

## 2018 ALRA Satisfaction Survey Results

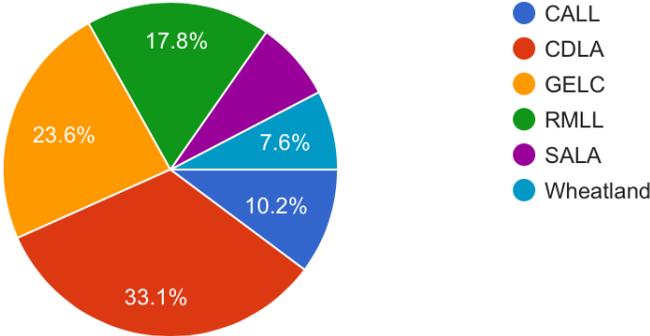
### Introduction

There was a refreshing amount of participation in this survey, and for that I thank you! We received 157 responses from the 517 invites sent out, over 10 days. This survey was a combination of general feedback, targeted topics, and a probe for new ideas for improving the operation of box lacrosse officials in Alberta. This summary outlines all the multiple choice responses. The short/long answer questions are being reviewed and discussed at the Executive level, as the spread of feedback is quite vast. Please take the time to see the group responses to these important questions, and ensure that you contact [tony@albertalacrosse.com](mailto:tony@albertalacrosse.com) if you have any questions or concerns. The feedback from this survey should aid in producing more meaningful motions at the AGM in November. Please ensure you review the ALRA bylaws (on the resources page of the site), so you don't miss your window of opportunity to submit new business at the AGM. Thank you again for your responses.

# GENERAL INFORMATION

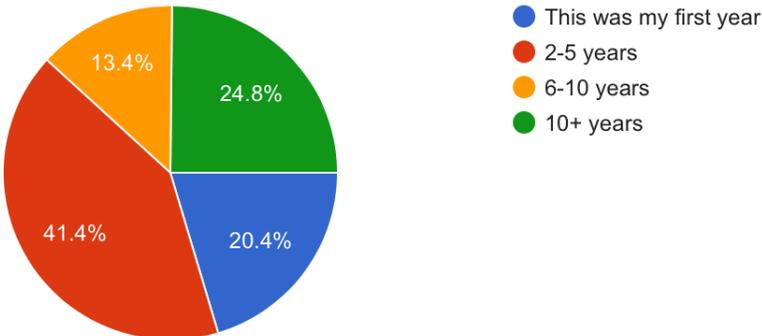
In which league do you officiate most?

157 responses



How many years have you been an official?

157 responses

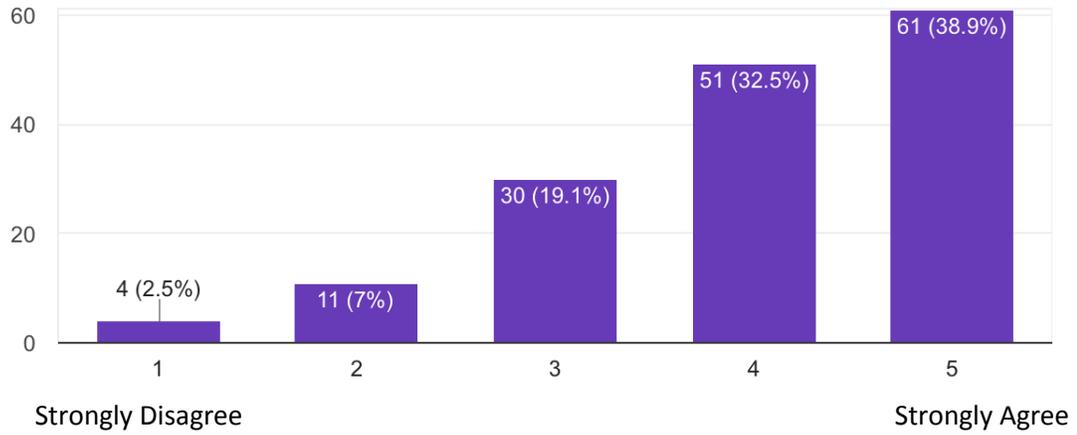


## ADMIN AND PAYROLL

The pay periods and payroll process was made clear to referees

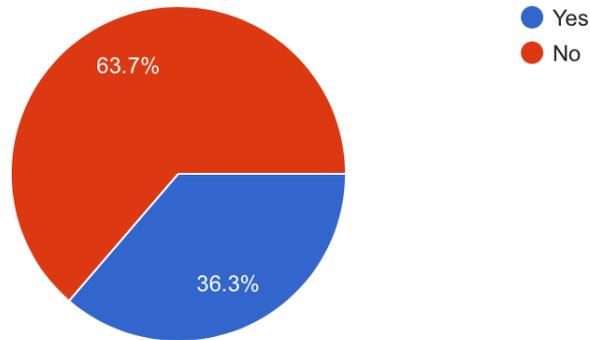


157 responses



At first, did you try to set up your payroll using ArbiterPay?

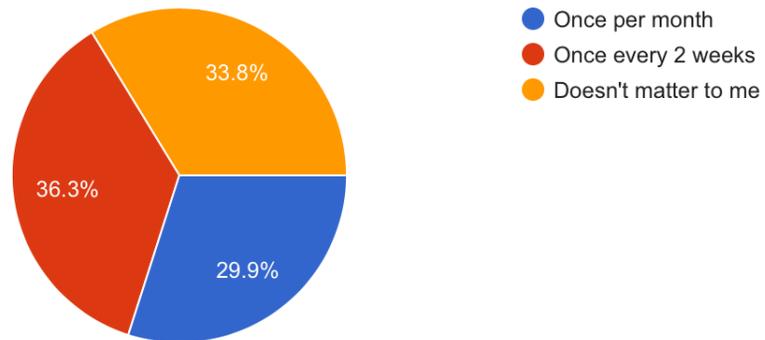
157 responses



## I would like to be paid:

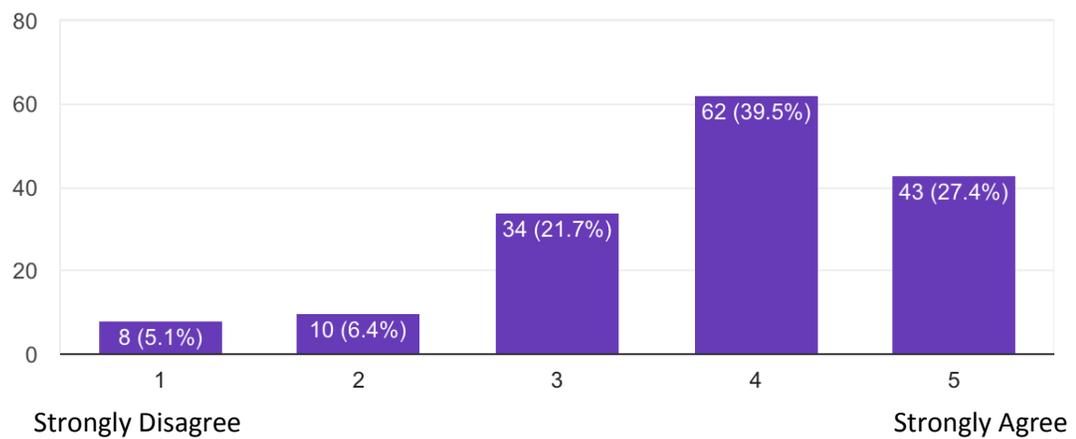


157 responses



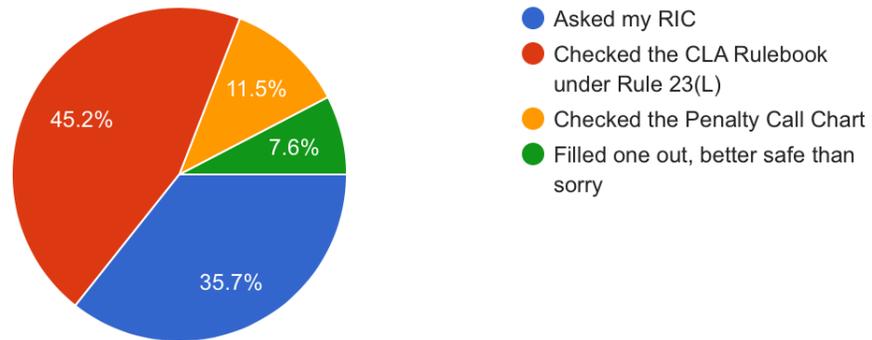
## Referees are paid fairly, for what is expected of them:

157 responses



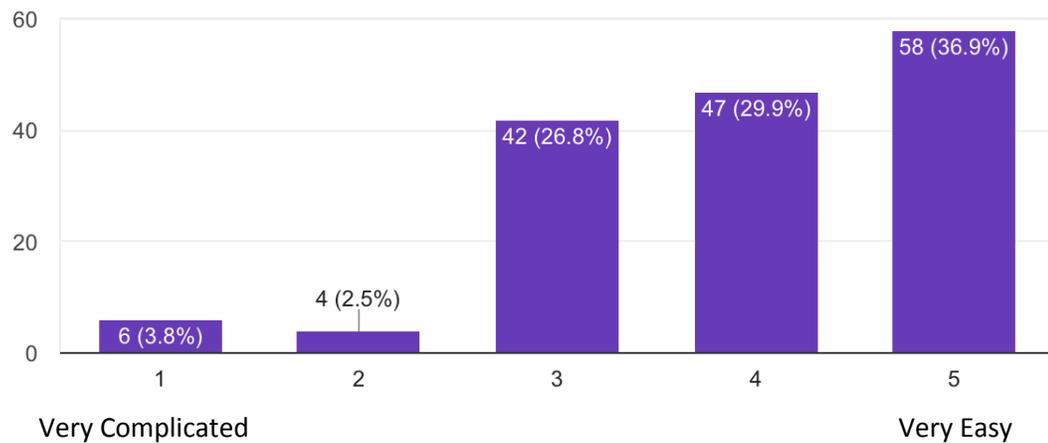
## If I didn't know whether a penalty needed a game report or not, I:

157 responses



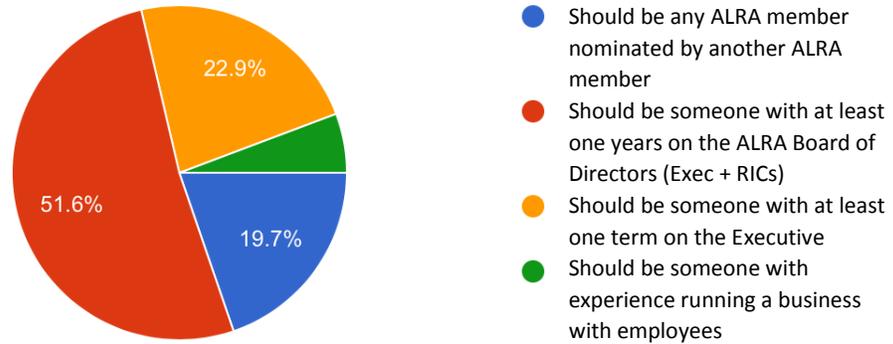
## Filling out online game incident reports was:

157 responses



The ALRA President is an elected position with a 2 year term. The President is elected by those in attendance at the AGM in the election year. An ALRA President candidate:

157 responses

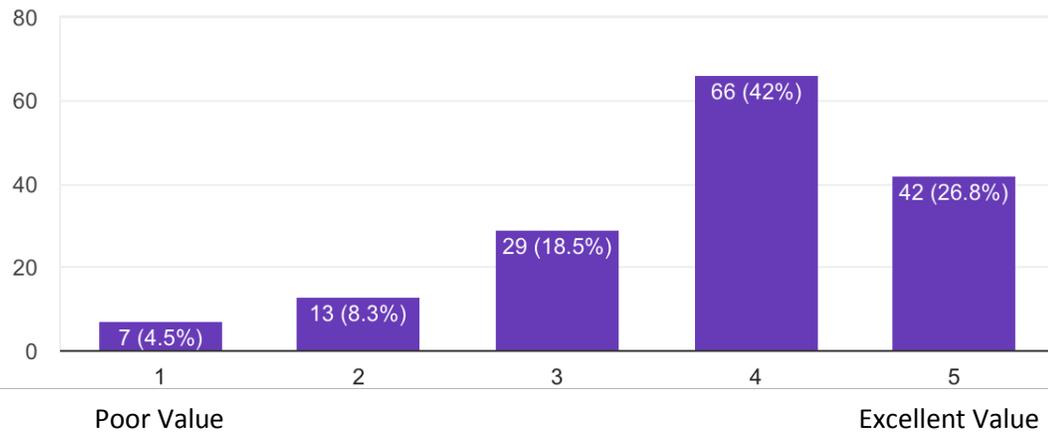


## CLINICS

The 2018 registration fees include your ALA Registration, your ALRA Registration, annual insurance, your clinic training and a hot lunch at the clinic. Did you feel there was good value for the cost?

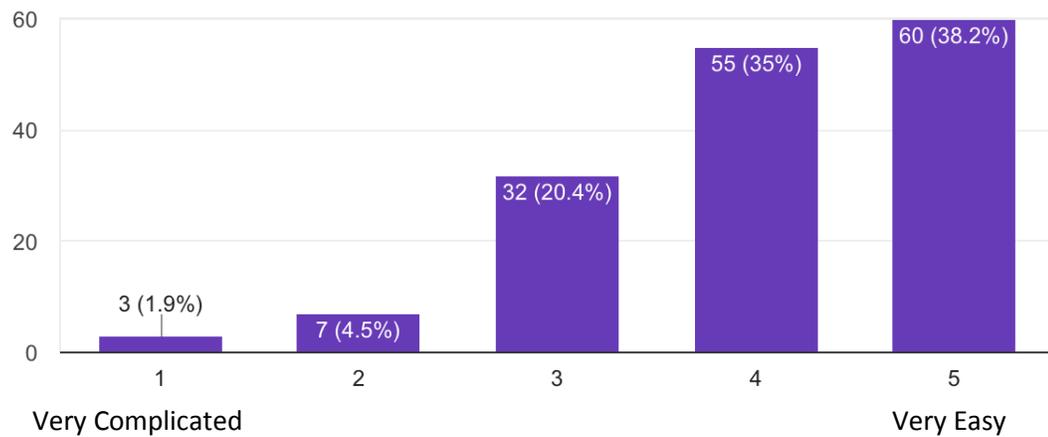


157 responses



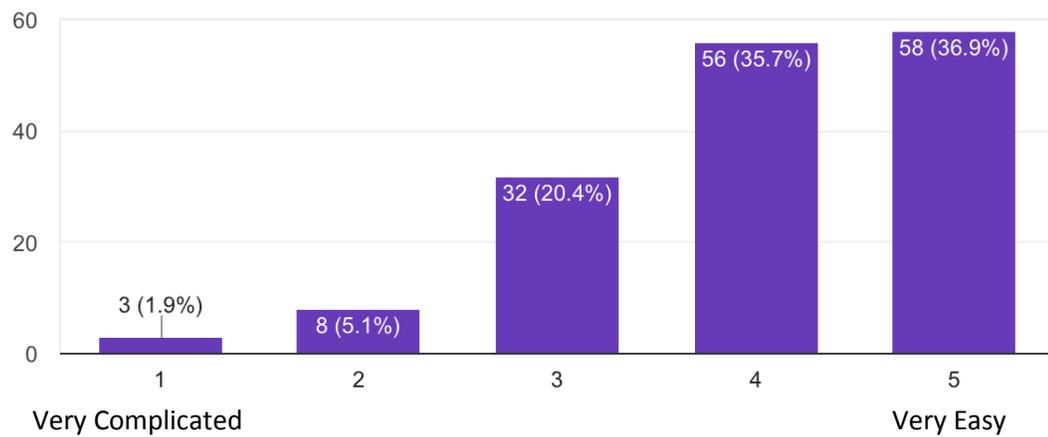
Signing up online for a referee clinic was:

157 responses



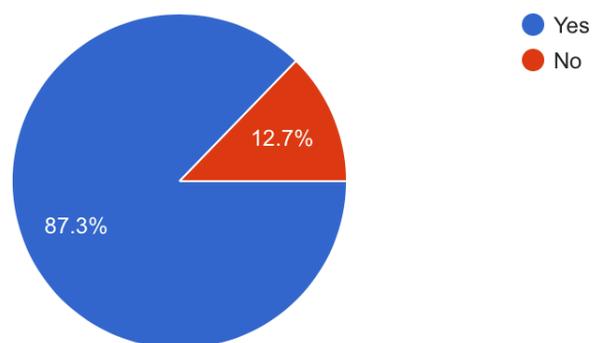
## It was easy to purchase equipment during registration

157 responses



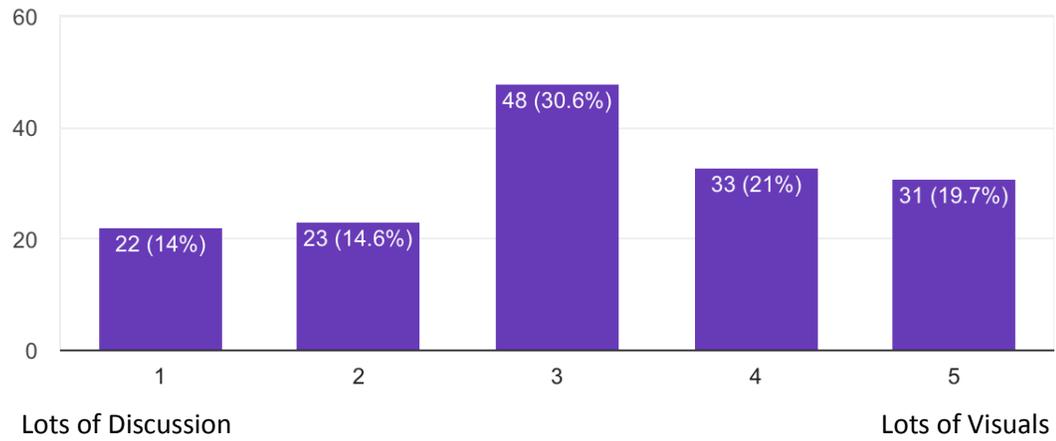
## I knew how much my clinic and equipment was going to cost before I signed up

157 responses



## I prefer a referee clinic that has

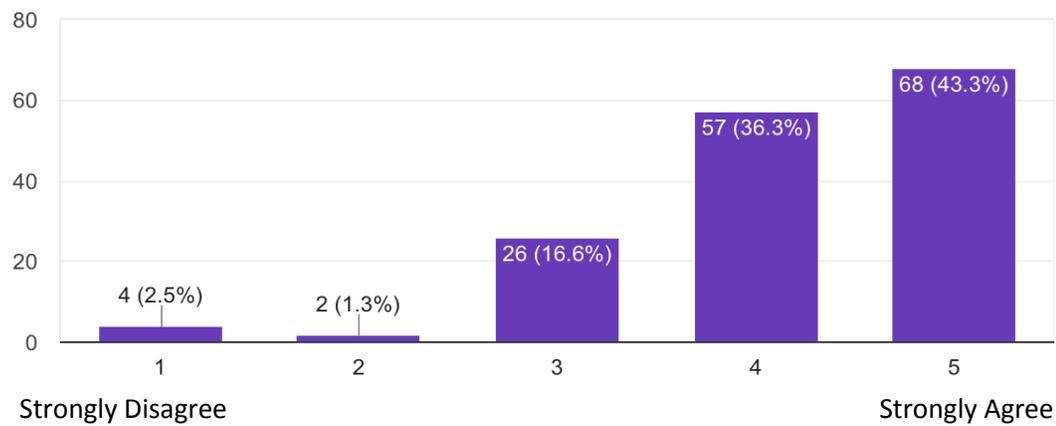
157 responses



## I enjoyed my clinic instructor(s)

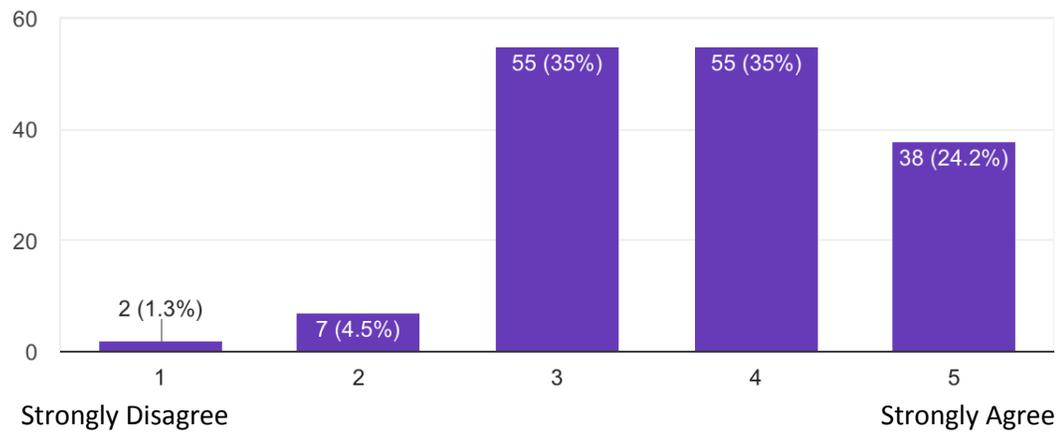


157 responses



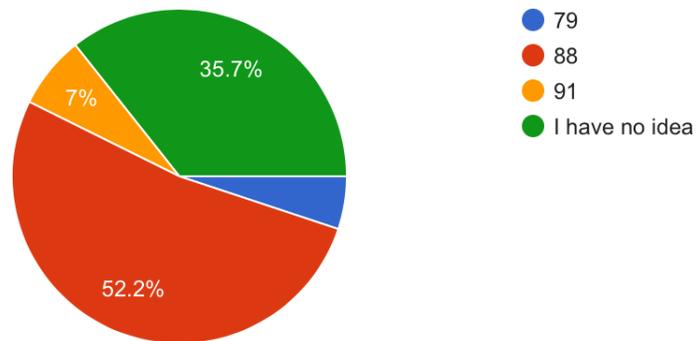
## I review my Rulebook regularly

157 responses



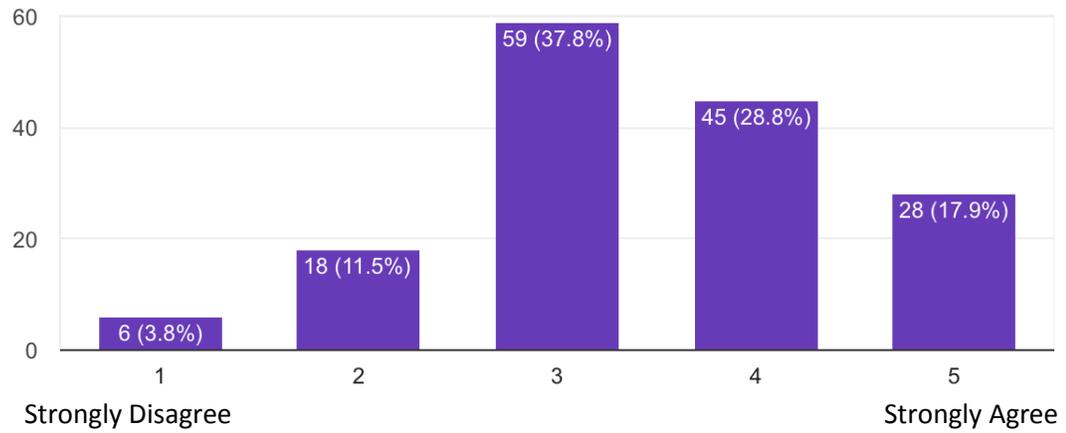
## How many rules are in the CLA Rulebook (don't cheat)

157 responses



## A mandatory online rules test before the clinic would be a good way to improve the clinic for veteran officials

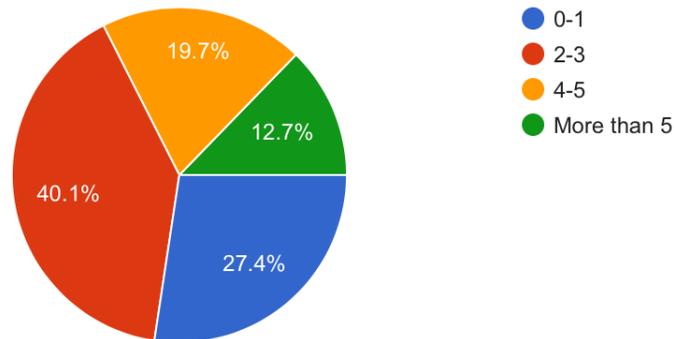
156 responses



# ASSIGNMENTS

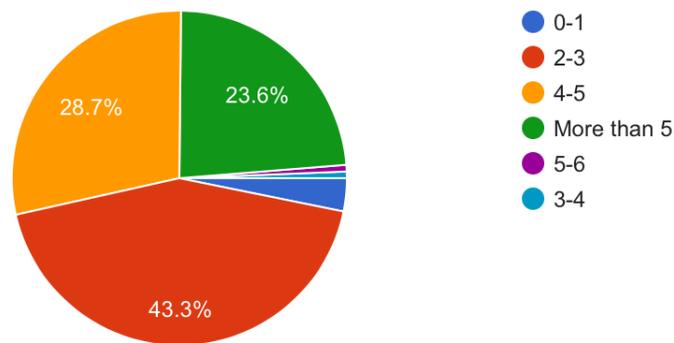
How many games did you work in a normal 7-day week?

157 responses



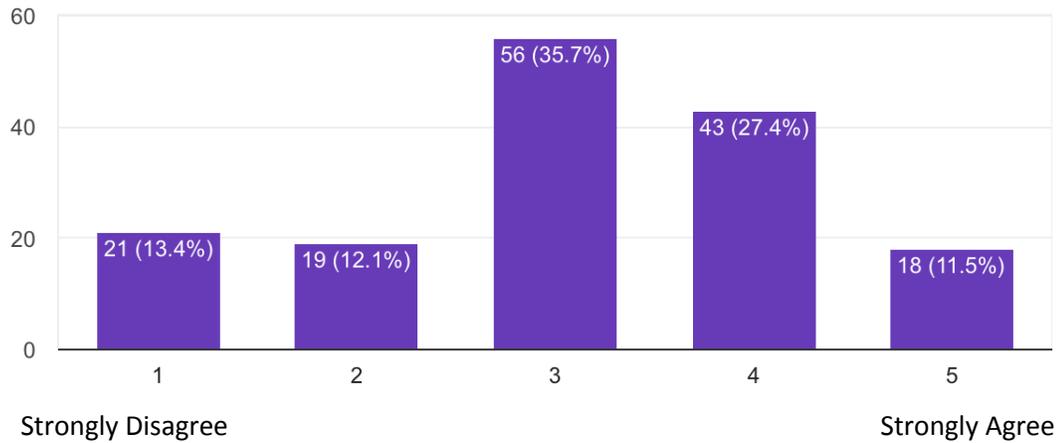
How many games would you like to work in a normal 7-day week?

157 responses



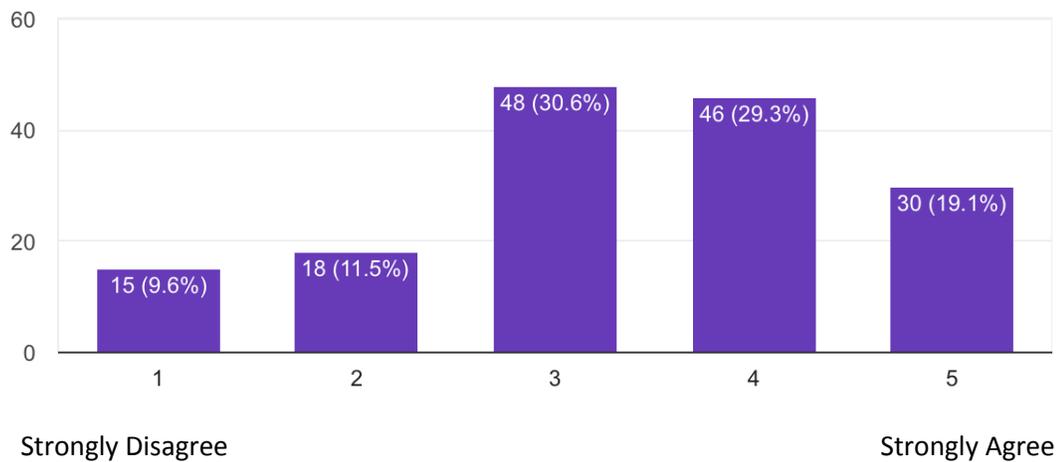
## The ALRA does a good job advancing officials when they're ready to move up:

157 responses



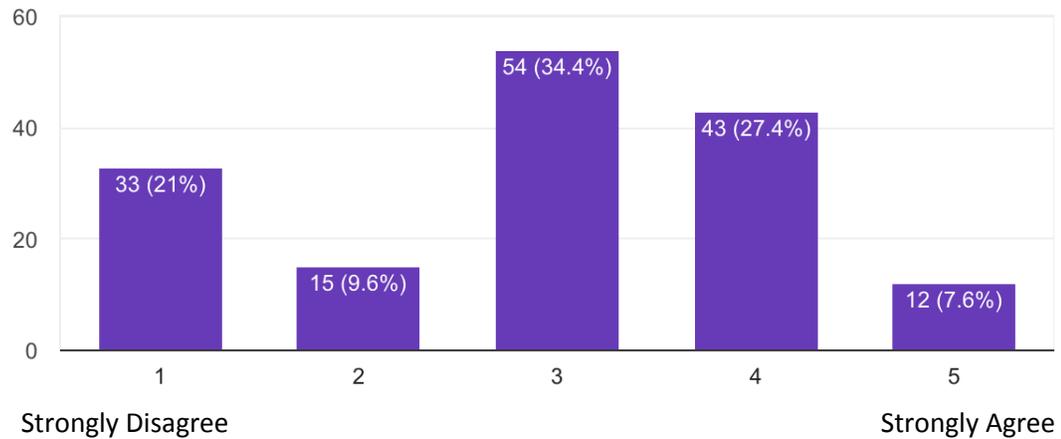
## Officials typically "earn" their assignments, including games above or below their normal level

157 responses



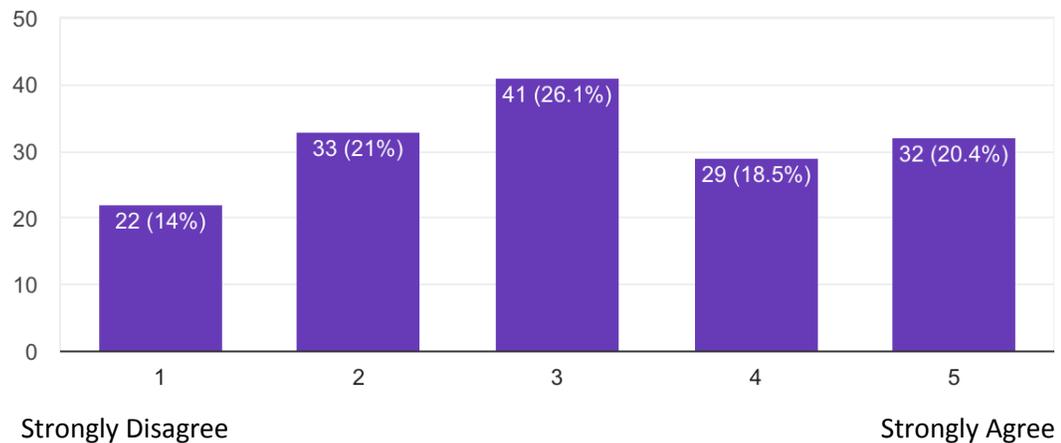
## Games are equally divided among qualified officials at that level

157 responses



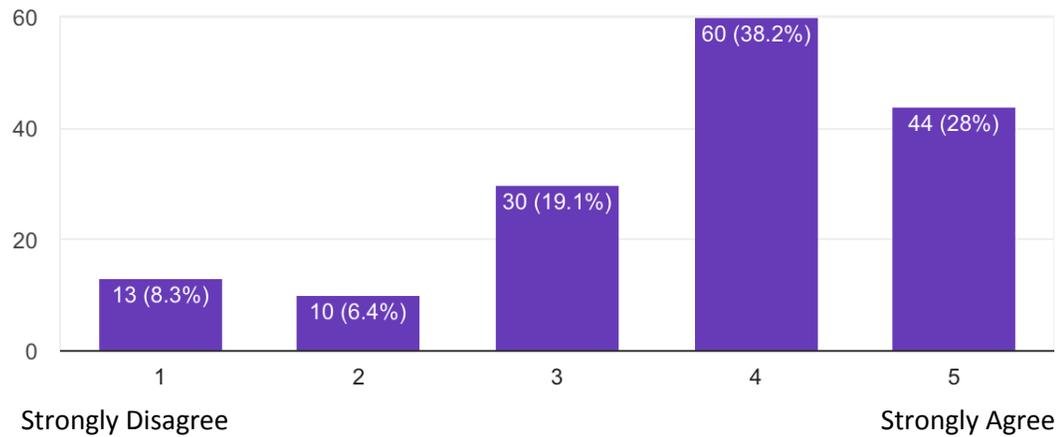
## Certain officials seem to "get all the good games"

157 responses



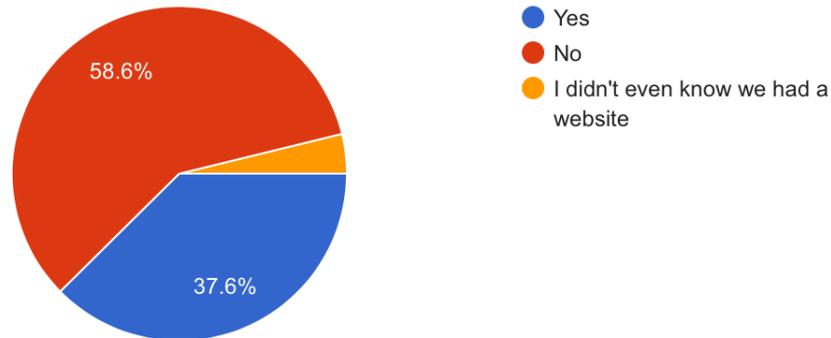
## You were assigned games that you deserved this year?

157 responses



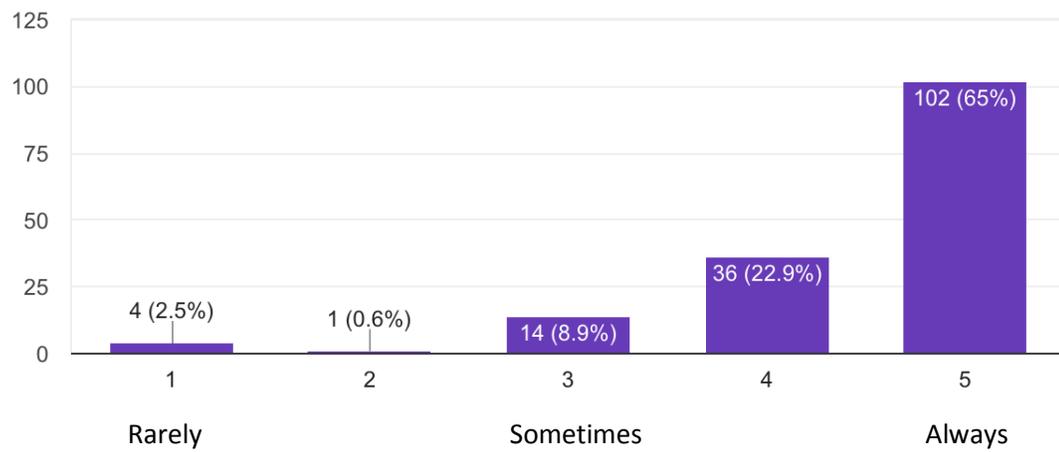
## I was aware that I could appeal my referee ranking by following the steps on the ALRA website

157 responses



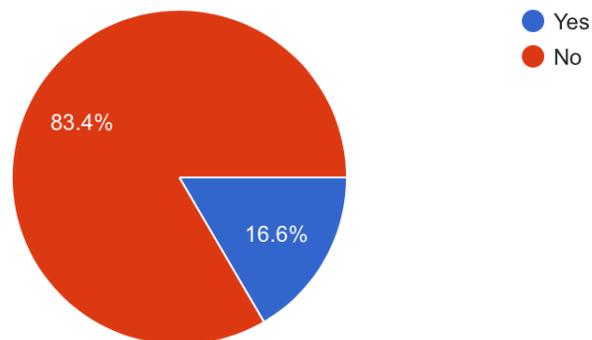
## My calendar blocks were up to date

157 responses



## I paid for the Arbiter Mobile App

157 responses

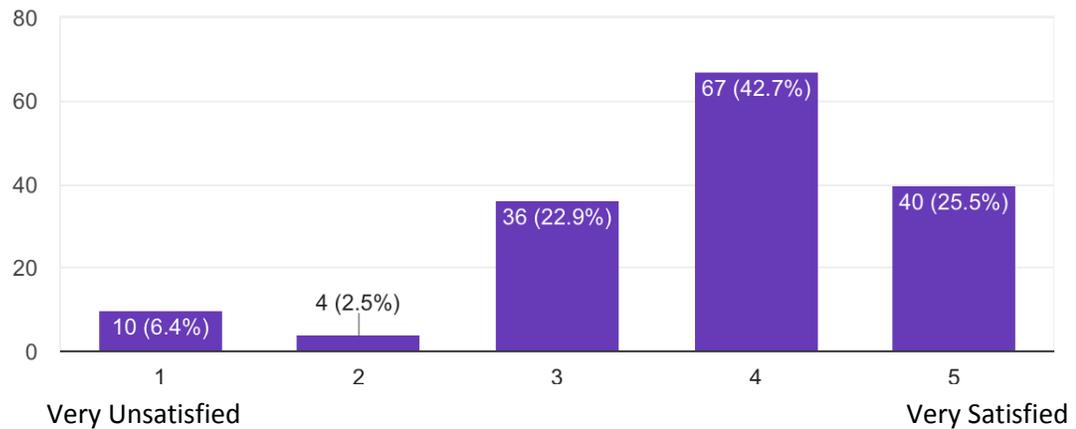




## REFEREE SUPPORT

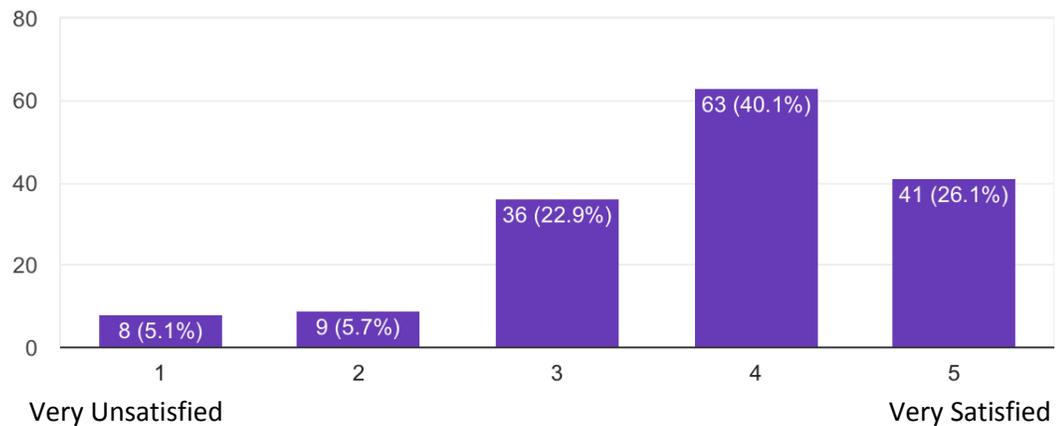
How satisfied were you with the frequency and content of emails sent by the ALRA executive and Manager of Officiating? 

157 responses



How satisfied were you with frequency and content of emails that were sent by your local RIC?

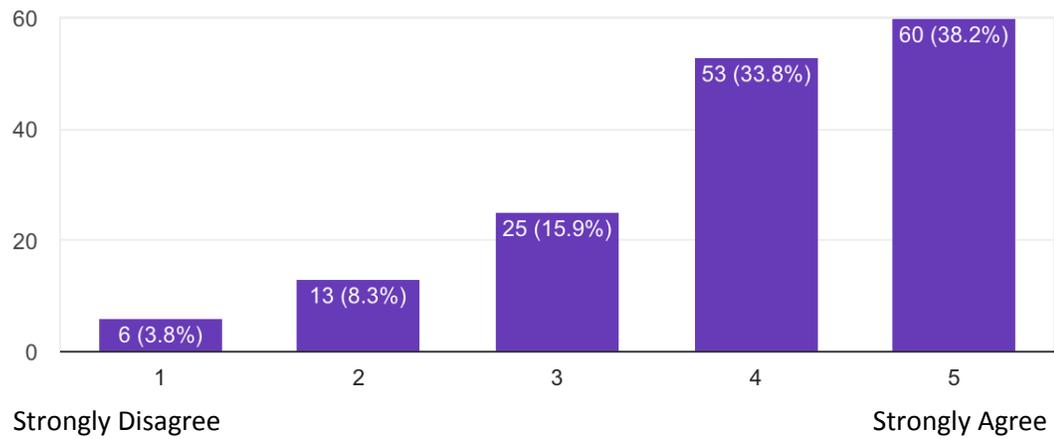
157 responses



## It was easy to find the right person to talk to about any given issue during the season



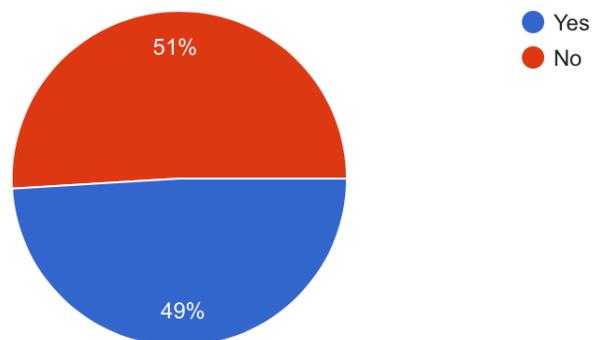
157 responses



## Were you evaluated this year?

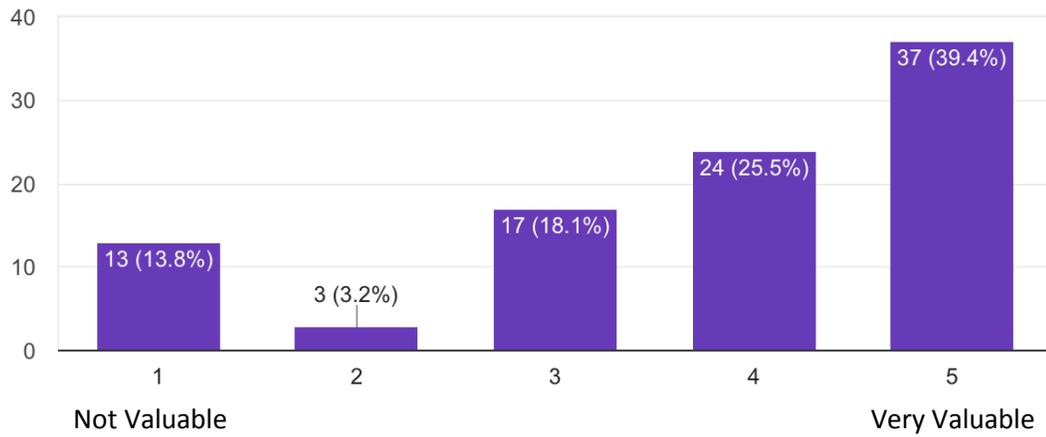


157 responses



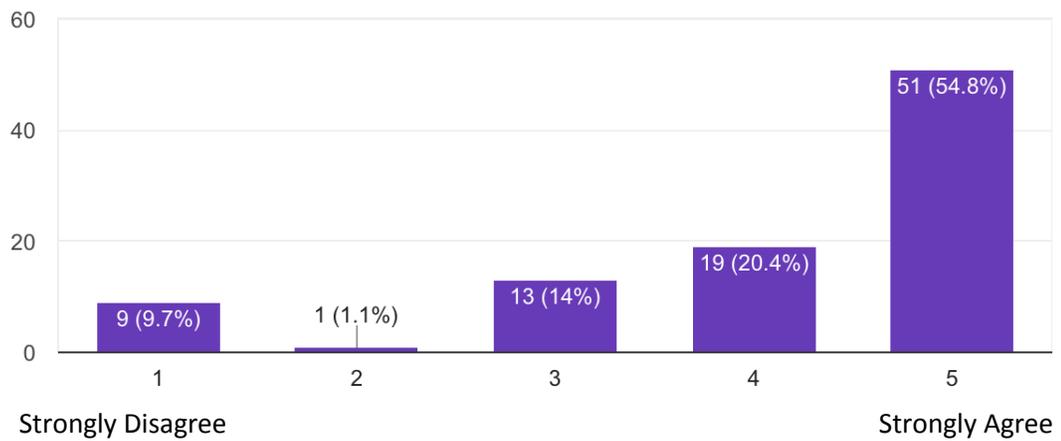
## If yes, how beneficial was your evaluation?

94 responses



## My evaluator was respectful and reasonable

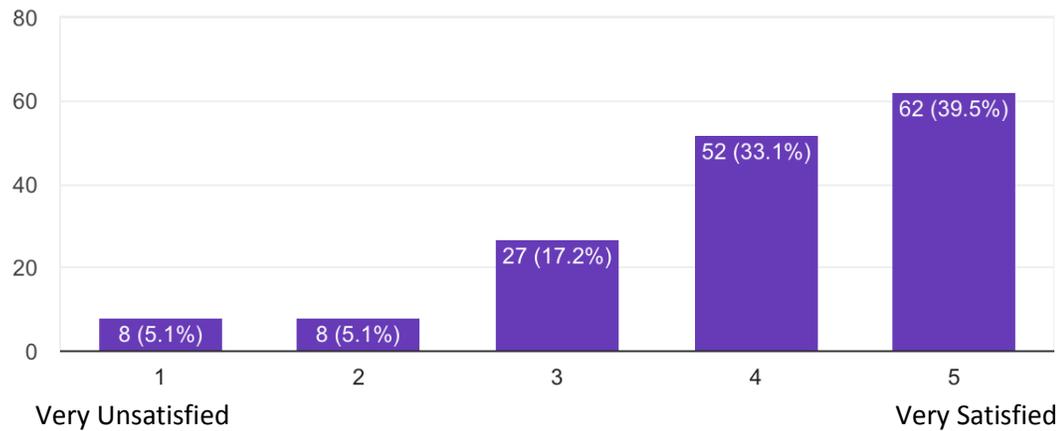
93 responses



## Were you satisfied with your main RIC this year?

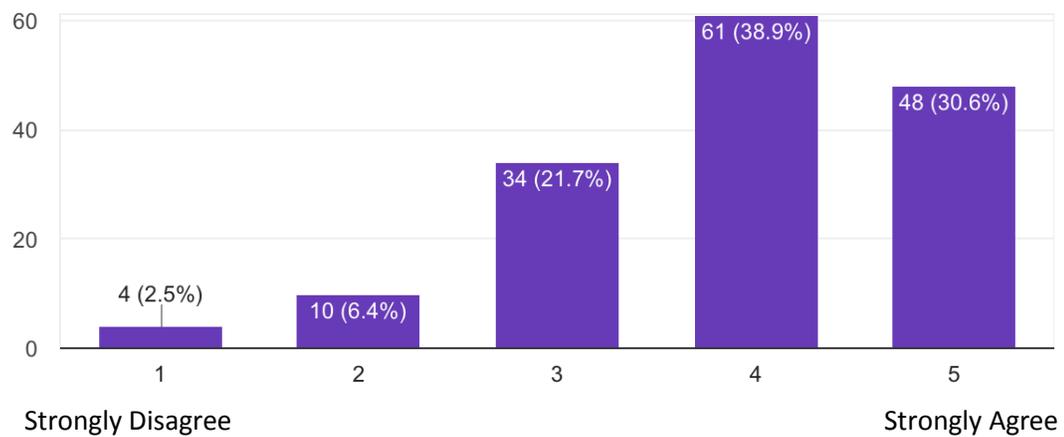


157 responses



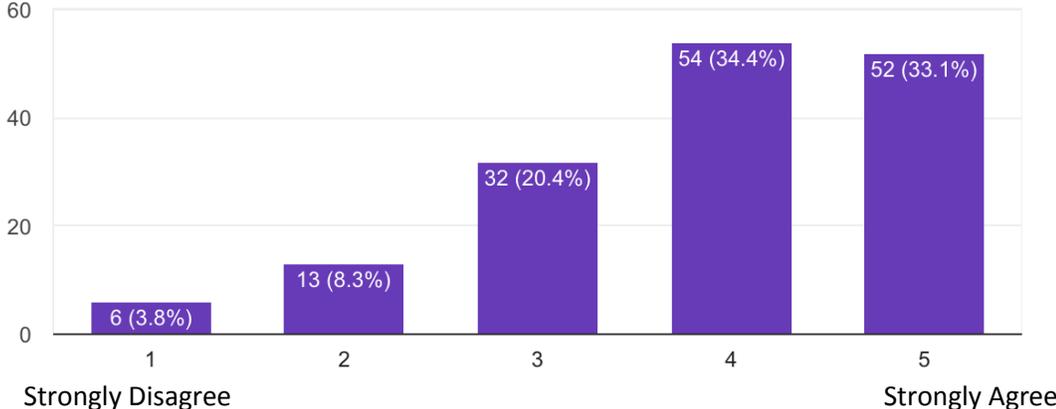
## I found senior officials helpful to newer officials

157 responses



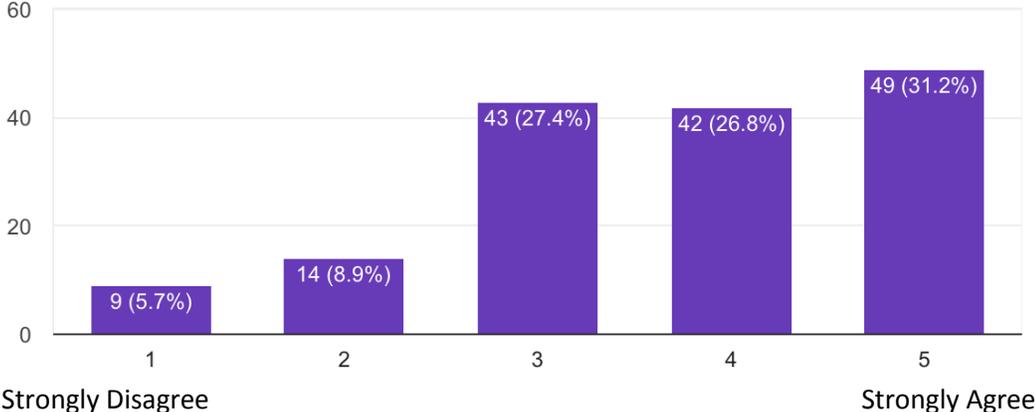
# I feel the leagues I work in support the officials and the officials' decisions

157 responses



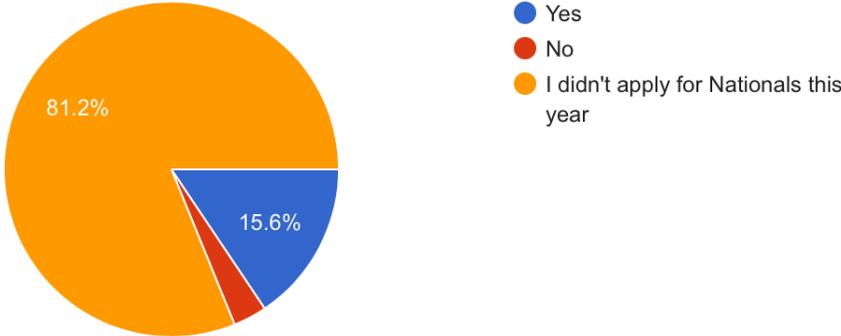
# The process for applying, and being selected for Nationals is clearly communicated to the officials

157 responses



# When I applied for Nationals this year, I received a letter telling me the result of my application(s).

154 responses

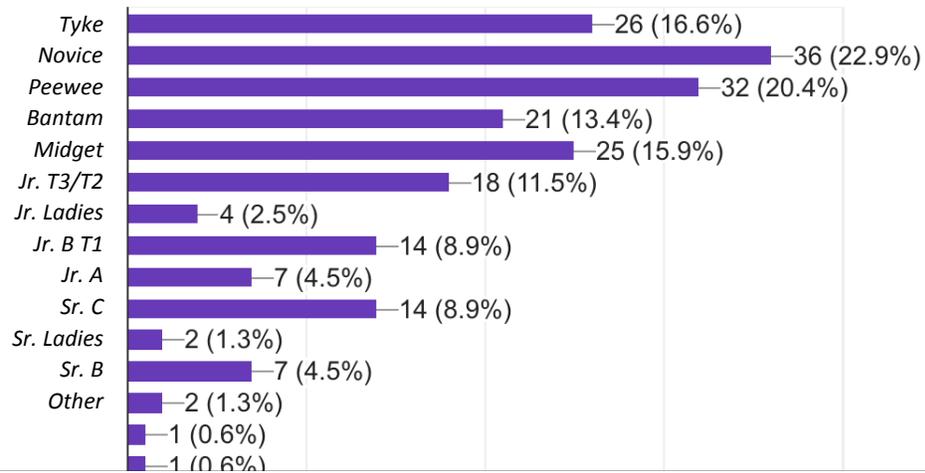


## REFEREE EXPERIENCE

Which level(s) did you find most challenging to referee this year? (check all that apply)

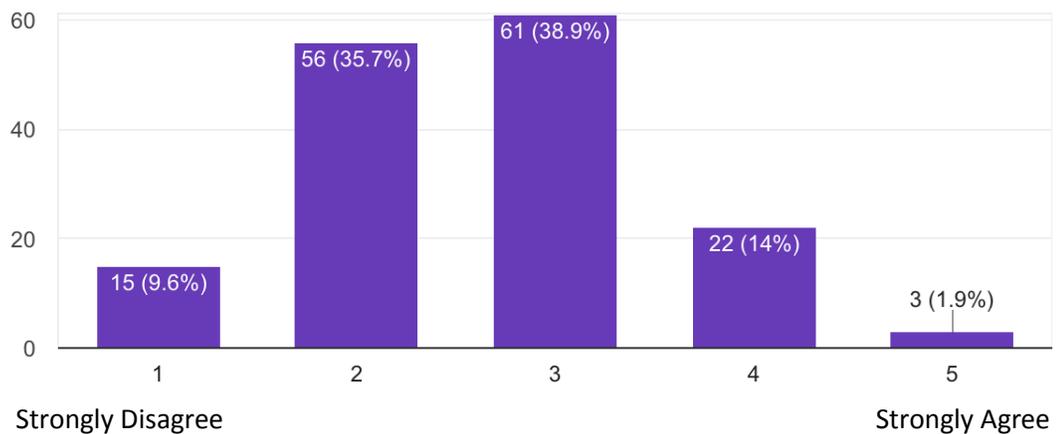


157 responses



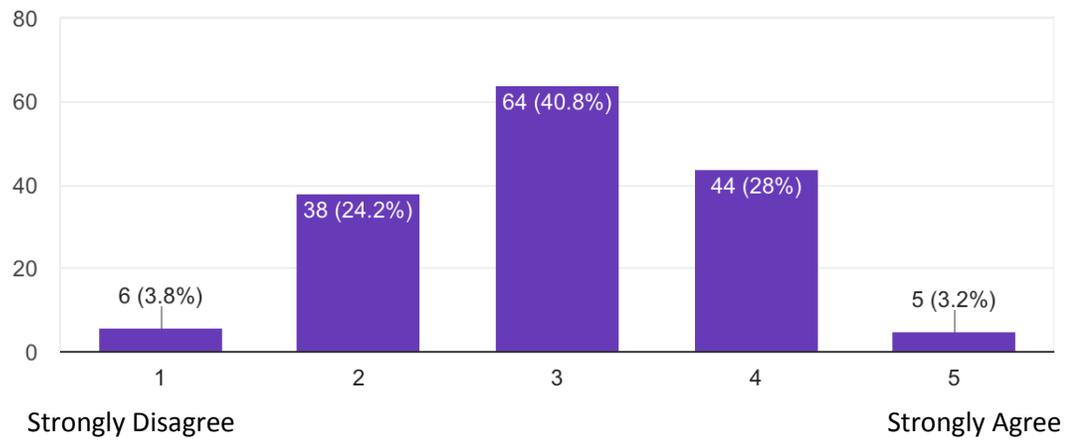
Lacrosse Coaches know the rules of box lacrosse

157 responses



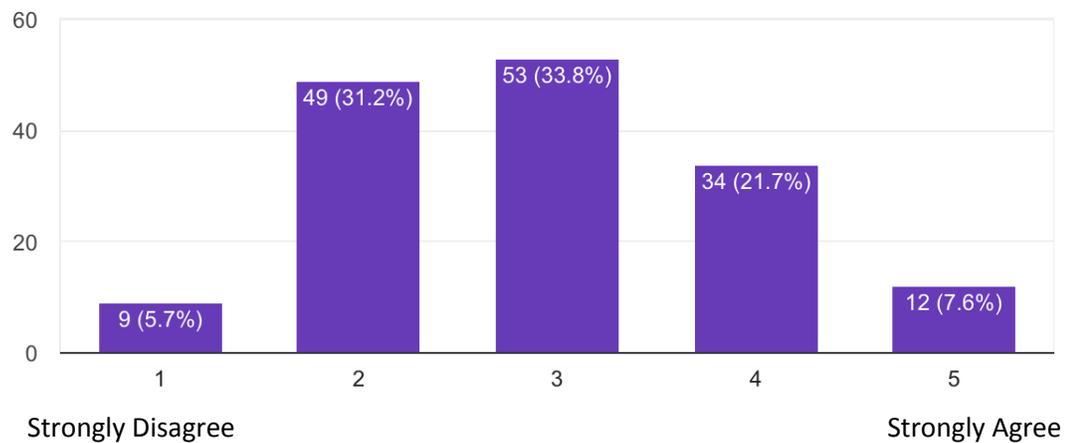
## Lacrosse Coaches are well behaved

157 responses



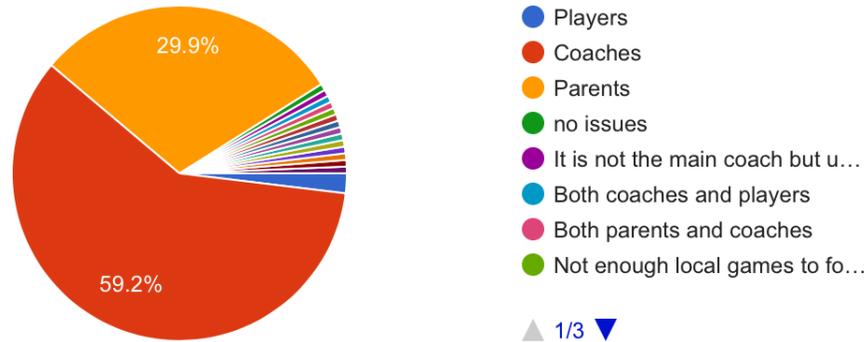
## Lacrosse Parents are well behaved

157 responses



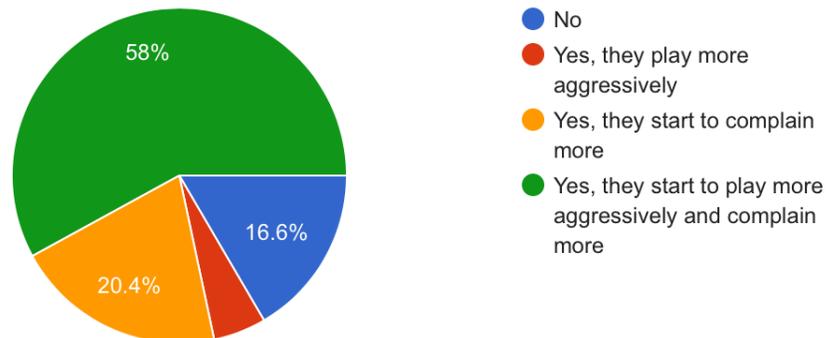
## I feel the most abuse comes from:

157 responses



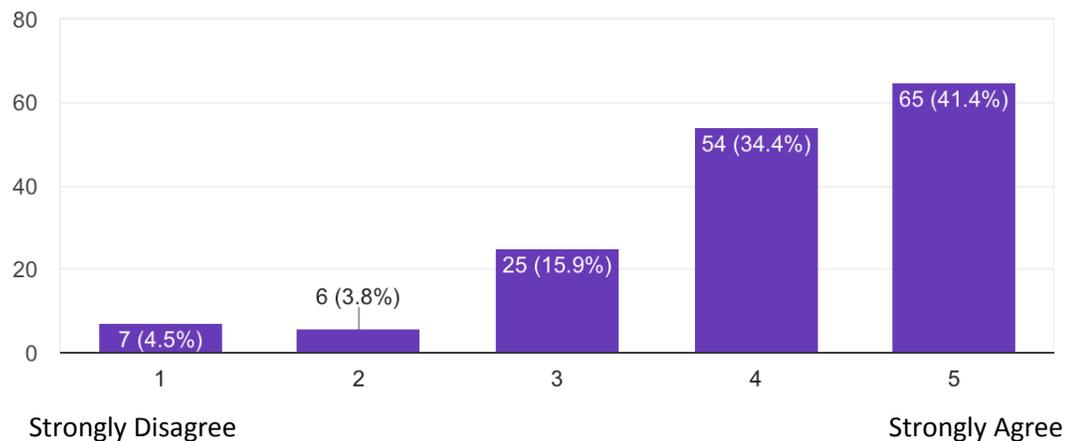
## When coaches or parents yell at the referee, do the players play differently?

157 responses



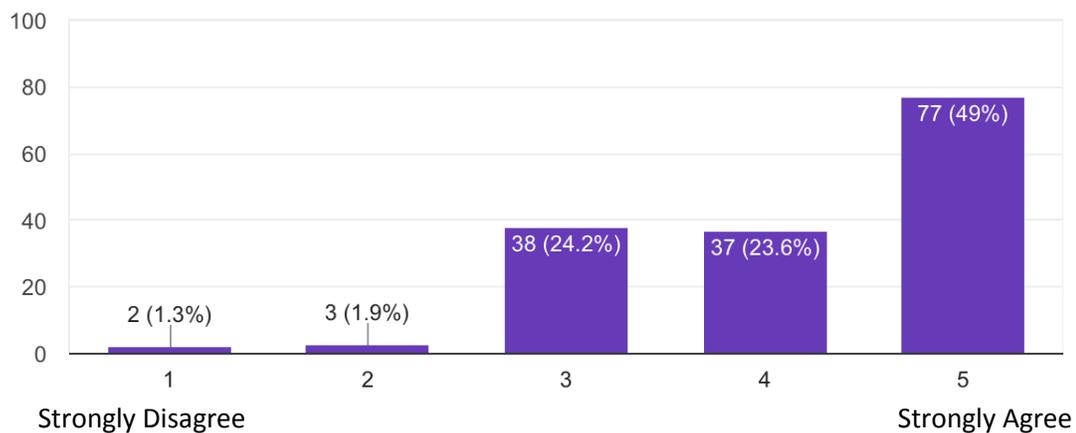
## Referees need "thick skin" to do this job well:

157 responses



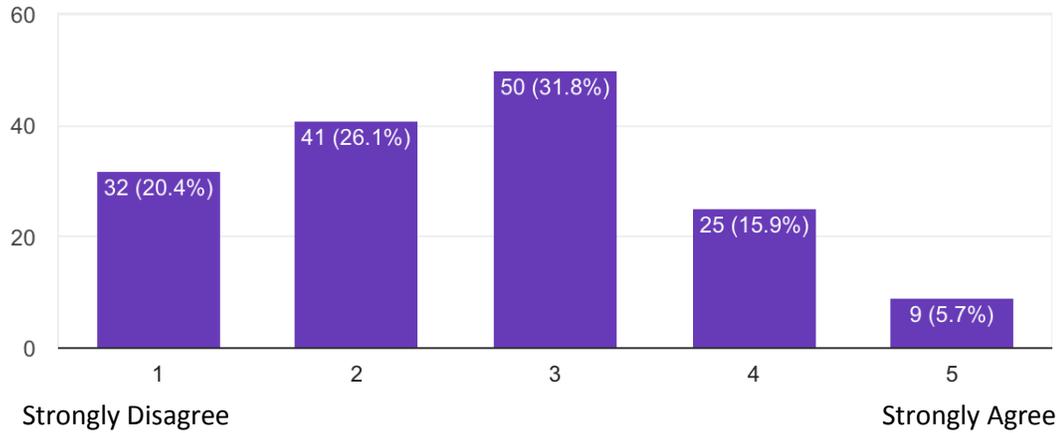
## Referee abuse is something that needs to be addressed in Lacrosse:

157 responses



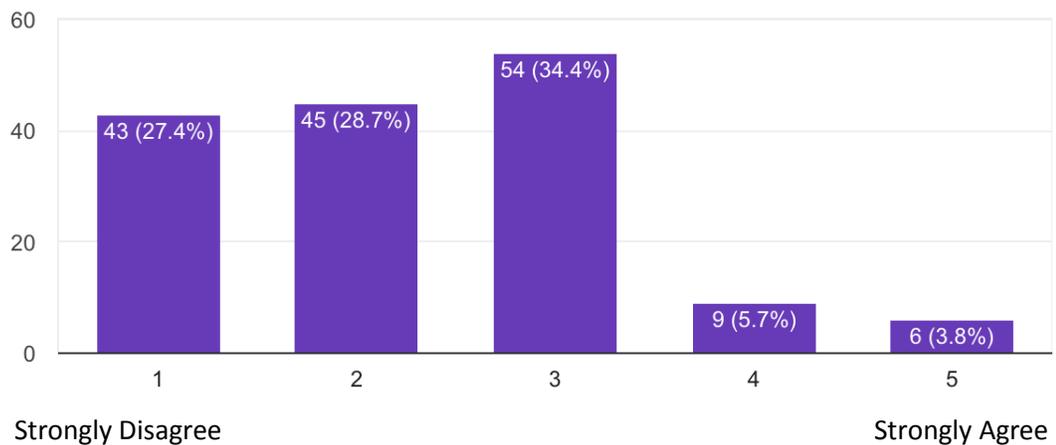
## I feel pressure to call MORE penalties:

157 responses



## I feel pressure to call LESS penalties:

157 responses



Thank you for taking time to review the results of this year's survey. Please feel free to use the above data to support proposed improvements to the ALRA. These proposed improvements must be submitted to the ALRA no later than 21 days prior to the AGM, as per the bylaws. I encourage you to submit your proposed changes as soon as possible. Thanks again.