

## Term 4 2017 Parent Survey results

### Which term programme did your child participate in?

- 7-9 year olds Makara (Mondays) 23.53%- 12
- 10-12 year old boys Makara (Tuesdays) 13.73%- 7
- 7-9 year olds Wainui (Tuesdays) 13.73%- 7
- 10-12 year old boys Wainui (Wednesdays) 1.96%- 1
- 13-17 year old girls (Wednesdays) 0
- 7-9 year olds- Mt Victoria (Wednesdays) 21.57%- 11
- 13-17 year old guys (Thursdays) 17.65%- 9
- 10-12 year old girls Makara (Thursdays) 7.84%- 4
- 10-12 year old girls Wainui (Thursdays) 0

### 2. What was the main reason for enrolling in the term programme?

- Learn more MTB skills 65.31%- 32
- Meet kids their own age to ride with 6.12%- 3
- I love to ride, and wanted my kid to love it too 16.33%- 8
- It sounded like fun. 12.24%- 6

### 3. What is your child's MTB ability after the term?

- My child was worse (we do hope it's not this one!)- 0
- Stayed the same (didn't notice any changes) 1.96%- 1
- Improved a little bit 37.25%- 19
- Improved heaps 60.78%- 31

What changes did you see?

\*20 comments related to confidence 😊

She just keeps improving year on year. More importantly she still loves it and has heaps of fun.

Able to ride areas that she hadn't been able or willing to attempt before

Confidence in own ability, and excitement about riding, and wanting to go riding with his mates as much as possible. Looks like the number one activity for the school holidays!

Better body position on the bike, Better at technical sections Better at drops and shoots, fitness too!

He keeps getting more confident and body position is amazing to see. So much I can learn from him and great to see him getting the basics right for the rest of his life (unlike me having to unlearn a lot of bad habits)

Safer rider! Keeps distance, approaches corners better, great downhill stance "ready position"

**4. Did you have any reservations about signing up for WORD? (tick all that apply)**

- Cost 28.00%- 14
- Unsure about instructors 2%-1
- Unsure about programme content 6%- 3
- No reservations 70%- 35

What can we do to help other people that might be feeling the same as you did?

'Report card'-

My kid is not very forthcoming about the courses and skills learned. We have to squeeze it out of him. I'd like to get, if possible, a way to track what he's learning, doing and riding. Specially the 7-9yo group.

Maybe list the outcomes you hope to see, for the money it costs to signup. Was unsure if he would be ok on his 20inch bike, but he was grouped with others on same size bike so I thought that was great.

*Nervous about skills:*

I thought that everyone would be better than me and I didn't want to be the worst one in the group. I would reinforce the fact that anyone is welcome and that you do get a variety of skill levels coming through the program.

First session could do with "early meet & greet" for younger newbies.

WORD has a great rep and you could only work in increasing its profile like the great What Now segment!

*Carpooling:*

Love the Flick scholarship!! Also it would be cool to coordinate carpooling (maybe through Facebook page). Good for the planet, as well as other personal benefits. I would be happy to help organise carpooling.

*Location issues:*

Signed up for Makara but had two rides at Mt Vic . Total nightmare with the traffic at that time of night. Have other children at activities in Karori so back and forth twice.

*Non riding parents:*

I did not know much about it as I don't really know anything about MBing - but we will certainly join another group again.

*Cost:*

It's really more balancing the cost of WORD verses the costs of other sports and trying to fit them all in during the week without overloading.

We only have no reservations because we have money that we can spend on such things and WORD has proven it's valueable to our child. We appreciate the opportunity to add a small amount to our child's fees to support other families.

Cost was a factor, but it is worth it. X 2 (it is expensive compared to other after school activities)

#### 5. What is your child's favourite part of WORD?

- Just going for a ride 36%-18
- Meeting new people to ride with- 10%- 5
- Riding with people their same level (ie not their parents) 44%-22
- Being part of the MTB community 10%-5
- Trail building/clearing 0 (didn't do this term)

#### Other

##### *Similar ages/group:*

He's gotten a real buzz out of riding in a group and giving things a go collectively.

He loved going with kids his age and loved that the 'teenagers' were teaching them loads!

##### *Trail building:*

He is keen to help trail building - this is his "own" sport and interest rather than one we have introduced him to so it is great to know he has a great healthy hobby.

##### *Family time:*

With younger siblings it's hard to ride as a family, riding with WORD means our kid is on the tracks once a week.

#### 6. Is it likely that your kid will sign up for Term 1 2018?

- Yes, for sure! 71%- 36
- Mmm Maybe... 27%- 14
- Nah.... 2%-1

Let us know the reason (day of the week, cost, doesn't like WORD, location, transport issues, etc)....

##### Costs:

Trying to balance costs with other kids in the family

Although the cost is pretty high even though it's said that it's near the cost of other activities. Other activities are around \$120-130 and go for longer than 7 weeks. So therefore we probably won't do it for too many terms. That might be because I mtb also and feel like I should be taking him out for free.

##### *Wants more:*

Feels he has out grown it really missed the challenge and competitiveness of the Monday group

##### *Clashes:*

Need to sort out clashes with other after-school stuff and team sports practices

Starting college so not sure if he has enough time.

### 7. How were the WORD Instructors?

- Great! 98%- 50
- Pretty good 2%- 1
- Really needs some work- 0

Any comments? Feel free to be specific here...

#### *Specifics:*

Sam adored his instructor Tom

Angus really liked Tom he was friendly and welcoming to my shy son and gave him positive encouragement

Mike is great with them....

Sophia learnt some great skills from Dylan he has been a fantastic coach.

Gus always talks about Abbie

#### *Good vibes:*

The WORD instructors are absolutely superb.

Passionate, engaging, enthusiastic, interactive, energetic young people who like being with smaller young people. All round an amazing bunch, so thank you. Keep it going.

Loved having a young instructor this term.

My instructor was great, as she held back with me and was always talking to me about how I could get past a barrier and letting me follow their line so I was more confident. Absolutely awesome instructor.

#### *Role Models:*

You need a mega awesome category - these instructors were born to work with kids!!

Super role models and tonnes of fun

Fantastic and positive. Zoe also loved having two rad girl instructors!

#### *Wanting Feedback:*

It would be great to get a bit of feedback on what the kids are doing well and what their work-ons are; so we know what to focus on helping them with when we ride together.

### 8. How were the Assistant Instructors? These are the 14-16 year olds helping out...

- Great! 55.10%- 27
- Pretty good 10%- 5
- Really needs some work- 0

- ○ Didn't have an assistant instructor with our group 35%- 17

Any comments?

They were all enthusiastic which was great to see

Amazing to see young roles models and cool kids (not adults) showing them their stuff!

Super friendly and encouraging.

Super role models and also lots of fun

### **9. Anything else you would like to see in the future for WORD? (go on, think BIG!)**

Term seems to whizz by - so maybe extend a couple of weeks?

*More:*

More choices of afternoons! Short ad-hoc drop in sessions at pump tracks. WORD planting sessions outside of the regular mtb sessions.

MTB Badges!

*Timings:*

I would really like the 7-9 group to go from 4-6. 4pm is easy to get to, and by the time we get home it's after 7. For a 7 and 8 year old, it's passed their bedtime. Often households have younger kids in the car, so they get home late too.

*Bookings:*

A roll over function (or if you were enrolled last term you are automatically re-enrolled for the next term).

Any chance of rolling over enrolments so you don't have this frenzy at 8am booking for the next term??? Would hate to miss out!

*Keep it up:*

We love what you are doing! Keep up the good work. Cheers.

Just keep going, its awesome! Love your work!

It's the instructors that make it :-)

You guys have it dialed!

World domination. End of term family ride with BBQ? More WORD on tour!

*Gripes:*

This is a little niggle, but driving to Word one day I saw an assistant in a Word top, biking on the footpath through town. Would be good to demonstrate legal riding while representing Word.

*Communications:*

Perhaps instructors get their groups parents' numbers so if they are going to be late (ie half hour) they could flick a quick text

Please send out an email the night before to help parents when the venue is non standard (ie when we are usually based at Makara and it's going to be at Mt Vic).

*Events:*

What about a high profile downhill competition down Mt Viv?

*Media:*

Segment on WORD, Ash and the amazing team on RedBull TV as part of Crankworx coverage of Rotorua leg. You said think BIG!

*Ride sharing:*

Getting across town and back in rush hour is such a pain, we are spoilt in Karori....maybe some way to ride share with other parents would be awesome, just somewhere to tick during sign up that we live in whatever suburb and would like to hook up with other parents who live in same suburb for transport.

*Trips away:*

Rotorua or Nelson trips; turn the various kiduro / min-D events into a series to tie in with the enduro series; publicise dates further in advance (most families with kids are planning 3-6 months out!); update the web-site (e.g. hoodie purchase was like an event booking; if you know dates/locations for term 1, publicise now rather than at the point of booking); run a trip (by train?) to the Porirua adventure park when it sets up; really big? build a gondola in Tinakori Hill and sort out access with the council!!

*Parents wanting to learn:*

Maybe for old mums wanting to learn a bit more - but not as dare devil! Gus would love camping and riding

*Connecting kids:*

Develop a way of connecting kids in the weekends and holidays who would like to meet up with other kids to go for a ride. Organised rides in the weekends/holidays, say at Mt Vic or Makara, with an instructor/assistant instructor, at a set time for a couple of hours (say one or two sessions; 10.00am and 2.00pm). Instructor could put a Facebook post up notifying a ride for the next day and to book online.

*Safety:*

I'd like you to upgrade your van to a safer vehicle before my child is old enough for road trips. Three point seatbelts and headrests for every seat please. Bit of a downer comment I know, I'd happily engage in a fundraising campaign for a newer van. I love that you do road trips I just don't love the vehicle, sorry.