

# Tapion Sulka member feedback survey 2013

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RESULTS PER 2013-06-14

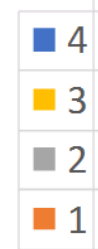




# Survey summary

## Method

- Was carried out in Finnish and English using [www.surveymonkey.com](http://www.surveymonkey.com) service
  - All answers were given anonymously
- Survey was advertised using email campaigning, club's www-site and Facebook
- Evaluation scale was chosen to be 1-4
  - Even scale requires respondent to choose if she/he is more positive or negative – an even ends often into the middle (neutral)
  - 1 = most negative option – 4 = most positive option
- Time to respond was three weeks
- Reminder email was sent out one week before deadline



## We got 70 answers

- In Finnish: 69
- In English: 1

Additional information on survey: Mika Paavola, 040-833 4532, [mika.a.j.paavola@gmail.com](mailto:mika.a.j.paavola@gmail.com)



# Questions / Content

1. Have you found optimal training group / groups in our club?

- [Graph](#)
- [Free text feedback](#)

2. Are you satisfied with the content and quality of the coaching...?

- [Graph](#)
- [Free text feedback](#)

3. What do you think about the price-quality ratio of the services offered by the club?

4. Does the club communication (www site, facebook, emailers) work? Are you getting enough information about the activities and matters relating to yourself?

- [Graph](#)
- [Free text feedback - question 3](#)
- [Free text feedback - question 4](#)

5. Which communication channels do you follow/prefer?

- [Graph](#)

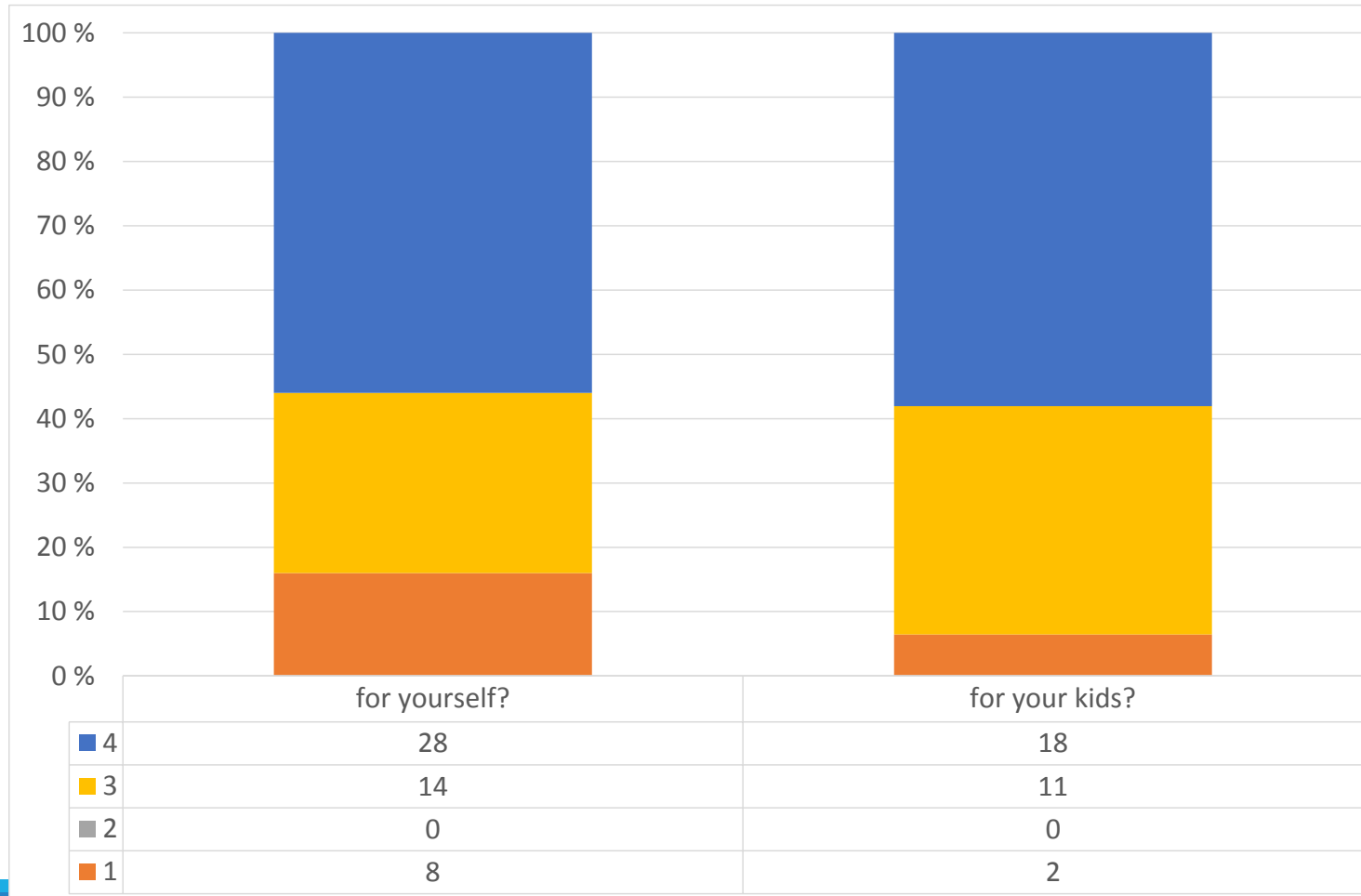
6. Would you recommend the club for others interested in badminton?

- [Graph](#)

7. Ideas, feedback, positive, negative - free speech

- [Free text feedback I/II](#)
- [Free text feedback II/II](#)

# 1. Have you found optimal training group / groups in our club?



# Question 1: Optimal group found?

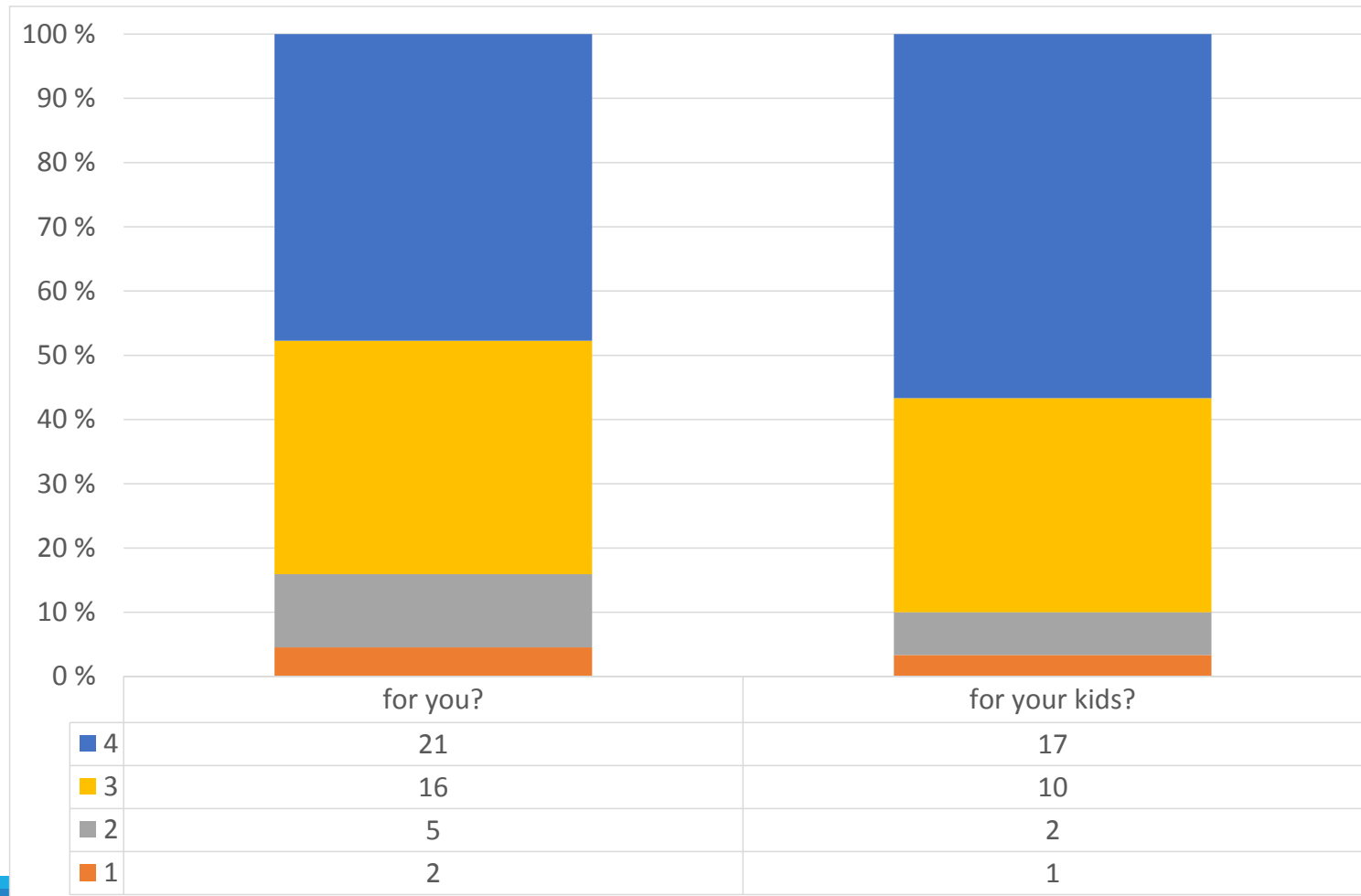
## Free feedback

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1. Junior coaching and activities are developing into good direction and juniors are provided opportunities to develop themselves as players and competitors. I wish also seniors would be provided ways to develop themselves even if they would not be A- or Elite level competitive players. "Kovaa Menoa aikuisille" –group had players from beginners to more experienced players resulting big differences in the skill levels.
2. Tapijon Sulka had earlier nice double group which got spoiled when the skill levels of the players became too wide.
3. Groups are good. Training time is a bit late.
4. Not any more active member.
5. It took some time to find the right group for my kid.
6. There is room in Espoonlahti group. Just finished new court.
7. Double group on Wednesday broke up when the skill level differences got too large. You need always 4 quite equal players on the court.
8. No kids.
9. Skill level variation is really large in some groups.
10. Esport as a location is a bit difficult for us

## 2. Are you satisfied with the content and quality of the coaching?



# Question 2: Content of the coaching?

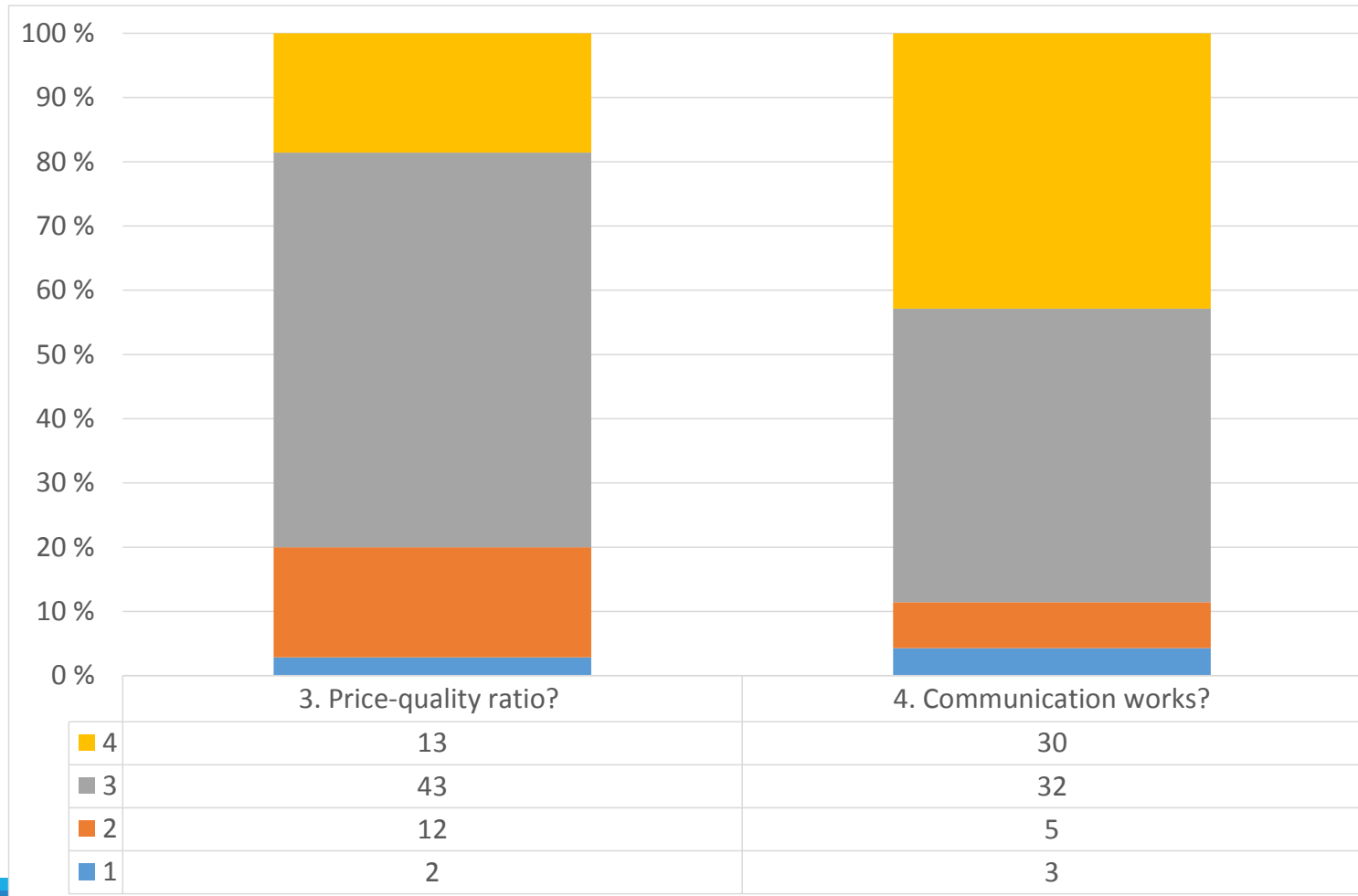
## Free feedback

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1. I think my kids likes the training. But I expect coach can correct kids more in skills, not just let kids playing. or someway they can learn right skills.
2. In groups are some persons who disturb others and do not concentrate on the training
3. Coaches are good. However, one should take action to correct techniques and mistakes as early as possible so that the juniors would learn the right habits and techniques early enough.
4. More info on equipment and purchasing them could be delivered/discussed
5. There is no coaching / instructor in the Espoonlahti play oriented group.
6. Competitive junior training OK. Double training with coaching was only found in HBC and not in the TS
7. Especially good is the emphasis on right technique (in the long run one avoid injuries and can train harder) and the "side" trainging (physical etc.)

# 3. Price-quality –ratio ok? 4. Communication works?





# Question 3: Price-quality –ratio ok?

## Free feedback



1. Hard to judge – no experience on other clubs.
2. Good
3. Expensive but high quality
4. It becomes quite expensive to participate several groups., eventhough one do get discount when participating more than one group. However, pricelevel is the saem as in other clubs.
5. My own group is very expensive; most propably I will not continue in it (the price is not the only reason -. I also want a bit different style group)
6. Each group cost separately. For example in football trainings are 3 times a week. This way one would get better results and it would also encourage to play more.
7. Double group on Wednesdays using own shuttles = 16 Eur / tim, too much, I wll skip it! "Puolikovaa" or "Kovaa menoa" is also quite high price.
8. Play hours for adult club players, too
9. My kid is in a group which should be more play oriented according to the description. However, it does not show in action and players have quite different skill levels.
10. Expensive compared to many other hobbies.
11. I now the ratio is quite good as both the courts and coached do cost. However, the current prices make it impossible for me to take more training per week.
12. The seasonal fees are expensive, but coaching is good and seasons are long.
13. Shuttles are really bad in some groups...

# Question 4: Communication works?

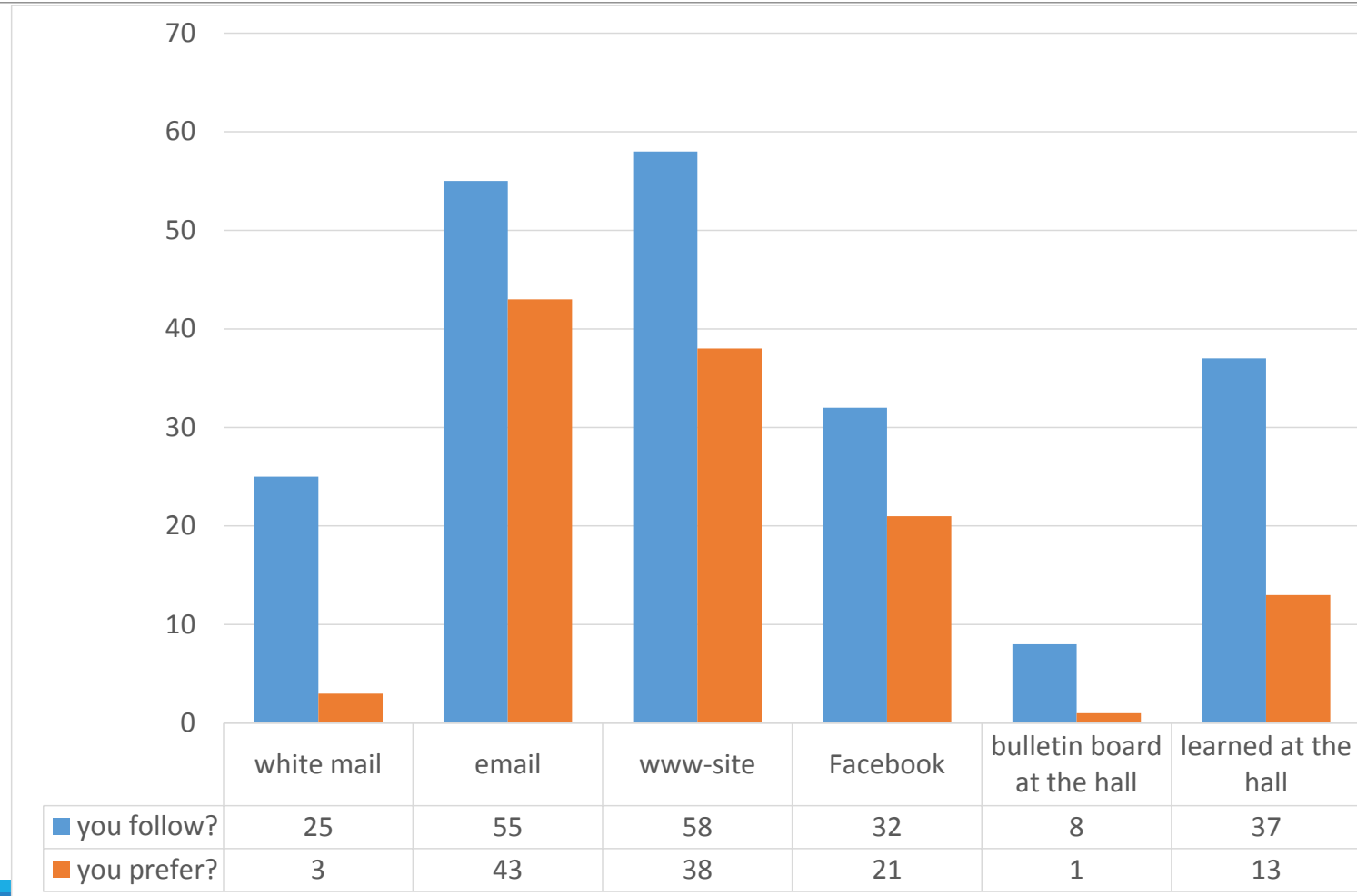
## Free feedback

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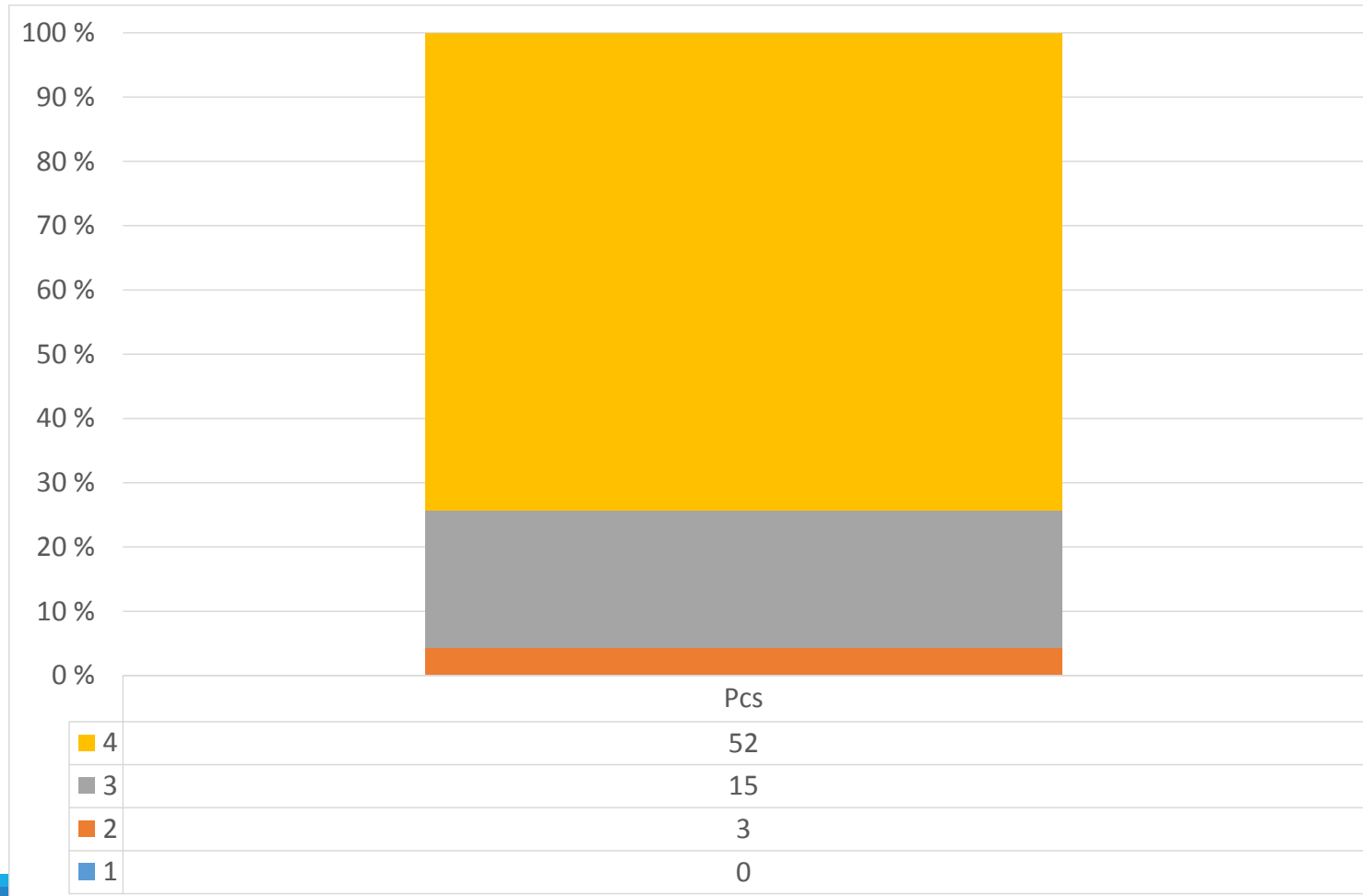


1. Somehow no, even my kid is in the club, e.g., I do not get info about kesäleiri from coach. Also, a few my friends said they sent email to coach, to ask if their kids can join, but no response, or slow response. I expect the communication can get better. Also, I'd like to get some newsletter into my email if there is one..
2. Information and communication on club's events works fine.
3. Regarding the tournaments more clear information regarding the registration, to whom it is suitable etc. could be delivered. E-mail distributions is the best way for the right target group.
4. There is a good drive! All new members (and why not the oldies when booking for the next season groups) into the email distribution list would be awesome.
5. Facebook channel is good
6. It is hard to find in the www-site current info regarding for example training times during special holidays or if there are some changes etc.
7. Things have developed, great!
8. Holiday time trainings (if there is or not) should be informed at least somewhere.
9. I would like to have more info for competitive juniors's parents for example on tournament calendar on the coming autumn and coaches' and player's plans regarding coming seasons.
10. Taken care by the kid

# 5. Which communication channels do you follow/prefer?



# 6. Would you recommend the club for others interested in badminton?





# 7. Free feedback – I/II

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1. I think everything works just fine. Ranking list updates quite slowly ;-)
2. The club is good. My son likes it. Maybe the communication should be improved. BTW, the fields in Esport center are quite slippery, and the lighting is bit dark. Hope these can be improved at some point.
3. Ranking list could be updated faster. For example now it has passed two weeks from the ranking (written 5th June) without update...
4. Thanks to coaches for the good work
5. One can see clear and conscious period of change to develop club's operation and it has developed into very positive direction. The atmosphere and coaches are good. Thanks belongs to all the coaches and we are grateful for the your effort to support our kids sport hobby!!!
6. Groups could be smaller. Skill levels could more similare within groups :-)
7. Information regarding the events etc. Is published quite late on the www-site and in general information is delivered quite last minute.
8. More for example racquet tips / guidance. More email info regarding upcoming tournaments. Nice and good coaches! It is nice to arrive to the training☺ Rankigs are super fun!
9. My child was earlier in the club, but the group was quite uneven. We tried quite some time to get our child into the better group, but it did not happen. As a result we ended up to change the club. We had no complaints on coaching as such – quite the contrary!
10. It would be fun if there would always be doubles in rankings. Some couples would show up for sure. For "more senior" players doubles fit better. On pool of doubles would be ok.
11. Club management has still work to do to improve the rewarding and showing gratitude for coaches and club activists; not only financial compensation but showing appreciation on the work put into the club. This would keep the motivation up nicely.



# 7. Free feedback – II/II

12. I've retired from the TS, too
13. Extremely nice coaches, thank you for that!
14. Roses for Elina Väisänen for good coaching and touch!
15. 1. Does TS turn into 50 this year? Celebration should be organized. 2. Club should have "social event manager" who organizes events which would enhance feeling of togetherness and where one could eat, drink and socialize (on one's own expense).
16. Shuttle tube sales at the hall is OK. And on nonprofit basis, which is absolutely perfect! TS's spirit and profile are great compared to many other badminton clubs. No grabbing. Thank you for the coaches, who make the effort to organize tournaments and train groups! I finally found suitable double training within HBC and not in the TS.
17. Thanks for Lasse Lindelöf, according to my kid an excellent coach!
18. Playing hours for senior club players 2-4 times a week.
19. Operations have freshened after Lasse came onboard. Club is super open to new members and they are here. Seura on mahtavan avoin uusille jäsenille and new players are always warmly welcomed by groups.
20. Group instructors should actively engage children in other groups where if skill level varies too much. The exercises do not work in the best way if the skill level variation is too big.
21. I also like when extra trainings are suggested ;) and I think there is a nice atmosphere within the club which is good for both players and coaches :D
22. Ranking listings could be updated at least a bit faster