



Peterborough Youth Soccer Club (PYSC)

Results of the survey of families and coaches
2024 outdoor season

Survey created and analyzed by Jay Fitzsimmons, PYSC Secretary

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The survey

PYSC emailed a survey to all players' families and coaches after the 2024 outdoor season.

The goal was to learn their perspectives on what's working well and what could be improved with the club. We're proud of our club (and based on your responses you are too!), and we want to continually improve.

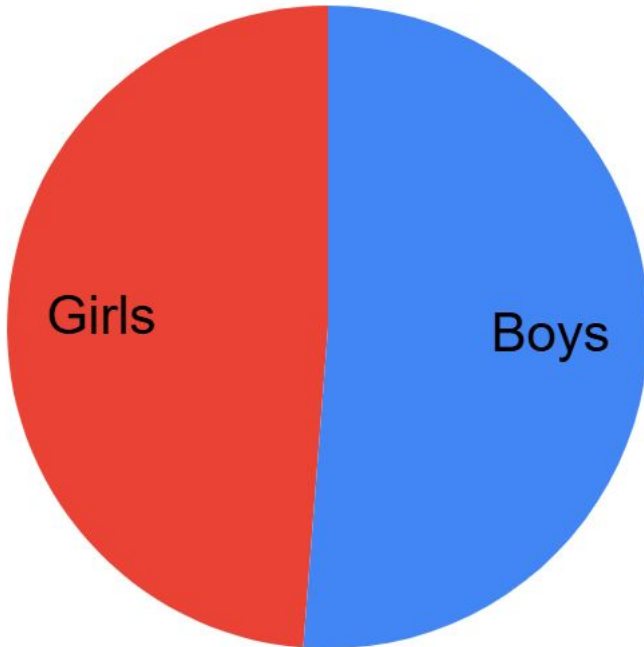
Thank you to all 162 families and coaches who took the time to fill out the survey!

See the end (slides 18-24) for how we'll try to improve based on your feedback.

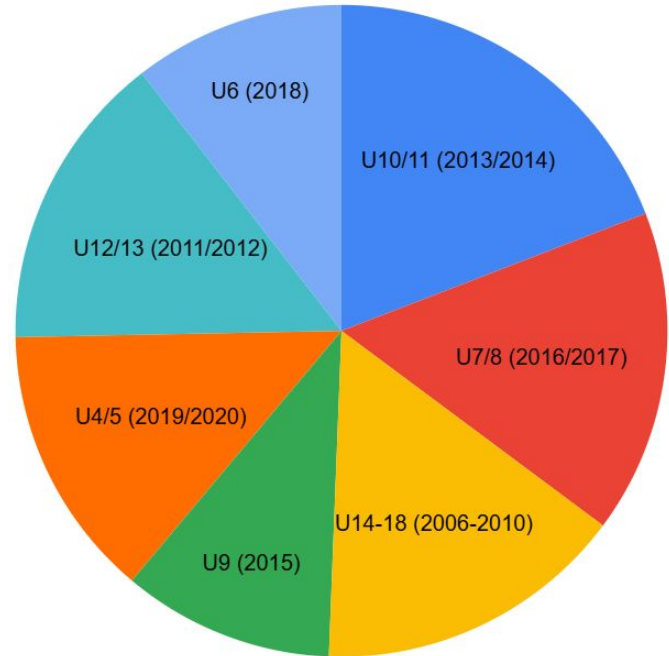


Lots of responses across age-gender divisions

Player's gender division



Player's age division (with birth years)

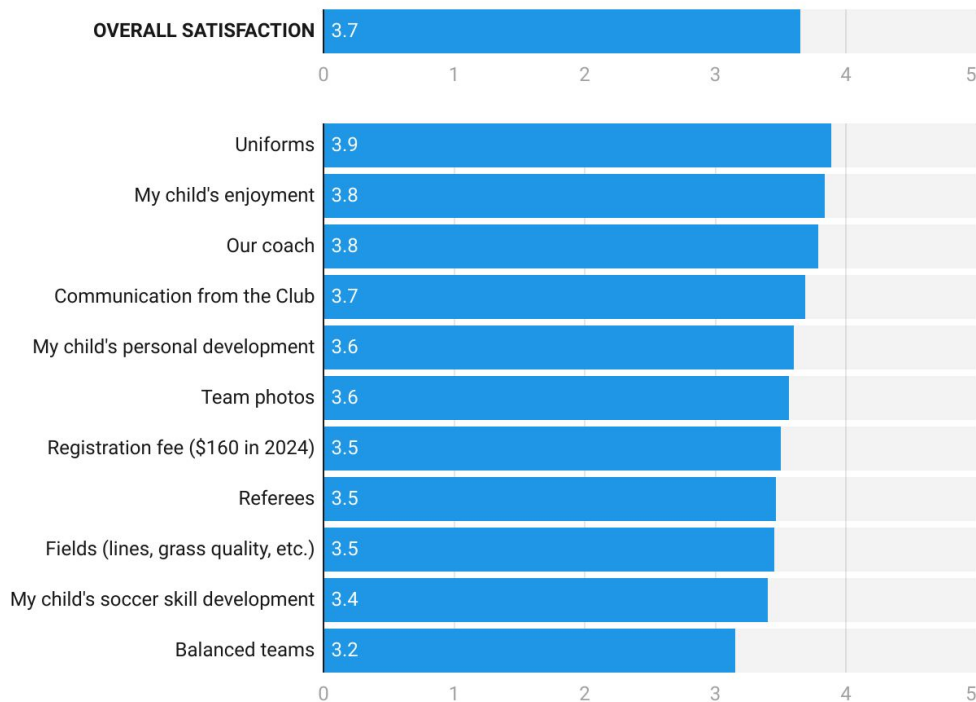


Families' satisfaction



Season satisfaction by players' families

How satisfied were families with aspects of the season?



Families were satisfied overall (3.7/5).

Things rated highly include: Uniforms, coaches, club communication, and kids' joy and development.

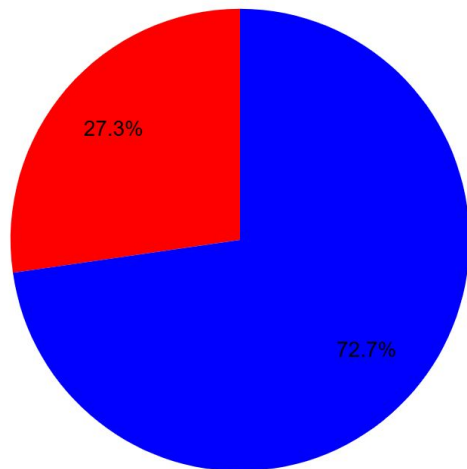
Families were less satisfied with team balancing (i.e., some teams were much better than others).

Tournament/playoffs format preference

Most people like the current format, especially at the younger ages.

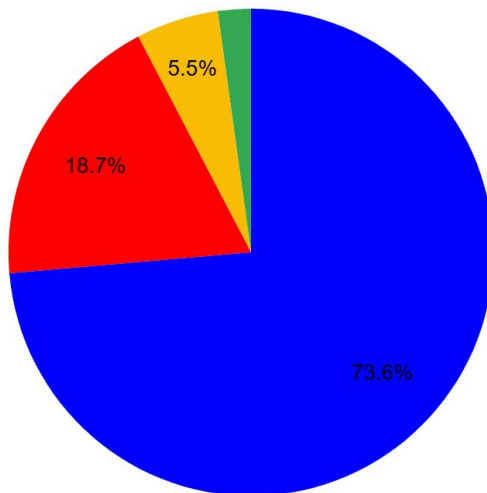
For U12-U18 divisions about one third of respondents want to replace the final weekend playoffs with something during regular season weekly timeslots.

U4/5 age divisions



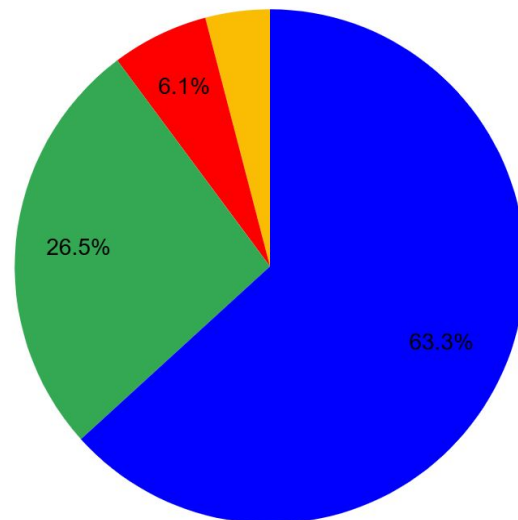
- Current format (2 short games on a weekend day)
- No U5 Day. Final half-game and pizza.

U6-U11 age divisions



- Current format (2 short games on a weekend day)
- No All Winners Tournament. Final half-game and pizza.
- Other
- No All Winners Tournament. Play final game, no pizza.

U12-U18 age divisions



- Current format (2-3 short playoff games on a weekend day)
- Make final few games of season the playoffs.
- No playoffs. Pizza after final regular season game.
- Other

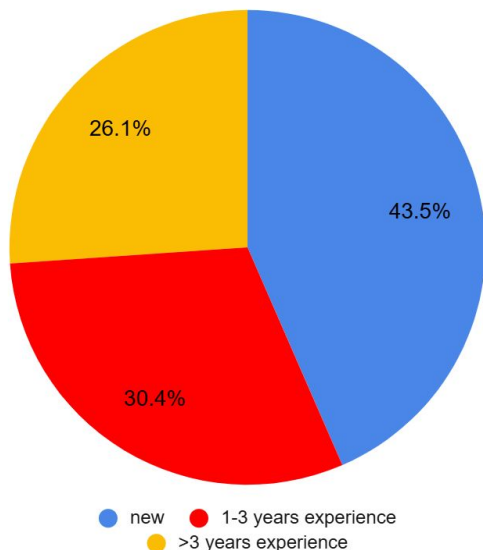
Coaches



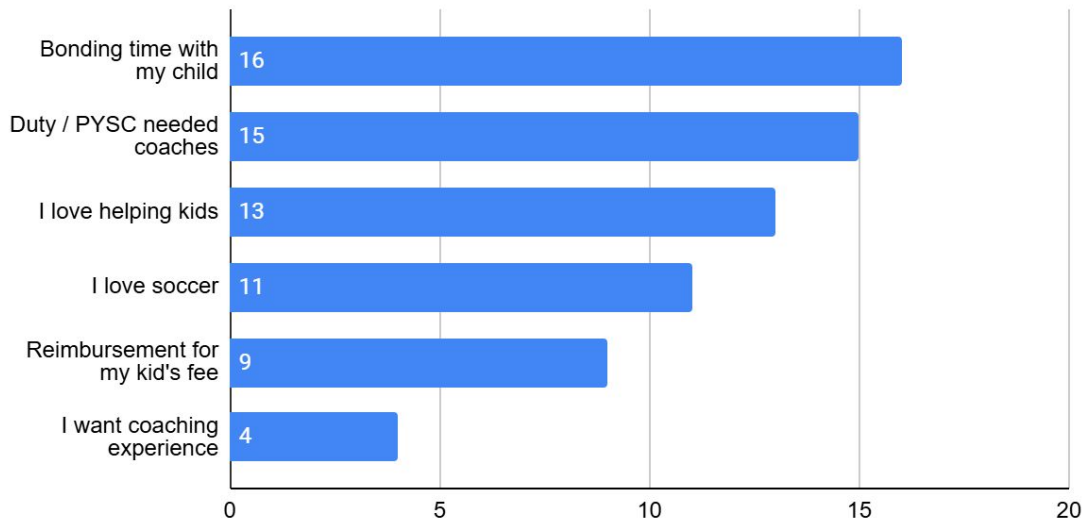
Who are our coaches and why do they do it?

Three quarters of coaches are either brand new or fairly new.
Coaches volunteer for intrinsic reasons (e.g., sense of duty, they love helping kids).
Bonding time with their own kid was the most common motivation.

Coaching experience prior to this season



Why did you volunteer to coach?



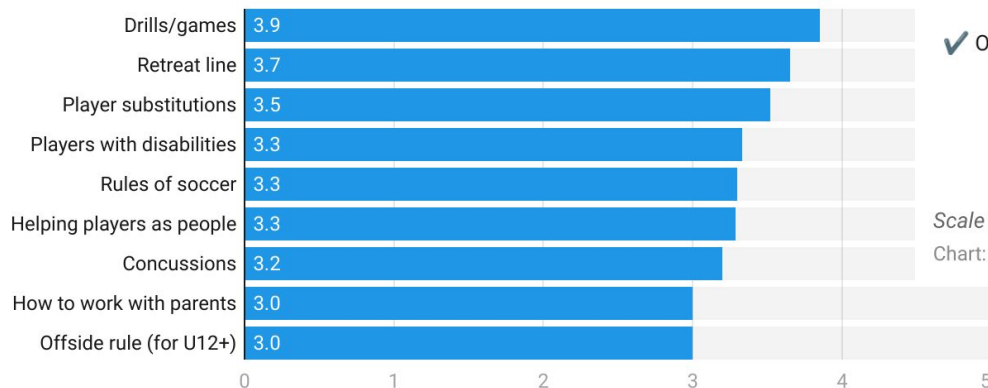
Respondents (23 coaches; each could choose multiple motivations)

What do coaches want?

For their pre-season training session coaches want lots of topics covered, especially drills/games. The retreat line is a common source of confusion, so it's not surprising coaches want it covered.

Coaches OVERWHELMINGLY want First Aid kits provided as part of their team gear.

What topics do coaches want covered in their training session?



Scale of 1-5 with higher values for more wanted.

Chart: Peterborough Youth Soccer Club (Jay Fitzsimmons) • Created with Datawrapper

What do coaches want provided to them?

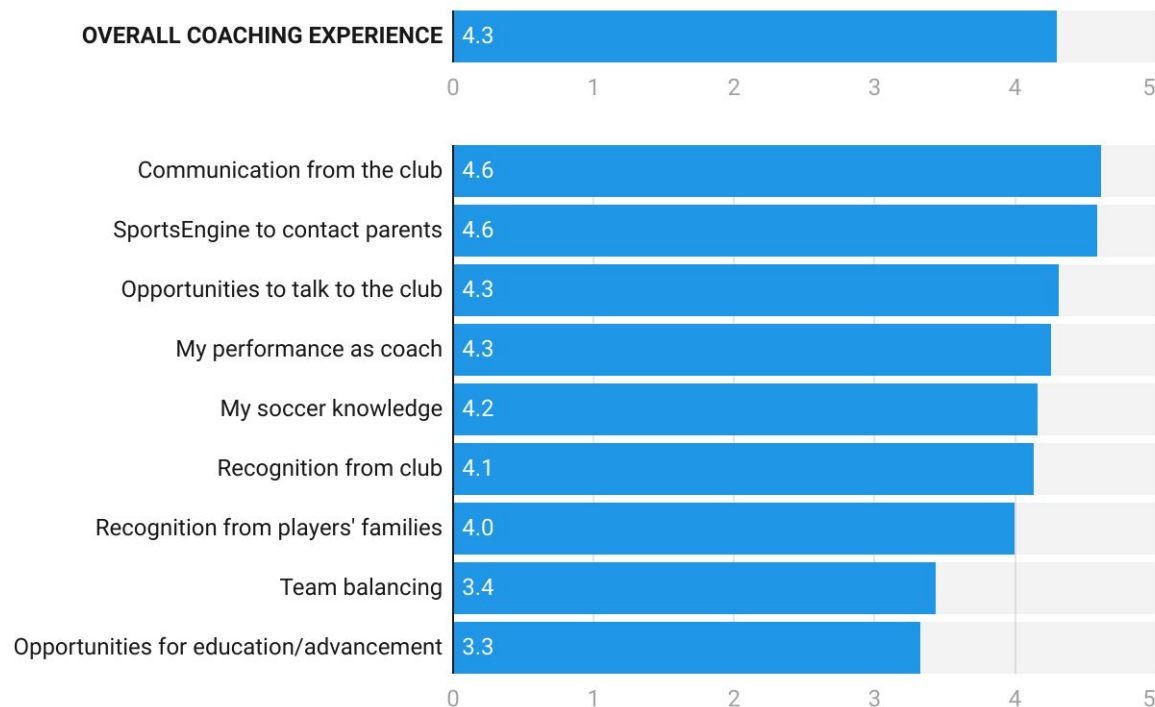


Scale of 1-5 with higher values for more wanted.

Chart: Peterborough Youth Soccer Club (Jay Fitzsimmons) • Created with Datawrapper

What did coaches like?

Coach satisfaction with...



Coaches rated their overall satisfaction as 4.3 / 5. 😊

Coaches are very happy with Club communication and with SportsEngine.

Coaches were very satisfied with their performance as coach. This is impressive considering how many were fairly new to coaching.

There was less satisfaction for team balancing and opportunities for education/advancement.

Training Sessions



In 2024 for the first time we provided technical training sessions. They were held every other Saturday morning at Eastgate (near Beavermead) and run by coaches from the Peterborough City Soccer Association (i.e., the rep club PYSC is affiliated with). There was no added cost. We were keen to hear families' feedback on this initiative.

For those who attended training sessions, what did you like?

How satisfied were attendees with the following aspects of training sessions?

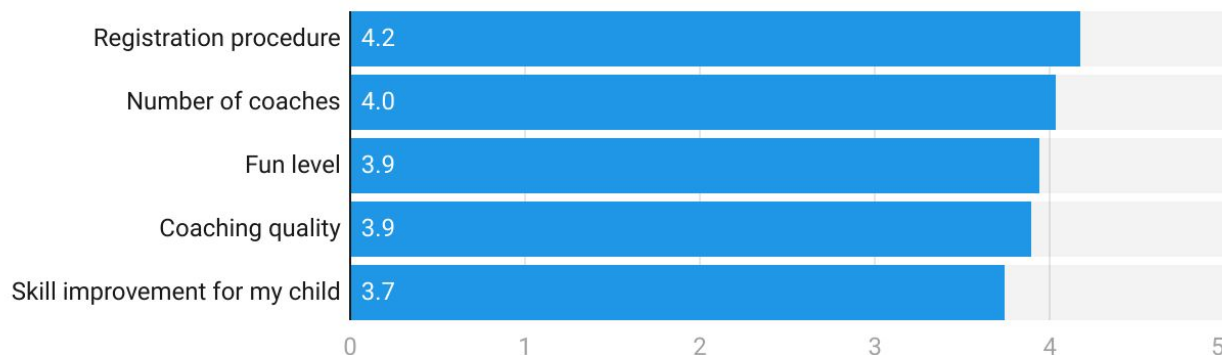


Chart: Peterborough Youth Soccer Club (Jay Fitzsimmons) • Created with Datawrapper

Those who attended training sessions liked them.

"Training was great, could see the progression in games with skills."

U5 Boys family

"Please offer this again, it was a great addition."

U6 Boys family

"Would be nice to be able to select what dates to register for instead of registering and it being for all the sessions."

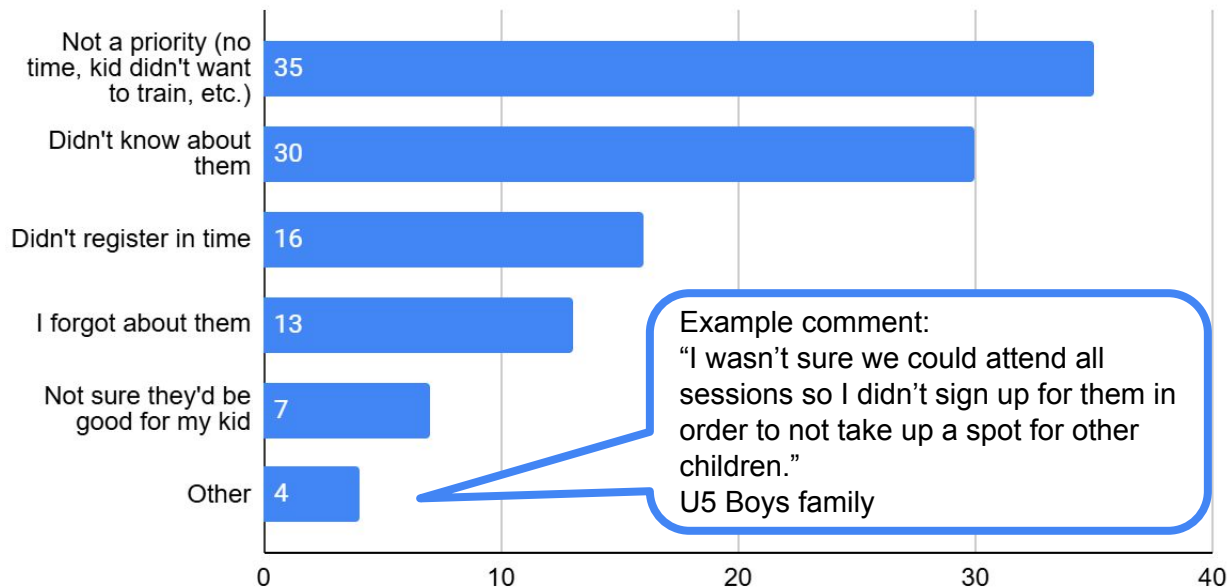
U8 Boys family

"With it being summer there are always planned vacations that may conflict. If parents can opt out of certain sessions then possibly more children will be able to participate."

U13 Girls family

For those who didn't attend training sessions ... why not?

For those who didn't attend sessions, why not?



Respondents (each family could choose multiple reasons)

Some families didn't register for training sessions because they chose not to (e.g., not a fit for their kid, no time, etc.). That's ok.

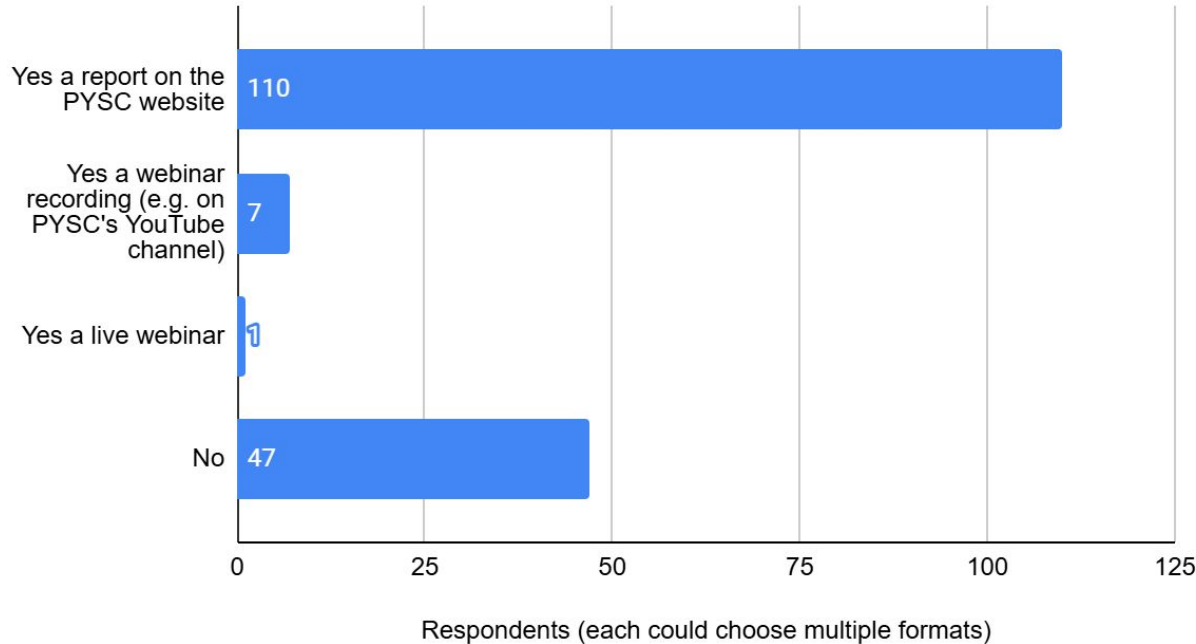
Some families didn't attend because they didn't know about them, didn't register in time, or simply forgot.

Comments



Sharing survey results

Would you want to see the results of this survey?



Most survey respondents want its results shared on the PYSC website.

**You want it, you got it.
Thank you for taking the time to share your input!**

Examples of free-form comments

The PYSC Board reviewed all comments. Thanks to everyone for the feedback!

"Great organization other than team balancing issues."

U11 girl's family

"Maybe shorten the season and people would stay interested in bringing their kids to the games for the whole season."

U9 boys coach

"I was fortunate to have a great group of boys this season & had an excellent experience coaching for my 1st time."

U9 boys coach

"I think it would be better if the team photos were not held on a long weekend."

U11 girl's family

"There was a lot more participation and a chance to get the ball when the teams had 3 players on the field at a time rather than 4."

U5 boy's family

"I have been so impressed with the coaches my son had last summer, over winter, and this summer - they are great role models."

U11 boy's family

Action!

**How PYSC is
changing in
response to
your feedback**



What we've learned. What we'll improve.



Coaches

Good:

- Coaches feel appreciated, supported, and enjoy their experience.

We'll try to improve:

- Provide First Aid kits for coaches.
- Cover more topics in coach training session.

Club

Good:

- Club communication.
- Most families like the current format for end-of-year tournament/playoffs.
- Kids had fun and families were happy.

We'll try to improve:

- We won't change the season end date after registration.
- Team balancing.

Refs

Good:

- Overall good refs..

We'll try to improve:

- Make rules cards.
- Mark retreat lines.

Training sessions

Good:

- Families liked them.

We'll try to improve:

- Communication about sessions.

Team balancing

What we heard	What we'll do
<p>Some teams are way better than others. Balance them better.</p>	<p>Create balanced teams from the start</p> <ul style="list-style-type: none">• We try! When we create teams we try to evenly spread players by age and player rating.• We receive player rating forms from most coaches but not all. These ratings help us create balanced teams. We will not reimburse coaches unless they submit their player rating form.• We'll digitize player ratings data. This will allow more seasons' ratings to be used at once, and might allow different submission and balancing methods. <p>And balance teams early in the season if they turn out to be uneven</p> <ul style="list-style-type: none">• Faster submission of game results (U13-18) so we can quickly see if balancing is required. This year we've changed our score-uploading process (with SportsEngine) to be faster.• Improve coaches' and parents' cooperation with balancing decisions by communicating the need for team balancing.• Improved communication with U11 and younger that we don't keep score or balance those ages. If coaches feel imbalance they should contact Convenor to request good/bad waitlist players.

Refs

What we heard	What we'll do
Some referees are inconsistent.	Pilot test making a card-sized laminated cheat-sheet of rules for PYSC age divisions, to give to refs.
	Instruct coaches of appropriate age divisions to put cones at $\frac{1}{3}$ field marks for consistent retreat lines.
	Consider a field marshal role at Kinsmen for at least the first few weeks of U5 games (mostly new refs). To answer questions from parents, coaches, and refs.

Coaches

What we heard	What we'll do
From parents: Some coaches could be better	<ul style="list-style-type: none">• New: Optional coach training sessions (free) during the first three technical training sessions for PYSC players.• Cover more topics in the pre-season coach orientation (on equipment pickup day).
From coaches: The club doesn't have many coach-development options	
Coaches want First Aid kits	We'll provide First Aid kits to coaches (to be returned at the end of the season).

Season length and game cancellations

What we heard	What we'll do
Misunderstandings about who's allowed to cancel a game (e.g., from weather).	Communicate game cancellation policy more clearly and broadly. Cancellation decisions are made by the club late in the day to prevent unnecessary cancellations.
Some comments wanting a shorter season.	Add this question to the next survey, to learn what season length parents want.

Fields

What we heard	What we'll do
Criticism of fields' size and conditions, number of players allowed on the field, etc.	Communicate about what the club can and can't control.
	Ask the line-marker to mark $\frac{1}{3}$ up the field where coaches should place retreat line cones (for applicable fields).
	Explore adding port-o-potties for Crestwood / James Strath and St. Teresa's.

Technical training sessions for players

What we heard	What we'll do
Some parents want practices.	<ul style="list-style-type: none">Broadly communicate technical training sessions to encourage sign-ups. They're basically practices with development coaches from our rep soccer affiliate Peterborough City Soccer Club.Communicate with coaches that many fields are open before games for pre-game practice time.
Some parents didn't enrol their kids in training sessions because they didn't know about them.	
Families that attended training sessions loved them.	

Playoffs and Ron Thompson All-Winners Tournament

What we heard	What we'll do
Comment wanting to learn who Ron Thompson was.	We'll post a profile about him on the PYSC website (his daughter is a PYSC Board member so she'll gladly write it up).
Requests for more games at the tournament.	Sorry, we can't add more games without splitting it into multiple locations and/or dates, which has its own issues.

Uniforms

What we heard	What we'll do
Some coaches want a PYSC Coach shirt.	We'll order them this season.
Some players' uniforms don't fit.	<p>We cannot collect players' size info during registration because uniform orders must be completed well in advance of the season.</p> <p>We'll ask coaches to only hand out uniforms once most players have arrived, so they can allocate sizes appropriately. Don't hand out jerseys based on players' number preferences (numbers escalate with size).</p> <p>We'll provide extra (sponsor-free) uniforms to players who desperately need them (e.g., their uniform is WAY too small/big). Players/families should ask the coach, who will contact PYSC. We'll tell coaches about this.</p>
Some team colours are too similar.	We're improving colour selection every year, as we learn which colours look similar in person even when they look distinct online.

Team photos

What we heard	What we'll do
Don't take team photos on a holiday	No more team photos on holidays. And no team photos during the first 3 weeks of the season when rosters are in flux (for U7 and older).