

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Overall Recap

~ 20% response rate. Very good for a non profit organization that normally runs 17%

What does NG Baseball & Softball do really well? (Just a few samplings)

Sense of community

Good Coaching

Facilities

Learning atmosphere

Facilities

Softball is on the upswing. Shoutouts to the Commissioner

Activities: Skills day, Iron Pigs, etc

Snack Stand

What changes would most improve NG Baseball & Softball? (Most trending)

Baseball: Scheduling. More practices, get schedule out sooner

Communication in general. Mostly well received but some explanations to go along with decisions would be helpful

Softball: Sense of belonging. Opportunity to add board members, expand communications

Softball: Umpires at lower level.

Baseball: Better communication about evaluation process

Bathrooms: Top issue. Recent efforts to fix fans and keep it clean have addressed some issues. Always have Hostelly open every night

Snack Stand: Landed in both done well and needs improvement

After game snack: shock issues with being charged extra

Working the snack stand

Healthier choices

Team Parent complaints about having to deal with parents.

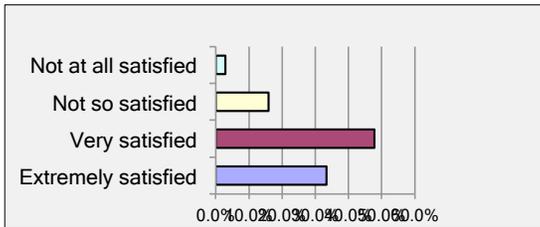
Opportunity to put together a Team Parent Best Practice document

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q 1: How satisfied are you that NG Baseball and Softball has been responsive to your issues or questions?

Baseball

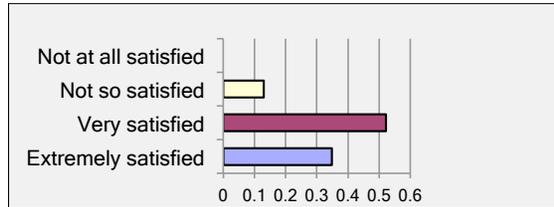
Answer Options	Response Percent	Response Count
Extremely satisfied	33.3%	23
Very satisfied	47.8%	33
Not so satisfied	15.9%	11
Not at all satisfied	2.9%	2
<i>answered question</i>		69
<i>skipped question</i>		0



81% Very-Extremely Satisfied

Softball

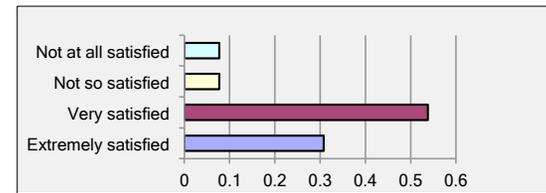
Answer Options	Response Percent	Response Count
Extremely satisfied	34.8%	8
Very satisfied	52.2%	12
Not so satisfied	13.0%	3
Not at all satisfied	0.0%	0
<i>answered question</i>		23
<i>skipped question</i>		0



87% Very-Extremely Satisfied

T Ball

Answer Options	Response Percent	Response Count
Extremely satisfied	30.8%	4
Very satisfied	53.8%	7
Not so satisfied	7.7%	1
Not at all satisfied	7.7%	1
<i>answered question</i>		13
<i>skipped question</i>		0

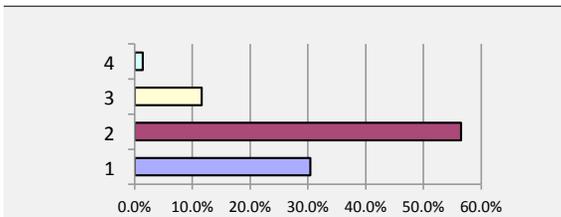


85% Very-Extremely Satisfied

Q 2: How satisfied are you with the timing and the level of communication regarding events, issues, field closures, etc

Baseball

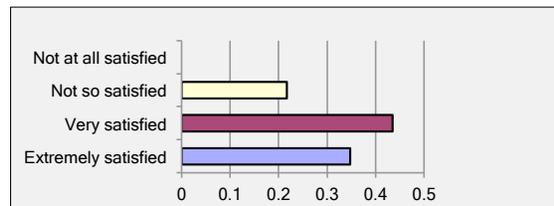
Answer Options	Response Percent	Response Count
Extremely satisfied	30.4%	21
Very satisfied	56.5%	39
Not so satisfied	11.6%	8
Not at all satisfied	1.4%	1
<i>answered question</i>		69
<i>skipped question</i>		0



87% Very-Extremely Satisfied

Softball

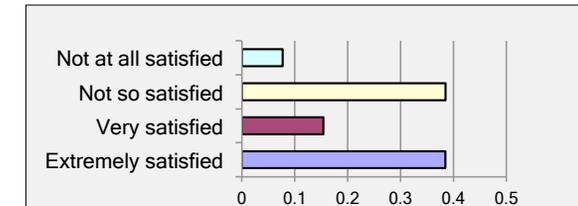
Answer Options	Response Percent	Response Count
Extremely satisfied	34.8%	8
Very satisfied	43.5%	10
Not so satisfied	21.7%	5
Not at all satisfied	0.0%	0
<i>answered question</i>		23
<i>skipped question</i>		0



78% Very-Extremely Satisfied

T Ball

Answer Options	Response Percent	Response Count
Extremely satisfied	38.5%	5
Very satisfied	15.4%	2
Not so satisfied	38.5%	5
Not at all satisfied	7.7%	1
<i>answered question</i>		13
<i>skipped question</i>		0



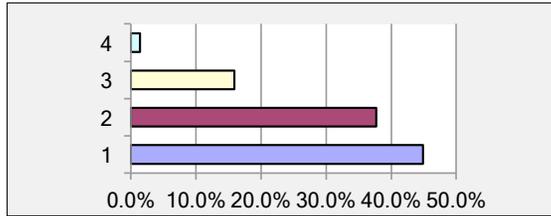
54% Very-Extremely Satisfied

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q 3: How satisfied are you with the level of coaching your child is receiving?

Baseball

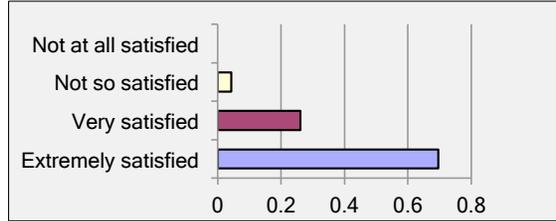
Answer Options	Response Percent	Response Count
Extremely satisfied	44.9%	31
Very satisfied	37.7%	26
Not so satisfied	15.9%	11
Not at all satisfied	1.4%	1
<i>answered question</i>		69
<i>skipped question</i>		0



83% Very-Extremely Satisfied

Softball

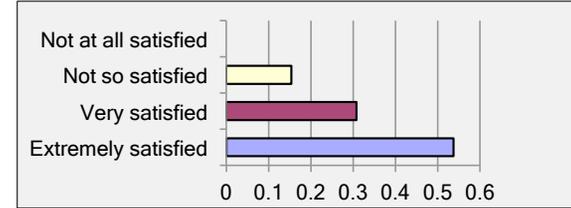
Answer Options	Response Percent	Response Count
Extremely satisfied	69.6%	16
Very satisfied	26.1%	6
Not so satisfied	4.3%	1
Not at all satisfied	0.0%	0
<i>answered question</i>		23
<i>skipped question</i>		0



96% Very-Extremely Satisfied

T Ball

Answer Options	Response Percent	Response Count
Extremely satisfied	53.8%	7
Very satisfied	30.8%	4
Not so satisfied	15.4%	2
Not at all satisfied	0.0%	0
<i>answered question</i>		13
<i>skipped question</i>		0



85% Very-Extremely Satisfied

Q 4: How likely is it that you would recommend NG Baseball and Softball to a friend or colleague?

Baseball

Detractors (0-6)	Passives (7-8)	Promoters (9-10)
28%	28%	45%
19	19	31

72% Passive or Promoter

Softball

Detractors (0-6)	Passives (7-8)	Promoters (9-10)
9%	27%	64%
2	6	14

91% Passive or Promoter

T Ball

Detractors (0-6)	Passives (7-8)	Promoters (9-10)
15%	46%	38%
2	6	5

85% Passive or Promoter

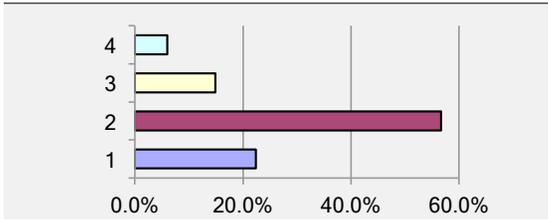
For Baseball, the answers in Q1-Q3 do not appear to project to Q4 results.

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q9: How likely are you to recommend our organization to others as a place to volunteer?

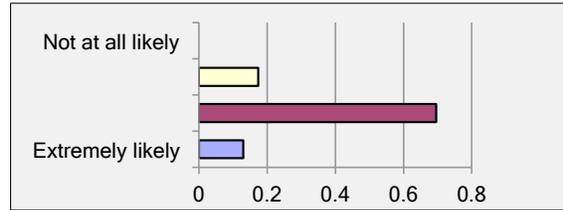
Baseball

Answer Options	Response Percent	Response Count
Extremely likely	22.4%	15
Very likely	56.7%	38
Not so likely	14.9%	10
Not at all likely	6.0%	4
<i>answered question</i>		67
<i>skipped question</i>		2



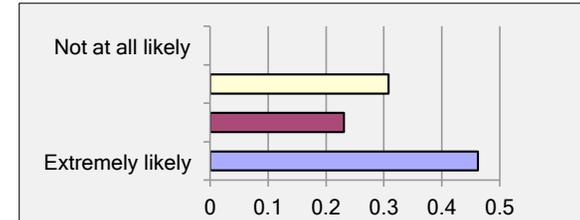
Softball

Answer Options	Response Percent	Response Count
Extremely likely	13.0%	3
Very likely	69.6%	16
Not so likely	17.4%	4
Not at all likely	0.0%	0
<i>answered question</i>		23
<i>skipped question</i>		0



T Ball

Answer Options	Response Percent	Response Count
Extremely likely	46.2%	6
Very likely	23.1%	3
Not so likely	30.8%	4
Not at all likely	0.0%	0
<i>answered question</i>		13
<i>skipped question</i>		0



More Respondents would not recommend as a place to volunteer than previous answer trends.

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q5: What does NG Baseball & Softball do really well?

Baseball

1.	Categories	2.	Categories	3.	Categories
Everything				Fields	
Coaches		Notifications		Lots of events for the kids	
Communication		Family atmosphere		Scheduling	
Field maintenance		Snack stand		Snack Stand	
Facilities		Coaching		Snack stand and special events	
Set days for majors and minors		Consistent with program from year to year		Good coaching clinics and training for coaches	
Many fun events		Field maintenance			
events					
Teach the fundamentals of baseball		League is well organized			
organize games & events		umpires show up on time		coaches instruct well & develop the kids	
reasonable price for what you get		good field conditions for play		friendly leaders	
The fields are in good shape		The snack stand is nice and clean			
Accommodate families		Communication			
provide a nice place to play baseball		ensure everyone is treated fairly		keeps cost down for players	
Provide a place for kids and families to have fun					
environment for baseball					
Great events for the kids		Snack bar & snacks			
Teaching moments		Fundamentals		Mechanics	
Pride!!		Organizing schedules		League activities - Skills day, Iron Pigs game, etc	
Make it Fun		Make each kid feel important		This year has been so organized	
Promote sense of Community		Different levels for ages, skills, or interest			
Community events		Great coaches		The new snack stand is really nice	
Coaching		In game instruction			
most of the coaches are great!		enstill the love of baseball in my son			
Coaching					
Opportunity to meet new kids & people		Teach baseball		Sense of community	
email communication		good updates on field closures		coaches are dedicated	
provide many opportunities for the kids to practice and play					
Organized		Professional			
great coaches		players learn more than just baseball-life skills		great family environment	
Organized		Good leadership at the admin level			
Fields always look great		People are friendly			
Its a well organized group		Keep games/competition very positive		Include players of all levels	
love that all of the fields are at one complex esp with					
multiple kids playing		Making it a fun learning experience for the kids.			
Coaches are excellent!		Family friendly			
Field conditions		Coaching		Keeping the teams even and the competition friendly	
Field conditions		Healthy competition training		Doing your best and having fun	
Attentive to equal playing time					
Evaluations to make teams even					
Some coaches are really great with the kids. Others are in					
the outfield checking emails.					

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q5: What does NG Baseball & Softball do really well?

Baseball (Continued)

1. Categories	2. Categories	3. Categories
Take care of the facilities	Appear to be organized	
Teamwork	Confidence building	Skill improvement
Makes it fun	Communicate via email	Keeps costs down
Fields are nice	Communication	
communicate	skills day	
Keep fields in good shape	Try and get all kids to play/participate	
Coaches are awesome!	Snack stand is great.	
Fair play		
Fundraisers	Great facilities	Prep for next level
Communication with families	Scheduling	Fields
Great field facilities	Some good coaching	
Keep fields nice	Communicate	
Coaches are awesome	Teach kids baseball	Communication
Coaches are nice and dedicated	Fields are well maintained	Ample parking
Takes care of fields	Skills day	Average price
Fields are in pretty good shape	Lots of involved parents	Predictable scheduling
Organized	Excellent coaching	
Scheduling	Field maintenance	Diversity
We enjoy the little league approach for the kids.	The snack stand is done well.	The pricing and uniforms are great.
Build community spirit	Organize	
Communication	Organization	Promote sportsmanship
Communication	Field Maintenance	Sense of "it's for the kids and love of the game"
Maintain the fields	Communication	Snack bar set up
Not much		
Fun	Fair	
There is a Good Community of Parents involved	Positive reinforcement for players seems to be important	Coaches are wonderful and generous with their time
Not be organized		
Family	Fields	Snack stand
Have good volunteers		
Great fields	Great family atmosphere	

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q5: What does NG Baseball & Softball do really well?

Softball

1. Categories

Encourage sportsmanship
 Very knowledgeable and respectful coaches
 Offered indoor practices for girls softball (winter)
 Make it fun
 Pony league instruction
 like the new softball commissioner
 Great coaches
 Maintenance of upper fields for baseball
 encourages sportsmanship
 Most coaches are very skilled.
 Keep it fun for the kids
 Good Fields
 everything
 keep the fields and park nice
 Great new softball commissioner
 Good coaching
 Fields are very well maintained
 Putting children first
 Keep the fields nice
 Softball uniforms are better
 Give the baseball programs the most attention
 Great softball uniforms this year
 Opening Day

2. Categories

Keep the competitions friendly
 Most of the fields are very nice
 Well stocked, clean snack bar
 Great communication

 Great environment / teaching kids instead of competition
 Fundraising for baseball
 has very patient coaches
 New softball commissioner responsive and helpful.
 Teach them some new concepts to apply each week
 Committed Coaches

 Nice fields
 Scheduling is organized
 Field maintenance

 Fields well maintained
 Softball coaches

3. Categories

Give the kids lots of chances to play games
 Communciation with the parents
 Fields well kept

 Great facilities
 Snackstand Upgrade

 Always a good quantity of equipment.
 Very supportive parents and encouragement front eh league is key.

 Pony softball coaches are amazing
 Snack bar

 New softball winter workouts

Q5: What does NG Baseball & Softball do really well?

T Ball

1. Categories

Good coaching
 All inclusive
 Organization
 Very friendly and community oriented
 Make the sport fun
 Opening day
 snack stand
 Overall organization seems to run smoothly
 Kid-friendly environment that allows the kids to learn and
 have fun without too much pressure
 Na
 Scheduling
 Most teams have a Fun, easy environment for t-ball
 Fields

2. Categories

Community/small town feel

 Friendly and helpful coaches
 Provide good coaching (very instructional)
 Organized snack stand
 field conditions
 Opening day was nice

 Keeping everyone informed

 Snack bar

3. Categories

Not overly competitive and very supportive of all levels of players
 Snack bar (Hot Dogs just taste better at the field)

 schedules

 Volunteers

 Events

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q6: What changes would most improve NG Baseball & Softball?

Baseball

1. Categories

Another option at the snack bar other than pretzels and hot dogs. However, I am at a loss as to what that could be.

Snacks-no need for kids to have soda after games
Fields
Time of game cancelations

Slightly more competitive

More practice time, 2 games instead of 3 per week. Even if during week you have games on 2 fields and reserve 1 for the 2 others for practice.

Snack stand policies seem to be a common complaint of parents. Making it a requirement for kids to buy something is unique to Nor Gwyn.

more competitive

Add more shade trees around fields to shade spectators watching games on hot days

advertise more to entice more participation

the parking lot has to be fixed

More practices

They do great job!

keep doing what you are doing

Start kid pitch sooner to develop the quality of play over time

No night games for minor until after school is out

Non pork hot dogs

Put out the teams and schedule earlier in advance.

Bathroom GROSS

Alignment of rules/guidelines between coaches communications and on-line resources.

The parking lot is a mess, there's no organization and people park across so you can't have a 3rd row

Scoreboards for fans

One of the Majors coaches needs to learn how to treat children.

No changes

2. Categories

Majors scheduling
Parking lot

Become a true Ripken program

Majors schedule is a bear! Playing 3 games in 4 days is tough.

Timing of schedules. Would be nice to have the schedules sooner

encourage more parents to get involved in all aspects
more selections in the snack stand. Should have added a grill

Reschedule rained out practices/games

Hire someone to work snackbar even if you charge more

Bathrooms

something to help with bugs and smell maybe?
Softball really needs more involvement

Not requiring an aftergame snack from the snack stand or having better options. I don't like my 7 year old to eat a hotdog/pretzel drink a soda/juice at 8:00 at night. Not all parents contribute to the snack fee making it burdensome on those that do.

Announce the inning

more advertizing to encourage registrations.

3. Categories

Majors Rules. Play real baseball
Bathroom
Market more to the area

Players should be playing by skill rather than age group. More flexibility! Make games mean something, standings?

Healthier snack stand options

maybe have a once a season co-ed softball/basebal game together

The bathrooms are toxic

Provide healthy options for team snack

No 100% polyster coaches shirts

Go to text alert systems with updates, schedules and cancelations

Pay a little more attention to the softball league. We are the only league that doesn't have official ump's, the minor team didn't have numbers on their shirts, field 6 is always a mess, etc. These things would never happen to baseball

Make sure all kids on all teams get rotated in positions. Some teams do this while others don't makes it for an uneven game

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q6: What changes would most improve NG Baseball & Softball?

Baseball (continued)

1. Categories	2. Categories	3. Categories
<p>Have each family just add in extra \$20 when registering for snack stand instead of asking parents to collect providing game schedules way before the second week of practice</p> <p>would prefer more practices to work on technique instead of one practice and then 15+ scheduled games</p> <p>Some players seem unaware of good sportsmanship towards team mates at all times.</p> <p>less games (3 is too much) recommend 2 like most sports</p> <p>Supervise coaches even though they are volunteers there needs to be accountability</p> <p>Keep parents behavior in check</p> <p>Fewer games and more practice</p> <p>we were very frustrated to see that 10 year olds are suggested to stay in Minors so we did what the league suggested, only to find out there are only like 7 or 8 10 year olds. The rest moved their kids up. We would have done the same if we knew.</p> <p>Send schedule (for practice and games) earlier as it impacts work schedules, other spring activities/sports for the player, and other spring activities/sports for siblings. With a registration deadline in January (or even February), there is no excuse to send the schedule as late as it was sent this year.</p> <p>Real bathrooms not holes in the ground</p> <p>Better restrooms</p> <p>Do not host the triathlon and skills day on he same weekend</p> <p>Sinks in the restrooms (keeping the port a pot system is fine)</p> <p>Ask everyone to pay more to hire people to work the snack bar.</p> <p>One game per weekend (if possible) for under 8yoa</p> <p>Less wind-lol</p> <p>One less game per week, replaced with a practice</p> <p>Snack for majors, not sure it's necessary</p> <p>make rec teams and tournament teams equally as important</p>	<p>Make the teams a little less cliky, some coaches only chose the same kids</p> <p>provide healthier food options at the snack bar</p> <p>revise Pony -more kid/parent pitch and less pitching machine</p> <p>Zero tolerance of bad attitude towards umpires</p> <p>Run the snack stand with paid major league players</p> <p>coaches and assistant coaches are already volunteering and shouldnt have to take a turn in the snack stand.</p> <p>Have more practices to learn the fundamentals of the game before the games begin. We had 1-2 practices the whole season and then the remainder of the season was dedicated to games.</p> <p>Snack snack with more then hot dogs</p> <p>Playground for siblings</p> <p>Host tips in the snack stand for efficient production and communication for new parents</p> <p>Mid Season supply of baseballs (box)</p> <p>Paved parking lot</p>	<p>expedite events at skills day. each team took approximately 2 hours to complete pictures and 4 events</p> <p>practices for more weeks then implement games</p> <p>Parking lot is horrible. When it gets crowded, cones should direct people where NOT to park and to create 3 rows of cars</p> <p>Do away with the team snack</p> <p>team thats red, use alternate team colors if needed.</p> <p>Do not schedule Skills Day/Picture Day on the same day as the Iron Knights triathlon. Build a "rain date" in to the schedule for Skills Day/Picture Day.</p> <p>Coaches who change batting order so the 11-12 batters get more plate appearances</p> <p>Indoor Training facility</p>

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Q6: What changes would most improve NG Baseball & Softball?

Baseball

1. Categories	2. Categories	3. Categories
Uniforms. Paid \$80 and all they gave out were size small. Had to go buy pants.	All coaches should have a first aid kit. Especially for Field 7 where there are no facilities. They should have cold packs and water available for injuries.	
None	Required number of assistant coaches per team	
Improve overall safety- equipment/areas of play		
Training for head coaches		
Less emphasis on travel programs---Leaguen is too focused on the few good players		
Nicer dugouts	cleaner bathrooms	Parking lot/parking situation can be a bit of a mess
Finding ways to get other parents besides the same few to volunteer. But this is not just a NG problem	Flushable bathroom ;)	Snack stand menu should be in cost order so easier for parents/volunteers to total how much someone owes
Bathrooms smell terrible and fundraiser needed for real working bathrooms the Pony level and higher! It sets the teams up so that they are	Most parents would be willing to donate \$ to hire high school students to run snackbar. fundamentals to all teams.	Pony teams should only play 4-5 innings, no more!
Drafting in minors. Teams are fairly drafted, but not evenly matched.		
N/A		
More strict rules in pony. (Strike outs are outs (no running), if tag outs are outs)	Coaches wives should be excused from snack stand duty. They're families are volunteering time to coach	Practices really should be scheduled separately from games. 4 practices at the beginning of the season is not nearly enough for the teams. The schedule for home and away teams is confusing for game
We aren't happy with this year's coach. He's late every practice/game. He has not engaged the kids individually or as a team. He has not had a plan for developing skills. No drills or exercises have been planned. Luckily the kids haven't seemed to notice; however, their behavior has been effected because they have little to know guidance or schedule to keep them focused.	The communication is lacking (for rearranged events, weather problems, etc.)	comfortable
Start the season earlier		
Pony games should be coach pitch	Pony games should be shorter	example let them help keep score
N/A		
The skills day being marked by someone other than the coaches	Drafting being more age appropriate, example a 11 or 12 year old on a team with 9 year olds	Start giving the families that pay to support your organization some respect.
Time for new management. Get rid of the stagnant board members.	Put people in leadership positions that actually want to be in them.	
You need to reevaluate your evaluations of the players.	Extremely incompetent evaluations	The parking lot leaves much to be desired

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

New Bathrooms are DEPLORABLE, we refuse to use them any longer, they are an embarrassment to this league. And the nice bathrooms at Hostelley field are

Always locked.

order to become a coach.

Some kids in majors should be in minors

Facilities

Low number of teams in the higher age groups

Buying enough pretzels, so they don't run out each night

Get rid of snacks after the games.

Some coaches still argue with umpires

Coaching

Towamencin leagues

Snack stand coverage

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q6: What changes would most improve NG Baseball & Softball?

Softball

1. Categories

Maybe a few more practices sprinkled in amid the games

As a coach, I have experienced numerous times where the pitching rubber and bases were not at the correct distance. I realize that different levels/leagues use the same fields and it is very important to have the these at the correct distance.

Vary days of weeks of games

Nothing

first year Minors too competitive

softball field up-keep

Having schedule out earlier

Softball Clinics, Camps and All-Star Game for girls

none

Would love to see real umpires at Minors level and up.

Maybe a free app to help coaches with coaching g?

N/A

Bathrooms

select softball teams for the girls

Dedicate field #3 to softball

None. Our first year and very satisfied so far

Start tee ball at 4 years old - 4-5, then pony starts at 6 years old for baseball and softball

Making sure coaches get all forms needed

Pay more attention to softball

Focus more on softball, seems only baseball matters

Softball field setup is always a problem!

Not sure!

Focus on softball not just baseball

2. Categories

Real umpires for levels where there is interleague play and not parents umpiring games.

offer more clinics to improve skills

Fix parking lot

Softball Tournament Teams

Prefer not to cover snack stand when my kid is playing: perhaps cover the other Minor team's game instead of own, pay extra at registration to hire someone, etc.

Inform parents how to get involved - let them know about Board meetings, opportunities to help with field clean up, etc.

Posting when fields are closed

Have the softball fields ready for games

A tape measure and hammer should be kept in the shed so softball can fix the field setup

Update signs that reflect recent softball championships on field 4

3. Categories

A better selection of food at the snack stand. Having played at numerous other facilities, our snack stand is lacking in variety compared to other facilities.

Umpires for Softball Minors

Maybe update the Minors rules? E.g., all Minors teams play that you can steal 2nd to 3rd, but rules say stealing is not permitted.

LL Age Baseball needs another division between pony and minors

Parking spots

Have umpires for 10u softball games

Get the plaques for softball up on the wall for the seasons we took first place! Sick of it being all about the boys club

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Q6: What changes would most improve NG Baseball & Softball?

T Ball

1. Categories

Pony should be 4 innings. Also when kids don't hit it they should not take the base. They are out. That's part of the game and the learning.

More communication

Maybe only 3 innings long for t ball games

Earlier communication about game schedules

Get rid of Sunday games

Communication for new families to understand the program

website

Season kickoff emails should be sent earlier

Not requiring players to have concession stand food after each game; at least have healthier options.

Na

Nothing!

Better instruction for coaches

Notification

2. Categories

Improve organization skills of coaches

Changes to the snack 'requirement'. I don't think it's fair that parents have to pay to give their kids a hot dog or pretzel after every game. For many kids that's 3 times a week and not healthy.

Set up the survey better. I have kids and t-ball and baseball but can't select both. (Very minor issue, just wanted to point it out)

Order uniforms that fit the children

viewing teams schedules on website
registration

Attentiveness

3. Categories

Team moms should not be the ones who have to tell and solicit money from families for snack. If it is to be a requirement then it should be clearly stated in the registration process and/or factored into the registration fees.

maintenance- field conditions and toilet rooms

master schedules

do it

Support

2017 Nor-Gwyn Baseball & Softball Mid Season Survey

Q10: Other Comments

Baseball

Majors schedule should change, 3 games in 4 days for the older kids is not ideal for them pitching. Yes all players are used but the overall health of their arm would be better suited with some extra time off.

Play Real baseball! Yes it is nice to cater to all the kids that play but why hold them back by limiting their play. They need to learn the rules and the pace of the game to be able to compete better at the upper levels. Other organizations do it that way and have no issues why not us? Kind of hard to explain to a kid when they ask why can't we take bigger leads, why can't we steal when a pitcher is throwing out of the wind up, why is there no balks. These are just SOME of the questions asked BY PLAYERS not parents. If the kids are aware of it then why not teach and play by the rules? We have a 5 run limit so nothing gets out of hand so why not play regular baseball?

FIELDS:

Field 1: Back stop needs to be fixed, infield need to be sodded. Should insert pegs in for the pitchers plate for easier switching of 46 to 50.

Field 2: Backstop need to be fixed, the fence along 3rd base dugout needs to be fixed, need more infield dirt. Should insert pegs in for the pitchers plate for easier switching of 46 to 50.

Field 3: Need to make it a baseball field or a softball field the switching from one to the other with the portable mound is not working well or there has to be something done with the mound area as the portable mound does not sit flat and is a safety hazard. Fence in Right field fence has to be sorted out and fixed around the snack stand. The area behind the home plate fence needs to be cleaned out for the kids to be able to take batting practice. Remove extra debris from the area.

Affiliate with Ripken as a selling point. Seems like the same people are always volunteering, new blood needed to get stress off of everyone that goes above and beyond. Have all coaches on same page with how they do things so that players from team to team can transition easier.

I love helping but everyone gives me hard time with snack bar duty and it is stressful! I also get stuck filling in. My husband also coached another team and we give so much time, frustrating that others give us hard time.

We have been a part of NG for 2 years and I can't say enough about it! I love being a part of such a well-run organization that encompasses the family!

My Son had coach Agriss 4 years ago and now my daughter has him. He is a wonderful coach because he teaches the kids the game! Thank you!

I have a child in baseball and softball, #7 wouldn't let me select both

We really enjoyed the teaching aspect of the coach, the kids learned a lot

Snack fee should be included in each player's registration fee that is due in January.

some of the coach's comments are too negative for the little players. Was disappointed in how I heard some of the coaches talking to the players. Needs improvement.

Coach is a control freak and rude (Joe Halay)- He has had several incidents where he is rude to parents and opposing team's coach, He is rude to moms and sets a poor example for the kids.

The volunteers do a fantastic job. I know it's hard to get to the fields after work and these volunteers keep it running for ALL of us!! Great job and Thank you

My son is playing in the minors this year. He loves his team and his coaches. I must say he really is getting excellent instruction. Playing three games per week is a bit much, in my opinion. I would love to see one of the games changed to a practice. I feel like my son has a grasp of the game at this stage but an additional practice would help him to understand the nuances of the sport.

It seems like the pitching machines are very inconsistent and players may benefit from the coach pitching.

Every year coaches have favorite kids this is a fun league not the Traveling superstars.

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One port a potty in dirty conditions is shameful. The other restrooms would be open during all games.

I always recommend nor gwyn ball! The fields are pristine compared to some--all of the coaches are great and I love the tight knit community feel of the organization

I feel like the league is too game heavy. For minors, three games a week seems like a lot. I'd encourage the league to consider two games a week with a practice because once the games start, there just isn't enough time for instruction.

It would be nice to not collect money for snack, perhaps add on \$20 when we register. This way it's already paid and the team parent just has to worry about coverage for snack stand.

Please hire professionals to regularly clean the bathrooms.. They are disgusting!!!

As with all the sports in this area, they are very very well run organizations. Keep up the great work!

We are truly happy with NorGWYN. In general, the league has been impressive. However, the coaching and scheduling have left a bad taste in our mouths. We understand that our coach has all good intentions and we are grateful for his time, we only wish he would take his position as head coach more seriously and connect with his players and the whole team. He has yet to try and develop the kid's skills, and that's been frustrating for us. We've been working on our own on skills but expect this to be done on the field, as well.

I volunteered to coach my son's team at sign up last fall. Also asked to be on same team as other children he knows if I was not selected as coach. Was not informed about not being selected as coach. Nor placed on friends' team since not coaching. Turns out, my child's coach is a mismatch. The game at 7 should be fun as they are still learning. Coach too serious, rigid and not friendly on game day.

My son is enjoying himself but is also bored because this is his third year in a minors league. I asked to move him up despite his age and respected your decision not to allow it because your evaluation, "he was the 9th best 9 year old", according to your assessment. Now that the season is half way through I can see that I was either lied to or your evaluators were just incompetent. Hopefully in the future you will reassess this weakness in your program.

We have been in this league for 10 years for 4 kids have been playing.... we Love Baseball. We Love this community.... just wish the bathroom facilities were acceptable. This is problematic for all ages. From the grandparents who attend events, to the parents, to the young children who need to use the bathroom. We will not buy drinks at your new snack bar bc we feel as though the bathrooms are literally not a sanitary option to use.... especially on a hot summer day. The fact that they started the season in the

there needs to be a clear plan for facilities improvements as well as opportunities to better develop coaches.

Q10: Other Comments

Softball

It's a huge difference from our son's (my daughter's twin brother) league over at Montgomery Twp, which has been overly competitive and too focused on winning rather than learning the game of baseball. Couch Tony who coaches the phillies softball team for girls is amazing.. my daughter loves him & hes always joking around her to make her laugh..

Keep up the hard work. The biggest difference I see in your organization and other local baseball clubs is that your coaches really strive to teach the children. I have one of my kids (1st grade) in another league, and they have coaches arguing about the game and making them super competitive. Not something young kids need when trying to learn.

To clarify #8, at least 10 hours this month, but none in a typical off-season month.
bathrooms

Nor Gwyn does a really nice job with their rec leagues. The level of instruction from the coaches is outstanding.

Stop making it all about baseball. The girls need more attention.

Have been told that board members have little interest in the softball program. Nothing is going to happen if that's true. I see that the softball champion plaques have not been updated since 2003, the baseball is though. Parents see this and in any organization or business word of mouth can kill or make a difference. Hope to see changes but not holding my breath.

We need a designated softball batting cage where baseball is not permitted with a pitching machine from this century that the boys cannot use

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Q10: Other Comments

T Ball

Our manager is the manager of 2 teams. Both teams have missed out on organization, consistency, and skill development due to over-committed volunteer coaches. I appreciate the dedication to so many kids and understand the difficulty of finding volunteers, but a policy that allows for managing only 1 team would prevent disappointment.

I would recommend it as a place to volunteer if it weren't for some recent negative interactions with the snack stand organizer, who had unreasonably scolded a team for a miscommunication regarding snack. Under no circumstances should people be being yelled at and chastised (simply because the 'rules' for buying snack were misunderstood).

Get rid of Sunday games. The spring is a very hectic time for my family with baseball, cub scouts, theater, etc. and Sunday is a good day for the kids to take a break and for me and my wife to catch up with things around the house, yard-work, church, etc. My son is in pony ball and I don't see why a house league, or any league for that matter should have games on Sunday. My son is super excited for every game but I can see how kids burn out by the time they get to high school. I know this comment sounds negative but other than that it has been a great experience for my family to be a part of Nor-Gwyn.

The comraderie between the parents and coaches really make us feel part of a community.

Does Nor Gwyn accept volunteers if you don't have a child that is playing?

Thank you!! It's been a great experience!