

On March 3, 2011, a Customer Service survey was sent to 541 non-Athlete members of Ohio Swimming. The survey was open for seven days and 249 members completed the survey. The response rate of 46.0% is higher than average member surveys. The survey involved 9 multiple choice questions, and two open-ended comments questions (what improvements can OSI make, and what added comments do you have). The multiple-choice questions centered on:

1. Perceived value of membership in OSI
2. Satisfaction with the registration process
3. Satisfaction with handling of registration and membership questions
4. Satisfaction with handling of financial questions
5. Overall satisfaction with timeliness of response to questions
6. Member satisfaction with being kept informed on OSI activities
7. Satisfaction with communication from coaches and officials chairs
8. Confidence in OSI leadership

Overall, a significant number of members who have an opinion are satisfied (at the 80% or above level) with getting their money's worth from their OSI membership, and with confidence that OSI leadership is taking the organization in the right direction. A majority of members who have an opinion are satisfied (at the 60-79% level) with being kept informed on OSI activities, general communication from coaches and official's chairs, confident on getting most questions answered in a timely fashion, and confident in getting correct and timely answers to financial questions. A minority who have an opinion, but still significant (at the 40-49% level) are dissatisfied with the registration process and the handling of any registration or member services issue.



I will be discussing the survey and our plans in detail at the May 1 House of Delegates meeting in Bowling Green, but I do want you to know that action is already underway. I have been in contact with leaders from all other LSCs that are approximately our size in terms of athlete registrations, and am trying to determine ideal work processes and best practices. I have consulted with my predecessor and mentor, Dick Boettcher, and have listened to his advice. I have met with members of the Executive Board to review results, and I have followed up with many of our members. Finally, I will be forming a select task force very soon to look at our registration and overall member services, with an emphasis on recommending actions needed to improve satisfaction. I will ask them to look at any and all options, including a full-time staffing model, on-line registration, a part-time staffing model, or some combination. I expect them to have a preliminary recommendation to bring before the May HOD.

Finally, I would note that we will seek to improve our scores on all the survey items. While we can be excited, for example, about the 80% of our members who have an opinion are satisfied, it also means we are not satisfying one out of five of you. That we must change in order to be successful as an LSC.

Thank you for completing the survey, and thank you for your service to our athletes!

John Reynolds
General Chair, Ohio Swimming Inc.

March, 2011 Ohio Swimming Inc. Non-Athlete Survey Results

Key:  Area of Concern: 40% or Greater
 Potential Concern: 30 - 40%
 Positive: >80%

1. I am getting my money's worth with my membership

Person	Agree	Disagree	Total w/ opinion	% Agree	% Disagree
Person	Agree	Disagree	Total w/ opinion	% Agree	% Disagree
Full-time Coach	19	6	25	76.0%	24.0%
Part-time Coach	20	5	25	80.0%	20.0%
Official	86	20	106	81.1%	18.9%
Other (Meet Director, Club Pres.,etc.)	4	1	5	80.0%	20.0%
Grand Total	129	32	161	80.1%	19.9%

Sample Comments:

I think Ohio Swimming does well with most things, but could stand some innovative thinking instead of following the masses.

It's raining in a lot of Ohio. Meaning we are struggling and Ohio swimming is not giving back like they said they would. They say this every time we talk about savings. Help the clubs!

Thanks for asking! For \$45 annually I get 5 hours instruction, outstanding web resources, and annual assessments from US Soccer. What do I get from USA Swimming, orders to prove my worthiness by paying for a background check. Definitely going in the wrong direction!

The question about getting your money's worth doesn't make sense. You basically pay a fee for the privilege to volunteer your time. What real benefits does the membership provide?

There should be a way to combine non-athlete and athlete dues into a family. I am spending too much money for membership for my 2 kids and myself.

In past, Ohio Swimming had national recognition as developing some of the top swimmers in the country. It seems as though that reputation has changed. Work hard at club/state level to continue the strong tradition of developing some of the best swimmers in the nation.

Maybe it is just because I don't pay much attention, but I pay over \$150 per year (two swimmers, one coach), and I could not tell you what I get for it other than a card and permission to swim at USA meets. I think there is some insurance and protection against risk, but I don't think this has ever been clearly spelled out to me. Doesn't seem like I am getting that much for my money, but maybe I am incorrect For those families on tight budgets, this is a significant cost and inhibits the growth of swimming to middle to low income families. This cannot be completely corrected, but maybe if they knew what they received for these fees it would be easier to digest.

Better explanation of what the annual fees are used for and what benefits they provide. Explain/detail where annual dues money is spent.

I so believe that Ohio Swimming should pay for Swim Connection as the 14 & under swimmers are the majority of our membership base and this was a valued service. Giving so much money to a few swimmers that go to the Zone trip is not right when the majority should get money for something first.

2. I feel the annual registration process runs smoothly and efficiently

Person	Agree	Disagree	Total w/ opinion	% Agree	% Disagree
Full-time Coach	9	26	35	25.7%	74.3%
Part-time Coach	17	17	34	50.0%	50.0%
Official	81	34	115	70.4%	29.6%
Other (Meet Director, Club Pres.,etc.)	4	2	6	66.7%	33.3%
Grand Total	111	79	190	58.4%	41.6%

Sample Comments:

We need a new registration chair person. How much trouble we have getting are new cards on time is bad. (7 Similar Comments)

Maybe lighten up X's load with registration.

Auto-registration and transparency of registrations for clubs, athletes, and non-athletes (e.g. where are registrations at in the pipeline?) Spend \$5K to have a developer build an "Amazon" type system to provide real-time reporting.

Switch to online registration and payment for coach and official registration (even athlete reg. if possible).

Registration is always a bottleneck. I wish there were an on-line way to register and keep our team credit card on file. I am the office manager of a club.

Annual renewal process needs to be more streamlined.

Registration needs to be streamlined and online. As volunteers, and facilitators to allow the USA swimming clubs to run meets, Officials memberships should be covered by the clubs benefiting from the meets.

Process registrations quicker. As well as make sure welcome packet information is sent to coaches and swimmers.

Efficiency in registration of coaches and athletes.

Registration should be done on-line so tracking can be done. Also coaches need more coaching certifications classes offered.

My only problem has been with registration, as we have not received our membership cards. Since we do swim in other LSC's it could present an issue, luckily it has not to date. Our memberships registration file and payment was remitted in 2010 for 2011 and it seems as if we should have our team, coach and official registrations returned by now.

Work on its registration process, better handle communication to members, and focus on collaborating.

Registration Process. Do we need really need athlete, coach, and officials cards and if not why is it made to be such a big deal?

Registration process & timely communication about it.

The process for receiving USA swimming membership cards is not efficient, we all know that, but we don't know why. Is it USA Swimming? Is it Ohio Swimming? Determine the problem and find a solution. Thanks.

Streamline the registration process. It is too complicated and lends itself to errors. Go online as much as possible!

Less paperwork-more streamlined approach for everything

Address is the registration process. Right now, we do not receive our cards until the first of the year and they are sent in the middle of October. I understand that this is when the bulk of the swimmers are registered however, there have been times that swimmers have needed their cards and not had them.

3. Questions regarding registration and other member issues are handled promptly and correctly

Person	Agree	Disagree	Total w/ opinion	% Agree	% Disagree
Full-time Coach	14	23	37	37.8%	62.2%
Part-time Coach	11	13	24	45.8%	54.2%
Official	54	36	90	60.0%	40.0%
Other (Meet Director, Club Pres.,etc.)	4	2	6	66.7%	33.3%
Grand Total	83	74	157	52.9%	47.1%

Sample Comments:

. One other thing regarding registration is the meet exception reports: One there needs to be an outline of when the meet back-up needs to be sent prior to hosting a meet. There have been a few circumstances that the exception report has been returned to the meet host after the meet has begun.

Be more available and friendly to the coaches

There is no excuse for the registration chair to ignore emails for weeks. I sent one over 4 weeks ago that was vitally important, but guess what no response. Find Craig H from years ago. He did everything by hand and had a 1 or 2 days turn around time. I'd have a reg card in my hands within a week. Best Practices have to be being done by other LSC's. Why is it so hard to just adopt something that works efficiently.

USA & Ohio Swimming needs to go to online registration of teams and individuals through a USA swimming portal. I would drop in my team manager file and immediately know who is registered. Payment would be through online collection. This would eliminate the need for a paid registration chair for each LSC.

Why the annual membership renewal takes so long to process? It is too expensive for official to pay all the cost for volunteer work.

Registration and entries into SWIMS

Assign USA coaches cards in a timely manner. We still have coaches without their cards.

Clean up the process for handling changes. Respond to requests at least!

The registration system needs an overhaul and a person that has the time to devote to this job. We spend too much time following up on registrations that we have sent in that are not received on a timely basis, are incorrect, or we are asked to resubmit paperwork which X has misplaced - we already have done so, as we have our copy of fax stating it was received. Also we are asked to send in meet backup at least 1 week prior to start of meet, yet X never gets back to us if there are any problems - so why do this?

Registration is unbelievably SLOW, sent in coaches registration in early January, did not have confirmation until I emailed numerous times until the day before Regional.

Last year, 2010, I sent in my renewal in the fall of 2009. My check was cashed in December. After learning that everyone but myself received their new cards, I contacted X. Several times. Each time X said she would send it out asap. I did not receive my card until April of 2010. Thank goodness nobody bothered to check registration cards at JO's that year!

Too long of a delay in confirmation of registration and/or receiving proof/cards...1.5-4 month range for our team this year...and that was faster than normal. Causes issues at meets.

Have a smoother process for swimming applications, forms, and payments.

4. Questions regarding financial situations are handled promptly and correctly

Person	Agree	Disagree	Total w/ opinion	% Agree	% Disagree
Full-time Coach	17	4	21	81.0%	19.0%
Part-time Coach	11	1	12	91.7%	8.3%
Official	37	16	53	69.8%	30.2%
Other (Meet Director, Club Pres.,etc.)	3	2	5	60.0%	40.0%
Grand Total	68	23	91	74.7%	25.3%

Sample Comments:

The delay created by the business office and the registration chair needs to be eliminated. It takes too long for the office to inform the registration chair that the check and hard copies have been received before the registration chair (who typically already has the information electronically) begins to process the information. The overhead for running a club under USA Swimming is too much for small clubs. I have already been told that USA swimming would like to have a full time head coach for all of it's club (Hogan) and we operate in that fashion. It is becoming very difficult for clubs in small communities to operate under these guidelines.

Enough funds to have at least a small permanent staff.

We need a year round central office and a new registration chair. Somebody that is paid salary and can efficiently perform the position that does not have another full-time job
Office Manager: consolidate some functions of OSI and create an Office that carries out primary functions and posts regular updates to website

Hire a full time employee to handle the registration
n and NTV stuff.

Full time access to Ohio LSC Chair during the day.

Don't even know who to contact in the Oxford office for questions- no email name or phone number. Who is the lady that works there?

Spend money on the kids and limit the savings accounts to just a few thousand dollars.

5. I feel confident that most questions I have will be answered right after my first contact

Person	Agree	Disagree	Total w/ opinion	% Agree	% Disagree
Full-time Coach	21	17	38	55.3%	44.7%
Part-time Coach	19	7	26	73.1%	26.9%
Official	62	34	96	64.6%	35.4%
Other (Meet Director, Club Pres.,etc.)	4	1	5	80.0%	20.0%
Grand Total	106	59	165	64.2%	35.8%

Sample Comments:

One stop shopping would be nice. One call and it is resolved.

Registration issues are not responded to promptly. Sometimes multiple emails are needed to be sent to receive a response.

If I call X with a question, why do I have to keep calling to eventually get an answer?

Why can't X just call me back with the information.

Don't act like you're doing me a favor to answer my question, and don't treat me like a three-year old!

This is the most complicated LSC I've ever been a part of....by far...lot's of red tape everywhere.

We had an incredibly difficult time obtaining our coaches cards this season. Half of our staff received their cards 3 months into the season. The other half did not receive their cards until just a few weeks ago. The amount of times our team called, left messages, and emailed to "track" the cards down was in upwards of ten times with no response. The person who is in charge is incredibly difficult to reach and very seldom responds to emails.

6. I feel I am kept informed of what it going on with Ohio Swimming

Person	Agree	Disagree	Total w/ opinion	% Agree	% Disagree
Full-time Coach	17	20	37	45.9%	54.1%
Part-time Coach	21	12	33	63.6%	36.4%
Official	99	33	132	75.0%	25.0%
Other (Meet Director, Club Pres.,etc.)	2	2	4	50.0%	50.0%
Grand Total	139	67	206	67.5%	32.5%

Sample Comments:

All of the OSI Board should be working more closely with the group they represent to help manage change and ask for real improvement and innovation. While experience is good, the good old boy network seems to get in our way occasionally. See OHSAA Swimming and Diving to see a reflection of the worst that unchanging and unchangeable leadership provides.

Communicate, educate parents of swimmers better.

Communication is not good

Better communication

Maybe a newsletter for better communication as to proposed rule changes at both the national and state levels.

Newsletter, in this time of technology, clubs should not have to only be informed at 2 meetings a year

If a newsletter is published, I need to get connected with the email or other means. I hear of no communication from Ohio Swimming outside of swim meets that I officiate.

Mostly any debate comes up in conversation. Not sure what dialogue is available to officials.

Be more open about sex abuse offenses. Don't cover up and damage control.

Better explanation of what the annual fees are used for and what benefits they provide.

It seems as though the agendas for the HOD meetings are hard to come by. I'd like to see them posted on the website in a timely manner.

post meet results by meet.

Work on improving communications. Too many families see themselves as members of a local swim team and not part of a larger organization, Ohio Swimming. Improve outreach at the team level. Perhaps have regional reps visit teams and introduce Ohio swimming to parents and swimmers.

We all need to do a better job of educating the parents and swimmers about the process: of taking a 10 and under swimmer through the system up through the Senior levels. There should be a concise and consistent message in the heat sheets at every meet. (It would be required by the host team) It should be kept to two or less pages if possible. It should cover the process of Regional, JO Champs as well as the Ohio Sr. USA Sect., Jr. Nat. Sr. Nat, Olympic Trails .-Open water, Power Point, camps and awards etc. There should be a section covering the ethics (including recruiting) and conduct standards for our coaches, athletes and parents that is set by our LSC and our coaches group. Volunteering should be strongly encouraged and explained i.e. adding officials, working meets etc.....Note: This template of information should be on every team's website....we should encourage that as well. (Can we require it???)

Better Communication. Respect the fact that people who volunteer should be appreciated and respected. Do not treat volunteers as employees or you may not have any volunteers.

7. I am satisfied with communication from Coach's or Official's Chairs

Person	Agree	Disagree	Total w/ opinion	% Agree	% Disagree
Full-time Coach	17	20	37	45.9%	54.1%
Part-time Coach	21	12	33	63.6%	36.4%
Official	99	33	132	75.0%	25.0%
Other (Meet Director, Club Pres.,etc.)	2	2	4	50.0%	50.0%
Grand Total	139	67	206	67.5%	32.5%

Sample Comments:

COACHES:

Expand and encourage certification courses for coaches; offer more coaching classes for coaches and encourage more use of teaching technique and stroke technique.

Chair X is not a good leader or communicator

Make sure all coaches are kept in the loop of things going on in Ohio Swimming, not just the head coach of a team.

More communication with all coaches not just head coaches.

There needs to be more communication. Most times information does not filter down to the coaches.

It would be nice to have our own state coaches clinic. It would be nice to get together with other coaches in our state other than at JO's or other top meets and discuss training practices and stroke techniques.

I also believe there should be a Senior committee like the age group committee - where there is a mixture of coaches and parents serving on it. Thanks for sending out this survey - it shows that the Leadership is trying to take us in the right direction.

I feel that the Ohio LSC job should be full time so that if coaches have questions, we can get them answered more effectively.

I have been a successful coach for a while from another country for more than 15 years and when I migrated here in the US last 2007, I got an assistant coaching job in a young but very strong swim club in the southwest area. I am one of the many assistant coaches or maybe some head coaches who feels that I did not get the right financial compensation for the quality of coaching I gave to the swimmers. And with that reason I can't help much my partner in supporting my family needs. Even if I have the strongest desire to continue coaching, my divided mind will now be less effective to think of a better way to coach. If I may suggest, that Ohio swimming or USA swimming will suggest to the swim club board or head coaches to set a target standard salary rates for coaches (head coach or assistant coach) for them to feel that they are needed in the organization and can continue do coaching for as long as they want. I also work as a swim instructor and a lifeguard and unfortunately the swim instructors and the lifeguards paid more than the swim coach who are helping mold the future of our young swimmers.

I will probably be Cc. several individuals due to the unprofessionalism shown by some chair's who never replies to emails. Funny thing the checks get processed almost immediately, then nothing for weeks/months or never from the registration chair. Then "I don't have anything from you" so send it again. Also, it is so embarrassing when attending a national level meet and checking in requires Ohio teams to go down to the end of the table to a specific person, who deals with Ohio because of registration problems.

OFFICIALS:

More can be done by the Officials Committee to keep up with changing philosophies and best practices.

Communicate better with Officials. Simply sending an attachment or file is not communication. Explain information in own words step by step.

I'd like to hear more from our Official's Chair. I have felt some negativity about USA Swimming and whether he agrees with it or not as the Official's Chair he needs to work with it and implement it as a team player.

Local chair positions should have term limits.

Stop just passing on officials emails that are long and lengthy. provide some leadership by only sending a note that has relevant info....stop forwarding repeatative emails.

Promote officials to become starters and referees. When regionals and JO's meets happen, new starters and referees do not get a chance for these positions because certain officials only will referee or start. This causes a lot of turmoil with Stroke and turn officials because you see 6 starters and 6 referees that are taking turns and not enough Stroke and turn officials to get breaks. My understanding is that even starters and referees are still suppose to do stroke and turn sessions.

Create opportunities for all officials.

Officials need to get to work with OTS. Would like to see some better uniformity in training at clinics - there seems to be a continued, although better, disparity in some of the finer points of officiating. Nothing that is "destructive" (that's too strong of a word) but just things that can be confusing about protocols, etc... Not sure of the best way to make that happen.

Recruitment of new officials. Helping new officials understand the levels of officials and what the needs are.

Make it easier for people to become officials. Especially for smaller clubs that do not have a large pool of officials to pull from for meets. Allow recertification to be done on-line rather than make everyone gather together.

Have more uniformity between the officials from the different commissions

More "best practice sharing" regarding specific officiating examples, events, observations etc that have happened at meeting. This "real life" experience sharing from the many outstanding officials we have in our LSD would be extremely helpful and a good use of our tremendous and committed human resources.

Officials are volunteers but not treated as such. What is our motivation for continuing to volunteer? How could you keep volunteers after their kids age up out of clubs that require volunteer hours? How can you keep volunteers involved after their kids are grown and done swimming? I think these are important questions to consider for the future of Ohio Swimming.

Remind Officials their not GOD. We are here for the swimmers not there personal entertainment.

More information on officials training and progression. By the time a lot of officials get to Level 1, they only have a few years before kids go to collage. Question 2&7 are due to the background check. This is a typical example of were a requirement in imposed with no plan, then everyone plays catch-up. But it looks to be working out, just confusing at first.

8. I feel Ohio Swimming leadership is taking us in the right direction

Person	Agree	Disagree	Total w/ opinion	% Agree	% Disagree
Full-time Coach	22	10	32	68.8%	31.3%
Part-time Coach	17	3	20	85.0%	15.0%
Official	79	15	94	84.0%	16.0%
Other (Meet Director, Club Pres.,etc.)	5	1	6	83.3%	16.7%
Grand Total	123	29	152	80.9%	19.1%

Sample Comments:

Develop some sort of intermediate achievement levels. Develop a forward thinking strategic plan instead of a reactionary mindset.

Difficult to answer - there seems to be little planning toward improvement and even less communication to members (although this may be a step in the right direction).

Encourage younger leadership.

There should be equal representation in all OSI groups (committees, boards, etc.) from all commissions in the LSC.

Better Geographical Representation.

Ohio Swimming under its immediate past chair and current chairs have us in the right direction and brought us back from devastation to prosperity and should be commended!

Overall doing a good job, need to get more people involved only a few do all the work.

The need for background checks to ensure the safety of our children is sad but I've accepted it as a reality of our world. Registration and operations in general have historically been VERY well run but it's apparent all the changes and new requirements have created some frustrations and challenges...especially for a largely volunteer organization. With the strength of our local LSC, I'm confident next year will be much smoother. Thanks for working through it.

Too much emphasis on referee positions and senior leadership of Ohio Swimming and the LSC. Starters and Stroke and Turn judges are the backbone/foundation of a swim meet and these position are paid attention to the least at meetings and in communications.

GENERAL COMMENTS IMPROVEMENT SUGGESTIONS

Website:

Website is underutilized. Recommendation: each board member or committee lead have webmaster access to the area they are responsible for and update their areas on regular intervals. The HoD meeting would be the format to provide a 60-minute tutorial for those leads on how to maintain their areas and what their responsibilities are. These are volunteers, primarily, so increase everyone's stipend by 10% as part of the kickoff to give them an incentive to start out the '11-'12 season right. Example1: Officials Chair put a "what's new" comment on the front page every 30-days (upcoming clinics, what regions are short officials, etc). Example2: each time an LSC record is achieved, recognize it on the front page. Example3: post monthly Top 10 Virtual rankings, Gold/Silver/Bronze rankings, Olympic Trial Qualifiers, etc. Example4: post a 5-year calendar for both senior and age group events.

The website is a little difficult to navigate as I tried to figure out how to test, meet requirements, etc. as a new official. This process seemed to rely a lot on word of mouth, local contacts, and other methods rather than a well defined and well publicized process.

Better Web Site

New website and info put up more timely. Website is hard to navigate. seems like we could look at eliminating team unify and have it be more functional (i.e. Indiana)
Leverage website as a true office manager. Clubs have evolved into the electronic age, now it's OSI's turn.

Website is not done real well

Need better website, need more media

Club Development:

More assistance with club issues. Understand the issues of the small clubs

The overhead for running a club under USA Swimming is too much for small clubs. I have already been told that USA swimming would like to have a full time head coach for all of it's club (Hogan) and we operate in that fashion. It is becoming very difficult for clubs in small communities to operate under these guidelines

Ohio Swimming needs to support smaller teams better and encourage better growth for these smaller clubs.

Find ways to help the member clubs at least deal with the conflict that normally arises as multiple clubs and coaching personalities compete for limited athletes and meet space. Someone has to rise above and attempt to apply best thinking to these issues if we want the LSC to remain strong and truly attract, develop and retain the best athletes. It seems like OSI is the best place for those discussions to happen.

Meet Operations:

Our JO meet is getting VERY large and extremely over-crowded. We have extended the number of days (requiring more missed school for short course...and more expense for hotels and meals, dog sitters, etc), while cutting the number of allowed events from 9 to 7. Other LSCs have large and small champ meets....or break them down by strength of the team over the season (use power points or something, or have a 3rd level of champ meet, cutting the numbers down each time). We have travelled 4-5 hours to a JO meet, paid for hotels, etc and then had to stand the entire meet (once not even fitting into the pool area AT ALL...missing our kid's swim after all that!). It's a good problem to have! But, still needs to be fixed. AND, LET'S ENFORCE the NO towels spread out in case our swimmers stops by for 3 seconds to get money for a snack...NO SWIM BAGS in the stands taking up seats...and generally making it unsafe and a nightmare for fire marshals! Age group kids who age up between regionals and JOs and have JO cuts from the younger age and not the older age, get to swim at JOs (but at the bottom, because they have to swim the older age). UNLIKE other kids who have JUST aged up, prior to regionals, and do not have JO cuts from the older age, these kids do NOT get the benefit of a Regional meet. In fact, some of these kids have SLOWER times and get to swim JOs than kids who age up right before Regionals! I think Regional rules should be based on age at JOs, then these kids in the middle (and it ONLY affects these kids, so not like major adjustments are being made) and we have 2 on our team this year, would have an equal chance to GET the cuts for the age they HAVE to swim at JOs. It really is NOT a privilege to swim with older kids for the first time AT JOS...and be 95th out of 95! Maybe have a north and south J.O. Meet. To cut down on travel.... Especially for long course j.o.'s because of a lack of lodging in Miami.

Have intermediate championships...go back to something similar to the old B/A/AA championship meet series. There is no reward or incentive for kids to be "good"

swimmers, only "great" swimmers...especially for the girls whose JO cut times are almost all significantly faster than the AA National times.

We need to get 10 and under swimmers joining USA Swimming. No meets should be scheduled once we have entered Championships

I would completely re-vamp the Senior Meet and not have the swimmers who have achieved Sectional times be allowed to swim an event where they have achieved a sectional time in that event at the meet, or possibly allow them to swim pre-lims, but not be able to swim finals. We need to find ways to include more kids in the finals that don't always make it anyway. Some of the finals were just repeats of the state HS meet, we know these kids are good and mostly D1 swimmers, but we also have a lot of D2 and D3 kids, but many of the other kids are good too, they just need that additional opportunity. I would keep the College kids out all together, that is ridiculous! We do a great job with the Regional and JO structure for Age group, we can do the same without adding another meet. A lot of the fast kids and their parents downplay the Senior meet, but they still attend and take spots from other good and future college swimmers. We have become so good as an LSC with our swimming talent that a change needs to be considered. Having the Senior meet is great, but changes would also add some value for the other kids who are still the majority and work hard everyday.

Handling State meet at Canton. Presently, patrons lining up several hours before entry (not admission) ticket distributed seems very inefficient. Then having "seat monitors" after freezing for hours and hours outside, being told not to hold a seat for your wife is just down-right the wrong picture to paint on OHSAA swimming. There has to be a better, friendlier system. *(John's note: This state meet is run by OHSAA. UAS-S \has no bearing or say.)*

Need a sub-committee that is a combination of Age group and Senior coaches to spend a significant amount of time forming a 5-10 year plan which outlines the progression we'd like to make and formulate a competitive schedule that fulfills these goals.

Do not allow meets after the start of the championship series where a swimmer can advance to the next meet without qualifying in the championship series.

Due to time limitation (I understand why the rule was implemented), many teams are shut out of meets. It is very hard to promote USA Swimming when the chance of getting into the few meets offered in Central Ohio is "iffy." How can I approach a family and say join USA Swimming BUT...I can assure you we will get into the meets we want to attend. Hope something could change in this area.

Shorten meets

Move away from Invitationals. Move toward dual meets with posted standings.

Really evaluate the Columbus Regional. This was put together at the last second, by the local clubs. I felt like the inmates ran the asylum. A local club X needs to integrate itself into the local swimming scene. Perhaps OSI can make more suggestions that the local clubs can work off of. Or just put the hammer down and say here is how it is going to be. Lastly, all clubs should have officials, too many clubs free load during the season and don't pull their own weight.

At Sr. champ meet at Miami, do not have finals on the last day, have Sunday's session a timed final

Have two or even three JO meets with a time standards then one State meet with a faster time standard. This will allow more swimmers to experience a quality time standard meet. It also gives another level of goals for swimmers.

Add 50 back/breast and fly back to the 13 and older age group to keep kids swimming, and allow clubs to raise more money by having these races in their meets.

Require warmup lane assignments for all USA meets (preliminary sessions only); monitor and enforce feet first entry, one hand on wall in meets with additional warmup/warmdown pool. The entry of swimmers particularly at Miami University meets in the warmdown pool is an injury waiting to happen. Swimmers diving over and between several swimmers and jumping in 6 feet from the wall is common throughout the meet. About half the swimmers in the pool are hanging on the wall and socializing or playing under water.

Ohio LSC should consider paying meet entry and related fees for athletes representing Ohio LSC at zone meets.

Improve the quality of the Champs experience, especially at the Regional level.

"JO Championship meets should be a 4 day format. The Goal: To keep swimmers who are going to develop in to our best swimmers when they are older in the sport... in the sport. Our cuts are too fast for our swimmers to maintain technical proficiency at a young age in most cases. We are again losing boys to other sports because they are not getting to the JO level early enough. They are not able to see the long term goals of working on technique because some guy or gal (early matures) who is 8 inches taller and 30-40 pounds bigger who can sprint and power their way to the cut times is beating them like a drum...so they quit. Here is how we can fix it. The Friday, Saturday and Sunday session should be 4:45-5:15 hours in length max. Not 6 hrs. We can all handle the type of a time line. Remember this is the future of our sport we are talking about and these kids have busted their tails for 5-6 months for this reward. We can all suck it up of another 45 minutes per day. • The Thursday Night only session should have the 1650 Fr and 800 Relays. A 30-45 minute open warm up could follow this session for team's to loosen up for the rest of the meet and or and area for swimmers to loosen up can be available during the 1650 and 800 Fr Relays. (This would work because the swimmers have to travel anyway to be ready for the Friday am session) The benefit it would greatly relieve our time line problems. Here are some of my basis thoughts for the J.O. Meet! • All time standards should be based on a 3 year evaluation period of time. (Note: all three years need to exceed the limit for a small change to be made.) Average of the three years. Example: 10 and under 50's 48th average time over the evaluation period • 10 and Unders should have 6 full heats in the 50's (48 swimmers) Note: Only 2 extra minutes per event & 5 full heats in the 100's. (only 2 extra minutes here as well) 200's could be held to 4- 4 ½ (32-36 Swimmers) I am not apposed to making this age group a timed final with the top two heat swimming at night. We could go to an afternoon session with the 10 and under if needed (like in the past) • 11-12's should have 5 ½ -6 heats in the 50's (44-48 swimmers) Note: 2 extra minutes & 5 full heats in the 100's. (2 extra minutes as well) 200's and over could be held to 4- 4 ½ (32-36 Swimmers) • 13-14's Should 5 full heats in the 50 & 100's. (1-2 extra minutes as well) 200's and over could be held to 4- 4 ½ (32-36 Swimmers) • 8th Event is needed! : This format would again make it appropriate to have and 8th event for these kids to help in there overall development. It is in the best interest of the sport for the swimmers to have the opportunity and emphasis to develop in more strokes and swim a second stroke or IM. We are seeing many swimmers wanting to do just Fr and Bk or Fr and Fly etc.... The 8th event would help encourage team's to have a more well round swimmers. Good for the future."