

## **Wadsworth Lacrosse Club 2011 Participant Survey Results**

Thank you to everyone who took the time to provide feedback using the Wadsworth Lacrosse Feedback Form 2011. Your feedback is a valuable tool that we will use to make improvements to Wadsworth Lacrosse Club for 2012.

The survey results are as follows:

A total of 35 surveys were distributed. Our response rate was 77%: receiving 27 surveys back.

A total of 6 categories were measured with the following highlights:

### **1. Communication Information:**

- 96% agreed that WLC website is a useful communication tool that is easy to use.
- 99% stated that e-mail and texting are the preferred methods of communication.
- 26% stated that timely, notification of cancellations and schedule changes could be improved.

Comments:

- *“Be sure both parent’s contact information is used for communications.”*
- *“Like leagueathletics.com website”*
- *“Better communications with cancellations...need to have a phone relay” (phone tree).*
- *“The communication has been great!”*

### **2. The Coaches:**

- 100% of all survey questions with respect to the coaches “were positive!

Comments:

- *“Coaches did an excellent job!”*
- *“The coaches were excellent. My son said that Taylor was very encouraging and patient. He learned a lot.”*
- *“They were wonderful.”*
- *“The coaches have been awesome. We could not be happier!”*

### **3. The Schedule:**

- 98% of all survey questions were answered positively.

Comments:

- *“It was hard to get to some of the away games on school nights.”*
- *“Lacrosse is amazing – the season ended way too soon.”*
- *“I did not receive a schedule.”*
- *“Tournaments are wonderful-great for families and kids!”*

### **4. Extra Activities:**

- 70% of the responses stated that extra activities are important to have
- 67% of the respondents felt that a kick-off event is important.
- 56% of the respondents felt that a recognition and award ceremony is important.

Comments:

- *“The kids had a blast regardless of an award ceremony. Each player is a crucial part of the team.”*
- *“For tournaments, it would be nice to have a tent set up with parents bringing snacks and beverages for the boys.”*
- *“Extra activities during a school week are sometimes hard and a challenge with homework!”*
- *“We cannot always afford to go to Beef ‘O’ Brady’s or go out to eat all the time.”*

## **5. Uniforms, spirit wear and signage**

- Uniform quality and the ability to purchase spirit wear received a 100% positive response.
- 59% of the respondents felt it was important to be able to purchase yard and car signs to show their spirit.

Comments:

- *“The uniforms were awesome!”*
- *“The MC Sports discount was extremely helpful.”*

## **6. Overall Experience**

- 99% of the respondents answered positively with respect to the experience, improvement of child’s athletic ability and positive addition to the Wadsworth community.
- 88% plan to sign their child up next year. (The development of a 9<sup>th</sup> grade team is pending: which affected the results for 8<sup>th</sup> graders moving up)
- 11% of the respondents felt that the \$100 registration fee was not a reasonable cost for the experience.

Comments:

- *“Great first year! Wonderful job organizing a great sport! Thanks!”*
- *...”Have team parents or volunteers organize tournament tents or have more volunteers to be able to call each other for cancellations and game times not listed on the website. Make sure people know who to contact with questions....provide rosters and contact information early...”*
- *“Keep Adam and Taylor. Awesome coaches and awesome human beings.”*
- *“We look forward to the years to come for LAX!”*
- *“Do the best you can to keep two great young coaches.”*
- *“What a great job you all did of getting this organized. We understand that it was a lot of work.”*

We welcome your continued feedback. If you have a suggestion or idea, or would like to volunteer, please e-mail the Wadsworth Lacrosse Club at [wadsworthlacrosseclub@yahoo.com](mailto:wadsworthlacrosseclub@yahoo.com).

Thank you! Have a great summer! See you in 2012.