



# RCE Membership Survey

Fall 2020

We thank all of you who provided their feedback on all areas of our club this past Fall 2020 season. Our goal is to always provide the best possible soccer experience for ALL our players, families, coaches, and volunteers. Our results solidify why Real Colorado EDGE is a top club of choice for our membership!

**Our Net Promoter Score of 64 far exceeds the national average which is a true indicator of our Membership's experience.**

ON A SCALE FROM 0-10, HOW LIKELY ARE YOU TO  
RECOMMEND THIS COMPANY TO A FRIEND OR COLLEAGUE?

	Key Question	
	Net Promoter Score	How likely are you to recommend Real Colorado Edge to friends and colleagues?
2019	44.42	8.35
2020	63.9	8.91
Improvement	43.85%	6.77%

### Staff / Registration Experience

	<b>The Real Colorado EDGE Soccer Club registration process is simple and straight-forward</b>	<b>The payment process and financing options are easy to understand</b>	<b>The Club Staff is responsive and helpful with questions (phone calls, emails, etc.)</b>	<b>The Club communicates well with parents/families (emails, website, newsletter, social media, etc.)</b>	<b>The value we receive versus the price we pay for registration is good</b>
<b>2019</b>	8.29	8.51	8.62	8.54	7.76
<b>2020</b>	8.59	8.56	8.88	8.93	8.38
<b>Improvement</b>	<b>3.68%</b>	<b>0.58%</b>	<b>3.02%</b>	<b>4.58%</b>	<b>7.99%</b>

## Coaching Experience

	The coach demonstrated the appropriate level of knowledge of the game of soccer	The coach was a positive role model for my child	The coach communicated well with the players	The coach communicated well with the parents	I would like to see the coach return to the Real Colorado EDGE program
<b>2019</b>	8.91	8.88	8.56	8.27	8.71
<b>2020</b>	9.12	9.2	8.98	8.84	9.05
<b>Improvement</b>	2.31%	3.59%	4.90%	6.88%	3.87%

## Game and Training Experience

	<b>The coach ran organized and well thought out training sessions</b>	<b>My child was motivated and enjoyed the training sessions</b>	<b>During games, the coach acted in a professional manner</b>	<b>My child enjoyed playing in games</b>
<b>2019</b>	8.66	8.60	9.10	9.10
<b>2020</b>	8.94	8.98	9.4	9.38
<b>Improvement</b>	3.26%	4.38%	3.30%	3.08%

# Summarized Results

