

Summer Survey Results 2019

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Introduction:

Hello everyone. Here are the results of the the 2019 Summer Survey. I would like to thank everyone who took a few minutes out of their day in order to fill out the survey. Getting feedback from our membership each year is vitally important to making sure we are on track with our strategic goals and priorities. I hope the information provided below is useful in helping you understand how the organization works, where we believe we need to improve and hopefully a little about how we plan to improve those things going forward!

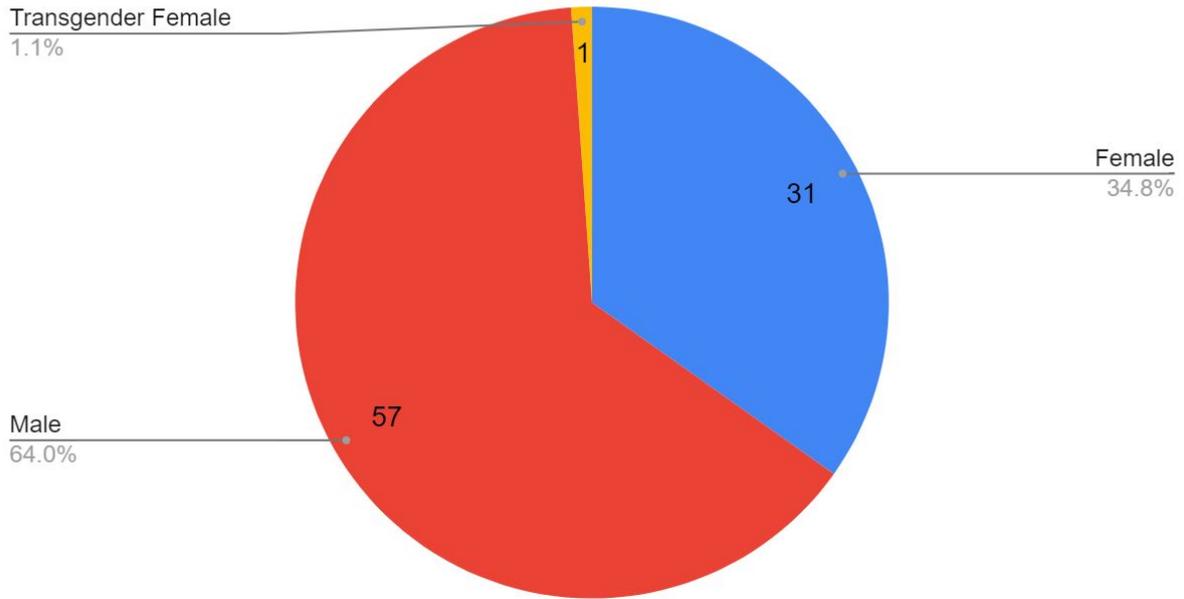
While the document may seem long at first glance, worry not! There are lots of graphs, and while I have a lot to say in some of the sections, several of the results pretty much speak for themselves and I let them do just that.

Thanks again, and enjoy!

Section 1: Identification

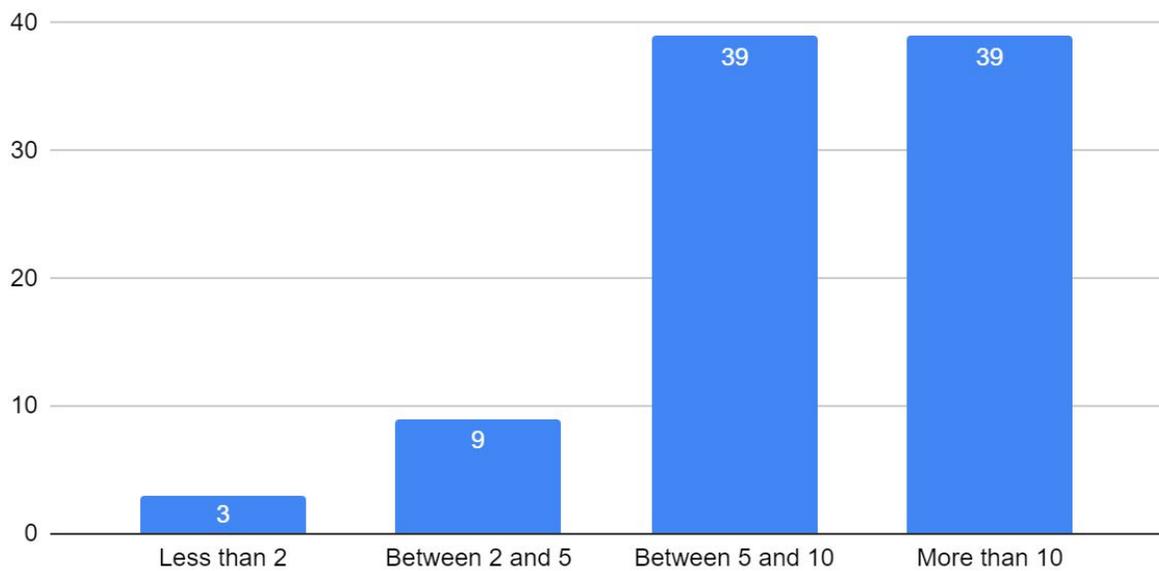
With which gender identity do you most identify?

Total Responses: 89



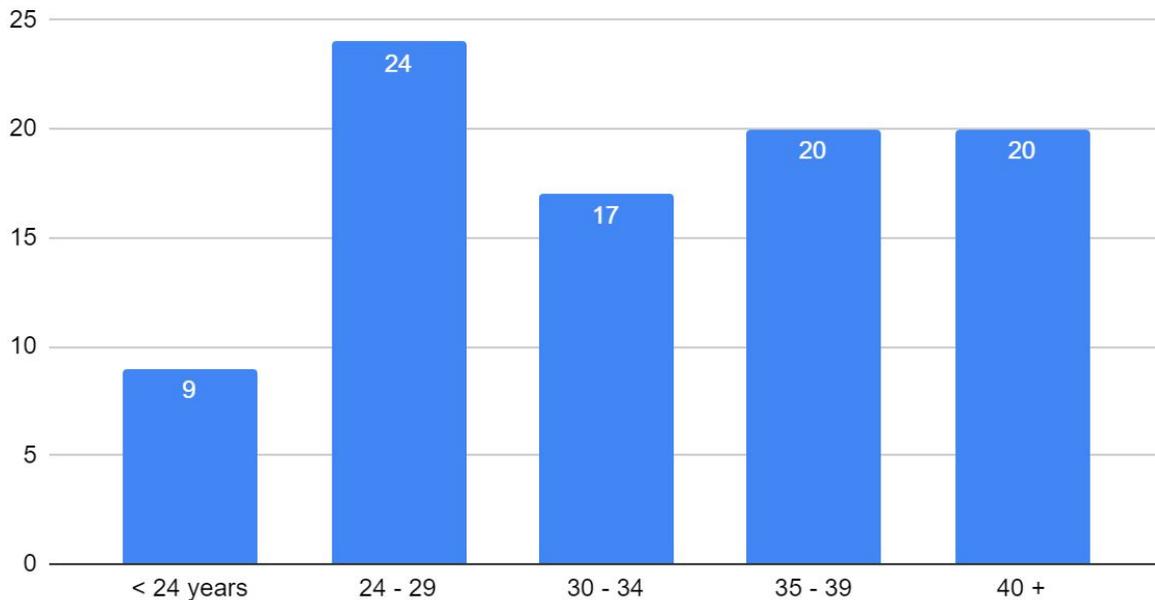
How many years have you been a MODS member and/or participated in MODS programming?

Total Responses: 90



What is your age range

Total Responses: 90



As you can see from these three charts we only got 90 responses this year compared to 172 from last years survey, and even that was down considerably from our high of about 300 responses a few years ago.

Of those who responded, 64% were male. The majority of respondents have played for 5+ years and are 30+ years old. This is a little disheartening. MODS has been trying to be more inclusive, and we have been working over the years to try and engage our younger membership. Are these results just survey fatigue? Or even worse does our membership think their feedback isn't being listened to? Or did we just not do a good enough job communicating the survey was out?

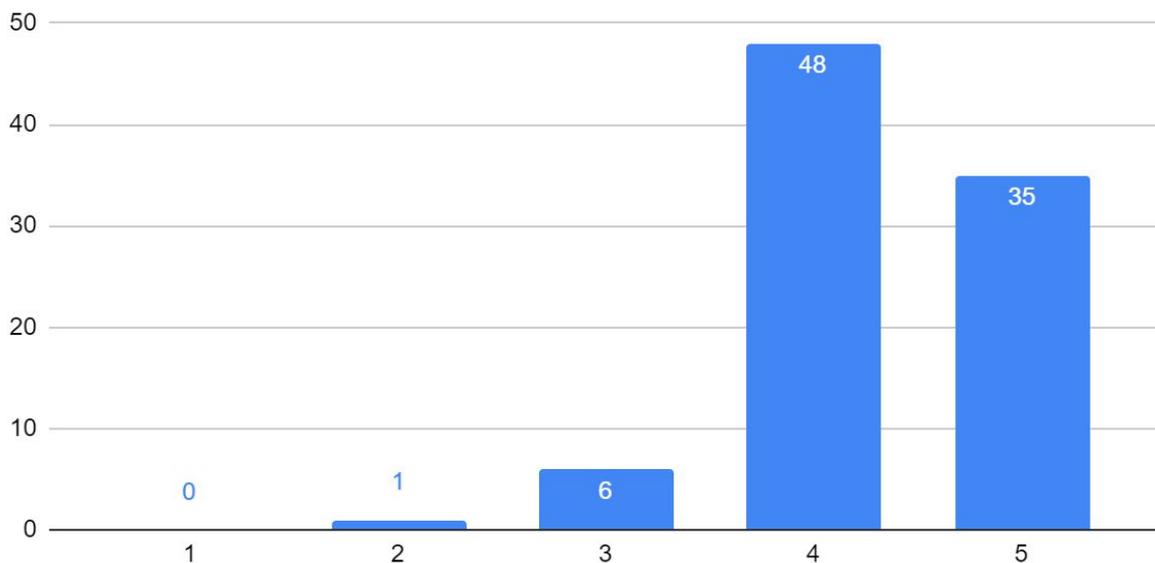
Whatever the case may be, it seems we still have a lot of work to do in order to engage all of our membership.

Section 2: Programming

In case the word 'program' is ambiguous to you, that's what we use to refer to - essentially - the things MODS offers for people to participate in. That could be leagues, events, clinics, etc.

How satisfied are you with the selection of programs (leagues, events, etc.) available to you through MODS?

Total Responses: 90



Themes in the accompanying comments:

- Great variety. Lots of levels of play.
- More Women's programming. Maybe add a women's summer league.
- Consistent days for Indoor programming (one night a week).
- Better times for Indoor leagues.

While it seems most people enjoy the variety of programs we offer, just like last year, women are looking for more women only programming. This is a tough balance for MODS. We are trying to accommodate the higher interest in women's only programs but

as always we are bumping up against field space and numbers.

For example, in our Fall and Winter leagues we only have a certain number of fields and time slots available. However, we are always looking for ways to improve our programming and last January we were able to add one more women's intermediate league, which is doing quite well.

As far as adding a women's only league in summer that is a difficult proposition as our mixed leagues are already having trouble finding enough women to field teams. We worry that we may create a six team women's league but in turn lose a 40-50 team mixed league. If that were to happen, MODS would be in big trouble financially. That doesn't mean we won't look into it. We just need to make sure the numbers work for both leagues.

Unfortunately the other concern I have is that one of the reasons women want more women's only leagues is because they feel underutilized in mixed leagues. I have seen this myself over the years, and it's been brought up at board meetings (very recently in fact). Some teams I have played on and played against throw predominantly to their male players. The gender bias is strong and regardless of how skilled the women on their team are they are often not thrown to, which I find ridiculous. Eventually they get discouraged and stop playing or decide to only play women's leagues. Which means it gets harder and harder to find women willing to play mixed league Ultimate. It's a vicious cycle.

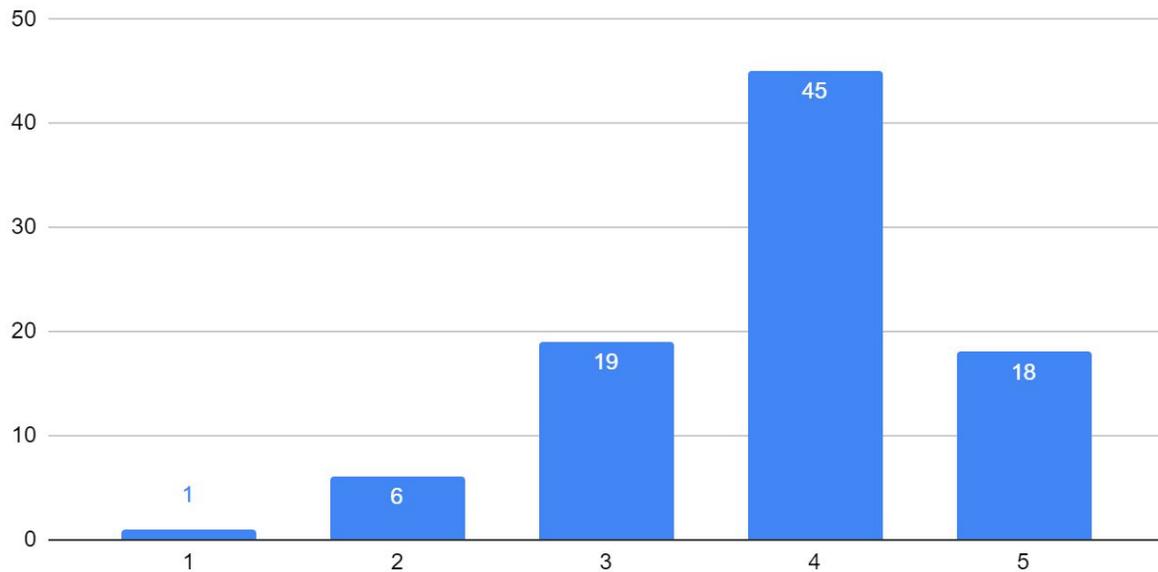
I see this as a Spirit problem. Teams are too concerned with winning instead of making sure all players are included and having fun. What these teams don't recognize is, not using all the players on the field just makes it easier for their opponents to defend against them. Making it harder for the team to win anyways. The board and the Spirit Working Group are looking into ways we can encourage teams to use all of their players more often.

As for changing Indoor leagues to have better times and one consistent night. This is about field time, availability and cost. We don't get to pick and choose all of our indoor fields and time slots. Trust me when I say we are always looking to improve our access to both. Not too long ago 50% of indoor games used to start at 11:30pm, and the earliest time slot was 10:30pm. That is no longer the case. Unfortunately field space and time slots are still limited, and we want to make sure everyone is playing on good quality fields. And at a reasonable cost. We stopped using the Golf Dome for example,

because the cost savings wasn't worth the deteriorating field quality and late night time slots.

How satisfied are you with the execution of programs (leagues, events, etc.) administered by MODS?

Total responses: 89



Themes in the accompanying comments:

- New website helps.
- Scheduling needs to be completed earlier.
- Better communication.
- Better seeding for leagues (team playing in wrong division)
- Frustration over cancelled games due to weather.
- Fields re-painted in fall.

Sorry this is going to be long and in no particular order. We are glad people are enjoying the new site. We are actively working on making the site better, which I will talk about later in this document.

As far as scheduling is concerned. While the new site has improved things immensely on the back end. We are still working on making it better. In fact improvements have been added since summer league to help with that. Work is also being done to get playoff brackets added as well, which will help scheduling during the final weeks of the year and during tournaments. I would also like to remind everyone that during indoor leagues our staff need to wait for the entire round to end before they can upload the

schedule for the next round. For example, just because you finished your last game of the round on a Sunday it doesn't mean that round has ended yet. The staff may have to wait until after Tuesdays games to figure out what the schedule will look like going forward. So please keep that in mind.

Unfortunately one of the biggest delays in scheduling right now is score reporting. In the past we understood that people were frustrated with the websites we were using and tried our best to help keep things moving forward, but we knew it wasn't going to be quick and easy. It's been a really rough bunch of years. But now that we have switched to our new site, score reporting is incredibly easy and can be done in two minutes or less using a smartphone, etc. We encourage teams to score their games right after they are finished. In fact we want captains to talk to their teammates about spirit scores and how they feel they other team should be rated. **REMEMBER, BOTH TEAMS MUST SUBMIT A SCORE FOR EACH GAME!**

Even with the new easy to use site, we knew it was going to take a while for people to get used to scoring their games in a timely manner. But now that we are coming up on a full year with the new site we are going to start holding teams accountable for not reporting scores. Our site now reminds captains if they are missing scores anytime they visit. If for some reason you are having trouble scoring a game please reach out to us by email or phone and we will help fix the issue.

Seeding is super difficult, which is why we need people to be super honest with their team creation responses. If it wasn't for Corey's knowledge of players in the league I guarantee you it would be a lot worse! But Corey isn't perfect, and sometimes teams end up in divisions they feel are way too hard to play in. If you feel like this is the case, please reach out. Email Corey at opsdirector@mods.mb.ca and if you don't hear back from someone within a couple of days please call us!

Which leads us to communication. Since I have been on the board we have been working hard on improving our communications with our members. Over the last three years with the help of the communications working group and website working group we believe we have made some great strides on that front. We now have a site people are willing to visit. We have put serious thought into how we present information on that site, for example the Games On indicator at the top of the site. It is updated daily at 4pm during summer and outdoor fall leagues. We are continuing to add and improve the front page to make it easier to find the information you need. You can also sign up for our monthly newsletter at <https://mods.mb.ca/> . We are using our [Facebook](#) page a lot

more, sharing information on a daily basis. You can also follow us on [Twitter](#) and [Instagram](#) .

We are currently looking into our staffing model as well in the hopes we can help them keep up with the workload and make sure they have time to respond to our membership.

It was recently brought up to the board that sometimes incoming emails to staff are being received months after they were originally sent. We are looking into why this is happening, but please if you have an issue and you haven't heard back from our staff, call them, leave a message if they aren't there and they will get back to you as soon as they can.

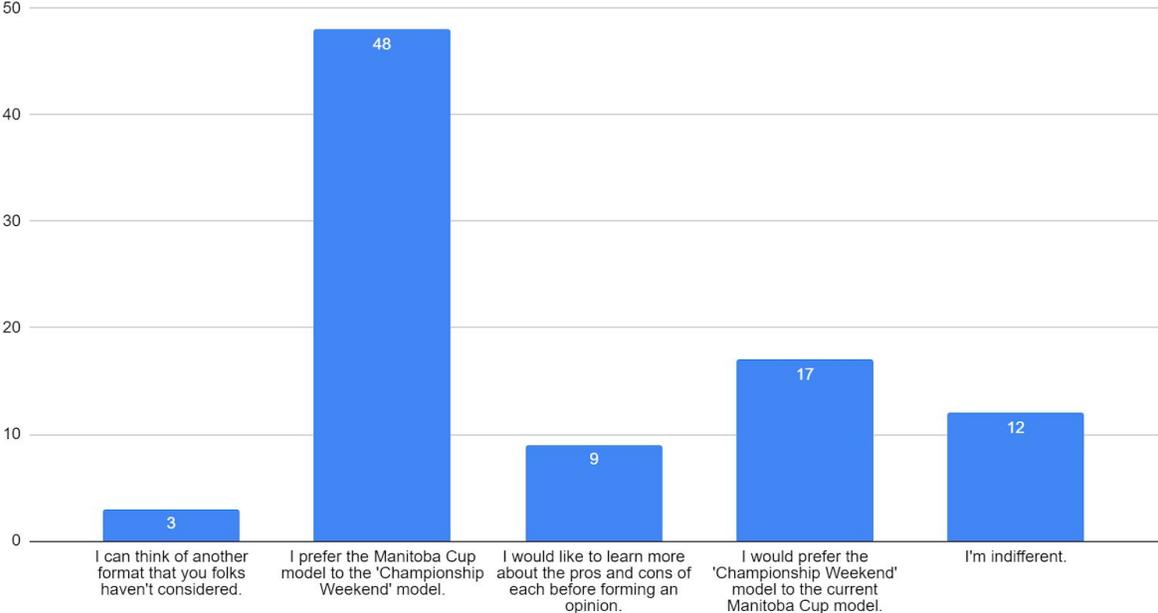
As for weather and lined fields. We don't control the weather, I'm sorry we can't do anything about that. We try to make sure everyone gets to play their share of games but sometimes the weather just doesn't cooperate. This year I believe Mondays had a few rainouts near the end of the season, but in the past Wednesdays was hit pretty hard and the same can be said for pretty much every other day of the week.

Lined fields are easier during the summer months when we have additional part time staff to take care of that sort of thing. We get grant money to hire that staff during our busiest time of the year, unfortunately once they are gone it is much harder to keep up with fully lining fields. We do our best, but depending on how often the grass gets cut it is sometimes hard if not impossible to keep up. Thankfully the fields at Assiniboine Park have permanent markers on all corners of all fields, to help with marking. So look out for marks like those.

Section 3: Manitoba Cup

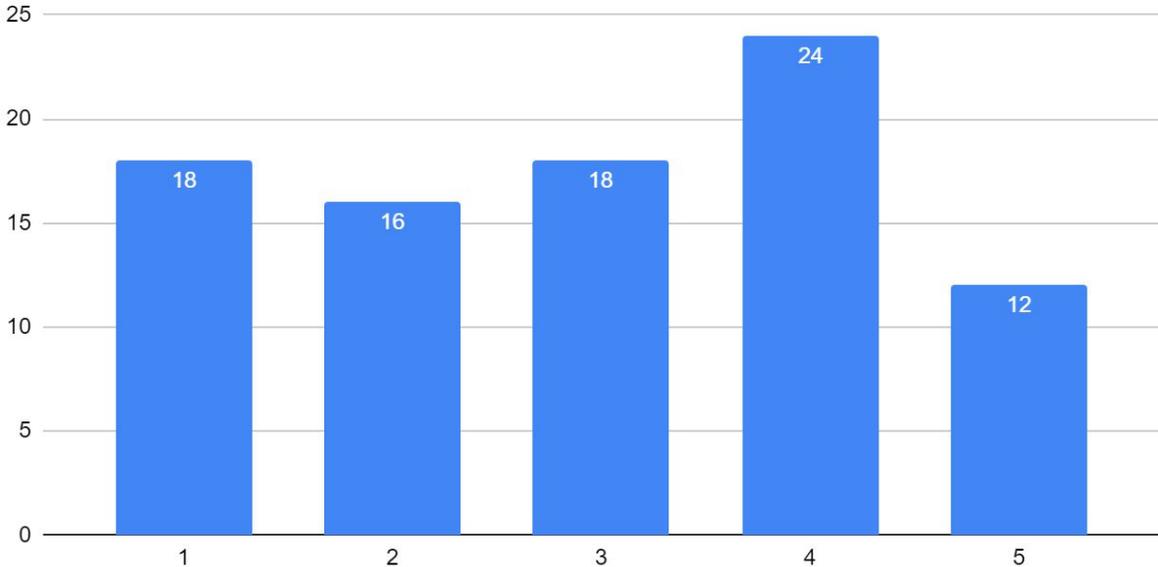
Which statement best describes how you feel about MODS' mixed summer league's end-of-season format?

Total Responses: 89



As a follow-up to the previous question, please read the idea below and indicate how you feel about the idea.

Total Responses: 88



One idea that's been floated for end-of-season play in MODS' mixed summer league is as follows: have quarter-finals played during the week (on a regular league night) and hold the remaining two playoff games in one day on a concluding, playoff weekend (to replace Manitoba Cup). e.g. Monday & Tuesday play first playoff game on their final Monday/Tuesday, then playoff games 2 & 3 (semis/finals) on the Saturday of Championship Weekend; Wednesday/Thursday league, same thing but on the Sunday instead of the Saturday. Idea here is to get your team more games (while only having to commit one day on that final weekend) and restore the playoff element -- i.e. 'Championship Weekend' concept -- while keeping the logistics of the event manageable.

Themes in the accompanying comments:

- We love Manitoba Cup, we wish there were more teams!
- Hard getting people to commit to playing both days of the weekend.
- Maybe do it earlier in the summer?
- Bring back Championship Weekend
- The break between games is too long.
- 3 games per day is too much for my old bones! (I hear that!)

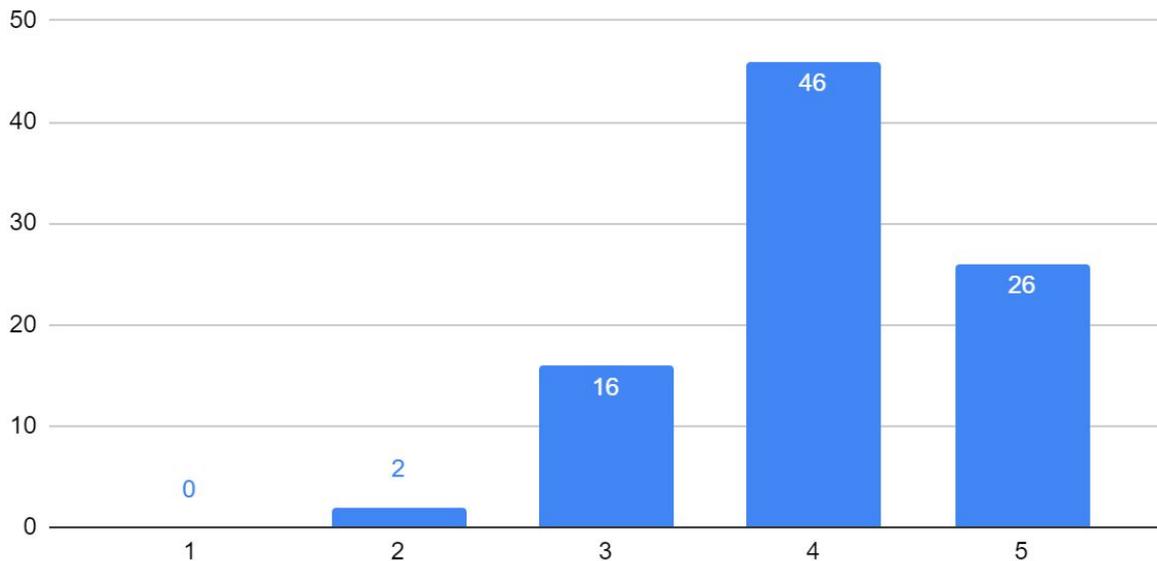
As you can see the results are all over the place. The majority of respondents really like Manitoba cup, but with so few responses we can't say this is how the majority of membership feels. One of the major problems with Championship weekend is still the same problem we face with Manitoba Cup, it's hard getting people to commit an entire weekend to an end of the year tournament. If we were to go back to a Championship weekend and a third or more of the teams drop out, is it really a playoff? And some people find it really hard to commit a whole weekend and or playing more than two games a day, but if they play on more than one team during the summer they could end up playing well above that.

So where does that leave us? I don't know, but we will take all the feedback into consideration and look at what we can do to make things better!

Section 4: Website

How satisfied are you with MODS' current website (launched in March 2019)?

Total Responses: 90



Themes in the accompanying comments:

- Haven't interacted with it very much
- Please don't change it again!
- A little tricky to navigate
- So much easier to navigate
- So much better thanks!
- Love it!

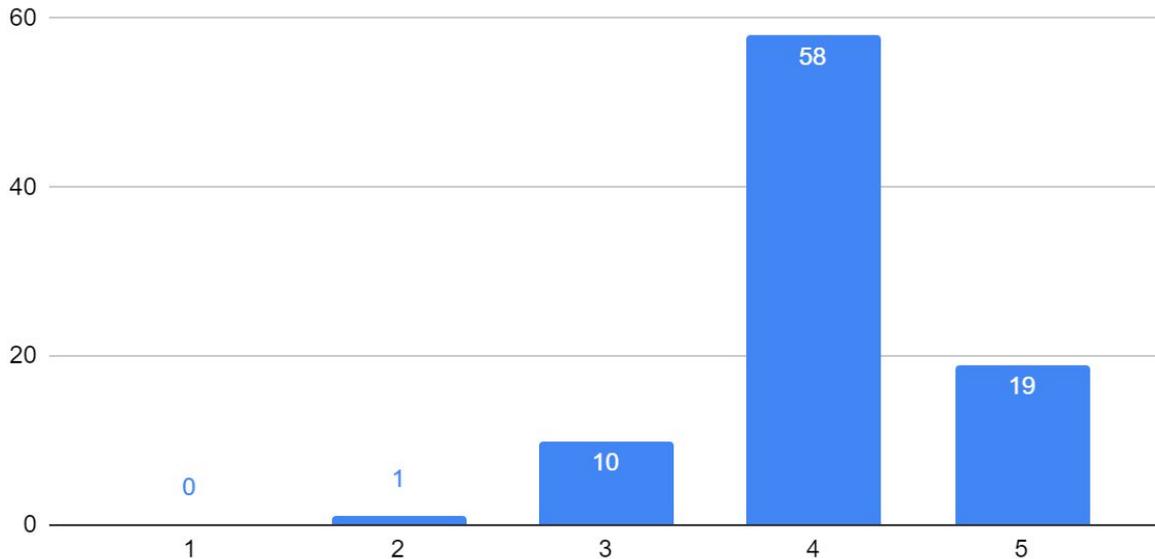
Having spent so much time managing this project, I am very happy to see a large majority of those who responded really like the site. Those that didn't either haven't interacted with the site much yet (please give it a try!) or they would like to see features on the site that I am happy to report are already in the pipeline and we hope will be implemented before next summer, if not sooner!

And for those small few who thought the site was a little difficult to navigate. I think there are a few tweaks we can and already have made to improve on that, and I hope after using it a few times things have gotten easier.

Section 5: Facilities

How satisfied are you with the facilities used for MODS programming (leagues, events, etc)?

Total Responses: 88



Themes in the accompanying comments:

- Bathrooms are not always easy to get to.
- Fewer Venues outdoor venues is great.
- Maple Grove fields were a disaster
- Little Mountain fields need more water and improvement generally not great.
- IJL Fields overall were good but sometimes need more water and work.
- Assinaboine fields were fantastic!
- Bike Parking at IJL
- Field quality in general is improving
- Disc Golf courses need improvements and more signage
- Would love to see new Disc Golf fields

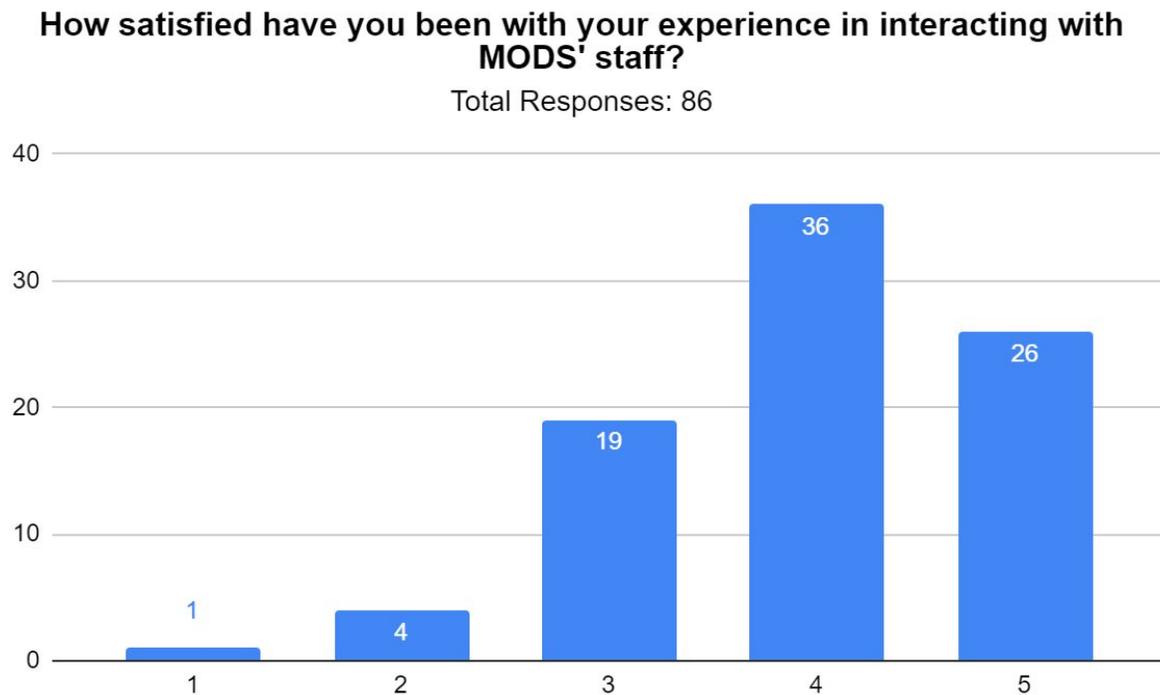
I agree with pretty much every theme here with relation to Ultimate Fields. Field quality is getting better overall, Assinaboine Park especially. But some fields still need to improve. Having played in the league for 19 years now, I can say even though the

Maple Grove fields are pretty rough, they are still much better than some of the fields we used to use. Same goes for Little Mountain. Rest assured we will continue to try and improve field quality next year.

As for Disc Golf. The Disc Golf committee led by Mark Oxer, with the help from Staff are working hard to work towards course improvements and the possibility of new courses. There are some logistics with relation to city parks, and of course money, that will need to be overcome in order to follow through on those goals.

Section 6: Staff

For context: MODS has two permanent, full-time staff positions. Corey Draper is our Director of League Operations (generally responsible for taking the lead on running of programs). Sean Seywright is our Director of Business & Sport Development (primarily responsible for the execution of financial and administrative matters). Each summer, we generally have 2-3 paid term positions, May to August.



Themes in the accompanying comments:

- Have trouble getting a hold of someone
- Always quick to respond

- Temp summer staff were great!
- Didn't need to interact with staff
- Staff are slow to execute on programming.
- The staff are doing a great job!

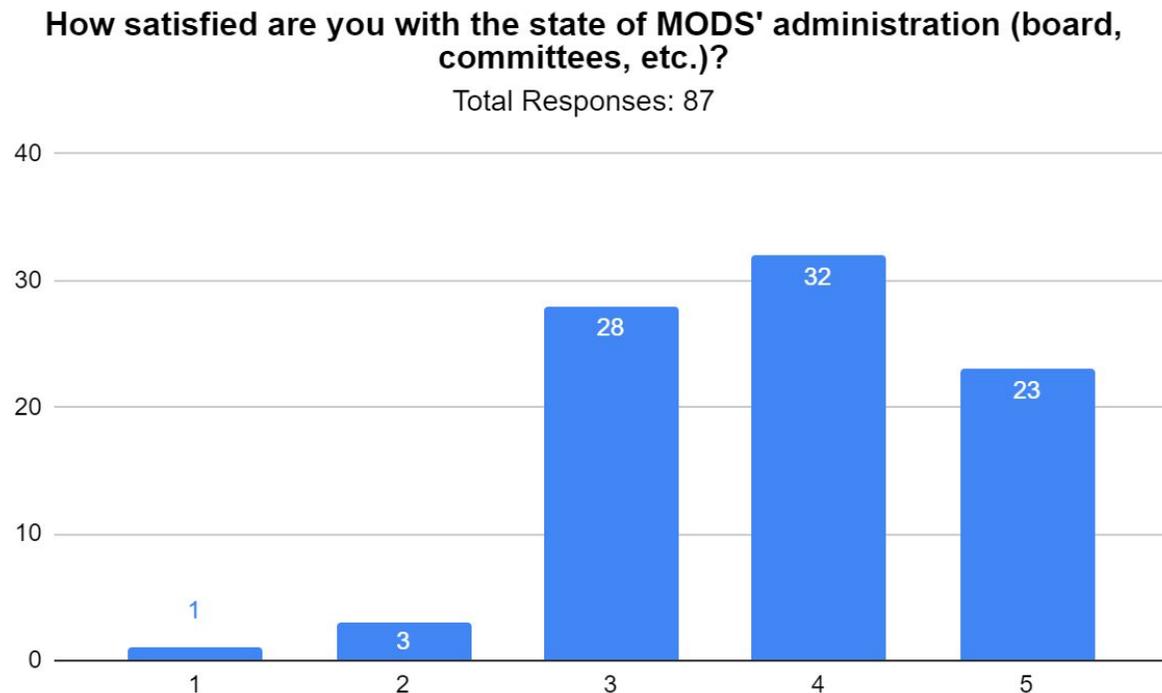
For the most part people seem happy with the work our staff is doing. There were a few people who think communication with them was difficult. As I mentioned earlier in the results, it was recently brought to my attention that staff are sometimes receiving emails, for the first time, months after they had been sent. We are looking into that. If anyone has any ideas why that might be happening, please let us know. If however you send us an email and don't hear back especially if it's been a couple of days please call our office and they will be more than happy to help.

People also think the staff sometimes leans too heavily on Captains to deliver information. While in the past that was true, as I mentioned earlier in the report we have greatly improved how we deliver information. Not only through our captains, but also through our website, newsletters, and social media platforms. While sending emails out to our entire membership seems like something that should be easy to do, there are email spam laws in Canada that prevent us from doing whenever we want. Which is why you don't see us doing that very often, if at all. So if you want to keep up with the latest MODS information please feel free to use any of the above sources of information.

As for executing on programming. The website has helped a great deal, and the board and staff are looking at ways to help them improve things further. As I mentioned earlier in the survey, when it comes to getting schedules out sooner. The biggest reasons for delays now is score reporting. We need captains to make sure they score their games ASAP! If you aren't a captain or an assistant captain, help them report scores sooner by reminding them they need to get it done!

Section 7: Administration

Basically the MODS Board, Committees and Working Groups (All of which are volunteers).



Themes in the accompanying comments:

- Don't really feel the impact of boards or committees.
- Don't know much about what they do.
- Need better communication.
- Enjoy the Letters from the President.

So unfortunately of those that responded, the impression doesn't seem to have changed much from last year. We will continue to try and improve our communication efforts. Please read the above responses about communications re: staff.

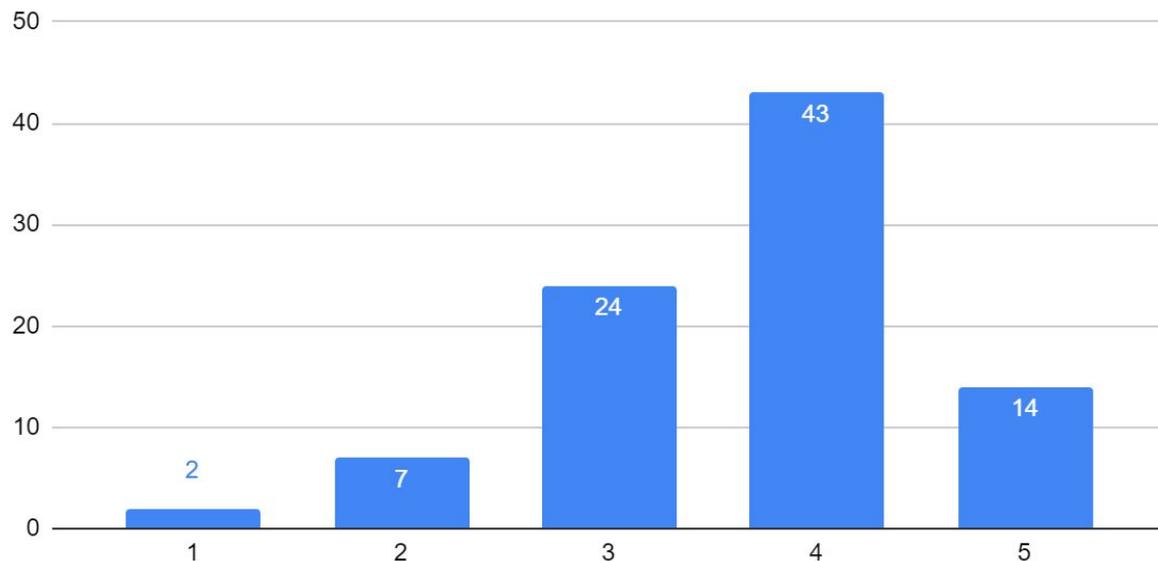
Trust me, we want people to understand how the boards and committees work. The more you understand how they work, the more likely we will find people who might be interested in joining the board or committees in the future.

Section 8: Strategic Focus

There are a lot of different things MODS could choose to focus on. Part of board and staff's mandate is to make the call on how that shakes out.

How satisfied are you with the things you perceive MODS to be currently focused or not focused on?

Total Responses: 90



Themes in the accompanying comments:

- Too much focus on Juniors
- Too much focus on Touring Teams
- More Focus on Rec League Please!
- Adopt and encourage better environmental practices
- Thanks for improving communication and transparency
- Thanks for doing a great Job!

There was one big theme I will save for the last section because it's the one that came up a lot. It seems however that most people think our focus was pretty good last year, with a few exceptions.

There seems to be a perception that MODS focuses a lot on touring teams. I think part of the reason that seems to be the case is that it's really easy to talk about how touring

teams are doing at tournaments. It's a news item that sort of writes itself. And maybe we end up writing too many of those kinds of posts in relation to how many we write up about our rec leagues and local tournaments etc. That is definitely something that we will endeavour to fix going forward, because there is a lot of great stuff happening in our rec leagues and tournaments.

I can tell you however, that since I have been on the board, the amount of time we focus on touring is infinitesimal compared to how much time we spend on our rec league programs. We know how important they are. They are our life blood, and we are worried about how well they are doing just as much as anyone else, if not more so. The problem is the answers don't come easy. Each year we have tried new ways to encourage more people to join our Summer leagues and so far we have not had any success, but we aren't giving up and this year we will hopefully come up with some solutions that will help our leagues grow again.

As far as adopting and encouraging better environmental practices. I think this is something we certainly should be looking into. More to come on that relatively soon I hope!

Section 9: Final Comments!

No graph for this one. Here are the themes:

- **NEED TO IMPROVE SPIRIT!!!**
- **Better Rules Knowledge!!!**

Heck yeah! While the lack of Spirit in our game has been so disheartening, It felt good to see so many responses from people who are just as concerned as I am. It's become a serious issue across all of our programs.

One of the hurdles we face is buy in from our membership. Based on your responses, that may not be as big a problem as I originally thought.

As the chair of the Spirit working group I can tell you over the last several months we have been discussing ways we think we can help encourage better spirit, and ways to hold teams accountable for not doing so.

We also believe that better rules knowledge goes hand in hand with better spirit. For example, a lot of times frustrations build up over not knowing the rules well enough and the spirit in a game tanks.

But rules knowledge isn't the only thing we are focused on. We have also been talking about dangerous plays, and highly skilled players playing in lower ranked divisions, just to name a few. I am hoping that with the recommendations the spirit group comes up with and the ability to track spirit scores on the new website we can figure out a way to improve spirit across all our leagues and teams. Hopefully more to come on that very soon!

Section 10: Wrap Up & Contact

I hope you will forgive me but I am going to end this by using some of what Yacine wrote at the end of his survey wrap up last year because I think a lot of it is still very relevant. So just remember!

- Most importantly, we're all here and listening.
- Secondly, we (board and staff) know that there are things we can do better, and we *want* to be better at those things.
- The causes for shortcomings are often structural/systemic, and may be the piece needed to reconcile good intention with poor execution.
- The current iteration of the board is working hard to overcome some of those structural deficiencies, which I'm hopeful will mean that this marks a turning point in how you engage with MODS - and vice versa.

It would be a pretty big win, in my books, if even one person reads this and is somehow inspired to join the effort for stronger MODS administration. I promise you there are plenty of ways to get involved, if you're so inclined. Please (pretty please) don't hesitate to reach out to me or any of the other listed people, as follows:

Board of Directors

- Robert Borges (President): president@mods.mb.ca
- Daniel Plourde (Vice-President): dplourde@mods.mb.ca

- Mark Smith (Treasurer): msmith@mods.mb.ca
- Giuseppe Grande (Secretary): ggrande@mods.mb.ca
- Meghan Marsland (Member at Large): mmarsland@mods.mb.ca
- Heidi Grieser (Member at Large): hgrieser@mods.mb.ca
- Kari Bergmuller (Member at Large): kbergmuller@mods.mb.ca
- Serena Vandersteen (Member at Large): svandersteen@mods.mb.ca
- Nigel Batchelor (Member at Large): nbatchelor@mods.mb.ca

Staff

- Sean Seywright (Director of Business & Sport Development):
bsddirector@mods.mb.ca
- Corey Draper (Director of League Operations): opsdirector@mods.mb.ca