

FCR Adult Survey Results

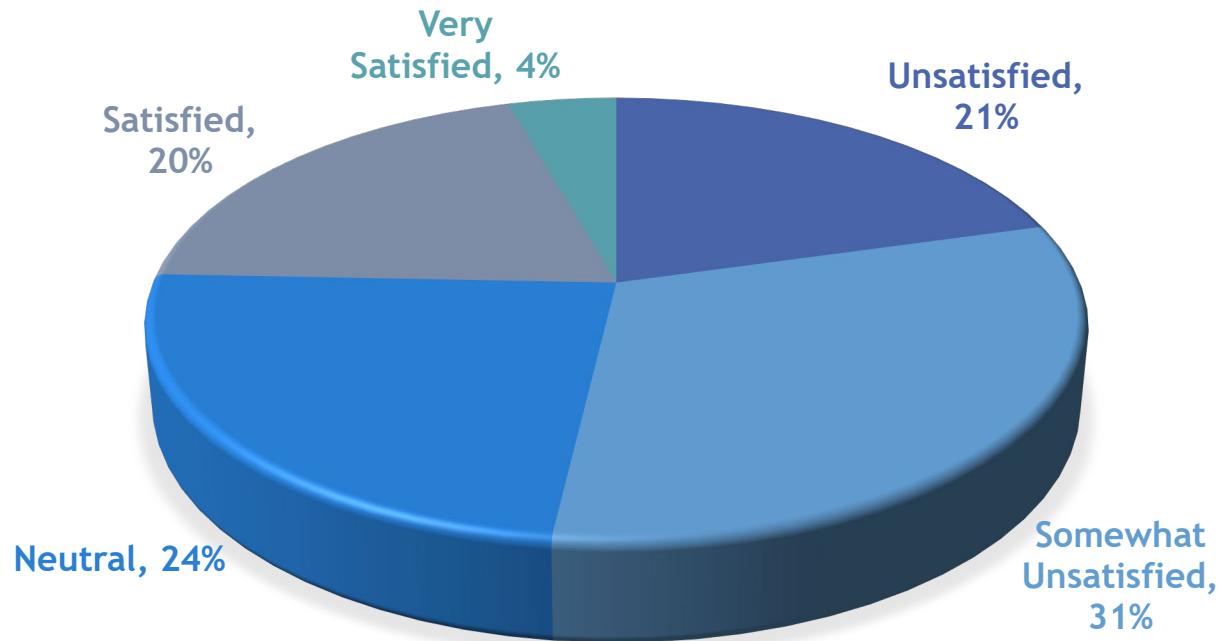
Prepared for Adult League Committee (ALC)

Survey overview

- ▶ In June FCR collaborated with the ALC to design a short survey for past and current adult league player.
- ▶ The objective of the survey was to gather feedback and insights from the adult league.
- ▶ The survey was open from June 21st - July 4th 2023
- ▶ It was sent to 957 potential respondents
- ▶ Total respondents were 161 representing 16.8% response rate*

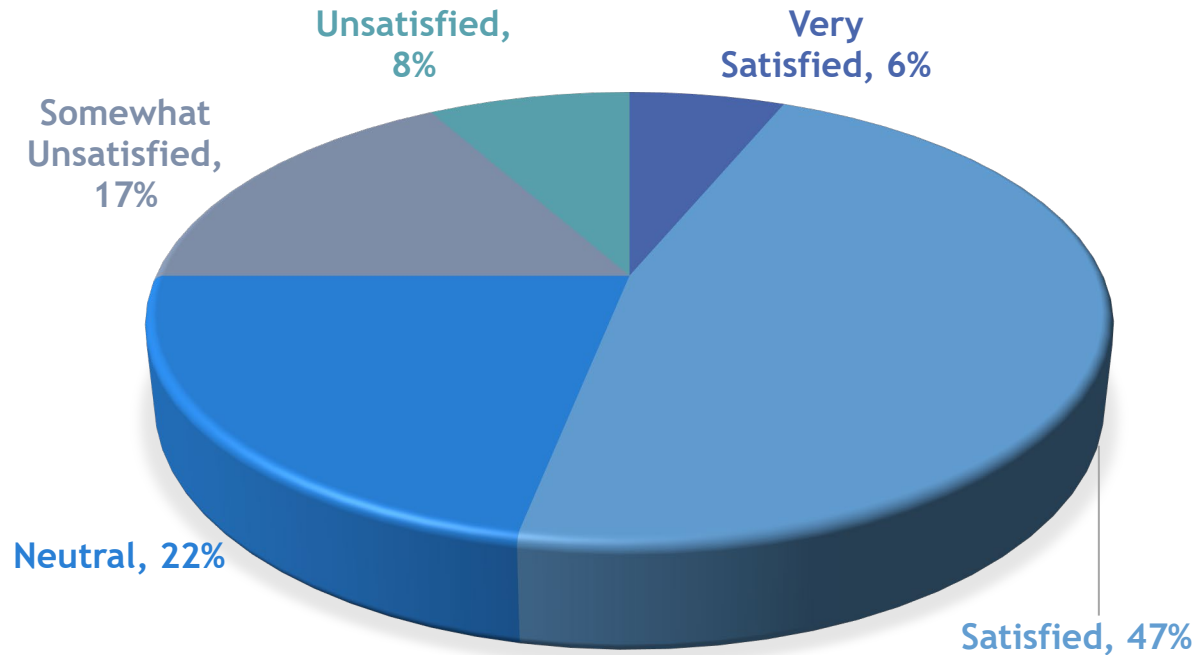
**Standard research studies aim to achieve a 95% confidence level with a margin of error +/- 5%. The lower response rate for this survey yields a 95% confidence level with a margin of error +/- 7%*

Question 1: Please rate your experience with FCR in the following categories: **VALUE FOR MONEY**



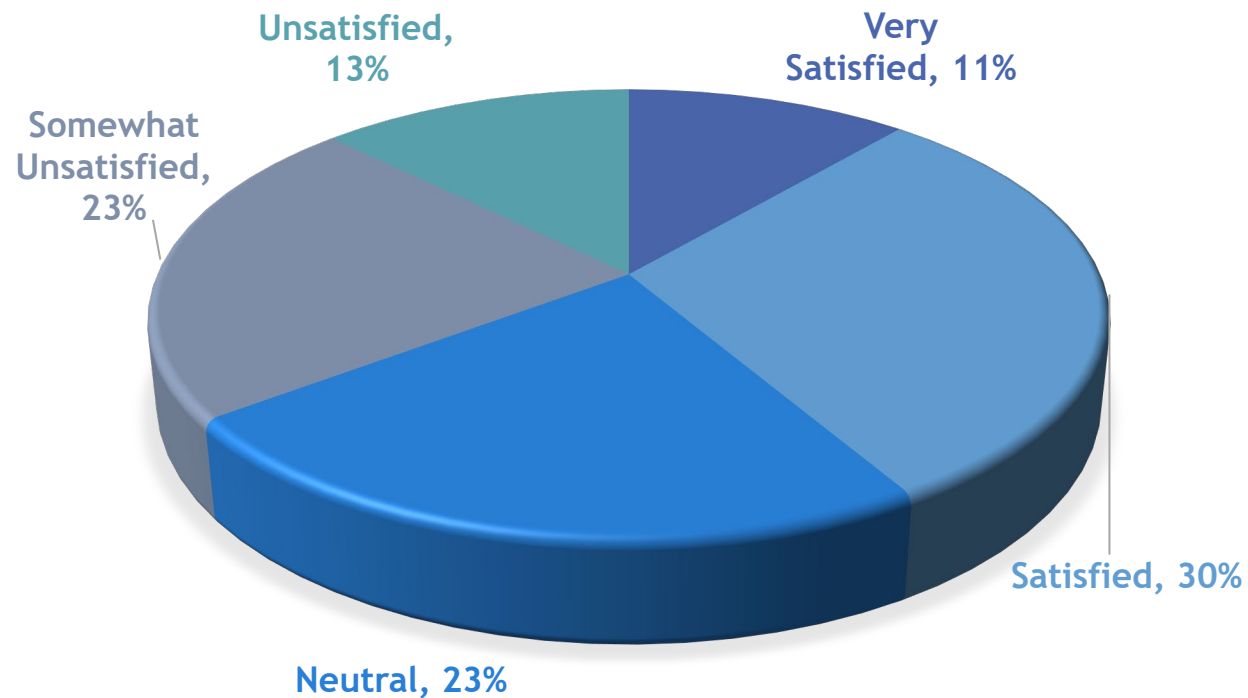
- ▶ 52% are Somewhat or Overall Unsatisfied
- ▶ 24% are Neutral
- ▶ 24% of respondents are Very Satisfied or Satisfied

Question 1: Please rate your experience with FCR in the following categories: **NO. OF GAMES PER SEASON**



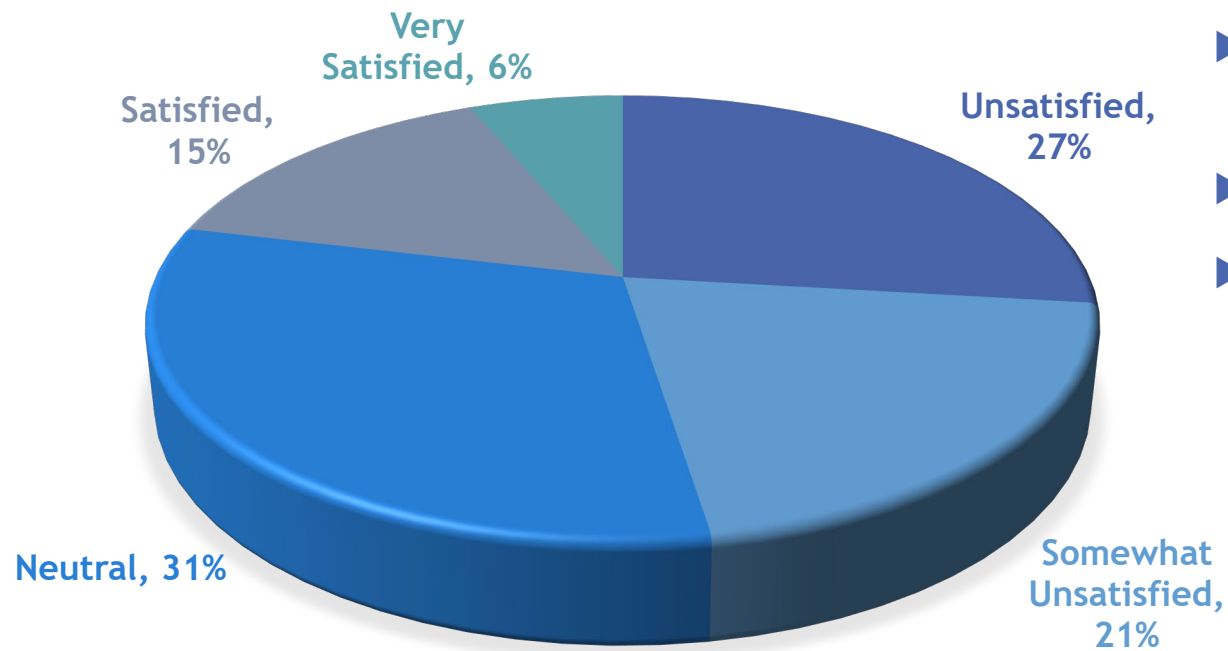
- ▶ 53% of respondents are Very Satisfied or Satisfied
- ▶ 22% are Neutral
- ▶ 25% are Somewhat or Overall Unsatisfied

Question 1: Please rate your experience with FCR in the following categories: **DIVISION MAKE-UP**



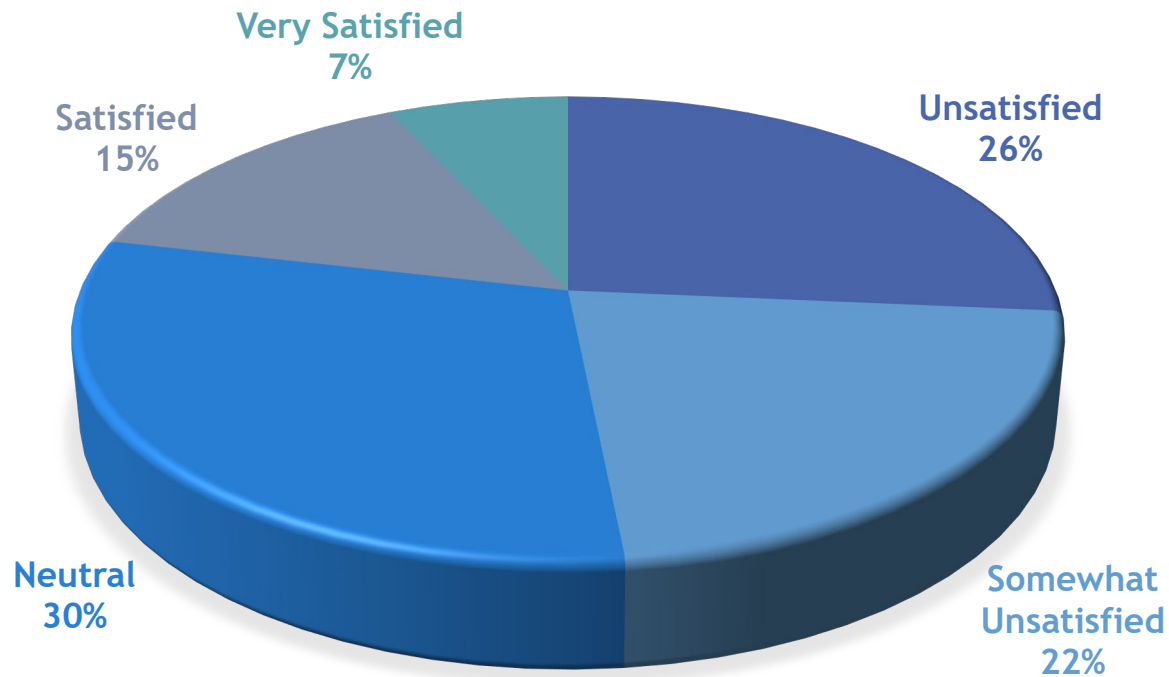
- ▶ 41% of respondents are Very Satisfied or Satisfied
- ▶ 23% are Neutral
- ▶ 36% are Somewhat or Overall Unsatisfied

Question 1: Please rate your experience with FCR in the following categories: **FEEDBACK MECHANISMS**



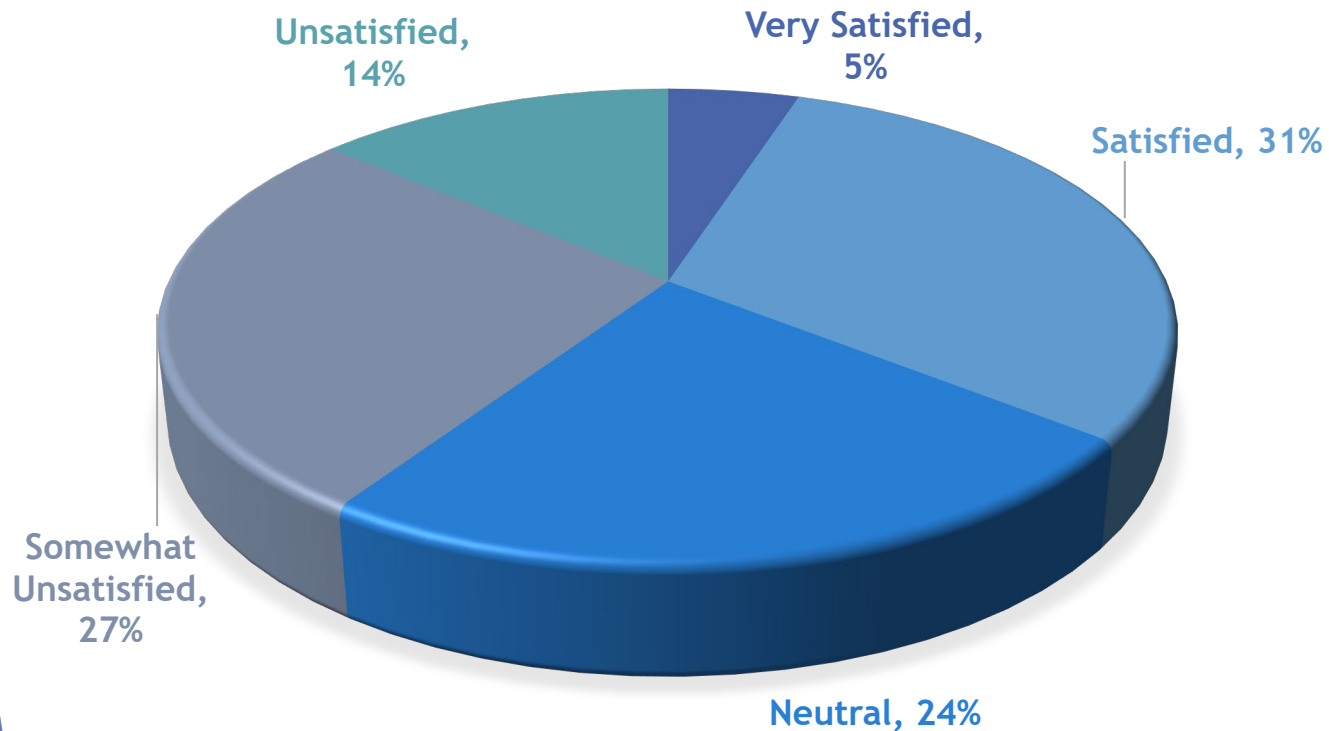
- ▶ 48% are Somewhat or Overall Unsatisfied
- ▶ 31% are Neutral
- ▶ 21% of respondents are Very Satisfied or Satisfied

Question 1: Please rate your experience with FCR in the following categories: **RESPONSE TO FEEDBACK & CONCERNS**



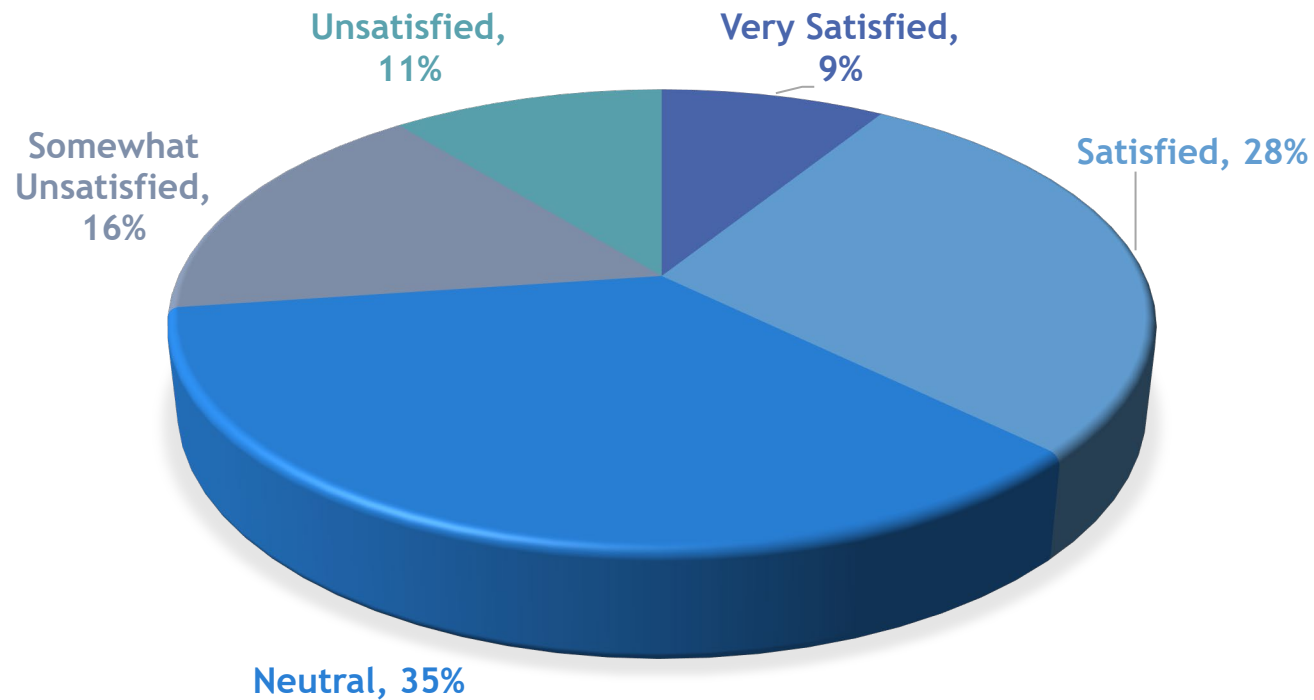
- ▶ 48% are Somewhat or Overall Unsatisfied
- ▶ 30% are Neutral
- ▶ 22% of respondents are Very Satisfied or Satisfied

Question 1: Please rate your experience with FCR in the following categories: **REFEREEING**



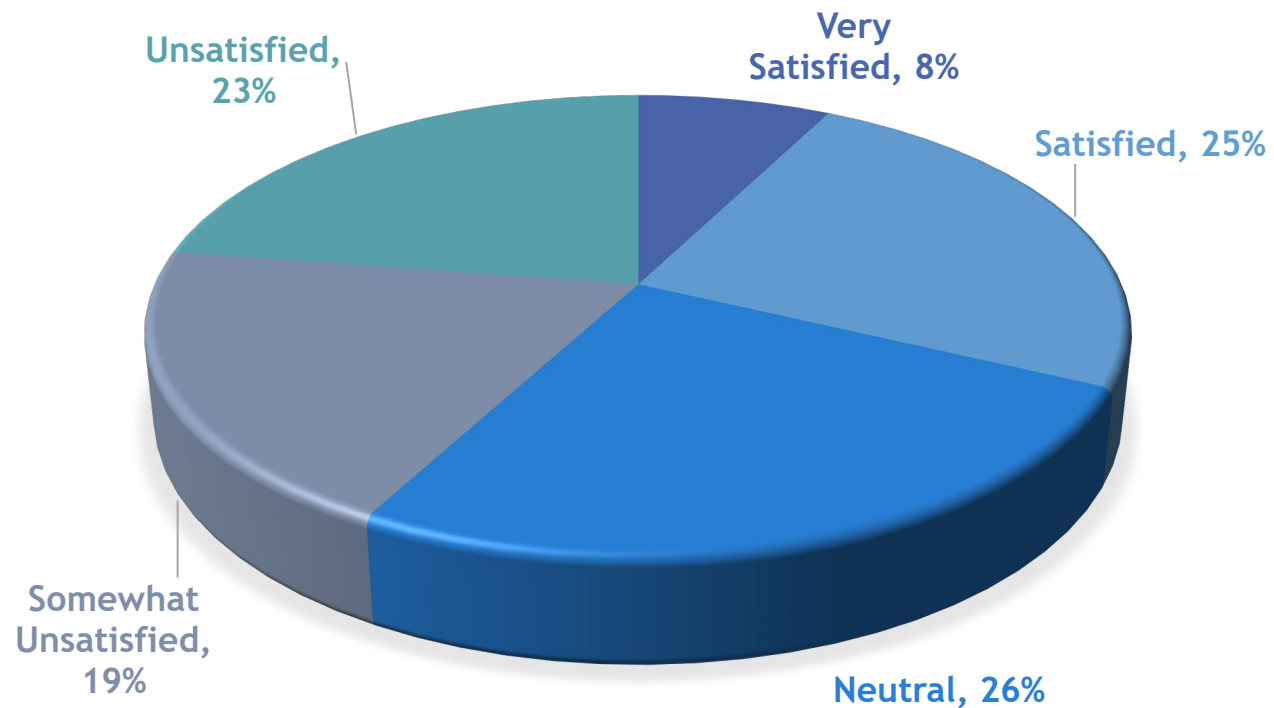
- ▶ 41% are Somewhat or Overall Unsatisfied
- ▶ 24% are Neutral
- ▶ 36% of respondents are Very Satisfied or Satisfied

Question 1: Please rate your experience with FCR in the following categories: **ACCESS TO INFORMATION**



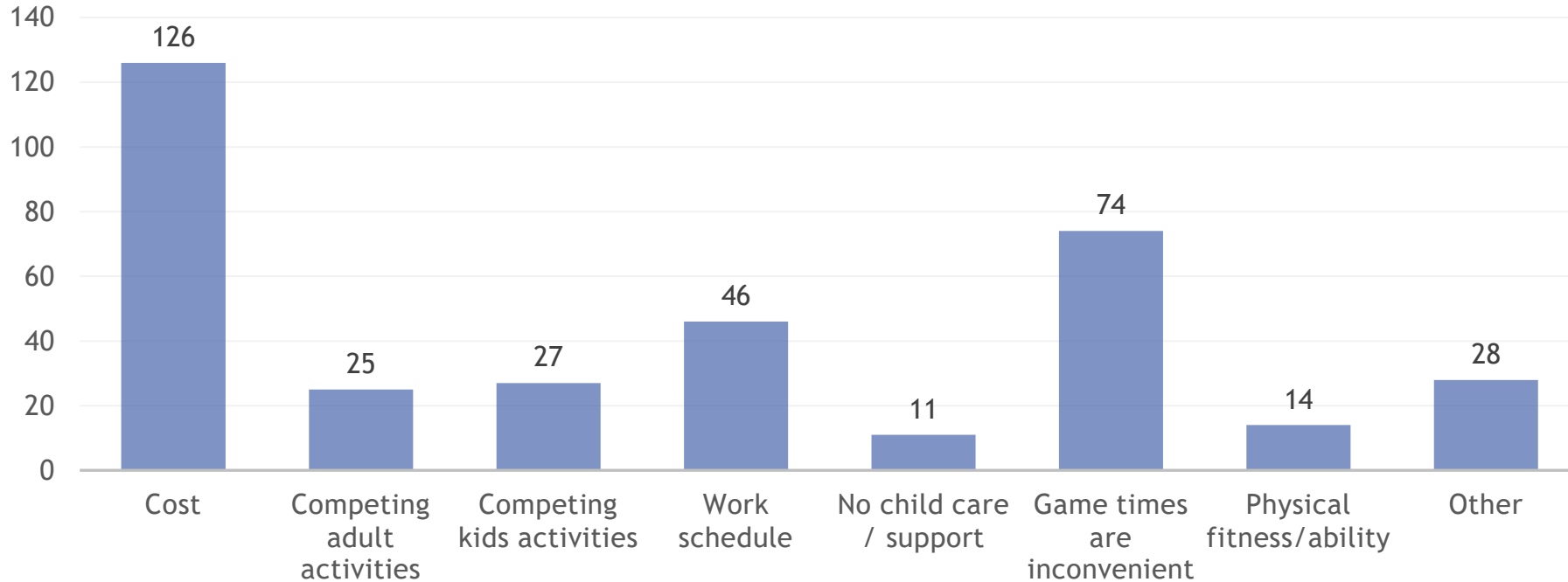
- ▶ 37% of respondents are Very Satisfied or Satisfied
- ▶ 35% are Neutral
- ▶ 27% are Somewhat or Overall Unsatisfied

Question 1: Please rate your experience with FCR in the following categories: **OVERALL TRANSPARENCY**



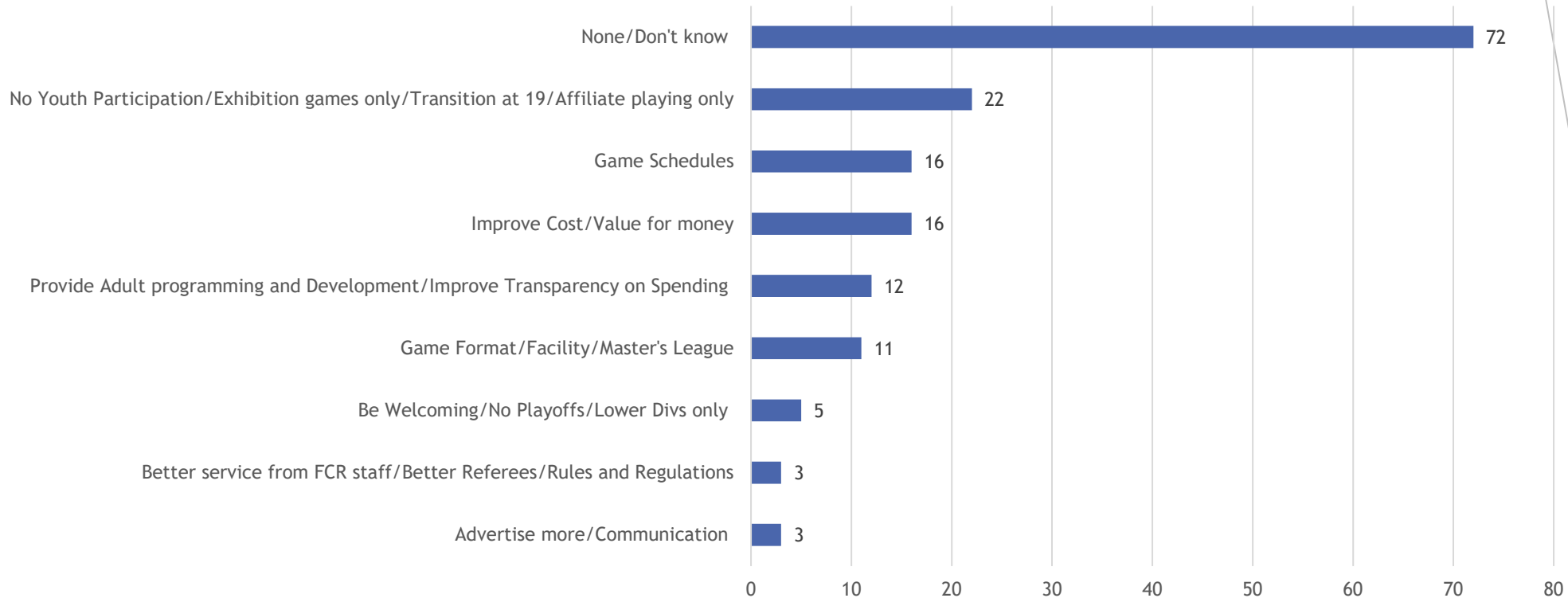
- ▶ 42% are Somewhat or Overall Unsatisfied
- ▶ 26% are Neutral
- ▶ 33% of respondents are Very Satisfied or Satisfied

Question 2: What barriers prevent you and/or teammates from playing adult soccer? Please select all that apply.



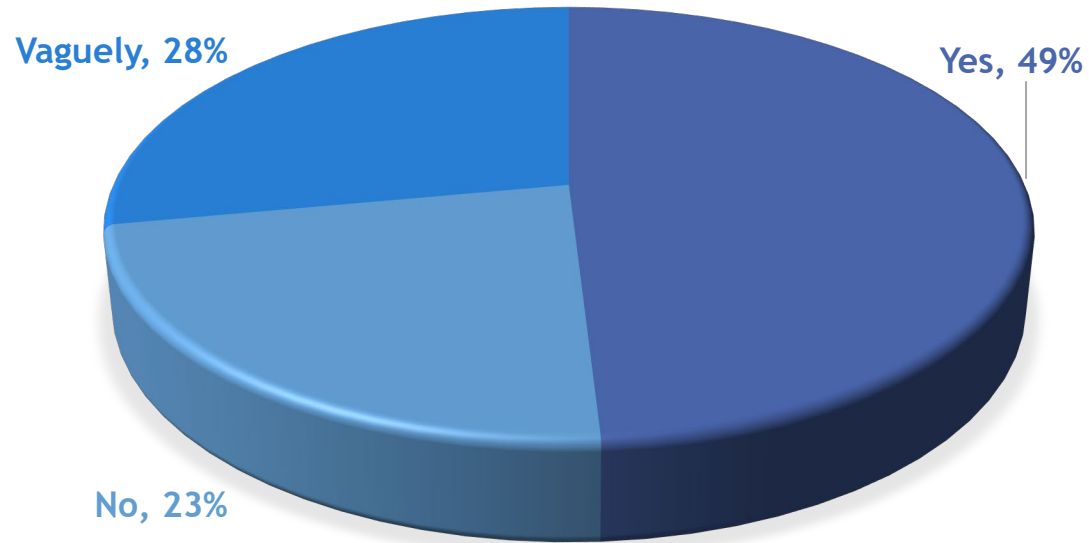
- ▶ Cost, and game time inconvenience were the highest cited barriers to playing.
- ▶ A breakdown of “other” included: nothing, poor referees, current game format (ie: half field) combined divisions, rude staff and youth playing in adult leagues. (Appendix A)

Question 3: How can the club be more inclusive and well-rounded that includes both adults and youth equally?



- ▶ The majority of respondents (72) had no suggestions
- ▶ 22 respondents believed that youth should not play in adult leagues, transition at 19, just play exhibition games or be affiliated with adult teams for guest playing only.
- ▶ 16 respondents felt that game scheduling/timing was impacting their ability to participate. Similarly, 16 respondents mentioned cost as an impact to inclusion. This is consistent with Question 2 on barriers to play.
- ▶ 12 respondents felt that adults were not afforded the same programming and development opportunities as Youth and desired more transparency on how revenue was allocated between the leagues.

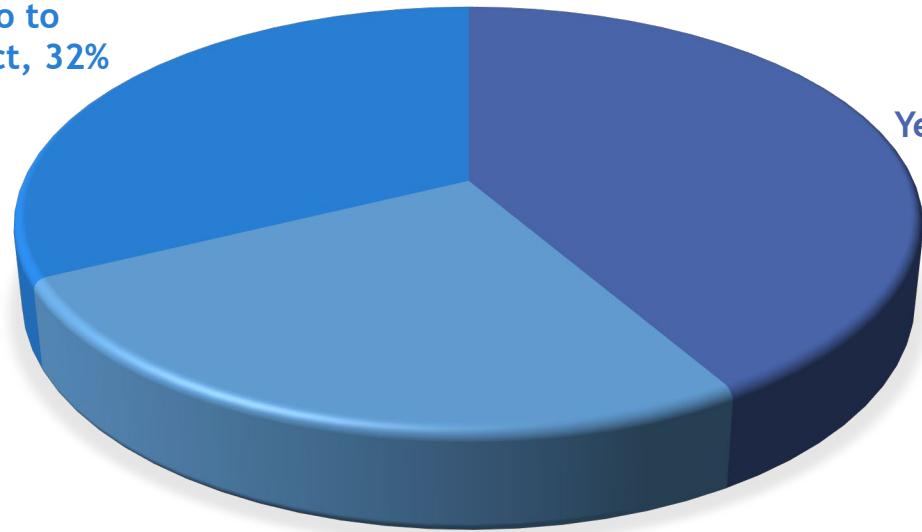
Question 4: Are you aware that as of March 2023 the Adult League has a renewed committee of player representatives (ALC) that are actively involved in providing input and recommendations for the adult league?



- ▶ Nearly half of respondents are aware of the ALC

Question 5: Are you comfortable reaching out to the ALC chair or other members to provide feedback and suggestions?

I would but don't know who to contact, 32%

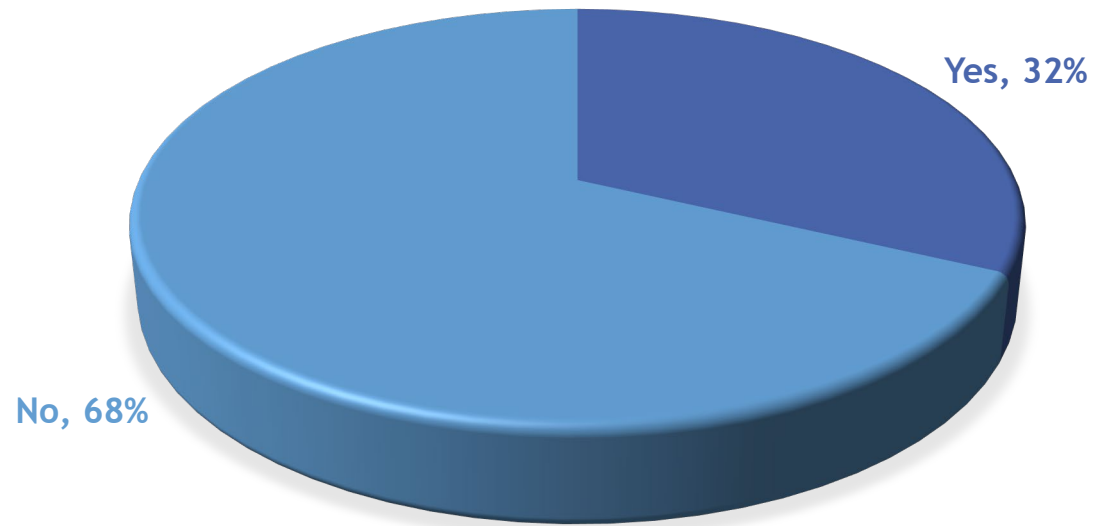


No , 26%

Yes , 42%

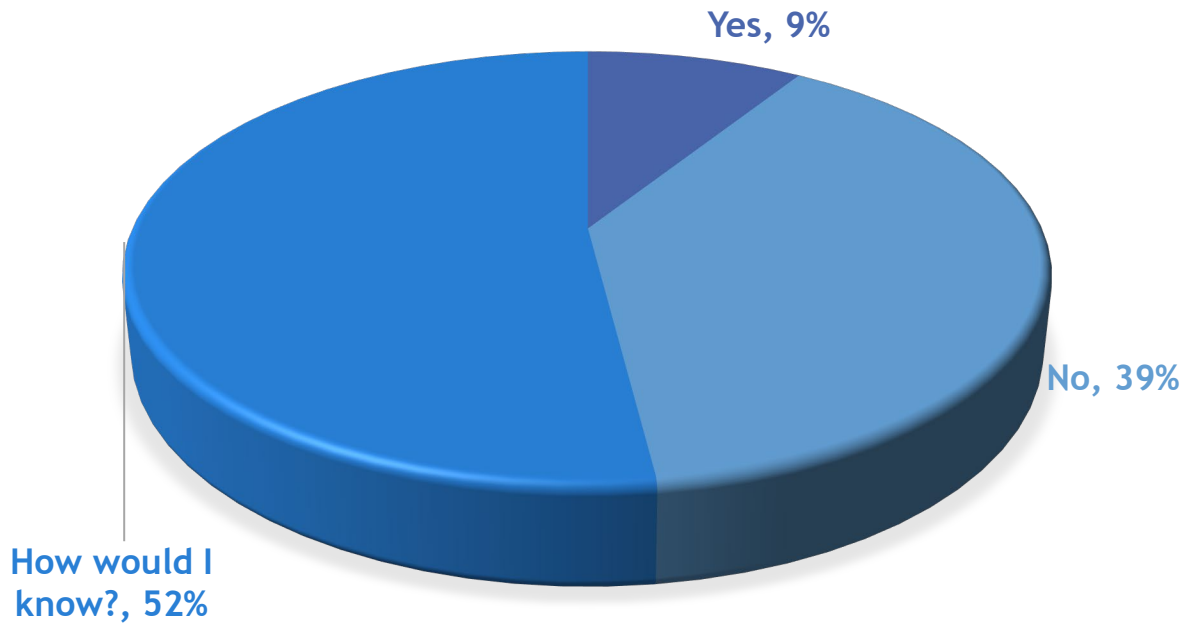
- ▶ 74% of respondents would feel comfortable reaching out to the ALC to provide feedback or concerns

Question 6: Are you aware that you can fill out Referee feedback and incident forms on the FCR website?



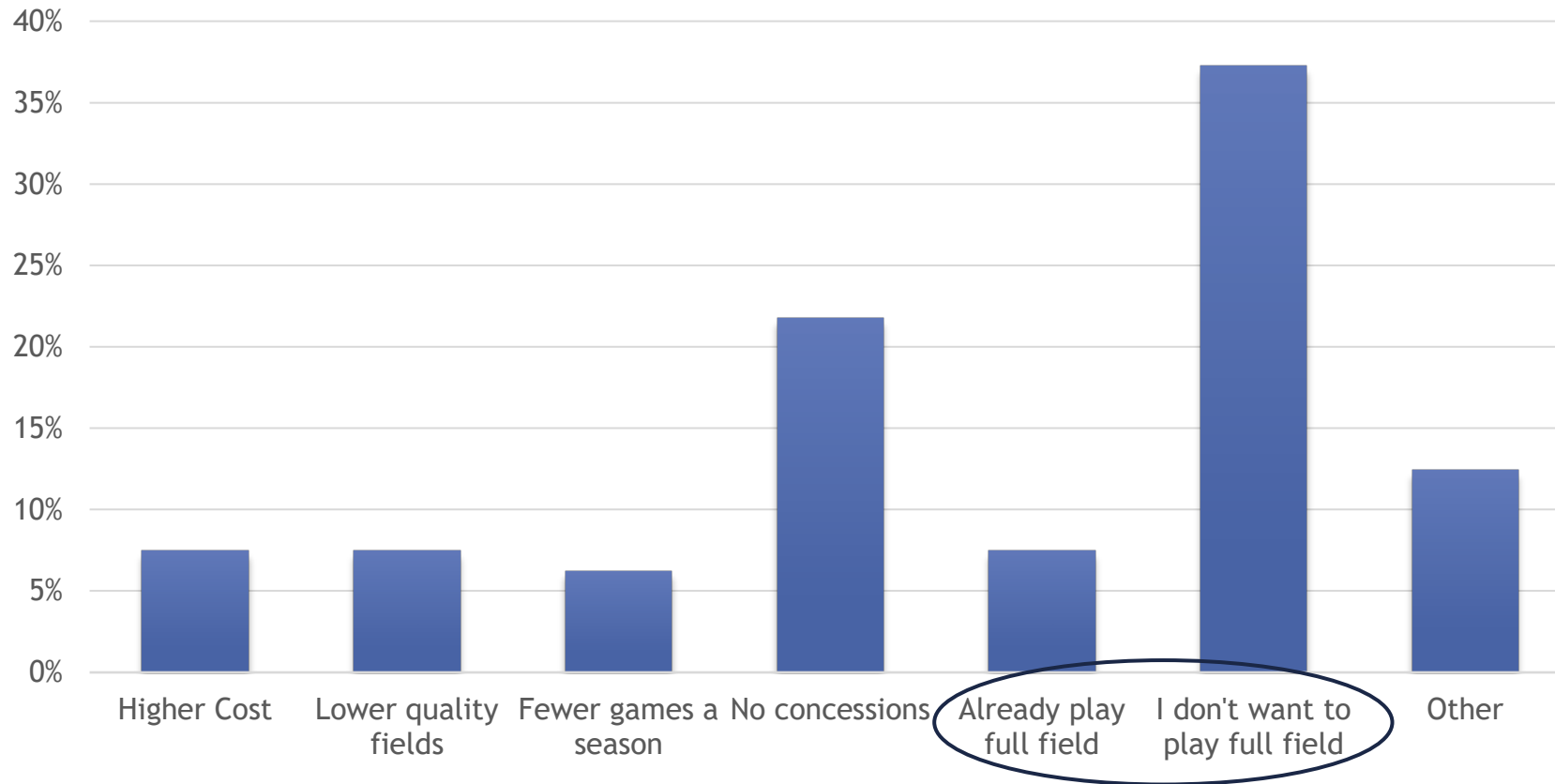
- ▶ The majority of respondents (68%) are unaware of the Referee feedback and incident forms

Question 7: Do you have confidence that referee feedback is taken seriously?



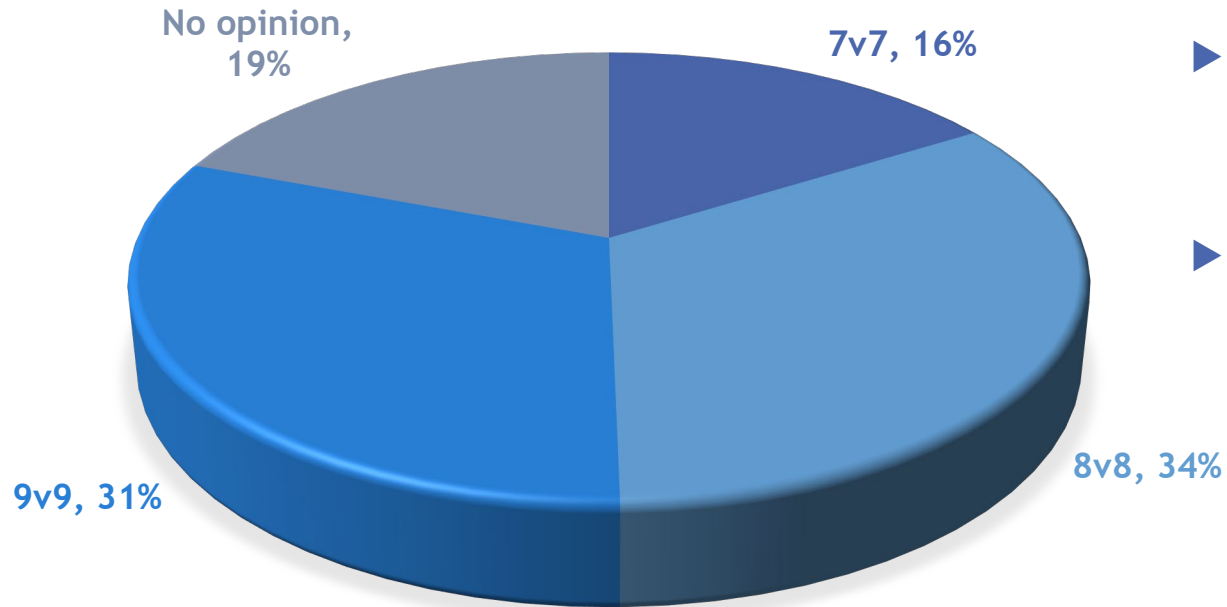
- ▶ The majority of respondents are skeptical (39%) or unsure (52%) if referee feedback is taken seriously

Question 8: Which of the following would you be comfortable with to return to play on a full field for outdoor season



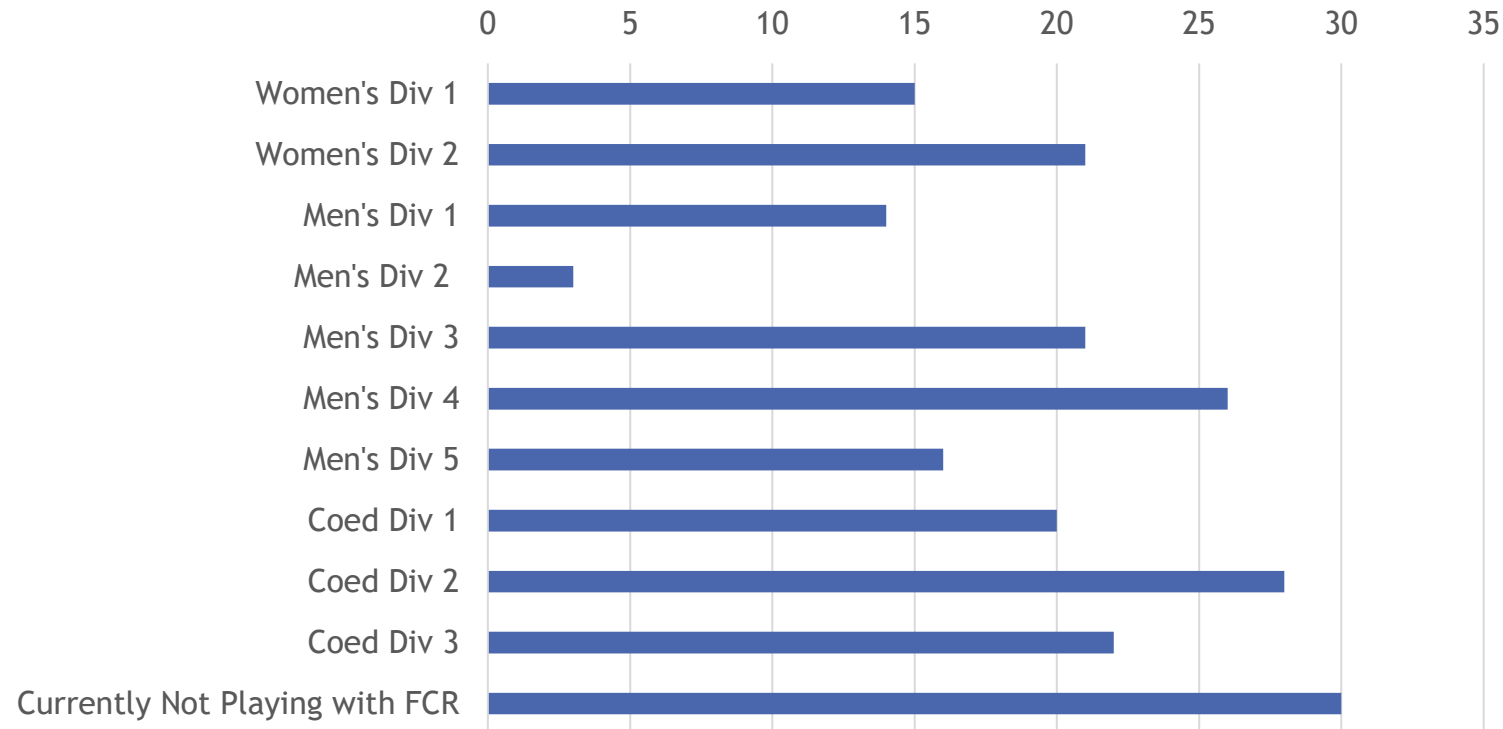
- ▶ Nearly half of respondents (44%) already play full field (7%) or do not want to play full field (37%)
- ▶ 22% of respondents oppose any concessions to return
- ▶ A breakdown of “other” related to lowering fees, not playing indoors in the summer, definition of lower quality fields, play coed only and reservations about finding enough players. (Appendix B)

Question 9: What is your preference for half field games?



- ▶ 8v8 (34%) and 9v9 (31%) are the most preferred formats for half field games
- ▶ 19% have no opinion

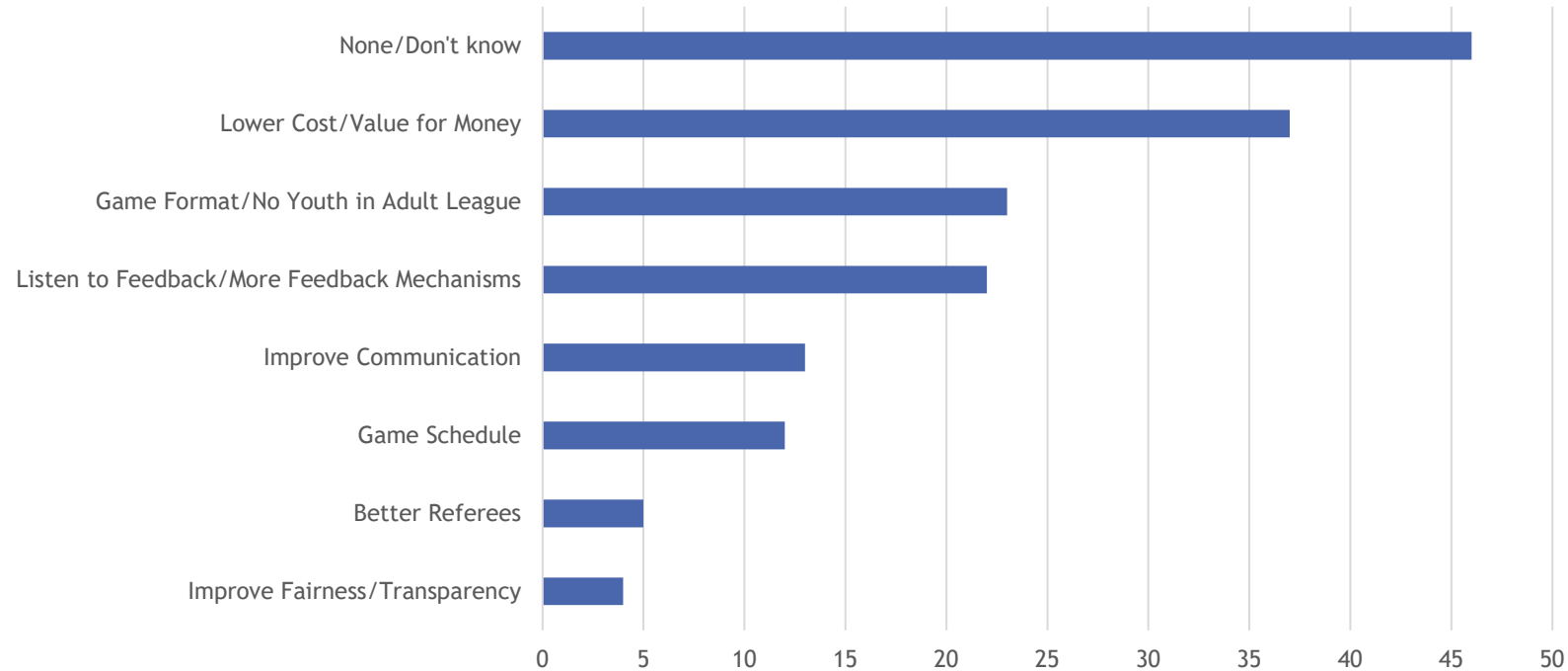
Question 10: Which league(s) are you currently playing in? (select all that apply)



- ▶ 18% of respondents (30/161) are currently not playing with FCR
- ▶ 42% of respondents are playing in two leagues*
- ▶ Men's Div 2 had the lowest number of respondents

*Calculation: Total respondents = 161, 30 not playing with FCR, 161-30 = 131 FCR members. Total responses 216 less 30 Non FCR = 186. 186-131 = 55 extra selections. 55/131 = 42%

Question 11: How can the ALC/FCR support you/your team/your family in continuing to stay engaged and active in the club?



- ▶ Responses to Q11 were similar to Q3. The cost to play/value for money remains a concern for many players.
- ▶ Game Format refers to the half field, division make up, season terms and facilities. An equal number of respondents that want to play outdoor only in the summer, are off set by those who want to play indoor to avoid weather delays and mosquitos.
- ▶ The desire to see action from feedback and more opportunities for feedback was a strong theme. This was followed the desire for more communication around the rationale for decisions.
- ▶ Game scheduling refers to late games and inconsistent game nights or too many games per week.

APPENDICES

APPENDIX A: What barriers prevent you and/or teammates from playing adult soccer? Verbatim responses to “other”

Mashing div 1 and 2 together or having div 2 play against div 1 teams only if its only 1 time and youth teams being thrown into our divisions

The cost to play a season is kind of ridiculous, curious how “faculty/facility” costs almost \$300 from at least 7 players on team. And on top of it, the faculty is not kind or polite. You have people paying to play with your group, could at least treat them kindly. Especially in adult coed, division 6, it ain’t that serious.

Needing a division or opportunity that supports long term play for women

Cost for same amount of games, smaller field and shorter games does not make sense

Different divs for women's and div 1 should be full field

Nothing preventing. Play in two leagues

Poor referees with unfair decisions and not clear the soccer laws

Current format isn’t optimal with the size of pitch

Terrible referees and no proper medical assistance

How boiling hot the soccerplex always is

Smaller teams and number of teams make it difficult for veterans to continue playing

Lack of women’s teams/divisions

Fear of injury due to games and players getting out of hand

Combined divisions

FCR staff are overpaid and incompetent

No 11v11 offered for women’s

If it’s outdoor in summer

If summer is gonna be outdoor again

Lack of Referee accountability

Lack of teams to compete against

Playing teenagers undesirable in adult league. Games reschedule to late nights last minute due to tournaments taking priority

Youth playing in adult leagues

Having under 18 girls play in women’s leagues

Playing with teams that are NOT in our age group or skill level

APPENDIX B: Which of the following would you be comfortable with to return to play on a full field for outdoor season? Verbatim responses to “other”

I only play indoor quarter field

It don't matter to me as much

Outdoor grass field rentals are cheap so shouldn't have concessions. Also full field has more players so FCR makes more money from this and should offset that cost

Ensuring comprehensive field practice in preparation for the upcoming national competition.

I just don't want to play outdoor soccer, inside.

n/a, I play coed

I have enjoyed not having to manage so many team mates so while I love it, not playing full field is fine for me.

8v8 in half field is best for divisions 4 and under because players register there as they get older and full field becomes too much field to handle.

Lower the cost! Other teams have left to go play with QC for outdoor because it was cheaper. They get 10 games which is the same amount we used to get years ago when fees were lower. If that means we have to play half fields to keep costs lower, I'm fine with that. It should not cost 2 people (1 playing 1 league summer and winter and one playing coed summer and winter over \$1600!!! That's some bs price gouging. It worked before, why not now. We would stop losing people if fees were lowered! You lost an entire women's division due to cost and team placement in divisions

Less players requirement for teams

This question is confusing- Yes I want to play full field

Are good grass fields considered “lower quality?”

fewer games, don't wanna play full field, higher cost, not enough people

While I would like to play full field outdoor I don't think it is viable in the women's league at this time.

Take a look at what other cities are doing outside of Saskatchewan and get advice from them

Cost for smaller field currently higher/game than full field pre pandemic