

# 2009 Parent Satisfaction Survey Results

Collected From 2/3/2010-2/23/2010

Using Survey Monkey ([www.surveymonkey.com](http://www.surveymonkey.com))

Survey administrator: Steven Labkoff



# Background

- Survey set up and approved by SYSL Board of Directors
- Survey sent to all parents of SYSL players as of 12/31/2009 who had valid email addresses on file with SYSL
- Survey opened from February 3-23, 2010
- Total respondents: 517
- Total respondents who completed the survey: 426 (82.4% completion rate)
- Total number of possible respondents ~1200
- Overall Response Rate: 43%, Overall Completion Rate: 35%
- Number of families who responded to HOUSE questions: 340
- Number of families who responded to TRAVEL questions: 146 – NOTE some families have children in both House and Travel. This sample does not discriminate these families so that the total completed rate for both is greater than the overall completion sample of 426.



# Background cont'd

- Four open-ended free text questions in survey
  - House, Travel, What to do with excess funds & Open comments
- Buckets for Open Ended Questions collected is somewhat subjective
  - Every effort to put similar comments in appropriate categories was made
- All findings presented to SYSL Board of Directors at a BoD meeting on 3/4/2010
- All findings, both numeric and text were reviewed by the Board



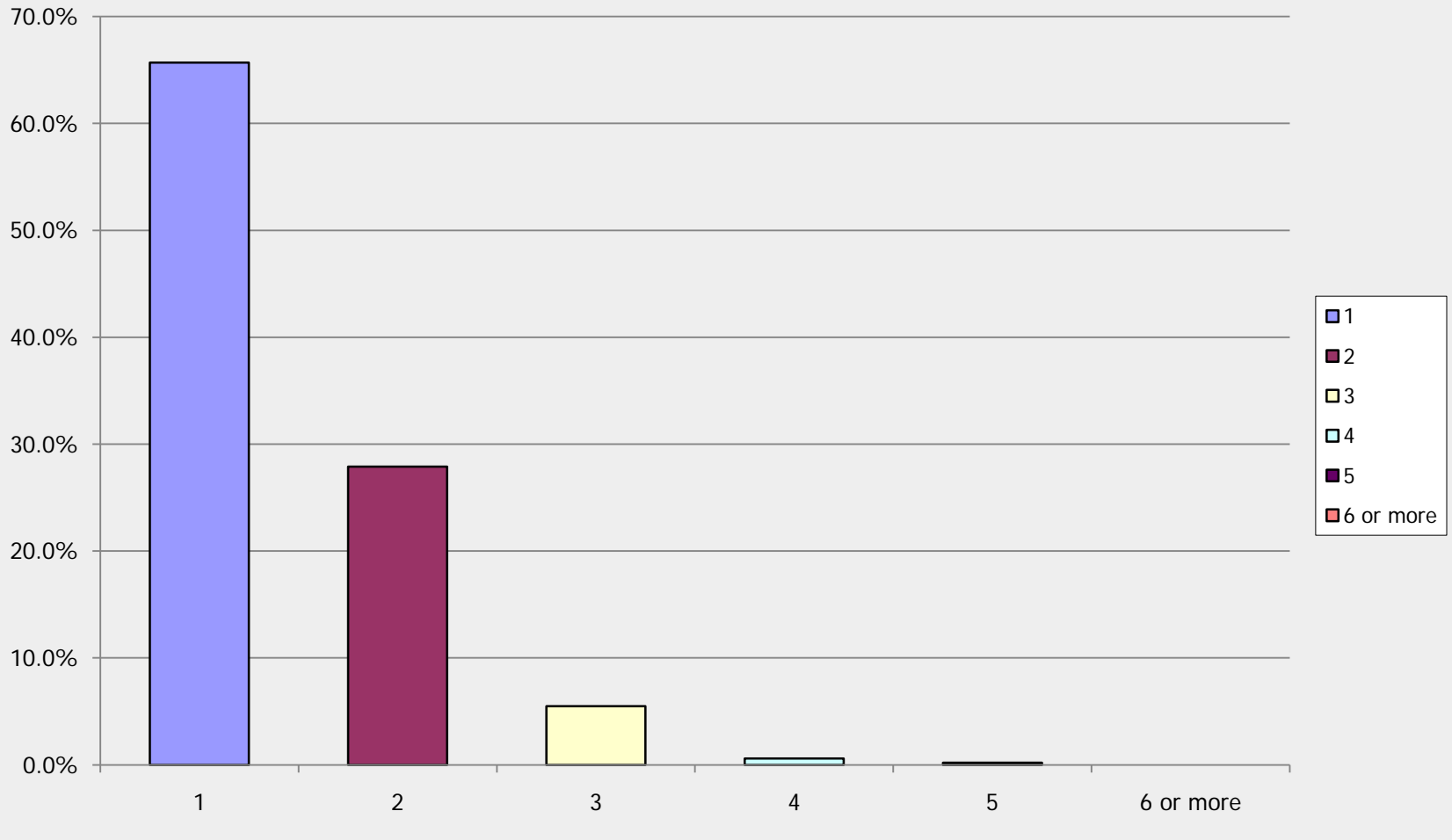
# Stamford Youth Soccer League 2009 Satisfaction Survey

How many children did you have participating in SYSL sponsored activities in the past year (any soccer program, any season):

Answer Options	Response Percent	Response Count
1	65.7%	332
2	27.9%	141
3	5.5%	28
4	0.6%	3
5	0.2%	1
6 or more	0.0%	0
<i>answered question</i>		<b>505</b>
<i>skipped question</i>		<b>12</b>

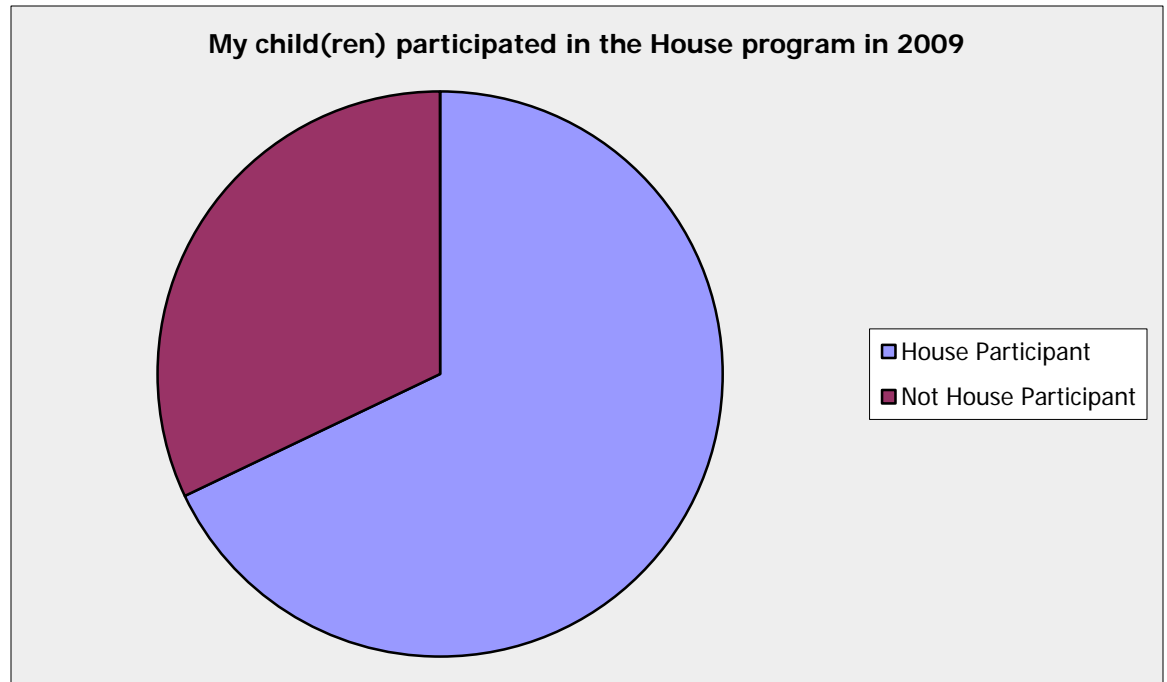


How many children did you have participating in SYSL sponsored activities in the past year (any soccer program, any season):



## My child(ren) participated in the House program in 2009

Answer Options	Response Percent	Response Count
House Participant	67.9%	340
Not House Participant	32.1%	161
	<i>answered question</i>	<b>501</b>
	<i>skipped question</i>	<b>16</b>

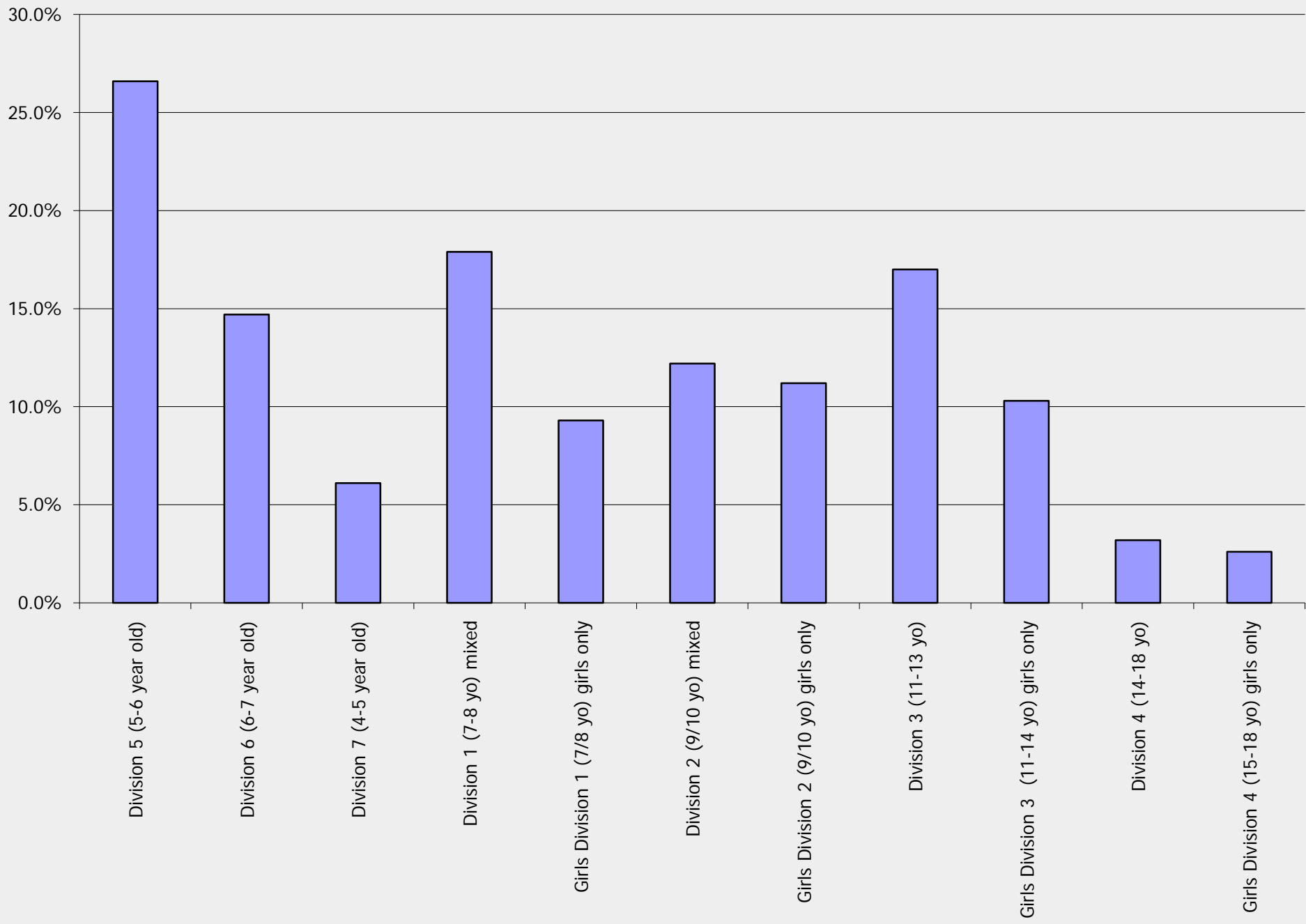


**If you have children in the HOUSE division: My child(ren) were in the following divisions (please mark the division your child was in at the end of the fall 2009 season). Check all that apply**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Division 5 (5-6 year old)	26.6%	83
Division 6 (6-7 year old)	14.7%	46
Division 7 (4-5 year old)	6.1%	19
Division 1 (7-8 yo) mixed	17.9%	56
Girls Division 1 (7/8 yo) girls only	9.3%	29
Division 2 (9/10 yo) mixed	12.2%	38
Girls Division 2 (9/10 yo) girls only	11.2%	35
Division 3 (11-13 yo)	17.0%	53
Girls Division 3 (11-14 yo) girls only	10.3%	32
Division 4 (14-18 yo)	3.2%	10
Girls Division 4 (15-18 yo) girls only	2.6%	8
	<i>answered question</i>	<b>312</b>



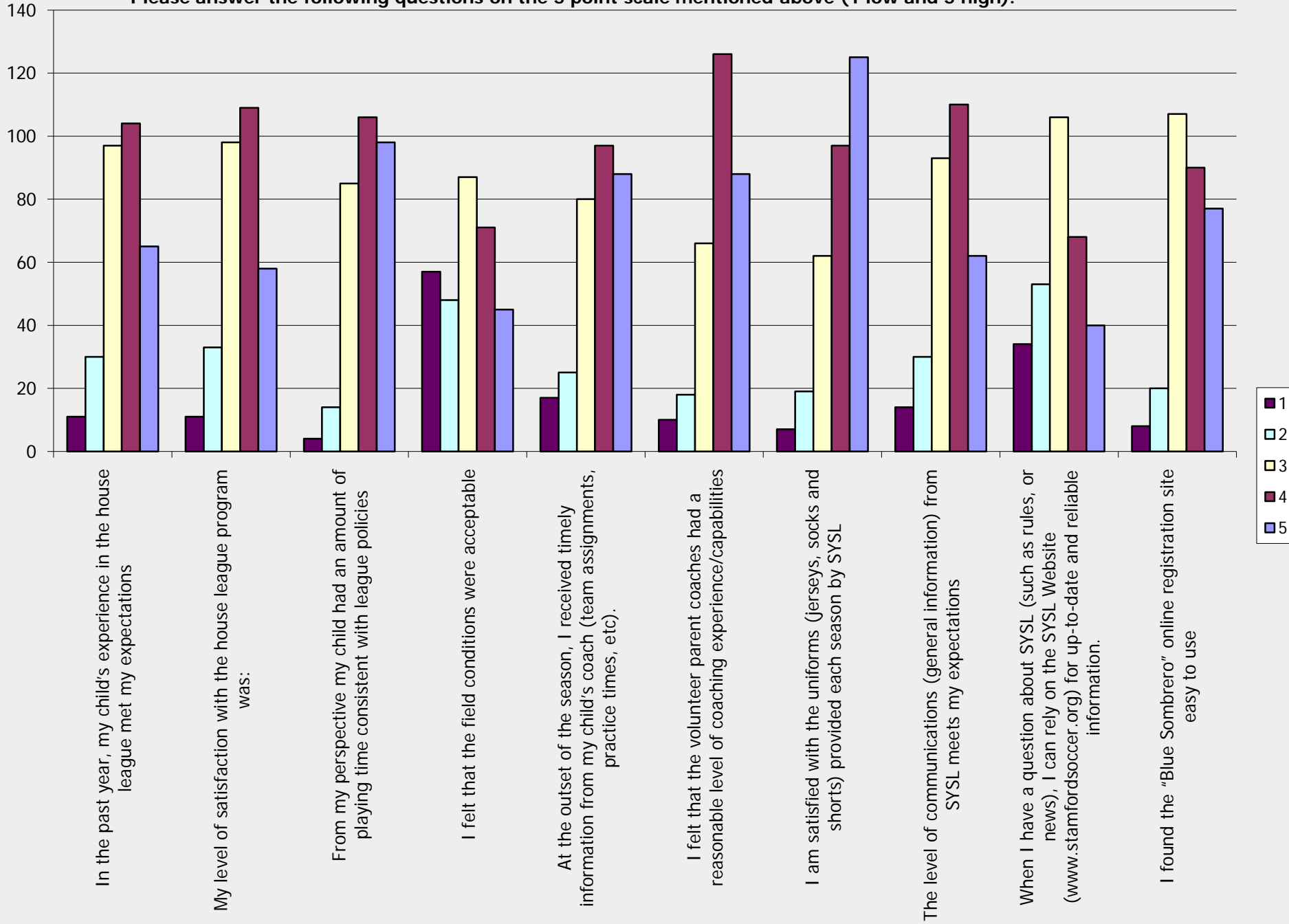
**If you have children in the HOUSE division: My child(ren) were in the following divisions (please mark the division your child was in at the end of the fall 2009 season). Check all that apply**



Please answer the following questions on the 5 point scale mentioned above (1 low and 5 high).

Answer Options	1	2	3	4	5	Response Count	Mean
In the past year, my child's experience in the house league met my expectations	11	30	97	104	65	307	3.59
My level of satisfaction with the house league program was:	11	33	98	109	58	309	3.55
From my perspective my child had an amount of playing time consistent with league policies	4	14	85	106	98	307	3.91
I felt that the field conditions were acceptable	57	48	87	71	45	308	3.00
At the outset of the season, I received timely information from my child's coach (team assignments, practice times, etc).	17	25	80	97	88	307	3.70
I felt that the volunteer parent coaches had a reasonable level of coaching experience/capabilities	10	18	66	126	88	308	3.86
I am satisfied with the uniforms (jerseys, socks and shorts) provided each season by SYSL	7	19	62	97	125	310	4.01
The level of communications (general information) from SYSL meets my expectations	14	30	93	110	62	309	3.57
When I have a question about SYSL (such as rules, or news), I can rely on the SYSL Website (www.stamfordsoccer.org) for up-to-date and reliable information.	34	53	106	68	40	301	3.09
I found the "Blue Sombrero" online registration site easy to use	8	20	107	90	77	302	3.69
				<i>answered question</i>		<b>310</b>	
				<i>skipped question</i>		<b>207</b>	

Please answer the following questions on the 5 point scale mentioned above (1 low and 5 high).

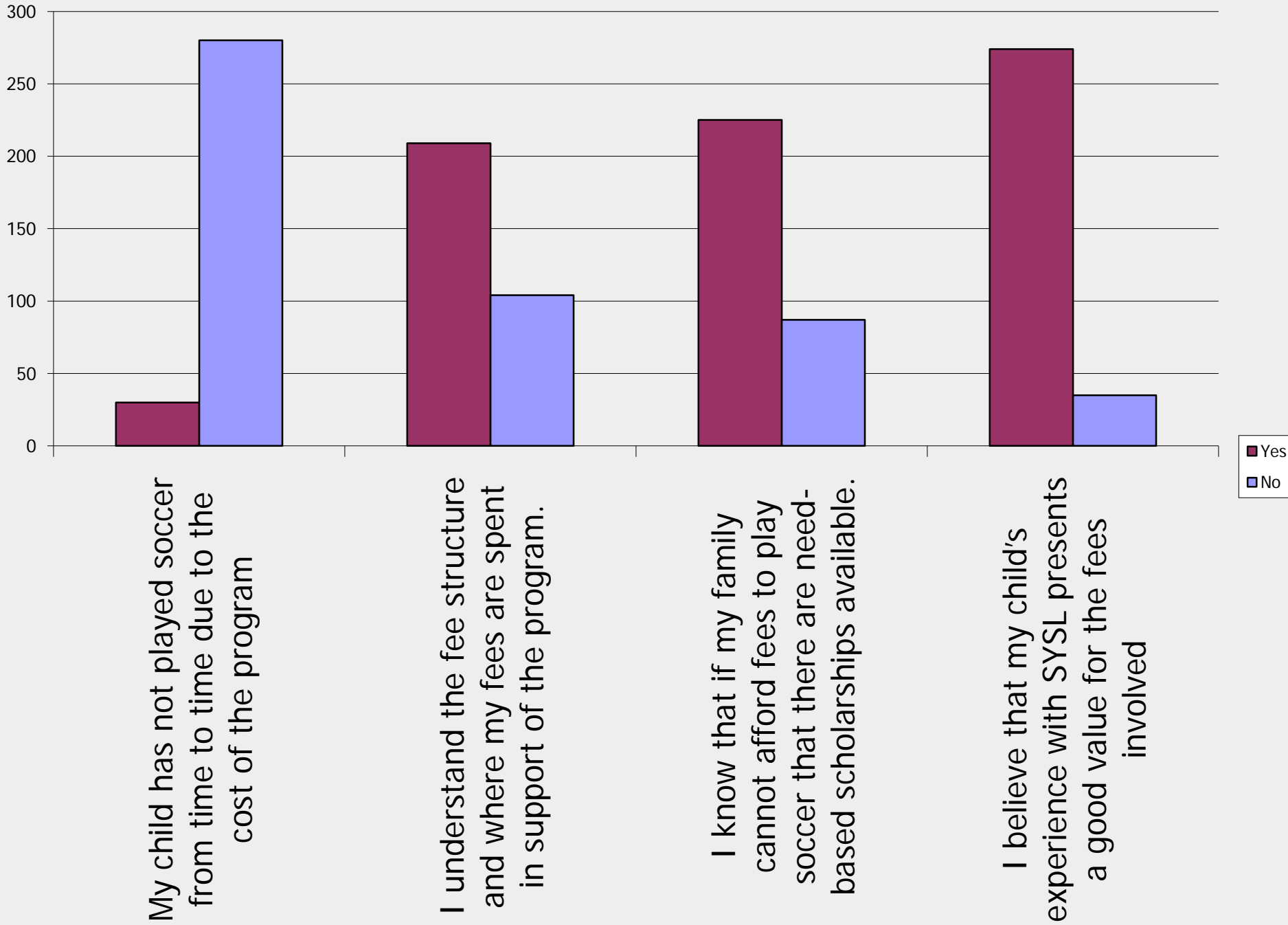


Please answer "Yes" or "No" to the following questions:

Answer Options	Yes	No	Response Count
My child has not played soccer from time to time due to the cost of the program	30	280	310
I understand the fee structure and where my fees are spent in support of the program.	209	104	313
I know that if my family cannot afford fees to play soccer that there are need-based scholarships available.	225	87	312
I believe that my child's experience with SYSL presents a good value for the fees involved	274	35	309
	<i>answered question</i>		<b>314</b>
	<i>skipped question</i>		<b>203</b>



Please answer "Yes" or "No" to the following questions:



Please answer the following questions on the 5 point scale mentioned above (1 low and 5 high).

Answer Options	1	2	3	4	5	Response Count
I followed the SYSL Code of Conduct during the season, as provided on the registration form and on the league website	1	1	32	71	200	305
My child followed the SYSL Code of Conduct during the season, as provided on the registration form and on the league website	1	2	27	69	206	305
My child's House Division experience has positively affected his/her self esteem	6	11	59	111	117	304
My child's House Division experience has increased his/her love of the game	8	14	52	112	117	303
<i>answered question</i>						<b>309</b>
<i>skipped question</i>						<b>208</b>



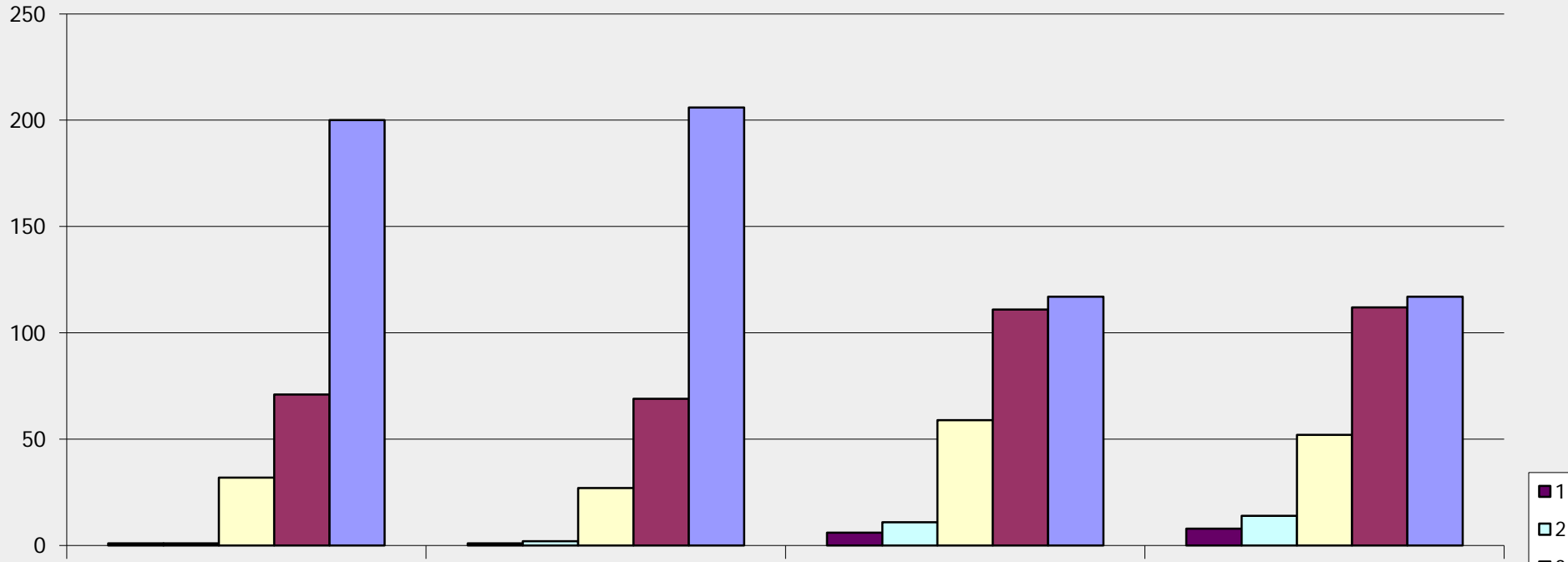
Please answer the following questions on the 5 point scale mentioned above (1 low and 5 high).

I followed the SYSL Code of Conduct during the season, as provided on the registration form and on the league website

My child followed the SYSL Code of Conduct during the season, as provided on the registration form and on the league website

My child's House Division experience has positively affected his/her self esteem

My child's House Division experience has increased his/her love of the game



Please answer "Yes" or "No" to the following

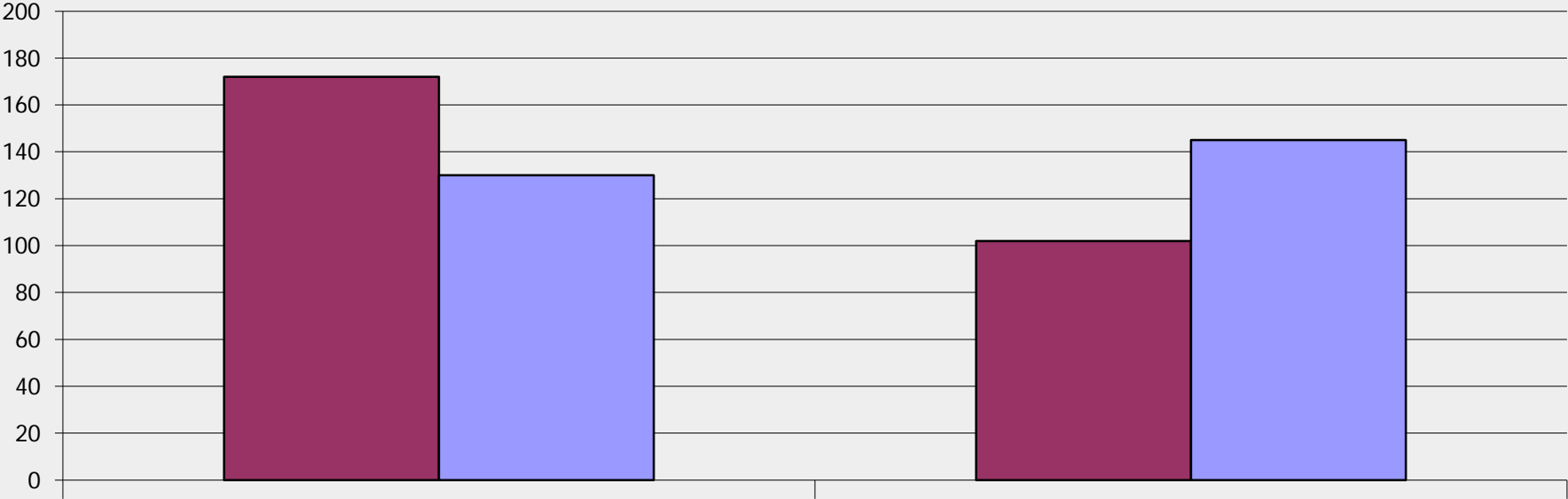
Answer Options	Yes	No	Response Count
I am aware that League funded Quality Touch training is offered for all Division 1 Mixed and Girls Division 1	172	130	302
If aware of the above, my child participated on a regular basis	102	145	247
	<i>answered question</i>		<b>302</b>
	<i>skipped question</i>		<b>215</b>



Please answer "Yes" or "No" to the following

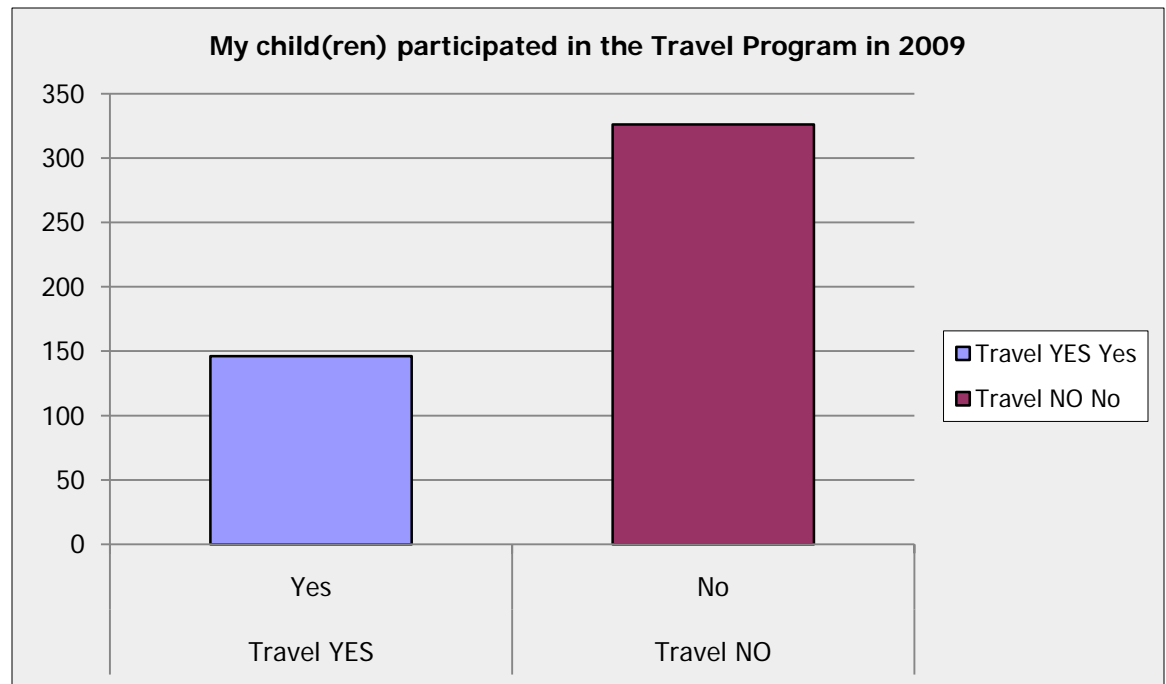
I am aware that  
League funded  
Quality Touch  
training is offered  
for all Division 1  
Mixed and Girls  
Division 1

If aware of the  
above, my child  
participated on a  
regular basis



### My child(ren) participated in the Travel Program in 2009

Answer Options	Response Percent	Response Count
Travel YES	30.9%	146
Travel NO	69.1%	326
<i>answered question</i>		<b>472</b>
<i>skipped question</i>		<b>45</b>

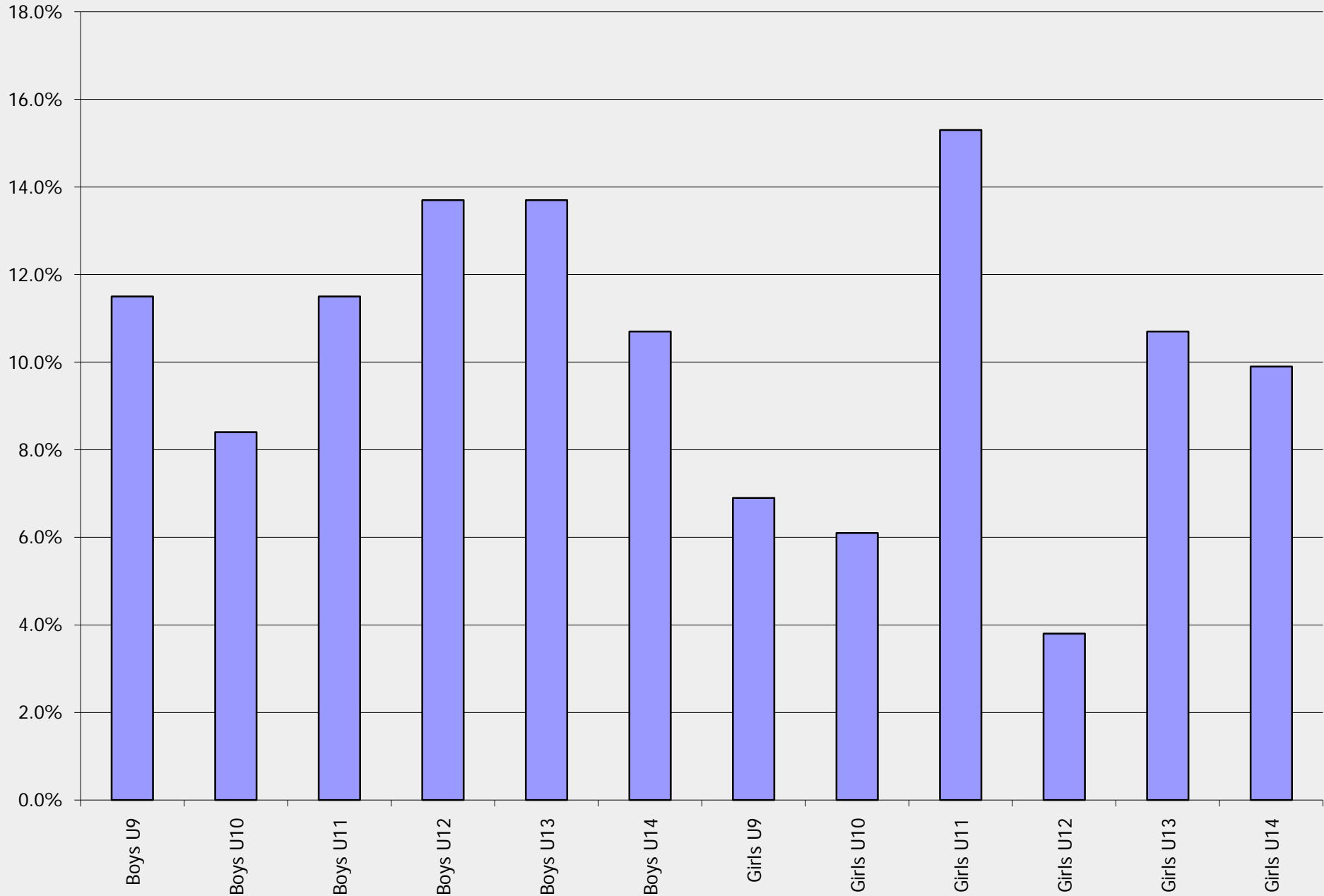


If your child(ren) were in the Travel Soccer program: My child(ren) were in the following travel soccer teams (please mark the team(s) your child(ren) was/were in at the end of the fall season). Check all that apply:

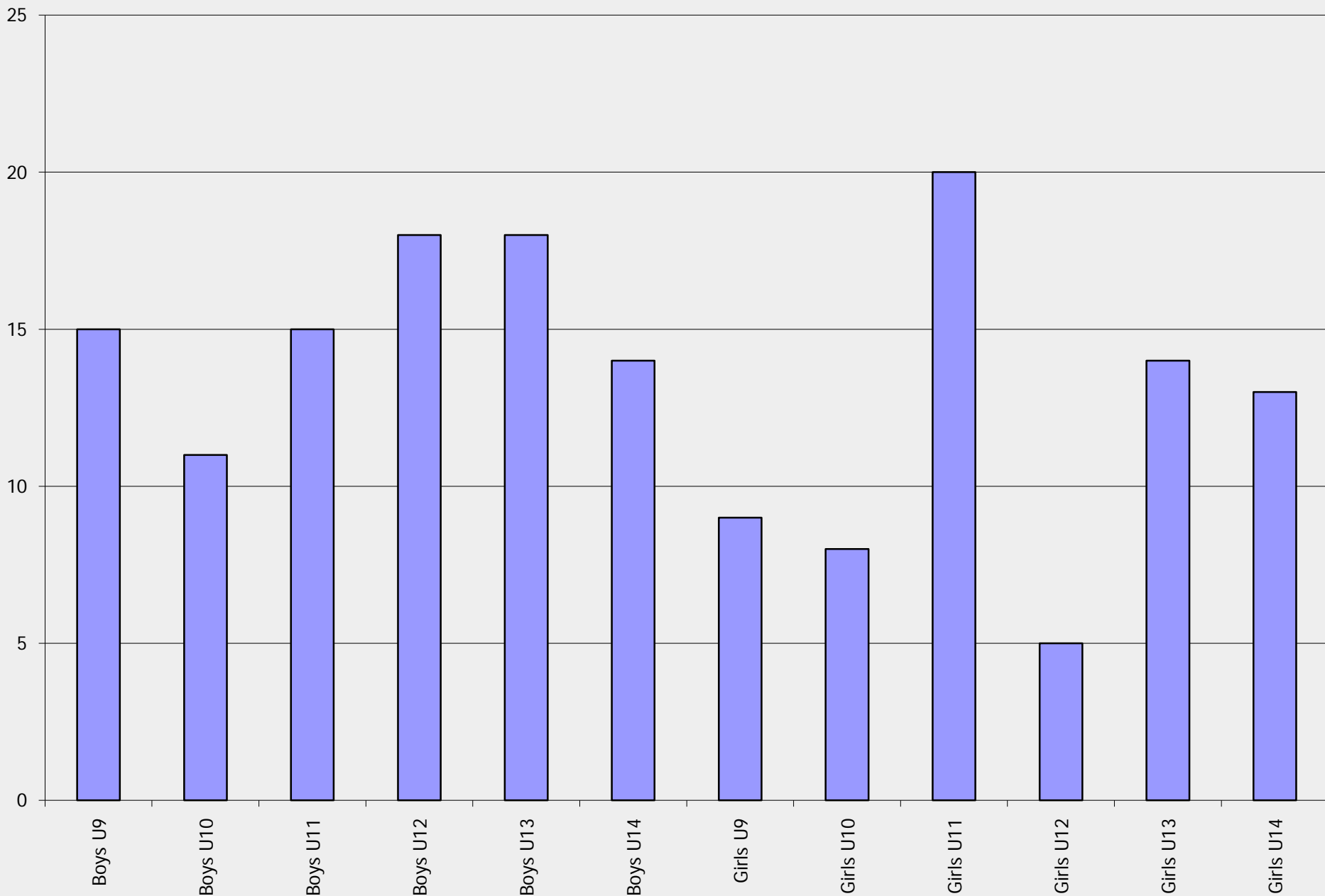
Answer Options	Response Percent	Response Count
Boys U9	11.5%	15
Boys U10	8.4%	11
Boys U11	11.5%	15
Boys U12	13.7%	18
Boys U13	13.7%	18
Boys U14	10.7%	14
Girls U9	6.9%	9
Girls U10	6.1%	8
Girls U11	15.3%	20
Girls U12	3.8%	5
Girls U13	10.7%	14
Girls U14	9.9%	13
<i>answered question</i>		<b>131</b>
<i>skipped question</i>		<b>386</b>



**If your child(ren) were in the Travel Soccer program: My child(ren) were in the following travel soccer teams (please mark the team(s) your child(ren) was/were in at the end of the fall season). Check all that apply: (Percentages)**

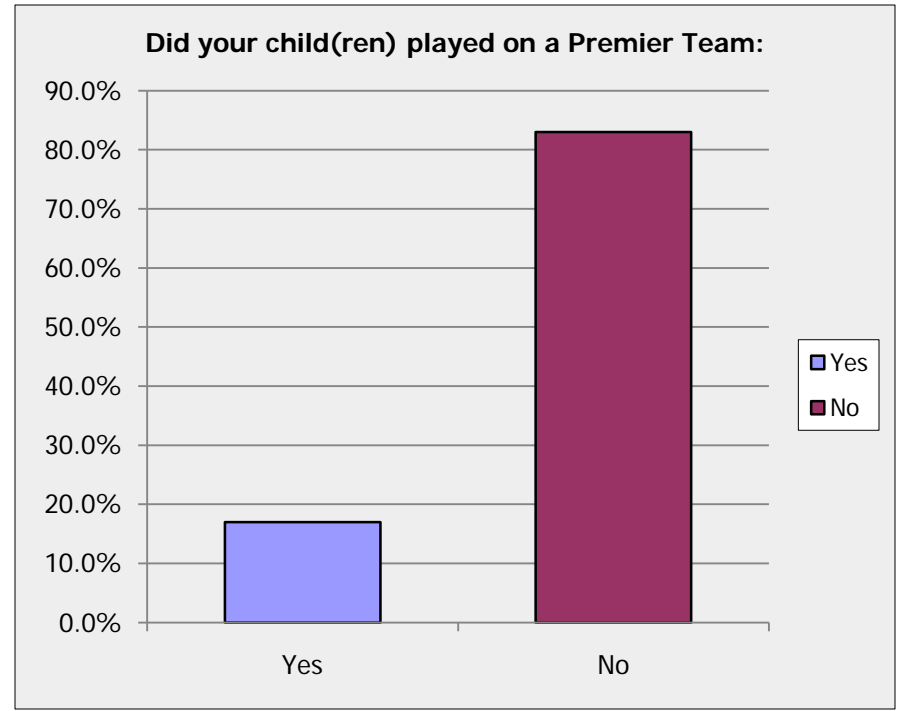
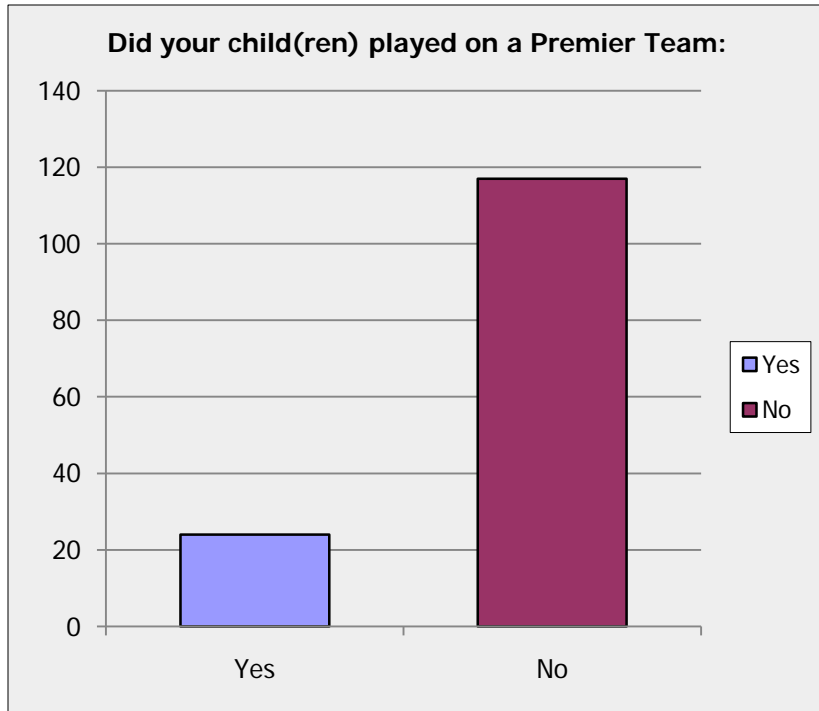


**If your child(ren) were in the Travel Soccer program: My child(ren) were in the following travel soccer teams (please mark the team(s) your child(ren) was/were in at the end of the fall season). Check all that apply: (Absolute #'s)**



**Did your child(ren) played on a Premier Team:**

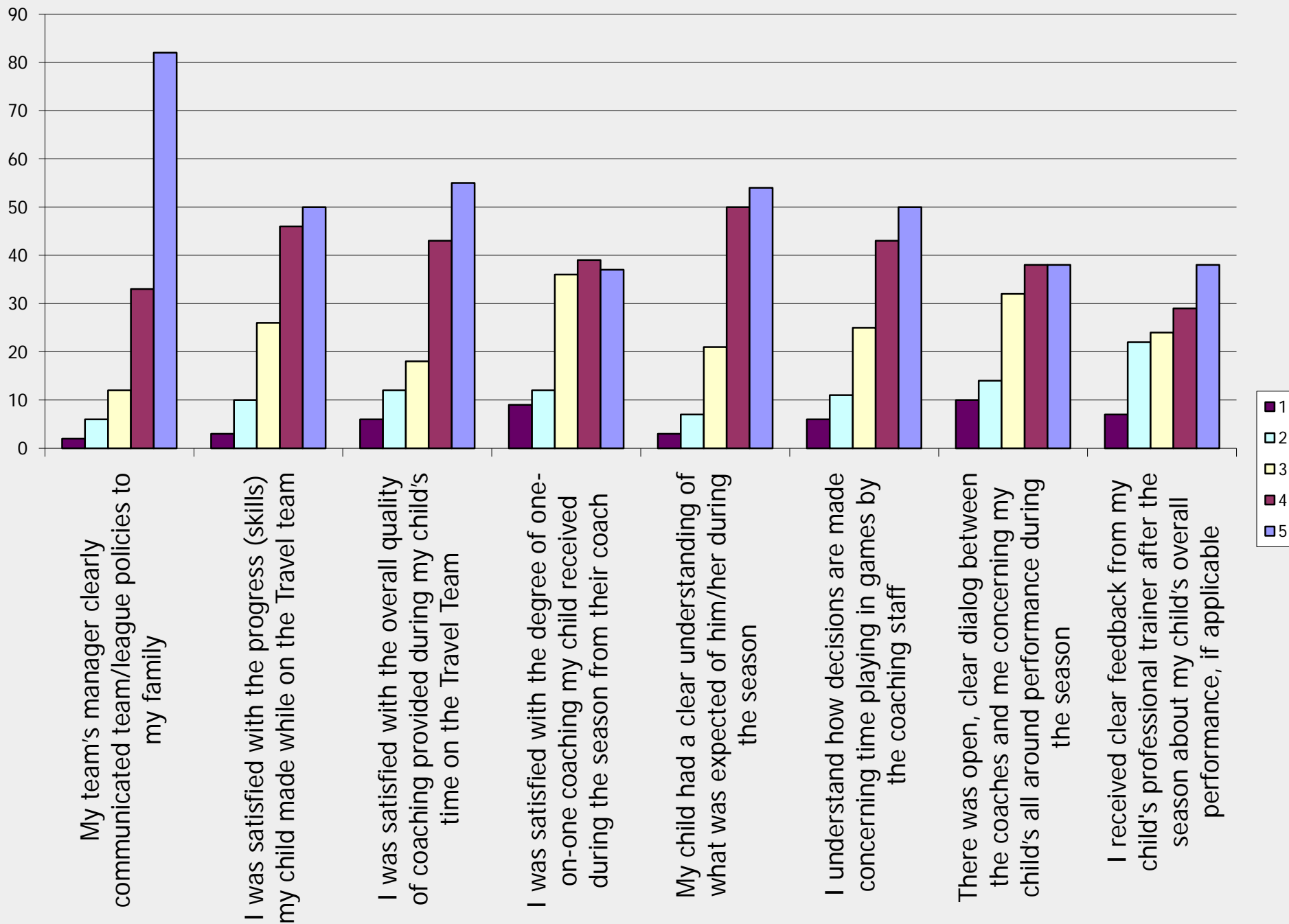
Answer Options	Response Percent	Response Count
Yes	17.0%	24
No	83.0%	117
<i>answered question</i>		<b>141</b>
<i>skipped question</i>		<b>376</b>



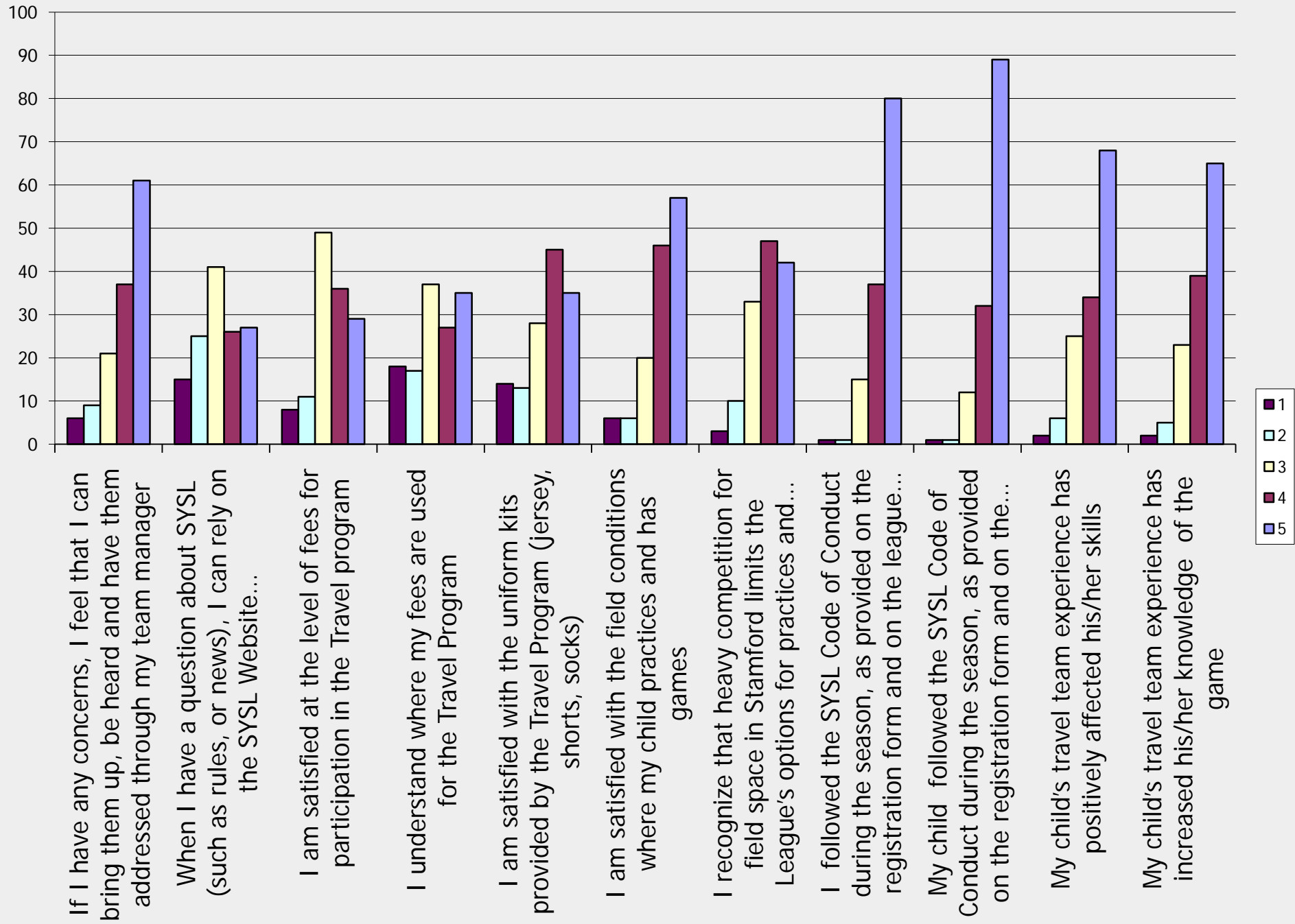
Answer Options	1	2	3	4	5	Response Count	Mean
My team's manager clearly communicated team/league policies to my family	2	6	12	33	82	135	4.39
I was satisfied with the progress (skills) my child made while on the Travel team	3	10	26	46	50	135	3.96
I was satisfied with the overall quality of coaching provided during my child's time on the Travel Team	6	12	18	43	55	134	3.96
I was satisfied with the degree of one-on-one coaching my child received during the season from their coach	9	12	36	39	37	133	3.62
My child had a clear understanding of what was expected of him/her during the season	3	7	21	50	54	135	4.07
I understand how decisions are made concerning time playing in games by the coaching staff	6	11	25	43	50	135	3.89
There was open, clear dialog between the coaches and me concerning my child's all around performance during the season	10	14	32	38	38	132	3.61
I received clear feedback from my child's professional trainer after the season about my child's overall performance, if applicable	7	22	24	29	38	120	3.58
If I have any concerns, I feel that I can bring them up, be heard and have them addressed through my team manager	6	9	21	37	61	134	4.03

When I have a question about SYSL (such as rules, or news), I can rely on the SYSL Website (www.stamfordsoccer.org) for up to date and reliable information.	15	25	41	26	27	134	3.19
I am satisfied at the level of fees for participation in the Travel program	8	11	49	36	29	133	3.50
I understand where my fees are used for the Travel Program	18	17	37	27	35	134	3.33
I am satisfied with the uniform kits provided by the Travel Program (jersey, shorts, socks)	14	13	28	45	35	135	3.55
I am satisfied with the field conditions where my child practices and has games	6	6	20	46	57	135	4.05
I recognize that heavy competition for field space in Stamford limits the League's options for practices and games	3	10	33	47	42	135	3.85
I followed the SYSL Code of Conduct during the season, as provided on the registration form and on the league website	1	1	15	37	80	134	4.45
My child followed the SYSL Code of Conduct during the season, as provided on the registration form and on the league website	1	1	12	32	89	135	4.53
My child's travel team experience has positively affected his/her skills	2	6	25	34	68	135	4.19
My child's travel team experience has increased his/her knowledge of the game	2	5	23	39	65	134	4.19

Please pick a score between 1 and 5 (5 high).



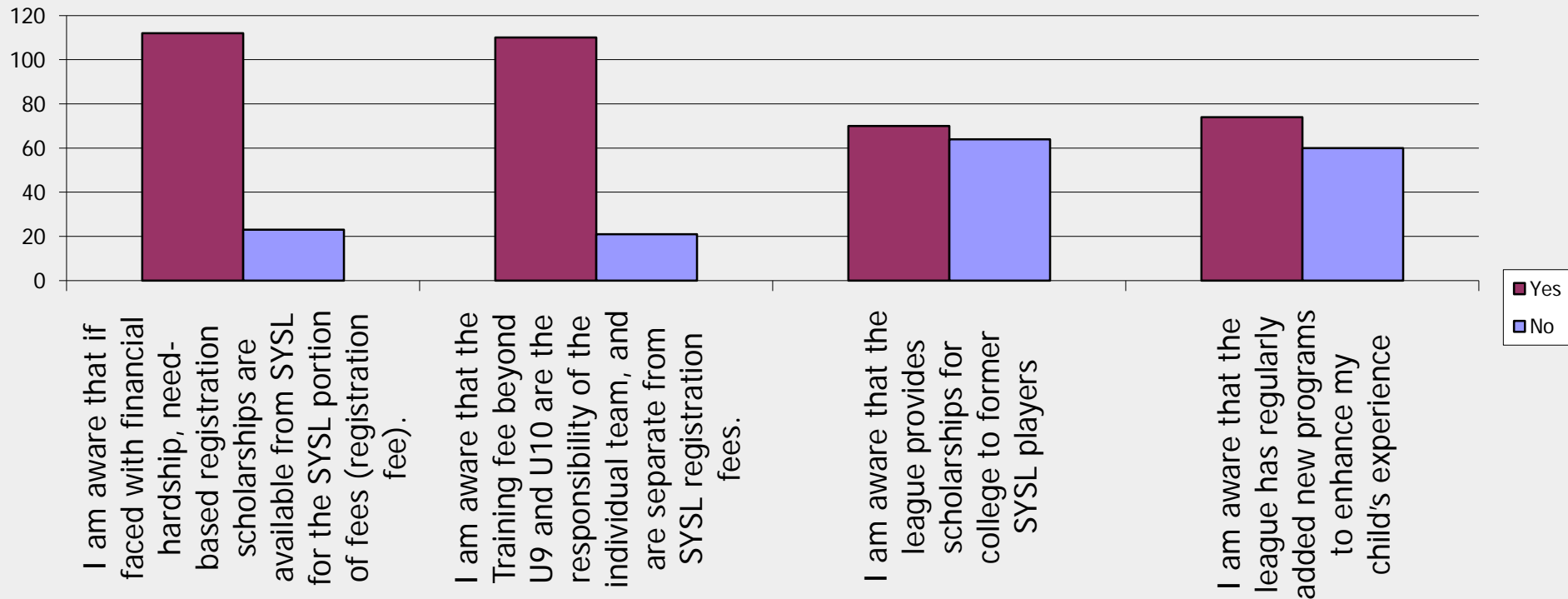
Please pick a score between 1 and 5 (5 high).



Please reply "Yes" or "No" to the questions below:

Answer Options	Yes	No	Response Count
I am aware that if faced with financial hardship, need-based registration scholarships are available from SYSL for the SYSL portion of fees (registration fee).	112	23	135
I am aware that the Training fee beyond U9 and U10 are the responsibility of the individual team, and are separate from SYSL registration fees.	110	21	131
I am aware that the league provides scholarships for college to former SYSL players	70	64	134
I am aware that the league has regularly added new programs to enhance my child's experience	74	60	134
	<i>answered question</i>		<b>135</b>
	<i>skipped question</i>		<b>382</b>

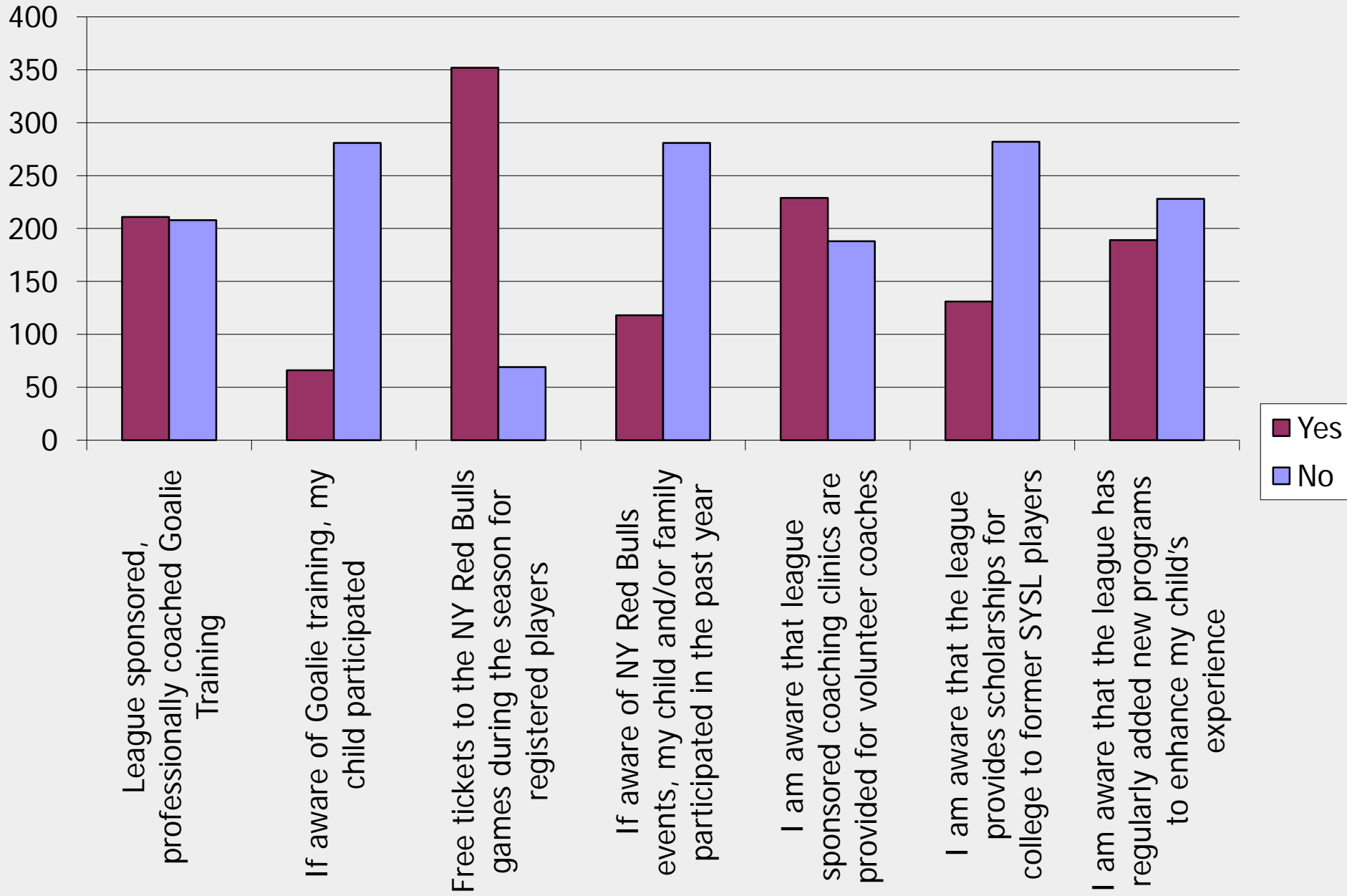
Please reply "Yes" or "No" to the questions below:



## I am aware of special programs provided by to participants by SYSL including the following

Answer Options	Yes	No	Response Count
League sponsored, professionally coached Goalie Training	211	208	419
If aware of Goalie training, my child participated	66	281	347
Free tickets to the NY Red Bulls games during the season for registered players	352	69	421
If aware of NY Red Bulls events, my child and/or family participated in the past year	118	281	399
I am aware that league sponsored coaching clinics are provided for volunteer coaches	229	188	417
I am aware that the league provides scholarships for college to former SYSL players	131	282	413
I am aware that the league has regularly added new programs to enhance my child's experience	189	228	417
	<i>answered question</i>		<b>421</b>
	<i>skipped question</i>		<b>96</b>

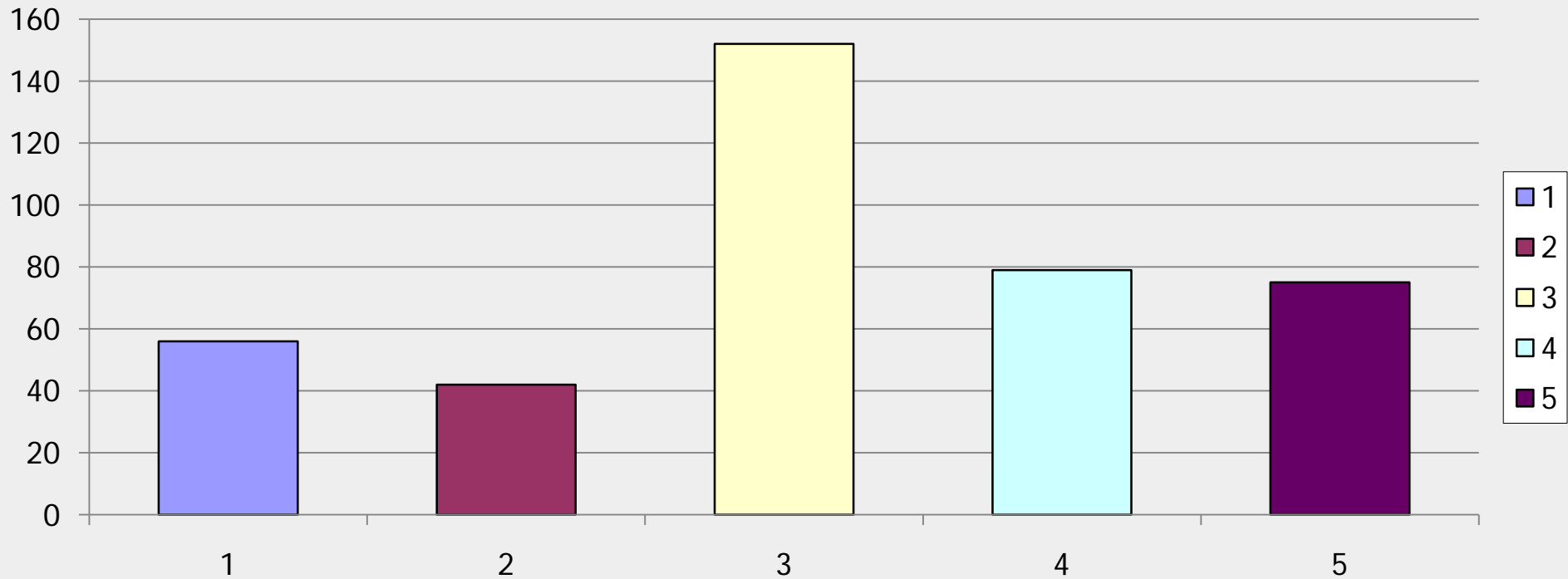
# I am aware of special programs provided by to participants by SYSL including the following



I like the idea of an annual dinner with prominent guests to honor SYSL players, coaches and referees that also acts as a college scholarship fundraiser for former SYSL registrants

Answer Options	Response Percent	Response Count
1	13.9%	56
2	10.4%	42
3	37.6%	152
4	19.6%	79
5	18.6%	75
<i>answered question</i>		<b>404</b>
<i>skipped question</i>		<b>113</b>

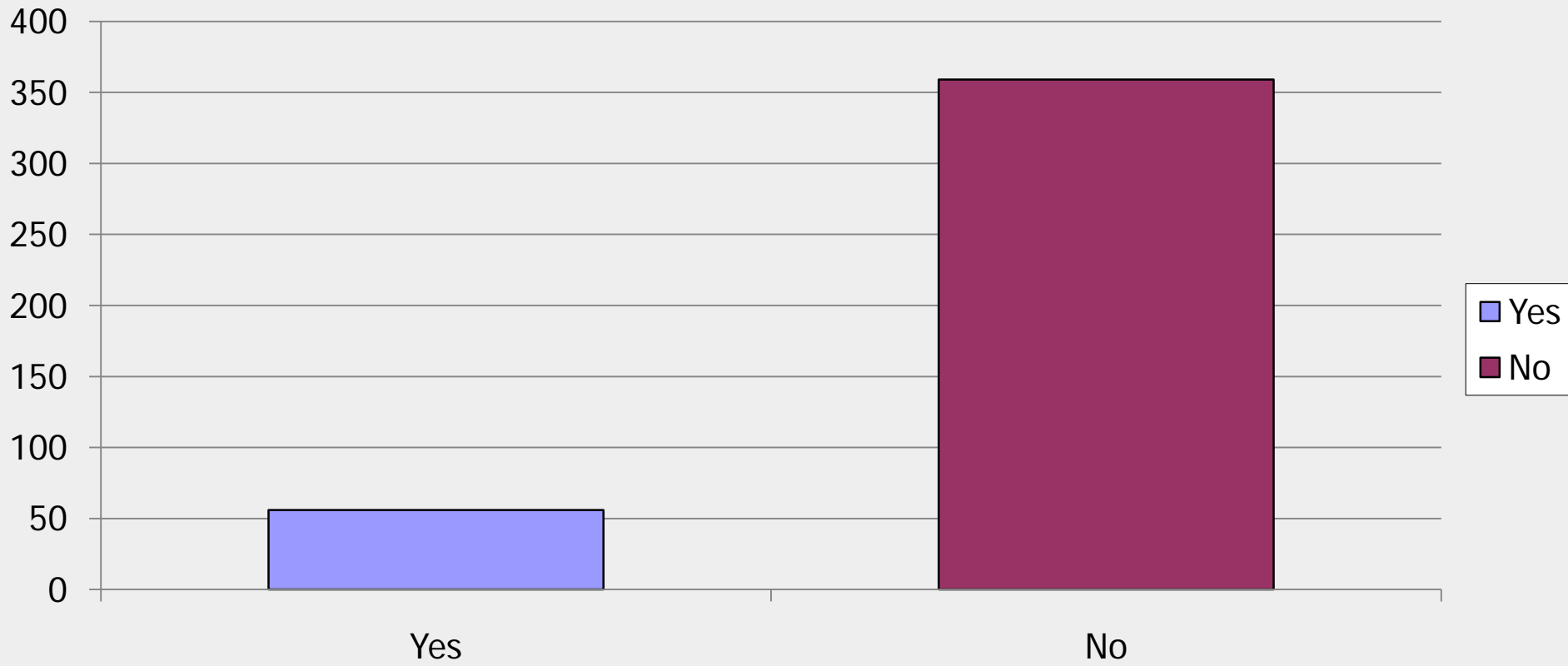
I like the idea of an annual dinner with prominent guests to honor SYSL players, coaches and referees that also acts as a college scholarship fundraiser for former SYSL registrants



**My spouse and/or I have personally attended the SYSL annual dinner.**

Answer Options	Response Percent	Response Count
Yes	13.5%	56
No	86.5%	359
<i>answered question</i>		<b>415</b>
<i>skipped question</i>		<b>102</b>

My spouse and/or I have personally attended the SYSL annual dinner.

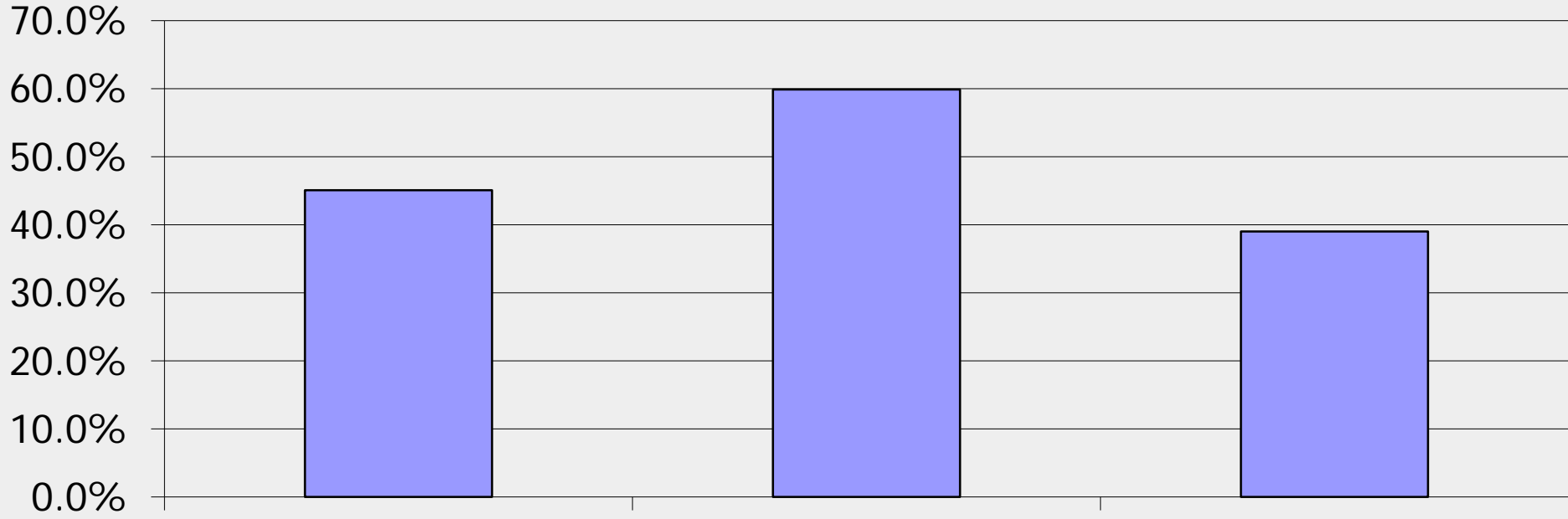


**SYSL currently has about \$150,000 in its capital fund, which was begun in the hope that we would have the opportunity to improve playing conditions at our fields. Although we now have some new turf fields, we still have additional field requirements. Other artificial fields are shared with other youth sports and / or Board of Education programs . We would like the guidance of league families in deciding how to go forward with this fund. Please choose as many of the following as you feel would be good uses of the funds (please click all that apply):**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Continue to build the fund as we look for a private field location where we could co-invest in turf in exchange for permanent sharing of the field with a private party. (Example: a private school.)	45.1%	162
Continue to build the fund as we look for a site where we could put up a bubble or other structure for year-round play.	59.9%	215
Utilize the existing fund to attempt to build a concession, rest rooms and storage at West Beach.	39.0%	140
I would like to see the money used for the following:		70
	<i>answered question</i>	<b>359</b>
	<i>skipped question</i>	<b>158</b>



## SYSL currently has about \$150,000 in its capi



Continue to build the fund as we look for a private field location where we could co-invest in turf in exchange for permanent sharing of the field with a private party. (Example: a private school.)

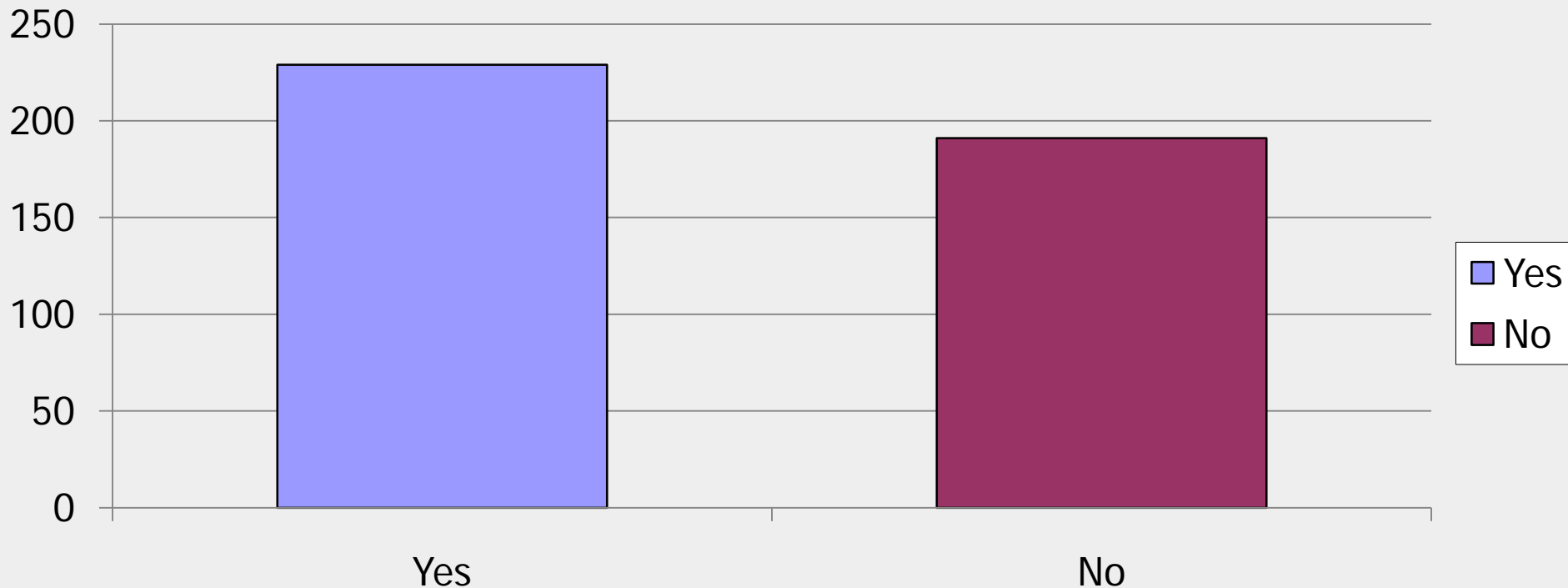
Continue to build the fund as we look for a site where we could put up a bubble or other structure for year-round play.

Utilize the existing fund to attempt to build a concession, rest rooms and storage at West Beach.

I am aware that SYSL supports over 2000 children per year which encompass over 200 individual teams per year for ages 4-18 within the Stamford Community.

Answer Options	Response Percent	Response Count
Yes	54.5%	229
No	45.5%	191
<i>answered question</i>		<b>420</b>
<i>skipped question</i>		<b>97</b>

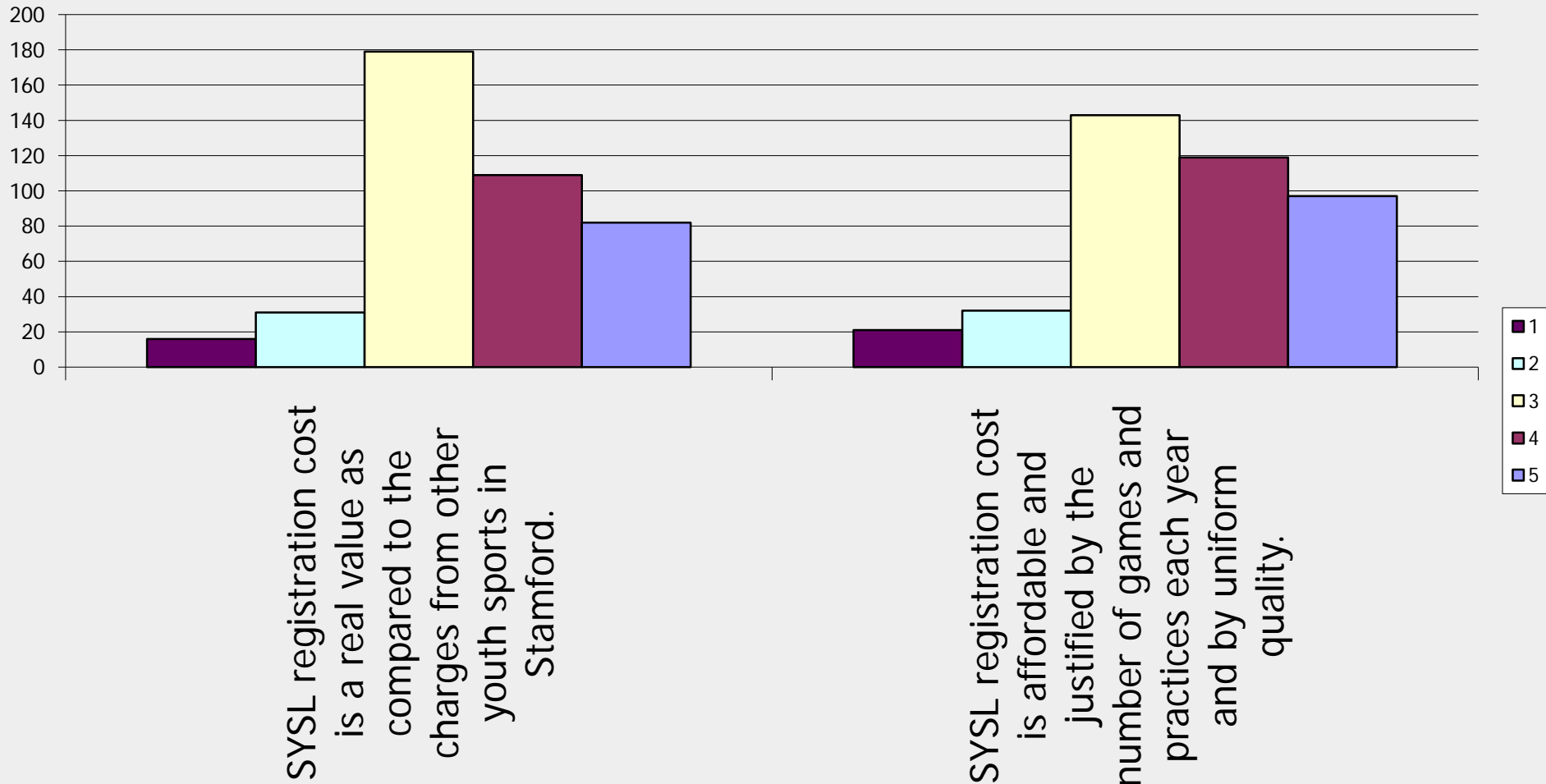
I am aware that SYSL supports over 2000 children per year which encompass over 200 individual teams per year for ages 4-18 within the Stamford Community.



With regards to SYSL Registration Fees (for either Travel or House) (please use the same five point scale as in previous questions - 1 low/3 neutral/5 high)

Answer Options	1	2	3	4	5	Response Count
SYSL registration cost is a real value as compared to the charges from other youth sports in Stamford.	16	31	179	109	82	417
SYSL registration cost is affordable and justified by the number of games and practices each year and by uniform quality.	21	32	143	119	97	412
<i>answered question</i>						419
<i>skipped question</i>						98

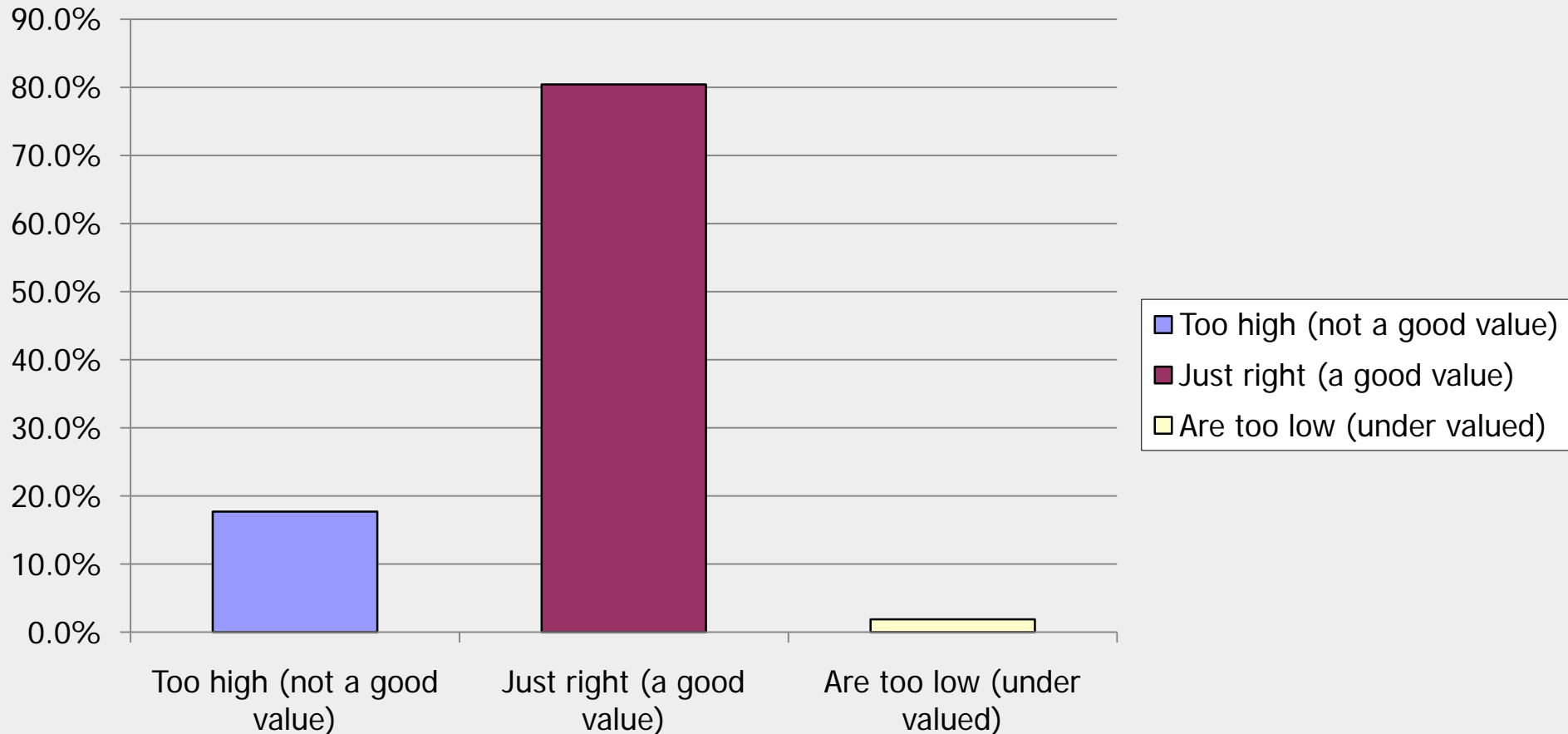
With regards to SYSL Registration Fees (for either Travel or House) (please use the same five point scale as in previous questions - 1 low/3 neutral/5 high)



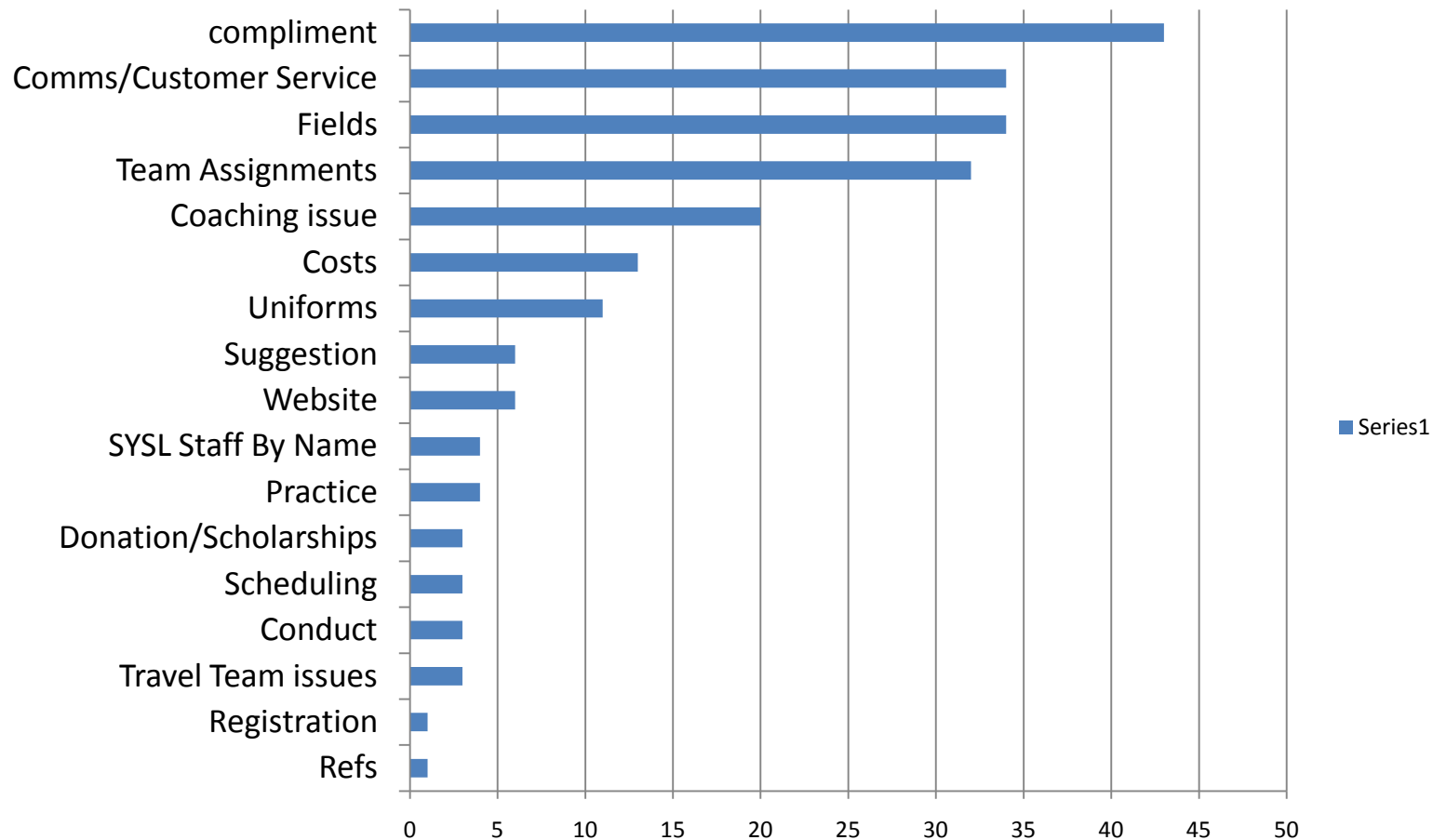
Please consider the following statement: I believe that SYSL registration fees are currently:

Answer Options	Response Percent	Response Count
Too high (not a good value)	17.7%	75
Just right (a good value)	80.4%	340
Are too low (under valued)	1.9%	8
<i>answered question</i>		<b>423</b>
<i>skipped question</i>		<b>94</b>

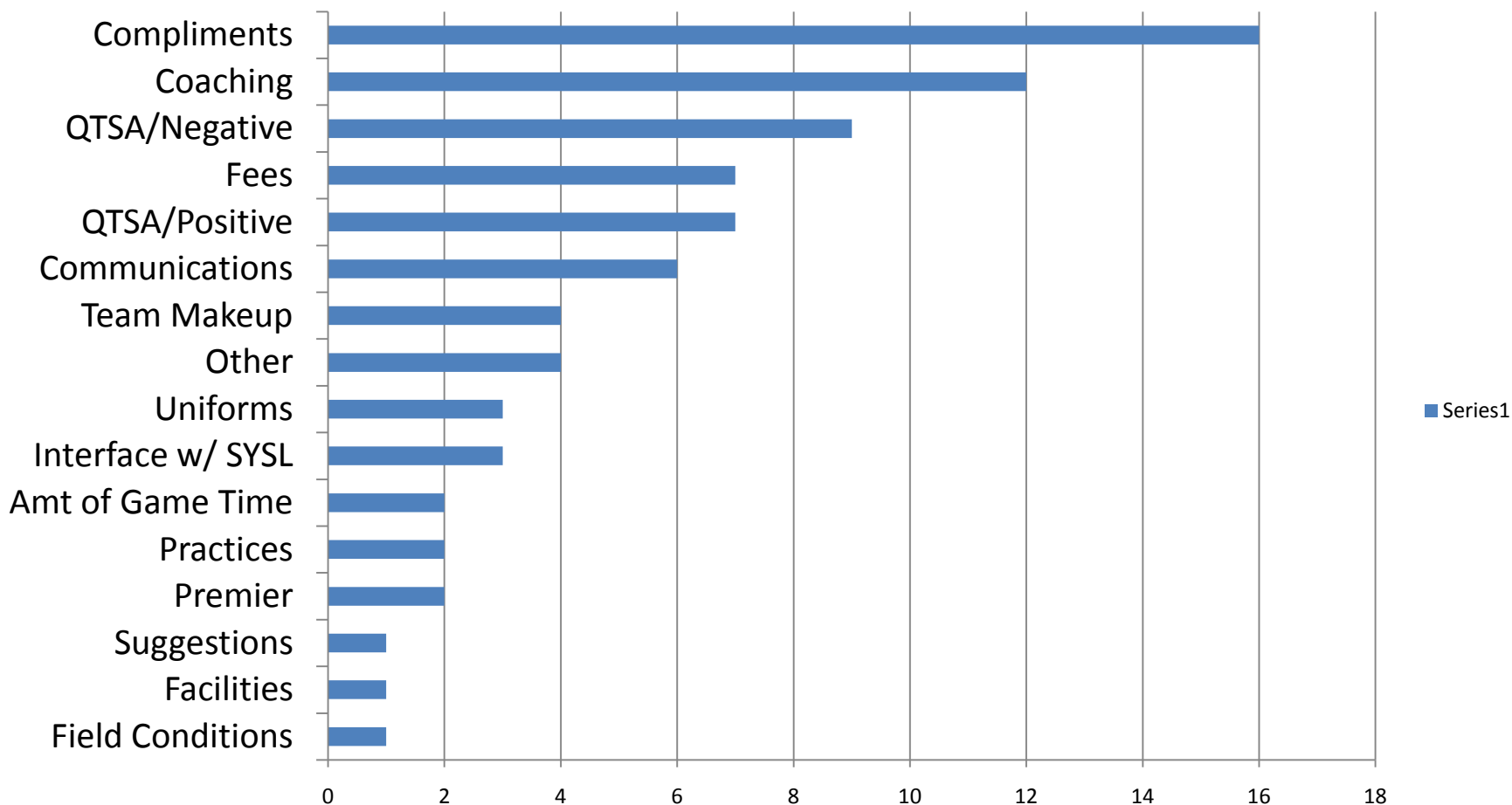
Please consider the following statement: I believe that SYSL registration fees are currently:



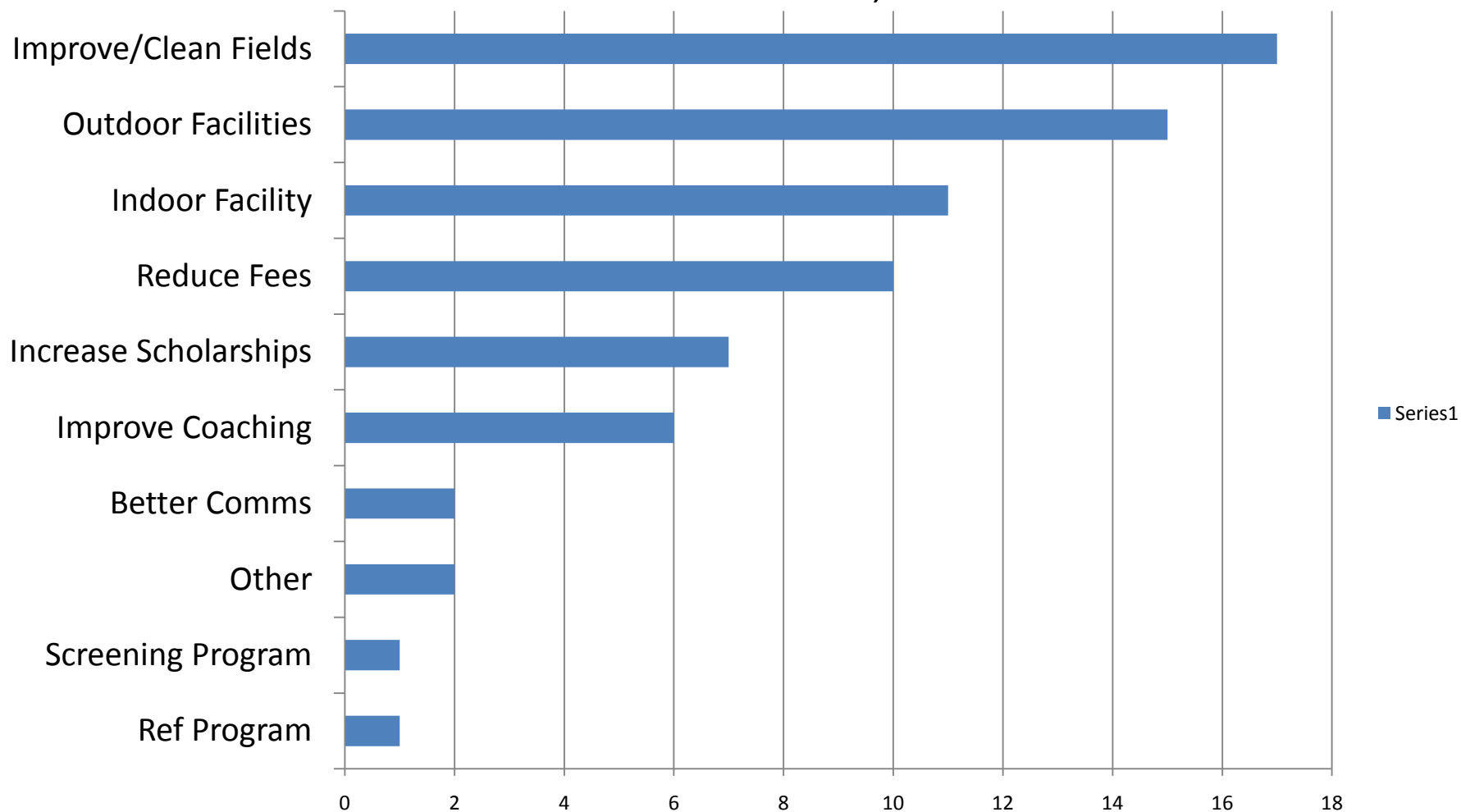
# Issues from Text Responses: House Free Text, n=158



# Issues from Text Responses: Travel Comments – n=48



## Issues from Text Responses: What to do with excess funds comments, n=70



# Issues from Text Responses: Last Question Comments n=86

