



2018 Club Office Bearer Survey

Overview

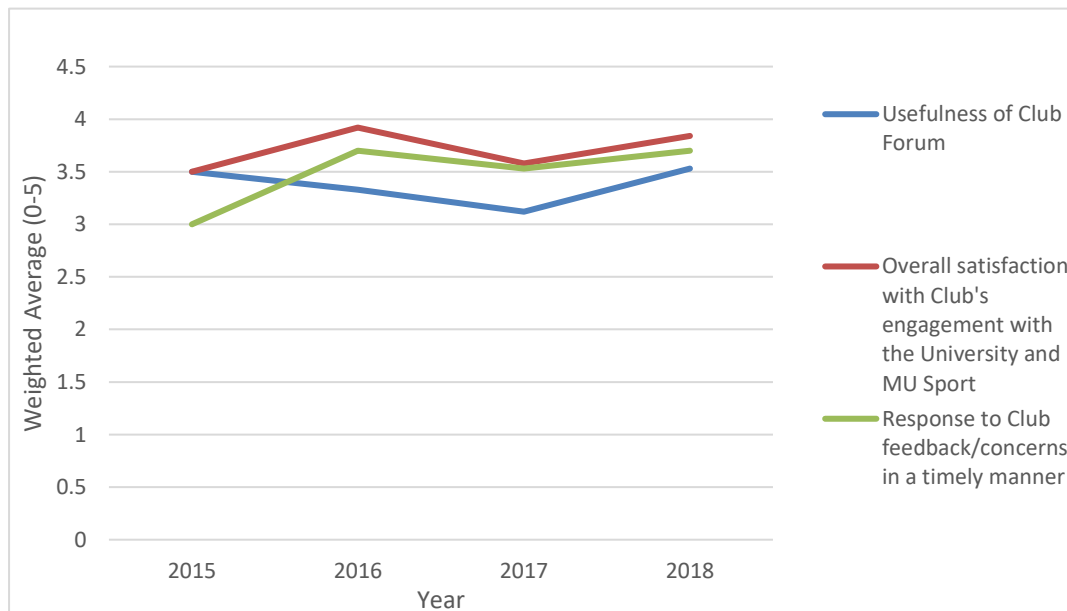
Melbourne University Sport invited 43 Sporting Clubs to complete the Club Office Bearers survey as an opportunity for the University of Melbourne’s affiliated sporting clubs (competitive, instructional and recreational) clubs to anonymously provide feedback on their strategic relationship with the University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

Response Rate

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

Key Findings

- 79.17% agree/strongly agree **MU Sport supports the Club in dealing with major incidents** (67.44% agreed/strongly agreed in 2017)
- 86.05% agree/strongly agree **their Club advocates for its own interests with MU Sport** (79.07% agreed/strongly agreed in 2017)
- 72.09% agree/strongly agree **MU Sport Supports the Clubs Interests** (67.44% agreed/strongly agreed in 2017)
- 90.7% agree/strongly agree **MU Sport Staff are friendly and approachable** (81.4% agreed/strongly agreed in 2017)
- 69.77% satisfied/strongly satisfied **with club’s engagement with the University and MU Sport** (72.1% agreed/strongly agreed in 2017)



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

Answered: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	2.33% 1	11.63% 5	13.95% 6	53.49% 23	18.6% 8	43	3.74 (+0.44)
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: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	0.00% 0	2.33% 1	18.60% 8	55.81% 24	23.26% 10	43	4.00 (+0.28)
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: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	0.00% 0	2.33% 1	11.63% 5	53.49% 23	32.56% 14	43	4.16 (+0.28)
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: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	0.00% 0	6.98% 3	20.93% 9	51.16% 22	20.93% 9	43	3.86 (+0.26)
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: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	2.33% 1	16.28% 7	20.93% 9	51.16% 22	9.30% 4	43	3.49 (+0.19)
2017	9.30% 4	18.60% 8	18.60% 8	39.53% 17	13.95% 8	43	3.30

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

Answered: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	2.33% 1	23.26% 10	16.28% 7	44.19% 19	13.95% 6	43	3.44 (+0.12)
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: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	6.98% 3	30.23% 13	32.56% 14	20.93% 9	9.30% 4	43	2.95 (-0.03)
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: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	0.00% 0	13.95% 6	32.95% 14	39.53% 17	13.95% 6	43	3.53 (+0.65)
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: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	0.00% 0	0.00% 0	9.30% 4	58.14% 25	32.56% 14	43	4.23 (+0.21)
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: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	4.65% 2	9.30% 4	25.58% 11	32.56% 14	27.91% 12	43	3.70 (+0.17)
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: 43 Skipped: 0

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly agree	Total	Weighted Average
2018	0.00% 0	6.98% 3	18.60% 8	46.51% 20	27.991% 12	43	3.95 (+0.39)
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: 43 Skipped: 0

	Strongly dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Strongly Satisfied	Total	Weighted Average
2018	0.00% 0	11.63% 5	18.60% 8	44.19% 19	25.58% 11	43	3.84 (+0.26)
2017	4.65% 2	11.63% 5	11.63% 5	65.12% 28	6.98% 3	43	3.58

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

Answered: 12 Skipped: 31

Club Comment	MU Sport Feedback
<p>The [REDACTED] Club experienced some unexpected cancellation of court bookings throughout the year. MUS has been great in arranging alternatives but communication in advance would be much appreciated.</p>	<p>Training and/or social competition bookings will be cancelled where facilities are required for competitions. MU Sport will endeavour to provide a min. of two weeks' notice where cancellation or relocation is necessary.</p>
<p>This year was a good step in the right direction, but there is still a lot of work to be done.</p>	<p>Thank you. Agreed.</p>
<p>Thinking back over the year there were definitely some hiccups early on with pre-season bookings mix ups, which we need to smooth out in order to maintain a high performance culture going into the season. Otherwise, support through the CPF for the honour boards and understanding of their placement into the Clyde was well received. Disappointing to see some of the efforts to engage/incentivise/enhance club volunteerism fall through, though its good to see there is some intention there. Although this year there was evidently more of a connection between the club and MUS, there is always room for improvement. In a nutshell there were a lot of great outcomes for our club this year (on and off the field). But thats not to say there aren't deficiencies in other areas that comes as a trade-off. The ability for MUS to enhance and SUSTAIN this sense of momentum for clubs that are going through 'peaks' is key, otherwise it will eventually falter and potentially leave the club worse off. Will be interested to see what the outcome of the strategic meeting will be and how this process may assist moving forward.</p>	<p>Thank you for your feedback. Yes, annual strategic meetings will hopefully enable the Club and MU Sport to have a medium to long-term view of where the Club wishes to be and what support is required to get there.</p>
<p>We just feel that the communication between mu sport and [REDACTED] isn't being utilised and can be improved upon.</p>	<p>Yes, communication is important for both Club and MU Sport. Annual strategic meetings provide, as a minimum, one formal opportunity to sit down and discuss issues. MU Sport is of course open to meeting at any time throughout the year.</p>
<p>We are appreciative of MU sports efforts this year to accommodate our training after we weren't allowed to train at Princes Park due to lighting regulations for [REDACTED]</p>	<p>Access to external facilities remains an issue for most clubs. MU Sport is very happy to assist where possible.</p>
<p>Our main correspondence with MU Sport is Tom the clubs coordinator who has been very helpful throughout the year in assisting the club with relevant issues. We're very impressed by the amount of effort he puts into assisting us when required and the timeliness of his responses.</p>	<p>Thanks. The Clubs Coordinator role is vitally important. MU Sport will be adding to the Club support space by engaging a Recreation Coordinator in 2019.</p>
<p>Although MU sport officials are very cooperative and helpful once you have contact with them, it is very hard to get to that stage. I understand they are busy but response times are still quite slow and it is difficult to find the relevant information elsewhere.</p>	<p>MU Sport endeavours to acknowledge club enquires within 48 hours – sometimes a resolution will take longer depending on the issue. Thanks for this feedback. Yes, communication of funds transferred to the Club account will take place from 2019 going forward.</p>

<p>In terms of funding, it would be appreciated if clubs received an email as funds are deposited into club accounts with details of the deposit.</p>	
<p>MU Sport are our most important partner and are crucial to the success of our club.</p>	<p>Thank you for your recognition.</p>
<p>Online booking forms with check boxes and date ranges for clubs would make it easier rather than having to submit the same form for different things and losing track of whats submitted and what isnt.</p>	<p>Yes, a better on-line booking system for additional/ad-hoc bookings would be valuable. MU Sport is investigating potential new systems with a view to having more on-line functionality by 2020.</p>
<p>██████████ are not allocated any on-campus facilities, and we would hope to be considered to have access to at least the ██████████, if not the weights room, for training on campus (in addition to our water training sessions off-campus). We also have difficulties keeping in touch with MU Sports due to delayed replies/ progress of discussion matters.</p>	<p>Provisionally affiliated clubs do have restricted support. Access to the weight room (HP Studio) is also restricted to high-performance clubs due to its limited availability. MU Sport endeavours to acknowledge club enquires within 48 hours – sometimes a resolution will take longer depending on the issue.</p>
<p>University information on how to seek assistance with alumni donations and other philanthropic activities is clear ... our progress in this space has ground to a halt since Carl Junot left.</p>	<p>University's Advancement Office has recently appointed Rob Paterson who will work with MU Sport and clubs in the alumni/philanthropy space. Rob can be contacted via rob.paterson1@unimelb.edu.au.</p>