



2013 EBA Parent Survey Results

February 23, 2014



Survey & Data Perspective:

- Survey was live January 7, 2014 through February 7, 2014.
- The audience was over 1,011 emails from Spring, Summer, and Fall 2013 registrations.
- The 121 responses equates to 12% of emails.
- This report doesn't include specific information about a team or coaching. That information was given to the EBA board which include league directors or any coach that specifically asked for their feedback.

Thank you for taking the time to complete the survey.

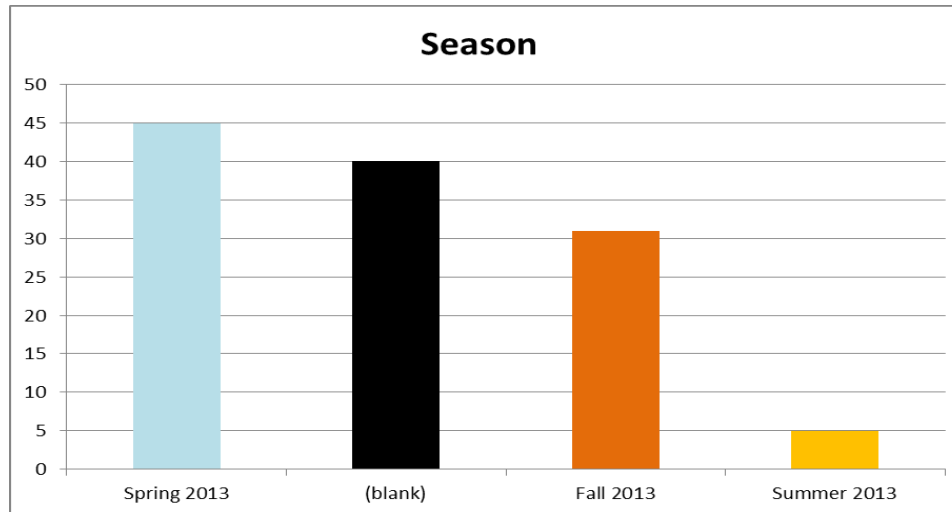
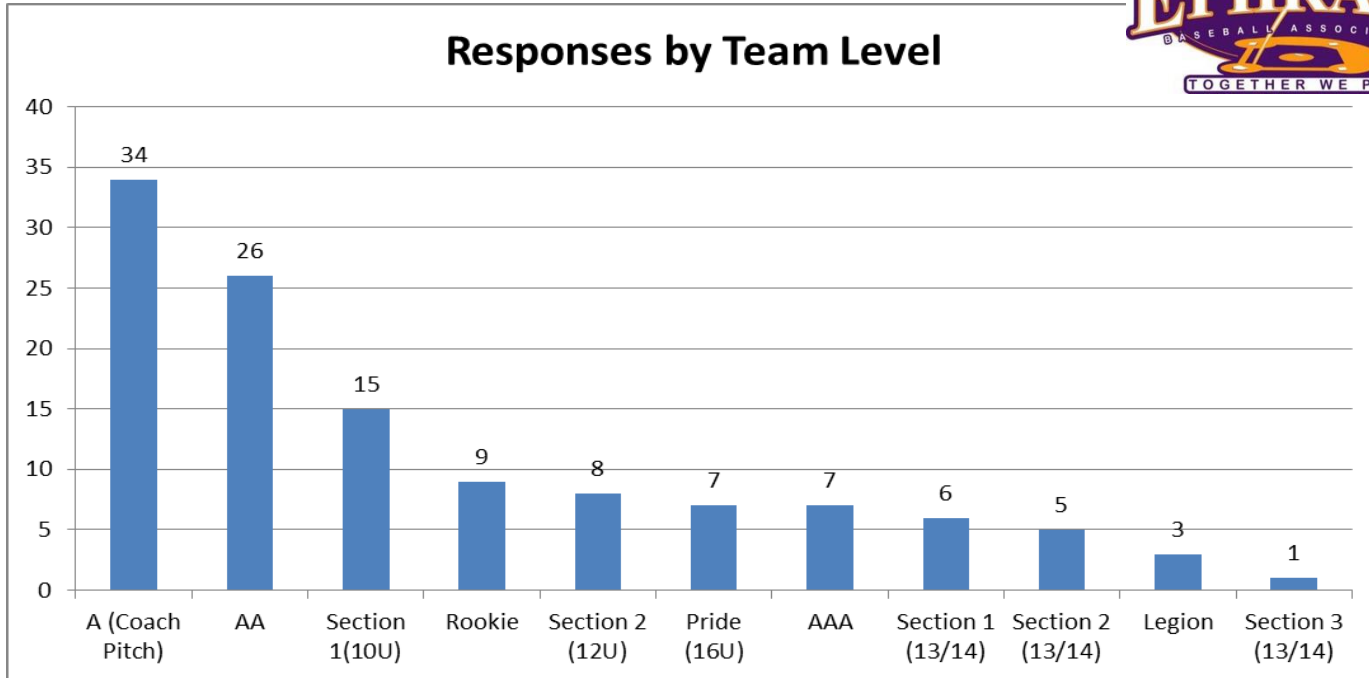
Overall Summary:

Overall, safety, field conditions, overall baseball knowledge, and skill teaching are areas that are doing well. Most feedback showed that coach's try to be positive and keep it fun.

Areas that we need to improve is the timeliness of communication, financial (fund raisers, registration fees, and multiple-player discount), playing time, position training, and coach feedback are the areas where we need to improve.

The EBA board is committed to making an organization that works for the players and parents. The information gathered in this survey and via other venues including direct conversations and personal experiences are being used in our go-forward planning.

Responses by.....

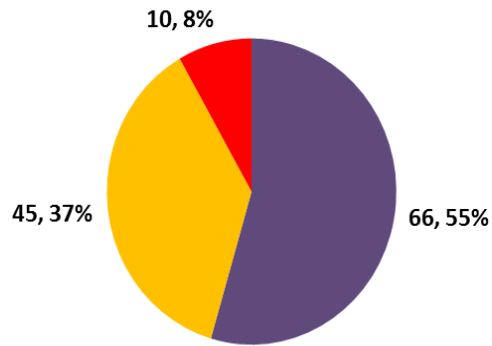


Child's Overall Experience....

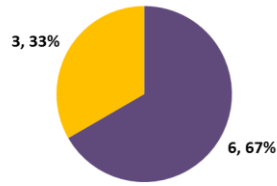
Purple = Outstanding
 Gold = Average
 Red – Poor



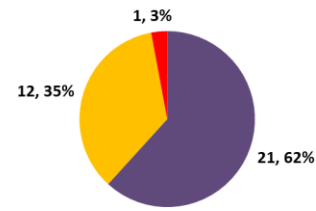
Total League



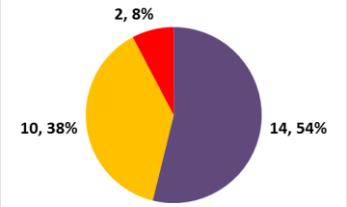
Rookie



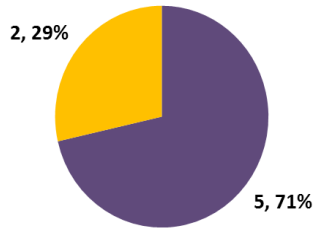
Coach Pitch



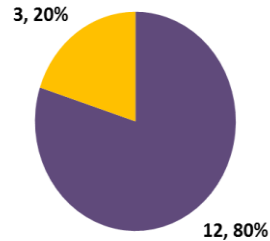
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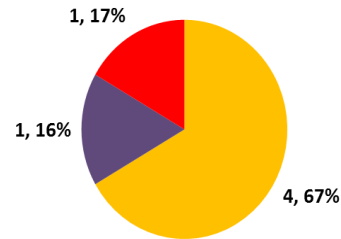
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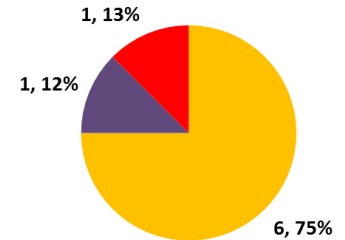
Section 1 (10U)



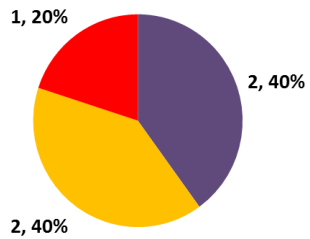
Section 1 (13/14)



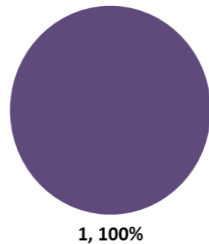
Section 2 (12U)



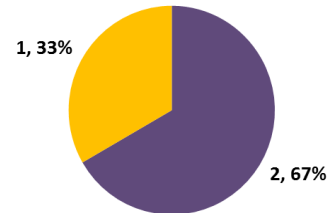
Section 2 (13/14)



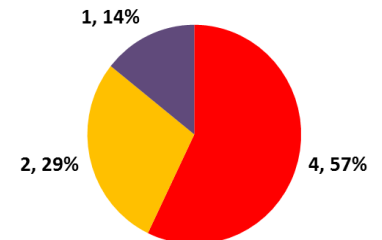
Section 3 (13/14)



Legion



Pride (16U)



6. Other areas/topics to provide feedback:

	Not Applicable	Unsatisfied	Neutral	Satisfied	Very Satisfied
Quality of fields for games	0.0% 0	5.7% 7	17.2% 21	76.2% 93	0.8% 1
Concern for player's safety was evident	0.8% 1	0.8% 1	7.4% 9	90.2% 111	0.0% 0
Reasonableness of Registration Fee	0.0% 0	14.8% 18	24.6% 30	59.8% 74	0.0% 0
Player Evaluation & Placement Process	13.2% 16	12.4% 15	24.0% 29	50.4% 61	0.0% 0

4. How satisfied are you with the level of coaching your player received?

	Unsatisfied	Neutral	Satisfied	Not Applicable
Skill Teaching (throw/catch/hit/run)	5.8% 7	14.0% 17	77.7% 94	2.5% 3
Position Training	11.6% 14	19.8% 24	65.3% 79	3.3% 4
All players received equal time	11.5% 14	13.9% 17	71.3% 87	3.3% 4
Positive Reinforcement	5.8% 7	14.0% 17	78.5% 95	1.7% 2
Fun and challenging	9.1% 11	12.4% 15	77.7% 94	0.8% 1
Overall baseball knowledge	6.6% 8	16.5% 20	76.0% 92	0.8% 1

5. How satisfied are you with the how we **communicated** the following topics?

	Unsatisfied	Neutral	Satisfied	Not Applicable
Sign up and registration dates	9.8% 12	19.7% 24	69.7% 85	0.0% 0
Team assignment, practice/game schedule, & equipment needs	13.1% 16	23.0% 28	62.3% 76	0.8% 1
Picture day cost & process	4.9% 6	22.1% 27	59.8% 73	12.3% 15
Fundraiser	5.7% 7	25.4% 31	56.6% 69	11.5% 14
Field Directions	5.7% 7	17.9% 22	74.0% 91	1.6% 2

Additional Comments: # of comments by type



Type of Feedback	Count
Coach	20
Schedule/Communication	11
Financial	7
Overall	6
Evaluation/Play Time	3
Fields	2
Survey	1
Safety	1

Common Themes:

1. Schedule/Teams Assignments are late.
2. Best experience we've ever had (3)
3. Coach is great
4. Coach is terrible
5. Financial (fundraisers/costs are barriers; family fundraiser should be implemented)

Exact feedback along with survey is available.