


What can I use Club Views for?

Club Views is a club feedback tool designed to help you seek the views of your players, members, coaches and volunteers about all aspects of your club experience. The Club Views tool sits within Club Matters Social and can be found by accessing 'My Club'. From 'My Club', getting started is easy, just click into the 'Settings' icon as shown below



Please note, your clubs average ratings will be shown on your club page within Club Matters Social, but **all** comments given **remain private**, and can only be seen by the Club admin - the person who set up your club on Club Matters.

Setting up your Club Views questions

To get you started, there are a selection of questions already added to your Club Views page that you may want to include. If you feel they are not relevant to your club, you can remove them by clicking the 'x' beside that question. You can also re-order the questions by dragging the questions up or down using the  button.

Creating a new question

You can also add additional questions to ask your players, members, coaches and volunteers.

You can decide in the 'feedback type' if your question is set up as a rating only (people will be asked to rate the question on a scale of 1-5), or you can select that it is a 'rating plus comment' question. Using the latter option gives people to opportunity to provide more information using their own words.

Add new question

There are required fields in this form marked *.

Question text*

Feedback type

Examples of questions you may want to seek feedback on include:

Thinking about players, coaches and officials

- How would you rate the quality of individual / team coaching available to club?
- How would you rate the opportunities for members to improve their skills?
- How would you rate the opportunities to develop talent within the club?
- How would you rate the opportunities for club members to become a coach?
- How would you rate the team selection process?
- How would you rate the standard of officiating within your club?
- How would you rate the standard of external officials (e.g. league, match)?
- How would you rate the opportunities for club members to become an official (e.g. umpire, referee, judge etc.)?

Thinking about the social side of your club

- How would you rate the opportunities for club members to meet new people?
- How would you rate the opportunities for club members to socialise post activity/match?
- How would you rate the quality of the social facilities owned or used by our club?
- How would you rate the choice of other social activities/events offered to club members?
- How family friendly is our club?

Thinking about your volunteers

- How do you rate the opportunities for club members to volunteer?
- If you don't currently volunteer, would you be interested in volunteering?
- If you don't currently volunteer, what stops you from volunteering?
- How would you rate the support for volunteers?
- How would you rate the opportunities for volunteers' development?
- Do you feel valued by your club for your volunteering?

Thinking about your members

- Is the membership / playing fee affordable?
- Does the club understand the needs of different members?

Thinking about the management of your club

- How would you rate the committee / management of your club?

- How would you rate how the club communicates with you?
- How would you rate the club’s website content
- How would you rate the club’s use of social media
- How would you rate the club’s use of email / newsletter
- How would you rate the local awareness / visibility of the club?

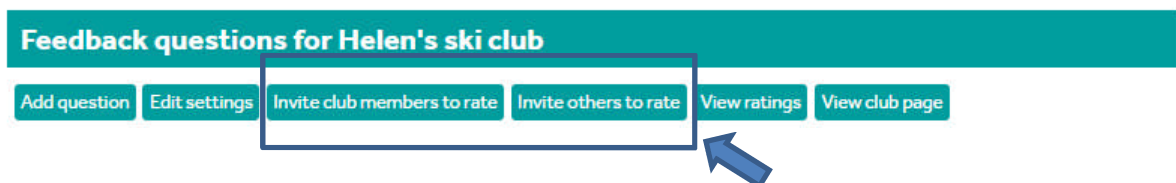
Overall

- What 3 things attracted you to join the club?
- What 3 things keep you remaining a member?
- Are you thinking of leaving? If yes, why?

Inviting people to complete your club feedback

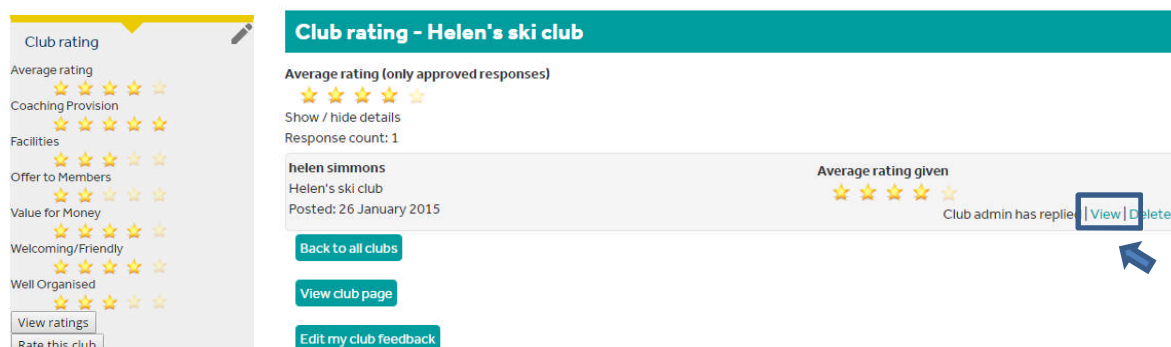
You can invite anyone to provide feedback on your club. For people already registered on the Club Matters site, click on the “invite club members to rate” to invite them to complete your club feedback. To invite people not already on the Club Matters site, for example many of your players, click on ‘invite others to rate’. You can then add in the email addresses of those you want to receive the invite.

Anyone who receives the invite will be prompted to register on the site before they can complete the feedback.



Viewing your club’s feedback

The person who set up your club on Club Matters – known as the Club admin - will have access to a ‘view ratings’ button on their Club Views block, which will show a summary of all feedback received. You can access the detailed comments through the ‘view button’ on each response.



Responding to Feedback

You can view all individual comments and have the option to respond to any feedback by replying in the grey 'Club admin reply' box. The individual who provided the feedback will receive a notification to let them know you have responded. To access support on how to respond to feedback go to:

<http://www.sportenglandclubmatters.com/improve-your-club/>

Average rating



Show / hide details

Question 1 Are the people at your club friendly and welcoming to all?



The coaches always make us feel welcome, they are friendly and chatty.

Question 2 How would you rate the coaching experience at your club?



The coaches are fab! Great kids programme and they're very encouraging.

Question 3 Does what the club offer fit in with your lifestyle?



Question 4 How well is your club organised?



I don't really know what happens behind the scenes, but it feels like it runs pretty well.

Question 5 How would you rate the quality of facilities where you play?



As a parent, the club house coffee shop is very dated and not that pleasant for me to sit while I wait for the kids.

Question 6 How would you rate your club in terms of value for money?



Question 7 Overall how would you rate your club?



[Edit admin reply](#)

Thanks for sharing this information with us - delighted that you are enjoying being part of our club and that the new kids coaching sessions are going down well!

That's a great point about the coffee shop. I'll talk with the committee about how we can start making this more comfortable for the parents. I will keep you posted!

Club Committee

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