



MID SEASON CHECKPOINT

1. PRACTICE FEEDBACK

REPORT DATE	ACTION/RESPONSE REQUIRED	STATUS	POC FOR RESPONSE
We enjoyed the additional dryland at the beginning of the season. Maybe a day or two with that added would help all.	(PL) Will pass info to Coaching staff for 2019-20 Season	Open until Coaches Meeting in Summer/Fall 2019 (as of 1 Nov 18)	Coaching Staff
Practice is great	(PL) FWD to Board/Coaching Staff	CLOSED (1 Nov 18)	Parent Liaison (PL)
Can we look into whether a pool will allow us to train at least sometimes in the afternoon or evening? No 5:00am practices - just too early	(PL) This has been an ongoing question throughout the team's history. Many of the pools use their afternoons for German teams as schools here do not have "specials" like in the US. With the size of the team the pools would not give us the needed lanes to properly train our swimmers. We would also be competing with space in the locker rooms and parking. The feedback will be FWD to the Board at the next mtg for any additional recommends.	OPEN (1 Nov 18)	President Community Liaison
Great, kids seem to Be enjoying the practice.	(PL) Fwd to Board/Coaching Staff	CLOSED (1 Nov 18)	PL
I appreciate the extra time the swimmers are getting in the locker room in the mornings.	(PL) Fwd to Board/Coaching Staff	CLOSED (1 Nov 18)	PL
Logistics fine. Recently, there have been new coaches on the deck. It would be great to know the responsibilities of these new folks, whether they will be traveling to swim meets, and their qualifications. Actually, a bio on each of the coaches, including the head coach, posted on the team webpage would be appreciated.	(PL) The President and Head Coach have been informed of this request and will verify if the intros will be posted in the upcoming newsletter and subsequent bios on the team website. Discussions of formal intros to be made at the tentative Holiday Potluck prior to the next Home Meet. Unfortunately, due to security concerns with our volunteer coaches some are not allowed to have any personal bios	OPEN (1 Nov 18)	Publicity President Head Coach

	posted. The remainder of the coaches have bios on our closed portion of the website. Just click the highlighted names.		
Understanding the limitations, we have with using the German pools has helped me as a parent adjust to shorter practice times; however, has there been any effort in reaching out to the pool in Vaihingen for some additional practice times - possibly afternoon or evening? Its location is so much closer to many of the Kasernes.	(PL) The indoor Vaihingen pool is scheduled to be closed for renovation soon for at least a year (will verify the dates).	OPEN (1 Nov 18)	Board Community Liaison

2. VOLUNTEERING OPPORTUNITIES

FEEDBACK	ACTION/RESPONSE REQUIRED	STATUS	POC FOR RESPONSE
Well-advertised, thank you	(PL) FWD to Volunteer Chair for feedback	CLOSED (1 Nov 18)	
I think it is hard to get the volunteer hours unless you are going to all the away meets. As some one that is new to the country and still getting settled in my house all the extra travel we cannot fit in. I have a feeling I cannot get all my volunteer hours in.	(PL) Will reiterate at future Parent Meetings and platforms (Newsletter) on the opportunities for hours. Will follow up with Volunteer Coordinator on status for families in need.	OPEN (1 Nov 18)	Volunteer Coordinator (VC) PL High School Liaison (HSL)
The new two-pronged volunteer requirement system is confusing. On one hand, there is swim meet support. ALL families are required to support each meet they attend, however there are most often not enough spots to sign up for because there are more families attending than the requirement. Fairness and gamesmanship come to mind now that folks know the reality of the day. On the other hand, there are fifteen hours required in other areas, which I was told to increase team unity. I think it's had the opposite effect and is a burden. Recommend revising the volunteer hour program for next year to place focus back on core mission needs of the team (practice, swim meet, and fundraising). No need to give hours to parents if they attend a parent meeting. These types of meetings give information they need to function as part of the team so they will show up anyway. Speaking of meetings, since attendance at board meetings is considered volunteer time, then the schedule	<p>(PL) The two-pronged requirement was established this year due to not enough families were volunteering for the home and away meets. If there are not enough slots then the Volunteer Coordinator makes every effort to manage those slots. Unfortunately, parents who want to take advantage of any system will find a way and other parents will always go above and beyond what is required. The reasoning ranges from what's going at home to work that may cause the behavior.</p> <p>Even with managing slots prior to a meet, the host team may adjust the numbers and parents are released from their obligations.</p> <p>The 15 hours are NOT just for team unity. They are to assist with meets outside of the required one shift, fundraising due to the increase in pool fees/operations/supplies/equipment and then for team activities. The system is not perfect and recommendations will be reviewed at</p>	OPEN (1 Nov 18)	VC Board

and location of the board meetings needed to be posted so folks have the opportunity to attend if they should choose and also for transparency purposes.	<p>the end of year and as the board plans for next year.</p> <p>The volunteer hour given for the INITIAL parent meeting was mainly for the veteran parents. We wanted as much participation to get new families and vet families to meet.</p> <p>The Board Meetings have been requested to be posted on the newsletter but it was not added. We will send a reminder email and post on FB (One was mentioned already). Currently most board meetings are the 3rd Thursday of the month at the Patch Library at 1700. Minutes are now being posted on the team closed portion of the website.</p>		
This is run efficiently. Figuring out how to get parents to “buy in” to their part in this organization is always going to be a challenge for those who don’t want to participate. I appreciate the method being used for sign-ups.	(PL) FWD to Volunteer Chair for feedback	CLOSED (1 Nov 18)	
Appreciate the Board Members	(PL) FWD to Board	CLOSED (1 Nov 18)	

3. INFORMATION FLOW (EMAILS, FACEBOOK PAGE, TEAM WEBSITE, NEWSLETTER, PARENT LIASION)

FEEDBACK	ACTION/RESPONSE REQUIRED	STATUS	POC FOR RESPONSE
The newsletter was so nice to see. It is good to see the accomplishments praised. Thank you for reaching out to us in so many ways	(PL) FWD to Publicity Chair for feedback	CLOSED (1 Nov 18)	Publicity Chair PL
I think the communication is good	(PL) FWD to Board/Coaching Staff	CLOSED (1 Nov 18)	PL
No comment - appreciate our board members	(PL) FWD to Board/Coaching Staff	CLOSED (1 Nov 18)	PL
Regular newsletter Use FB more for anything not related to meets - too many emails	<p>(PL) We are currently working towards a monthly newsletter. November’s issue should be coming soon.</p> <p>During the Oct Board meeting Information Flow was discussed. It was agreed that the initial start of the season had many factors that led to the perception of too many emails/posts.</p> <p>Emails are the primary source, FB is reiteration/reminders/public</p>	CLOSED (1 Nov 18)	Publicity Chair Board

	<p>relations, and the website is the archival. Because of the flow of information and our current policy is that the Secretary is the formal relay for emails to all families, anything pertinent even regards to meets will be posted on FB. Also, remember many of our volunteer board members work outside of the home and don't have ready access to FB or emails throughout the day.</p> <p>In addition, the secretary is very aware and has made many efforts to consolidate emails by content.</p> <p>A request to look at moving to a swim a management system is being discussed which may assist in consolidating the information flow for members.</p>		
<p>Not working. There are so many people acting in a position of authority, especially via FB, that one doesn't know if the source is valid or not. For example, an assistant coach posting practices schedules, instead of a board member. Additionally, the FB posts oftentimes come out prior to the team email, so there is duplication and other times information only comes out via one source and not the other. On one occasion, a team newsletter was produced only to be usurped by FB post with nearly identical information shortly prior to by a different individual than the creator of the newsletter. Pick one official source to communicate via of, let folks know who speaks for the team, and then run with it,</p>	<p>(PL) Email is the authoritative source. Sometimes the coaching staff due to access or schedule have asked board members to post information that is time sensitive. Every effort has been made for the Secretary to be informed to allow emails to be sent in parallel. Duplication is seen as many parents have informed the board that they use FB or email less or more often.</p> <p>We have made every effort to consolidate emails and posts. Due to the newsletter being posted monthly and the time it takes to build it cannot be seen as a time sensitive source. It is a consolidated source for the month.</p> <p>We will continue working towards stream lining information!</p>	<p>CLOSED (1 Nov 18)</p>	<p>Board Coaching Staff</p>
<p>Facebook post are a bit difficult as lots of important post get pushed down every time there is a new post. E-mail is better as we can group all the piranhas e-mails in one folder or even better group them in two different folders one for meet registrations and one miscellaneous e-mails. The newsletter is great. Thank you for the hard work</p>	<p>(PL) We as a board have made a concerted effort to decrease FB posts. We will reiterate the ways you can search on FB. Emails are the main source of information.</p>	<p>CLOSED (1 Nov 18)</p>	<p>PL HSL</p>

<p>Too many emails and too many places to look for information. No pun intended, but please “STREAMLINE THE INFO FLOW.” Have ONE location for important information - preferably NOT Facebook - info gets lost very quickly within that platform. Use the Team Website for all important information with a TAB indicating where to look. The Team Website needs updating and easier information access. I don't know how to cut back on emails except to utilize the Team Website more and let that serve as the catalyst for all things Piranhas. The number of emails is simply too much. Funnel everything or most everything through the Team Website.</p> <p>The Parent Liasion is terrific! Thank you for this most helpful resource. Even that position could have a Tab on the Team Website for communication efforts. If one parent is inquiring about something then chances are good that others are needing the same information. Create the Parent Liaison Tab where ongoing dialog can be recorded - like a FAQ section.</p> <p>The Parent Meeting at the start of the season was helpful but needed more Information Sharing as it relates to new families learning to navigate EFSL. Veteran parents quickly forget the struggles EVERYONE deals with in their first season with the team. Possibly all the first season parents could rally this season to record lessons learned while they are still fresh in their minds to be shared with next year's newcomers.</p>	<p>(PL) Efforts to consolidate information is in progress.</p> <p>Will FWD recommends at the next board meeting to give higher priority to the website. The issue currently is we have one webmaster who is a full-time employee and time sensitive items will be delayed. We are looking to a Swim Mgt System that may allow more flexibility.</p> <p>A PL Tab on the website will be researched.</p> <p>We plan to do a parent meeting before champs sign ups and one more checkpoint at the end of the season in hopes to capture feedback from the new parents.</p> <p>We will look into possibly having an ESFL member speak at the INITIAL Parents Meeting next season.</p>	<p>Open (1 Nov 18)</p>	<p>Board Webmaster PL President</p>
<p>Too many swim meets on the calendar to build cohesion. The league has gotten away from 8-9 meets for each team each season, not including Champs x two, and is now hosting mega meets. Besides diminishing team cohesion through the lack of opportunity to see the same poeple more often, issues such as limiting the number of swimmers has arisen. Bring back dual and tri meets to build team cohesion.</p>	<p>(PL) The increase of meets has been brought up and discussions of escalating this to the ESFL are in progress.</p> <p>Dual meets if the term is correct would be limited to the host team who may not have the ability to host a meet for more than a day. The reason for restrictions on swimmer numbers include the negotiations with the facility so multi day meets like in the US maybe difficult. If the dual meet is to have more meets on a weekend than we already have</p>	<p>OPEN (1 Nov 18)</p>	<p>Board Head Coach</p>

this ongoing and anything beyond would put a strain on the coaching staff in terms of travel.

4. TEAM COHESION

FEEDBACK	ACTION/RESPONSE REQUIRED	STATUS	POC FOR RESPONSE
Hard to build, but some out of pool events seem to help. We are getting into the "dark" time of the year when enthusiasm flags. It is good to see the kids supporting each other so nicely.	(PL) We are currently working on some initiatives next one is Holiday Potluck and Missy Franklin Movie 2 Dec, Sunday – Hosted by the High School Swimmers	OPEN (1 Nov 18)	Coaching Staff HSL
Request a white board (brag board) to be placed at the pool to show current standings of swimmers qualifying.	(PL) Will bring this to the board at the Nov Board Mtg.	OPEN (1 Nov 18)	Board Head Coach
A work in progress	(PL) FWD to Board/Coaching Staff	CLOSED (1 Nov 18)	PL
I also thought the preseason drylands were a great idea for team cohesion	(PL) FWD to Board/Coaching Staff	CLOSED (1 Nov 18)	PL
See comments above about cohesion and limiting the numbers of swimmers. The current volunteer requirements for swim meet support aren't working, because the numbers don't add up slot and number of family wise. This builds inequities in the execution of the requirement.	(PL) FWD to VC/Board We will always have inequities with numbers based on various factors.	CLOSED (1 Nov 18)	VC Board
The team is fairly cohesive considering the challenges it faces with separate practice locations and the vast range in ages. I think the coaches could do more to promote sportsmanship and rallying the swimmers at meets. Also, the team captain idea has issues. I think selecting team captains from each grade level in high school might work better. It seems many of the team captains this year are often sick, injured, absent, or all of the above. Selecting captains from each HS grade would give younger swimmers an opportunity for learning more leadership on a team while working alongside the older team captains.	(PL) FWD to the Head coach for recommended response.	Closed (1 Nov 18)	Head Coach
Organize a Family Day to offer families opportunity to connect swimmers with parents and siblings.	(PL) See previous comments on upcoming activities. We are also looking at other activated such as movie nights on Patch.	Open (1 Nov 18)	HSL PL Head Coach Board

5. SWIM MEETS (HOME AND AWAY)

FEEDBACK	ACTION/RESPONSE REQUIRED	STATUS	POC FOR RESPONSE
As our meets have increased, there has been some pressure to attend more. Perhaps reminding families that it has to be what fits their family dynamic - meet the minimum and then do what is right for your family.	(PL) We will reiterate during future Parent Meetings and the Newsletters	OPEN (1 Nov 18)	Coaching Staff PL HSL
So far they seem to be going great	(PL) FWD to Board/Coaching Staff	CLOSED (1 Nov 18)	PL
Avoid double meets the same day, although the same weekend would be good	(PL) Due to the size of our team and the short swim season having double meets is a necessity. In addition, with the increased restrictions for team sizes at many of the away meets have made double meets imperative to allow as many opportunities for swimmers to compete and qualify for champs.	CLOSED (1 Nov 18)	PL
When the Meet Schedule is released at the beginning of the year it would be nice to have the Pool locations/addresses in the schedule. You can make a note that these locations are tentative if there are any changes.	(PL) Will FWD to Board to incorporate in next season's planning.	OPEN (1 Nov 18)	Board Meet Director
Our venue is too small for indoor winter meets and a bit on the shallow side for flip turns	(PL) The size of Maichingen has been discussed including having official home meets and the limitations the facility has. The facility has provided us with many benefits including access to storage in the basement and keys to enter the building at will. We are continuing to look at viable options that will accommodate our schedule, needs and budget.	OPEN (1 Nov 18)	Community Liaison Board
Good and fun	(PL) FWD to Board/Coaching Staff	CLOSED (1 Nov 18)	PL
PLEASE release a calendar at the start of the season with addresses included for meet locations (when available). New families have no idea where these meets take place. Also note whether the pools are 25m or 50m. A more detailed meet calendar would be very helpful.	(PL) A repeat recommend and will be added to planning next year.	OPEN (1 Nov 18)	Board Meet Director Head Coach
With limited participation available due to pool size and team size,	(PL) Word of mouth on strategy has been ongoing. Will be	Open (1 Nov 18)	Board

encourage swimmers and their families to “strategize” for the season. No swimmer needs to travel to every meet. Giving some “strategy” ideas on selecting meets would be helpful.	included in the agenda for next year’s Initial Parent Meeting. Coach Jenna has also posted an email on this subject and the HSL has brought this subject at recent HS Swimmer lunches.		
Organizing a “pre-select” option for swimmers at the start of the season might help alleviate the concern for over populating an event. The coaches could have a better idea of which meets are going to be contenders for participation and which meets will not. Then there can be a forecast for better meet management. Operating one meet at a time gives little opportunity to adjust if the meet a swimmer has been counting on is already full. PLEASE consider allowing four events per meet for each swimmer, especially high school swimmers who have limited availability to earn their QT’s and limited time to travel to so many meets. With high school testing and other important events that fill their calendar, a four-event option would give high schoolers more value for their travel time and possibly cut out a few extra meets - opening the door for younger swimmers to have access to those meets. It is a win for all.	(PL) Will FWD to Head Coach and staff for recommended response	OPEN (1 Nov 18)	Head Coach

6. FUNDRAISING

FEEDBACK	ACTION/RESPONSE REQUIRED	STATUS	POC FOR RESPONSE
New energy and ideas - great!	(PL) FWD to Fundraiser Chair (FC)	CLOSED (1 Nov 18)	PL
Maybe we can find a way to get more team personalized things for sale, I think they would make good holiday gifts. Like Parkas, towels and other things.	(PL) FWD to FC for recommended actions.	OPEN (1 Nov 18)	FC
Rather pay a bit more and do less - although spread out at least in quarterly payments	(PL) Will FWD to board for consideration in next season’s budget planning. Unfortunately, due to the way we have to pay for the 3 pools we swim at, spreading out the fees is not feasible. It allows for families especially during the hardest part of the seasons (Winter months) to possibly equate not attending practice and not paying fees. In addition, it puts a large burden on the	OPEN (1 Nov 18)	Treasurer Board

	volunteer board in tracking delinquent families. In some instances, if there is a hardship we have allowed fee installments but that was for case by case basis.		
Great!	(PL) FWD to (FC)	CLOSED (1 Nov 18)	PL
Njeri is doing the most impressive of jobs through the variety of fundraising initiatives.	(PL) FWD to (FC)	CLOSED (1 Nov 18)	PL
It would be nice to see the fundraising goals for the team. A calendar at the beginning of the year and how much money we need to raise as a team.	(PL) Will FWD to Board to include the FC and Treasurer, as part of next season's planning.	OPEN (1 Nov 18)	Board FC Treasurer
Our concessions team ROCKS! Great job! Happy to contribute food when I see the amazing selections that are made available for swimmers and their families. Really liked the "Money Card" that KMC used at the Neustadt meet. It minimizes number of hands in the money box and makes access to the food run much faster. It also frees parents from having to give money to their swimmers and hope it does not get lost. Great idea - we should use it. Not a fan of bake sales. I would rather write a check than work a bake sale. One idea for a fun fundraiser is to have a "Work Out Day with Your Favorite Swimmer." Have people pay for a "training session" run by some of the swimmers - a dry land session since pool time would not be available. Offering a service rather than another sweet cake would be a healthier promotion of the team too.	(PL) Will FWD to FC and Concessions Chair for recommended response	OPEN (1 Nov 18)	FC Concessions

7. EQUIPMENT MATTERS

FEEDBACK	ACTION/RESPONSE REQUIRED	STATUS	POC FOR RESPONSE
Due to time lag of shipping and inability of recourse for defective items recommend looking for local vendors and purchase bulk items for swimmers and families to try on sizes prior to ordering.	(PL) Will FWD to Equipment Mgr and board for recommended action.	OPEN (1 Nov 18)	Equipment Manager PL

A link to a website would be a better option than just photos for someone new to this swim team.	(PL) Will need to get clarification on this feedback.	OPEN (1 Nov 18)	PL
Do we have equipment?	(PL) Caps, Swim Attire, and items that we use at the pool. For example, the race clocks, the timing system, the lane lanyards are purchased through the team.	CLOSED (1 Nov 18)	PL
Recommend that the yearly team t-shirt is made available both in dry-fit and cotton. The dry fit shirts aren't popular for wear outside of the pool deck (i.e. by high school girls	(PL) Will FWD to Equipment Manager for planning for next season, Champs, etc. The second orders of team gear had cotton available but not the initial team design.	OPEN (1 Nov 18)	Equipment Mgr

8. DO YOU HAVE ANY OTHER COMMENTS, QUESTIONS, OR CONCERNS?

FEEDBACK	ACTION/RESPONSE REQUIRED	STATUS	POC FOR RESPONSE
We can always use more officials. We need to keep a steady flow so PCS season is not so hard on us. We will soon need a shot of fun...and please do ask us parents to step in. Not asking you all to do more - you do enough and it is appreciated. But maybe throw out some ideas (I am sure you have many) and ask if anyone is willing to run with it.	<p>(PL) Will request Head Official status on additional training opportunities and publicize on all platforms.</p> <p>Team Cohesion activities are being worked (see Feedback Q4). Sign-ups will be forthcoming as activities arises. Will make every effort to reiterate to Parents to feel open to provide ideas for team activities outside the pool.</p>	OPEN (1 Nov 18)	Head Official VC HSL PL
I did not like the way the LD time trials were run. Kids that were normally swimming at the SIFI pool but were not taking part in the time trials missed almost a full week of practice. Then those that were doing the time trials had some off numbers.	(PL) The results of the Home TT's were discussed during the Oct Board Meeting. Lessons learned included not conducting practice at the same pool location of the TT's and better management of coaches during the period.	OPEN (1 Nov 18) Will be reviewed during the 2019-20 Planning for the Coaching Staff	Coaching Staff Meet Director (VP)
I think it would be nice to have a big brother/lil brother program. That way the newer swimmers and families can learn better. I had a lot of questions as a new parent and I ended up asking my carpool parents to help me out.	<p>(PL) This was conducted last year but many of the Big Fishes did not fully participate leaving some Little Fishes with no mentorship. It was decided by the board to not conduct one at the beginning of the year unless the program was enforced. The High School Liaison has brought up reinstating the program but no additional status has been given. Will verify status with the high school liaison.</p> <p>Being a new family to the team is wrought with many questions and even with all the information that is provided (FB,</p>	OPEN (1 Nov 18)	HSL Coaching Staff

	Website, Emails, Parent Meetings) there are still questions that pop up. Learning from other families is also an excellent way to ask questions.		
For LD trails - No timers training was available. There should be no regular practices at the same pool to allow coaches to focus on the meet. The meet should follow meet rules.	(PL) Will FWD to Meet Director and Head Coach as feedback and recommends for next season planning.	OPEN (1 Nov 18)	Head Coach Meet Director
Now that the season has progressed, it would be great if Coach Jenna could hold a parent session to explain the methodologies behind practices (swimmer development and goals through how the practices are set up) and seeding of swim meets. Nothing super fancy. Just to gain a better understanding of where she's going with the team.	(PL) Will FWD to Head Coach for recommended response.	OPEN (1 Nov 18)	Head Coach Coaching Staff
My main focus is the Team Website and placing more of our information under that umbrella. Minimizing emails and redirecting communication to ONE source would cut down on time needed to sift through the considerable email load.	(PL) Repeat Feedback and will be addressed. Will FWD for the next board meeting.	OPEN (1 Nov 18)	Board
I appreciate ALL the hard work from the board. All of you work very hard on behalf of the team and it is greatly appreciated. Thank you for investing into the team.			

CONCLUSIONS/RECOMMENDATIONS

We are working to review all the feedback and provide responses, add to the next board agenda and/or planning for next season. Thank you for taking the time to provide your honest feedback.