

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

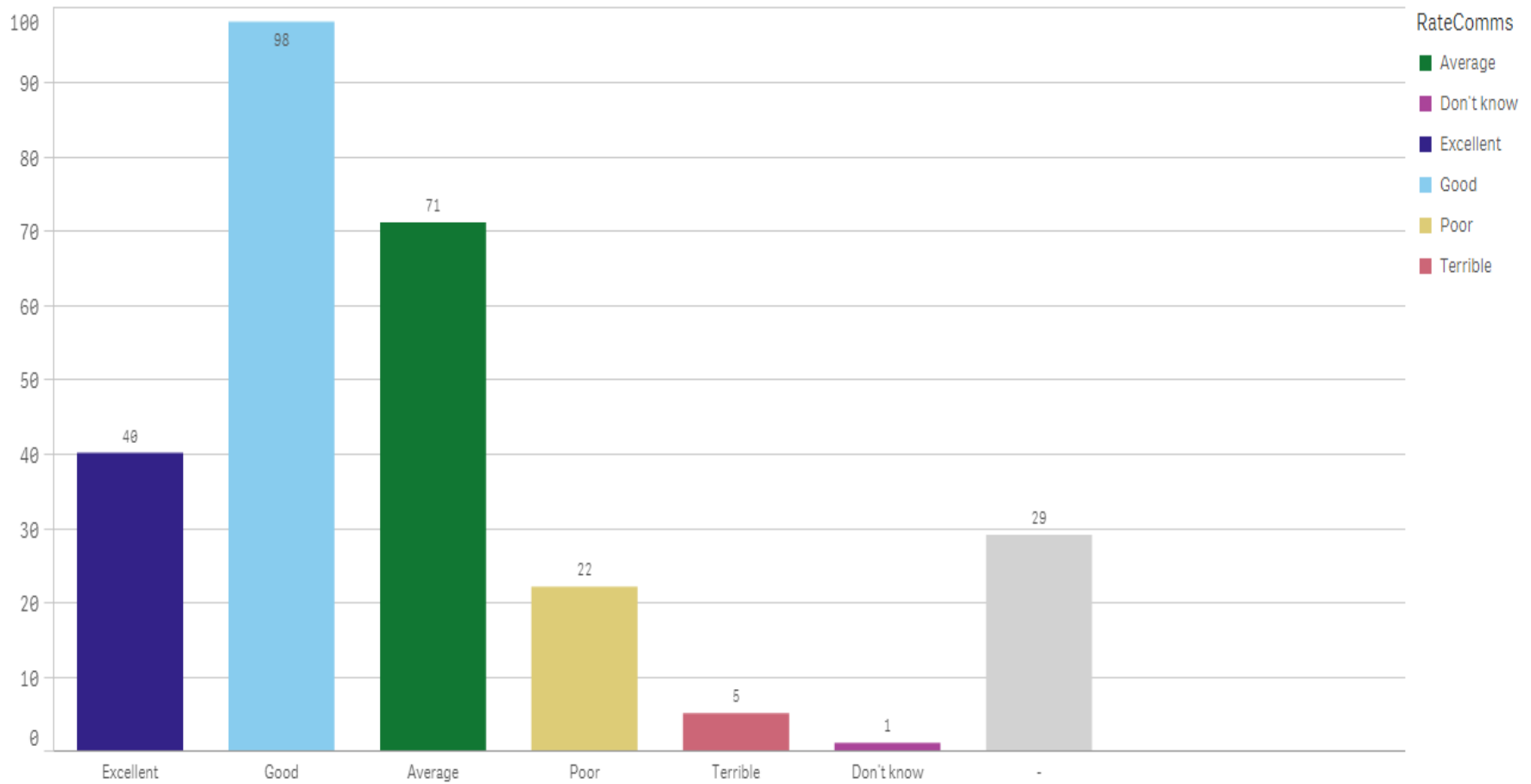
Question 1: Which areas of the Club are you likely to be involved in over the next 10 years?

| 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)

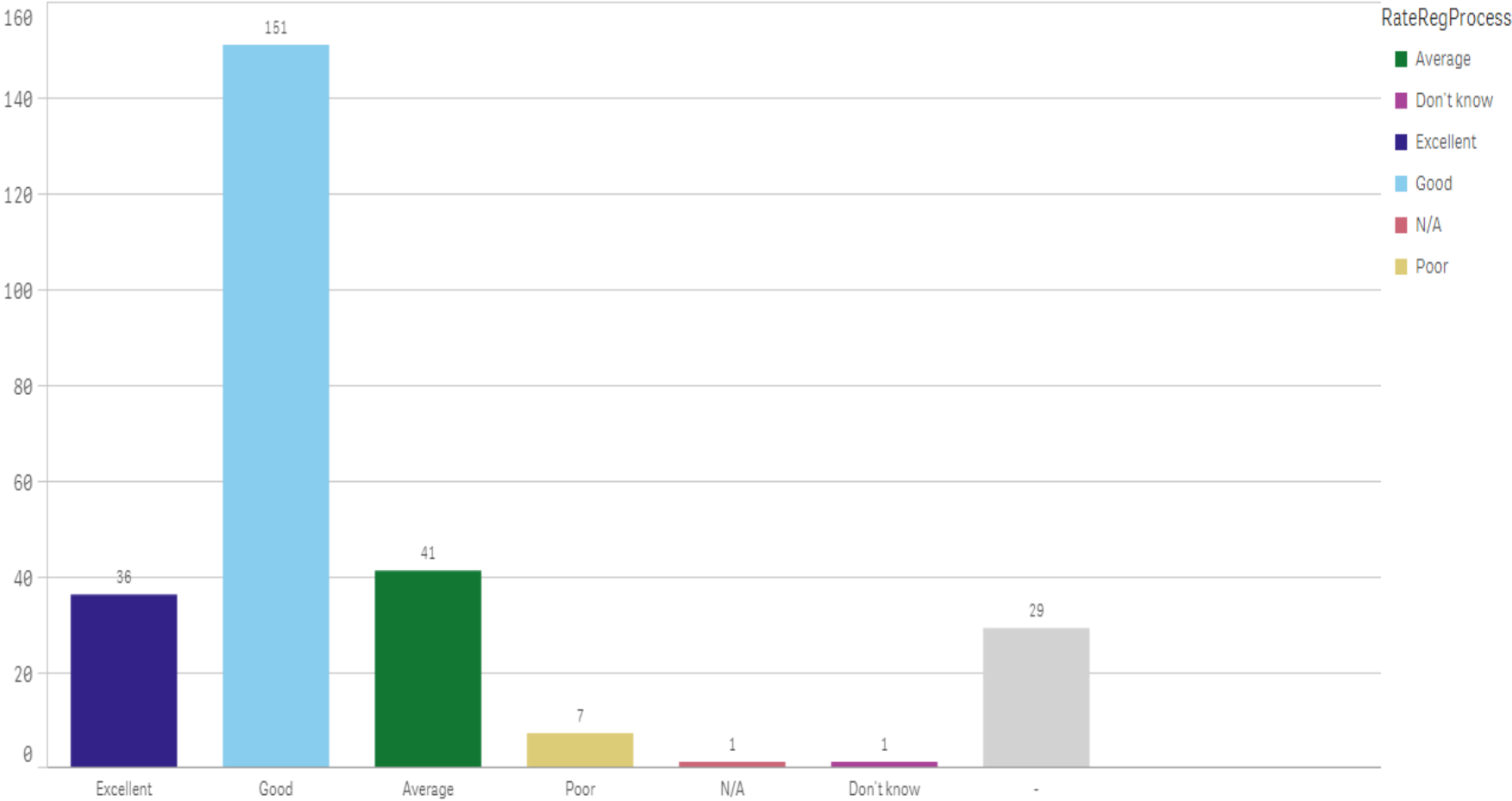
Communication

Rate Communication



Registration Process

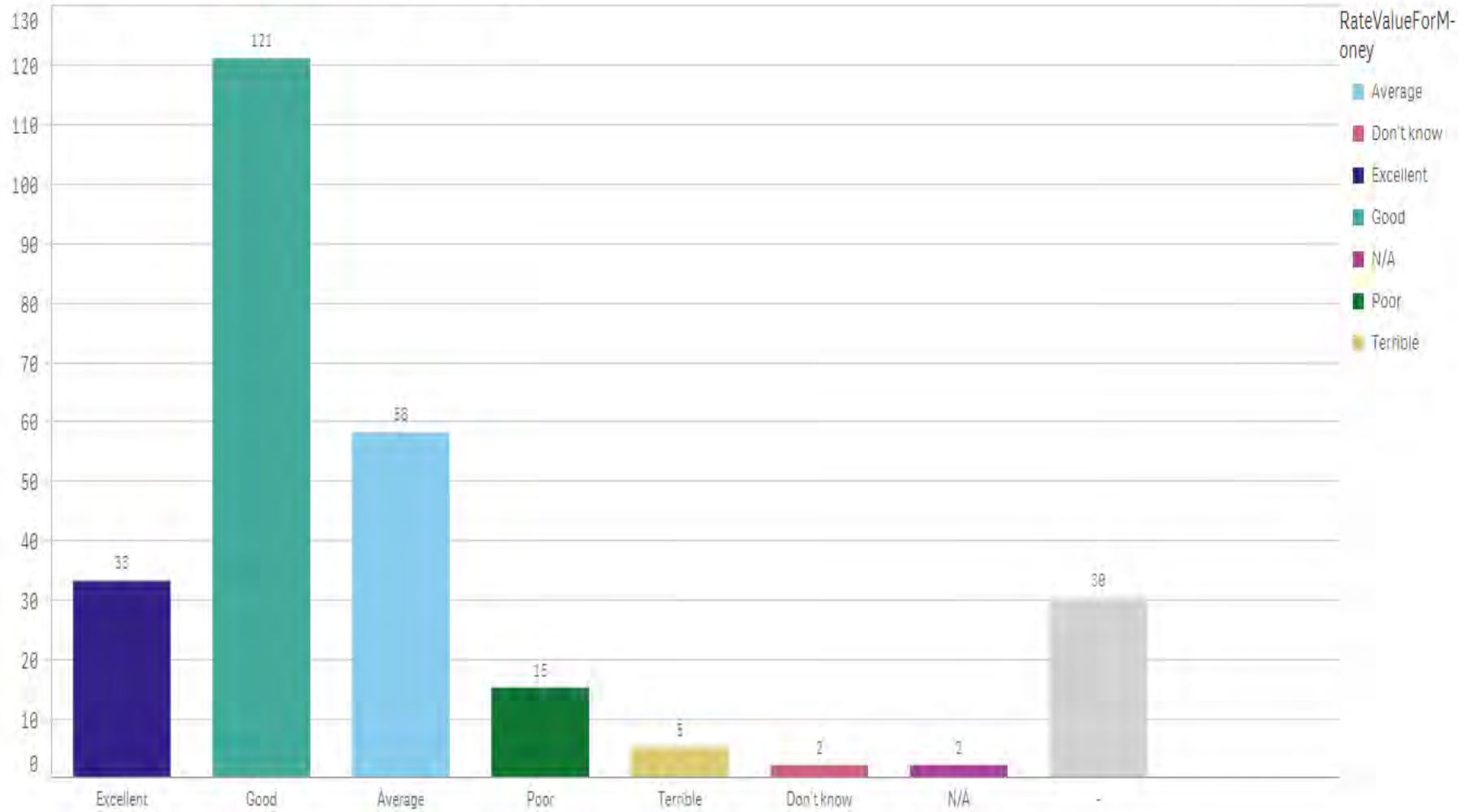
Rate Reg Process



Value for Money

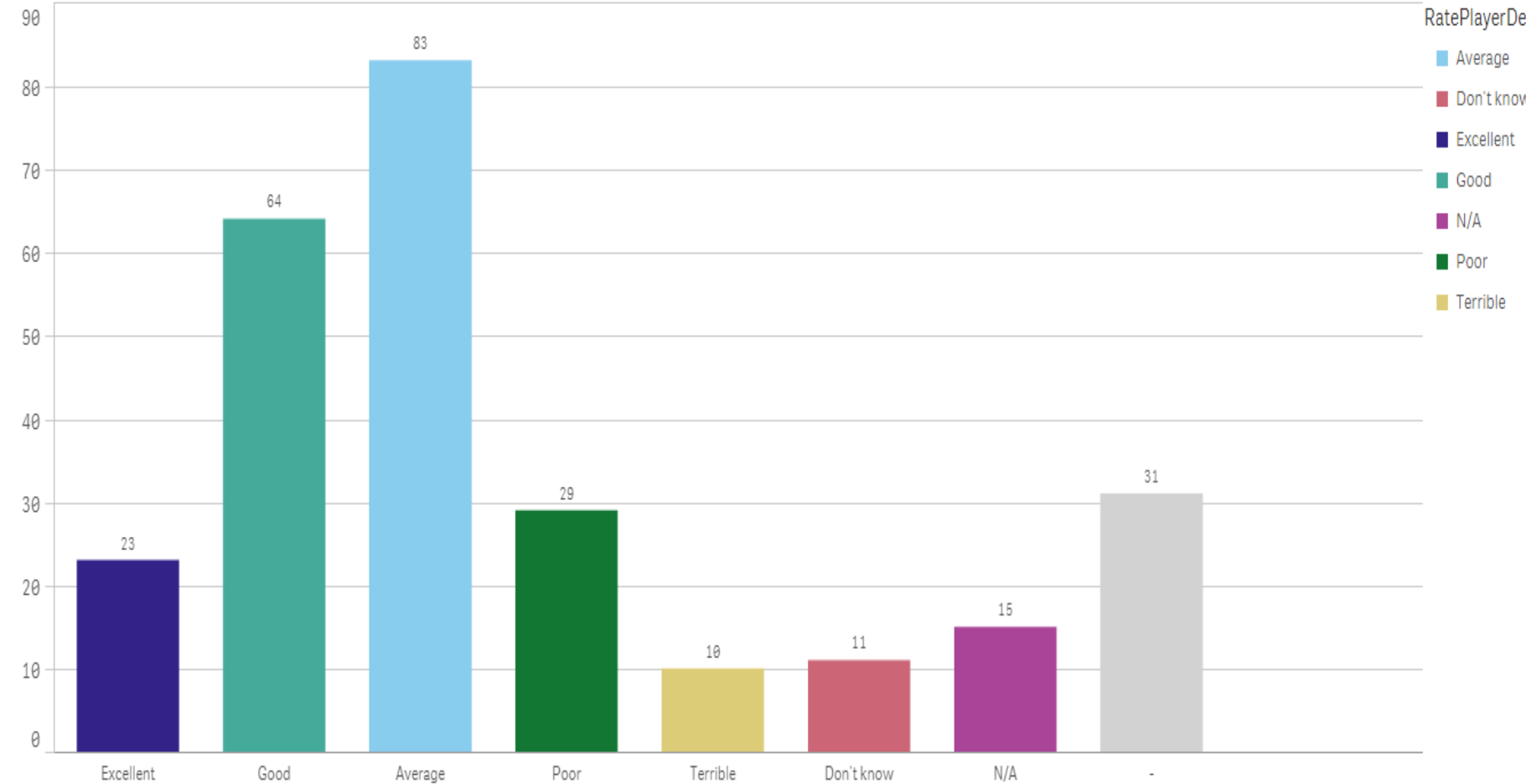
Value for Money

Value for Money



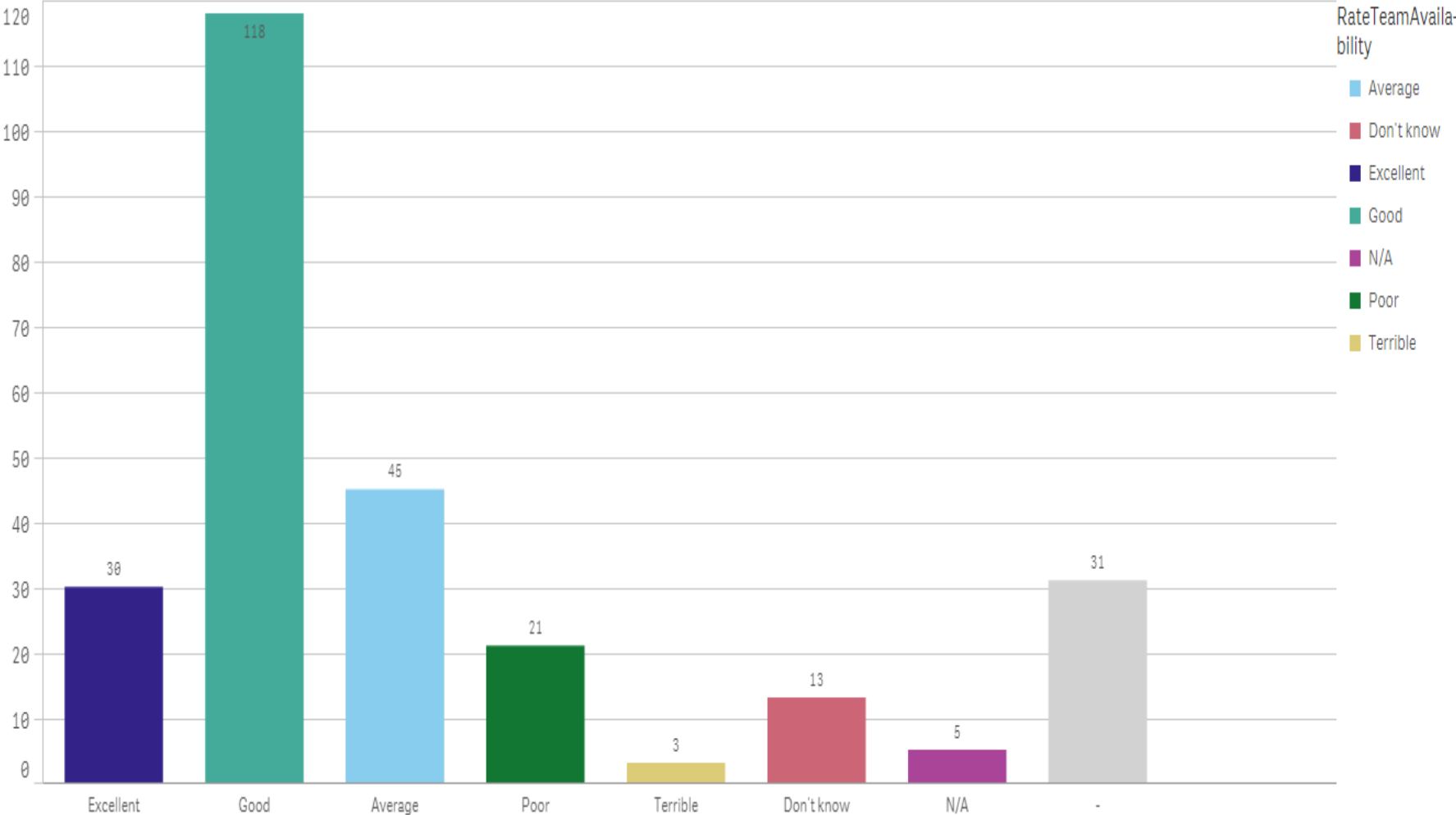
Player Development

Rate Player Development



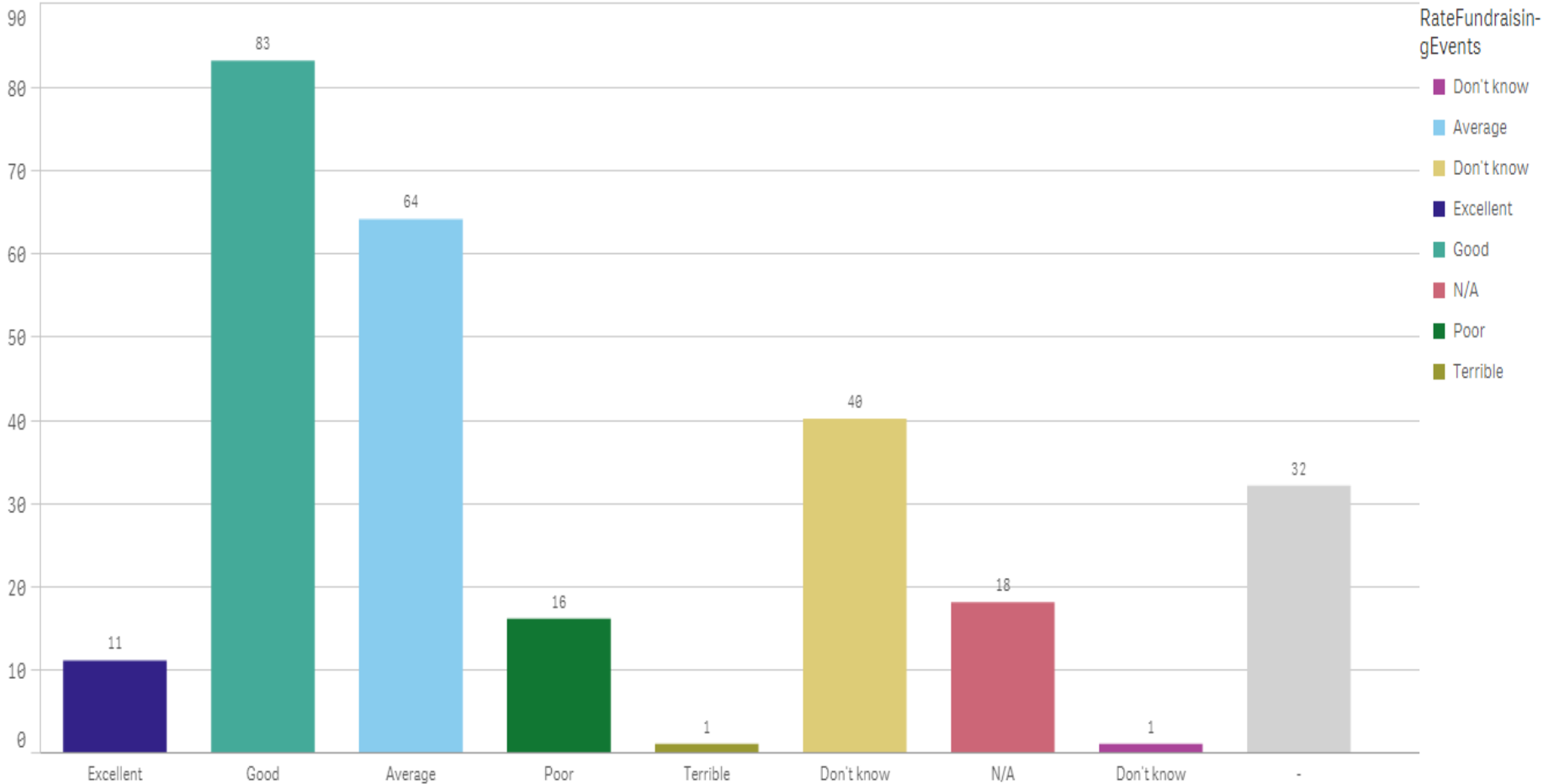
Team Availability

Rate Team Availability



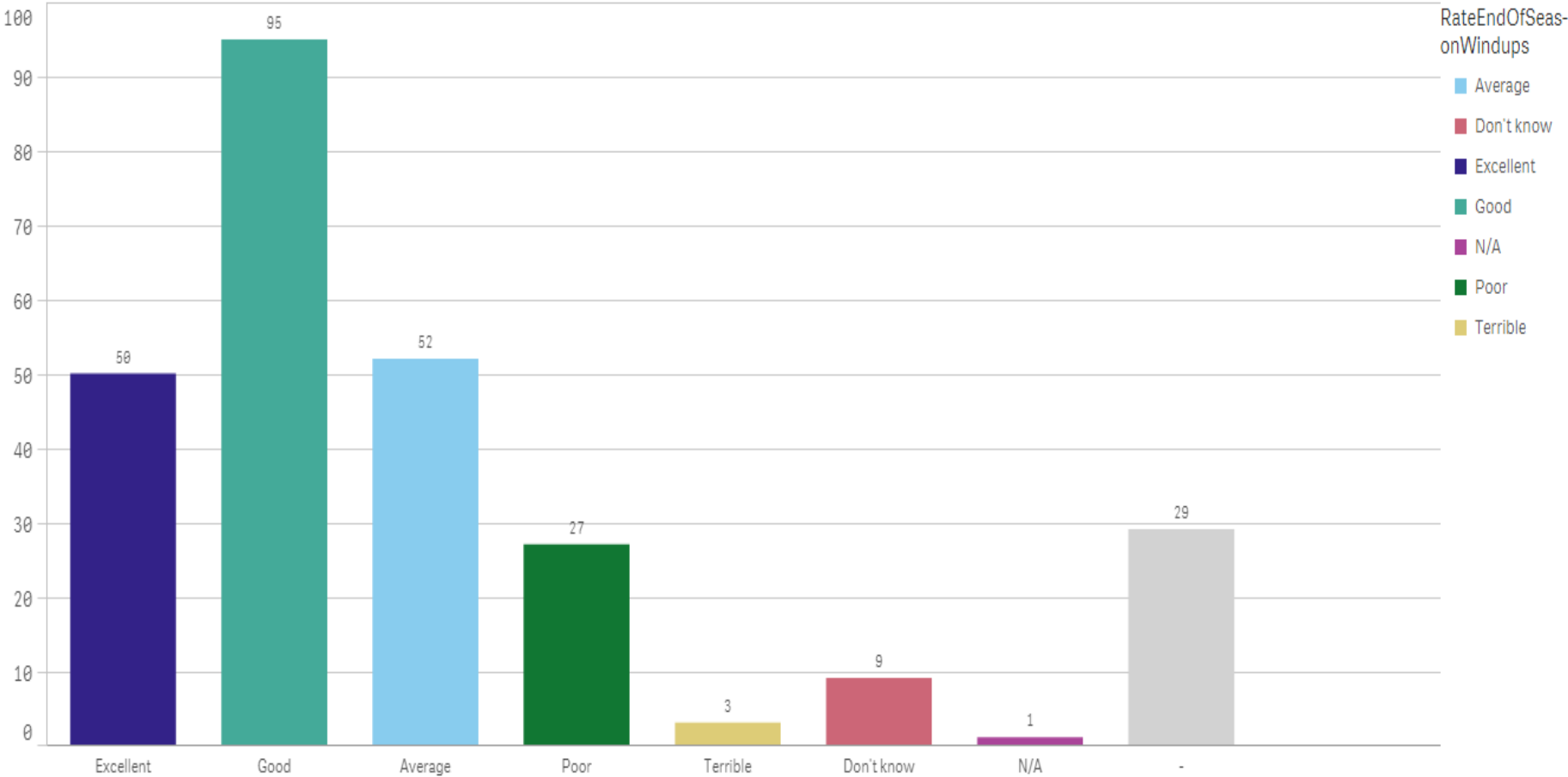
Fundraising Events

Rate Fundraising Events



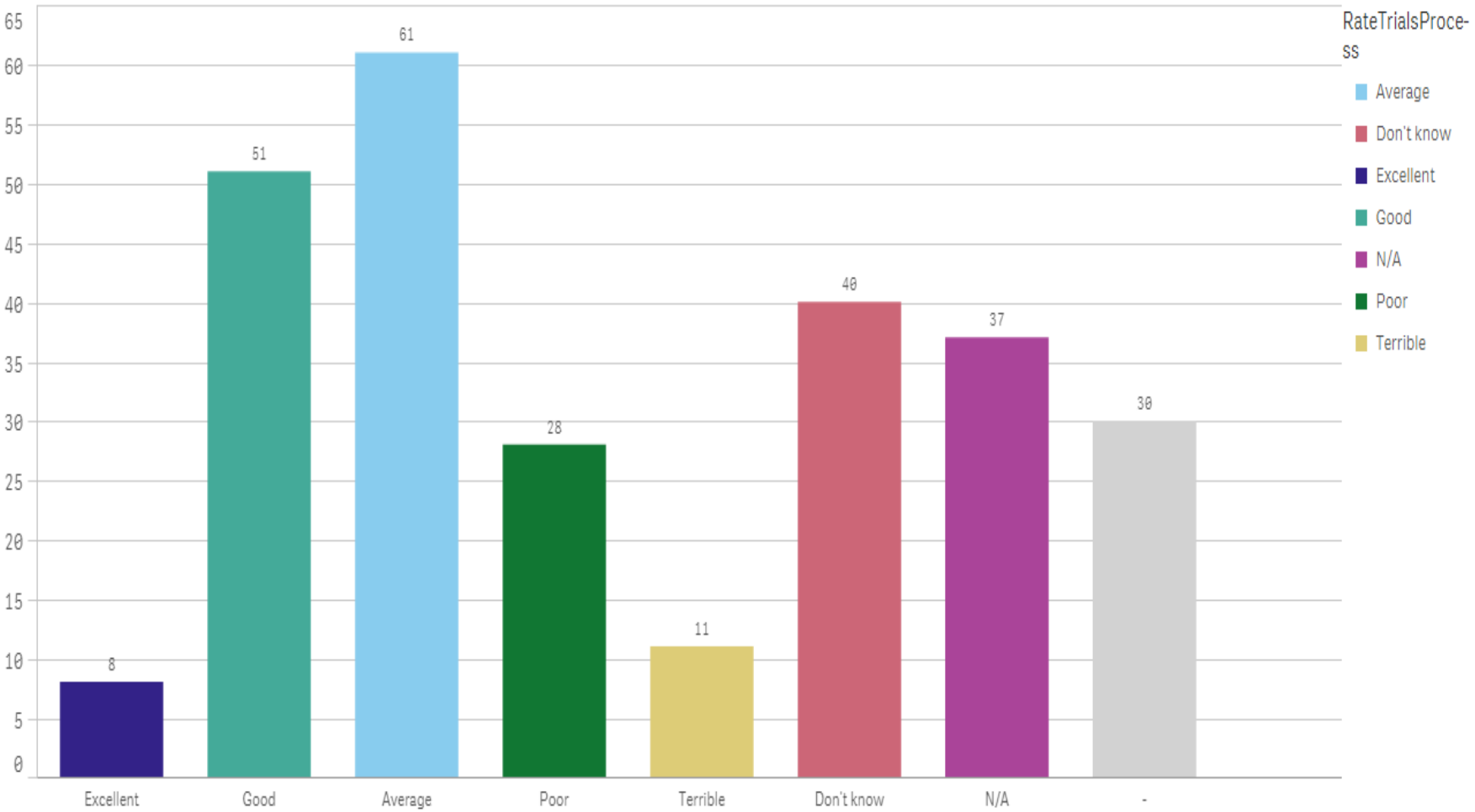
End of Season Wind Ups

Rate End of Season Wind Ups



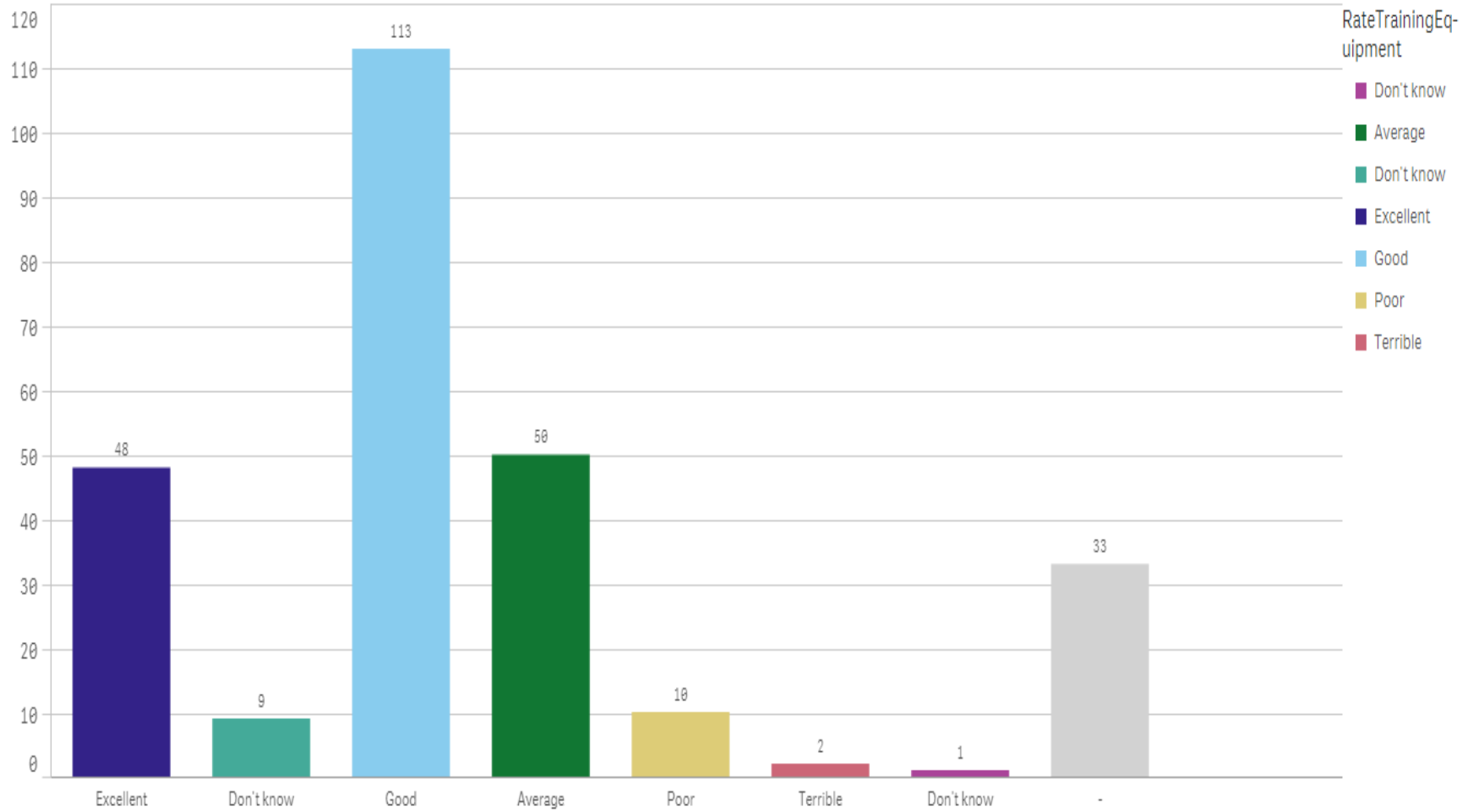
Trials Process

Rate Trial Process



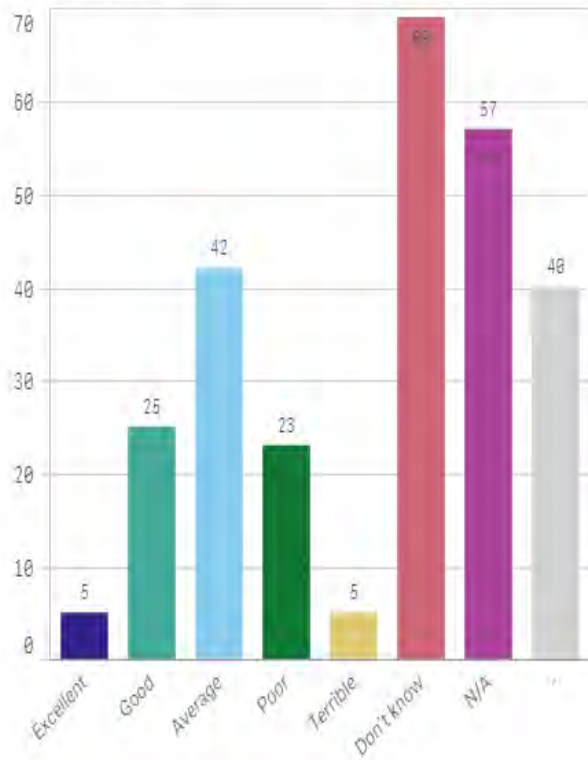
Training Equipment

Rate Training and Equipment



Facilities (All)

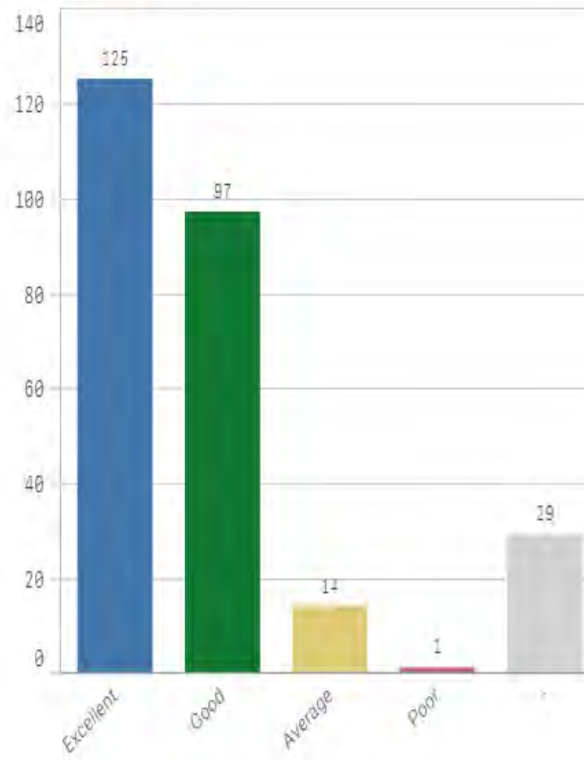
Facilities Caledonia



RateFacilities_Caledonia

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

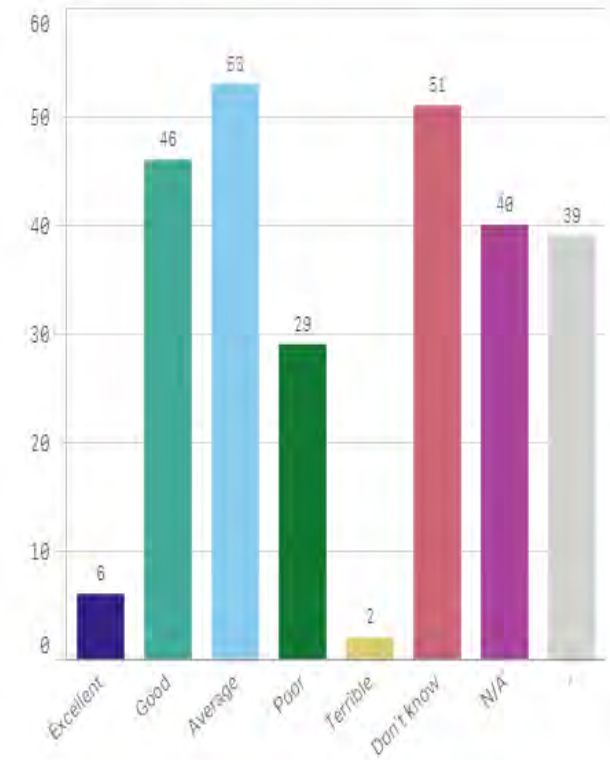
Facilities Iluka



RateFacilities_Iluka

- Average
- Good
- Excellent
- Poor

Santiago

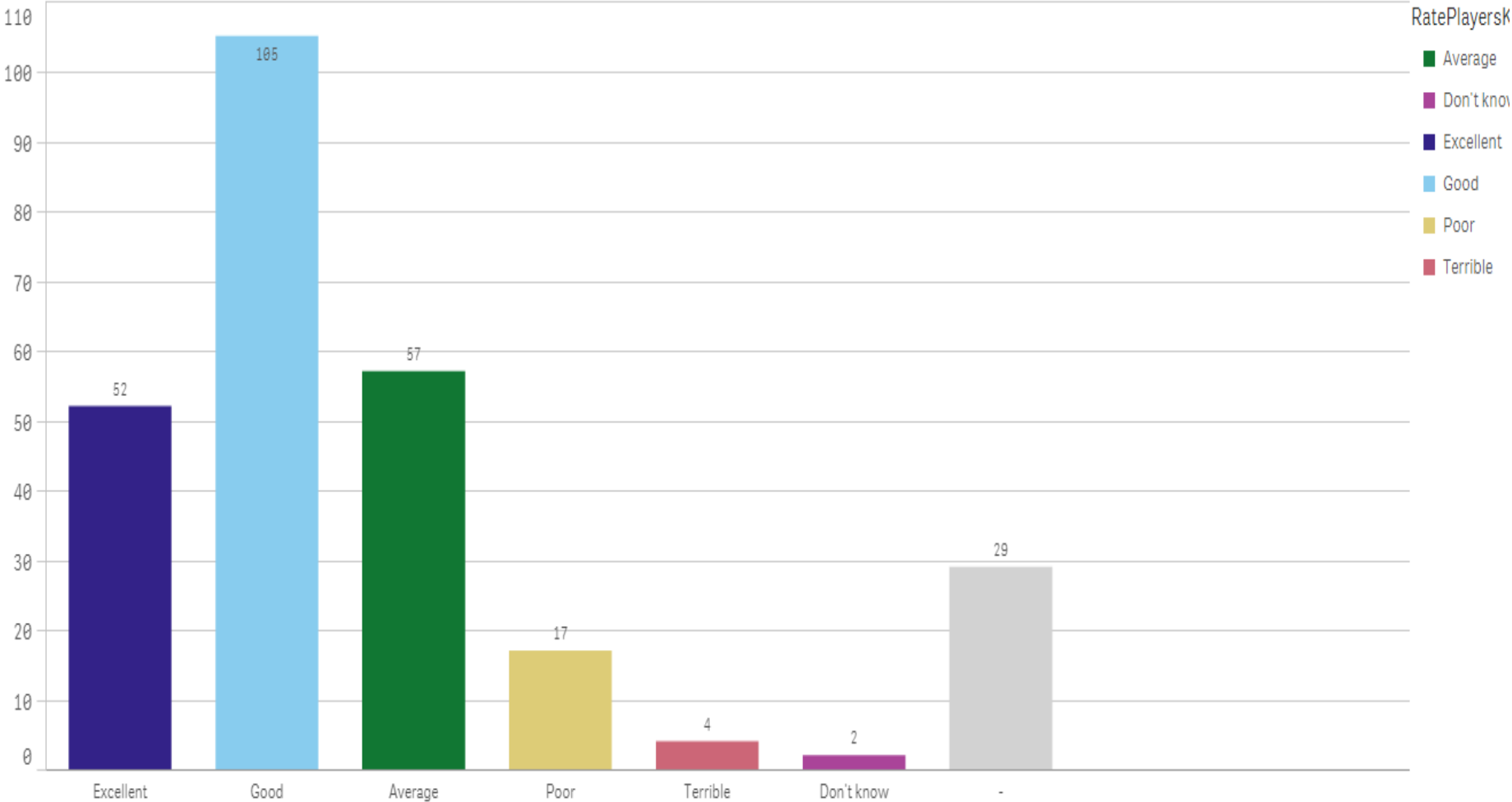


RateFacilities_Santiago

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

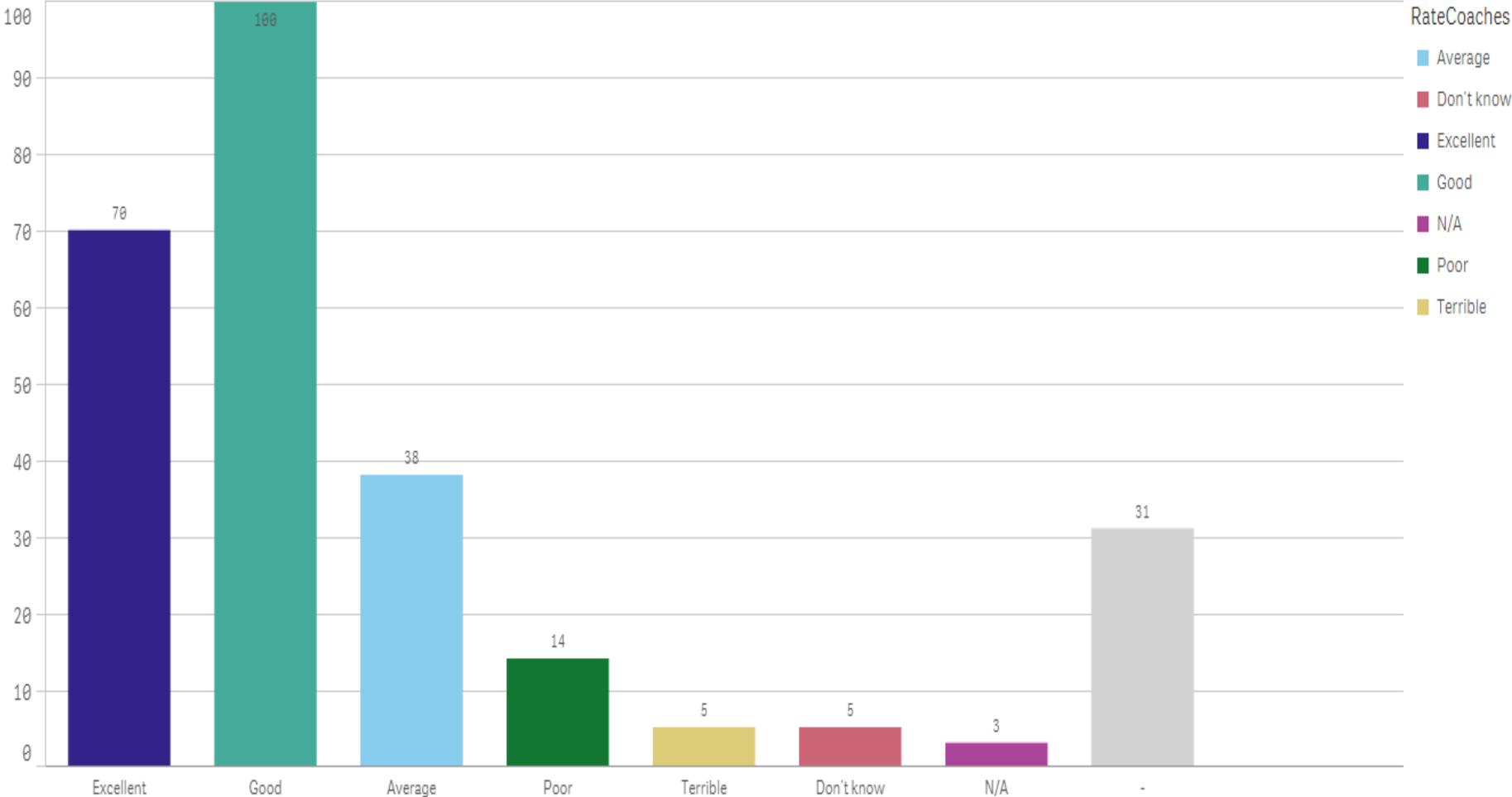
Player Kits

Rate Player Kits



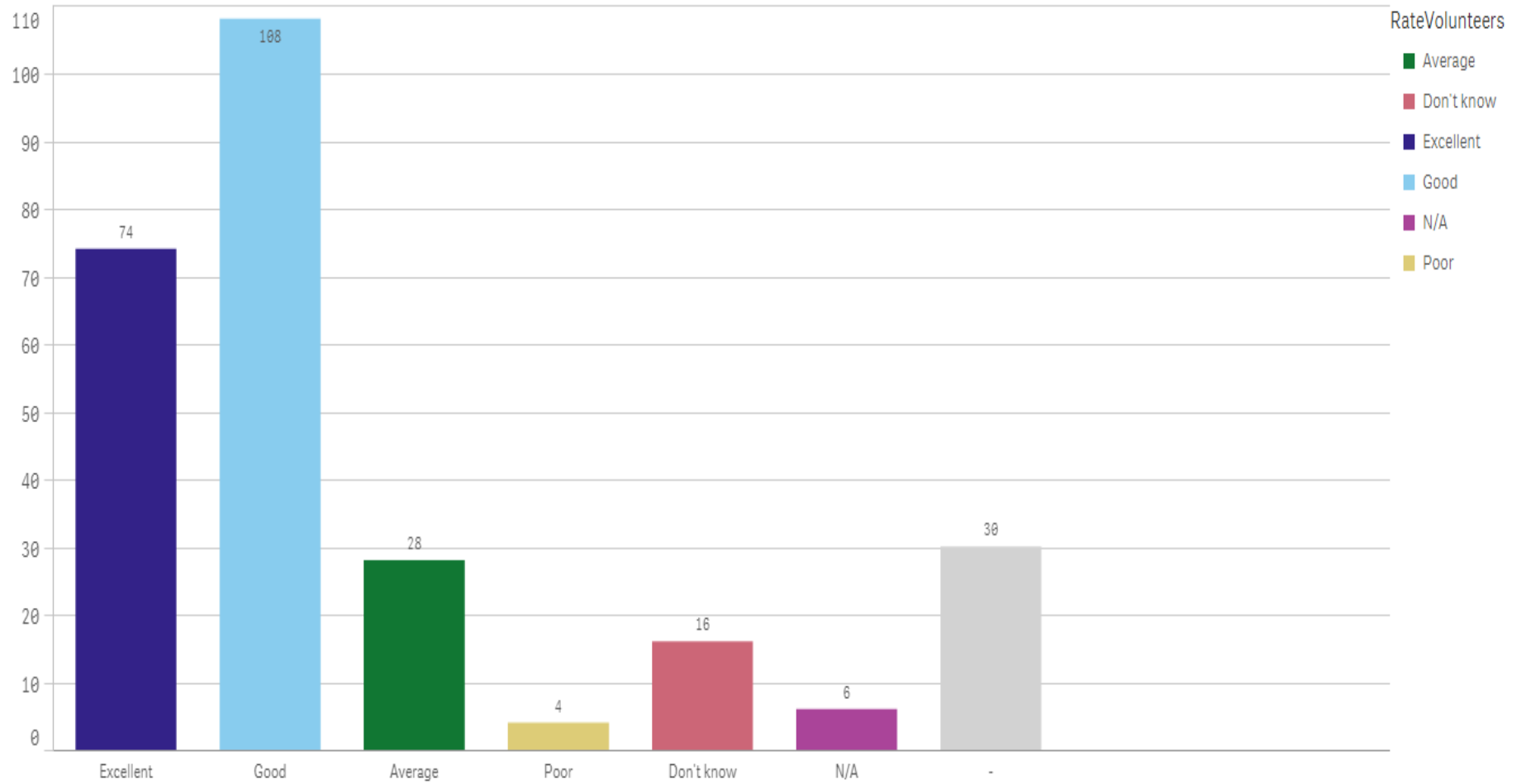
Coaches

Rate Coaches



Volunteers

Rate Volunteers



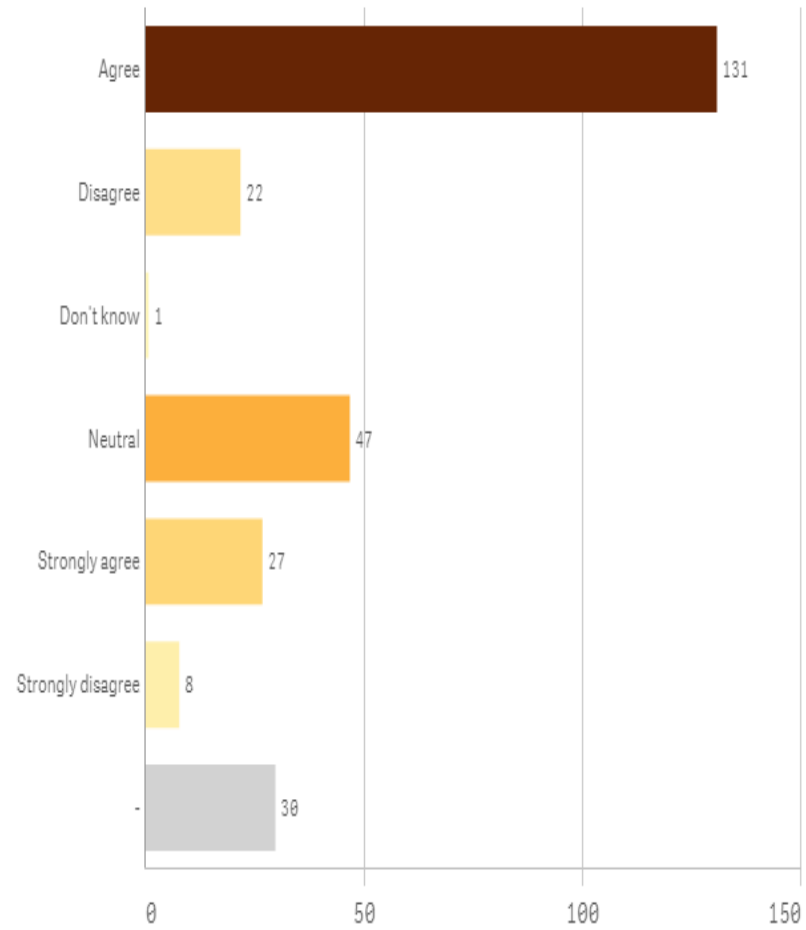
Question 2 Results Summary

| 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 |

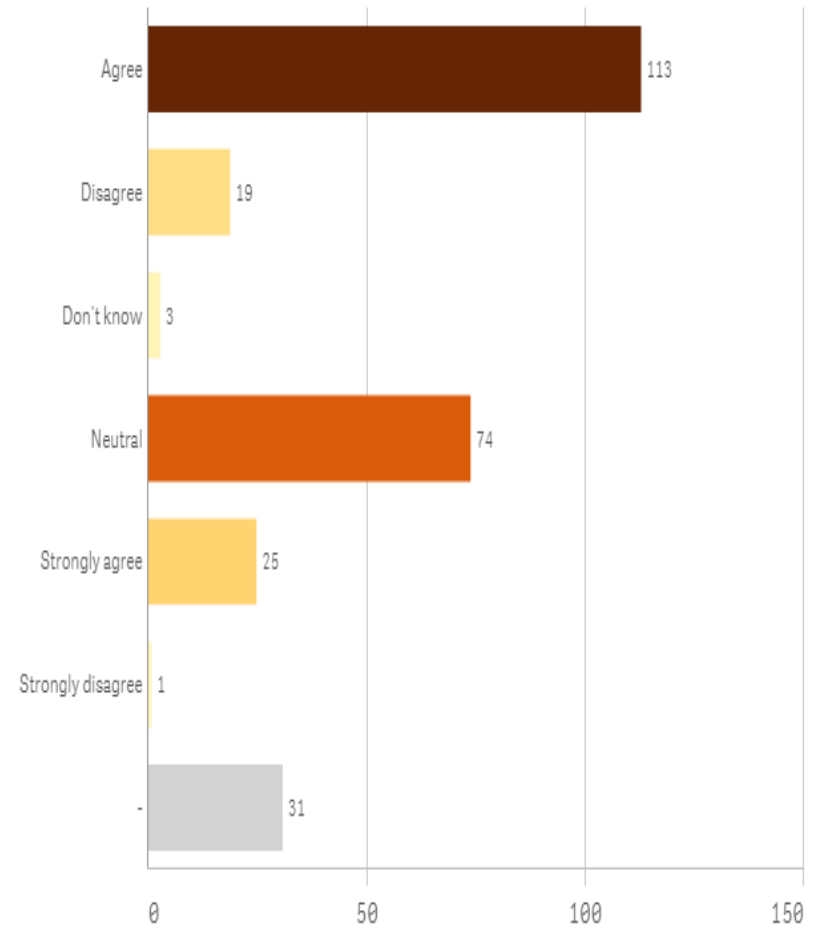
| Service Response | Poor | Average | Good | Excellent | N/A | Don't Know |
|----------------------------------|-------|---------|-------|-----------|-------|------------|
| Communication | 9.5% | 30.6% | 42.2% | 17.2% | 0.0% | 0.4% |
| Registration process | 3.0% | 17.3% | 63.7% | 15.2% | 0.4% | 0.4% |
| 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



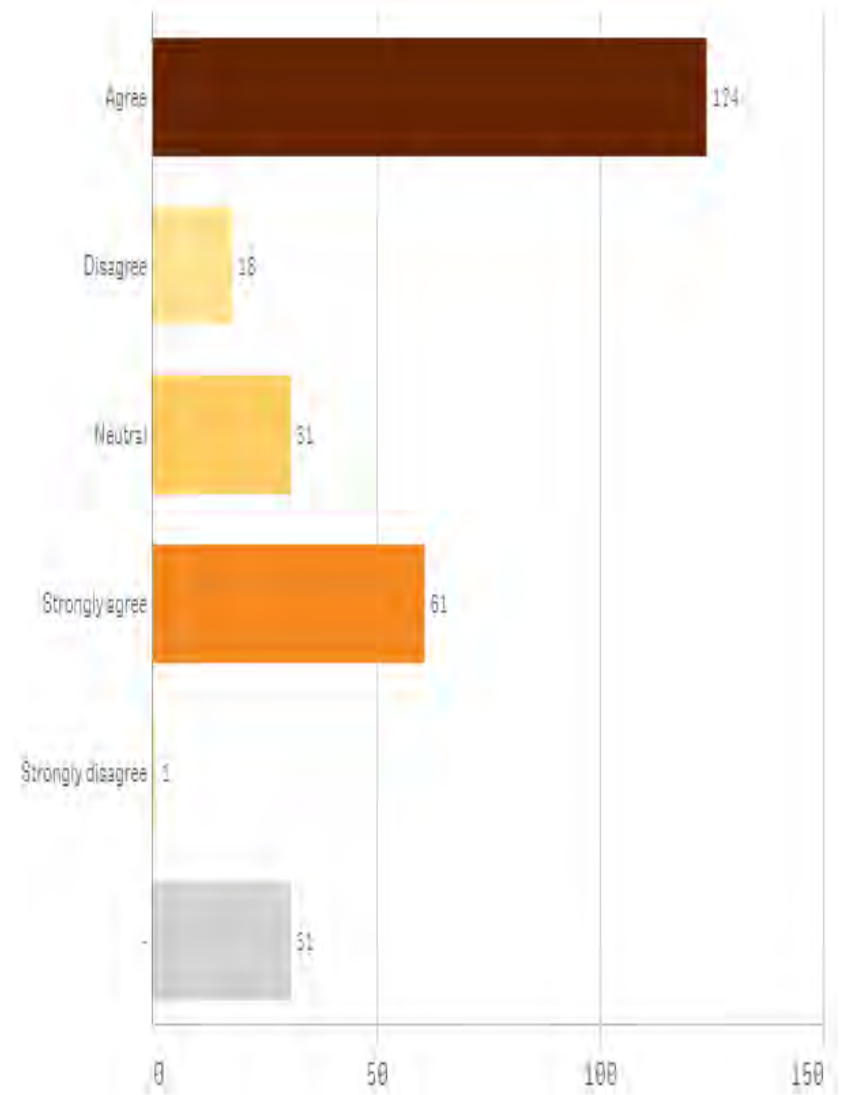
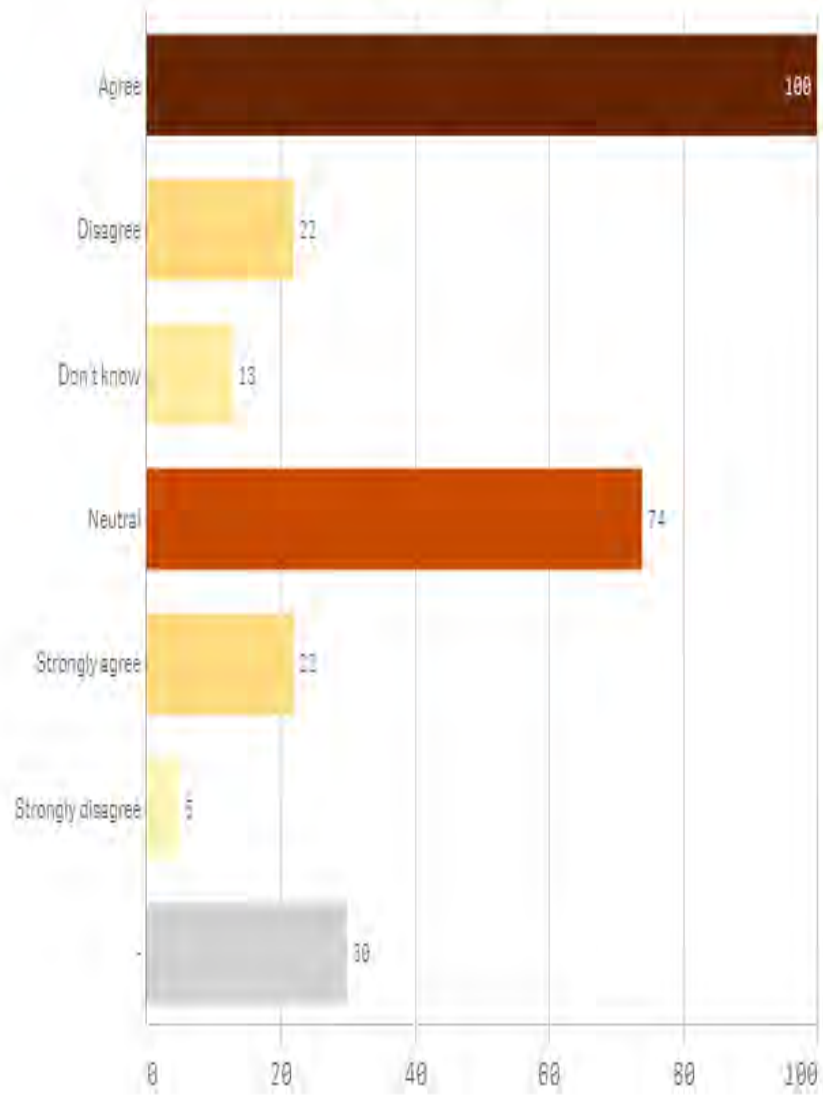
Modern



Proactive

Response 100%

Friendly



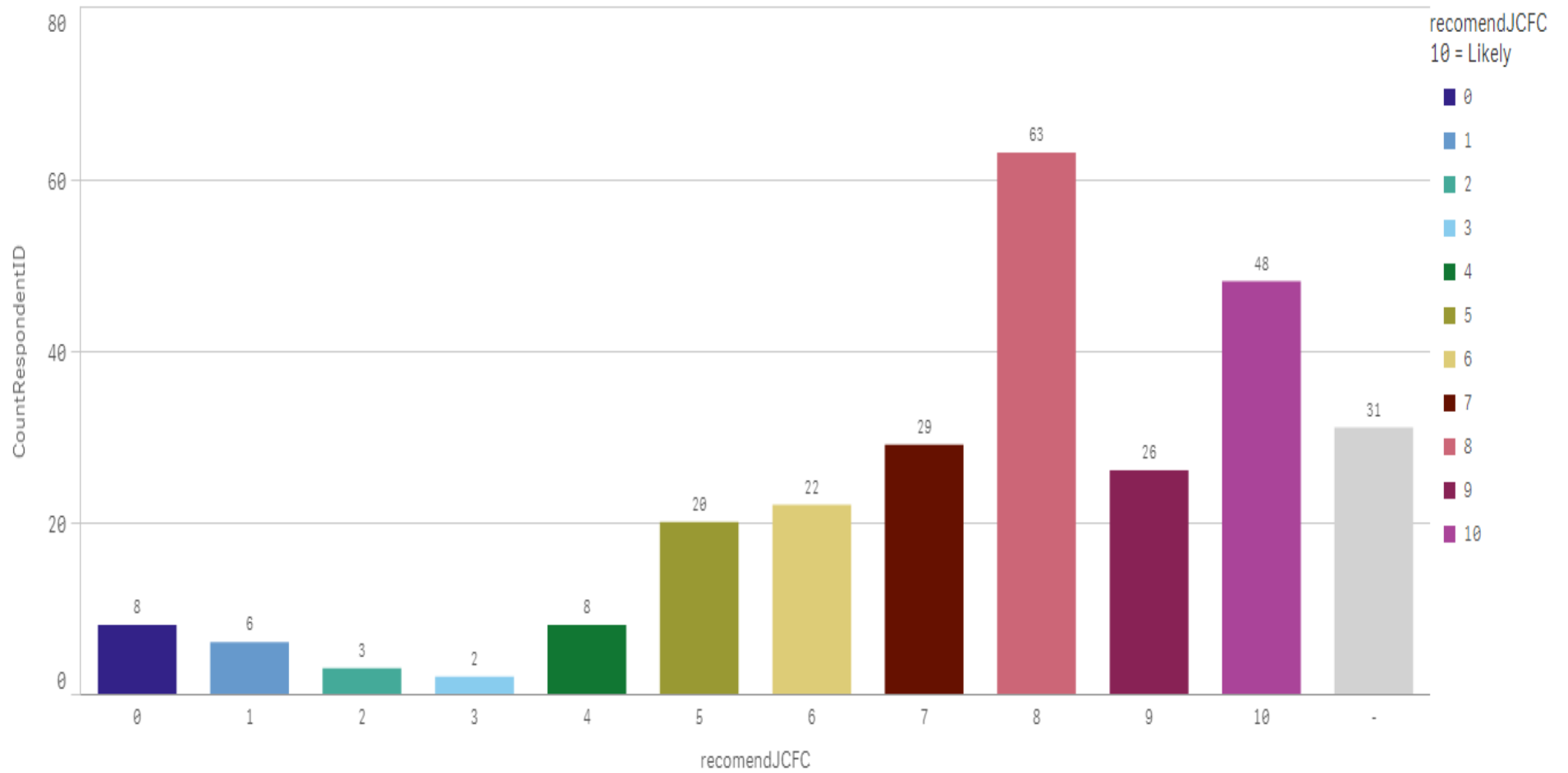
Question 3 Results Tables

| 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% |

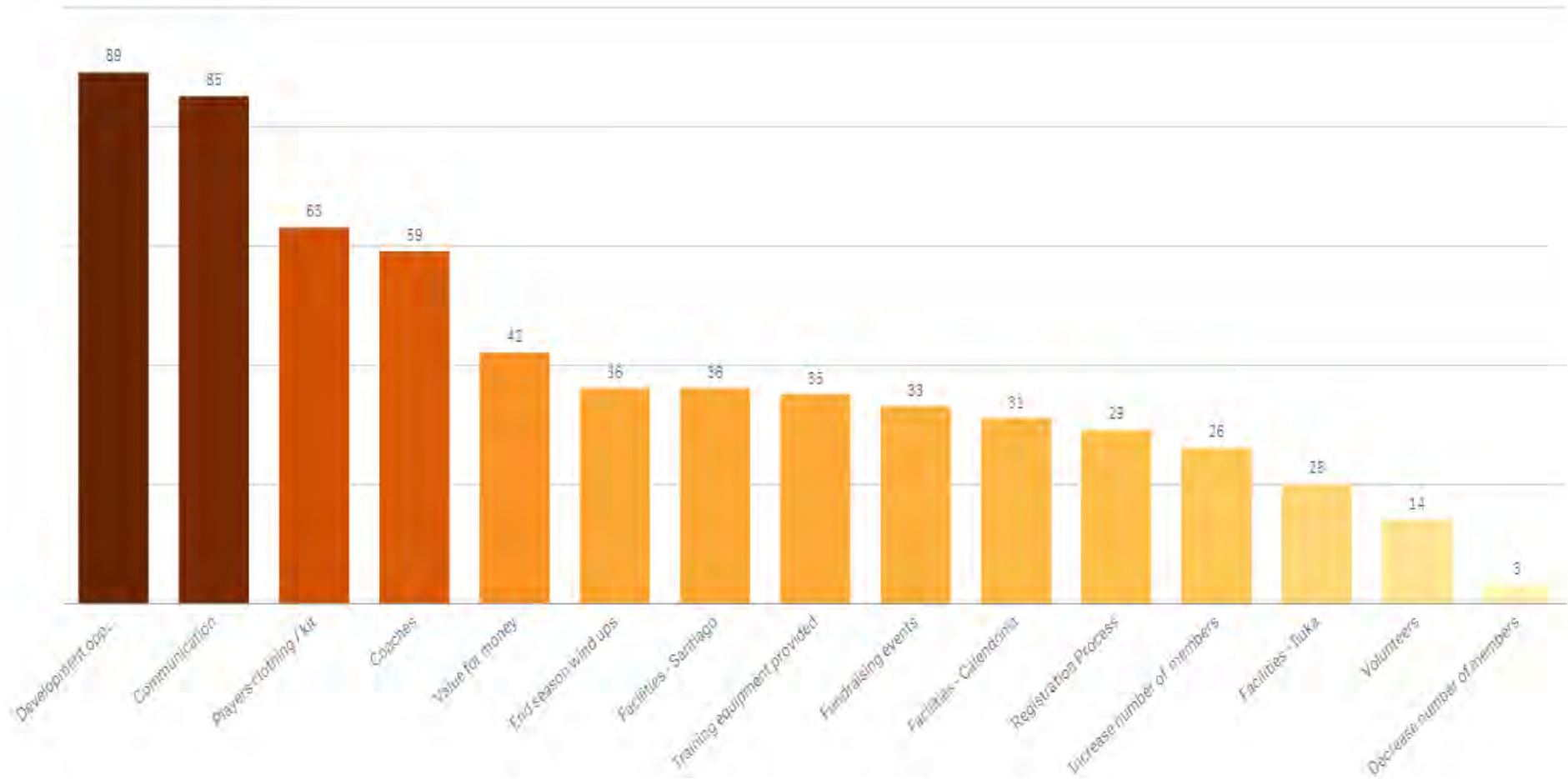
Question 4 which of these words best describe JCFC? – Range 1 – 10 (10 = Likely)

Recommend JCFC



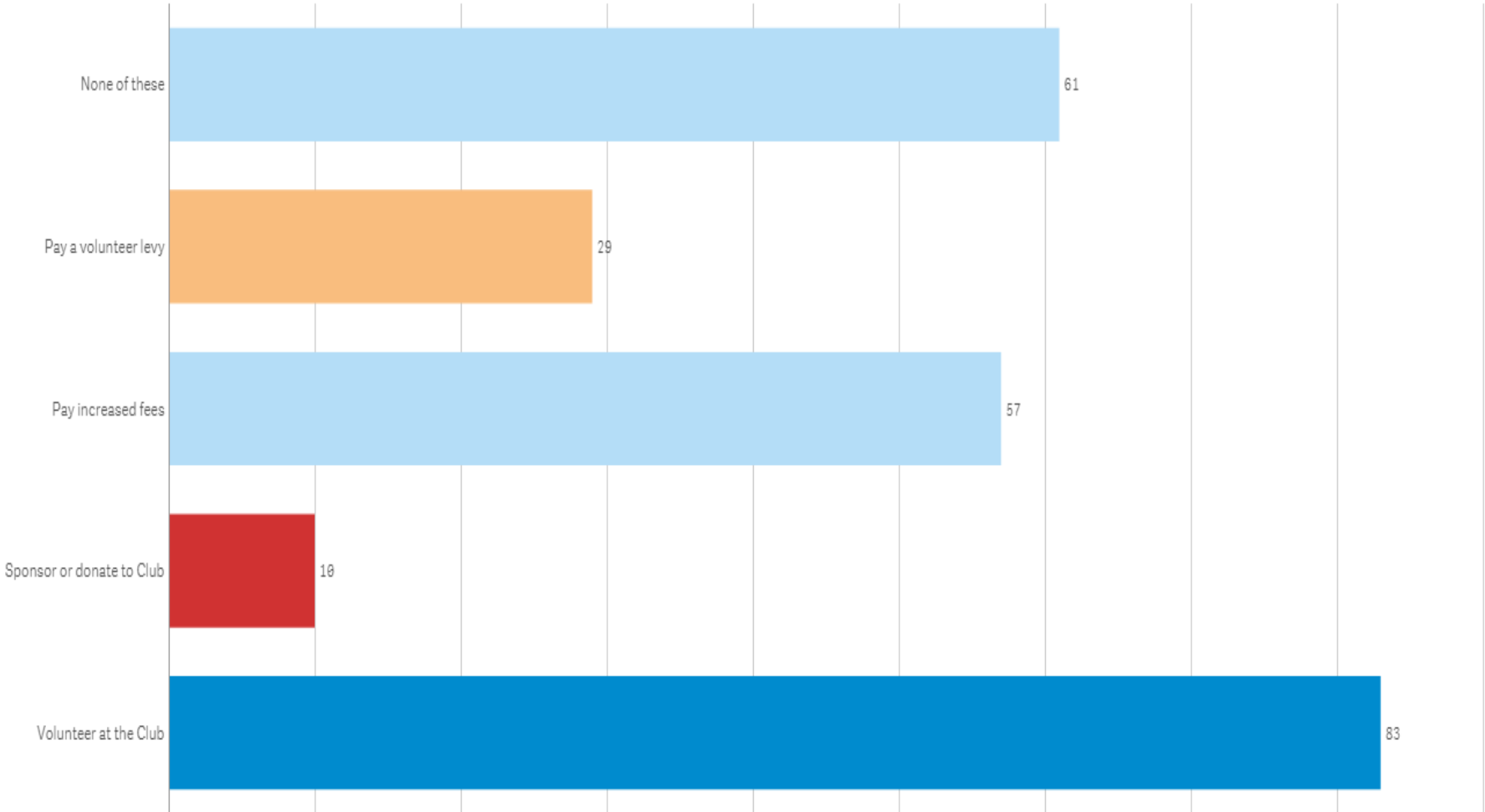
Question 5 : What would you most like to see the club improve on ?

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 | |