Community|United|Respect|Integrity

To our Mountain United FC Players;

Thank you for participating in our second player survey. Your voice is important and impactful for our future. Each of you continue to amaze us with your desire to be better. We recognize that our commitment to your development, experiences on and off the pitch and the opportunity to play at the highest level are key areas of importance and we are honoured to be a part of your journey. We are impressed with your recognition and understanding of the values that encapsulate our purpose to be the leaders in creating exceptional soccer experiences while building the best soccer community.

Please take a moment to reflect on our player survey recap.

05 girls Phoebe and Brinley celebrate

Rate your level of Fun this past season: From 1 = unsatisfied to 5 = very satisfied

85% of our player respondents rated their level of fun between high to very satisfied.

Here are a few quotes to indicate the level of player fun:

> The drills were always fun and we learned new things every practice
>
> I really enjoy this club because it has helped me push the limits to work harder, and hone my skills.
>
> I love the Mountain community and love all the friends I made after joining Mountain. The coaches are really good and I learnt a lot from them.
>
> Really enjoyed my time with the Mountain Team so far, coaches and players have made it easy to be part of the team. Looking forward to being part of the set-up on an ongoing basis

Rate how much you enjoyed playing with friends.
From 1 = unsatisfied to 5 = very satisfied

90% of players rated their enjoyment playing with friends between 4-5

> “I love playing for mountain and my team”
>
> "Mountain is a very well respected club and they have a reason to. I really enjoyed playing here with an such amazing atmosphere, teammates, environmental, competitions, fair play... “
>
> “I like my teammates and the level of play”
>
> “My time apart of the club hasn’t been long but since I’ve joined, the team and experience has been full of memorable moments from laughing with teammates, to cheering on the side lines goal after goal to getting serious strategizing our victories.”
>
> “I want to have a fun time with my teammates and build connections for later in life while at the same time staying fit and healthy while enjoying the sport.”

Rate the level of Fair Play on Your Team: From 1 = Unsatisfied to 5 = Very Satisfied

78% of players rated the level of fair play to be satisfied to very satisfied between 4-5

15% of players rated the level of fair play as 3

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

61% of players rated their level of being familiar with our safe sport policies between 4-5.
As a club we recognize there is some work to do in this area. Our safe sport manual is now in the hands of our coaches and managers so that we can begin to discuss safe sport practices amongst players and parents. Safe sport information is located under Documents on the Mountain United FC website **https://mufc.ca/club-documents**

Rate the level of friendly competition: From 1 = Unsatisfied to 5 Very Satisfied

83% of players rated the level of competition between 4-5

16% of players rated the level of competition between 2-3

Rate your parents: From 1 = Unsatisfied to 5 Very Satisfied

93% of players respondents understand their parents or guardians play a significant role in their every day life. Getting to and from school, sports, food, support is an appreciation that does not go not noticed.

Here is what player stated they need from their parents: SUPPORT

> "Supportiveness and encouragement, Maybe more cheering, Just to keep doing what they're doing, What I need most from my parents is them to be able to drive me, I need their full support which they already give me, We need all the parents to keep coming to games and supporting us, their support are extra forces that motivates us forward, Leave the coaching to coach, My parents are super supportive of my me and my goals. They give me everything I need and more. I am super grateful to have their support and love, Support which they already provide, Support, Just their continued support"

Rate your level of skill progression: From 1 = Unsatisfied to 5 = Very Satisfied

76% of respondents rated their skill progression between 4-5 and 22% responded between 2-3

A few comments regarding what players wanted to get from their season and for themselves:

> "To get better and to make it to the next level. What I would want to get from this sport is being able to always improve my skills and always play at a high level. Activity, fun, a good team and high competition, Good coaching and high quality players as teammates, want to improve my spacial awareness of the field, specifically finding the best option on the field. I also want to try going to the gym to work on my endurance and strength this season. Skills progression, the opportunity to possibly play / practise with an older age group, To go to Whitecaps, I want to make big improvements in technical areas of my play and grow more as a leader and captain. Better at soccer and more assertive in my play. I would like to see a lot of field time and work towards improving my overall positioning. Scholarship or play professionally"

Rate your Coach: From 1 = Unsatisfied to 5 = Very Satisfied

80% of players rated their coach satisfaction between 4-5, 20% rated 3-under

From their Coach:

> "More personal coaching specified on the position. Focus more on the midfield/ forward positions. More discipline. I find the player reviews very interesting and beneficial. Instead of having just two every season, I think we should have more."

“Also, I think that having a recovery session, or a less intense session after a game would be good. To stop the play in practice, My coach is doing his job perfectly. Sharing positions. I have a few positions that I excel at. I'd like to focus on those positions.
Mountain coaches are all pretty good. Kim is a great coach.”

Rate your overall Sport Experience: From 1 = Unsatisfied to 5 = Very Satisfied

89% of players confirmed an overall positive sport experience

Comments from our players’ sport experience included:

“I had lots of fun and coach Kim is such an amazing coach, We did a lot of team building events but it was ineffective on the pitch because we didn't play as a team, The drills were always fun and we learned new things every practice, I had so much fun playing at mountain and developed as a player, I love playing for mountain and my team, My Mountain experience has been very good, because of how welcoming the team is. I’ve had an amazing season and i’ve grown a lot as a player and a person. Mountain is a very well respected club and they have a reason to. I really enjoyed playing here with such an amazing atmosphere, teammates, environmental, competitions, fair play. I enjoy this club so much, I have improved so much and built great friendships throughout the past few year. Coaches are calm and understanding and Patient, Great first season with the club, I’ve enjoyed playing and growing as a soccer player at Mountain, I’ve enjoyed playing and growing as a soccer player at Mountain. MUFC is the best club I’ve ever played!”

Players discussing Values, Which Value Resonates Most With You:

Community: Beyond the Pitch
United: Equal Opportunities for all
Respect: People First, Athletes Second
Integrity: Excellence and Accountability to All our Stakeholders.

Community resonates with me because you have to be a team player and work together with your fellow teammates.
Community because we can learn from each other and help each other out.
I think the value of being **United** resonates me because as a team, we have to be united together, even when things are hard.
Community because my closest friends play with me.
Community because I think it makes me feel equal and like I'm apart of something
Community, I find that value to reasonable with me because I live the **mountain community**, not only with my own coach and team but with other teams and coaches
Community, because we are all very close and enjoy playing together
Community, because having a community in soccer is one of the best things and if you have a great community I think that will lead teams to success.
Community because the team feels like family. Everyone is so warm and welcoming even if you are new to the club like me.
I believe that **community** resonates the most with me because over my time at mountain i have created many bonds and my team is like a second family to me. the club allows people from different teams to meet and get to know each other which exposes us to many ages as well as different coaching techniques

Respect because I feel I am very respected within my team. Including coaches.
Integrity because I'm very honest and I feel that is one of my core values.
Respect because I show everyone respect and I want to receive it too. My coach and managers make sure this happens and that makes me happy.
aches. I live mountain because it's a safe **community** where I can thrive and learn about soccer.
Respect because you have to treat people how you want to be treated and I like to treat people with **respect**
Respect. The team and coaches treat me well.
Respect, as a team, we all need to have respect for each other to perform well.

Respect. Respect is the most important no matter what you do, respecting others is always right and valid. Mountain is a very respectful club and I as a mountain player will represent our respect as a club to others.
Respect because I have learned to respect others at school.
Respect- beacons i try to respect every body who crosses my path. **Integrity**-Because I have strong Morals I would never do anything to make my club look bad and my team mate's
I resonate with **respect**. I think it is vital for players to be respectful of their teammates, coaches and managers. While also receiving that **respect** in return.
Amongst our team we have a very strong bond, there are hardly any (if any) lack of chemistry we are very

UNITED and have similar goal in mind **United** cause we are one club
United and **Integrity** - because I feel united with my teammates and my teammates support each other.
United: I find this club value resonates with me the most personally because I've been on a number of teams now to know the best experiences I have had is when we as a team are **united** and work together and move towards success.

Integrity because I think I don't lead so much as through my words but how I play.

To our Mountain United FC Coaches;

Thank you for your continued support by offering your experiences and knowledge at MUFC and participating in our second stakeholder survey. Your personal coaching voice is important to our club in order for us to move forward in terms of further understanding the necessities needed for a coach to be successful while you provide the best possible surroundings for our players.

We appreciate your impact in helping us to provide a safe and inclusive environment for our players all while harnessing our club values. Mario Montagliani, Lee Tregonning and the MUFC Board of Directors.

Here is what we have learned;

100% of our coaches who participated in our survey rated the level of leadership within Mountain United as being satisfied to very satisfied.

What would make the coach experience better?

> "A cradle to grave club. More coach education. Higher pay to meet inflation and gas costs. Earlier planning for activities, a more holistic view of all club activities, centralized planning and communication. My experience has been awesome. Finding a way to have different age groups involved with each other to build increased club culture."

Rate the level of inclusiveness from the club?

90% of our coaches felt the level of inclusiveness rated between satisfied to very satisfied.

Rate the level of development progress from where your players started the season to where they finished the season. **100%** of our coaches were satisfied to highly satisfied with the development of players from last season

What do you want your players to get from the soccer?

"A love of the game."

"A safe environment where they can transition into young adults through sport."

"Fun development, life long love for the game."

"Community, competition, a safe place to learn about sport and self

"I want my players to learn how to play the game a beautiful way. Through this, they learn patience, responsibility, hard work, dedication resilience and team work. All of these aspects they can take into different parts of their lives and will help them be successful in the future on the field and away from soccer."

Rate the level of support you received from your parents. **91% of coaches rated their level of support from parents between 3-5 (5 being highly satisfied) on a satisfaction scale.**

What would you like more from your parents?

"To bring their concerns to us so we can talk face to face instead of holding them in."

"Perhaps to voice their opinions or concerns more so that the transparency between coach and parents is strong in both directions. Would also like to see slightly more commitment as we enter the Fall."

"Quieter sidelines, less coaching.
Realistic understanding of their children's level, understanding of holistic long term development. More understanding of our philosophy and the LTPD in respect to their child."

Rate the level of satisfaction working for Mountain United FC?

100% of our coaches rated their level of satisfaction as satisfied to highly satisfied working at MUFC.

Our mission at Mountain United FC is to be the leaders in creating exceptional soccer experiences. Do you believe you have a role to play in meeting our mission? If yes, how or why, if no, why not?

100% YES

"I think I bring unique strengths and education to the group. I am constantly learning from the staff and players and their strengths, I hope that I bring some of mine to the table as well. We all make each other better. "

"We are facilitating the application of this mission, we (I) are inextricably tied to the success of this mission."

"My philosophy for how the game should be played is basically identical to the clubs model. I have some experience playing in Europe but also lots of playing at high levels in the lower mainland both when I was in youth and as an adult. I have a decent amount of coaching experience. Newer to the HPL level but I feel at this level I can bring out the best of my

coaching abilities to help the players at our club. In the last year I have turned my career focus solely on coaching and the opportunities and inclusiveness I have got from Mountain has given me lots of determination and motivation to improve as coach and to help develop all the players I work with. I am excited for what lies ahead and I am looking to bring that energy out on the field."

"Bringing energy and passion to the game, spreading it with the players while also teaching them life lessons at the same time."

Because Sports Builds Community