



CORA INBOUND ENQUIRIES REPORT (AGM) 2020

OVERVIEW

There was a time when the CORA Email Inbox necessitated constant monitoring due to the volume of enquiries for CORA Board activity that flowed through this channel.

The adoption of Google Workspace (formerly G Suite) with Gmail, Calendar, Meet, Chat, Drive, Docs, Sheets, Slides, and Forms has simplified internal / external communications. The migration to a new CORA website with many self-service capabilities has also reduced the workload on the CORA Board.

- RME / Trailing / Coaching / Clinic Grant Applications that had previously been submitted to the CORA Email Inbox and then forwarded to the Grants Officer are now sent directly to the Grants Officer via online forms.
- Event Sanctioning Applications that had previously been submitted to the CORA Email Inbox in the weeks prior to the AGM and then forwarded to the Race Committee are now managed directly by CORA Club Reps through the CORA Website Race Calendar.
- Enquiries for CORA Membership Lists by Race Directors prior to Sanctioned Events are now readily available from the Membership Officer.

There are presently two Board Members who receive notifications when messages flow into the CORA general enquiries email address. COVID substantially reduced the historical volume of inbound messages where the majority of enquiries would involve:

- Enquiries for event CORA insurance coverage certification
- Enquiries to post Race Results
- Enquiries for CORA Cup status
- Enquiries to postpone / cancel sanctioned events
- Paddlers / Teams looking for Teams / Paddlers / Canoes

CORA EMAIL MESSAGE DISTRIBUTION

All of the "unsolicited" inbound messages that arrived at the CORA general enquiries email address, as well as enquiries that were put forward by individual Board members which they had received from within the membership were categorized to provide an overview of the various enquiries from the CORA Board. In a "normal" (non-COVID) season, the number of non-COVID enquiries would be double / triple / quadruple the number of current season number enquiries. The table below is sorted by number of messages by Enquiry Category Count (numerical descending) and then Enquiry Category (alphabetical ascending).

Topic (Enquiry Category)	Count
Individual Memberships? CORA Numbers? Status / Confirmation?	13
Phishing (SPAM)	12
CORA Forum How-To?	8
2021 Winter Series Submissions	7
Event Cancellations (COVID)?	7
Website / Form - Login / Password Resets?	7
Board Nomination Forms? Submissions	6
IVF – Time Trials? Registration? Fees?	6
Wanted – Paddles, Rope, Coaching, Rigging	5
CORA Website Club Contact / Rep Updates?	4
COVID Insurance Coverage?	4
How to Start-Up a Club / Event?	4
Jericho WaveChaser Status given COVID	4
Enquiry for Google Drive Access (Board Members)?	4
CORA General Insurance Coverage?	3
Event Results Postings?	3
Event Waivers / Forms?	3
Out-Of-Canada Racing Invitations (Hawaii; Central America)?	3
Phishing (Marketing)	3
Coaching / Steersperson Certifications?	2
Event Insurance Coverage / Certification?	2
Event Rescheduling?	2
Event Schedule Updates?	2
Looking For a Team	2
AGM Date?	1
Change Club Membership Affiliation?	1
Club Event Promotion on CORA Website?	1
Club in "Good Standing"?	1
CORA a PSO / NSO?	1
CORA Board Offboarding Enquiry (Nicole)	1
CORA Cup Rules?	1
CORA Individual Membership List?	1
COVID Return-To-Sport Ex-BC?	1
IVF Refunds?	1
Out-Of-Town Paddlers want to paddle?	1
Post Suspended Club Operations (COVID)	1
RME Grant Eligibility?	1
Safety Complaint (Ron Chin)	1

RECOMMENDATIONS (IDEAS TO CARRY FORWARD INTO 2021)

Many of these types of enquiries have been flowing into the CORA Email Inbox for many years. Some of these enquiries do necessitate action by Board Members such as posting Race Results and issuing Insurance Certificates and so on. However, some of these enquiries could be handled by the membership themselves with a certain level of knowledge transfer. Some of these enquiries for information do not necessitate action by Board Members or Club Reps, and could be addressed by **providing a website page of FAQs to commonly asked questions**. The WordPress site may provide some intrinsic FAQ capability (plugins) or there are many websites that offer examples of how this functionality could be provided as per the screenshot below.



The screenshot shows a FAQ section with a dark blue header containing the text "FAQ". Below the header are four question bars. The first three are dark blue with white text and a white plus sign on the right. The fourth is green with white text and a white minus sign on the right. Below the green bar is a paragraph of text. Below the paragraph is a dark blue bar with white text and a white plus sign on the right.

FAQ

What is occupational medicine? +

What are the advantages of using Northern Arizona Healthcare Medical Group Occupational Medicine instead of urgent care or the emergency room? +

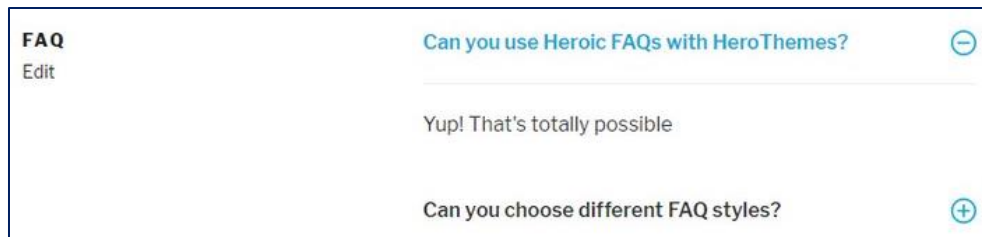
Do you communicate with my employer about my work-related injuries? +

My job requires a lot of repetitive motion and heavy lifting. What I can do to prevent injuries? -

The most important thing you can do is be mindful of how you are moving and lifting. If a particular movement is causing pain, you should adjust your movement before an injury occurs. Most employers are aware of potential overuse injuries associated with their specific workplaces and have developed ergonomics training programs for injury prevention.

Do most work-related injuries happen because of a single incident, or can they develop over time due to normal work-related tasks? +

Sample FAQ Format



The screenshot shows the Hero FAQ Plugin interface. It has a dark blue header with "FAQ" and "Edit" on the left. On the right, there is a question "Can you use Heroic FAQs with HeroThemes?" with a minus sign icon. Below the question is the answer "Yup! That's totally possible". At the bottom, there is another question "Can you choose different FAQ styles?" with a plus sign icon.

FAQ
Edit

Can you use Heroic FAQs with HeroThemes? -

Yup! That's totally possible

Can you choose different FAQ styles? +

Hero FAQ Plugin



The screenshot shows the HTML5 Responsive FAQ Plugin interface. It has a dark blue header with "FAQ". Below the header is a question "Can You Use HTML5 Responsive FAQ With Hero Themes?" with a minus sign icon. Below the question is the answer "Yes! You can totally do that."

FAQ

- Can You Use HTML5 Responsive FAQ With Hero Themes?

Yes! You can totally do that.

HTML5 Responsive FAQ Plugin

FAQ



Can You Use Ultimate FAQ With Hero Themes?

Posted by **Colin** on **June 7, 2017**

Yup! You betcha

Ultimate FAQ Plugin