

2015

Members

Satisfaction

Survey Report

Introduction

Albany Creek Swimming Club is a mature and respected swimming organisation that has a very proud history and equally a very promising future. The custodians of this club are not solely the elected committee members, but rather, parents, swimmers, friends and supporters of our swimmers. Working together will ensure our children are given every opportunity to succeed, both in the water and in life.

The Management Committee of Albany Creek Swim Club has continued a process designed to generate information aimed at informing our Club's future strategic direction. As the club has many competing demands and issues, the Management Committee have continued the process of seeking feedback from members through a member satisfaction survey in assist with identifying and prioritising objectives and the future focus of the Albany Creek Swim Club.

Survey Design

The intent of the 2015 Member Survey was to concentrate of key priority areas incorporating a number of functions and activities of the club. These included;

1. Members experience
2. Suggestions for Club Improvement
3. Management Committee performance
4. Swimmer Development Support
5. Satisfaction with content on club website
6. Satisfaction with content in club newsletter
7. Satisfaction with quality and reange of Club Uniforms
8. Satisfaction with format and management of Club Night's

The survey has been designed to generate qualitative and quantitative information utilising a 5 point satisfaction scale as well as providing members with opportunities to provide written feedback

Survey Administration

The survey was developed electronically utilising Survey Monkey. Members were emailed and provided an electronic link to the survey which was hosted on the Survey Monkey website.

Generation of the email to club members was undertaken by management of the Albany Creek Swim Club. The survey was open to members for approxiamtaely 3 weeks. The survey was closed on Monday 10th August 2015. In total 30 responses were received by email recipients.

The survey was administered by Mr Les Richardson (Life Member of Albany Creek Swim Club). Mr Richardson holds no position on the club's Executive Committee and is considered independent in the management of day to day activities of the club.

Q 1. Overall, how satisfied are you with your experience of being a member of Albany Creek Swim Club?

	Response Percent	Response Count	
Extremely satisfied	53.33%	16	28 of 30 or 93% responded positively
Satisfied	40.00%	12	
Neutral	3.33%	1	
Disatisfied	3.33%	1	
Extremely dissatisfied	0.00%	0	1 of 30 or 3% responded negatively

Q 3. Overall, how satisfied are you with the performance of the Albany Creek Swim Club Management Committee?

	Response Percent	Response Count	
Extremely satisfied	63.33%	19	27 of 30 or 90% responded positively
Satisfied	26.67%	8	
Neutral	6.67%	2	
Disatisfied	0.00%	0	
Extremely dissatisfied	3.33%	1	1 of 30 or 3% responded negatively

Q 6. Overall, how satisfied are you with the content of the information on the club's website?

	Response Percent	Response Count	
Extremely satisfied	60.00%	18	28 of 30 or 93% responded positively
Satisfied	33.33%	10	
Neutral	3.33%	1	
Disatisfied	3.33%	1	
Extremely dissatisfied	0.00%	0	1 of 30 or 3% responded negatively

Q 7. Overall, how satisfied are you with the content provided in the club's newsletter?

	Response Percent	Response Count	
Extremely satisfied	56.67%	17	26 of 30 or 86% responded positively
Satisfied	30.00%	19	
Neutral	10.00%	3	
Disatisfied	3.33%	1	1 of 30 or 3% responded negatively
Extremely dissatisfied	0.00%	0	

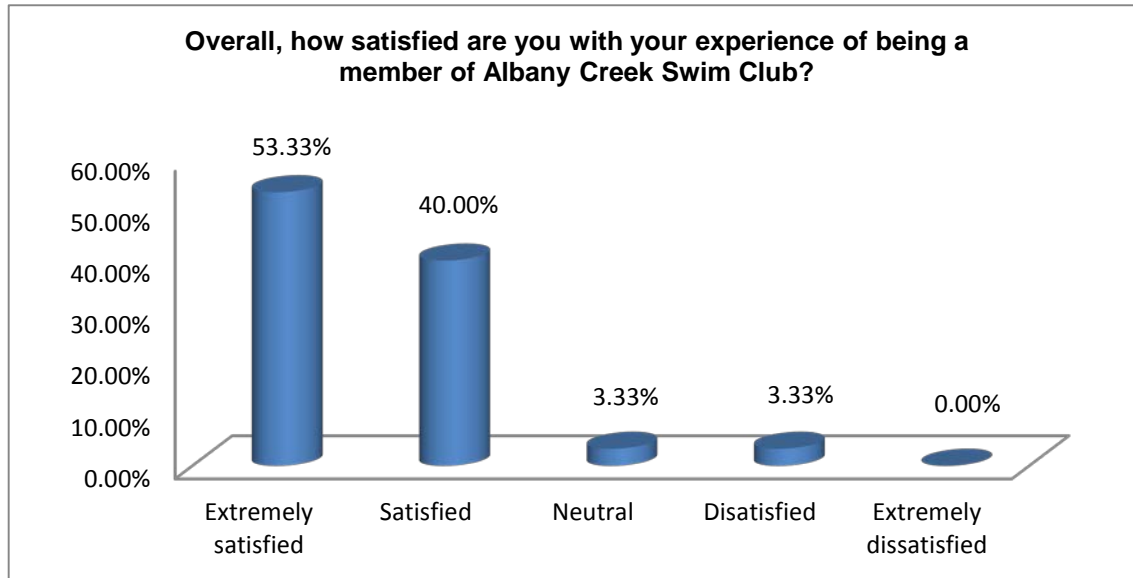
Q 8. Overall, how satisfied are you with the quality and range of our club's uniform?

	Response Percent	Response Count	
Extremely satisfied	36.67%	11	26 of 30 or 86% responded positively
Satisfied	50.00%	15	
Neutral	10.00%	3	
Disatisfied	0.00%	0	1 of 30 or 3% responded negatively
Extremely dissatisfied	3.33%	1	

Q 9. Overall, how satisfied are you with the format and management of club nights?

	Response Percent	Response Count	
Extremely satisfied	53.33%	16	23 of 30 or 76% responded positively
Satisfied	23.33%	7	
Neutral	23.33%	7	
Disatisfied	0.00%	0	0 of 30 or 0% responded negatively
Extremely dissatisfied	0.00%	0	

Question 1. Overall, how satisfied are you with your experience of being a member of Albany Creek Swim Club?

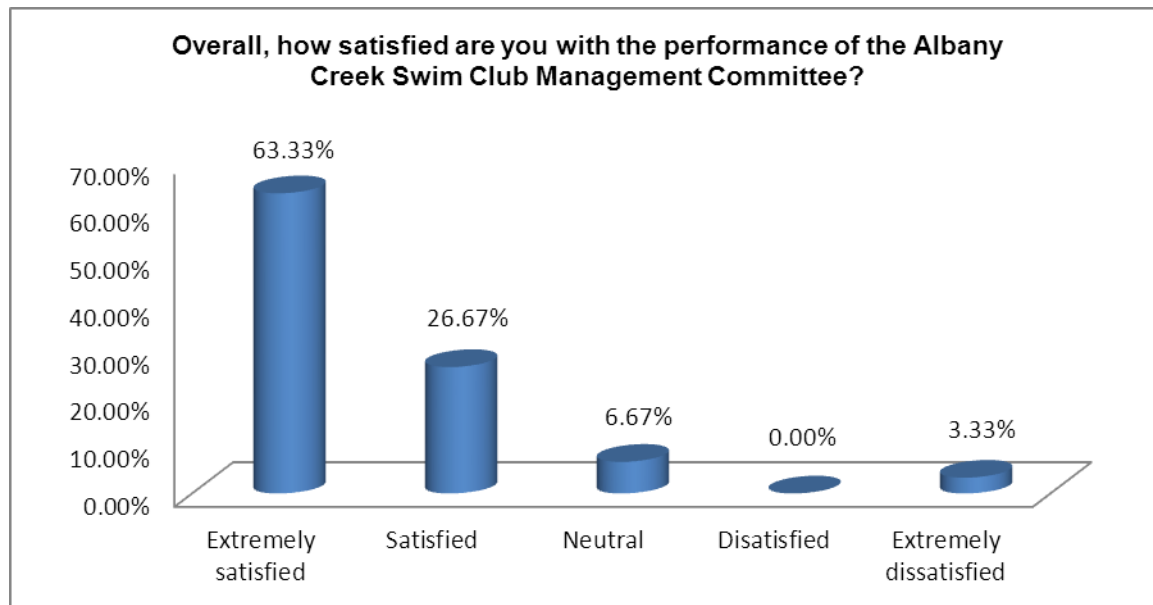


Question 2. Overall, how satisfied are you with your experience of being a member of Albany Creek Swim Club?

1. Facilities - to have cover over both pools for sun protection.
2. More encouragement for the younger swimmers still trying to get up to squad level training.
3. More training sessions that are 50m as opposed to 25m.
4. More fun activities for the kids to do together away from the pool. Eg movies, lazier skirmish. Also, why not give the kids a shirt for making it to brisbane or state short course not just junior mets.
5. The profile of the Club President /(No personal data) and other committee people in the monthly newsletter for members to recognise who they are if the person is willing to be in the Newsletter.
6. More attendance/ expectation of attendance by all swimmers at Club night. Builds interaction between all 4 squads, which is important when we go to carnivals. Club Night really matters.
7. Less email correspondence. There are far too many emails on a weekly basis. Entry lists etc should only be sent to participating members. The website should be used to convey important updates too. This would help to minimise emails.
8. I would like a club phone directory as I needed a parents number the other day and had no way of contacting them.
9. Better feedback from coaches / more interaction with coaches.
10. Encourage more team work/support from parents - same people always do the same jobs, esp time-keeping. Encourage the kids to be tolerant of others and supportive - only a few of the 'team' seem to cheer each other on. There also seems to be a bit of clickiness between some of the kids, particularly the early-teen girls so perhaps some team building activities away from the pool to cut through the 'crap' and get them working better, eg rock climbing, or other team building activities.
11. A mentor programme between older and younger kids, then making an effort to have fun events on club nights that involve older and younger at the same time.

12. Availability of Club Clothing.
13. Maybe more interaction between all the squad levels.
14. Ensure equal distribution of resources between elite swimmers and those of lesser ability.
15. Ability to report to Coaches via e-mail re changes to routine& attendance at squad without interrupting valuable training time.
16. More Team Spirit
17. Club committee members MUST have current swimmers in the club. It is absolutely absurd that committee decisions be made by people without an active interest in the clubs' and the swimmers welfare.
18. I would like to see meeting agendas and minutes made available to members.
19. I would like to see some basic range of club merchandise on display for immediate purchase - when new members start it might make them feel included with immediate impact.
20. Better guidance for up-and-coming swimmers; as a parent, I often felt left on my own to 'work things out.'
21. More say across the broader club community - ie. Outside of committee re how money spent. Voting system perhaps?

Question 3. Overall, how satisfied are you with the performance of the Albany Creek Swim Club Management Committee?



Question 4. In regards to the club's strategic direction in the future, are there any items that you would like to be considered for the club?

1st Response

1. How does the club deal with the numbers of swimmers joining the club as far as training times, squad capacity, etc?.
2. Applying for grants for continued swimmer education.
3. Improved marketing of the club to the catchment area community and schools (aim = increased mebership).
4. Detailed Strategic Plan so that objectives are clear.
5. Keep our Coaches for as long as possible.
6. Whole club trip to an away meet.
7. Marketing toward more 14-20yr old (ie. older swimmers swimmers.
8. Continued education of the club's members, in regard to parental responsibilities within the club and beyond the club in management and administration rolls and general member welfare.
9. Orientation of new swimmers.
10. Ongoing involvement of sport experts - like nutrition, exercise physiologist / sport scientist

2nd Response

1. Support for national swimmers.
2. Greater effort to harvest ideas from the kids themsleves as to what they think makes a good club.
3. Maintain encouragement to all swimmers no matter what their performance be.
4. Promote the success of the club in local papers including school newsletters.
5. To continue to build upon to notion that swimmers are not bystanders in their swimming and club experience. They are required to help, promote and take an interest in club fundraising and events.

3rd Response

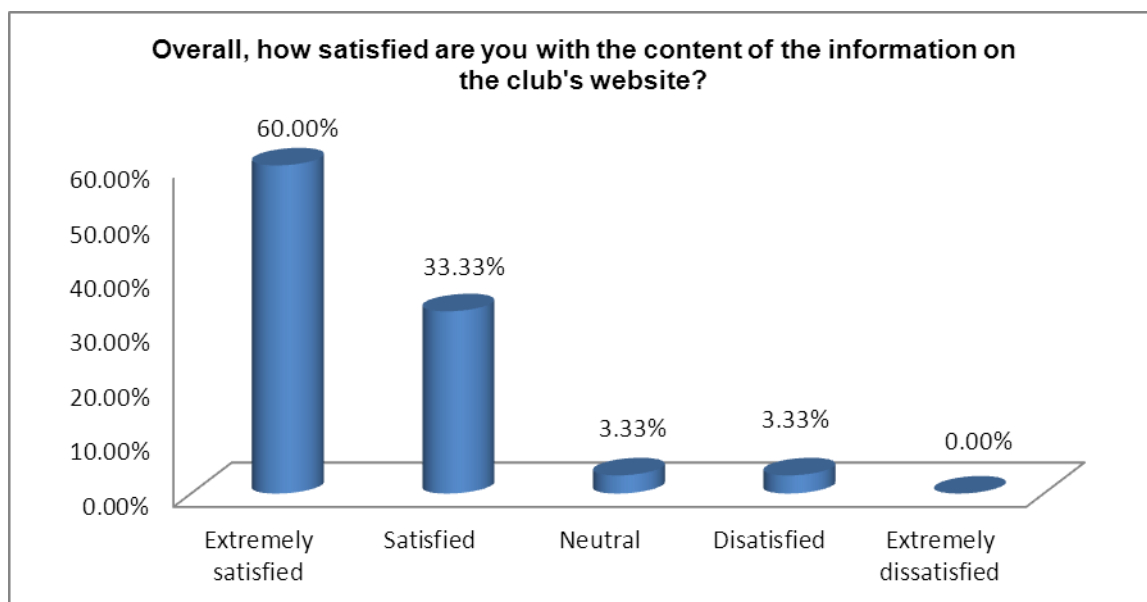
1. Encourage a happy atmosphere at club events and competitions and Training where possible.The health & nutrition information is excellent.
2. To seek wider community funding and external club fundraising.

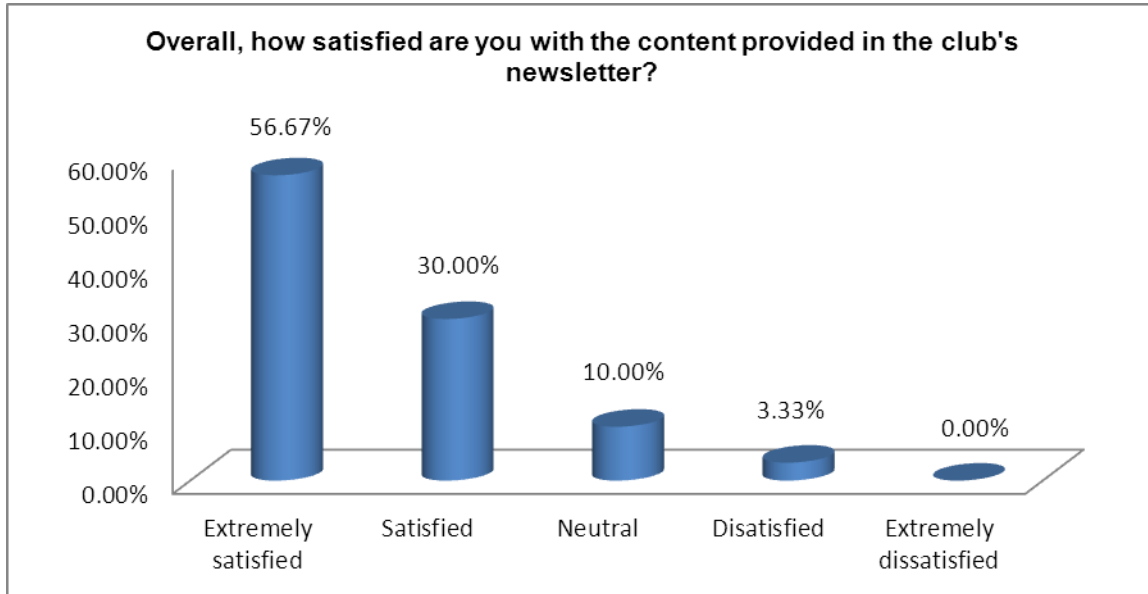
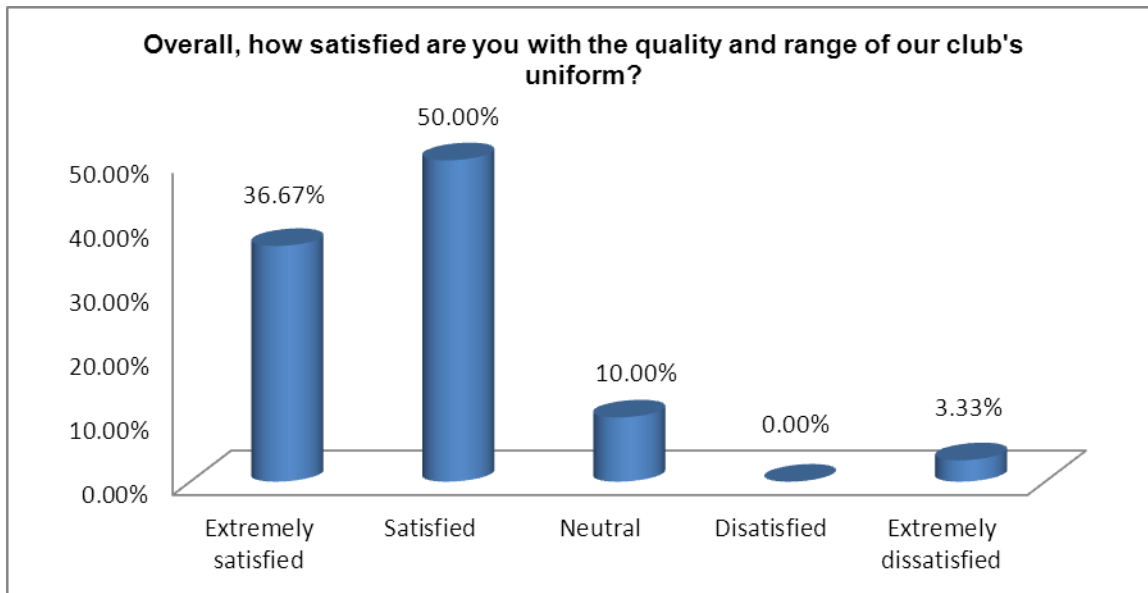
Question 5. What else could Albany Creek Swim Club do to better support your child's development?

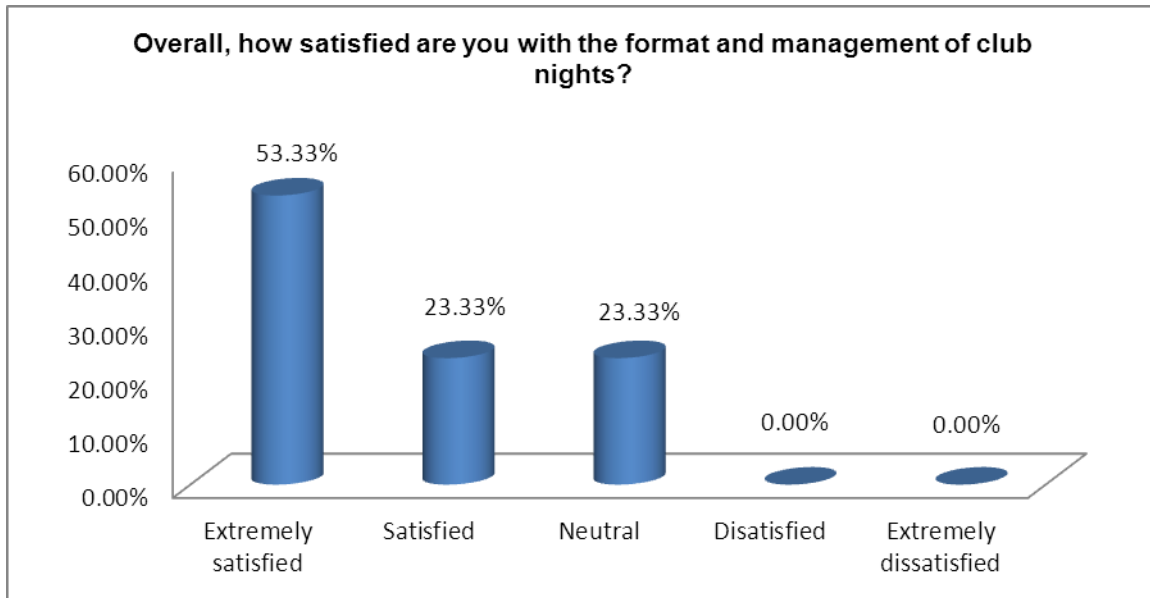
1. As above, more training sessions that are 50m as opposed to 25m.
2. Injury prevention for Sharon's squad not just the state and nationals squad.
3. Provide information for injury recovery and return to swimming after long break from training due to muscle tear injury ? EG. Gym work for muscle strength etc.? Who do we ask for this help?

4. During summer at Chandler, Gayle would marshall a lot of the younger / new kids. Recently John did the same at BSA SC. Wonderful & reassuring experience for my 8yr old - so grateful! Perhaps this is something Club Captains could take on (racing permitted) - engaging the young ones - & their parents is key - in maintaining family club feel.
5. A club away meet with an overnight stay would promote team unity.
6. Swim camps during holidays or weekend intensive sessions.
7. Play a more active role in lobbying ACLC to increase focus by coaches on correct stroke development for entry and middle level squads. If ACLC are not interested, the club could perhaps engage specialist coaches to participate on a % of club nights and structure these nights around activities that monitor, assess, educate and reward technique rather than outright racing.
8. Nothing. We feel that we're at the right club for our child and the support she receives is awesome.
9. Nothing comes to mind. Excellent.
10. Continue with the health and nutrition information programmes and encourage a friendly atmosphere for all swimmers.
11. Does a great job.
12. Too many variations of Club uniform. There are too many variations to make us look like a well managed and presentable club.
13. Nothing. Very satisfied.
14. I love the nutritionist and physio initiative for long term injury prevention and well being. I would like to see this continue indefinitely.
15. Intentional bi-annual feedback to parents or guardians regarding the child/rens progress.
16. More tailored individual / annual program ... Easier said than done, but the coach does rely on swimmer to make decisions when often swimmer not sure/confident to make choices.

Question 6. Overall, how satisfied are you with the content of the information on the club's website?



Question 7. Overall, how satisfied are you with the content provided in the club's newsletter?**Question 8. Overall, how satisfied are you with the quality and range of our club's uniform?**

Question 9. Overall, how satisfied are you with the format and management of club nights?**Question 10. If there are any other comments, feedback or suggestions that you would like to provide, please do so in the space provided below.**

1. Facilities - extended cover for the pool; boom to be repaired; (2) kids are wanting dome club swim caps (3) review of squad training times, for example Monday afternoon; or commencement times that work for majority.
2. More instructions and encouragement on how to get your children involved in meets outside of club nights.
3. Do Coaches provide other training exercises for a returning injured swimmer re Muscle Tear injury and return to swimming training and is it alright to ask for this help?
4. Is there some way we could engage the coaches / Belgravia assistance in translating some of the large squad numbers into Club members. Particularly in Junior squads. Perhaps a table on the concourse (wouldn't always have to be manned) with info in the weeks coming up to spring / summer? 3.30-5pm seems to be peak times for lessons & squad. Colourful flyers, Club gear display; make the Club easily accessible? We seem to be on a recruitment upswing, it would be great to continue that growth.
5. The camp Richard organised last holidays was brilliant and I would love to see more of these A few swimmer profiles in each news letter from all squads so the kids can get to know members from other squads.
6. Club nights have been given a good lift last season, and the specialty nutrition sessions etc are an excellent diversification to assist swimmers develop. Suggest broader a diversification of club events and focus is needed: Specialist visitors (QLD swimming to explain rules to kids) Fun events that reward technical excellence and improvement, not just swimming a time. Examples, simple awards for Best tumble turn Best stroke technique Best improved stroke technique Best dive / start Best finish Best underwater work.
7. Why is it that the Club can not or will not keep Club Clothing? All other Clubs I've been to have supplies available for immediate purchase instead of having to out in an order AND WAIT. The next meet will noty WAIT for me! Furthermore it would be great to try sizes for a best fit instead of "you ordered it, you wear it" approach
8. Well done guys. You are doing a superb job. Perhaps clear communication of the Strategic Plan would be good so that everyone is on the same page.

9. Health fitness and Happiness are essential and this should form the foundation for all the club's activities for all the swimmers no matter what their ability.
10. You all do a great job, very happy :)
11. Club committee members MUST have current swimmers in the club. It is absolutely absurd that committee decisions be made by people without an active interest in the clubs' and the swimmers welfare.
12. I would like to commend the club on the Nutrition talks that involve the swimmers as this not only educates them but empowers them to be conscious of the correct fuels for their training, recovery etc. The gym program Mick has his squad doing is beneficial to their understanding of conditioning, strength and to know that swimming isn't all about pool work. I cannot fault the care the coaches have shown and the time and effort they put into my daughters development. Many thanks
13. A great club that caters for every swimmer at all levels. Great work!
14. Lockers for the kids - to store their training gear etc. I know that some commercial lockers exist but this would be expensive over time.
15. Race Secretary doing great job