



2019 Club Office Bearer Survey

Overview

Melbourne University Sport invited 43 Sporting Clubs to complete the Club Office Bearers survey as an opportunity for the University of Melbourne's affiliated sporting clubs (competitive, instructional and recreational) clubs to anonymously provide feedback on their strategic relationship with the University and MU Sport. Survey responses will help inform MU Sport future planning and support for clubs.

The Club Office Bearer Survey has been able to lead to a variety of changes within MU Sport to better support clubs and club operations. These initiatives include

1. Club Forums established
2. Club Operations Memo Developed
3. Club Annual Strategic Meetings introduced
4. Club Support Principles Working Group commenced
5. Club Advisory Group Created

2019 Key Findings

The survey was completed by 41 of 43 sporting clubs that were invited to participate.

- 83% agree/strongly agree MU Sport supports the Club in dealing with strategic issues (up from 72% in 2018)
- 78% agree/strongly agree MU Sport Supports the Clubs Interests (up from 72% in 2018)
- 93% agree/strongly agree MU Sport staff are friendly and approachable (up from 90% in 2018)
- 83% MU Sport responds to Club feedback/concerns in a timely manner. (up from 60% in 2018)
- 80% satisfied/strongly satisfied with club's engagement with the University and MU Sport (up from 70% in 2018)

Q2: MU Sport supports the Club in dealing with strategic issues

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	0.00% 0	4.88% 2	12.20% 5	56.10% 23	26.83% 11	41	4.05
2018	2.33% 1	11.63% 5	13.95% 6	53.49% 23	18.6% 8	43	3.74
2017	11.63% 5	9.30% 4	23.26% 10	48.84% 21	6.98% 3	43	3.30

Q3: MU Sport supports the Club in dealing with major incidents

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	0.00% 0	2.44% 1	19.51% 8	46.34% 19	31.71% 13	41	4.07
2018	0.00% 0	2.33% 1	18.60% 8	55.81% 24	23.26% 10	43	4.00
2017	2.33% 1	6.98% 3	23.26% 10	51.16% 22	16.28% 7	43	3.72

Q4: The Club advocates for its own interests with MU Sport.

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	0.00% 0	2.44% 1	14.63% 6	51.22% 21	31.71% 13	41	4.12
2018	0.00% 0	2.33% 1	11.63% 5	53.49% 23	32.56% 14	43	4.16
2017	4.65% 2	2.33% 1	13.95% 6	58.14% 25	20.93% 9	43	3.88

Q5: MU Sport supports the Club's interests.

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	2.44% 1	9.76% 4	9.76% 4	46.34% 19	31.71% 13	41	3.95
2018	0.00% 0	6.98% 3	20.93% 9	51.16% 22	20.93% 9	43	3.86
2017	6.98% 3	9.30% 4	16.28% 7	51.16% 22	16.28% 7	43	3.60

Q6: MU Sport allocation of on campus facilities and/or funding for external facilities is transparent to the Club.

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	4.88% 2	14.63% 6	19.51% 8	34.15% 14	26.83% 11	41	3.63
2018	2.33% 1	16.28% 7	20.93% 9	51.16% 22	9.30% 4	43	3.49
2017	9.30% 4	18.60% 8	18.60% 8	39.53% 17	13.95% 6	43	3.30

Q7: MU Sport funding arrangements are transparent to the Club.

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	2.44% 1	19.51% 8	26.83% 11	29.27% 12	21.95% 9	41	3.49
2018	2.33% 1	23.26% 10	16.28% 7	44.19% 19	13.95% 6	43	3.44
2017	20.93% 9	11.63% 5	16.28% 7	37.21% 16	13.95% 6	43	3.12

Q8: University information on how to seek assistance with alumni donations and other philanthropic activities is clear.

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	4.88% 2	31.71% 13	24.39% 10	24.39% 10	14.63% 6	41	3.12
2018	6.98% 3	30.23% 13	32.56% 14	20.93% 9	9.30% 4	43	2.95
2017	4.65% 2	27.91% 12	39.53% 17	20.93% 9	6.98% 3	43	2.98

Q9: The bi-annual Club Forum provides useful information to the Club.

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	4.88% 2	4.88% 2	34.15% 14	43.90% 18	12.20% 5	41	3.54
2018	0.00% 0	13.95% 6	32.95% 14	39.53% 17	13.95% 6	43	3.53
2017	11.63% 5	18.60% 8	39.53% 17	30.23% 13	0.00% 0	43	2.88

Q10: MU Sport staff are friendly and approachable.

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	0.00% 0	0.00% 0	7.32% 3	31.71% 13	60.98% 25	41	4.54
2018	0.00% 0	0.00% 0	9.30% 4	58.14% 25	32.56% 14	43	4.23
2017	2.33% 1	2.33% 1	13.95% 6	53.49% 23	27.91% 12	43	4.02

Q11: MU Sport responds to Club feedback/concerns in a timely manner.

Answered: 41 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	0.00% 0	7.32% 3	9.76% 4	36.59% 15	46.34% 19	41	4.22
2018	4.65% 2	9.30% 4	25.58% 11	32.56% 14	27.91% 12	43	3.70
2017	6.98% 3	16.28% 7	9.30% 4	51.16% 22	16.28% 7	43	3.53

Q12: MU Sport consults the Club on operational changes that affect the Club (Club Operations Memo, Club Forum, Direct Consultation).

Answered: 41 Skipped: 0

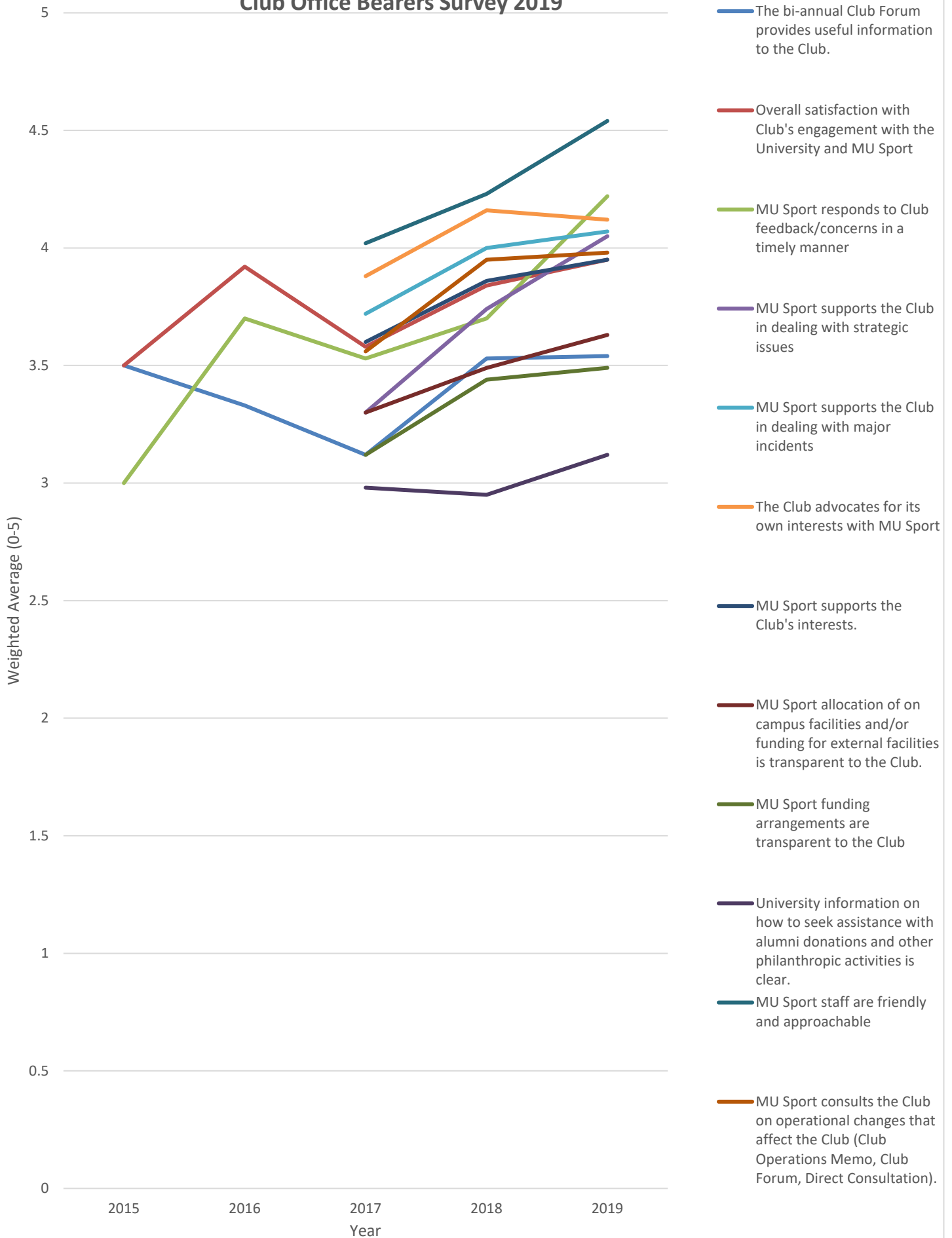
	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2019	2.44% 1	2.44% 1	17.07% 7	51.22% 21	26.83% 11	41	3.98
2018	0.00% 0	6.98% 3	18.60% 8	46.51% 20	27.99% 12	43	3.95
2017	4.65% 2	11.63% 5	20.93% 9	48.84% 21	13.95% 6	43	3.56

Q13: All things considered, how would you rate your overall satisfaction with your Club's engagement with the University and MU Sport?

Answered: 41 Skipped: 0

	Strongly dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Strongly Satisfied	Total	Weighted Average
2019	0.00% 0	12.20% 5	7.32% 3	53.66% 22	26.83% 11	41	3.95
2018	0.00% 0	11.63% 5	18.60% 8	44.19% 19	25.58% 11	43	3.84
2017	4.65% 2	11.63% 5	11.63% 5	65.12% 28	6.98% 3	43	3.58

Club Office Bearers Survey 2019



Q14: Please provide any further feedback about any of the above topics.

Answered: 13 Skipped: 28

Club Comment
I think the process of transferring donation funds to the club could be better explained.
MU Sport are extremely helpful and responsive for our club. We are happy to deal with them on all matters.
Generally, [REDACTED] is happy with the support given to SOME of those in MU Sport and would like to personally thank Tom M, Brendan Parnell and everyone at the reception desk. Your help, support and advice throughout the year has been valuable to the club, its members and the students of the university.
Publish the club funding allocation in a club operations memo or at the club forum so it is more transparent. While MUS provides support with our strategic issues the time frame in which they are addressed is long, e.g. our move to Berkeley St took 3+ years.
Would prefer more suggestions for fundraising and grants to apply for within the uni.
Also, would like more effort to be put into addressing the systemic inequality of facilities allocation which significantly favours male dominated clubs.
Tim Lee and the team at MUS are outstanding partners in the life of [REDACTED]. Their support, advice and guidance is highly valued. The leadership that MUS has shown in relation to inclusion and diversity is of particular credit to Tim Lee.
The timing of funds distribution is often delayed & requires constant follow up. 90 percent of our operational expenses are in the first part of the year. Funds distribution in August does put a strain on cash flow. As a requirement of the [REDACTED] license the club is required to conduct 2 court sessions per week. Limited access to indoor court facilities will result in the club having to pay to hire an external facility in 2020 at considerable cost to the Club. Greater support from MU sport is required in this.
MU Sport have been a great help for the Club this year. We're still waiting on the minutes from the Annual Strategic Meeting from last year and have been lucky that our President is embedded at Sport to advocate for us.
I think our club has a lot of work to do in terms of getting a strategic plan (which we need help with) but the first 12 months of my time as President has been spent trying to get on top of all the things that have not been in place. MU Sport is always responsive when we ask for help but it's just knowing what to ask for and having the time to do it that I struggle with. Having [REDACTED] has definitely helped that
I feel that we possibly do not interact enough with MU Sport to understand their full benefit, although we have had meetings with MU Sport it feels as though there are no forward moving outcomes that truly benefit the club and sometimes following up on items discussed with MU Sport seem to show no forward progress