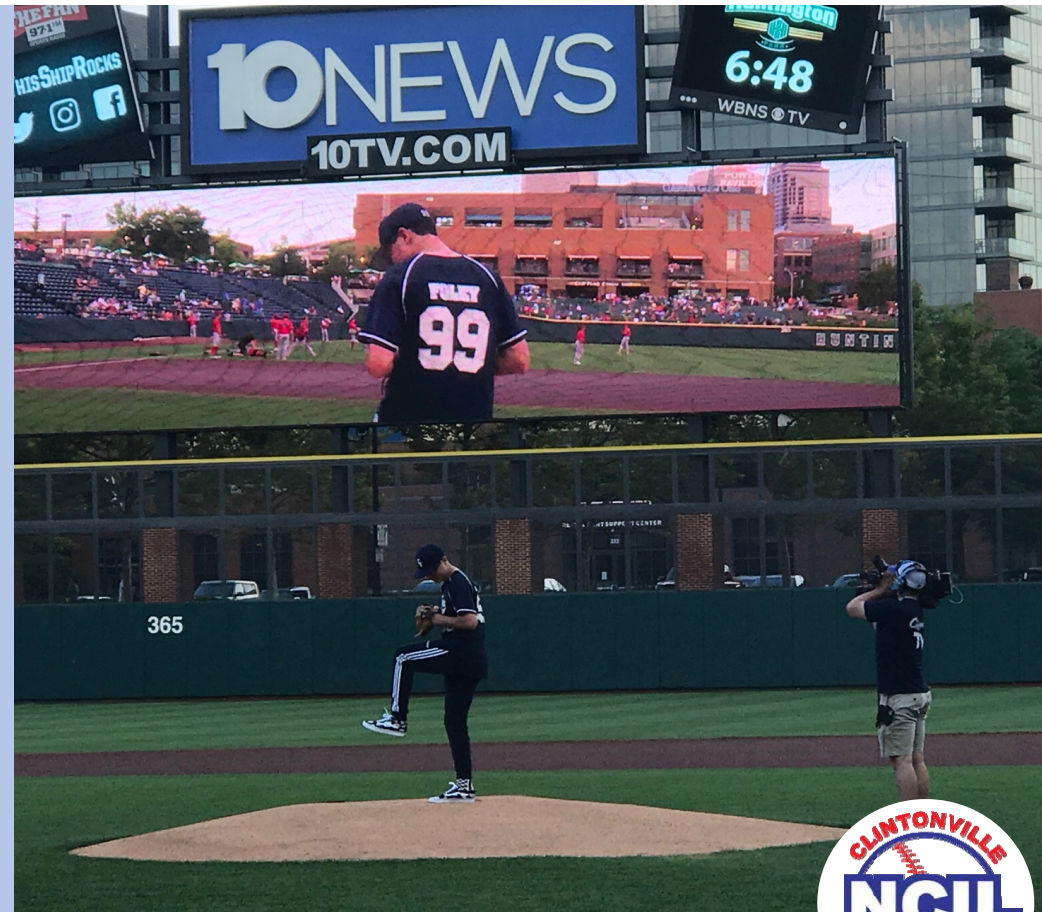


NCIL 2019 Player Experience Survey Summary

NCIL Board Presentation
September 15, 2019



SPORTSMANSHIP. INSTRUCTION. FAIR PLAY.



Executive Summary

Year over year scores continue to improve, including player experience, willingness to recommend, coaching, communication, fields, umpiring and more.

*The league continues to be **strong and responsive to the needs of our families.***

19.3% of responses indicated willingness to take on a leadership or volunteer role, yet only 12 responses identified themselves to be contacted.

*The current league leadership (board membership) is aging out of the program, **additional support needs to come forward** to maintain the current quality of the league.*

Playing with friends versus balancing teams continues to be a significant topic of discussion. 53.8% prefer to play with friends, while 34.5% prefer team balance.

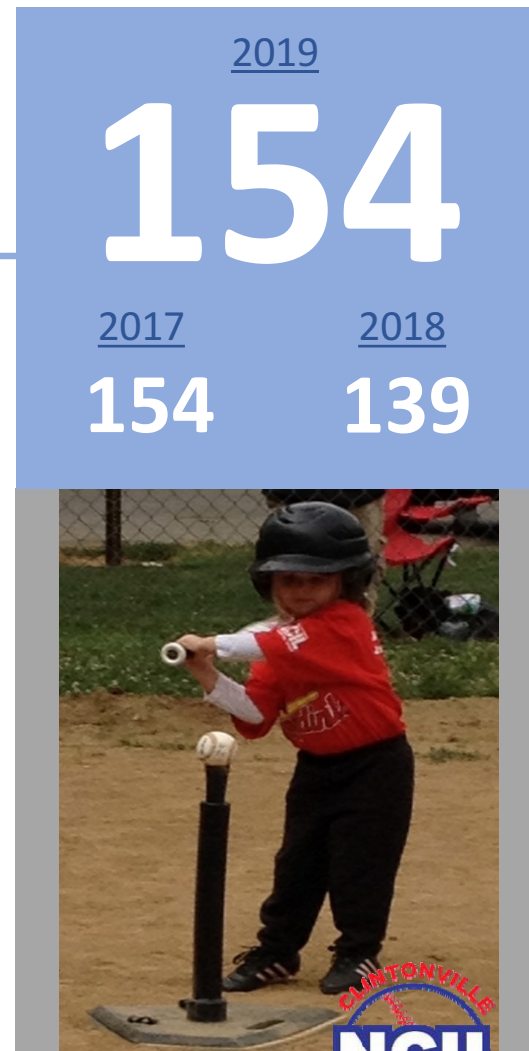
*NCIL continues to lean towards the community, play with friends model which is **supported by the survey data and the mission of the league** .*

Experience Survey Demographics

119 responses, covering **154** players,
24.8% survey participation rate for the **620**
summer players (some surveys covered multiple leagues)

League	# Responses	%
T-Ball	29	19%
GCP	19	12%
GJR	16	10%
GSR	7	5%

League	# Responses	%
BCP	24	16%
BMR	28	18%
BLL	15	10%
BPN	16	10%



Experience Index

Scores related to the player and family experience continue to improve across all categories.

Player experience ratings are up from 92.0% to **97.5%**

Parent experience ratings are up from 92.0% last year to **96.8%**

Sportsmanship ratings are up from 92.9% last year to **96.6%**

Recommendation ratings are up from 91.2% last year to **92.4%**

Future participation ratings are up from 85.6% last year to **90.8%**

<u>2019</u>	
97.5	
<u>2017</u>	<u>2018</u>
93.3	92.0



Organization Index

Scores related to the organization of the league continue to improve across all categories.

League organization ratings are up from 87.2% to **87.4%**

Coaching ratings are up from 88.1% last year to **89.1%**

Field ratings are up from 76.6% last year to **93.3%**

Umpire ratings are up from 60.3% last year to **72.3%**

<u>2019</u>	
87.4	
<u>2017</u>	<u>2018</u>
80.1	87.2



Communication Index

Scores related to the organization of the league continue to improve across all categories.

League communication ratings are up from 87.2% to **89.1%**

Team communication ratings are up from 92.0% last year to **94.1%**

Scores related to available technology continue to waver based on team utilization and education.

↑ **77.9%** *liked the website*

↓ **73.9%** *liked the SI Play app*

↑ **69.2%** *liked the Facebook feed*

↓ **74.6%** *liked the RainOut app*

80.4% *prefer leagues emails*

52.4% *prefer coaches texts*

2019	
89.1	
2017	2018
79.9	87.2



Participation

When asked, did you feel the number of practices was?

54.6% *of responses indicated "not enough"*

44.5% *of responses indicated "just right"*

0.8% *of responses indicated "too many"*

When asked, did you feel the number of games was?

5.9% *of responses indicated "not enough"*

81.5% *of responses indicated "just right"*

12.6% *of responses indicated "too many"*



Team Formation

The methodology of **Team Formation** continues to be the most fascinating and polarizing area of data within the survey.

When asked preference to play with friends or balance teams...

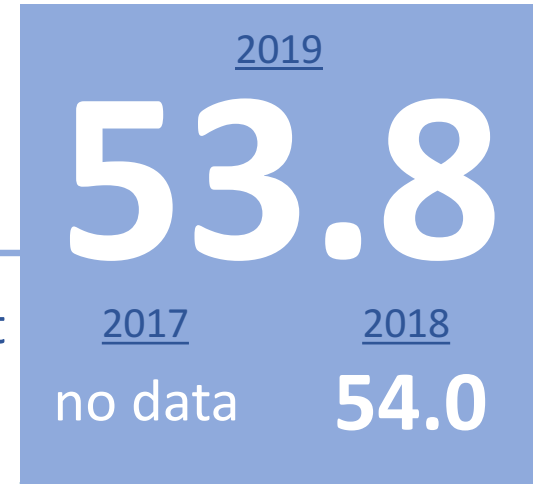
53.8% *thought it was more important to play with friends*

34.5% *thought it was more important to balance the teams*

But, this gets more interesting in the contradictory answers to the following questions...

How important is playing with friends – **86.8%** favorable

How important is balancing teams – **88.2%** favorable



League Support

When asked, would you be interested in taking on a volunteer or leadership role in the league next season?

80.7% *of responses indicated "no"*

19.3% *of responses indicated "yes"*

When asked, would you be interested, or do you know someone who is interested in providing financial sponsorship for next season?

91.6% *of responses indicated "no"*

8.4% *of responses indicated "yes"*

As a not for profit 501(c)3, NCIL relies on these volunteers and this financial support to ensure the future of the league is solid.



What does the survey tell us?

In the 2019, the third year of the annual survey, ratings continue to improve in almost all categories. The NCIL board has listened and continues to take appropriate actions to raise the bar on the quality of experience for the kids and families.

- Players and parents are **enjoying the experience** an incredibly high level.
 - 9 out of 10 plan to return next season
 - 9 out of 10 would recommend the league to other families
- Over 90% of families thought **coaches did a great job** and communicated well throughout the season.
- **Sportsmanship** ratings for parents and fans the **highest ever**.
- **Fields** rated **highest ever**, but the league needs to focus more attention on satellite fields.
- **Umpires** rated **highest ever**, but need to continue to work on education and communication.
- Team formation continues to be a significant discussion point. The league should continue to study **team preference vs balance** concepts.
- While 81% of families thought we played the **right number of games**, 55% would like to see **more practices** to advance kids skill levels.
- **Rules:** Continue to advance clarity of rules. forefeet's, kids showing up late, process for getting home from 3rd all still caused confusion.
- **Technology still getting mixed reviews** based on education and utilization by coaches. Need to share more info about tech options and use more consistently.
- **Earlier notification** all things NCIL where possible – pictures, practice and game schedules, rain-outs, etc.
- While league wide ratings and expectations continue to rise, only 12 of the 119 responses offered to step forward and explore **participating in a leadership role**.

Appendix 1

-survey methodology



SPORTSMANSHIP. INSTRUCTION. FAIR PLAY.



Experience Survey Questions

Survey included **37** questions related to:

- Overall Experience
- Participation
- Coaches
- Sportsmanship
- Practices and Games
- Fields
- Umpires
- League Organization
- Technology Use
- Volunteer/Sponsors



Experience Survey Methodology

Questions asked participants to evaluate level of agreement with the questions.

Most questions included an evaluation scale with 5 possible response points.

Based on responses, favorability was assigned to each question.

Responses in top 2 boxes were considered favorable.

Favorability	Possible Responses				
Favorable	Wonderful	Excellent	Definitely	Strongly Agree	Yes
Favorable	Very Enjoyable, Enjoyable	Very Good	Probably	Somewhat Agree	
Neutral	Adequate	Average	Neutral	Neutral	
Unfavorable		Not Good	Probably Not	Somewhat Disagree	
Unfavorable	Not Enjoyable	Poor	Definitely Not	Strongly Disagree	NO

Favorability Rating Comparison

Q#	Question	% Fav	% Neutral	% Unfav		5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100
2b	How well did your child enjoy their 2019 NCIL Baseball and Softball experience?	97.5%	1.7%	0.8%																					
2a	As parent, please rate your 2019 NCIL Baseball and Softball experience?	96.6%	1.7%	1.7%																					
5a	Would you say that parents' and fans' behavior at games and practices was appropriate, sportsmanlike and supportive?	96.6%	3.4%	0.0%																					
4b	How well did your coaching staff communicate with your team this season?	94.1%	5.0%	0.8%																					
8a	How would you rate the facilities/fields?	93.3%	5.9%	0.8%																					
3b	Would you recommend the NCIL Baseball and Softball league to other families?	92.4%	5.9%	1.7%																					
3a	Will your son or daughter participate in NCIL Baseball or Softball in the future?	90.8%	5.0%	4.2%																					
4a	How do you feel your teams coaching staff performed during the season?	89.1%	9.2%	1.7%																					
10b	How would you rate the communication from the league?	89.1%	10.9%	0.0%																					
6a	How important is it to you that the teams in each league be evenly balanced?	88.2%	7.6%	4.2%																					
10a	How would you rate the organization of the league?	87.4%	10.1%	2.5%																					
6b	How important is it to be on a team with the coach of your choice/players of your choice?	86.6%	10.1%	3.4%																					
4c	How well do you think other teams coaching staffs performed during the season?	84.9%	15.1%	0.0%																					
10d	What is your preferred method for receiving communication from the league? (Email / Text / Phone)	80.7%		19.3%																					
11a	How would you rate the NCIL website?	77.9%	21.2%	1.0%																					
11c	How would you rate the Rain Out app this season for notifications of schedule changes due to weather?	74.6%	23.8%	1.6%																					
11b	How would you rate the SI Play or Team Wall app this season?	73.9%	21.7%	4.3%																					
9a	How would you rate the umpires?	72.3%	26.1%	1.7%																					
11d	How would you rate the NCIL facebook feed from this season?	69.2%	25.6%	5.1%																					
6c	Is it more important to play with friends or have evenly balanced teams?	53.8%	11.8%	34.5%																					
10c	What is your preferred method for receiving communication your team's coach? (Email / Text / Phone)	51.3%		48.7%																					
12a	Would you be interested in taking on a volunteer or leadership role in the league next season?	19.3%		80.7%																					
7b	Did you feel the number of games was:	12.6%	81.5%	5.9%																					
12b	Would you be interested, or do you know someone who is interested in providing financial sponsorship for next season?	8.4%		91.6%																					
7a	Did you feel the number of practices was:	0.8%	44.5%	54.6%																					

Appendix 2

-question by question data



SPORTSMANSHIP. INSTRUCTION. FAIR PLAY.



2a/2b Experience Ratings

As parent, please rate your 2019 NCIL Baseball and Softball experience?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
91.0%	92.0%	96.6%	Favorable
7.6%	7.2%	1.7%	Neutral
1.4%	0.8%	1.7%	Un-Favorable

How well did your child enjoy their 2019 NCIL Baseball and Softball experience?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
93.3%	92.0%	97.5%	Favorable
4.7%	6.4%	1.7%	Neutral
2.0%	1.6%	0.8%	Un-Favorable

3a/3b Participation Ratings

Will your son or daughter participate in NCIL Baseball or Softball in the future?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
81.6%	85.6%	90.8%	Favorable
11.2%	7.2%	5.0%	Neutral
7.2%	7.2%	4.2%	Un-Favorable

Would you recommend the NCIL Baseball and Softball league to other families?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
88.2%	91.2%	92.4%	Favorable
10.5%	3.2%	5.9%	Neutral
1.3%	5.6%	1.7%	Un-Favorable

4a/4b Coaching Ratings

How do you feel your coaching staff performed during the season?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
84.0%	88.1%	89.1%	Favorable
10.7%	10.3%	9.2%	Neutral
5.3%	1.6%	1.7%	Un-Favorable

How well did your coaching staff communicate with you this season?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
89.2%	92.0%	94.1%	Favorable
6.8%	8.0%	5.0%	Neutral
4.1%	0.0%	0.8%	Un-Favorable

5a Sportsmanship Ratings

Would you say that parents' and fans' behavior at games and practices was appropriate, sportsmanlike and supportive?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
94.1%	92.9%	96.6%	Favorable
4.6%	2.4%	3.4%	Neutral
1.3%	4.8%	0.0%	Un-Favorable

6a/6b/6c Balance and Preference Ratings

How important is it to you that the teams in each league be evenly balanced?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
82.0%	78.6%	88.2%	Favorable
10.7%	17.5%	7.6%	Neutral
7.3%	4.0%	4.2%	Un-Favorable

How important is it to be on a team with the coach of your choice / players of your choice?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
84.1%	86.5%	86.6%	Favorable
13.2%	11.1%	10.1%	Neutral
2.6%	2.4%	3.4%	Un-Favorable

Is it more important to play with friends or have evenly balanced teams?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
n/a	54.0%	53.8%	W/ Friends
n/a	16.7%	11.8%	Neutral
n/a	29.4%	34.5%	Balance Teams

7a/7b Practice / Game Ratings

Did you feel the number of practices was just right?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
1.3%	0.8%	0.8%	Too Many
56.3%	52.0%	44.5%	Just Right
42.4%	47.2%	54.6%	Not Enough

Did you feel the number of games was just right?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
19.2%	10.4%	12.6%	Too Many
74.0%	79.2%	81.5%	Just Right
6.8%	10.4%	5.9%	Not Enough

8a Facility / 9a Umpire Ratings

How would you rate the facilities/fields?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
85.4%	78.6%	93.3%	Favorable
11.9%	19.8%	5.9%	Neutral
2.6%	1.6%	0.8%	Un-Favorable

How would you rate the umpires?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
57.5%	60.3%	72.3%	Favorable
38.8%	36.5%	26.1%	Neutral
3.7%	3.2%	1.7%	Un-Favorable

10a Organization / 10b Communication

How would you rate the organization of the league?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
80.1%	87.2%	87.4%	Favorable
17.9%	8.8%	10.1%	Neutral
2.0%	4.0%	2.5%	Un-Favorable

How would you rate the communication from the league?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
79.9%	87.2%	89.1%	Favorable
18.8%	9.6%	10.9%	Neutral
1.3%	3.2%	0.0%	Un-Favorable

Preferred method for receiving communication your team's coach?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
n/a	52.4%	51.3%	Email
n/a	47.6%	48.7%	Text

Preferred method for receiving communication from the league?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
n/a	84.2%	80.7%	Email
n/a	15.8%	19.3%	Text

11 Technology Ratings

How would you rate the NCIL website?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
1.0%	73.3%	77.9%	Favorable
1.0%	25.9%	21.2%	Neutral
1.0%	0.9%	1.0%	Un-Favorable

How would you rate the SI Play or Team Wall app this season?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
80.7%	78.5%	73.9%	Favorable
15.9%	18.2%	21.7%	Neutral
3.4%	3.3%	4.3%	Un-Favorable

How would you rate the Rain Out app?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
83.6%	83.3%	74.6%	Favorable
13.8%	16.7%	23.8%	Neutral
2.6%	0.0%	1.6%	Un-Favorable

How would you rate the NCIL facebook feed from this season?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
59.7%	51.3%	69.2%	Favorable
37.7%	46.2%	25.6%	Neutral
2.6%	2.6%	5.1%	Un-Favorable

12a /12b League Support

Would you be interested in taking on a volunteer or leadership role in the league next season?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
21.7%	19.0%	19.3%	Yes
78.3%	81.0%	80.7%	No

Would you know someone who is interested in providing financial sponsorship for next season?

<u>2017</u>	<u>2018</u>	<u>2019</u>	
9.1%	6.4%	8.4%	Yes
90.9%	93.6%	91.6%	No

Appendix 3

-highlights from comments



SPORTSMANSHIP. INSTRUCTION. FAIR PLAY.



Additional comments on the EXPERIENCE:

travel baseball is killing rec league baseball. the quality of the players is way down.

Our coaches were phenomenal and we could not have asked for a better group of girls this year

Too many kids on the teams. Too little instruction by coaches.

Positive, encouraging environment for every level of player. Knowledgeable coaches were patient when teaching skills

He really enjoyed playing on a team with his friends.

Thank you for postponing games due to heat. Kid's safety is the most important thing.

It would be nice if there were something in place that acknowledged the children's accomplishments for the season.

a lot of our players didn't show up consistently we barely had enough for games most days

The coaches are absolutely top notch!

we appreciate the hard work to prepare the fields, recruit coaches and sponsors. both kids really enjoyed their teams

I did not like delaying the playoffs for the heat.

A little more practice before games

Thanks so much for making her experience such a great one!

We need to have practices and not allow team stacking. We need teams to be more even via a draft or talent evaluation day.

Additional comments on the COACHING:

With so many kids on the team we had little time for true instruction.

The Pony League was very competitive. Any team could win on any day.

There were a couple poor sports

Fantastic, positive, encouraging, fun, patient, caring and consistent.

the most amazing coaches, they teach the girls so much! We couldn't ask for a better set of coaches! They make the games fun

Some coaches did not seem to develop the talent they had.

Coach strikes a great balance between encouraging and critiquing to keep the kids motivated.

Some teams did not seem prepared or having enough volunteers watch the dugout

Coaches were not rotating their players despite the email.

Our coaches were amazing!

Coach pitch was excellent, the tball coach was less so.

both coaching staffs did a great job of communicating; the SI App helps

Several teams were stacked- especially the commissioners team with all boys. Unfair when our team was mostly girls.

The coaches did a strong job of encouraging the girls, wherever they were with skills and feelings.

Additional comments on the PRACTICES and GAMES:

Once the season started, there were no practices. It's hard for kids to learn and develop basic skills without any practice.

No issues with schedule. NCIL is very well run and managed.

We didn't practice at all during the season, not sure why. We only met once as a team prior to games.

I think if people want to practice more they can play travel ball.

Lots of teaching and learning at every game. Great improvement over the season.

Appreciated that extra games were scheduled with other leagues

I think all kids would learn more with evenly balanced teams.

I adore the supportiveness and encouragement from parents on both sides

Only one practice was not enough at the beginning. Maybe do one game a week in the beginning or start practices earlier to get more in before games started.

I was really glad they added in regular practices for the girls this year!

Only 1 to 2 practices before games started. The tball kids learned nothing about the game before being put into their first game.

I don't like playing NCS because of lack of familiarity with rules and opposing coaching staff,

We have always loved game day!

Additional comments on the FIELDS:

Whetstone fields were good but Dominion didn't seem to have any infield maintenance.

Nice to have shade over dugouts at Whetstone this year.

Foul lines at OLP would be helpful since most t-ball games are held there.

All fields were great except Indianola Informal's field

It would be really cool to have a food truck at the fields...food? Coffee?

Beautiful facilities

Bathrooms are needed at Whetstone. Times where library wasn't open.

Fields were always in amazing condition even after all the rain we had!

Fields held up amazingly with all of the June rain. Well done!!!

Parking is rough

It would be nice if there was a way to have shading available on the fields that have no dug outs such as OLP, COMO

As a child, I used to play NCIL ball and the facilities are 500% better - they are not only in better condition, they are SAFER!

Great work on the fields.

Poor poor poor upkeep on Indy Field. No reason why we should be playing on a grass/weed infield with holes and rocks

Additional comments on the UMPIRES:

The umpires did their best but the program would benefit from more umpire training.

Umpires are great, I appreciate all they do! Some are louder with calls than others and that is better for parents

The slide or be out rule, in my opinion, was misapplied every single time both to our advantage and against.

they were good all year

I thought the umps did a decent job especially for the league

Seth's strike zone stinks.

Umps were one extreme or the other

inconsistent But what can really be expected?!

No umps in coach pitch. I though the girls Junior umps did an excellent job this year

Some strike zones were very tight, but it was consistent among both teams

N/A in T-Ball

Hard for young girls to ump when their friends are on the teams. Not always fair calls

not consistent at all. if the call is a strike when it is way outside it should be a strike for all batters

Additional comments on the ORGANIZATION or COMMUNICATION:

App was useful!

Not enough notice-schedules released and expected to practice the next day.

So much better this year - thanks!

NCIL is well run. No complaints.

Issues with team make-up and balance of competition.

The app works well when the coaches use it to schedule events

SI app sucks

The change in uniforms, feeling like I know the leaders, communication and obviously the fields. I wish I had the time and knowledge to help out more.

Directly requested commissioner to call me. Never called.

This organization has come very far in just a couple seasons.

Some of the rainout calls were made very late

Coach was incredible at communicating!

I'm in favor of instituting a draft to promote league parity and competitive balance

I think more time between finding out teams and games could be given so teams get enough time to practice and families have more time to organize their new schedule.

Additional comments on TECHNOLOGY supporting the league:

I need to update my tech stuff.

I think it is hard to find to rules and other documents or they only show up when I am on a computer versus a phone

Overall communication is way better then the park and recreation leagues.

Personal texts from coach or SI was fine!

calendar function is a little confusing

Helpful to have different venues for information and reminders for forgetful people like myself.

Didn't use those other tech because I didn't know about it.

My husband put the app on his phone after we learned that this was the only method of communication from my daughter's coach.

Make up games weren't communicated well. I think we either missed the last one or it didn't happen.

Overall communication is way better then the park and recreation leagues. Thanks for all the info from not only coaches but from the commissioners and the league!

Thanks for all the info from not only coaches but from the commissioners and the league!

It is ping after ping after ping of parents sharing some important info, but mostly nonsense. A bit aggravating.

Additional comments on your NCIL EXPERIENCE:

lack of balance between teams was a major issue that really detracted from the overall experience

All around excellent - can't wait until next year

each team needs to stick to the same set of rules

thank you for another great and amazing softball season

thanks for providing an excellent program to our little people in our community

would like to See boys Minor utilize a coach pitch after 5 balls similar to girls juniors

Great summer of memories. THANKS!

we need to level the teams out a bit, even if it sacrafices friends playing together

really need a practice time once a week in order to learn fundamentals of the game.

absolutely fantastic from first contact to last team cook out

game play often went a bit to long., it is not fun for players or family to watch 10 runs get walked in

sad to see next year be my son's last year with the league

looking forward to next year

there were a couple incidences of very poor sportsmanship not addressed, and sometimes perpetuated, by the coaches

Thank you for all of your
support of NCIL!!!

SPORTSMANSHIP. INSTRUCTION. FAIR PLAY.

