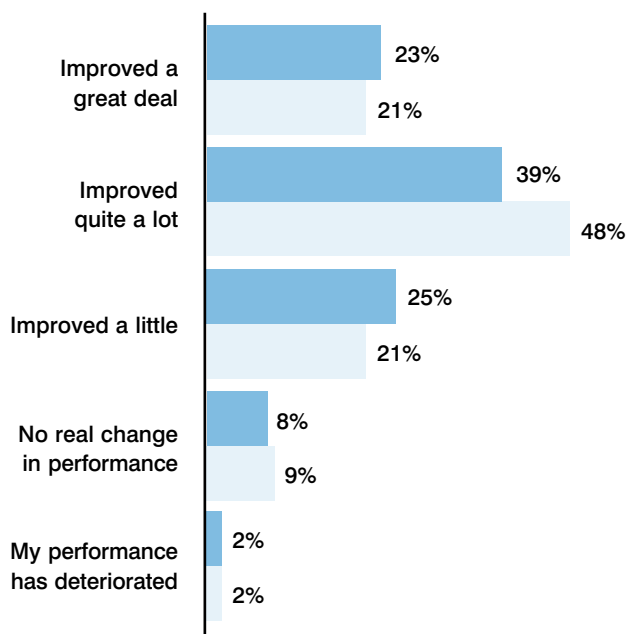


Personal Performance and Achievement

Athletes were asked about their overall performance since becoming involved with the Institute.

Change in Performance (%)



- Those athletes who have been members of the Institute for more than two years are more likely to have 'improved a great deal' (28%).
- There has been a small rise of 5% in those believing that the Institute has helped meet performance targets (66% in 2004, 71% in 2006).

Coaching

Athletes from fully supported sport programmes were asked questions on their coaching support. There has been a rise of 22% since 2004 in the number of athletes thinking the level of coaching received from their Institute coach is 'very good' or 'quite good' (67%), although there are notable variants across sports which can be addressed with the specific Institute coach.

Looking into the relationship between athlete and Institute coach 62% of athletes felt that the relationship was 'very good' or 'quite good', 28% stating 'neither good nor bad'. When asked about the relationship between their Institute and personal coach 58% of athletes reported that it was 'very good' or 'quite good' an improvement on the 2004 figure of 48%, and this varied according to the length of time in the Institute.

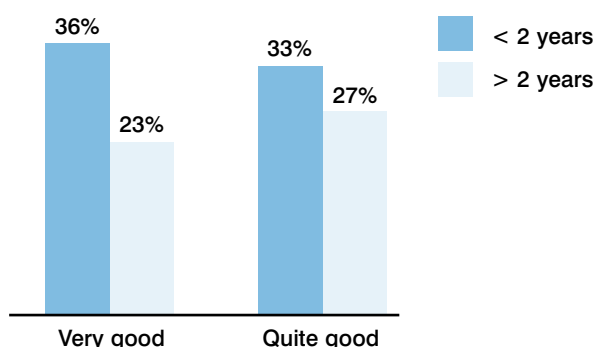
Level of Achievement Desired

Over the years there continues to be an increase in the number of athletes desiring to be the 'best in the world' when asked what level of achievement they are striving for. This sits at 85% compared with 7% ticking the box for 'best in Europe' and 8% for 'best in Scotland'.

In addition athletes were asked what they see as the biggest barrier to achieving success in their sport. There were a number of interesting responses.

- "You need to have the correct coaching structure, and training environment from 5 years old when starting the sport."
- "Pressure to perform - it takes years of training to become world class and contend for medals in a major championship."
- "Holding down a full time job and having a full training and competition schedule."
- "The ability to have the head to put down the winning performance at the right time under whatever pressure."
- "Athletes not training together enough, and coaches not sharing ideas enough."
- "Regular injury, getting out the cycle of being injured is proving difficult despite best efforts."
- "Better financial support would allow athletes to train without working to support themselves."
- "Exposure to world class players in training."

Length of involvement - Institute Coach



Recommendations:

Specific feedback will be given to Individual coaches to give them an opportunity to continue the improvement indicated by the survey. Further development of sport programme meetings and the opportunity to engage personal coaches in review meetings will help improve relationships and develop a robust plan of support for each athlete.

Involvement with the Institute

Induction, De-selection and Review

Of those 21 athletes who had joined the institute in the last 12 months 76% rated their overall impression as 'very good' or 'quite good'. For those moving up from an Area Institute although rating it being handled 'very well' suggested that "all information should be passed to SIS" to improve this transition.

Of those deselected or retiring in the last 12 months, overall 35% thought the process was handled 'very well', with a slightly smaller proportion saying it was handled 'quite well' (30%). When asked how the process could be improved, the most common answer was 'more information on de-selection'.

For those re-selected, when asked how the re-selection or review process could be improved, most respondents cited 'more meetings/discussions/personal contact'. Other comments were "more structure to the interview process and more comprehensive notes to be taken during the meeting allowing an accurate account to be acted upon following that meeting" and "make it more positive. Discuss making major changes for those who need to improve".

Recommendations:

This constructive feedback can be specifically used to improve our processes of review and interaction with Area Institutes.

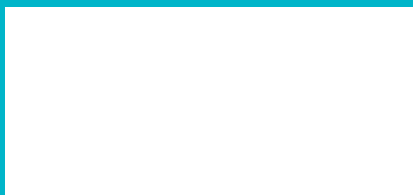
Other Issues

Among other feedback 25% of athletes would like to influence the way things are done (compared to 20% in 2004) and 54% would like to get involved with training courses and events.

While 76% of athletes rated the quality and suitability of clothing provided as 'very good' or 'quite good' an increased number (24% v. 7% in 2004) rated the clothing as 'poor'. 43% of athletes indicated that they 'always read' the Flying the Flag email bulletin. However, only 63% of the athletes who took part in the survey currently receive it.

Recommendations:

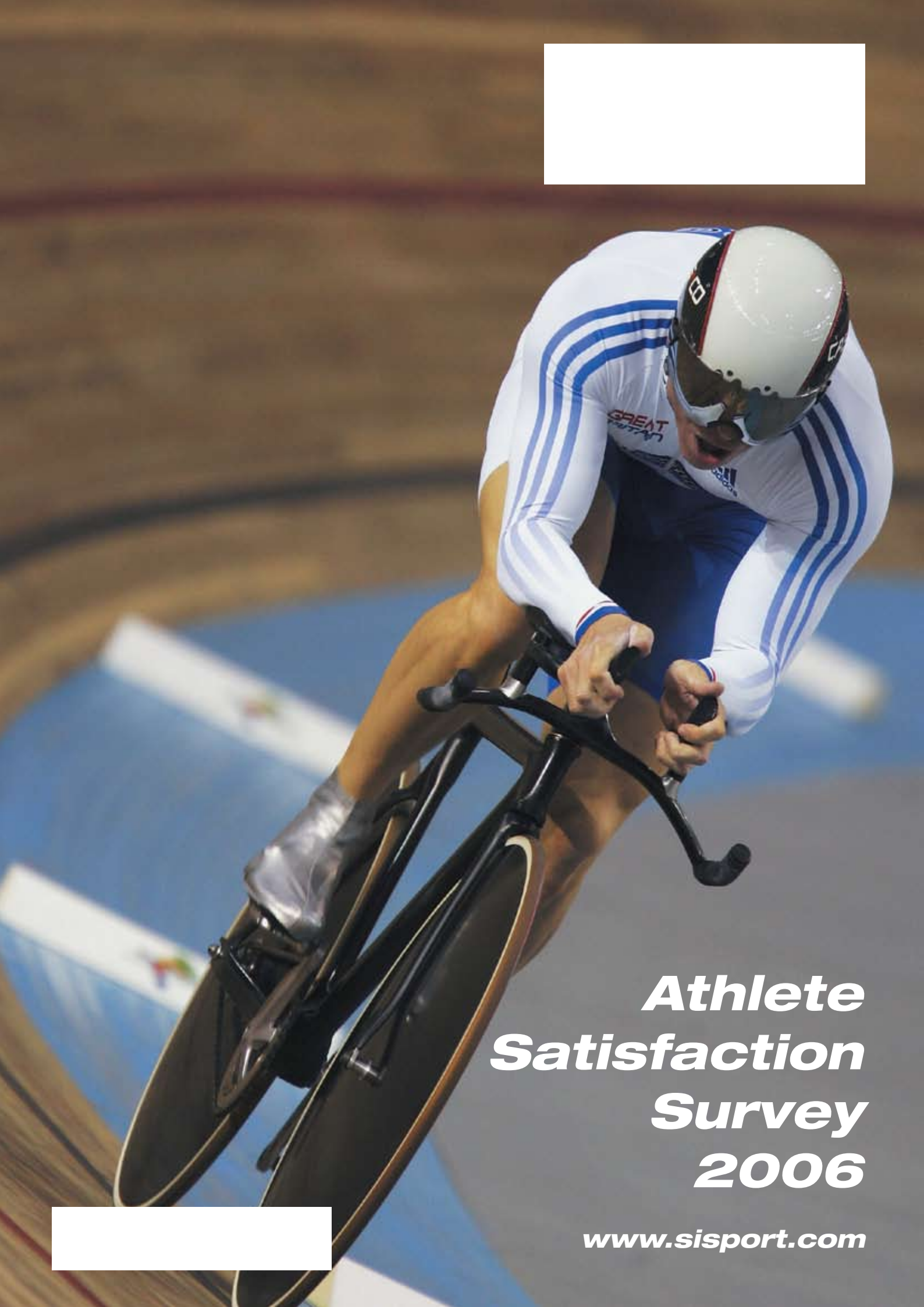
The current provision of clothing is being reviewed - Institute clothing is for leisurewear only. An athlete subscription campaign will be run to include all athletes on the mailing list for 'Flying the Flag'. Athletes First, the athlete voice at the Institute, will be reviewed to give opportunity to any athlete to voice opinions/views/ideas.



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Satisfaction
Survey
2006***

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General Statement on the Scottish Institute of Sport

Like the athletes who benefit from our support services, the Scottish Institute of Sport has set its sights high. Preparing Scotland's best athletes to perform on the world stage is an exceptional challenge. It's a challenge the Institute thrives to fulfil.

Our expert team of service providers work together to manage and deliver cutting edge programmes in coaching, programme planning, sports medicine, sports science, strength and conditioning, and career and lifestyle guidance.

We embrace a culture of winning and strive to create a high performance learning environment where innovation can thrive.

This 4th survey of athletes' views on the Scottish Institute of Sport was undertaken towards the end of 2006, by TNS. This time around an online survey was used in addition to 2 focus groups which expanded on specific identified areas. Using the same question areas enabled comparison in previous years to be undertaken. A total of 130 questionnaires were returned giving a response rate of 62%.

Recommendations:

Taking the time to review our athletes' responses and seeking feedback to the comments given, we have been able to come up with a number of recommendations which we will undertake to improve the support to enhance our athletes' programmes.



Services

Rating of services

Athletes were asked to rate the services provided by the Institute using a 5 point scale. 5 being the highest and 1 being the lowest.

As in 2004 physiotherapy scored the highest mean score (4.5).

Although the sample size is small, there were some interesting findings at athlete level:

- 9 out of 10 judo players gave a top score of 5 for physiotherapy
- 8 out of 12 track and field athletes gave a top score of 5 for massage
- 5 out of 7 footballers gave a top score of 5 for nutrition
- 7 out of 10 judo and 8 out of 12 track and field athletes gave a top score for sports doctor
- 7 out of 10 judo players gave a top score for strength and conditioning

Recommendations:

Currently recruitment is under way to directly employ a number of staff to ensure all service areas are accessible to athletes, including two nutritional experts and two additional full-time physiotherapists.

Use and Rating of Services (%)	Used Service (%)	Mean Score
Physiotherapy	86	4.5
Sports doctor	72	4.4
Strength and conditioning	84	4.0
External medical consultant	44	4.0
Massage	51	3.9
Video and technique analysis	76	3.8
Game and notational analysis	53	3.8
Sports psychology	68	3.8
Skill acquisition	45	3.7
Performance lifestyle	71	3.6
Medical profile	84	3.6
Physiological testing and monitoring	65	3.5
Nutrition	75	3.1

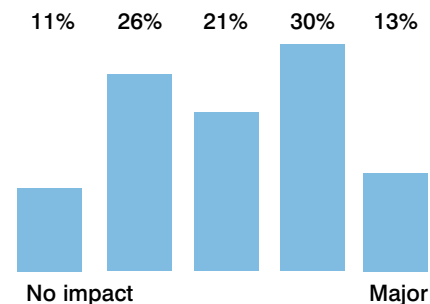
Performance Lifestyle

In the 2006 survey, athletes were questioned in detail about one of the Institute's main services, performance lifestyle, previously known as ACE. 38% claimed to have a lifestyle advisor and of those responding 86% think that the relationship was either 'very good' or 'quite good'. Asked if the programme took into account advice and feedback from coaches and service providers 28% agreed to 'a major extent' and a further 36% agreed to 'a limited extent'. 6% disagreed that such input was taken into account and 14% reported that they didn't know.

95% of the 50 athletes replying reported that the feedback and advice from the performance lifestyle advisor was 'very good' or 'quite good', giving additional comments such as "helpful and positive" and "quick to respond". Specific areas highlighted were advice and help with education/exam timetables/employers/CV/career.

Athletes were asked to rate what impact the lifestyle programme had on overall performance. (See table 2).

Table 2: Performance lifestyle impact on performance



Support received from Performance Lifestyle programme

- Advice/help with education/exam timetables 26%
- Advice/help with employers/CV/career 20%

Recommendations:

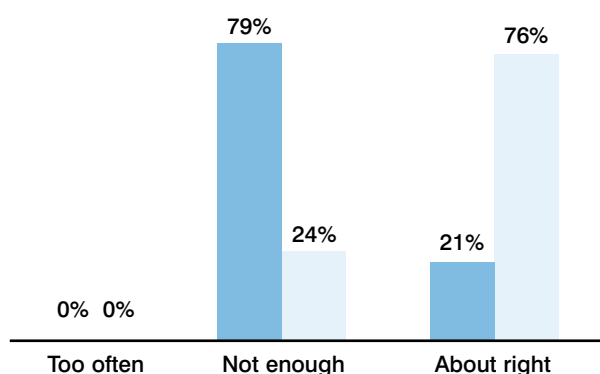
Prioritising and targeting delivery to athletes will ensure the maximum impact of this service. This looks to include delivery at training venues alongside other providers, ensuring good communication based around athletes' needs.

Communication

Level of contact

There has been a significant rise of 55% in those athletes who feel the level of contact with the Institute is "about right".

Level of contact with Institute (0%)



When asked for their preferred mean of communication with the Institute, email has risen significantly (up 24%) since 2004.

There is evidence to suggest that athletes who have been with the Institute for less than two years are more inclined to value a personal meeting. This finding was confirmed in the focus groups with other athletes. Conversely, those athletes who have been with the Institute more than two years would prefer contact by email.

Table 3: Preferred means of communication with Institute (%)

	1st preference	Difference to 2004 (%)	2nd preference	Difference to 2004 (%)
By telephone	22	-12	42	+13
By e-mail	55	25	17	-4
By text	5	+4	15	+5
By letter	6	-18	16	-3
By personal meeting	11	=	9	-2

Athlete recommendations for improved communication included that 'staff do not communicate enough', that 'more individual/personal communication' is needed, that there 'should be more communication between different groups', and that there was 'slow/no feedback from results/fitness tests'.

Recommendations:

This is a very encouraging response. Each programme area can be quite specific ensuring, the appropriate levels of communication are targeted with athletes.