple sports, financial constraints, etc.... The other could be current or more competitive league

I feel like my concerns for next season have been addressed with the hiring of a new director. This is a positive step in the right direction to ensuring that Newark remains competitive.

Goalie Training

More jerseys

Better coaching

More chalk talk opportunities. Make known and schedule at the beginning of the season.

Better organization when it comes to scheduling tournaments. Felt like we were late to the registration and the kids missed out.

End of year 8u house tournament with more appropriately matched opposing teams, blue jackets nights for 8u (several kids were disappointed to miss this opportunity), more adult refs for tournament/jamboree play

Sadly we're done with high school but I hope the Gens stay the Gens. Don't change the name.

nothing

Newark is growing, and we are doing things to become a more appetizing program, My hope is that we still stay true to what Newark Ice hockey is about. We are a small town, close knit family first program. That's what makes Newark special, we're not Columbus, we don't need fancy stuff or people to come in and change the true grit and hard nose brand we have built!

2025

Takeaways – House Program Overhaul, improve practices, need more skilled coaches, improve communication

More structure for house, practices aren't really helping and the league was awful. We were switched out of a division mid season and it was a disaster

Improved team dynamics at the high school level and more engagement from coaches. Coaches leaving during senior player recognitions (on senior night) didn't seem right and players noticed.

More practices for select team and/or longer practices.

Not so many skating only practices. Coaching that actually helps improve skills and learning plays/drills. Our coach was very focused on discipline and not on actual game play. He took no feedback and would not listen to suggestions, even from his assistant coaches

More of a chance for the defensive players to play offense. They shouldn't be locked into a position at this age. Especially at 10 and 12U. I would like to see more drills for the whole team to understand positions. Where to be when the puck is here, how to shift around the ice, who plays the puck when it's here, etc.

Better communication from the team manager and, coaches to the parents.

Try to get the blue jackets league leaders to include us more and be accountable for getting things done for our season in a timely manor

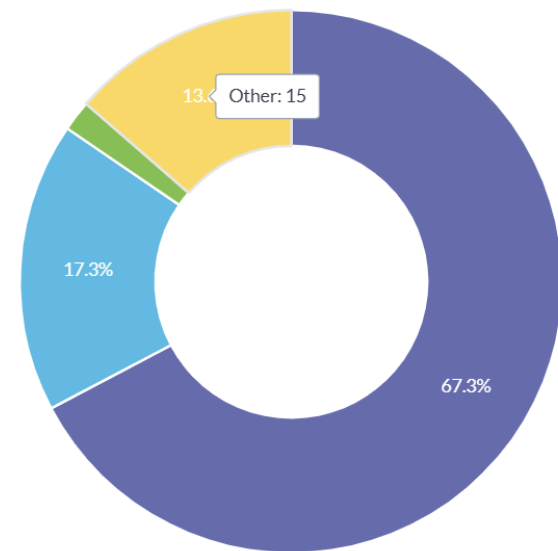
Survey question: Will you return next year & would you recommend NIHA to other families interested in playing hockey?

2026

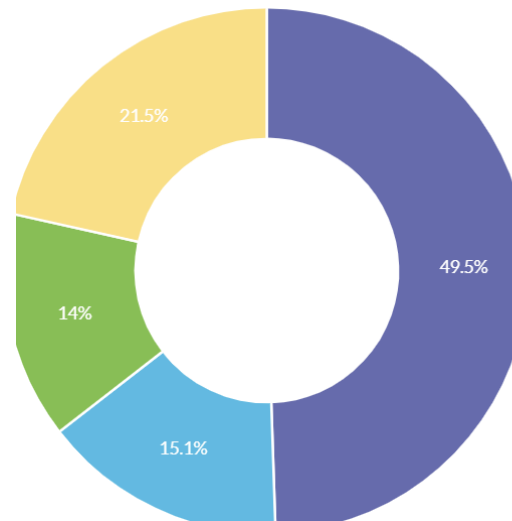
Takeaway: Overall improvement. Many are interested to see the impact of the new Hockey Director

2025

Takeaway: Program is “good”, but improvements are needed.



Choice	Total
Absolutely! I can't wait to come back next year & I'll be sure to tell others why NIHA is THE place to be for hockey.	74
Maybe. My experience was only OK. I'm not sure yet of plans for next year or if I'm ready to refer anyone.	19
No. I'm now interested in what other hockey associations offer to help me/my child reach full potential.	2
Other	15



Choice	Total
Absolutely! I can't wait to come back next year & I'll be sure to tell others why NIHA is THE place to be for hockey.	46
Maybe. My experience was only OK. I'm not sure yet of plans for next year or if I'm ready to refer anyone.	14
No. I'm now interested in what other hockey associations offer to help me/my child reach full potential.	13
Other	20

Proposed action items for NIHA leadership

- **Why NIHA:** Hockey Director involvement to assess and identify “quick wins” to boost programming and member perception. Recommend a near-term plan and work with the Board on how to best share this info with members
- **Level of competition:** Many “Travel B” families appreciated the better-matched competition with the BTHL this season, while others were displeased with the extra travel and associated costs. How do we address this? Is there an alternative that NIHA could offer? Reconsider CBJ league? Align on a plan then communicate this to members
- **What needs to change:** There is a strong desire for coaches with a higher skill-level. Add goalie coaches & clinics back into the program
 - Hockey Director to communicate his plan for training coaches. Confirm internal alignment with the Board and then announce to members
 - Hire Goalie-specific skills coaches. Develop plan and communicate strategy to members
- **Will people return and recommend?** 15% say maybe and 35% say no/other with an emphasis on “much depends on the new Hockey Director/Varsity coach”. The answer to this aligns with “Why NIHA”. People need to see Julian in action; feel his presence and see his impact in the short-term and long-term.
- **Other:** Assess current communication channels and how to do a better job of keeping members more informed in a timelier manner (where this can be controlled). In addition to organization-wide emails, social media, The Community Hub updates, and Team Manager communication via Crossbar, The Board will evaluate new communication channel ideas such as monthly newsletters, scheduling quarterly forums or discussion panels, anonymous feedback box, etc. Get communication plan in place by Fall start-up and announce/set expectations with members