



QUESTIONNAIRES

Suggest opening with a brief explanation of the purpose. Something to the effect of:

Based on member feedback we're working with Canada Soccer to activate a new athlete development process. The purpose of this process is to enhance the sport experience for athletes, parents, coaches, officials, and sport organization administration. As the saying goes, "we're either winning or learning," so your participation is an integral part of this program's success. Please take 2 minutes to tell us about your past and current sport experiences so we may identify areas of opportunity for development.

**If you are a parent, please encourage your child to fill out the athlete questionnaire while you fill out the parent section. We want to hear directly from our athletes and prioritize their needs. We will share further updates as they come to fruition.*

**Suggest a cutoff date for these to compel folks to take action.

ATHLETES

1. Rate your past or current level of fun 1-10
2. Rate the past or current ability to play with your friends 1-10
3. Rate the past or current level of fair play on the team 1-10
4. Rate the past or current level of competition 1-10
5. Rate the past or current level of skill development 1-10

If you scored <9, what would make the experience better?

PARENTS

1. Rate the past or current level of safety in this sport 1-10
2. Rate the past or current level of development for your child 1-10
3. Rate the past or current level of fair play on the team 1-10
4. Rate the past or current level of competition 1-10
5. Rate the past or current level of satisfaction with the organization 1-10

If you scored <9, what would make the experience better?

COACHES

1. Rate the past or current level of parental support 1-10
2. Rate the past or current level of organizational support 1-10
3. Rate the past or current level of continuing education opportunities 1-10
4. Rate the past or current level of coach mentorship opportunities 1-10
5. Rate the past or current level of satisfaction coaching with the organization 1-10

If you scored <9, what would make the experience better?

OFFICIALS

1. Rate the past or current level of parental support 1-10
2. Rate the past or current level of organizational support 1-10
3. Rate the past or current level of continuing education opportunities 1-10
4. Rate the past or current level of official mentorship opportunities 1-10
5. Rate the past or current level of satisfaction officiating with the organization 1-10

If you scored <9, what would make the experience better?



ADMINISTRATORS

1. Rate the past or current level of organization within the club 1-10
2. Rate the past or current level of support for your role in the club 1-10
3. Rate the past or current process of conflict resolution in the club 1-10
4. Rate the past or current level of continued education opportunities in the club 1-10
5. Rate the past or current level of satisfaction working with the club 1-10

If you scored <9, what would make the experience better?

*Net promoter score. Derived by a Harvard Business Professor.

1. Scoring / averaging 0-6 = detractor
2. Scoring / averaging 7-8 = neutral
3. Scoring / averaging 9-10 = promoter
4. To get the net promoter score
 1. Remove all of the 7&8 from the group
 2. Subtract the # of detractors from the # of promoters.
 1. >70 = world class
 2. >60 = excellence
 3. >50 = great
 4. >40 = v good
 5. >30 = good
 6. <20 = work to do