Surf Life Saving Australia

Surfguard Application

2007 User Survey Results and Recommendations

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Document Control

Document purpose	This document contains the results and recommendations arising from the Survey emailed to users in May 2007
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Version Control and Distribution

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1. EXECUTIVE SUMMARY

This survey has been organized and collated to ensure we are collecting factual feedback form the User Group themselves which has not been tainted by other mediums.

The survey was used to collect information on key areas of Surfguard including user demographics, usability information and support perceptions.

The survey results are mostly a collection of positive comments / results with some frank negative feedback.

The actions arising from this survey will include:

1. Distribution to SLSA Staff and IT&T Steering Committee for comment.
2. Distribution via the SLSA website to interested parties.
3. Enhancements to be entered into bug system from freeform text comments for inclusion in enhancement program.
4. Improvements to communication of information and business processes related to Surfguard
5. Discussion at IT&T Steering Committee to move some of the high end projects forward in the enhancement cycle.
6. Feedback to the User Group on progress
7. Re-run the survey in May 2008.

The information below is broken into the raw results and percentage responses and then the recommendations and comments.

2.   INTRODUCTION

2.1   The Purpose of the Survey

The purpose of the survey was to gauge four important subjects relating to Surfguard. These were:

- The Demographics of the User Group including State, Volunteer or Paid and Entity.
- Why, where and how do people use Surfguard and what for.
- What is the group's opinion of the Support and how can it be improved.
- What improvements can be made to SurfGuard's functionality.

The answers contained within these areas will allow the SLSA and the IT&T Steering Committee to plan for the future using factual and real life responses from our User base.

2.2   The Methodology of the Survey

The Survey was conducted using third party devised and hosted software provided by Survey Monkey. This software is used by other States in the Organisation to conduct Surveys. It is an annual subscription service paid for by SLSA.

The Survey was devised by the M-IT and sent to the IT&T Steering Committee and the Surfguard User group for review on 23/4/2007. Feedback was received from the review group and changes were made to the draft survey as suggested.

The Survey Group was extracted from the Surfguard User Admin area which contains the details of all Surfguard Users. Only those who had selected the Send Newsletter area of their account were used to avoid "spamming" those not interested.

A specific email address was created and used – being survey@slsa.asn.au so that the person conducting the survey would not have their email address known or their email inbox clogged.

The survey was sent on 3/5/07 in groups of 50 – 75 people to avoid clogging the email system. In total, 827 people were sent the survey with 26 email returns encountered meaning the actual survey group emailed was 801. It cannot be judged as to how many people actually read or saw the email but it will be assumed all successful emails sent were read. All addresses were placed in the BCC fields so as to not advertise any email addresses to the public.

2.3   The Questions

As stated above the questions were grouped into four broad subject areas. The questions are listed below:

Q1 Tell us about yourself – Club/ Service Name, State and Position held

Q2 Are you a Volunteer or Paid – Volunteer/ Paid / Both / Other

Q3 What do you use Surfguard for – Org management/ Patrols/ Member Details/ Incident reports/ Awards/ Other

Q4 How much time do you spend using Surfguard per week - <1-2 hours/ 1-2 hours/ 3-5 hours/ 5-10 hours/ 10-20 hours/ More

Q5 Where do you perform the majority of Surfguard activity – Home / Clubhouse / Work / Remotely / Other

Q6 How do you rate your experience with Surfguard – Excellent/ Good/ Poor/ Very Bad/ Other

Q7 How do you mostly connect to Surfguard – Internal Network/ Broadband/ Wireless/ Dialup/ Other

Q8 What Additional functions or feature would you like added – freeform text

Q9 How can functionality be improved – freeform text

Q10 The support – Have not used/ Good / OK / Poor / Other

Q11 Support Improvements – freeform text fields

2.4   The Response

The survey closed on 17 May 2007 – meaning the survey was open for 14 days.

The percentage of people who commenced the survey was 20.5% of those who were sent the survey.

The percentage of people who were sent the survey and completed it was 19.2% of the total.

The percentage of those who commenced the survey then skipped through it was 12 from 163 respondents. This represents 7% of the total who commenced the survey.

3.   RESULTS

3.1   Question 1 User Information

Q1 Tell us about yourself – Club/ Service Name, State and Position held

State	Response Total	% of Response
NSW	86	52.7
QLD	2	1.2
Vic	30	18.4
SA	22	13.4
WA	18	11
TAS	5	3.1
NT	0	0
TOTAL	163	

Position held	Response Total	% of Response
Members / Admin / Secretary	41	26.6
Captain / Lifesaving	37	24
Registrar	37	24
Awards / Chief Instructor / Education	13	8
Juniors (all jobs)	12	7.7
Treasurer / Finance	8	4.8
Competition Mgr / Dir	3	1.9
Presidents	3	1.9
Other (Branch, Surfguard etc.)	9	5.8
TOTAL	154	

3.2   Question 2 User status

Are you a Volunteer or Paid – Volunteer/ Paid / Both / Other

	Response Total	% of Response
Volunteer	121	80.1
Paid	11	7.3
Both	18	11.9
Other (please specify)	1	0.7
Total Respondents	151	
(skipped this question)	12	

3.3 Question 3 Uses

What do you use Surfguard for – Org management/ Patrols/ Member Details/ Incident reports/ Awards/ Other.

	Response Total	% of Response
Member / Person Details	134	88.7
Org. management (positions committees)	58	38.4
Patrols (rostering / attendance)	71	47
Awards / proficiency processing	97	64.2
Incident Reports	50	21
Other (please specify)	21	13.9
Total Respondents	151	
(skipped this question)	12	

3.4 Question 4 time

How much time do you spend using Surfguard per week - <1-2 hours/ 1-2 hours/ 3-5 hours/ 5-10 hours/ 10-20 hours/ More

	Response Total	% of Response
Less than 1-2 hours per week	35	23.2
1-2 hours per week	50	33.1
3-5 hours per week	39	25.8
5-10 hours per week	10	6.6
10-20 hours per week	14	9.3
More	3	2
Total Respondents	151	
(skipped this question)	12	

3.5 Question 5 location

Where do you perform the majority of Surfguard activity – Home / Clubhouse / Work / Remotely / Other

	Response Total	% of Response
At Home	96	63.6
At the Clubhouse	15	9.9
At Work	33	21.9
Remotely / On the road	0	0
Other (please specify)	7	4.6
Total Respondents	151	
(skipped this question)	12	

3.6 Question 6 perception of use
How do you rate your experience with Surfguard – Excellent/ Good/ Poor/ Very Bad/ Other

	Response Total	% of Response
Excellent / Easy to use	26	17.2
Good / Mostly happy	100	66.2
Poor / Barely cuts it	14	9.3
Very Bad / Unusable	3	2
Other (please specify)	8	5.3
Total Respondents	151	
(skipped this question)	12	

3.7 Question 7 connectivity
How do you mostly connect to Surfguard – Internal Network/ Broadband/ Wireless/ Dialup/ Other

	Response Total	% of Response
Internal Network / LAN / Work Network	18	11.9
Broadband / Cable / ADSL / Home	123	81.5
Wireless Internet / Next G/ Blackbery / Mobile	2	1.3
Dialup	6	4
Other (please specify)	2	1.3
Total Respondents	151	
(skipped this question)	12	

3.8 Question 8 additional features
What Additional functions or feature would you like added – freeform text

What additional functions or features would you like added to Surfguard?	
	Response Total
Function 1	52
Function 2	23
Function 3	15
Function 4	7
Function 5	5
Total Respondents	52
(skipped this question)	88

The comments below are taken directly from the survey and is included in an unadulterated way.

Ability to access membership details after a member has transferred to another club
Ability to add hours other than Patrol hours
Ability to draw reports for a particular award by club and by gender
Ability to filter out duel members hours from other club
ability to only work with current finacial members when doing requals/awards
Ability to up load club datat directly to surfguard
Abiltiy to email member, patrol captain and committee if person misses patrol
About members in Sls movement
Access to contacts from other clubs
Age group managers report -- names of financial members and telephone no:
Age Group Reports
All Patrols on one page with Ph. NOs
Alphabetical member list page rather than 1,2,3,4,5
An 'email member' icon to show when searching for a member as opposed to having to go into their records to get their email address
An on-line help or expanded FAQ section
Annual Proficiency Numbers
automatic age check for carnivals
Automatic new member list - for mthly board meetings
Automatic sign in sheets for jnrs
Batching of patrol hours
Batching of transactions
better reporting (ad hoc reports)
better reports
carnival enteries
Competition Entries
Competition Entries - save on dulpilcation
Competition results
competition results - points scored per person/club
Complete Child Protection fields
Create other users
custom reports could be easier to follow
Display a full list of members A to Z address contact numbers and DOB
Display a full list of members and patrol hours
Display a list vairous awards and the members that hold the awards
Don't open so many new windows
easier family mailing labels
easier grouping for reports
easy filtering system for information
Email reports of stats for weekend to committee
Emails to members
Events
Facility to record maiden names
Family mailing labels
Family mailing report
FAMILY MEMBERSHIP CATEGORY
Faster
Faster processiing
fit to page / reduce need to scroll
Gear photos
Get club award numbers not just a list of names

Getting member award data from previous clubs
group email functionaliy
Group type should include nippers
Grouping Blended Families
Grouping by age group should be easy
Help/User guide
Just get the award processing happening
Just get the mebership part right
Less time in upgrading details
less windows in system, making it easier to follow
Lifeguards
LOA in Membership Status
Local input of awards/ validated at State
Mailing groups automatically updated when membership details are changed
make it easier to check ages
Make it like surfmate
Make reports Mac friendly
Member notes that date stamps entry
Member photos
Membership category in first screen
Membership Category shown when you call up members
Membership catr. expanded to stooddown
Membership form to be the same order as Data Entry - I have sent an email about this is the past
More customised reports
more family friendly
more help
more reporting options
More standard 'drop down' junior reports needed
more summary options
more user friendly for new club people annually.
More user friendly Nippers stuff
Multi user and level access
New member (transfer/ rejoin) report
No Show - patrol report
Not rostered report
Online forms
Online user documentation
Optional Weekly Attendance Spreadsheet with auto calculations
patrol hours at each club for patrol and comp season
Patrol Logs
Patrol swap tracking
Pre prepared reports eg All bronze holders
Quick Competition Hours to date report
Quick email contact list building facility
Read only access for other postions
READ ONLY ACCESS for some club officials
Receipt information visible on 1st screen
Reminders for 10, 25 & 50 yrs service
screen layout assumes large resolution / couldn't find reports
State Carnival Entries

State/Branch Real-Time Incident Management
Summary: breakdown on Cadet Members (13*15yrs)
Surp Sports competition results
the ability of club and state programs to retrieve data from surfguard
the abilty to make custom screens
To comply with RTO requirements (which I understand is being worked on)
Touch screen patrol logs for beach
tracking of award status
transactions in the main window
U/18 Membership categories automatically change when member age changes into a new category
use to put competitors into carnivals
User manual
What additional functions or features would you like added to Surfguard?
workbooks

3.9   Question 9 use improvement
How can functionality be improved – freeform text

Can you tell us how Surfguard functionality might be improved?	
Total Respondents	85
(skipped this question)	78

The comments below are taken directly from the survey and reproduced here in an unadulterated way.

Quite slow, also process for transfers needs to be streamlined
1. Having to request the patrol log be reopened when you've forgotten something is cumbersome - I was waiting for days recently. 2. the second page for members where they go over the page takes extra time, could this be fixed so you keep going down the page.
1. I usually enter a months of patrols at a time. When I've finished entering a patrol's statistics it takes a couple of steps and considerable time to get back to entering the next patrol. Being able to o directly to the next one would speed things up. 2. It's frustrating having to enter dates with the full year, ie 21/03/2007. Most programms allow just the last two digits of the year 21/03/07. When you enter the patrol date as /07 it used to create a patrol way into the future. This might have been changed by now but it would be much better to be able to except the 2 digit version.
1. Speed   2. Time Outs to be extended - by the time we get through 3 pages of patrols it wont save because we get timed out and need to do it again.
1. Would like to be able to get an award report which prints all members awards even if they don't have any awards, so we can see whose awards we need to put in.   2. Would like to be able to request family mailing labels, one that would automatically put people with the same mailing address onto one label, at present when we want to send information to our members we print all the labels and just peel one off per family.
1.The Nippers at our Club go from U/5 to U14. We require further categories to segregate them and be able to print out a list of names and DOB for each Age Group.   2.On-Line Carnival entry forms should be connected to SurfGuard so that it automatically picks up the correct spelling of names, DOB and awards held.
A course on how to navigate it etc

ability to chase up awards that have been submitted to Surf House but not processed as yet - track online rather than via separate email.
Ability to have access to support more often.
Above section would help me as I am Tresurer of Nippers and Senior Branch, and under 14's are still regarded as nippers.
Addition of explanation and criteria for awards. Some way of logging information i.e. time a member was away from the movement(i.e. for patrol service award calcs etc.) Some easy way of changing a members surname after they are married.
After a patrol log has been closed a request has to be made to reopen the log for some amendmants to be made. This should be allowed to be done by the person who created and closed the original entry. I'm still waiting for one to be reopened from 12/2/7.   Also automatic entry of protection form completion. As this is predominantly completed at registration the dates are the same and you can update for the current season and form at the same time.
An improvement in maintaining patrol teams. The patrol team members change frequently (certainly when rostering new bronze squads). It is quite clunky to enter each patrol team and save. A format similar to an excel spreadsheet where you can drag and drop would be very simple
As I don't use Surfguard for any other function I am in no position to offer you any suggestions.
At times the standard reports are not designed well, with the end-user in mind. However, I do just customise a new report if required.
Better / easier to use reports.   COMPLETE USER GUIDE
Better Instructions
By adding a little help logo similar to the office manager used by office, for functions that I only use rarely and therefore have to reacquaint myself with
By making it like surfmate in Queensland
cant think of any
Capacity to add multiple members of the one family at one time without the need of having to repeat entering same basic information re addresses, telephone numbers, emergency contacts etc
Designing reports - probably just me but not obviously easy to do.
Documentation, all clubs and branches to embrace the system and maintaine currancy of data. Reports and forms produced by LSV and SLSA and Surfguard should match entry screens layout and detail required. This may meean alteration to either the screen/database or the forms. Regular information updates on current and future changes. For past 12 months I have not recieved any information in this regard after repeated requests at both state and national level.
Dont need to change any thing on my side of things
Family mailing report. The need for an update handbook with step by step instructions, particularly with respect to custom reports.
Faster, always faster
flexibility to print out all patrol groups and rosters on one page
FUNCTION TO ADD FAMILY MEMBERS TO PARENTS IN THEIR   MEMBERSHIP WINDOW.   I THINK THERE IS TOO MUCH INFORMATION BEING ADDED REMEMBER THE 'KISS' PRINCIPLE.   ABILITY TO MOVE PATROL TEAM MEMBERS FROM THEIR ORIGINAL PATROL WHEN NECESSARY.
Get the input to match the relevant form so that you don't have to keep jumping all over the place.
hours down 'no shows' from patrol rosters as a report (not a custom report) and calculate 'make-ups' against the no shows
I have lots of problems whilst entering patrol hours etc, one is if someone does a sub for someone for half a patrol and not the whole thing. When you allocate people into positions e.g. ARC, IRB driver it then brings their name up twice in the list where you enter the patrol info. If you mark someone as Not Rostered/Excused it still gives them the hours.   Perhaps a system to streamline when you are entering in at the beginning of the season which patrols are doing what days and the hours. FOr example a list of days where you can just click the date and time span, common time spans could be entered such as 9-5, 10-2, etc etc.

I help prepare address labels for our mailout I find it frustrating that I cant print them out straight from surfguard as the label size isn't a common one.   I therefore download the data via excel spreadsheet and print them out using the merge feature in word.   This is time consuming
I think it is going okay for the present time
I think it is OK, Transfers can be time consuming waiting for other members to complete their tasks, It would be good if we had the repective clubs email on the tranfer screen so we could send them an email to tell them we are waiting their reponse
I think it should be thrown out
I think it works fine as it is
I will leave that to the club users
Improve the reporting usability
Integrate member details with ability for members to update their own data via Club website Similarly for email addresses   Produce newsletter mailing list allowing for families at same address.
Internal Age categories should change with each new season automatically, many hours of work changing kids from U/8 to U/9's etc.
It is clumsy and not very intuitive - Patrol maintenance is slow and cumbersome
It is far too complicated and detailed ie the information you require within the sections. For example: Member details - you ask for about 5 different phone numbers for a person. Blood types etc. Is this really necessary for the small country type clubs?
It is not easy to use. There are so many diffenent functions. For volunteers having to sit and upgrade member details annually takes too much time. Club people after 12 months to 2 years say 'I'm not doing that again' It is simply nmot user friendly. Most club people are volunteers and are loosing the enjoyment of being a clubbie! by updating the computer all the time...
It is time consuming (especially on dialup) having to wait for every page to come up whenever you click on a link or heading. It would be better if sub headings were inserted under main headings, rather than having to wait for the page to come up each and every time
It must be improved greatly! It is extremely hard to negotiate. A very frustrating programme and one that I spend far too much time on doing simple tasks.   It is difficult to find where to log reports - you go into report logs and you have to search through too many reports, incident reports are not clearly labelled for example.   After adding a new member or editing a member, the list reverts back to the very first name and you have to go back to the page you were on again to continue.
It needs to be much faster at processing. I have a lot of data to enter but so much time is spent waiting for the data to be accepted by the system and the next screen returned. Makes my job so much harder than it needs to be. The lack of processing speed is the same no matter how fast my Internet connection is.
It would be good if you could call up a history of members, to see how many years they had been financial as this helps with 25 year awards, as it is now once you renew them for the current season you can't see if they were financial last season or if they had missed some seasons.
it would be good to be able to access details of Captains etc from other local surf clubs
It would be great if we could send newsletters/ emails out to club members via Surfguard (as it already has all the emails stored and updated). This would allow more than one person to send emails out Dir Admin / Publicity officer.   The functionality could also allow targeted emails to select groups ie Patrol members, masters, seniors etc   At the moment we have to manage too many email lists.
Less pop up pages.   Less steps between award entry and being sent through for processing

My comments are basically confined to the Competition role I hold at the club but may have implications elsewhere. By and large it is a vast improvement on previous systems I have used as a club registrar and in the competition director's role. We are a reasonably big club so managing large numbers of members in all sorts of different roles within the club can be a challenge - especially competition where I am dealing with younger competitors & their parents right through to masters. I have found Surf Guard frustrating when trying to construct lists to help with this management, eg. Compiling a quick list of all U15s who may be potential competitors. Looking ahead I feel this would be essential if Surf Guard develops a carnival entry system to replace the current (very tiresome) interfuse systems for State & National entries - While not perfect, the Sydney Northern Beaches system of Surf Cans & Surf Trax has some good ideas in this area but was still tricky to use at times. To facilitate the above I would like to see is a 'list builder' - For example a quick way of flaging members from an alphabetical list or category list. The flagged members can then be very quickly reviewed - this would help a lot when dealing with competition groups. EG. Members who have reached their competion hours or eligible members based on awards or financial status. (I conceed these may already exist but when you are a volunteer and time is critical (I work 60-70hrs a week on top of the club involvement), speed is vital and much of my knowledge on Surf Guard is self taught - no one else new how to use it either!)

names on listing should only be current patrol members,will make it easier to scoll down the names when lodging patrol hours

None just get the membership and awards modules right and functional so that we don't have to spend so much time and effort.

Not really sure, just find it slow and time consuming to enter data, lots of up and down and sideways scrolling. Also can't use some characters or abbreviations

Older members and older members transferring into the club that do not have details of their awards within the Surfguard system present a problem with proficiency exams, etc in that their name will not appear in drop down lists as Surfguard has no record of their awards. Someone at State needs to feed the old award records into the system rather than insisting individual clubs should chase up the info. After all the awards are processed and recorded by State at cost to the clubs so in my opinion it is a State responsibility to maintain.

Only those members that have the Prerequisites for an award should appear on the list to submit for a assessment

Open-Ended Response

Overall I believe Surfguard works very well. We have difficulty with access to Surfguard as it often drops out. This may be due to our internet connection as opposed to a Surfguard problem though. I think it would help if Surfguard was able to 'talk' both ways - with the ability to upload data into surfguard such as patrol rosters, membership details etc. This would help if we were doing online membership renewals through our website and could automatically load the information rather than having to manually input all the changes.

Patrol rosters did not update properly this season. The changes all appeared on the Surfguard database but they would not change on the reports that were generated.

Proficiencies can be entered many times over during the current season. Award prerequisites need to be applied before any new award is put forward

Provide a full list of members to view, indicated active or archived and be able to amend member club details on the list and be able to move on to the next member without having to go into FIND A MEMBER.

Refer increased functationality suggestions

Reports - Flexable season date for summery report function. Select more than one award catagory in reports not in sequence

Reports could be improved so that only current season details are shown, not the whole clubs history. Patrol hours for competition should be simplified. It should be possible to change membership composition of patrols during the season so that it does not effect a members competition requiremems. EG OUR HOSPITAL SYAFF MEMBERS AND PARAMEDICS DO HAVE SHIFT CHANGES DURING THE COUTRSE OF A SEASON

Seems pretty good to me.

Should not show hours as arrears if total hours exceeds or matches rostered hours. Should only show deficit if in arrears in total and/or no show hours.   Would like to see patrol hours at each club reported separately, eg hours at Henley and hours at Chiton Rocks separated out on logs.   The speed of the screens is increadibly slow and needs to be upgraded.

Should not show hours as arrears if total hours exceeds or matches rostered hours. Should only show deficit if in arrears in Total hours and/or 'no show' hours.   Would llike to see patrols at each club. eg, hours at Henley slsc and hours at chiton rocks slsc. had to do this manually via the patrol logs.   Make the system Mac friendly.   It's a really good system in general.

Simpler Menus and Formats to allow easier navigating for new users

Simplify Custom report area

SIMPLIFY THE REPORT'S

Some form of induction/training product or manual would be good. I have learnt predominantly through trial and error and while I find it reasonably intuitive and easy to use, training would have helped

Statistical reports would greatly assist all levels of surf life saving

Suburb or town does not match postcodes. No always user friendly when it comes to printing reports.

Surfguard very good to use. I would like to see the receipt details visible on 1st member screen. Makes balancing easier.

The form needs to cater better for Junior Coordinators. Typically, they need printouts to: 1) check registration, 2)list names, medical details and emergency numbers 3) Record awards achieved. They need grids with season dates for attendances and to be able to have club automatically listed by age group for carnivals. Currently, all information must be cut and paste and is not efficient.   I was new to the job of Junior Coordinator and it looks very much like the database and query engine was not set up to help me much at all.

the reports side of it needs to be a bit more user friendly

The rorting area seems to have some problems as sometimes some of the searches do not reflect details stored on Surfguard site.

The system has come a LONG way since it's launch and things like the copy member etc are very helpful.   I still find the reports section lacking for when you want to be very specific in your reports.

THIS MAYBE SOMETHING THAT IS IN THE PIPELINE AS WE SPEAK.... BUT... HAVING MYOB BUILT INTO THE SYSTEM FOR THE MANAGEMENT OF TAX INVOICING AGAINST AWARD SUMMARYS WOULD BE GREAT & TIME EFFECTIVE FOR MY POSITION OF AWARDS CO-ORDINATOR

Training system for features of the system, maybe an icon which can be clicked to the side with a point by point process steps.

Transfers are a problem if delay if losing club not proactive or forms not completed by member. Would like to be able to print reports of awards details for the club for a season without having to check each member individually.   Flag members coming up for 10, 25 or 50 years long service etc.

When a patrol member has a 'no show' it would be good if the time reverts back to '0' instead of still showing the patrol hours for the roster , ie, 9.00 to 13.00.

When accessing member data/awards, not having to close each screen and then re-inquire to open up 'member search' every time.   Ability to select only 'financial members' when doing any analysis or requal type dat input.   Reporting module to have better functionality fir filtering out unwanted categories (such as use crystal reports) rather than the all or nothing which is current.

When patrols are entered although the person has completed all patrols, the reports show they still have a deficit. This could be corrected.   A training manual should be produced, if i away there is no easy way of getting someone to use surfguard for me.

Would be good for surfguard and the carnival entry software to be linked...

would be good to have a templates that we can update off line and then upload to the server. for example to add multiple users off line and then upload the data later rather than waiting each time for each record. this could be extended to filling in patrol logs too. Entering patrol hours in logs is too fiddly. Clicking on drop down boxes and selecting times from long lists. I would like to be able to type times into the field in say 24hr format and tab to next field. would be a lot quicker for me. Cannot select multiple conditions in patrol logs. eg it might be rainy for only a part of the patrol and fine for someother part. the wind could get stronger throughout a patrol etc.

3.10 Question 10 support rating
The support – Have not used/ Good / OK / Poor / Other

	Response Total	% of total
Have not used support	31	21.1
Good	84	57.1
OK	13	8.8
Poor	4	2.7
Other (please specify)	15	10.2
Total Respondents	147	
(skipped this question)	16	

3.11 Question 11 support improvement
Support Improvements – freeform text fields

Total Respondents	38
(skipped this question)	125

A user manual would be good.. Showing verbally all functions, and how to work through them, also it is something that a new club official can read and get a understanding of the functions of surfguard.
Already a very good system with very good support in comparison to most other net based applications
Andrew Henry at State Centre has done an excellent job of trouble shooting the entire State's IT and database queries.
Bring back the Surfguard Email List or create a Discussion forum. I think the email list is more effective and gets a lot more input than what a forum would.
Congratulations on undertaking this survey. I would suggest that this survey could again be completed during the Lifesaving Season between November to April when Clubs are using the system and concerns and ideas are fresher in our minds.
give us some training and help booklets
Great work and I am looking forward to all the enhancements that are about to come on board. Most of the things that have been an issue in the past have been addressed. Maybe a report on enhancements still being considered would be helpfull. Thoughts from others could stimulate the new inovation process.

I am an experienced PC user but an inexperienced surf lifesaver. I found it frustrating.   We need some experienced junior coordinators to get together to think of the sorts of forms it would be useful to print off.   Imagine, for example, if events for an upcoming carnival were already listed on a table. the 'dream' might look like this ...   1. Select Carnival date on Drop Down Menu 2. Select nippers attending 3. names automatically sorted into age groups with blank lines for changes or fill ins from other age groups. 4. User asked would they like printouts of medical info and emergency contacts of those attending carnival. 5. User asked if they would like to print off blank grids with lists in age groups for other reasons. Each sheet could then be printed and/or exported to a Word / Excel document. At the top of each sheet would be the name of the club, carnival name, date and venue. At the bottom might be special announcements / considerations for the day.   Using technology well is not about asking, 'How can we use the technology to do what we've always done better,' it's about asking the question, 'What is now possible with the new technologies.'   I am happy to explain these ideas further.

I believe there still is some issues in relation to tracing where members obtained there bronze medallion number if it isn't in the current system. Many members either haven't received there medallion/card or it was misplaced over the years. It can only be solved if registrar's had the facility to access the old system to do their housework on different members, therefore there would not be a backlog on different awards obtained during the earlier years.

I can't think of any at the moment but I'm sure I'll remember when I get into it again.

I find surfguard more than fills the needs I have

I used 3 times all worked well 10/10

I would like messages to be used more. I think that SLSA could send a broadcast message to all clubs when new bulletins and circulars etc have been added to the SLSA website. I find that I have to check the SLSA website constantly and search for new information - we never get enough info through the email notification type system. There was an incident where our club narrowly missed a deadline - we didnt know of a particular form until I searched for it. We had never received an email advising us that it existed.   I have complained about this recently and have emailed SLSA, but never received a reply.

I would like to make sure only Branch gives access to passwords, Hunter Branch monitors users yearly. We have had a user given access to Surfguard not through us, and without notification to us. She does not attend Education nights and and has caused hell in her club.

Keep it simple as most members may not be good at working the computer

Maybe a user manual would be helpful

Need a faster turnaround when requesting a log to be reopened, or a contact name and number who can help out (Having said that, I now know who my contact is but it would have been a great help earlier on in the season).

Need a manual or training sessions

No more than happy with the assistance received by both email and telephone.

None. Good luck with your survey, Regards, Betty   PS. If you have any suggestions how I can connect with Surfguard to enter some incident reports I would be most grateful.

Not a comment re support but from a user perspective - it would be great as a user to be able to correct transactions. May be a question as we go to save eg Is this what you want saved? If not allow us to change it. Then confirm. Once we confirm its in your jurisdiction.

On the occaisions I needed help it was generally late at night while I was working on things at home - Phone help was not available and emails while solving the problem, was generally the next day or so before an answer was available. A 24hr help desk would be good but I realise this is 'wish list' item. While the role of actual data entry is left to only one or two volunteer office bearers in our club (mainly for security and privacy issues), there are a number of other office bearers who regularly need 'look up' or reporting facilities. In our club it is people like the Treasurer, Club Captain, Chief Instructor, competition director etc...   Therefore it would be good if you could produce an 'office bearer' user guide. For example a guide for Club Captains as to all the facilities available (building patrol groups, recording hours, logging incidents etc. For the Treasurer a guide to the financial status of members, the gear register etc.   Nippers Chairpersons & their committees often need to be able talk to their members specifically about very different issues to the rest of the club so helpful guides for their committe might also help eg 'how to build a nippers email list' or age group list for age managers to call roles each week.   Because the Surf Guard users will often change each year as the volunteers move

in and out of club roles - this type of 'bring you up to speed fast' guide would be a very helpful resource. Having resources like this might also help when there is a reliance on just one person to do it all (which does happen). It means if they leave the role the club need not become impotent while someone else gets up to speed.   Another suggestion might be to create a 'users circular' with two or three tips on Surf Guard use. A 'did you know....' section might also help.   This might be sent out to all club secretaries each month or so for distribution to all club users.   Hope this helps - thank you for the forum to discuss.
Only other thing would be with end of season and processing of awards. If there is any hold up on certain awards/proficency if contact could be made to the club on what the problem is as clubs enter details and presume they will be processed in due course but sometimes they are held up for varius reasons.
Open-Ended Response
Our experience is as bad as could be. We have given up.
Reply to messages within 24hrs
Revert back to monthly newsletters to all registered users and involve the state branches to ensure the system development meets all national needs. State user groups with quaterly meetings may be a solution here. I would be happy to spend 5 hours every 3 months if I knew it would save 3 hours every week.   I would be very interested in knowing the response rate to this survey from Victoria as from my experience the commitment to surfguard is sadly lacking from State level down.
someone I can call to guide me through when I need help.
Surfguard needs to be simplified.
The messages section below the log in page is very useful to find out about updates/changes etc so keep this up.
The response has been very good
the service has always been good (sometimes a better understanding of Surf Life Saving would help, but the guys always do their best)
There needs to be a simpler solution to amend incorrect or duplicate entries within the membership database.
To be honest my use is very basic. I have no handbook nor have I done a course which probably should happen. But it seems pretty good to use and you have a help line, which I haven't used but I have sent queries which were answered. I have no complaints, when I understand the system more I could maybe offer suggestions then.
Training / Tutorials
training sessions would be good, I've picked up my knowledge by trial and error. Is there a manual?
Tried to have additional postcodes added for Mail Centres but support said they couldn't help even though Surfgaurd won't accept the postal address. e.g. Gateshead NSW 2290   Gateshead DC NSW 2290 (Delivery centre)   (where club post box is, plus some members postal address)   They are in two different locations.
We have members who have done awards at other clubs 35 years ago,surely there must be a better way to view or get their award data assigned to our club than instigate a transfer.
would like a patrol listing at the end of the season to show who did 100% percent of their patrol or the hours they did in one printable listing,instead of having to key each name in at a time

4.   ISSUES AND RECOMMENDATIONS

4.1   User Information

The State response rate was roughly equivalent to the distribution expected to Surfguard users within each Club for the States where Surfguard is used.

The functionality distribution is roughly expected relating to the modules and functions within a Club or other Organisation. The largest groupings were in the Secretary/ Admin, Club Captain/Lifesaving and Registrar/Patrols.

The assumption here is the greatest coverage for training and targeted assistance should be to these three groups to cover 75% of the existing user base.

4.2   User Status

Over 80% of Users are volunteers. This emphasizes the fact that any development work performed should be aimed at volunteers to ensure ease of use and efficiency. More than 11% of users perform both voluntary and paid work in Surfguard showing the fact that even paid staff contribute voluntarily at some level.

The paid only category reflects the fact that paid employment of administration Staff in Clubs is still in the smallest minority of 7.3%.

4.3   Uses within Surfguard

The function most used by the users is the Member/Person details area which reflects the maturity and importance of this feature. A connection could also be drawn between this function and the compulsory nature of the membership form.

4.4   Time spent in Surfguard

Most Users spend between 1-2 hours working on Surfguard per week (33%). If extrapolated out over the year this amounts to over 50,000 (2 x 200 x 50) hours for this group in Surfguard.

The next largest time consumers were 3-4 hours a week on Surfguard at 26% which again amounts to more than 31,000 (3.5x180x50) hours using Surfguard.

It would need to be assumed that most of this time is spent by Volunteers rather than paid Staff.

An issue to investigate will be how can we reduce the administrative workload on volunteers who are spending more than 100,000 hours a year in Administration (using Surfguard. Some suggestions might be:

- Reduce duplication of paper and Surfguard entry
- Electronic forms which move the burden to members
- Workflow solutions which remove paper based processes.

4.5 Location of Use

An interesting statistic is thrown up by the Survey. More than 63% of the respondents use Surfguard at home. The next largest group is using Surfguard at work – 22% whilst only 10% use Surfguard at the Clubhouse.

Some conclusions could be drawn from this being:
1. Surfguard is convenient and allows for work to be done in the most convenient place.
2. That there may be some issue with using Surfguard at the Clubhouse (such as business, slow internet etc.)
3. If the majority of those who use Surfguard use it at home, what services are provided to members at the Club (which are typically performed by the same person).
4. Security of data / paperwork that is being transported to and from the Club to be processed and where this information stored once processed.
5. Do we need to arrange or concentrate on broadband to Clubs if most don't use Surfguard at home. Is there a cost transference to members who use Surfguard at home/work.

4.6 User Perception

There seems to be a good response to Surfguard generally being that 66% of Users found Surfguard Good/Mostly Happy with its use and 17% of users found Surfguard excellent. This totals more than 80% of the Users surveyed a typically higher than average result.

Six of the eight respondents who ticked 'Other' and specified also wrote comments that were in the good / excellent range.

No adverse comments were made especially buy the two responded who selected Very Bad/ Unusable.

4.7 Connection type

Most people connect to Surfguard using Broadband of some description. More worryingly, 4% of users are using dialup to connect to the internet of which Surfguard will not operate satisfactorily. The next group of respondents use their work internet to connect to Surfguard.

4.8 Additional features and improvements summary

A summary of the features and improvement comments is listed on the table below :

Feature / Improvement	Number of mentions
Membership area & transfers	11
Organisation Mgt	1
Patrols	5
Lifeguards	1
Reports	31
Email	4
Direct / access to other Club data	10
User Guide/ Training	6
Data integrity	2
Event management	9
Other / Usability	5
Speed	6

Some conclusions that can be drawn from the summary of additional features and improvements could be:

1. More effort needs to be placed in the reports area, especially the standard reports.
2. A project needs to be developed to allow for Online registrations, especially member renewals
3. A User Guide is required urgently
4. Event management remains and important feature not developed as yet
5. The membership area still needs work being the most popular feature.
6. The internal speed of the database needs to be investigates to ensure it is running at its optimal speed.
7. The Patrol enhancements should be implemented prior to August 2007.

A list of the current enhancements recorded and are due for implementation over the next 18 months is listed below (Note: this list will change from time to time):

Bug#	Title	Application	Severity
680	Nippers Module	Nippers	1-Critical
1003	IRD - Address field	IRD - Address Field	2-Very High
1001	IRD - Age	IRD Age	2-Very High
941	Membership - Test QAS	Membership - Test QAS tool	2-Very High
923	RTO - Awards data cleanup	RTO - Awards data cleanup	2-Very High
889	SNB - Surfcans Data export feature	SNB membership / Surfcans export	2-Very High
792	Address/Contact List	Address	3-High
1016	Perform Pre-req checks on candidates selected if user changes the assessment awards	Assessment Request	3-High
960	Award - expiry date fix	Award - expiry date fix	3-High
876	Service Awards - form template	Awards - Printing	3-High
1012	Internal memberships in bulk processing	Bulk processing	3-High
917	bulk child protection checkbox & date	Bulk Processing in	3-High

		Members Module	
37	displaying/searching by the club name for branches/states	Find Members	3-High
800	General - Display Server Load	General	3-High
789	Help Manual	Help	3-High
996	Lifeguard Management in Surfguard	Lifeguard management in Surfguard	3-High
992	Membership - archived date Reports	Membership - archived date Reports	3-High
880	Qld Data import to Surfguard	Membership - import data	3-High
927	Committees - national level selection of names	Org Management - committees	3-High
975	Patrol Module - IRD	Patrol Module - IRD	3-High
764	Patrol Stats - without a Patrol Log	Patrols	3-High
737	Patrol Stats Report	Reports	3-High
738	Patrol Stats Report - Weather Details	Reports	3-High
779	Reports - Member Patrols	Reports	3-High
971	Add DOB to the "Current Award Report"	Reports	3-High
995	Avoid multiple refreshes when specifying report criteria	Reports	3-High
950	"pending award" report for members still in assessment requests	Reports / Assessment Requests	3-High
966	patrol report to list members who have/have not achieved a certain number of hours	Reports / Patrols	3-High
942	Statistics Summary Display	Statistics Summary Display	3-High
1015	Summary - Patrol Hours	Summary - Patrol Hours	3-High
1010	Summary Screen - Stats	Summary Screen - Stats	3-High
633	pool swim times needed on the form 14	Assessment Request	4-Normal
796	Assessment Request - Ability to change exam date	Assessment Request	4-Normal
1008	Awards - attendance sheet	Awards - attendance sheet	4-Normal
1005	Awards - timed swims	Awards - timed swims	4-Normal
499	Membership Categories	Awards/Membership Categories	4-Normal
955	flag awards/proficiencies that are no longer used	Awards/Proficiencies	4-Normal
974	Calendar / Reminder system	Calendar / Reminder system	4-Normal
531	carnival entries suggestions	Competitions	4-Normal
782	Competitions Module	Competitions	4-Normal
817	Integrate a BUGS application into Surfguard	General	4-Normal
767	Long Service Awards	History	4-Normal
77	List Members using letters instead of page numbers	List Members	4-Normal
512	Mailing Groups in Member Edit Screen	Mailing Groups	4-Normal
808	Maintenance Screens - Occupations	Maintenance	4-Normal
809	Maintenance screens - Seasons	Maintenance	4-Normal
810	Maintenance screens - Membership Categories	Maintenance	4-Normal
811	Maintenance screens - Membership Status	Maintenance	4-Normal
812	Maintenance screens - Drivers License Types	Maintenance	4-Normal
813	Maintenance screens - Titles	Maintenance	4-Normal

814	Maintenance screens - Relationships	Maintenance	4-Normal
816	Maintenance screens - Transfer Terminologies	Maintenance	4-Normal
903	Member import	Member inport function	4-Normal
899	Member Search - Sort by Address	Member Search	4-Normal
908	Ability to archive by membership category	Members	4-Normal
907	Problems with the address and postcode fields	Members, Organisational Management	4-Normal
799	Find Member - include Transferred Members	Membership	4-Normal
915	Membership details - ID	Membership details - ID	4-Normal
1014	possible 'additional member info' link instead of new additions to main member screen	Membership Edit Screen	4-Normal
597	Add a checkbox for filled out decleration form as well as child protection form	Memberships	4-Normal
854	Surfguard Web Service	Memberships	4-Normal
991	ORG Details - GPS reference	ORG Details - GPS reference	4-Normal
893	Patrol Hours - past seasons	Patrol - past season	4-Normal
699	Print a patrol log straight from surfguard	Patrols	4-Normal
739	Patrol Log Stats	Patrols	4-Normal
838	Patrol Logs - Integrate IRD into patrol module	Patrols	4-Normal
780	Patrolling Members vs. Active Members	Patrols and Memberships	4-Normal
905	QLD Conversion activities	QLD Conversion activities	4-Normal
671	Heading for reports	Reports	4-Normal
859	Add totals to branch reports	Reports	4-Normal
891	Reports - Service Award calculator	Reports - service awards	4-Normal
1013	Career totals report for members patrol hours	Reports / Patrols	4-Normal
669	Transactions - Create Invoice	Transactions	4-Normal
833	Accounts Update Reminder	User Accounts	4-Normal
664	bulk transaction option	Bulk Processing	5-Low
749	Mics changes to the custom report	Custom Reports	5-Low
107	email directly from members details	Email	5-Low
341	email notifications of new transfers, outstanding assessments etc (customisable by the club)	Email	5-Low
413	ability to email renewal forms etc, directly from surfguard to members with email addresses	Email	5-Low
635	ability to create an email contact report to be imported into Outlook	Email	5-Low
178	Automaticallt make the first letter of certain fields as a capital letter	General	5-Low
241	Capture all page information when click the "Report a bug" link, use own contact us form	General	5-Low
337	only have "are you sure" messages when required, not for everything!	General	5-Low
747	Date Inupt	General	5-Low
44	The need for Membership History to trace members club history/awards etc	History	5-Low
523	Transferred Out Members Historical View	History	5-Low

524	Historical Data	History	5-Low
123	user specifies how many members to show per screen in the lists	List Members	5-Low
939	List Members - Criteria selection and Sorting	List Members	5-Low
412	Ability to choose the name displayed on a primary mailing members label	Mailing Groups	5-Low
878	Member ID for Emergency Contacts	Members	5-Low
49	add other page into membership controller	Membership	5-Low
931	Automatically make first letter of members name a capital	Membership - detail entry	5-Low
920	set a persons age when they become deceased	Membership details	5-Low
924	postcode generation when suburb entered	Membership details - address	5-Low
35	Suggestions for Occupation list	Memberships	5-Low
199	dropdown list for blood type	Memberships	5-Low
489	add photo's to members information etc	Memberships	5-Low
775	Update membership categories based on age	Memberships	5-Low
945	Notification when a member gaines an award causing a membership category change	Memberships	5-Low
784	Color code menus	Menus	5-Low
949	New Assessments - Only display members that need to requalify	New Assessment Request	5-Low
884	Gear and Equipement Reports	Organisational Management	5-Low
885	Example Date in Gear and Equipement	Organisational Management	5-Low
496	option to upload club cap on the club entity details screen	Organisational Management - Details	5-Low
781	Patrol Log Graphical Input	Patrols	5-Low
935	Record members hours spent in IRB only during a patrol	Patrols - IRB hours	5-Low
762	IRB Log	Powercraft Log	5-Low
219	Reference Data Reports	Reports	5-Low
721	printing of membership cards	Reports	5-Low
819	Membership Renewal Form - Address in Window	Reports	5-Low
989	Members in Assessment Request Report	Reports	5-Low
988	Incorrect Address Report or Area on home page	Reports / Home	5-Low
921	Automatic report generation and email to users	Reports/Email	5-Low
855	Branch Summary Page Update	Summaries	5-Low
436	add custom transaction options	Transactions	5-Low
846	Electronic Payments	Transactions	5-Low
916	User Admin - Group permissions	User Admin - Group permission	5-Low
774	More members per page on form 14	Memberships	6-Not Important
189	change the exit button to Log off	Menus	6-Not Important

4.9   Support rating

Support seems to be highly regarded amongst the user community with more than 57% stating support was good and 9% stating it was OK. That accounts for 66% of the user community who are happy with support.

It is surprising that 21% of the user group have not used support for various reasons. One comment was that it needs to be available out of business hours as this is when volunteers need it most.

Only 2.7% of respondents though the support for Surfguard was poor.

4.10   Support improvement

Most of the comments related to support improvements were based around:
- General positive comments on support both at an SLSA level and State level.
- Old award entry and other process issues not related to Surfguard but to a lack of understanding or an issue with business processes.
- Better communications to the general user group via email.
- Better training / help or User guide to assist

END OF DOCUMENT