

STILLWATER AREA LACROSSE ASSOCIATION

2026 End-of-Season Survey

Results for SALA families, coaches, and managers — presented at the Annual Meeting, with the Board's draft recommendations for 2027

63

survey responses

19.3% of 326 rostered players

6U–14U

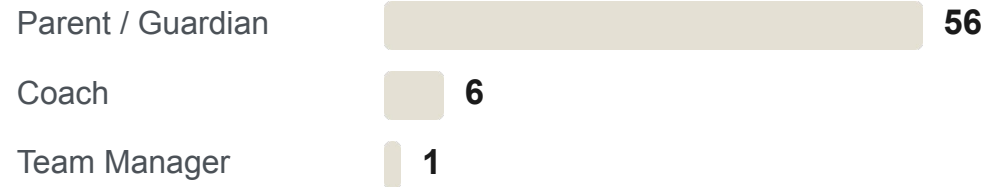
boys & girls programs represented

Sept 2026

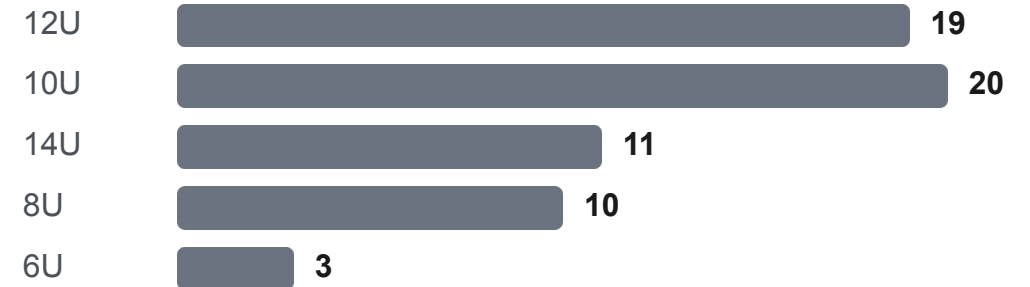
survey window

Who we heard from

Role

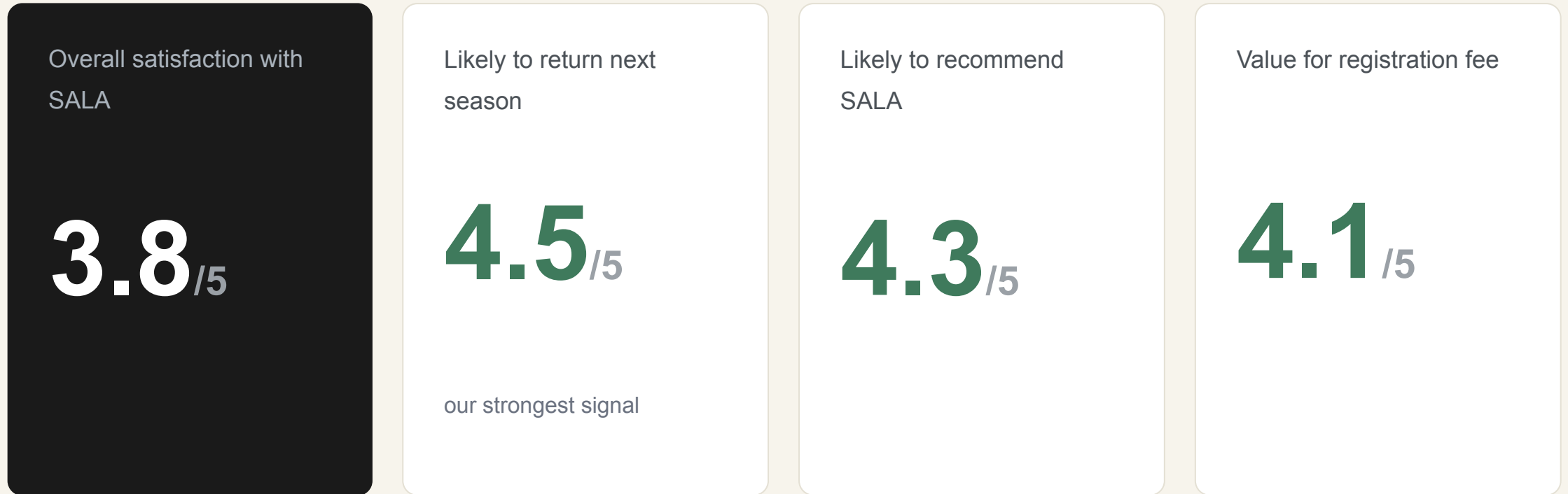


Age group



Program split: 36 of 179 boys-team responses · 27 of 147 girls-team responses

The headline numbers

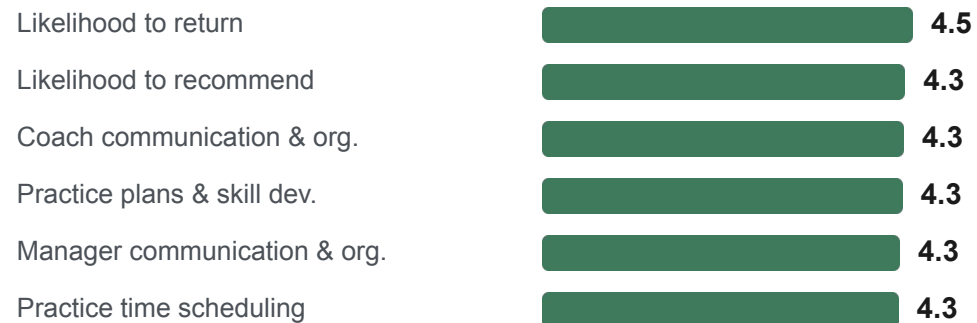


Families are staying and value what they're paying for. The gap between overall satisfaction (3.8) and loyalty (4.5) points to specific, fixable friction rather than a broad experience problem.

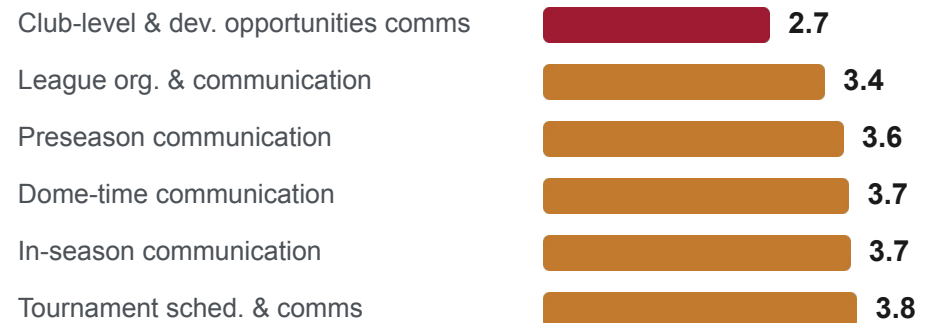
Source: SALA 2026 End-of-Season Survey (n=63) · 1–5 rating scale

Across 23 rated categories, communication stands apart

Highest rated



Lowest rated



Five of the six lowest scores are all forms of communication. Coaching, practice quality, and team culture — the on-field experience — score highest.

Source: SALA 2026 End-of-Season Survey (n=63) · 1–5 rating scale

What's working — keep doing this

Coaching & player development

Families repeatedly praised encouraging, high-energy coaches and volunteers — including high-schoolers who mentored younger players.

Communication is better than prior years

Multiple respondents noted clearer policies and steadier updates than in past seasons — real progress, even though communication remains our top opportunity (next slide).

Team sizing & roster balance

Adding a third U10 team and three 12U boys teams was noticed and appreciated — more playing time and touches for every player.

Logistics & operations

Well-structured dome time, a smoother jersey-ordering process, and solid perceived value for the registration fee. (Girls' uniform fit is a separate, open item — see uniforms theme.)

Theme 1 — Communication timing & clarity

The lowest-scoring items are all about **when** and **how clearly** SALA communicates — not what's being delivered on the field. Pain points cluster in three moments:

- **Before the season:** registration, dome-time, and tryout info arrives late or gets buried; several new families said they had no idea what to expect.
- **Mid-season changes:** schedule changes, league rules, and the spring-to-summer transition are not explained consistently.
- **Development opportunities:** club-level and off-season/camp information is the single lowest-rated item (2.7/5) — families don't know it exists.

Representative feedback

"Communication was rough until the team was actually formed and loaded into the app."

"I couldn't tell anyone who the board members are or what our money is actually going to. An orientation with all board members present would be great."

Theme 2 — Tryout & team placement transparency

Fairness of tryout/evaluation process

3.9_{/5}

8 of 63 respondents rated it 1–2

The score itself isn't alarming — but this topic generated some of the most specific, repeated asks in the open-ended responses.

Parents and coaches independently asked for the same four things:

Who the evaluators are

What's scored (skills, position fit, prior-coach input)

A published timeline for decisions and placement

Individual, player-level feedback afterward

Source: rating item + "Fix one thing" (47), "Improve" (41), and coach comments

Theme 3 — Scheduling, facilities & fee alignment

Early schedule release

The most common single ask: publish practice and game schedules further in advance so families can plan around work, travel, and other sports.

Milbrook field condition

Repeated complaints about poor field maintenance and readiness at Milbrook as a home venue.

Fee-to-games alignment

U14 families — our oldest age group — felt fees didn't track the lighter spring game schedule those teams actually played.

Spring game count preference

36 want about the same · 25 want more · 2 want fewer

Interest in a spring state tournament

42 yes · 11 undecided · 10 no

Source: "Fix one thing" (47), "Improve" (41), and game-preference/tournament-interest questions

Theme 4 — Girls' uniform fit & ordering

This was the single most-repeated complaint in the free-text comments — narrow in scope, but loud and consistent across age groups.

- Shorts described as boys'-cut, ill-fitting, and uncomfortable ("scratchy" waistbands)
- Requests for a girls-specific option — skorts or kilts instead of long shorts
- Desire for a reliable way to check fit before ordering

Representative feedback

"The shorts were made of different material than previous seasons and didn't fit — it was a waste of money."

"Give girls a better option, different from boys — bring back the kilts."

Theme 5 — Decisions, transparency & trust

A number of respondents want to better understand how SALA makes decisions — schedules, team formation, fee use — and to see that feedback leads to visible action. That's a fair ask, and one we want to answer directly as an association.

What families told us

- Some decisions — like mid-season schedule changes — weren't explained
- Not always clear how survey and season feedback shapes what happens next
- New families especially don't know who's on the board or how fees are used

Also came through clearly

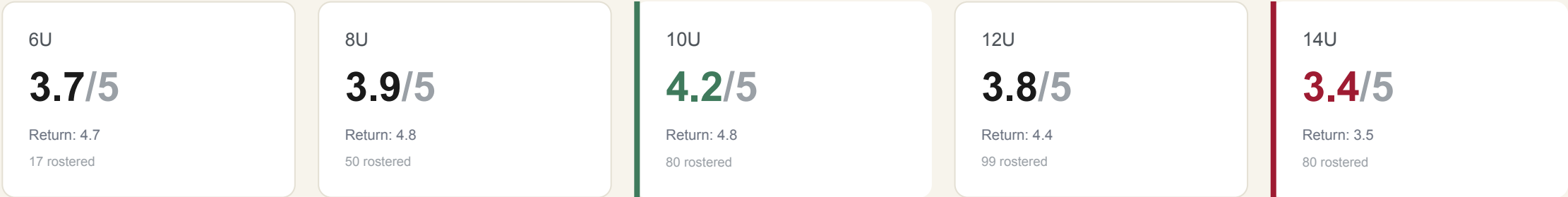
- Genuine appreciation for the volunteers who run this program
- Recognition of SALA's continued growth at most age levels
- The ask is for more visibility, not less involvement

This is the association's opportunity to close the loop — see the transparency commitments in our recommendations.

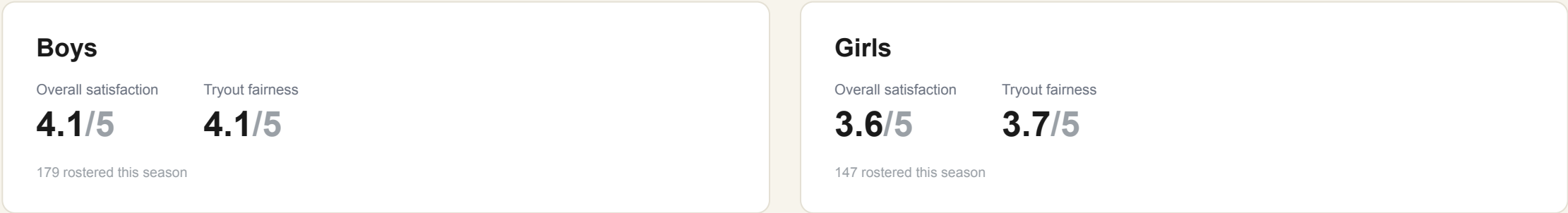
Source: "Other comments or feedback" (28 responses)

Behind the averages: two groups had a different season

OVERALL SATISFACTION BY AGE GROUP



BY PROGRAM



Roster composition is close to even through 10U, then shifts to roughly 60/40 boys at 12U and 14U — the same age range where girls-team respondents also report lower satisfaction and tryout fairness.

Source: SALA 2026 End-of-Season Survey by segment; 2026 season roster totals

Draft recommendations (1 of 2)

No.	Theme	Recommendation	Effort
1	Tryout transparency	Publish evaluation criteria and a fixed decision timeline before tryouts, identifying the responsible director rather than individual evaluators.	Quick win
2		Offer brief individual feedback to families who ask, especially where placement surprised them.	Medium
3	Communication cadence	Preseason orientation (email + optional Zoom): key dates, equipment, coach/manager contacts, fee breakdown; revisit “Ground Ball Club” concept.	Quick win
4		Standing monthly digest highlighting club-level, camp, and off-season development opportunities.	Medium

Draft recommendations shared for member input — not yet adopted by the Board

Draft recommendations (2 of 2)

No.	Theme	Recommendation	Effort
5	Scheduling	Set and publish a schedule-release target date (e.g., 3 weeks before season start) as a standing policy.	Quick win
6		Evaluate Milbrook field maintenance agreement or alternate venues; assess U14 fee-to-game-count alignment.	Larger project
7	Uniforms	Form a small parent/player working group to evaluate a girls-specific fit (skort option) before next order cycle.	Medium
8		Post detailed size charts and an at-home measurement guide before ordering opens.	Quick win
9	Governance & trust	Publish a brief "you said / we did" recap after each survey; introduce board members and fee use at the season kickoff.	Medium
10	Retention: 14U & girls' program	Form a working group (14U & girls'-program parents/coaches) to examine root causes — HS roster pull-up policy and dues/reimbursement structure for HS-committed players are early leads, and whether this reflects a durable pattern or a cohort-specific dip (as boys saw last year too) — before proposing fixes.	Study first

Draft recommendations shared for member input — not yet adopted by the Board

Discussion & next steps

- 1** Publish tryout evaluation criteria and a decision timeline before 2027 tryout registration opens
- 2** Adopt a communications calendar — orientation, monthly digest, and a standing schedule-release policy
- 3** Form the girls' uniform working group and set a timeline ahead of the next ordering window
- 4** Commit, as an association, to a visible way of closing the loop on member feedback going forward