

Special Olympics Survey - COACHES

MARKET RESEARCH SURVEY QUESTIONNAIRE

PURPOSE. *This survey is commissioned by Special Olympics Inc. (Washington, DC, USA) as part of its market research project at the 2013 World Games. The collected information will be used to improve the procedures and effectiveness of future Games and your name will not be identified. Your participation will be greatly appreciated.*

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PART I. SATISFACTION QUESTIONS

No.	Satisfaction on Registration & Arrival Process	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
1.	Ease of Registration	1	2	3	4	5
2.	Timeliness of registration processing & confirmation	1	2	3	4	5
3.	Clear Communication of Information before arriving in Korea	1	2	3	4	5
4.	Airport Arrival and Information Center	1	2	3	4	5
5.	Welcome Guest Information	1	2	3	4	5

No.	Satisfaction on Accessibility & Facility	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
1.	Ease of entrance to venues	1	2	3	4	5
2.	Credentialing process	1	2	3	4	5
3.	Pre-Games Information	1	2	3	4	5
4.	Restroom availability	1	2	3	4	5
5.	Language service	1	2	3	4	5
6.	Internet network service	1	2	3	4	5
7.	Food/drink concessions	1	2	3	4	5
8.	Venue cleanliness	1	2	3	4	5

No.	Satisfaction on Event & Venue Staff	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
1.	Venue staff courtesy	1	2	3	4	5
2.	Staff Knowledge of Special Olympics	1	2	3	4	5
3.	Enforcement of credential access	1	2	3	4	5
4.	Staff Knowledge of the event info	1	2	3	4	5

No.	Satisfaction on Transportation	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
1.	Amount of information (Timetables, Bus stops, etc.)	1	2	3	4	5
2.	Shuttle bus service	1	2	3	4	5
3.	Safety while on the bus	1	2	3	4	5
4.	Shuttle Schedule was timely	1	2	3	4	5

No.	Satisfaction on Accommodation	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
1.	Ease of booking hotel accommodations	1	2	3	4	5
2.	Availability of accommodation options	1	2	3	4	5
3.	The distance to the venues	1	2	3	4	5
4.	The cleanliness	1	2	3	4	5
5.	Comfort	1	2	3	4	5
6.	Courtesy of the staff	1	2	3	4	5
7.	Service	1	2	3	4	5
8.	Pyeongchang as host city (climate, affordability scenery..)	1	2	3	4	5

No.	Satisfaction on Meals	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
1.	Distance to the venues	1	2	3	4	5
2.	Cleanliness of cafeteria	1	2	3	4	5
3.	Food/drink quality	1	2	3	4	5
4.	Availability of healthy food options	1	2	3	4	5
5.	Service	1	2	3	4	5

No.	Satisfaction on Communications	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
1.	Pre-Games Communications	1	2	3	4	5
2.	Language Services	1	2	3	4	5
3.	Interaction with Games Volunteers	1	2	3	4	5
4.	Clear Signage	1	2	3	4	5

PART II. COACHES SPECIFIC QUESTIONS

1. Professionalism of Officials – Were the sport officials professional in your opinion?

Requires Reorganization	Area of Concern	Neutral	Met Expectations	Exceeded Expectations
1	2	3	4	5

2. Meetings - Was the information presented at the coach meetings well organized?

Requires Reorganization	Area of Concern	Neutral	Met Expectations	Exceeded Expectations
1	2	3	4	5

3. Training Opportunities – Were there sufficient training opportunities?

Requires Reorganization	Area of Concern	Neutral	Met Expectations	Exceeded Expectations
1	2	3	4	5

4. Training Facility Access - Were you available to access to the training facilities with no difficulties?

Requires Reorganization	Area of Concern	Neutral	Met Expectations	Exceeded Expectations
1	2	3	4	5

5. Conduct of Competition – Was the divisioning process effective in creating equal competitions?

Requires Reorganization	Area of Concern	Neutral	Met Expectations	Exceeded Expectations
1	2	3	4	5

6. Sports - What sports did your athletes participate in?

- Alpine Skiing Cross-Country Skiing Figure Skating Floor Hockey Floor Ball
 Snowboarding Snowshoeing Speed Skating

7. Number of Years - How many years have you worked as a coach? _____**8. Certification - Where were you certified by?**

- Special Olympics National Sport Federation University of Sport Other _____

9. Prior Competitions - Which competitions did your athletes participate in the last 12 months prior to be selected to attend the World Games?**10. Athletes Selection - How were your athletes selected?**

- Selection among domestic competition winners Selection among international competition winners
 Through a specific nomination process Recommendation by coach Other _____

11. Preparation - How did you prepare your athletes for the World Games? (Please select all that apply.)

- By attending training camps By participation in competitions organized by SO or other organizations
 Dedicated training program Other _____

12. Personalized Program - Do you offer your athletes a personalized program to develop their sports skills?

- Yes No

13. Coaching Development - Do you participate in professional development programs to enhance your coaching abilities?

- Yes No

14. If yes, how frequently?

- More than once per year Once per year Once every two years
 Less than once every two years N/A

PART III. DEMOGRAPHIC INFORMATION**1. Gender:** Male Female**2. Constituent Group (check one):**

- Athletes Coaches Head of Delegation Torch Run Participant Honored Guests (ASF or MVP) Officials Youth Summit Group Sponsors Family Volunteers
 Media Healthy Athlete Professionals Other (Specify): _____

3. Age: _____ (years old)**4. Education (check highest education attained):**

- In high school now High school graduate In college now College graduate
 Advanced degree Other (Specify): _____

5. Ethnicity (check one):

- Caucasian Black Asian Hispanic Other (Specify): _____

6. Profession (check appropriate category):

- Management Technical Professional Sales Clerical
 Education Student Other (Specify): _____

7. Current residence: City _____ Country _____

8. Have you participated in Special Olympics prior to these Games? (Check all that apply).

- Local Games Regional Games Other World Games Unified Sport
 Other _____

9. Are you a social media user (Ex. Facebook, Twitter, YouTube...etc.)? Yes No

(If “**Yes**” – please respond to Q10 – Q11. If “**No**” – please go to Q12.)

10. Please check social media services that you use **at least once a week (Check all that apply).**

- Facebook Twitter YouTube Others (Specify) _____

11. Via which social media services would you like to receive future Special Olympics information?

- Facebook Twitter YouTube Others (Specify) _____

Do not want to

12. What was the most memorable moment at these Games? _____

13. If you would like to receive future info about Special Olympics or the results of this survey, please provide your email info. _____

Thank you for your participation!