

Overview

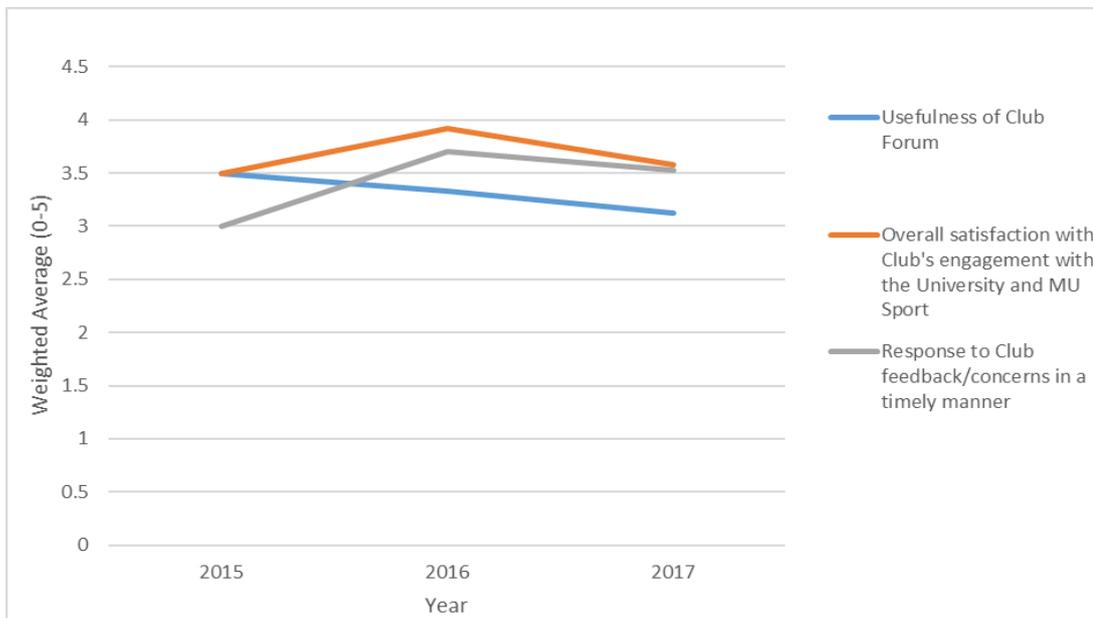
Melbourne University Sport invited 43 Sporting Clubs to complete the Club Office Bearers survey as an opportunity for the University of Melbourne’s affiliated sporting clubs (competitive, instructional and recreational) clubs to anonymously provide feedback on their strategic relationship with the University and MU Sport. Survey responses will help inform MU Sport future planning and support for clubs.

Response Rate

The survey was completed by all 43 sporting clubs that were invited to participate.

Key Findings

- 67.44% agree/strongly agree MU Sport supports the Club in dealing with major incidents (9.31% Disagree/strongly disagree)
- 79.07% agree/strongly agree their club advocates for its own interests with MU Sport (6.98% Disagree/strongly disagree)
- 67.44% agree/strongly agree MU Sport Supports the Clubs Interests (16.28% Disagree/strongly disagree)
- 81.4% agree/strongly agree MU Sport Staff are friendly and approachable (4.66% Disagree/strongly disagree)
- 72.1% satisfied/strongly satisfied with club’s engagement with the University and MU Sport (16.28% dissatisfied/strongly dissatisfied)



Q2: MU Sport supports the Club in dealing with strategic issues

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	11.63% 5	9.30% 4	23.26% 10	48.84% 21	6.98% 3	43	3.30

Q3: MU Sport supports the Club in dealing with major incidents

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	2.33% 1	6.98% 3	23.26% 10	51.16% 22	16.28% 7	43	3.72

Q4: The Club advocates for its own interests with MU Sport.

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	4.65% 2	2.33% 1	13.95% 6	58.14% 25	20.93% 9	43	3.88

Q5: MU Sport supports the Club's interests.

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	6.98% 3	9.30% 4	16.28% 7	51.16% 22	16.28% 7	43	3.60

Q6: MU Sport allocation of on campus facilities and/or funding for external facilities is transparent to the Club.

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	9.30% 4	18.60% 8	18.60% 8	39.53% 17	13.95% 6	43	3.30

Q7: MU Sport funding arrangements are transparent to the Club.

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	20.93% 9	11.63% 5	16.28% 7	37.21% 16	13.95% 6	43	3.12

Q8: University information on how to seek assistance with alumni donations and other philanthropic activities is clear.

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	4.65% 2	27.91% 12	39.53% 17	20.93% 9	6.98% 3	43	2.98

Q9: The bi-annual Club Forum provides useful information to the Club.

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	11.63% 5	18.60% 8	39.53% 17	30.23% 13	0.00% 0	43	2.88

Q10: MU Sport staff are friendly and approachable.

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	2.33% 1	2.33% 1	13.95% 6	53.49% 23	27.91% 12	43	4.02

Q11: MU Sport responds to Club feedback/concerns in a timely manner.

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	6.98% 3	16.28% 7	9.30% 4	51.16% 22	16.28% 7	43	3.53

Q12: MU Sport consults the Club on operational changes that affect the Club (Club Operations Memo, Club Forum, Direct Consultation).

Answered: 43 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	4.65% 2	11.63% 5	20.93% 9	48.84% 21	13.95% 6	43	3.56

Q13: All things considered, how would you rate your overall satisfaction with your Club's engagement with the University and MU Sport?

Answered: 43 Skipped: 0

	STRONGLY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	STRONGLY SATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	4.65% 2	11.63% 5	11.63% 5	65.12% 28	6.98% 3	43	3.58

Please provide further feedback

<p>On many of the these questions it is difficult to choose a rating because we find our relationship with MUS to be inconsistent - eg at times correspondence is prompt and supportive and other times difficult. We certainly value our relationship with MUS but perhaps more clarity Regarding the scope of how MUS supports clubs would help office bearers (particularly when there is a high turnover) understand how they can be supported and equally what is required or expected of them by MUS. Perhaps an office bearers induction??</p>
<p>Club forums are not conducted in a way to actually discuss issues and concerns for clubs, but a platform to push policy for MU sport. the sports board also are defensive when faced with constructive criticism, which makes it hard for not only as a club, but other clubs to be able to confidently have a discussion with the board. Communication has traditionally been poor, with emails and communications taking some days to have a response, and there is some confusion as to who the financial officer is for MU sports. MU Sports does not take an active interest in our club's issues and strategic planning, and often issues that will impact on our activities, are not consulted in conjunction with us or communicated late. Although communication is lacklustre, Tom Mullumby in his recent capacity has been wonderful in actively reaching out to the club regarding issues affecting our club and club activities, and avenues to help align our strategic goals with MU sports. The club feels confident to speak to him about issues and concerns for the club, and discussions with a number of strategic goals to overcome our barriers have been fruitful and prompt. MU sports face to face staff are very friendly and approachable.</p>
<p>MUS supporting the club in dealing with major incidents: Regarding the [REDACTED], Tom has been especially helpful and approachable. Regarding the [REDACTED], the approach adopted by MUS (club suspension) was particularly disappointing. The club committee was never correctly informed as to why we were suspended - we believed it was due to committee conflict, but it turned out misleading safety complaints had been made by [REDACTED] at the time. Could've been dealt with much quicker, leading to fewer members being lost.</p>
<p>Looking forward to a strategic meeting soon where we will clarify things like funding distribution and allocation of facilities, as well as continuing to advocate for our needs. Overall we have very positive relationship with MUS and are glad we are being supported as we try to improve our Club.</p>
<p>Where possible club requires greater lead time warning when a major time, space and facilities change occurs that affect club operations. This year's experience with reduced time and space caused the a range of issue that were resolved, and still unresolved given the lack of similar alternative facilitates in the general community.</p>
<p>Overall MU Sport has been excellent in assisting our club operations and has provided material support in a number of key areas such as coaching. Our clubs long term strategy is to increase student participation in the sport of [REDACTED] and to help facilitate the growth of university [REDACTED] nationally. We are grateful for the help MUS provides.</p>
<p>The club would lie to organise a strategic meeting with MUS in the upcoming weeks. It is the club's [REDACTED] anniversary next year and we would like to discuss best ways to connect with alumni. We also believe that we have not been sent a service agreement form for a number of years and would like to be sent it in the upcoming weeks - we suspect there will need to be some changes compared to the last one we were sent. Tom Mullumby in particular has been fantastic support - always updating us on events that might impact training and following up on emails/issues in a timely manner.</p>

The only positive experience I have had since joining the committee is having Tom Mullumby being the main point of contact between the club and MU Sport. We struggled to get any contact and to set up a Club Strategy meeting which we really needed as we are a new committee with little to no experience of running a sports club and expected the University to be more supportive. Financially we have also struggled to provide training for a sport that is expensive to students on a tight budget, unfortunately with minimal support from MU Sport. The emails at the beginning of the year took weeks and even months to reply, and we were unable to plan for AUGs because of this. The communication has been more timely with Tom's addition to the team, which we have appreciated. It is now August and we still have been unable to set up a club strategic meeting and I believe this is simply unacceptable.

Note that this survey was completed without feedback from any other [REDACTED] committee members. These are my [REDACTED] responses based solely on my experience. Also, this cannot be anonymous as stated in the statement above as you ask for our club.

The clubs forum earlier this year was nothing short of a joke. It is not set up as a forum, it is an information night. Very little time was allocated to the club representatives being able to stand up and voice their concerns and opinions to MUS and each other, which is the total opposite of how a forum should operate. The "Gay? That's OK!" presentation, although informative, should not have been held during the "forum", but rather during a separate info night as it took potential time away from club reps voicing their concerns. In future, please for the love of god run it as a proper forum!

MU sport has been very transparent with feasibility of [REDACTED] plans and supportive of our clubs requirements to date, it would be great if we can continue this open line of contact on a regular basis in the lead up to [REDACTED] with regard to this project. Despite delays in the insurance department when we were attempting to make a claim, MU sport was very supportive in attempting to make the process run smoothly and provide us with all of the necessary information. A useful resource for our club would be a document containing points of contact for executive committee roles to seek assistance eg: contact details for someone within MU sport with financial management and accounting experience for treasurers to get in touch with.

Within my time at the club it would seem our relationship with MUS has been satisfactory, but not really of any great strategic substance. Whilst previous office bearers would not feel quite as positively, I hold a more empathetic view of the workload of MUS and their limited capacity to cater to each club equally, orchestrate university games/campus sport/college sport and achieve their own strategic goals. That said, our relationship with MUS is comparable to that with our SSO/NSO- We co-exist, but more often than not we only notice their presence when it negatively impacts us. I feel there is far more potential for mutual benefit across MUS and the clubs, and this may be enabled if there was more investment in the development of office bearers. Support them with resources/consultation/workshops on governance best practice (succession planning!), effective sport/event management principles and strategic planning. Be as transparent as possible about how you want clubs to develop and chances are they'll align their strategic efforts to yours. Good luck!