

JAWS 2011 Evaluation Results



Below are the results of the Evaluation for JAWS 2011. The comments have been edited as there were several with the same theme. Thank you to those who took the time to complete the survey – your feedback is valuable and will certainly be taken on board, wherever possible for the next JAWS.

Which category best describes your organisation?

Local Government	81.6%
Central Government	2.0%
Regional Sports Trust	4.1%
Private Company/Corporation	8.2%
Not-For-Profit	4.1%
Self Employed	0.0%
Other (please specify)	

Which category best describes you?

CEO/GM	5.8%
Senior Manager	21.2%
Facility Manager	42.3%
Team Leader	19.2%
Other (please specify)	11.5%

Conference Programme & Event Organisation	Excellent	Very Good	Good	OK	Poor
Programme	10.00%	54.00%	27.00%	9.00%	0
Duration	22%	45%	27%	6%	0
Venues	40%	42%	8%	10%	0
Catering	8%	15%	29%	35%	13%
Organisation	19%	46%	23%	12%	0

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Comments

Wide variety of information.

This was my first JAWS and I was really impressed with all of the above

Not enough seating for lunch/morning, afternoon tea

Dinner was nice, but lunches no so good

Great time!

The catering on the Thursday was not up to the usual JAWS standard. Huge improvement on Friday

Bus was a let down was looking forward to going to that facility

Timing between presentations often didn't flow due to particular presentation going over time

I rated the catering as 'Ok' because I think there could have been a better variety of food available for the Te Papa meals.

More seats especially for lunch, nibbles on Wednesday night very sparse, long wait for courses on Thursday but food was beautiful

The catering for the dinner was very late and was cold when it arrived. Think we could have got a bit more of a selection/choice for food

Felt a bit disjointed this year but understandable considering the changes in play

Please rate the following statements

	Strongly Agree	Agree	Disagree
The sessions explored important and current industry issues	19%	75%	6%
The sessions added to my understanding of aquatics	13%	79%	8%
The information delivered has reinforced my knowledge of current best practice	27%	67%	6%
The information delivered will enable me to make positive impact on my organisation	21%	69%	10%

What key message(s) did you take from this conference?

Better understanding of how councils function and more understanding of pool operation.

importance of structure training.

have a time out for thinking

solar heating option for pools

make your opinion known to have an input on decisions being made

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Key Message(s) cont...

Julian Todd had a big impact, his honesty and Logical nature of his decision and procedures with managing staff. Don't know the guy but awesome!

Innovation and more for less

Information about community, staffing and marketing

hearing more about the state of childrens swimming ability and what we can do to be of further assistance

Look at how we measure ourselves - programmes, delivery to community, energy consumption etc.

The industry will see some great movements forward from the work done by NZRA

Talking to people from other pools

The innovation and opportunities that can come from thinking outside the box.

There is so much more we can do with our Aquatics facilities. It is about a lot more than the water.

Innovation

I'm new to the industry so I now understand the size and scope of the sport and recreation industry.

That our complex is up to date if not ahead with aquatic structure & programmes

its an ever changing system we are working in and it takes time to get it all right work in progress

The Aquatic Industry is in great hands

Liability, the importance of recording every little thing that happens in your facility and the importance of keeping records

We need to have more communication between facilities in the industry. The feedback from other facilities on current policies.

The changing way of doing things like PoolSafe, New Lifeguard award, how we get messages to our customer current or new.

the importance of the application of pool alone rather than changing the age limit

What changes will be implemented at your organisation as a result of these key messages?

Continuing to challenge the way we do things so that we continue to improve.

more focus on training life guards

Take on board information gathered from Julian. Nothing wrong with admitting you've made a mistake! At least you were making an effort!

Small tweaks with our Water testing procedures and a few changes in staff management

Stick with what's working

DOL process and feedback

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I'd like more time to mingle, perhaps in an open forum.

To Become Pool safe

I was especially interested in the fit out at Stokes Valley pool. We are looking at something similar.

Working closer with the Swim 4 Life initiative now that I understand their direction.

Encouraging staff to come up with innovative ideas.

Community engagement.

Start using social media.

Definitely business thinking and innovation thinking

discussions that explore alternatives in training to get the best from staff

Message passed onto staff about each lifeguard/staff responsibility

Keep doing what we are doing but more actively

Ensuring the processes and policies we currently have in place, are in line or further ahead than others.

Affirms present developments.

We are on the right pathway

What was the best thing about this JAWS conference?

Meeting new people in the industry and learning from their experiences

Great speakers and fantastic time

Listening to some good speakers and catching up with other people

Sir Ray Avery was inspirational. Good use of video footage to get the key messages across. This helped make some of the sessions interesting.

The chance to get together with managers etc from all over.

Catching up with people and sharing ideas. Assurance that we are following industry standards and are up to date with any changes.

The topics and calibre of speakers.

The very real possibility of making this a great career path.

The opportunity to 'network' with others in the industry and find that the industry issues are the same across New Zealand

Wow, the number of new people coming into the industry - and the positive feeling

The different type of topics that were on offer.

Quality of information and presenters.

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How can the JAWS conference be improved?

Needs a bit of a refresh, same topics delivered by the same people

I think keep industry based. New information presented so all are clear on information given achieving consistency throughout the industry.

More information needs to be provided about how other pool operate.

A better choice of venue for the day time conference. More programme specific speakers.

A bit more fun on day two, the conference just seemed to drift to a close.

A little more variety in the sessions

Registration conformation sent out with confirmed programme

Make the Lifeguard comp a bigger part of JAWS, maybe hold it in the evening on the first night and put on drinks and nibbles at the host facility

	Yes	No	Don't know
Are you planning to attend JAWS 2012 (Auckland)?	58%	8%	35%
Would you recommend the JAWS Conference to others?	94%	0	6%

JAWS 2012 Programme Suggestions:

More interactive sessions

more on what works well and what not, what tools we can use to become the best

Maybe a presentation on alternative water treatments?

What are other facilities/organisations doing to increase income?

Keep relevant updates a regular feature on the programme. Potentially more on facility KPI's

Speakers in swim school areas.

Aquatic facility trends/innovations from overseas.

The link between recreation and entertainment

Small town aquatics speakers

Panel discussion maybe one each day on element of pool operation, dealing with customer behaviours, proposed changes to industry...

Decision making and Creativity

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Additional Comments

The Wellington International Ukelele Orchestra were excellent.

For my first time at JAWS I thought it was full of good info.

Overall I found the conference very interesting and have made some invaluable contacts and friends - well done team. Look forward to JAWS 2012...

Thank you for all the hard work that went into the conference, I know my experience next year will be much better now I know more people.

I will be back next year and hope to bring at least 1 staff member with me.

I got a great deal out of the conference.

Well done.

Best Jaws for me! Thought it was great thank you.