Community|United|Respect|Integrity

Parent Survey Results

To our Mountain United FC Parents and Guardians:

Thank you for the opportunity to lend your voices and share your thoughts, questions and concerns through our second stakeholder survey. We realize that you are an important voice to be heard and also recognize there are opportunities for us to better ourselves as a club. We do what we do for all players to better themselves as good humans first, and athletes second. We remain faithful to the MUFC founding goal, to move as many players as possible along the pathway. We recognize that Mountain United FC might be the place where some fall in love with the game and become the best versions of themselves all while meeting new friends or heading to University to play. Where ever your child resides in the game, we hope we have made a positive impact.

Thank you for your continued support.

Mario Montagliani, Lee Tregonning , staff and the Board of Directors.

Here is what you told us:

“Having Dylan as a coach has been great for the girls.”

“It’s been very good for our player. Maybe a small suggestion would be to consider training times for the older players with their studies.”

“I appreciate the supportive atmosphere and positive attitude towards the kids.”

“We have now been with Mountain for just over a year now and we absolutely love it. We love the fact that you and the coaches are so transparent and frequent with your communications whether that be how the fees are spent, how my child is doing/developing and what she needs to work on, the overall strategy for the team, etc. So, much better than our previous club. Thanks so much. “

“Great season, with great coaches.very professional and the amount of planning that went into the development kept ___ engaged and actively learning. Thank you all for another great season!”

“Excellent coaching and skill development.”

“My son has really enjoyed his time playing with MUFC. He has enjoyed the additional tournaments and games that the coaches have organized. He is looking forward to the upcoming season where he will get to play against the better teams so that he can improve. “

"Excellent process for coaching the young a players.”

“We joined you from another club and the experience at Mountain has been fantastic! Keep up the good work! Thanks!”

Continued

"Coach Kass has been fantastic. Challenges the girls to be brave, and committed to teaching them to play the game as it should be played."

The club philosophy and how aligned from club executives to coaches is what truly makes a difference for us. Couldn't be happier.

Rate your overall satisfaction with Mountain:
From 1 = Unsatisfied to 5 = Very Satisfied

88.3% of parent surveys replied they were satisfied to very satisfied with their overall club satisfaction

Rate the development of your child's skill progression from where they started the season to where they finished the season:
From 1 = Unsatisfied to 5 = Very Satisfied

88% of parent's responded they were satisfied to very satisfied with the progress their child had made in development.

Rate the level of fair play on your team:
From 1 = Unsatisfied to 5 = Very Satisfied

88% of parents were satisfied with the level of fair play

Rate your familiarization of the Safe Sport policies at Mountain:
From 1= Unsatisfied to 5 = Very Satisfied

90% of Mountain parent responses felt they are satisfied to very satisfied with their understanding of the Safe Sport policies.

https://mufc.ca/wp-content/uploads/2020/12/MUFC-Player-Safety- Policy.pdf

SAFE SPORT POLICIES ARE LOCATED ON THE MUFC WEBSITE FOUND UNDER DOCUMENTS

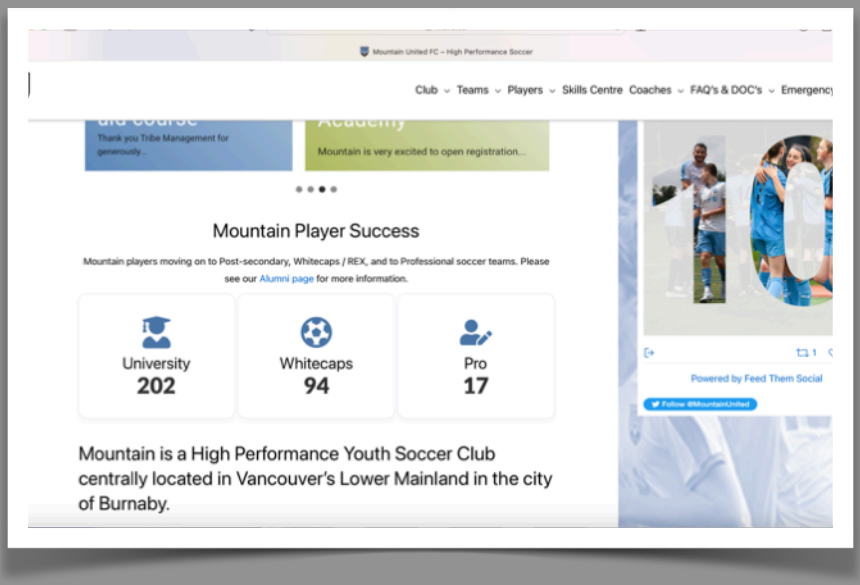
Rate your child's coaches:
From 1 = Unsatisfactory to 5 = Very Satisfied

85% of parents were satisfied with their child's coach

FAQ's based on comments:

1) **Why does the club sell raffle tickets?** Due to operational costs continually increasing we offset our expenses by holding a raffle for the community. This past phase witnessed our most successful raffle with a net of $49,492.31.

2) How can the coaches be more involved in helping kids progress to Universities and Colleges? Mountain United continues to be a club that develops a high number of players who moves players onto the University pathway through scholarships. Unfortunately, not all players will be approached by a University to play as there is high competition for scholarships that is based on Provincial and National team scouting by University coaches. One way that players can improve their opportunities iso y developing their personal portfolios as they progress through HPL and to advise appropriate University representatives through their media reels and letters of interest. To help them with this, we are now providing video filming prioritizing players who are in their final years at MUFC. Videos and photos can be downloaded from media platforms. Another great opportunity for our players is to attend our University Education evening as there is great value provided for our Technical Director, Lee Tregonning who oversees University conversations and scholarship opportunities.



* Mountain United offers 2-4 Educational Nights for players and parents to learn about the recruitment process and how to apply. We highly recommend attending these sessions.

3) Why are we unable to have practice fields on the North Shore? And how are field times allocated?

Since 2021, Mountain United FC became a Burnaby based club. Formerly, we were split between the North Shore and Burnaby. With this integration into Burnaby, we are provided allotments of fields by the City and Schools. As there are many other clubs and users who also require field time in Burnaby, we work with our coaches, who in many cases coach more than one team, to create a schedule that works best across the community.
We review all of the coaches requests and then assign work together to assign times/locations that works for the majority.

Burnaby Lakes, Christine Sinclair Centre, and SFU our the locations that we work with as a Burnaby based club. As we were the last club to enter into the District of Burnaby Soccer Association, we often receive early and late times that no other clubs are using.

What is being done to improve the upkeep of the fields? The city of Burnaby and schools are responsible for the conditions and upkeep of their fields. We try our best to work with them on any issue or challenges we are finding with the fields and support the larger community in creating the best field spaces possible. This does take time and we are continually committed to these discussions and improvements.

4) Why do you have practices on statutory holidays? Mountain United FC does not typically practice on stat holidays?

Mountain United FC Values Respect

Mountain United FC wants to remind the players, parents, coaches, and teams that respect is a value we hold of upmost importance. We ask that everyone respect every individual who is a part of our club. If there are any concerns, issues, or suggestions, please bring them directly to the coach or Technical Director.'

Thank you For Your Participation

Thank you for your participation in our second stakeholder survey. The importance of hearing from you helps us to be better in all we do. We have learned that we must continually focus on our communication. How we coach, what we say and how we are perceived is the lens we must continually view and evaluate. We will carry on by offering clarity as you ask questions or raise concerns. We encourage you to reach out.

At the end of the day we are all working to cultivate a more inclusive club by hearing from our parents, players and coaches. We value your word and take nothing for granted as we look to build the best community based soccer club in Burnaby.