

JCFC SURVEY RESULTS

November 14th 2016



1. SURVEY SUMMARY

We received a total of 266 respondents to the survey. A breakdown of respondents by 'Time at the Club' is below

Time at the Club	Total
1 season	69
2-4 seasons	101
5-9 seasons	62
10+ seasons	17
Not a member	8
(blank)	9
Grand Total	266

1.1. Survey Questions

The following 6 questions were asked:

1) Which areas of the Club are you likely to be involved in over the next 10 years? (Please select all that apply)

- Miniros
- Junior Boys
- Junior Girls
- Goalkeeping
- NPL
- Social
- State
- Masters
- Womens
- Volunteering

2) Considering our current service, please rate the following: (Excellent, Good, Average, Don't Know, Poor, Terrible, N/A)

- Communication
- Registration process
- Value for money
- Player development opportunities
- Availability of teams
- Fundraising events
- End season wind ups
- Trials process
- Facilities - Iluka

- Facilities - Santiago
- Facilities - Caledonia
- Training equip provided
- Players clothing / kit
- Coaches
- Volunteers

3) Which of these words best describe JCFC? – (select X for choices)

- Organised
- Modern
- Proactive
- Friendly
- Family oriented
- Any other comments

4) Recommend JCFC from 1-10 (1 = lowest, 10 = Highest)

5) What would you most like to change about JCFC? (select X for choices)

- Communication
- Registration Process
- Value for money
- Facilities - Iluka
- Facilities - Santiago
- Facilities - Calendonia
- Training equipment provided
- Coaches
- Players clothing / kit
- Development opportunities
- Volunteers
- Increase number of members
- Decrease number of members
- Fundraising events
- End season wind ups

6) For us to achieve these improvements, would you be prepared to:? (select X for choices)

- Pay increased fees
- Pay a volunteer levy
- Sponsor or donate to Club
- Volunteer at the Club
- None of these

7) Do you have any other feedback or comments you would like to make? – Free text respons

2. Survey Results

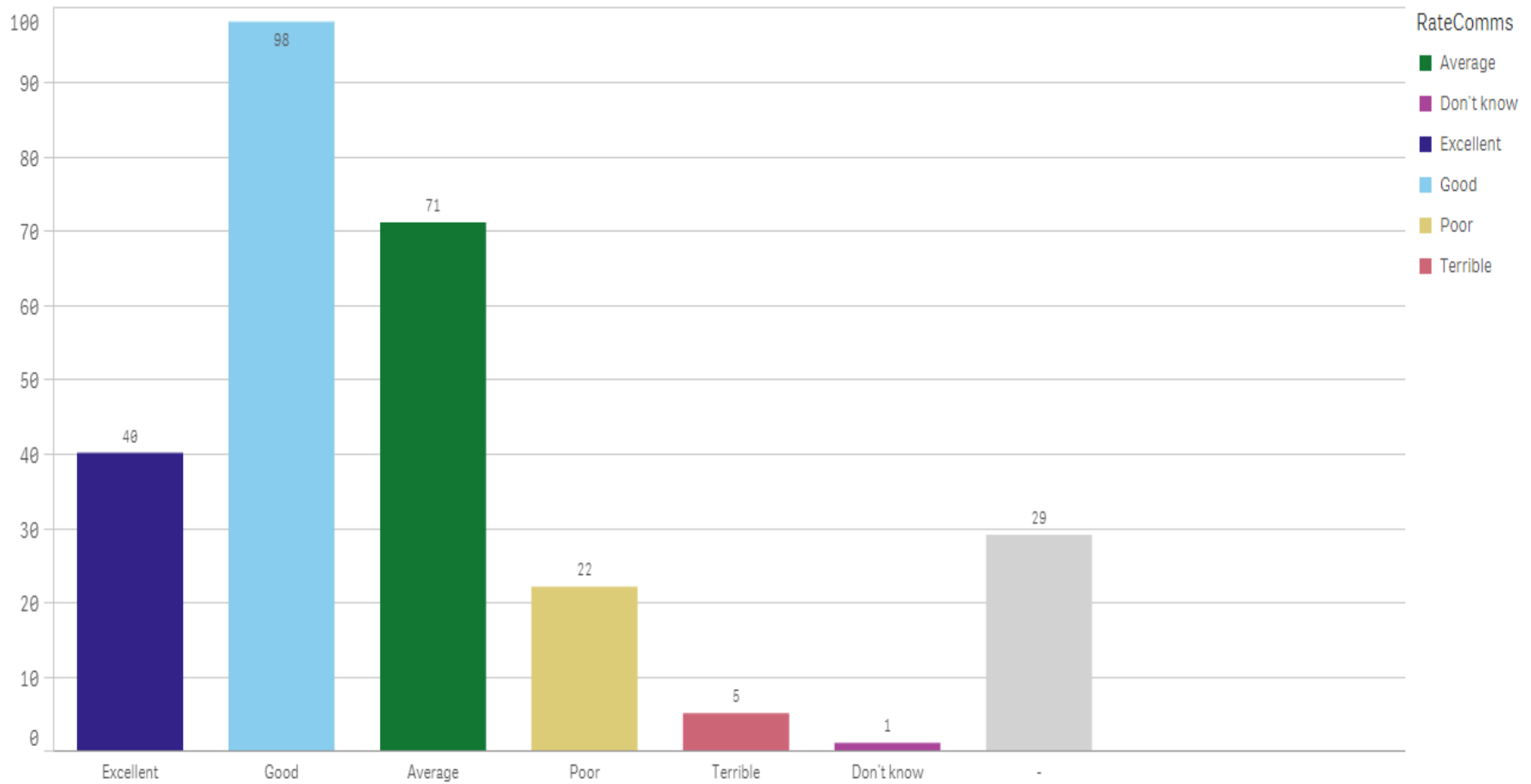
Question 1: Which areas of the Club are you likely to be involved in over the next 10 years?

Age Groups	Total	%
Miniroos	41	8.9%
Junior Boys	142	30.8%
Junior Girls	28	6.1%
Goalkeeping	20	4.3%
NPL	52	11.3%
Social	36	7.8%
State	39	8.5%
Masters	47	10.2%
Womens	19	4.1%
Volunteering	37	8.0%
Grand Total	461	

Question 2: Considering our current service, please rate the following: (Excellent, Good, Average, Don't Know, Poor, Terrible, N/A)

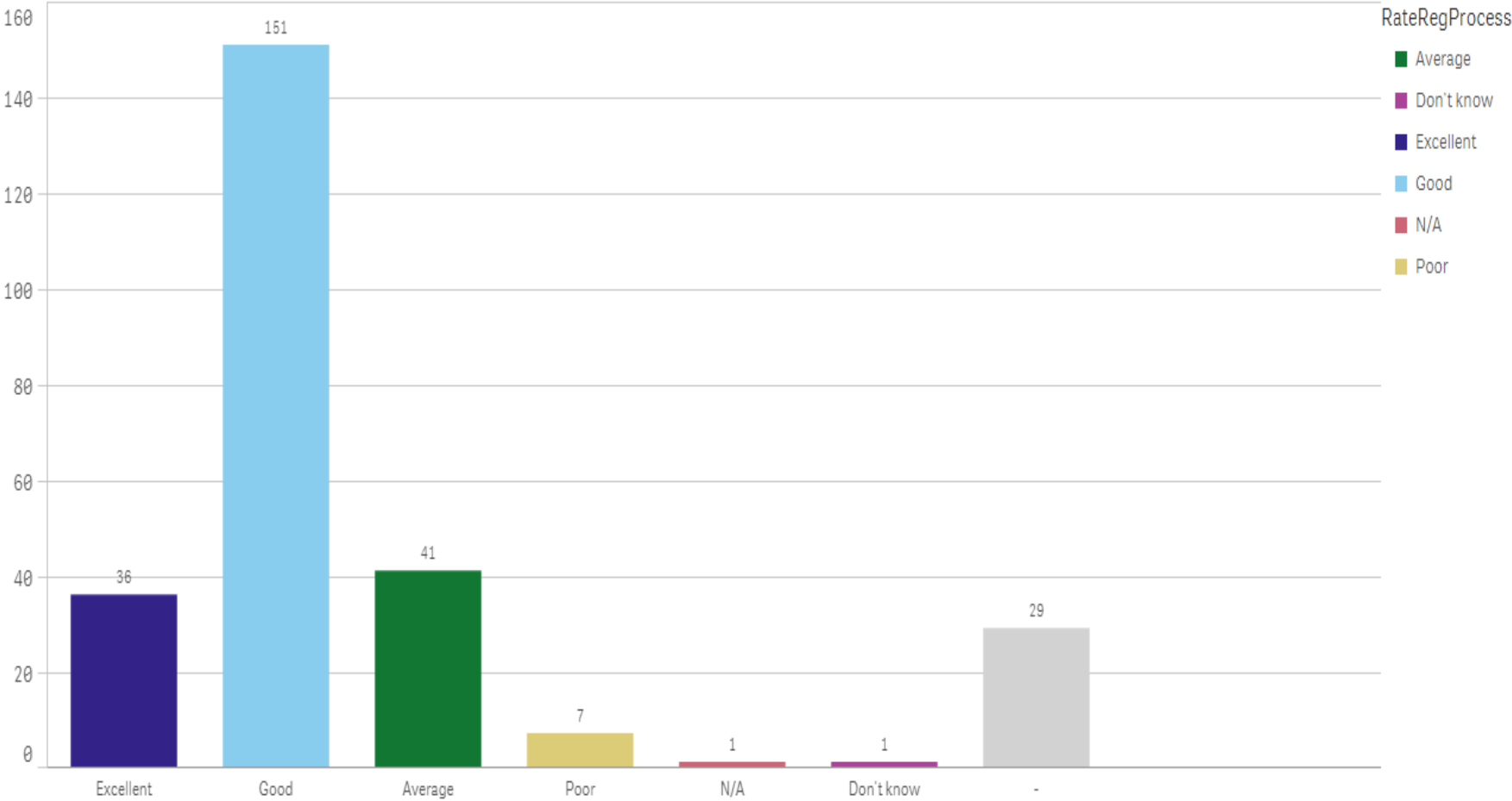
Communication

Rate Communication



Registration Process

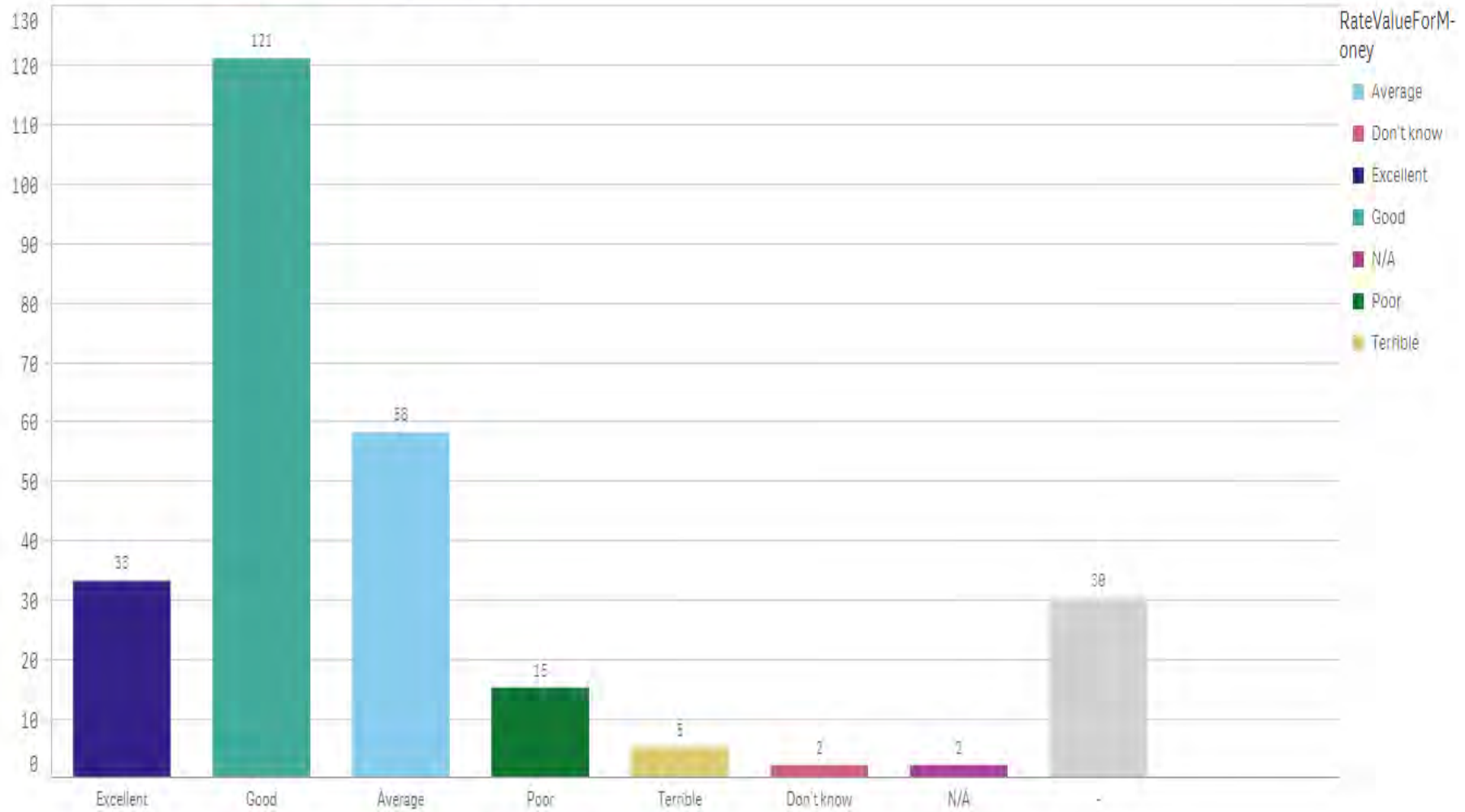
Rate Reg Process



Value for Money

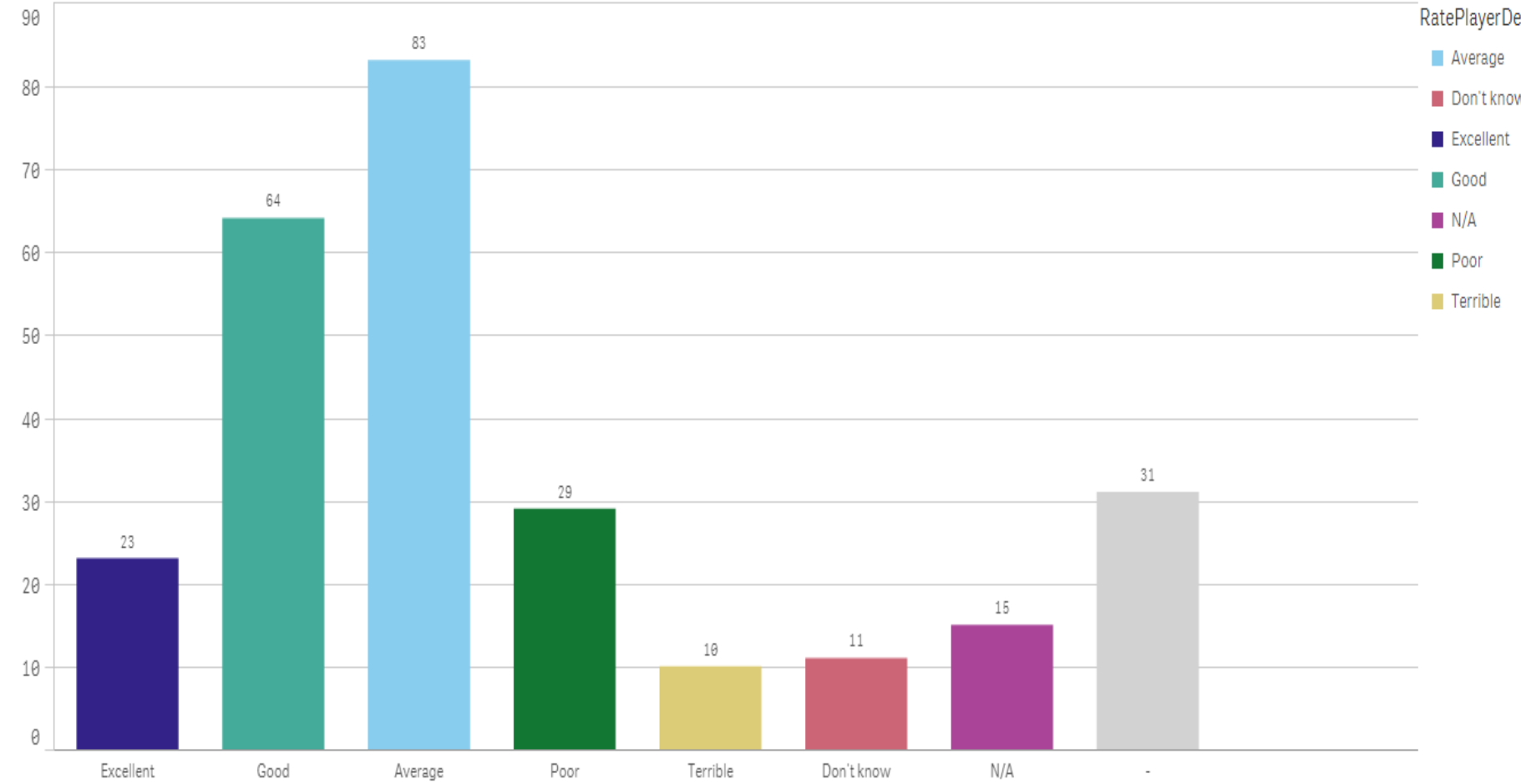
Value for Money

Value for Money



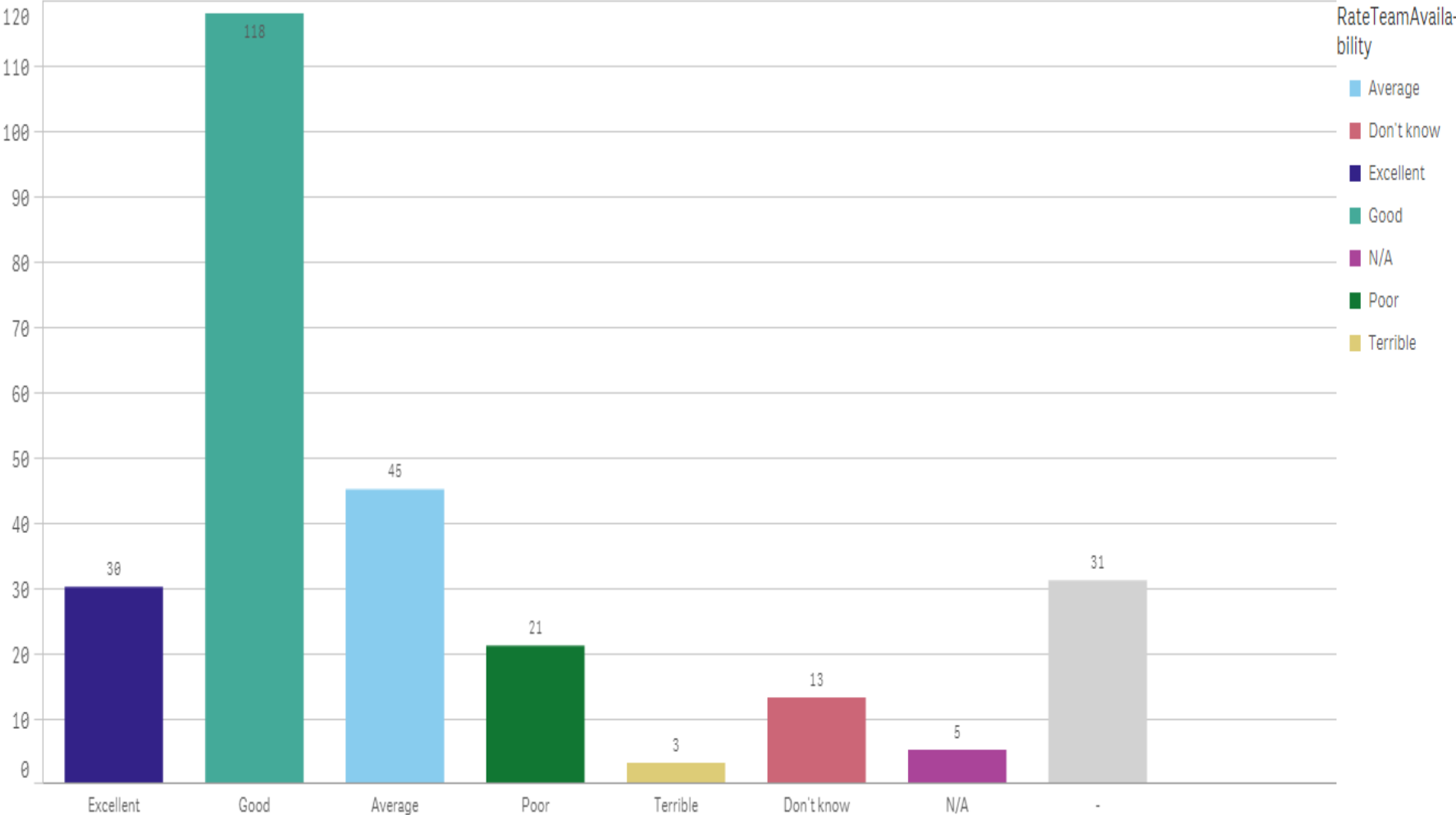
Player Development

Rate Player Development



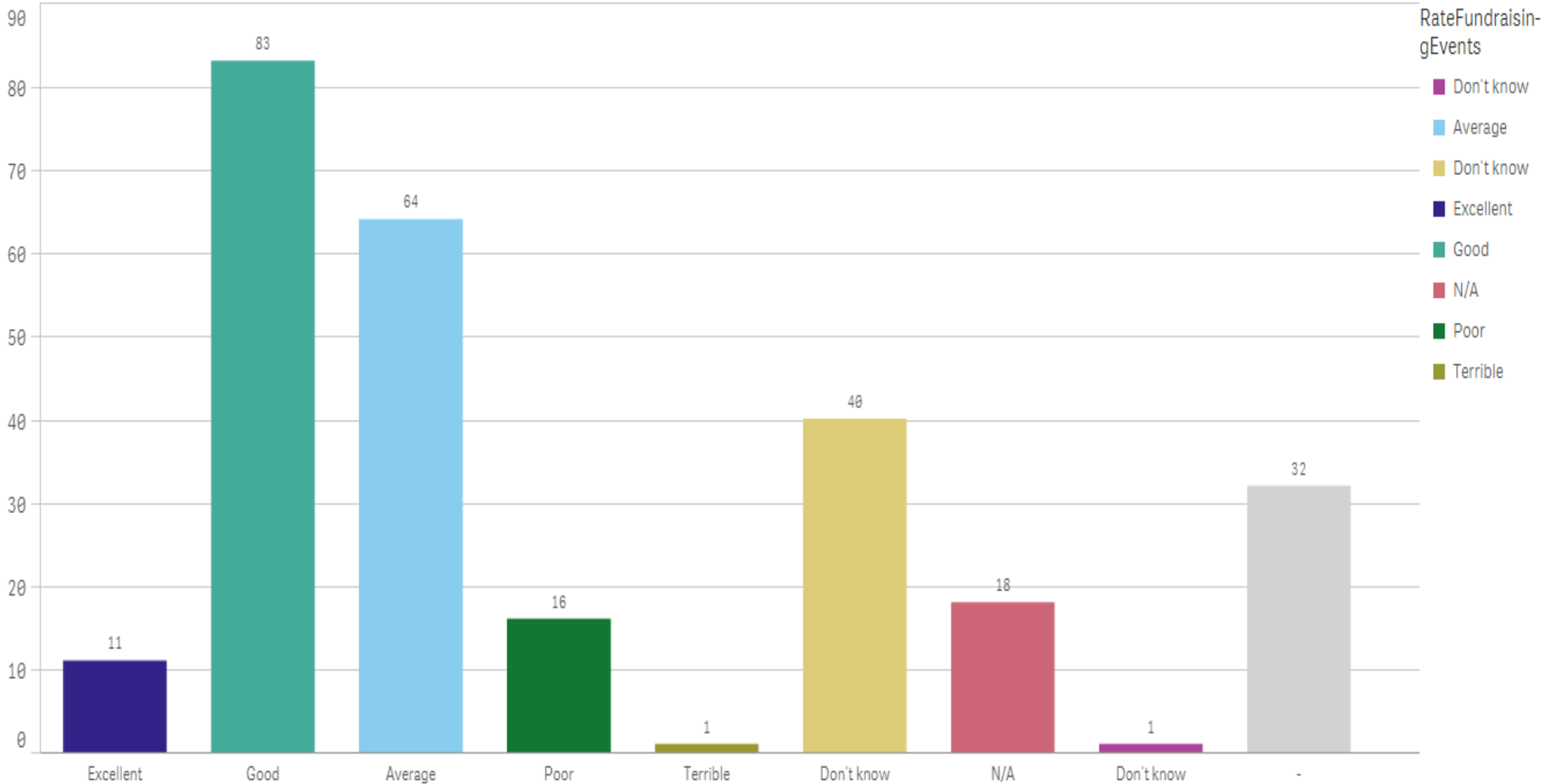
Team Availability

Rate Team Availability



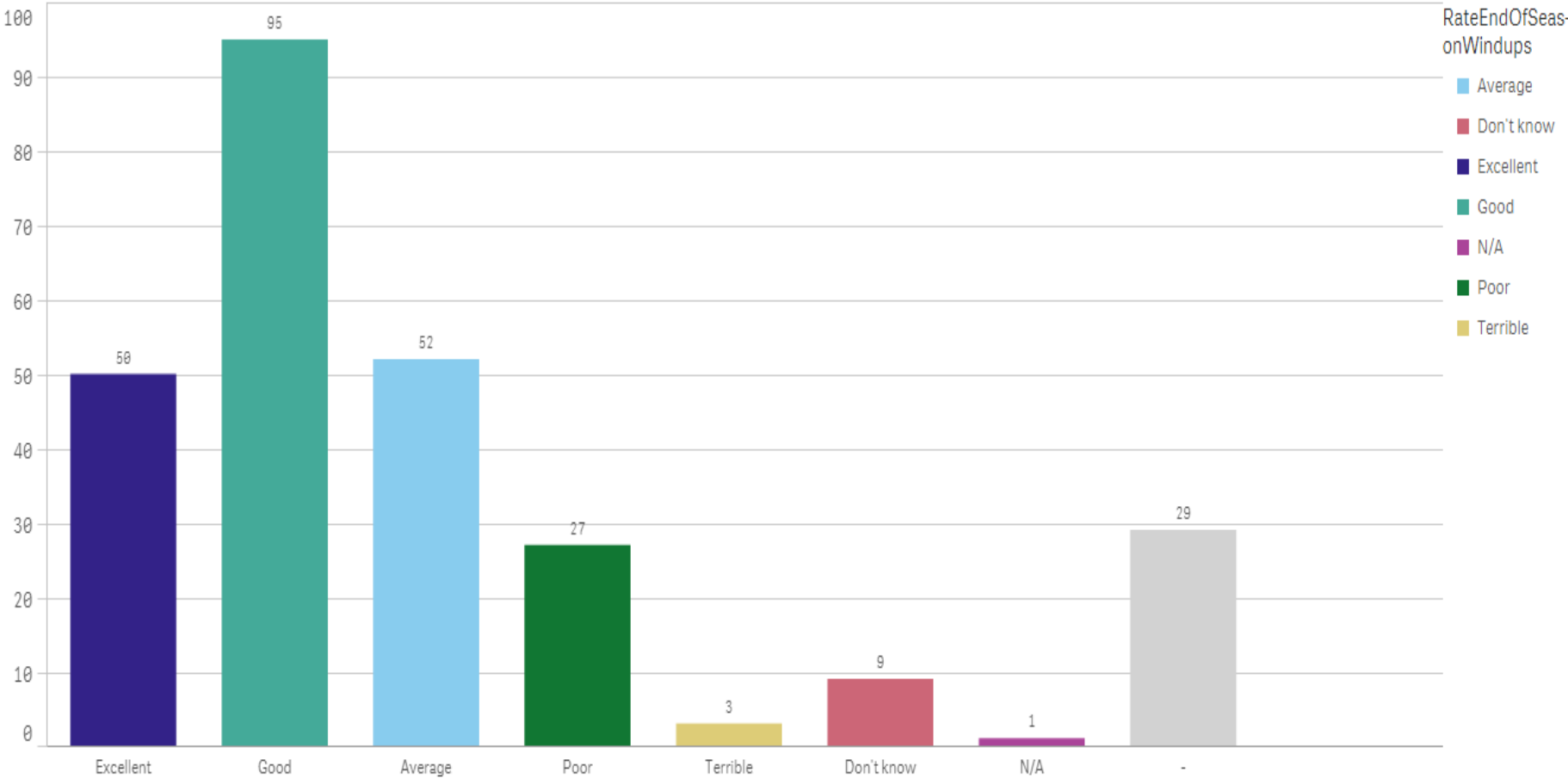
Fundraising Events

Rate Fundraising Events



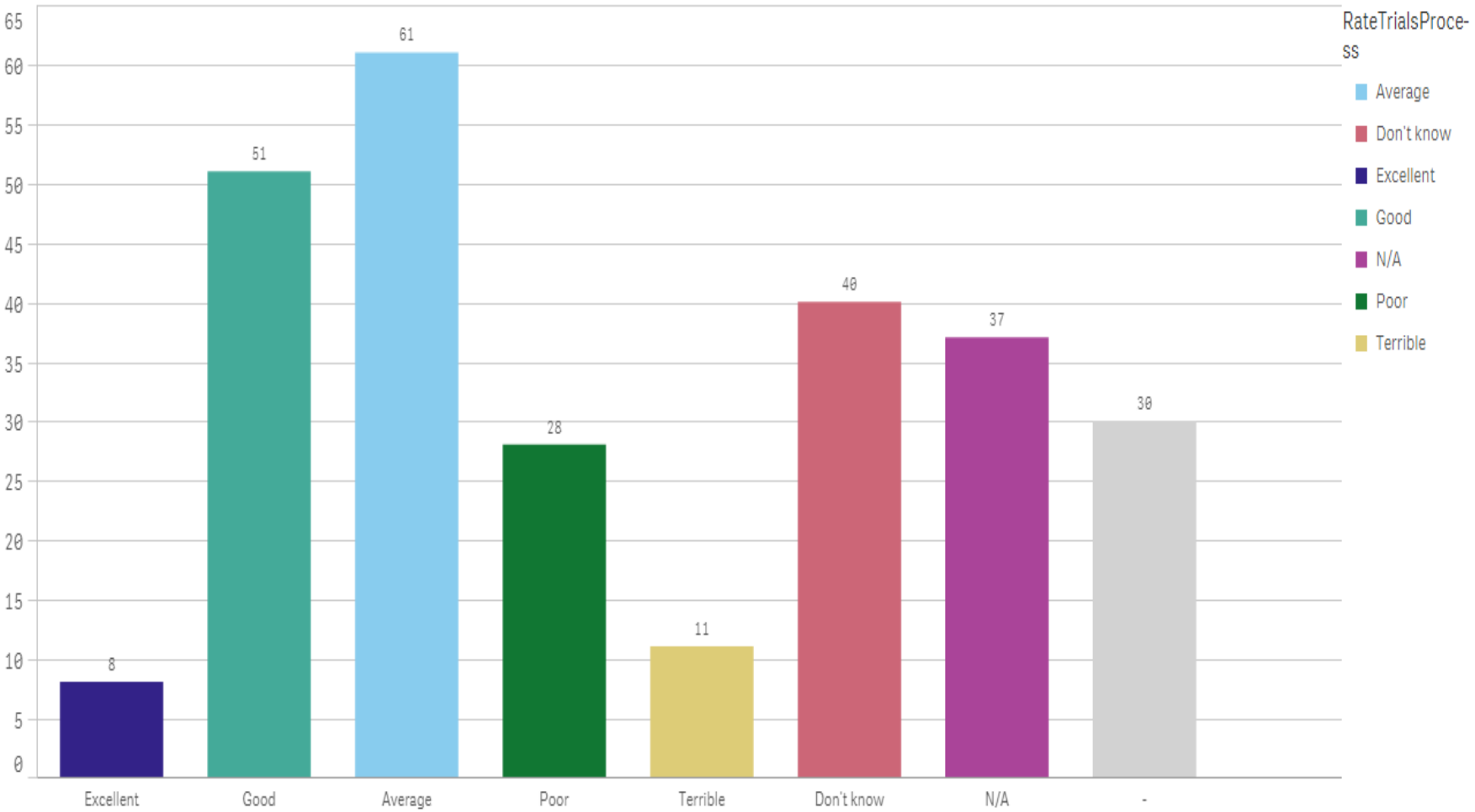
End of Season Wind Ups

Rate End of Season Wind Ups



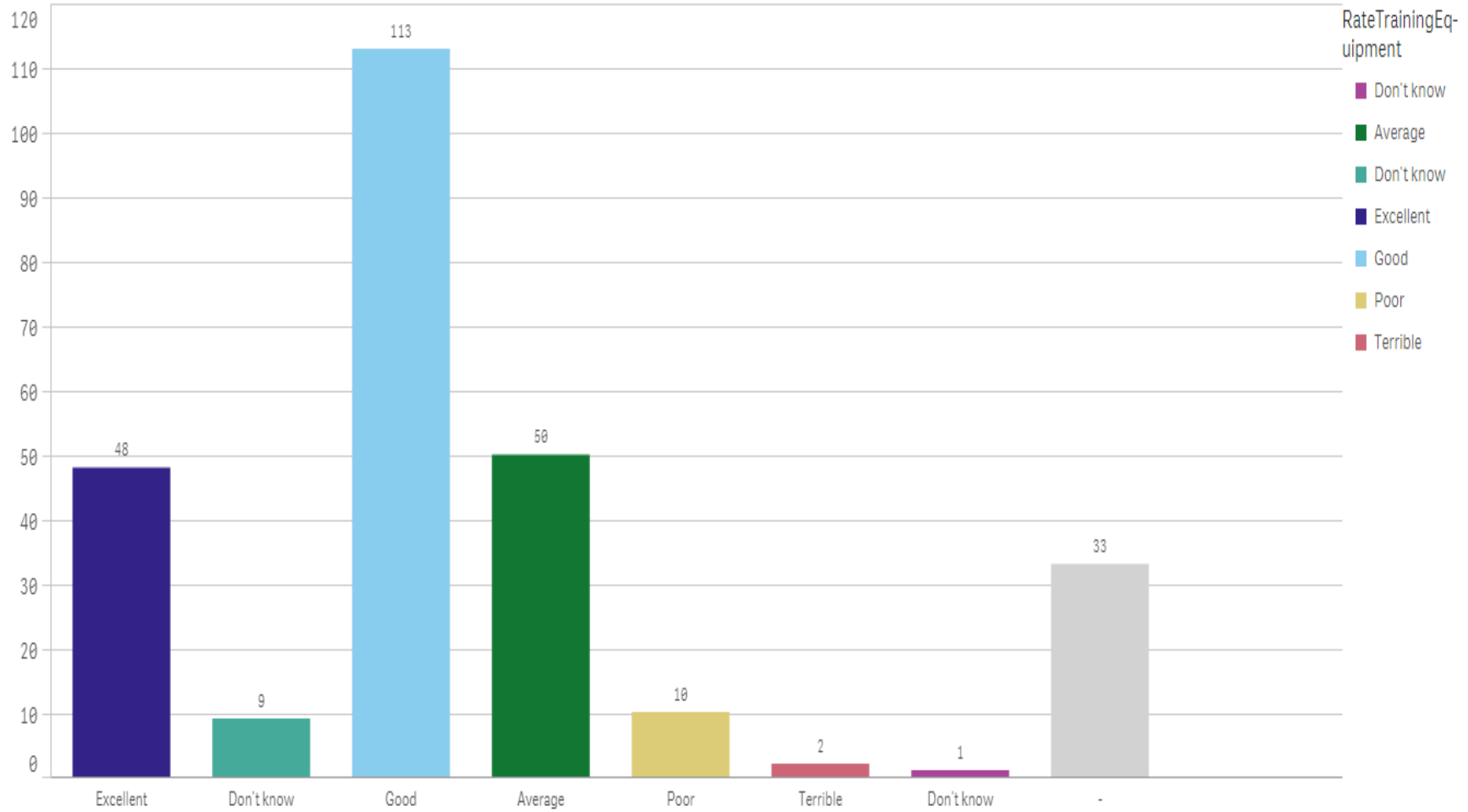
Trials Process

Rate Trial Process



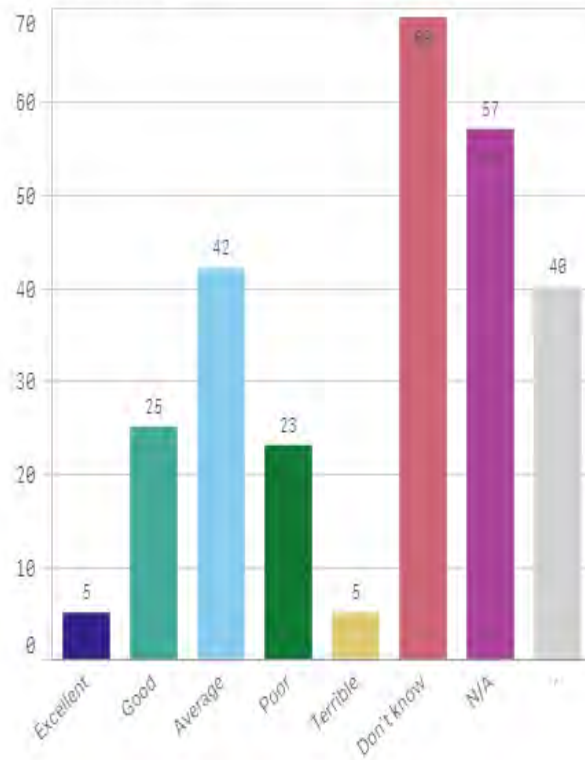
Training Equipment

Rate Training and Equipment



Facilities (All)

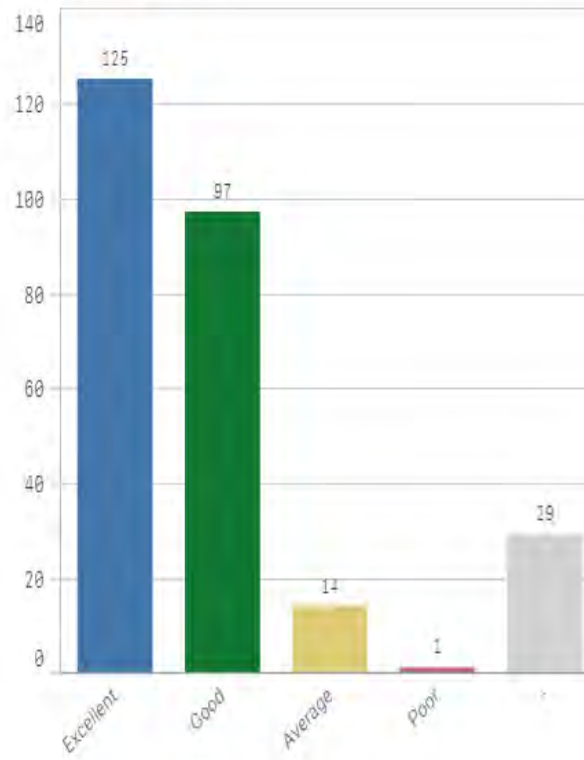
Facilities Caledonia



RateFacilities_Caledonia

- Average
- Excellent
- N/A
- Don't know
- Good
- Poor

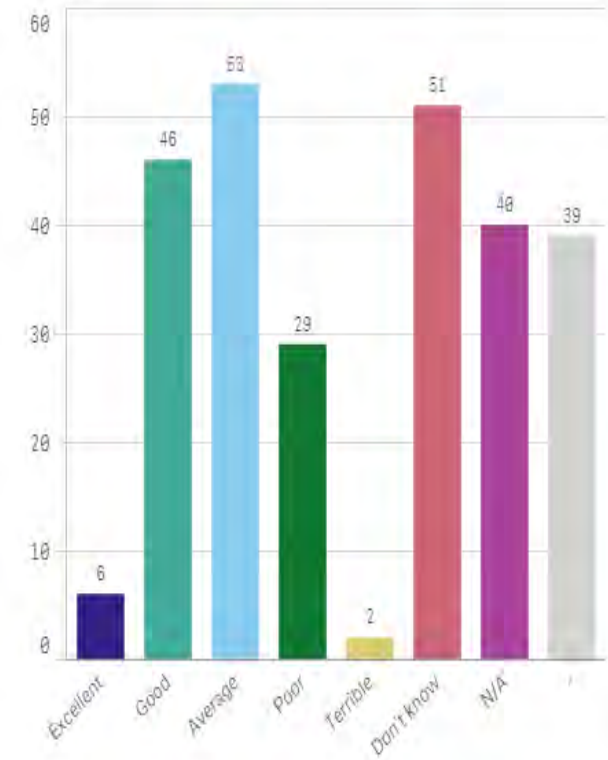
Facilities Iluka



RateFacilities_Iluka

- Average
- Good
- Excellent
- Poor

Santiago

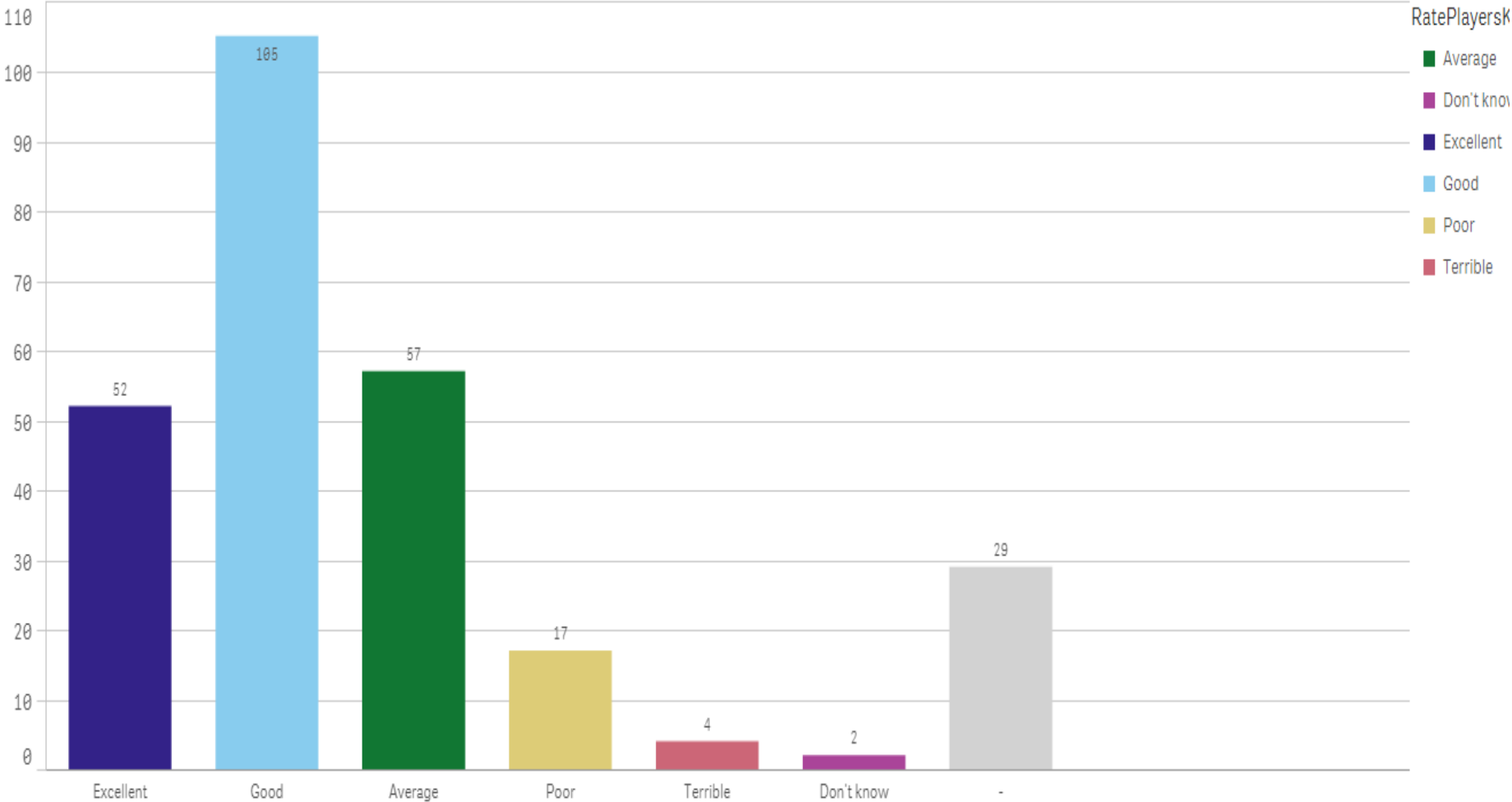


RateFacilities_Santiago

- Average
- Excellent
- N/A
- Don't know
- Good
- Poor

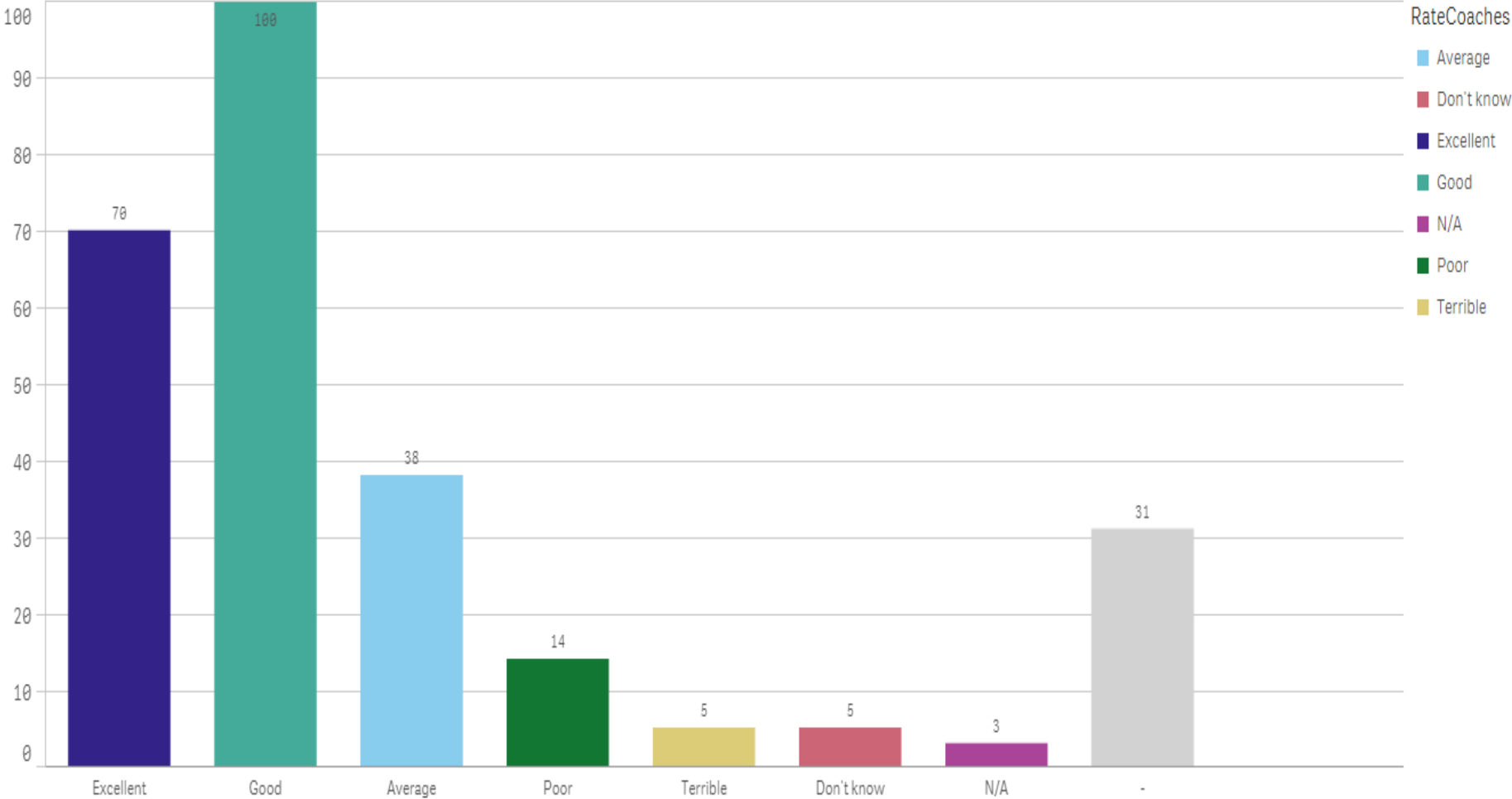
Player Kits

Rate Player Kits



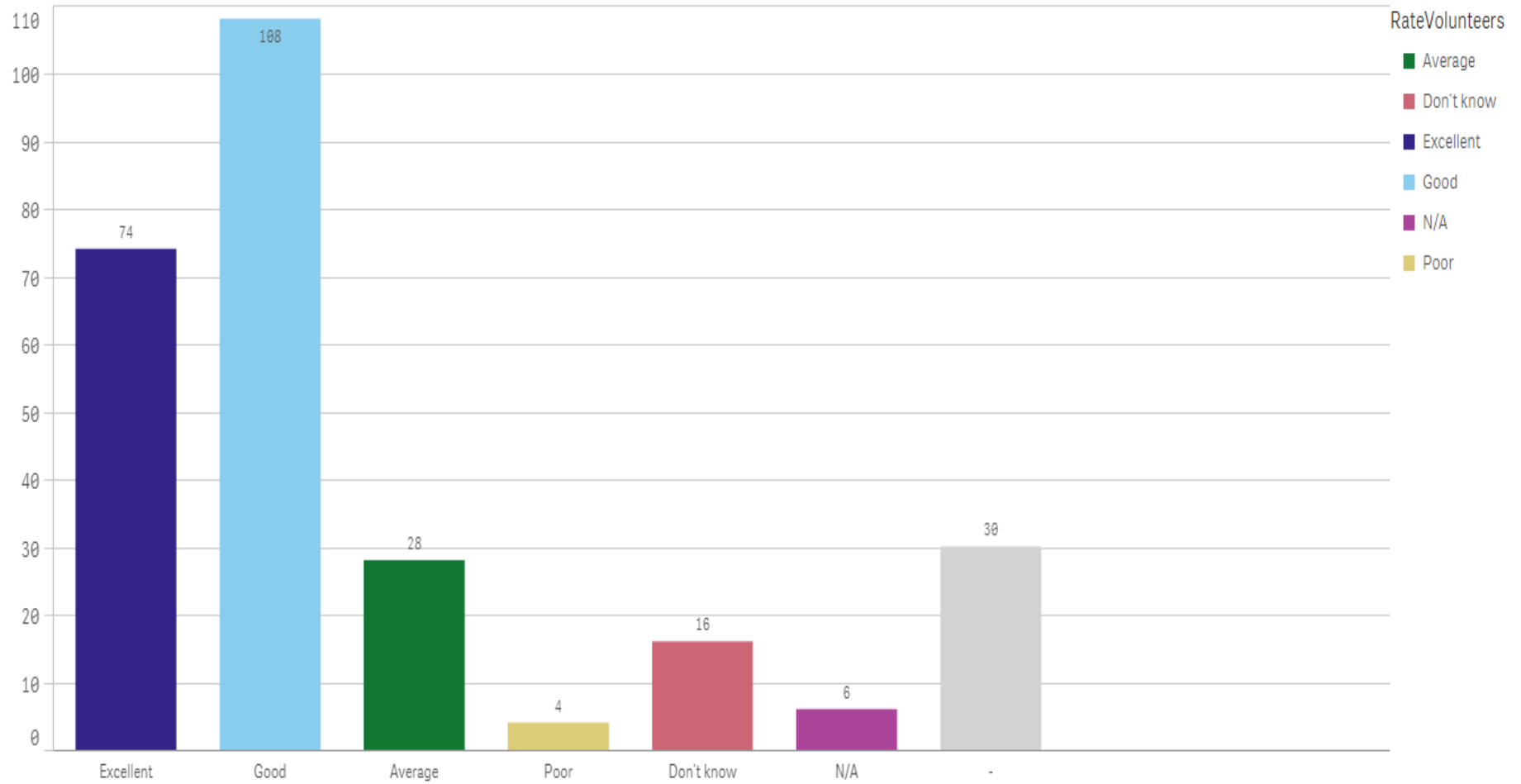
Coaches

Rate Coaches



Volunteers

Rate Volunteers



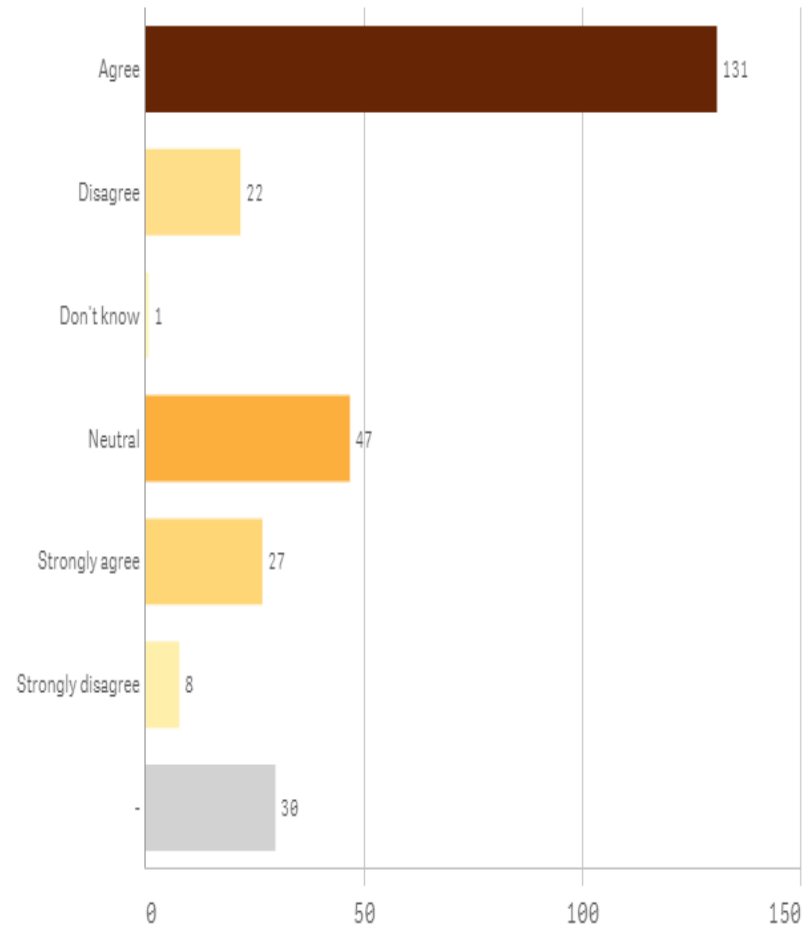
Question 2 Results Summary

Service Response	Poor	Average	Good	Excellent	N/A	Don't Know	Total
Communication	22	71	98	40	0	1	232
Registration process	7	41	151	36	1	1	237
Value for money	15	58	121	33	2	2	231
Player development opportunities	29	83	64	23	15	10	224
Availability of teams	21	45	118	30	5	12	231
Fundraising events	16	64	83	11	18	40	232
End season wind ups	27	52	95	50	1	9	234
Trials process	28	61	51	8	37	40	225
Facilities - Iluka	1	14	97	125	0	0	237
Facilities - Santiago	29	53	46	6	40	51	225
Facilities - Caledonia	23	42	25	5	57	69	221
Training equip provided	10	50	113	48	0	9	230
Players clothing / kit	17	57	105	52	0	2	233
Coaches	14	38	100	70	3	5	230
Volunteers	4	28	108	74	6	16	236

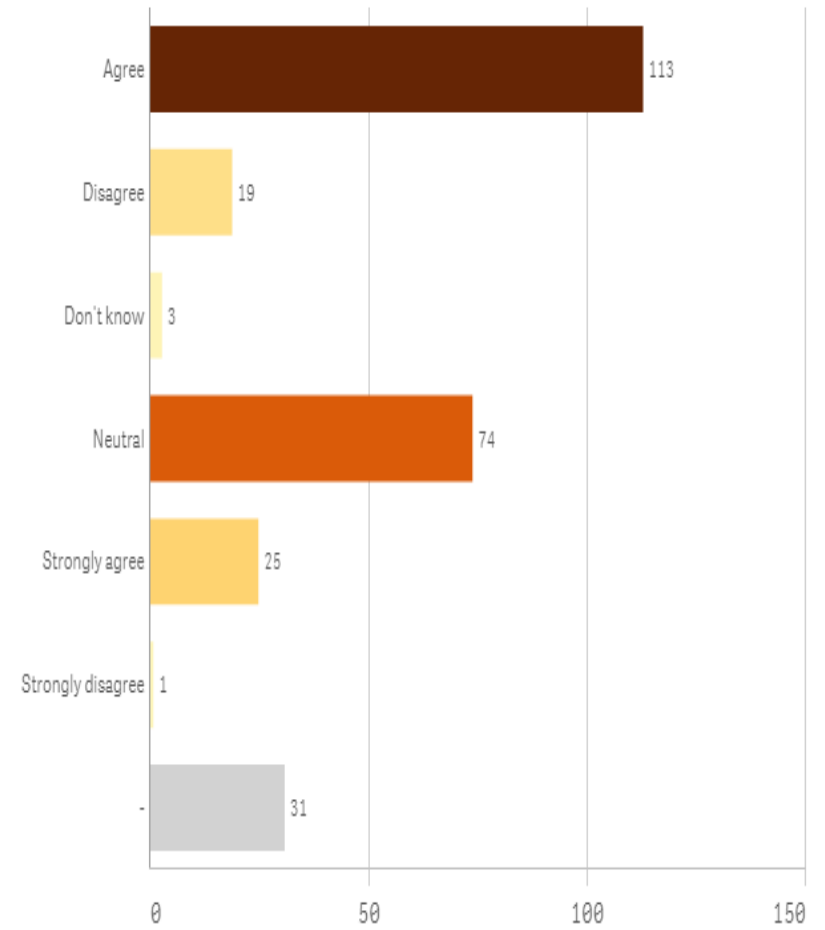
Service Response	Poor	Average	Good	Excellent	N/A	Don't Know
Communication	9.5%	30.6%	42.2%	17.2%	0.0%	0.4%
Registration process	3.0%	17.3%	63.7%	15.2%	0.4%	0.4%
Value for money	6.5%	25.1%	52.4%	14.3%	0.9%	0.9%
Player development opportunities	12.9%	37.1%	28.6%	10.3%	6.7%	4.5%
Availability of teams	9.1%	19.5%	51.1%	13.0%	2.2%	5.2%
Fundraising events	6.9%	27.6%	35.8%	4.7%	7.8%	17.2%
End season wind ups	11.5%	22.2%	40.6%	21.4%	0.4%	3.8%
Trials process	12.4%	27.1%	22.7%	3.6%	16.4%	17.8%
Facilities - Iluka	0.4%	5.9%	40.9%	52.7%	0.0%	0.0%
Facilities - Santiago	12.9%	23.6%	20.4%	2.7%	17.8%	22.7%
Facilities - Caledonia	10.4%	19.0%	11.3%	2.3%	25.8%	31.2%
Training equip provided	4.3%	21.7%	49.1%	20.9%	0.0%	3.9%
Players clothing / kit	7.3%	24.5%	45.1%	22.3%	0.0%	0.9%
Coaches	6.1%	16.5%	43.5%	30.4%	1.3%	2.2%
Volunteers	1.7%	11.9%	45.8%	31.4%	2.5%	6.8%

Question 3: which of these words best describe JCFC?

Organised



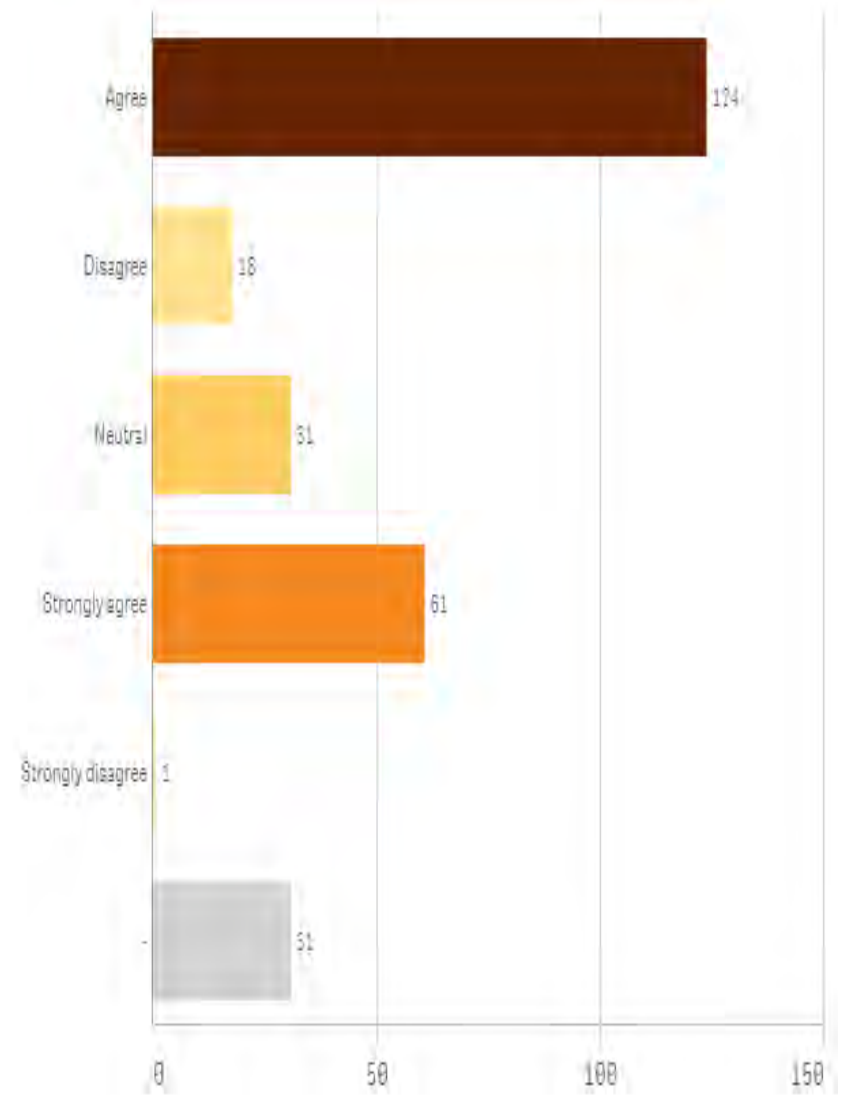
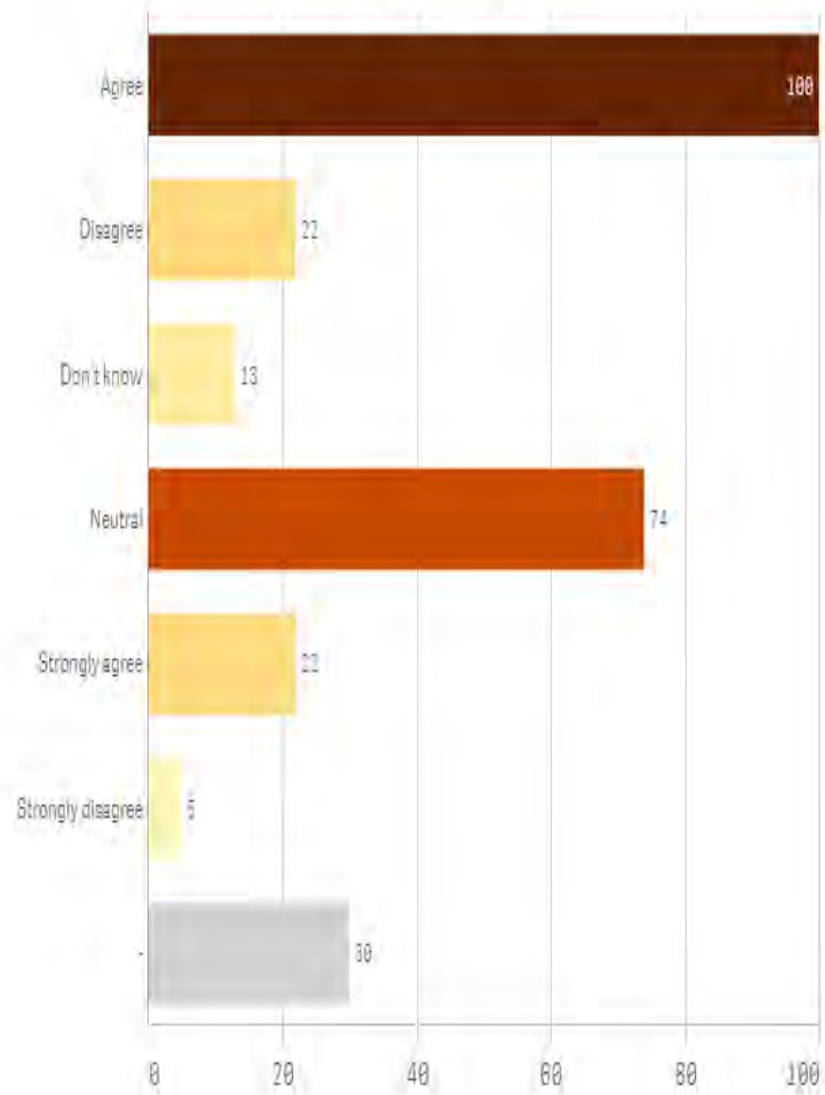
Modern



Proactive

Response 100%

Friendly



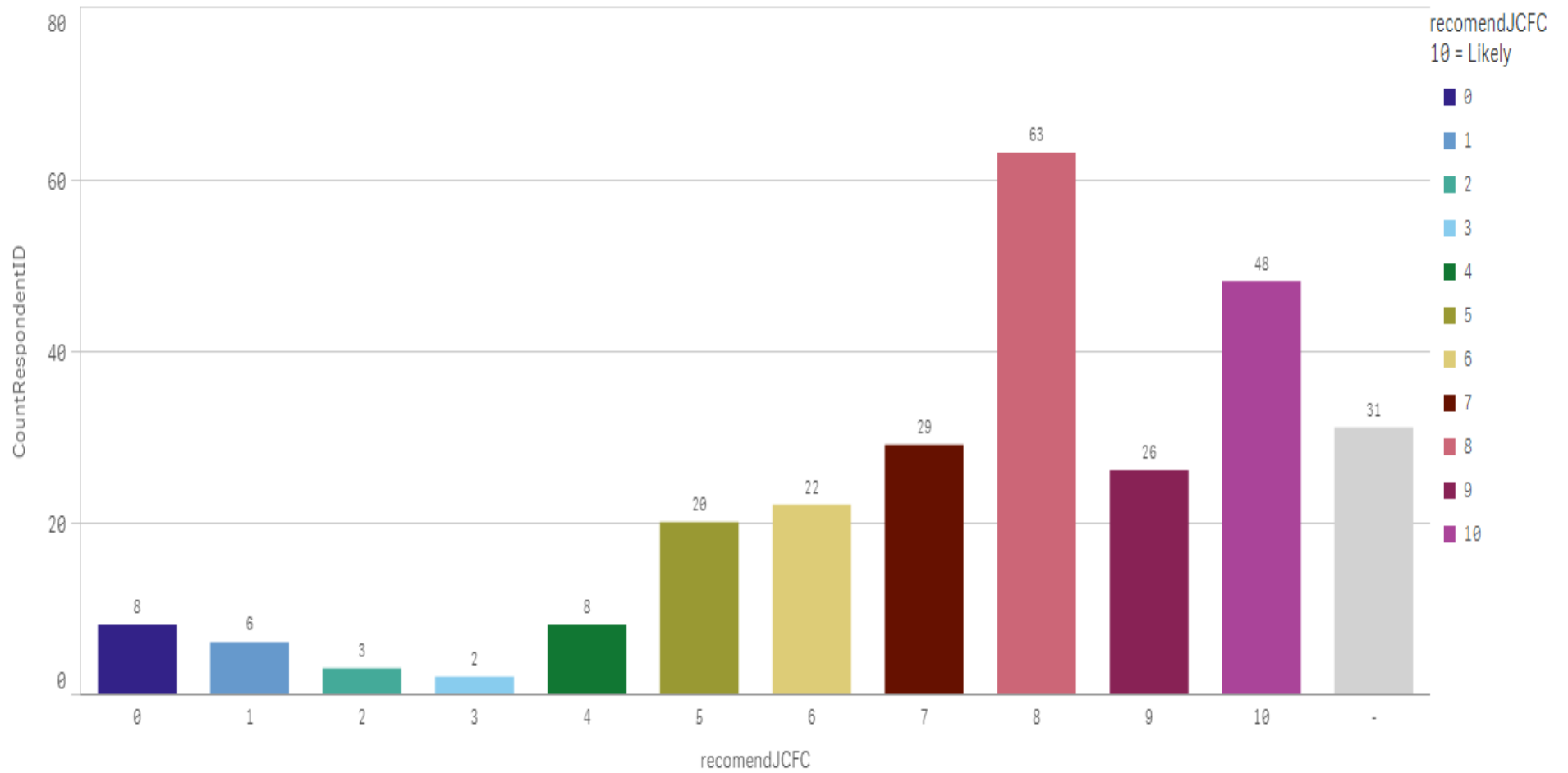
Question 3 Results Tables

Describe JCFC	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know	Total
Organised	8	22	47	131	27	1	236
Modern	1	19	74	113	25	3	235
Proactive	5	22	74	100	22	13	236
Friendly	1	18	31	124	61	0	235
Family oriented	1	10	39	120	63	3	236

Describe JCFC	Poor	Average	Good	Excellent	N/A	Don't Know
Organised	3.4%	9.3%	19.9%	55.5%	11.4%	0.4%
Modern	0.4%	8.1%	31.5%	48.1%	10.6%	1.3%
Proactive	2.1%	9.3%	31.4%	42.4%	9.3%	5.5%
Friendly	0.4%	7.7%	13.2%	52.8%	26.0%	0.0%
Family oriented	0.4%	4.2%	16.5%	50.8%	26.7%	1.3%

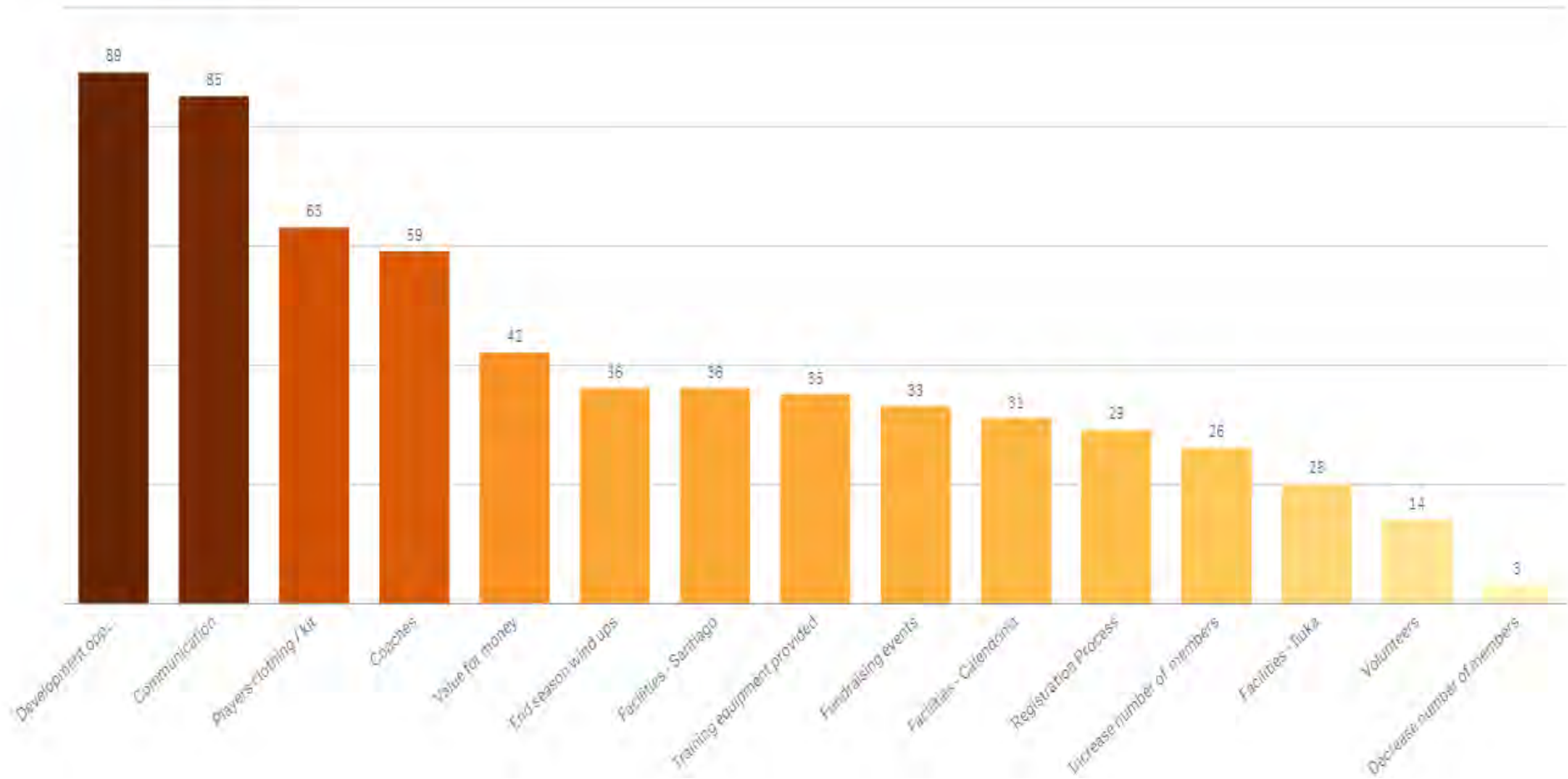
Question 4 which of these words best describe JCFC? – Range 1 – 10 (10 = Likely)

Recommend JCFC



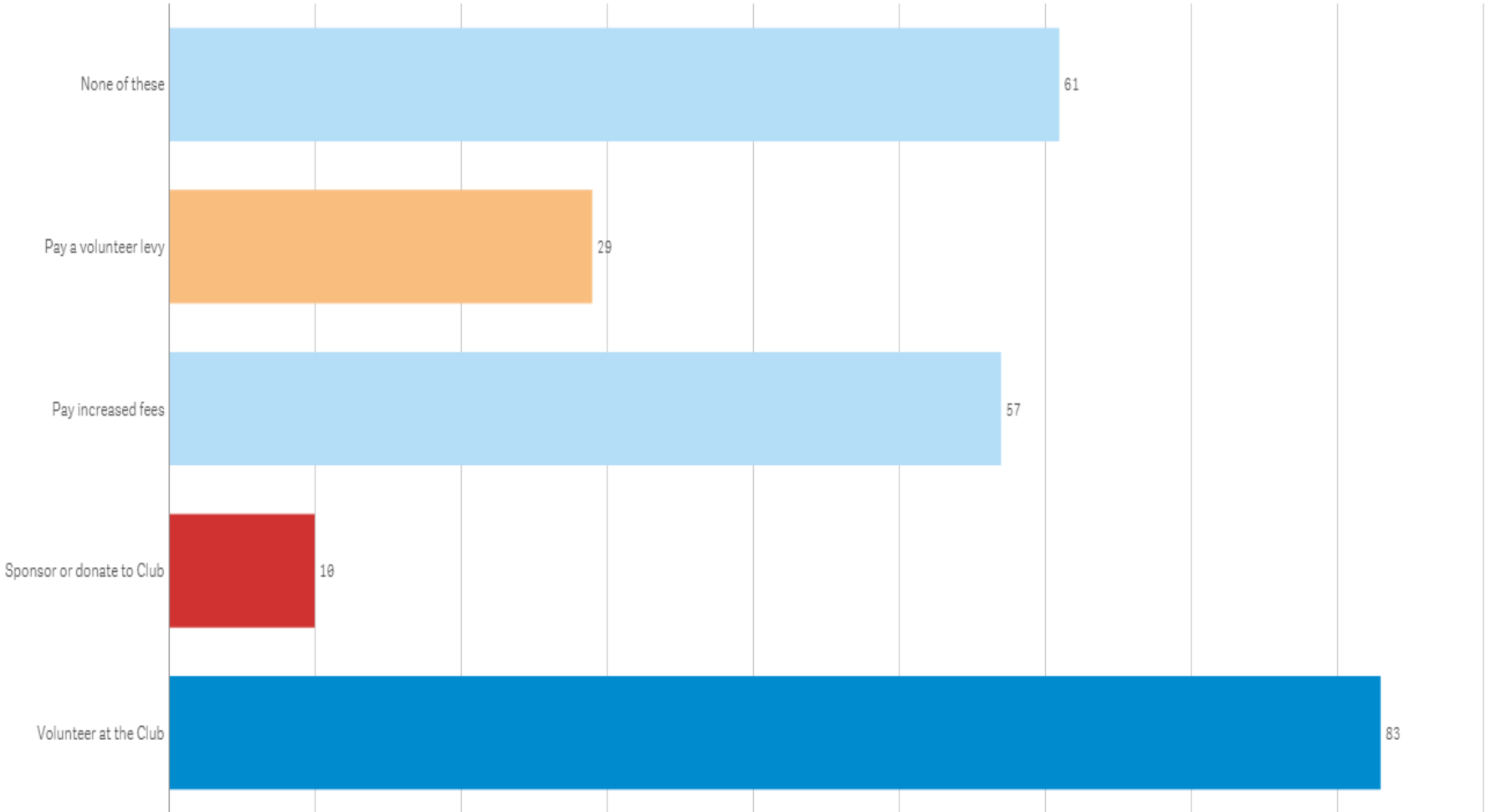
Question 5 : What would you most like to see the club improve on ?

Areas of Improvement



Question 6: For us to achieve these improvements, would you be prepared to?

Prepared to



Question 5 & 6 Results Tables

Areas of Improvement	Count	%
Communication	85	14.1%
Registration Process	29	4.8%
Value for money	42	7.0%
Facilities - Iluka	20	3.3%
Facilities - Santiago	36	6.0%
Facilities - Calendonia	31	5.2%
Training equipment provided	35	5.8%
Coaches	59	9.8%
Players clothing / kit	63	10.5%
Development opportunities	89	14.8%
Volunteers	14	2.3%
Increase number of members	26	4.3%
Decrease number of members	3	0.5%
Fundraising events	33	5.5%
End season wind ups	36	6.0%
Other (please specify)		
Grand Total	601	

Prepared to Assist with	Count	%
Pay increased fees	57	23.8%
Pay a volunteer levy	29	12.1%
Sponsor or donate to Club	10	4.2%
Volunteer at the Club	83	34.6%
None of these	61	25.4%
Grand Total	240	