

## October 2023 - Communication Concerns

Suggestions received:

- **Current individual CAPA member survey (478 responses received):**
  - A. communicate more - send a via email that new competition coming up & to check CAPA portal, have missed entry deadlines because didn't check portal cold as often as should. (2 respondents)  
  
reminders/Time just gets away/ Regular announcements and email reminders (6 respondents), email reminder of competition closing (1 respondent)  
email us the full competition results (4 respondents)  
  
not getting emails of the competition results at critical times about soon to be closed competitions (12 respondents)
  - B. see competition results sooner
  - C. develop a better way to find my scored images in a competition report (4 respondents)
  - D. see individual scores from all judges in competitions (1 respondent)
- **past individual CAPA member survey (138 responses received):** email reminder of competition closing (1 respondent),
- **current CAPA Camera Club survey (48 responses received):**
  - E. send email notification on competition results - the last on Ontario we did not receive any notifications. I happen to look on website to discover winning images for club & individual posted (1 respondent).
- **past CAPA Camera Club survey (8 responses received):** no responses to this topic.

**Response:** Thanks for these suggestions, and we appreciate the opportunity to address each which are included in my responses below:

### A. Sending Email Messages About Competitions Closing Soon

We acknowledge concerns about being notified about the closing of each competition.

To ensure photographers are provided with appropriate advance notification of the closing of each competition, we have undertaken the following:

- On April 1<sup>st</sup> of each year, we post the forthcoming competitions (October to May) on our CAPA website and arrange for a message to be sent out to all camera clubs and individual CAPA members
- Prior to the closing of each competition, I arrange with our CAPA News editor to post a reminder in the CAPA News email messages
- One month prior to the closing of the competition, I post a reminder in our CAPA's Competition Updates webpage

With these three CAPA notifications, each photographer is responsible to ensure their entries are submitted on time. Therefore, each photographer or club representative are encouraged to establish an effective time management strategy which may include a reminder setting in their electronic calendars.

If a photographer has a question or concern about missing a competition closing, they may wish to contact me at ([competitions@capacanada.ca](mailto:competitions@capacanada.ca)) to determine there is possibility of inserting images into a competition after the closing date and prior to the commencement of the judging process. Once the judging process has commenced, no further images can be entered into a competition.

## **B. See Competition Results Sooner**

For photographic competitions, there are two primary modes: 'live-judging' and 'on-line' judging. In 'live-judging,' judges are physically in the same location and evaluate images within 10 to 15 seconds.

In contrast, 'online judging' allows judges to be located in various places across the country, evaluating and scoring images at their convenience, considering their other commitments. Online judging offers the advantage of allowing judges more time for a detailed analysis of each image before assigning scores.

In our CAPA online competition, online judges are typically given 5 to 6 days to complete their initial scoring. National competitions, due to the high volume of submitted images, involve 6 to 9 judges.

Following the initial scoring, 2 to 3 days are allotted for judges to deliberate and break any ties for medals and merit.

Our post judging process includes an independent audit to ensure accurate tabulation calculations. We also dedicate one day to subjecting potential winning images to our CAPA Verification/Authentication processes. This involves confirming that the image has not previously received a CAPA Award, complies with the competition editing criteria and CAPA Eligibility Criteria webpage, and

has not been plagiarized through conducting 3 reverse images searches on each image.

A span of four days is dedicate to preparing CAPA medal and creating e-certificates, including medal e-certificates, merit award e-certificates, and honourable mention e-certificates.

As a standard practice, the final report is published on the CAPA website approximately two weeks after the competition's closing.

### **C. Develop A Better Way To Find My Score in Competition Reports**

All competition reports are formatted into a PDF document prior to having the report uploaded onto the Winners webpage on the CAPA website.

Here are the steps for you to undertake to quickly find your name and images in a final competition report

**Step #1** – Log into the CAPA website

**Step #2** – Select the **Competition Reports** from the **Competitions** dropdown menu

**Step #3** – Locate on the **Competition Report** window which competition you are interested in

**Step #4** – Double-click on the **Club** or **Individual** hyperlink to view the respective final competition report

**Step #5** – Locate your internet browser's **Find** feature located on the **Edit** dropdown menu

**Step #6** – Enter your name in the **Find** field and your name will located in the report along with the name of images and to total score for these images

**Step #7** – Logout of the CAPA website

### **D. See Individual Judge's Score With Total Scores**

As outlined in our CAPA Competition Standards document, it states the Director of Competitions will NOT provide the individual judges scores in the final competition report and will not provide these scores when requested by a camera club or individual CAPA member

*NOTE: To publish the names of judges would leave them open to all sorts of issues. The judges must be free to make appropriate scores based on their expertise,*

*training and evaluations.*

*The individual CAPA members and camera clubs have the total score and will have to work with the totals they are provided.*

**E. Send email notification on competition results - the last on Ontario we did not receive any notifications. I happen to look on website to discover winning images for club & individual posted.**

In September 2021 and 2022, we communicated through our CAPA News that final competition reports would no longer be sent via email to entrants. Instead, entrants were directed to view the reports on the CAPA website.

The decision to make this change was driven by the following considerations:

- Entrants were often not updating their email addresses, necessitating efforts to track them down or call them to obtain updated contact information.
- A number of entrants reported not receiving our email messages due to them being flagged as spam, resulting in missed communication.
- Some entrants experienced challenges accessing our emails due to their computer firewalls blocking our messages, indicating that "part of their networks is on our black list."

Significant time was being expended attempting to find alternative means to deliver the report to each entrant.

Recently, I enquired with our Director of Communications regarding the possibility of distributing the competition report to each entrant through a MailChimp message. However, the Director expressed concern that implementing this approach would only increase the workload for our small group of volunteers.

Based on the information provided, we are implementing the following actions to address the suggestion raised:

- a narrative message will be appended to the end of each competition page, stating, "***Following a period of 2 weeks after the competition's closing date, you can access the final competition report by logging into the CAPA website and navigating to the 'Competition Reports' under the 'Competitions' dropdown menu.***"
- On the respective competition upload webpage, I will include the following narrative message "***Following a period of 2 weeks after the***

***competition's closing date, you can access the final competition report by logging into the CAPA website and navigating to the 'Competition Reports' under the 'Competitions' dropdown menu."***

- On the respective competition Winners webpage, I will include the following narrative message ***"Following a period of 2 weeks after the competition's closing date, you can access the final competition report by logging into the CAPA website and navigating to the 'Competition Reports' under the 'Competitions' dropdown menu."***
- I will add the following message to our Competition's Q&A webpage ***"Following a period of 2 weeks after the competition's closing date, you can access the final competition report by logging into the CAPA website and navigating to the 'Competition Reports' under the 'Competitions' dropdown menu."***