

IGLA 2016

Summary of Post Event Participant Survey

This report is a synopsis of the post-event survey carried out by IGLA following the International Gay and Lesbian Aquatics Association championships held in Edmonton, Alberta, Canada in August 2016. Note that this summary will not report the results of every question asked. The survey was quite long and detailed and a discussion of every question is not possible here. However, this report will highlight the feedback offered by the participants and focus on the suggestions put forward for future IGLA events.

There were 397 participants at IGLA2016 and we received 78 survey responses. This represents a 19.6% return rate, or in other words, approximately 1 in 5 participants completed the survey.

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Demographics

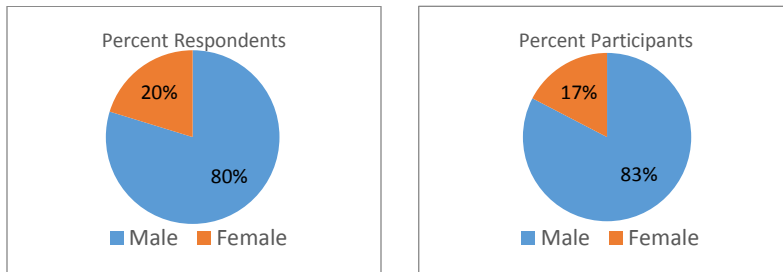
The purpose of this section is to summarize the demographics of the survey respondents. We do this to compare to the overall demographics of all the participants. In this way, we can make some assumptions that the population of respondents represents the demographics of the overall participants. Why is it important to do this? Because we want to make sure that the survey respondents represent the overall population of athletes who participated at IGLA 2016.

For the purposes of our review, we will compare the proportion of survey respondents against the proportion of participants (athletes) in three categories: gender, age group by gender, and by sport.

If we see patterns where the proportion of respondents matches the proportion of athletes, we can put some additional credibility in the survey as it should represent the population of participants.

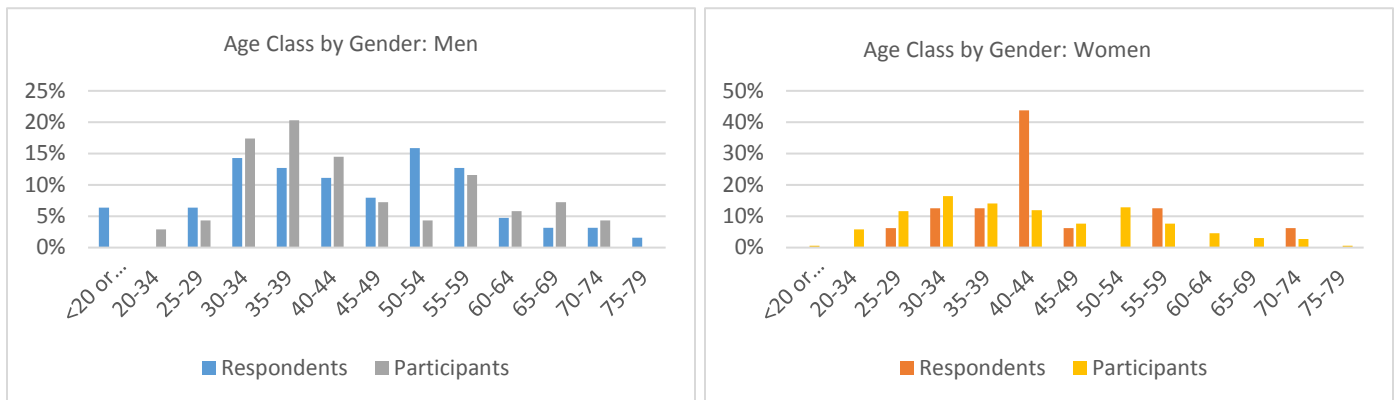
Gender

These two graphs clearly indicate that the proportion of respondents to the survey represents the proportion of participants by gender.



Age Class

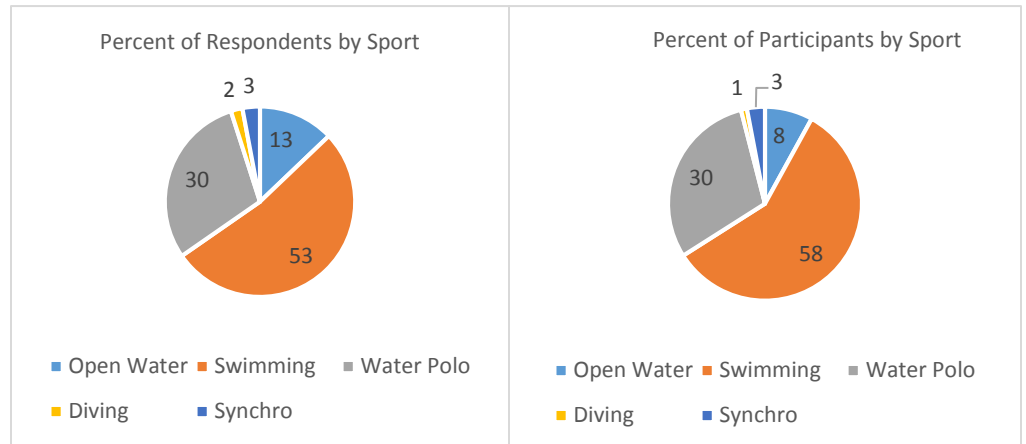
With the exception of the Men's 50-54 and Women's 40-44 year-old age groups, it appears that the distribution of age classes by gender of the survey respondents is fairly close to the same distribution (gender & age class) of the overall participants at IGLA 2016.



Sports

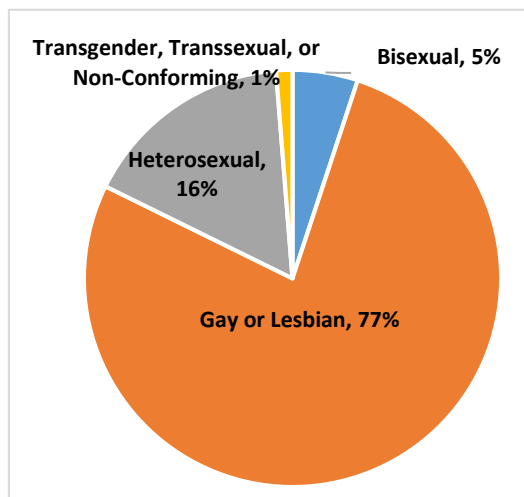
These two charts show:

(on the left) the proportion of respondents by sport, and (on the right), the proportion of athletes by sport.

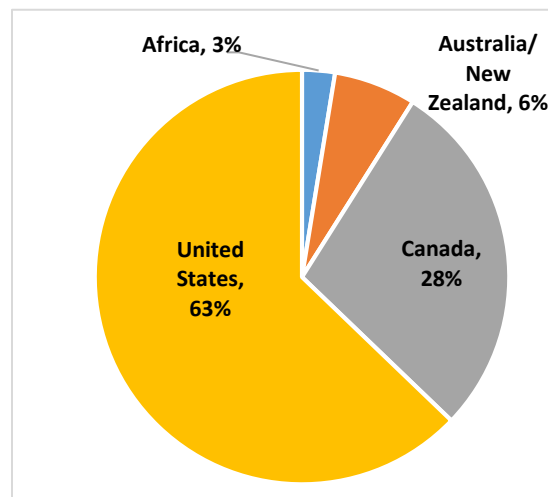


Other Demographics of Interest

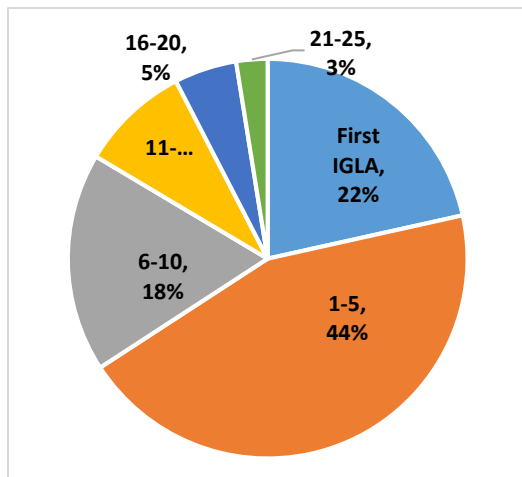
These demographics do not need to be representative of the overall participant population, but are of interest to IGLA.



Orientation



Country/Region



Number of Previous IGLAs

Ethnicity	
White (Caucasian)	90%
Asian / Asian American	3%
Middle Eastern / North African	3%
Biracial / Multiracial	1%
Latino(a) / Hispanic	1%
Mediterranean/Middle Eastern	1%
Mukiga, African	1%

Gender Identification

For the two questions around gender identification: either as part of the registration process, or any issues related to gender identification at the facility or during the competition: there were no negative experiences (i.e.: there were no issues with gender identity).

Women’s Perceptions

Participation

Of the 16 women who responded, the majority (9) indicated that women hold leadership positions on their home teams. However, participation by women, even those from large (25+ members) teams was still very low. For the question “How many women were on your team in Edmonton”, the most common response (8 replies) was “Fewer than 4”. In other words, there did not seem to be any correlation between overall team size and the number of women from those teams, who participated at IGLA2016.

Of all the women respondents, only 1 indicated they were on the IGLA Women’s Development List Server, with an additional 2 indicating they would like to be. The remainder of the responses were no, blank, or unknown.

Welcoming Environment

All the questions associated with a welcoming environment for women (welcoming at IGLA 2016, by men, and by women) all the (non-blank) responses were overwhelmingly “Very Welcome” with a smattering of “Welcome”. In terms of responses to their overall experience at IGLA2016, the results were equally favourable with 13 replies of “Excellent”, and 3 of “Good”. There were no negative responses to these questions.

Suggestions

There were 3 suggestions provided:

- *more frequent women's socials, multiple nights*
- *More representation and side events dedicated to women. The clubs were dominated by men.*
- *Group photo for women, separation (sic) of women etc*

Registration

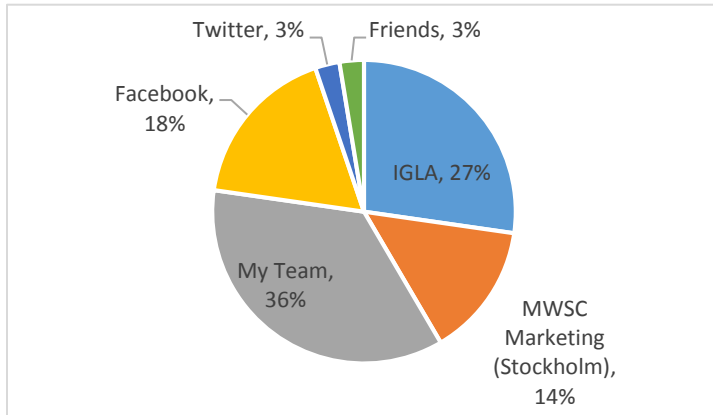
For the most part, the registration system and registration process was favourably viewed. The Club Assistant software worked well for IGLA2016 to manage not only sport registration but also payments for registration, merchandise and social events.

For additional feedback regarding water polo team registration, please see the Water Polo section on page 13.

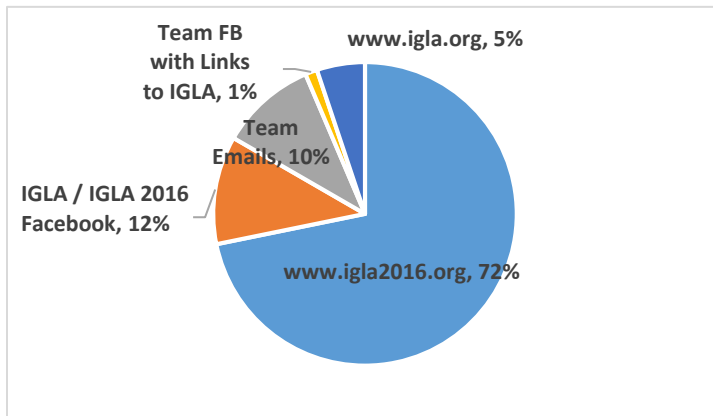
	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Total
The IGLA 2016 online registration system was clear and easy to use.	46%	49%	5%			100%
I was satisfied with the sport-specific information during the IGLA 2016 registration process.	46%	53%	1%			100%
I was easily able to register for multiple sports.	18%	14%	3%		65%	100%
I was able to use the registration system to pay for my registration without incident.	63%	35%	3%			100%
At the time of registration, the process to purchase Merchandise and Parties & Event tickets was clear and easy to complete.	29%	66%	5%			100%
Registration fees were reasonable.	43%	54%	3%			100%
It was easy to make changes to my registration.	9%	22%	8%	1%	61%	100%
It was easy to understand the process to register for my individual aquatic events.	42%	53%	5%			100%
It was easy to understand the process to register for relays.	24%	72%	3%			100%

Communication

Finding Out About IGLA2016

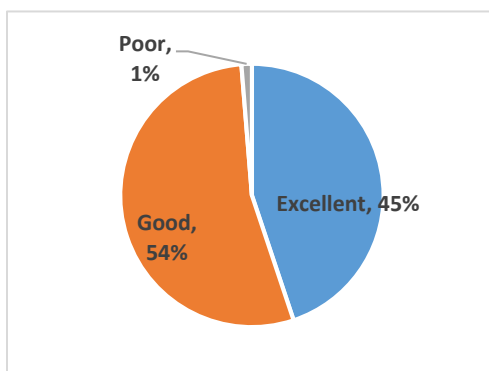


Participants found out about IGLA 2016 from a variety of sources. The most prevalent source of information in initially finding out about IGLA2016 was their local team (36%), followed by IGLA communications (27%) and then almost equally from Facebook (18%) and Making Waves Marketing at IGLA2015 in Stockholm, Sweden (14%).



Once a participant was aware of IGLA2016, their overwhelming source of further information was the local organizing committee website (www.igla2016.org)

Email Communication



Overall, email communication from IGLA2016 was viewed favourably by the participants. Details regarding the content and frequency are provided in the tables below. In general, email communications were seen as a good means for distributing important information and on a frequency that was appropriate.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I read email sent to me by IGLA 2016	43%	53%	4%	0%	100%
The information provided through email was important and thorough	38%	61%	1%	0%	100%

	Too Much	About Right	Too Little		Total
The frequency of IGLA 2016 email communication was:	1%	96%	3%		100%

	As Needed	1 X / 2 Weeks	1 X / Week	2 X / Week	Total
In general, I prefer IGLA Championship email communication to come:	56%	21%	21%	3%	100%

Use of Social Media

Facebook

61% of the respondents indicated they followed IGLA2016 on Facebook

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I obtained useful IGLA 2016 competition schedule information on Facebook	9%	39%	41%	11%	100%
I obtained useful IGLA 2016 Party & Dance Event information on Facebook	21%	40%	31%	8%	100%
IGLA 2016 used Facebook in ways that were valuable to me	21%	46%	26%	7%	100%

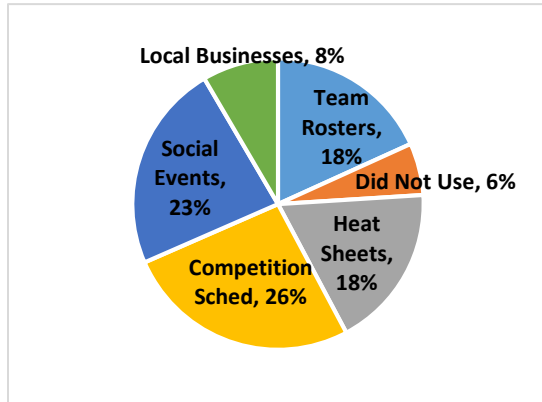
Twitter

15% of the respondents indicated they followed IGLA2016 on Twitter. In the assessment of the utility of Twitter, note that non-Twitter users also responded, so the table below will differentiate the Twitter users from the non-Twitter users.

IGLA 2016 used Twitter in ways that were valuable to me	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
All Respondents	7%	29%	44%	20%	100%
Twitter Users Only	43%	57%	43%		100%

Printed Program

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
It is important that a printed program booklet (psych sheets, team information, competition schedule, and party & event information) be given to competitors.	49%	33%	17%	1%	100%



In terms of using the printed program, finding the schedule of Competitions and Social Events were the primary uses, followed by information about Team Rosters and Heat Sheets.

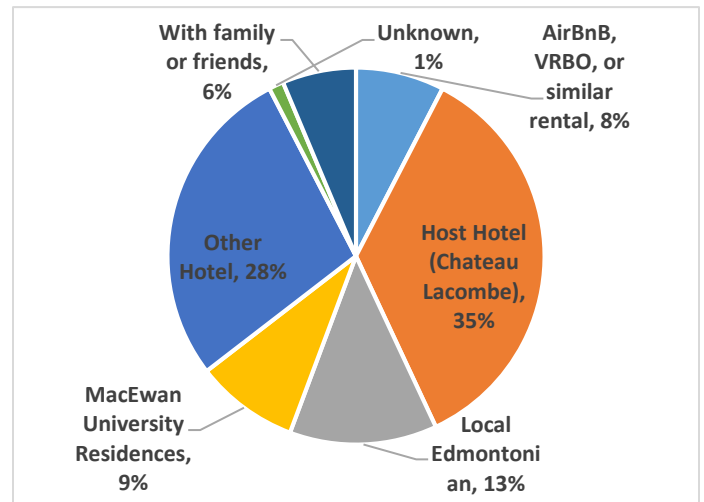
Program Suggestions

- *Correct Names and Correct Teams (there were a few mixups, not a big deal).*
- *The program booklets are handy, but you have to carry them around everywhere.*
- *Some Sheets of "Whats happening today" or posters... or something.*
- *IGLA Records*
- *It was a beautiful booklet. Very well done, but unnecessary. Just post everything clearly online.*
- *Profile pictures and names of participants if people feel safe.*
- *The booklet was excellent work this year. Loved having it on hand to see when the heats were, who was in my heat, the lists of all the athletes, plus diving & water polo having their own section. Great job!*

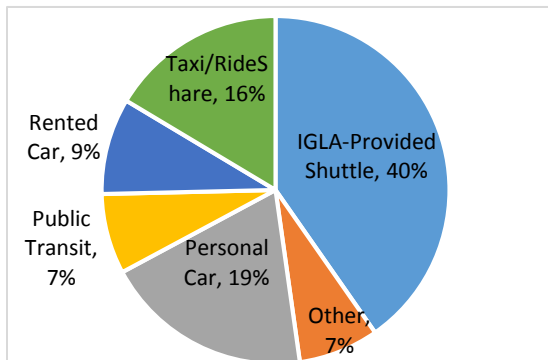
Logistics

Accommodations

35% of respondents utilized the host hotel (Chateau Lacombe) with an additional 9% using the secondary hotel MacEwan Residences. A significant proportion (19%) were locals or stayed with family or friends.



Transportation



The IGLA shuttle service proved popular as transportation during the competition.

Kinsmen Sport Centre

The championship venue was well received by the participants

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I was provided with clear, easy-to-understand directions to the Kinsmen Aquatic Centre.	42%	52%	5%	0%	100%
The aquatic center was of a quality expected of an IGLA Championship.	75%	25%	0%	0%	100%
The aquatic center was easily accessible.	63%	37%	0%	0%	100%
I was able to hear announcements clearly through the sound system.	35%	50%	14%	1%	100%
The necessary equipment and facilities were provided for my sport(s).	57%	35%	8%	0%	100%
	Strongly Agree	Agree	Disagree	Don't Know	
Medical provisions at the venue (aquatic center) were adequate.	18%	19%	5%	58%	100%

Massage Services

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
At IGLA Championships, it is important that massage services are available at the venue (aquatic center).	23%	67%	10%	0%	100%
	Exceeded Expectations	Met Expectations	Below Expectations	Total	
If you received a massage at Kinsmen Aquatic Centre, please rate the quality of the therapeutic service provided.	58%	33%	8%	100%	

Championship Medals

How important is the quality of IGLA Championship Medals	Very Important	Important	Not Important	Total
Medal Quality	29%	42%	29%	100%
Medal Design	32%	48%	21%	100%

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
IGLA 2016 Medals were of high quality.	28%	53%	5%	1%	13%	100%

Team Award

Participants were asked “What type of Team Award would you like to be offered at the award ceremonies?”. In order of preference, here are the responses:

Trophy for team to take home	46%
Plaque or trophy with inscription of winning team's information, for IGLA to maintain	34%
Framed certificate for team to take home	15%
Not necessary/Recognition is Enough	3%
I think the swim teams would like a certificate or plaque to hang up at their home pool.	2%
Total	100%

Volunteers

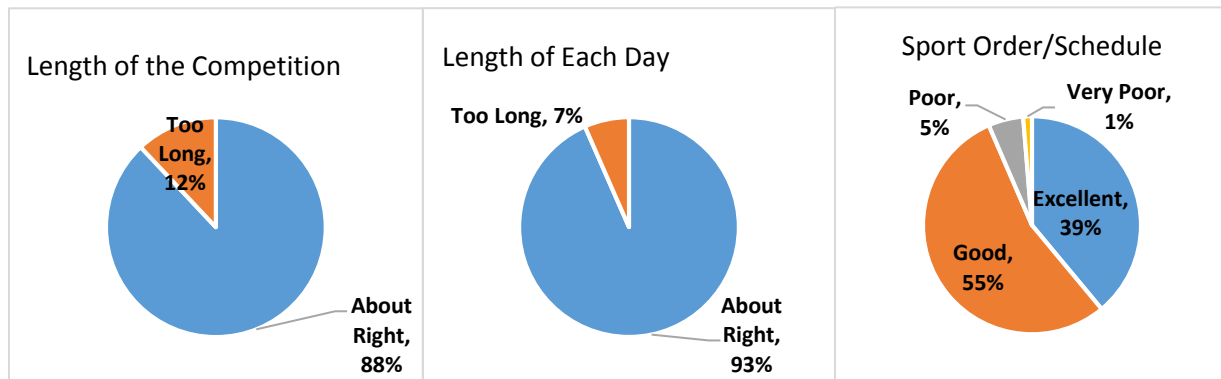
Not unexpected, our volunteer crew performed admirably.

	Excellent	Good	Fair	Poor	Total
IGLA 2016 volunteer support was:	82%	18%	0%	0%	100%
	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
IGLA 2016 volunteers were friendly.	87%	13%	0%	0%	100%
IGLA 2016 volunteers were helpful.	82%	18%	0%	0%	100%

Event Management

Event management covers questions regarding overall event management such as scheduling, etc.

Length of the Competition



The length of the competition and the length of each day appeared to be acceptable. The “Too Long” responses were from participants who were only swimming and (likely) used to swimming-only competitions. Generally, scheduling of all sports was well received.

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A / Don't Know	Total
I was satisfied with the competition schedule for my sport(s).	36%	59%	5%			100%
I was satisfied with any changes made to my sport's competition schedule.	29%	71%				100%
I was satisfied with the opportunities to swim in the venue before the start of competition.	29%	44%	1%		26%	100%

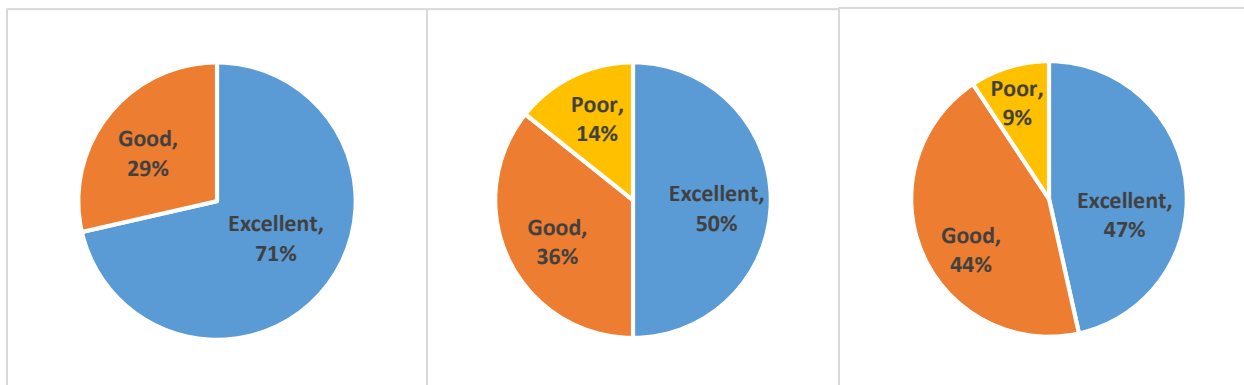
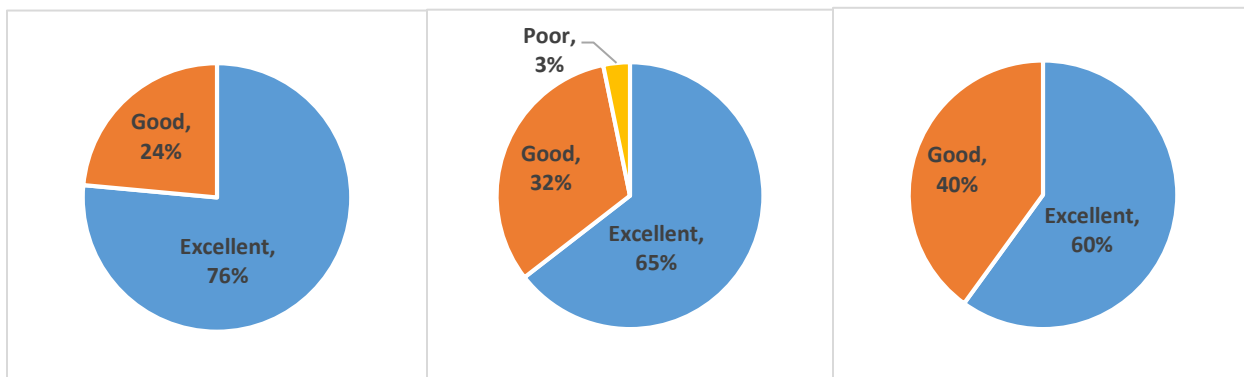
Questions regarding disqualifications or results were satisfactorily addressed by the IGLA 2016 administrators and/or officials.	14%	24%	8%		54%	100%
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Results and Ceremonies

IGLA 2016 award ceremonies were adequate.	16%	48%	12%	1%	22%	100%
Results were available in a timely manner.	40%	51%	8%			100%
	SwimPhone	KSC Posting	www.IGLA 2016.org	Word of Mouth	Coach	
I received IGLA 2016 results from:	35%	27%	15%	17%	6%	

Sport Specific Feedback

Overall satisfaction for the individual events is presented in the charts below. For each sport, the question was posed: **“Overall, the <name of sport> was: “**. The charts below represent a summary of the responses by sport.



The following sections include feedback specific to each of the six different events.

Swimming

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
The Meet Director was professional and responsive.	80%	20%	0%	0%	100%
The coaches' meeting was well run and informative.	22%	78%	0%	0%	100%
There was adequate warm-up time.	76%	22%	2%	0%	100%
The competition schedule was well planned.	58%	38%	4%	0%	100%
There was little interference from other sports disciplines.	58%	38%	4%	0%	100%
Officiating was performed competently and fairly.	68%	32%	0%	0%	100%
Competition announcements were helpful and contributed to the competition.	49%	41%	10%	0%	100%
Results were readily available.	55%	37%	6%	2%	100%
Instructions for relays were clear and easy to understand.	42%	58%	0%	0%	100%

Mixed Gender Heat Summary

Thirteen (13) of the 16 female respondents answered this question. It is a mixed bag review as the feedback is fairly equally balanced across all possible answers.

	Maybe	No	Yes	Total
Would you prefer that your swims be seeded by TIME rather than by GENDER, which would allow for MIXED-GENDER heats?	31%	38%	31%	100%

Note: only women answered this question (no men provided feedback).

WaterPolo

The water polo tournament was relatively well reviewed. One area of concern appeared to be the officiating (see comments below).

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
The meet director was professional and responsive.	61%	39%	0%	0%	100%
The game/tournament schedule was well planned.	52%	39%	10%	0%	100%
There was adequate warm up time.	60%	37%	3%	0%	100%
Tournament seeding was clear and fair.	37%	57%	7%	0%	100%

The final game/tournament schedule was well planned and executed.	48%	48%	3%	0%	100%
There was little interference from other sports disciplines.	65%	32%	3%	0%	100%
Officiating was performed competently and fairly.	19%	45%	13%	23%	100%
Competition announcements were helpful and contributed to the competition.	35%	58%	8%	0%	100%
Results were readily available.	38%	41%	17%	3%	100%

Water Polo Referring Concerns

- Inconsistent calls both a) by a referee and b) amongst the referees
- Referees were only on one side of the field of play.
- Referees blocking the time clocks (both clocks were on the same side)
- Referees not noticing calls for time-outs.

Water Polo Registration

- *Having a team rego [sic] that our team can complete and then we can just register within that team is really good.*
- *Having the option to register as a team as opposed to individual sport registrations was fantastic, but it wasn't explained clearly on the website and my team was very confused about why we weren't being charged the team fee. Once our president explained the process, it made sense, but I don't think that the registration page offered enough explanation.*
- *The initial registration was very confusing concerning what one should pay, e.g. team versus individual [sic]. Also, there was no personal account one could log into to see what one had bought and registered for. I had to go off of e-mails. I initially registered for swimming and had to register for water polo via an e-mail. The response was quick, but one really should have an account. It would make stuff a lot easier.*
- *I delayed my IGLA registration until I heard from the team if we were doing a team thing or individual. Our team determined that individual was cheaper. (That seems weird to me.) I don't know if I could have registered anyway and changed it or let the team change all our registrations but it was a bit confusing. But, it was my first time with this team and to an IGLA event.*
- *The communication around how to register has changed since previous years. There was a lot of confusion about whether registering with the team meant that you were registered with IGLA. Our team collects fees for our own pool time, but IGLA also collects fees and information about team members. I actually registered twice because I registered too early the first time, then something changed so I had to re-register. Have a more streamlined approach for teams, or make sure registration is clearer for teams may be helpful. Full disclosure: if its not clear as day and super simple I probably wont pay attention to it so this may be what happened and I just glossed over some major facts and ended up getting wires crossed.*
- *I liked that a club could register and pay for its team members registration fee.*

Diving

Note that for Diving, there were only 3-5 responses per question, so the percentages by category may seem disproportionate to the swimming and water polo responses, which had larger sample sizes. Also, note that only 1 survey respondent indicated they competed in Diving, so it is unknown if the other responses were divers or not. No comments were left in the survey to indicate what the issue was with “interference”.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
The diving Meet Director was professional and responsive.	67%	33%			100%
The competitors' meeting was well run and informative.	67%	33%			100%
There was adequate warm up and practice time.	67%	33%			100%
There was little interference from other sports disciplines.	25%	50%		25%	100%
Judging was performed competently and fairly.	67%	33%			100%
Competition announcements were helpful and contributed to the competition.	75%	25%			100%

Synchronized Swimming

As with diving, the number of respondents was low (7), so the percentages by category may seem disproportionate to the swimming and water polo responses which have larger sample sizes. The questions regarding judging and availability of results were deleted as there was no official competition.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
The synchro Meet Director was professional and responsive.	80%	20%			100%
There was adequate warm up and practice time.	80%	20%			100%
From your perspective as a Synchro Swimmer, the Exhibition and Clinic were well planned.	50%	50%			100%
There was little interference with other sports disciplines.	33%	33%	33%		100%
Synchro-related announcements were helpful and contributed to the Exhibition and Clinic offerings.	33%	33%	33%		100%

There was a total of 19 responses to the question of having a Synchro Clinic as part of ongoing IGLA championships. Of those 19 respondents, only 4 were synchro participants, so this survey result was certainly not biased by responses by synchro swimmers only.

	Yes	No	Maybe	Total
Would you like to see a Synchro Clinic be a regular part of IGLA Championships programming?	84%	0%	16%	100%

Suggestions for Synchronized Swimming

- *This one is tough... recruit via email or over phone, make synchro more of a central event - maybe holding it before Pink Flamingo to encourage audience support, make the clinic a collaborative effort?*
- *Perhaps specific direct out reach to teams that we know have synchro teams, in addition to masters teams in the area.*

Open Water

Overall a general approval of the open water organization and venue. Criticisms of the open water organization were related to timing of the safety meeting (Saturday afternoon), and the early start of the race.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
The scheduling of the practice swim and race were well planned.	29%	50%	7%	14%	100%
The pre-race safety meeting was informative and well-run.	31%	38%	23%	8%	100%
The Open Water swim generally was well-organized.	31%	46%	23%		100%
The Open Water swim was a safe experience.	62%	38%			100%

	Excellent	Good	Fair	Poor	Total
The Open Water swim venue at Lake Summerside was:	46%	38%		15%	100%

Pink Flamingo

A total of 44 respondents addressed the questions about Pink Flamingo. Of these, 34 (77%) were NOT Pink Flamingo participants, and the remaining 10 (23%) did participate in the Pink Flamingo.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I am aware of the origins and history of the Pink Flamingo competition	56%	28%	14%	2%	100%
My team was aware of the Pink Flamingo theme in a timely manner	50%	42%	8%	0%	100%
There was sufficient practice time for my team to rehearse in the water	12%	47%	41%		100%
This year's Pink Flamingo theme encouraged participation	19%	65%	13%	3%	100%

Comments and Suggestions for Pink Flamingo

Theme

- *The theme was confusing (What did the "Eh!" mean, other than something Canadian) and probably too specific to be conducive to coming up with a skit. Our team usually participates but we couldn't come up with anything to do so we didn't. Most of the performances were poor (although presented with the usual gusto) and didn't have much to do with the theme.*
- *The theme this year seemed a little too specific and might have prevented teams from competing. Maybe for future years have the themes be a little more open and broad.*
- *Not sure how the theme had much effect on the event. Perhaps as part of the follow up, circulate the links to the whole Pink Flamingo which is on youtube.*
- *There is no need for a theme. It constricts the creativity. Let it be a free for all.*

Format

- *While I did enjoy the event, it was a bit long for spectators*
- *I think there should be a time requirement for being IN the water during Pink Flamingo -- only two teams seemed to really do anything in the pool. We are swimmers after all!*
- *I think the competition was judged fairly. Although the Aussie team definitely got the crowd going, it was good to see that the theme was actually important and that the team who followed it won. I think there could have been better use of the water by teams, but that doesn't reflect on the actual competition held by the organization.*

General

- *Can we have it less about drag queens (who are typically not swimmers) and more about the team's and their performances? Please?*
- *The P.F. has long since outlived its relevance. Try something different or end it altogether.*
- *PF is good fun!*
- *Lots of Fun and Great participation.*
- *Was a spectator. and enjoyed watching every minute. fun friendly entertaining atmosphere. great end to the games!*
- *SO MUCH BETTER THAN CLEVELAND*

Social Events

Overall

The following table summarizes the impressions of the participants in terms of overall social activities associated with IGLA. Following these general observations, the evaluation of each social function will be presented.

Please rank the relative importance of the following with respect to Parties and Events at IGLA:	Very Important	Important	Not Important	Total
Highlight Local Culture and Local Environment	73%	23%	3%	100%
Opportunity to interact with other IGLA participants	74%	23%	3%	100%
Quality of Venues	47%	52%	2%	100%
Affordability	52%	44%	5%	100%
Accessibility	32%	62%	6%	100%
Entertainment	24%	59%	17%	100%

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
It was easy to purchase tickets for IGLA 2016 Party and Events.	50%	50%			100%
I prefer to be on a guest list at the door rather than present individual tickets for Parties & Events.	23%	38%	35%	4%	100%
Information about IGLA 2016 Parties & Events was clear and readily accessible.	36%	59%	5%		100%

Hosted Dinners

	No	Yes		Total
Attendance				
Did you attend one of the official IGLA Hosted Dinners on Wednesday night?	55%	45%		100%
Logistics			Somewhat	
Did you receive clear communication about where and when to arrive to your Hosted Dinner?	9%	86%	6%	100%
Did transportation to/from your Hosted Dinner cause you any difficulty?	84%	10%	6%	100%
Future Hosted Dinners?			Not Sure	
If you attended a Hosted Dinner this year, do you think it is a tradition that should continue at future IGLA Championships?	3%	94%	3%	100%

Social Event Feedback

The highlighted cells represent the most common response *of the people who attended the event*. The most favourable comments were for the:

- Happy Hour events
- Opening Reception at City Hall
- Hosted Dinners

The Happy Hour events were especially complimented because they:

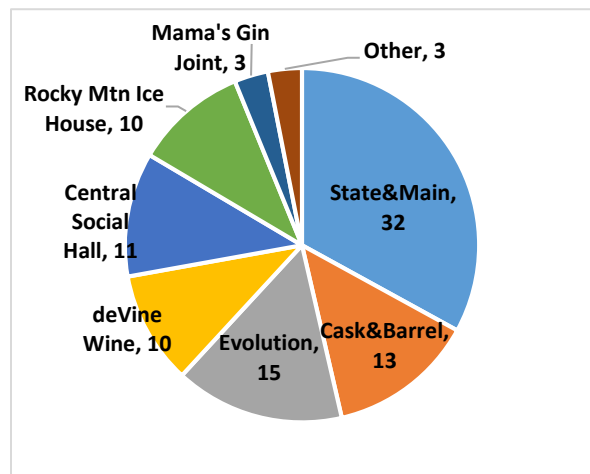
- Were free
- Were early enough that people could go and not be up too late
- Allowed for socialization
- Were at a different place every day.

	Excellent	Good	Poor	Very Poor	N/A ¹	Total
Tuesday Happy Hour: State & Main	9%	14%	4%		74%	100%
Tuesday Opening Reception @ City Hall	43%	25%	2%		30%	100%
Wednesday Happy Hour: Cask & Barrel	2%	19%	4%		75%	100%
Wednesday Happy Hour: Rocky Mtn Ice House		4%		2%	95%	100%
Thursday Happy Hour: Central Social Hall	11%	5%	4%		80%	100%
Thursday Night Wine Tasting Event	4%	9%		2%	85%	100%
Thursday Night Water Polo Social @ Evolution	26%	25%		2%	47%	100%
Friday Happy Hour: Mama's Gin Joint		4%	5%		91%	100%
Friday Night Heaven & Hell Party	4%	9%	4%	7%	76%	100%
Saturday Closing Party: Pure Aqua @ Starlight Room	7%	37%	16%	4%	37%	100%
Sunday: Survivor's Brunch	9%	5%			86%	100%

¹ N/A = did not attend event

Supporting Sponsors Outside Official Events

IGLA2016 were interested in the degree of support of its sponsors outside of the official happy hour or other social events. Participants were asked if they frequented IGLA sponsor locations outside of official events. Forty-six of the 79 respondents (58%) indicated they returned to sponsor locations.



IGLA AGM

AGM Notice

	No	Yes	Total
I received notice of the Annual Meeting before the competition	28%	72%	100%
I know what the purpose of the Annual Meeting is.	39%	61%	100%

Representation at the AGM

Our team representative attended the AGM	36%
I attended the AGM	23%
I don't know if my team was represented at the AGM	17%
My team was not represented at the AGM	14%
I did not attend the AGM	10%
Total	100%

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Participating in the Annual Meeting is important to me	18%	34%	38%	9%	100%

Financial Summary

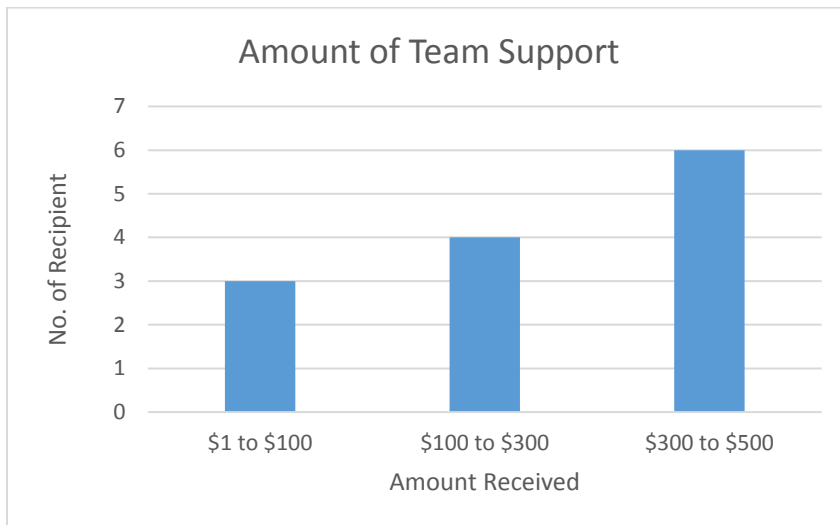
Financial Assistance to Participants

The survey enquired as to the awareness of financial assistance from IGLA or local teams to attend an IGLA Championship:

	No	Yes	Don't Know
I knew about the IGLA financial assistance that was offered this year.	58%	42%	0%
My own team has a financial assistance program to help athletes attend IGLA.	42%	41%	18%

	No	Yes
I received financial assistance from IGLA to attend IGLA 2016.	99%	1%
I received financial assistance from my team to attend IGLA	84%	16%

Thirteen respondents indicated they received funding from their team to come to IGLA2016. Below is the frequency and amount of financial assistance.



Overall Financial Expenditure by Service

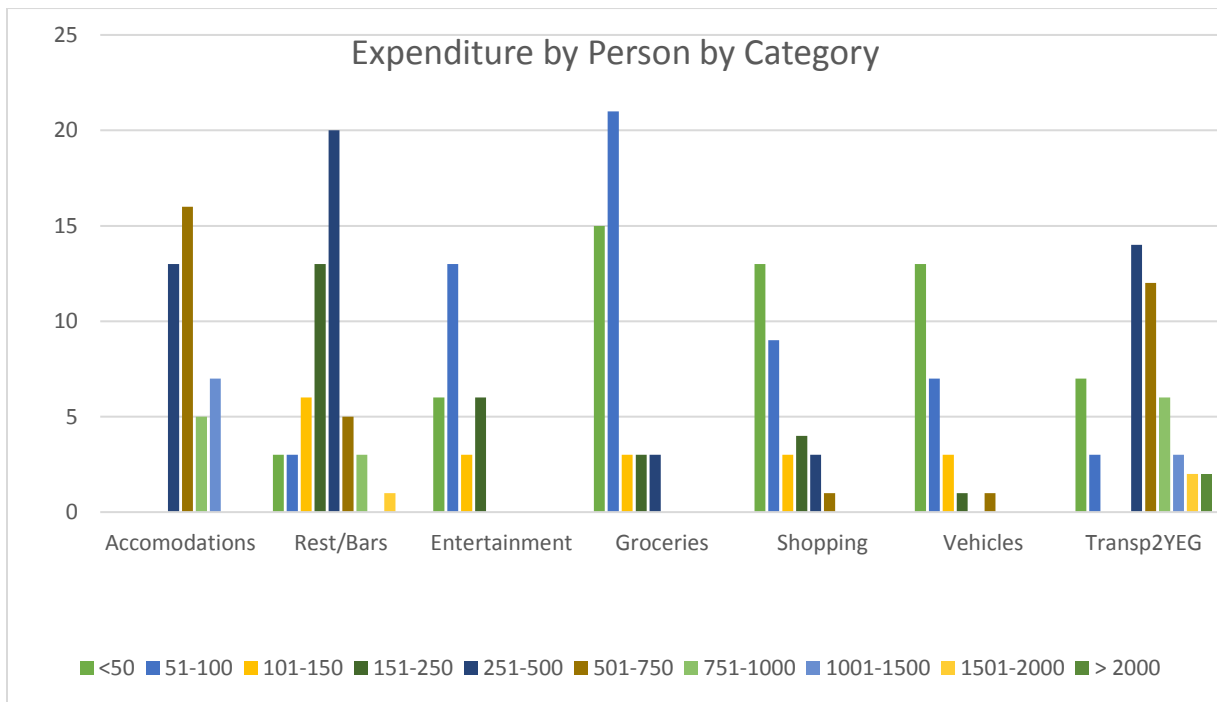
Participants were asked to estimate how much they spent on IGLA for:

- Accommodations
- Entertainment
- Shopping
- Transportation to Edmonton
- Restaurants/Bars
- Groceries
- Vehicles (rental/taxi)

We grouped the expenditures into classes for ease of analysis.

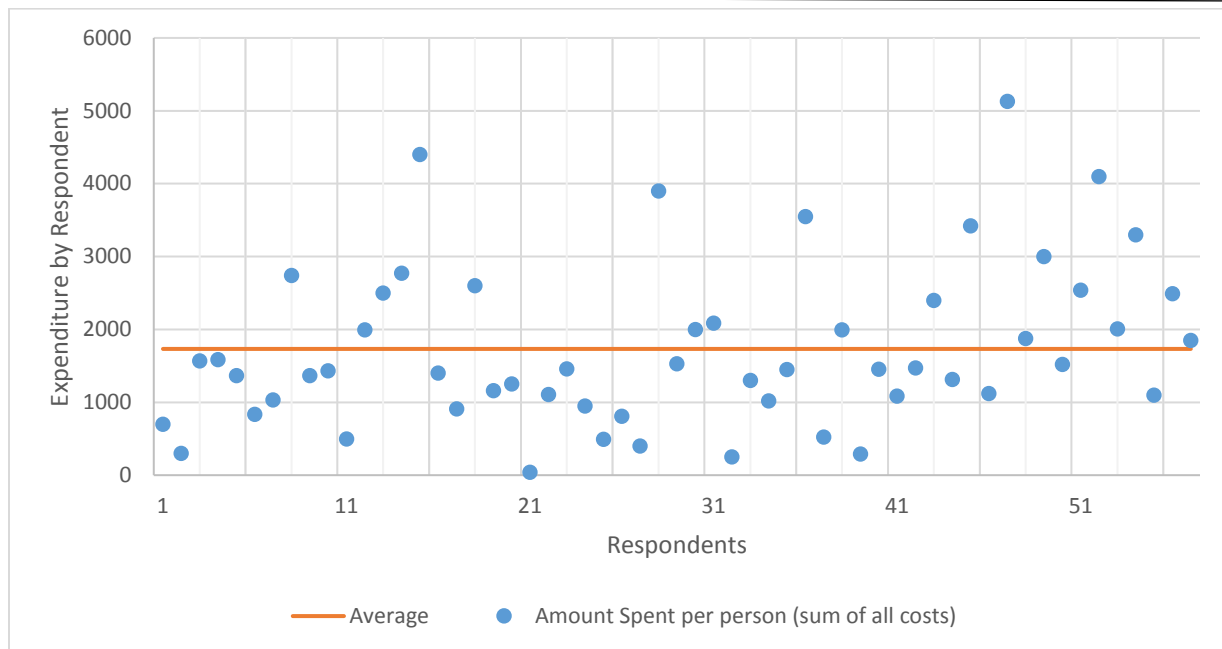
How to Read this Graph

The chart below shows how much the participants spent on the various categories. The taller the bar, the more common the expenditure. For example, when looking at Restaurants/Bars, *most* people (20 of the 79 respondents) spent between \$251-\$500. A second example is for Accommodations: *most* people (16 of the 79 respondents) spent between \$501-750 on their accommodations in Edmonton.



Average Expenditure By Person

The average amount spent per person for all service categories was \$1,732. This does not include registration fees and (in some cases) additional vacation expenses either before or after the IGLA2016 championships



Overall

Overall Assessment of IGLA2016

Overall, participants were very complimentary about the IGLA 2016 event and Making Waves Aquatic Club. The main criticisms were around the water polo referring and the timing and length of the open water swim. In general, positive comments were received twice as many times as negative comments. A list of all the comments is provided in Appendix 1.

Specific Suggestions Regarding Social Events at Future IGLA Championships

Participants were asked: “Were there any aspects of the IGLA 2016 parties and events that you'd like to see at future IGLA Championships?”. Generally, as echoed in the feedback regarding IGLA 2016 social events, these comments reflect the popularity of Hosted Dinners and daily Happy Hours in different locations.

- *Sport-specific socials are a great idea. Survivor's Brunch sounds great, but could start a bit earlier. Most of us flew out mid-afternoon so a noon start time was too late.*
- *more events that are something other than a dance party in a loud bar*
- *Happy hours are great*
- *cheaper and more women!! :-)*
- *Having the Happy Hours was new to me, and I liked it very much.*
- *Did not like the DJ on Saturday night. The "Hell" party was terrific fun*
- *pool parties!*
- *Underwear party is a must. Obviously.*
- *Although I am not a woman, I felt that there were few events that would attract a female audience to come to the competition. I felt like the wine tasting was about the only event that women might attend as the rest were geared to a gay male audience. I understand that we are the majority in attendance, I just find it disheartening that we're not attracting more female competitors.*

- *Parties/events in multiple locations; settings that allow participants to mingle.*
- *Specially encourage women to attend the events and let them know they are welcome.*
- *The daily happy hours were a great idea.*
The hosted dinner was the best I ever attended. Lars and Trevor were great hosts.
- *The hosted dinners were a great idea, however, I didn't get a chance to attend due to family coming in from out of town.*
- *Part of the issue with Gay Games and Stockholm was the lack of aquatics social events. We MUST have at least two IGLA only social events in Miami to ensure socialisation outside of the pool. I think causal happy hours is a great idea.*

Specific Suggestions for Future IGLA Championships

There were 20 suggestions put forward as considerations for future IGLA Championships. Those suggestions were categorized into the following classes:

- Communications: suggestions regarding communications from IGLA
- Event Management: covering announcing, overall event schedule and learning from Edmonton
- Location: suggestions regarding cities to hold IGLA Championships
- Participation: suggestions regarding increasing participation by women, youth and increasing diversity
- Registration System
- Schedule: suggestions regarding specifically the sport schedule (vs social or other events)
- Sport Specific Suggestions: sport specific comments.

Communications

- [post information] as soon as info is available post this to the website and place in email distribution list
- Only email as needed. Email for deadlines, significant changes / updates. Link to web page or facebook page. Not everyone lives on facebook.
- stick to a schedule that's intuitive. E-mail Mondays or every other Friday etc.

Event Management

- Pretty hard to do anything, about but announcements made on the pool deck are almost always impossible to hear and understand. That's been true at any of the venues I've been to. Wish there[sic] were a way to improve that. But the big sign showing the competitors and heats was kept up to date and current and was very visible (hasn't always been the case in some venues).
- Have more speaker commentary during races.
- Spend more on medals, Always have massage therapists on deck, Find a nicer host hotel. *[Editors note: this comment was in all caps, but formatting was removed for readability]*
- Keep up the mix of competition and social events.
- I like that there were some coupons for things to do in the area, but if there was also more information about other events that were going on (I understand the fringe festival was also on) or arrange for tours to show off the city (Like a hop on- hop off bus tour or something). Just an idea so we can learn more about the city and it's culture.
- Learn from and emulate what Edmonton did, from the facilities they chose, the meet officials they hired, and the professionalism with which they planned, scheduled and executed the meet. Truly and excellent

<p>choice. Btw, I REALLY appreciated how close the venue was to the hotel. I've been to other Gay Games and IGLA where this was not the case.</p> <ul style="list-style-type: none"> • Take some lessons from Edmonton.
<p>Location</p> <ul style="list-style-type: none"> • Please avoid cities such as Cleveland and Edmonton again - they were both fine but the excitement is lesser than cities such as Miami and Paris (upcoming) and all other past host cities (since 1995 per myself). Thanks for staying on top of things and making IGLA great again! • It's good to host the event in smaller cities every few years. Edmonton itself is not necessarily a hot destination, but proved to be a great competition venue and offered the opportunity to visit the nearby spectacular Canadian Rockies. • Pick larger cities to host that are "destination" travel locations.
<p>Participation</p> <ul style="list-style-type: none"> • More representation from countries where homosexuality/same sex acts is still illegal. And more diversity for people of colour and Transgender people and women. • need to get more of our younger members to go to igla. it is too expensive for them so we need to work on a scholarship or payment plan so that they can attend, • Attract female competitors. There were 609 women at the USMS summer nationals competition in Oregon, and I felt like we had less than 20 at IGLA. The challenge is how do we get more female swimmers to attend events? What offering
<p>Registration System</p> <ul style="list-style-type: none"> • When one signs up, enable the person to have an account so that one can see what one has signed up for/purchased. That was my main complaint about IGLA 2016 that after the initial sign up one had to change things via e-mail.

<p>Schedule</p> <ul style="list-style-type: none"> • maybe we need to switch polo and swimming times and have them play in the mornings some years so swimmers can experience the night life a little more. • Separate diving so swimmers/divers are not literally running from dives to a race and back again. Highly disruptive to divers to also hear race starts continuously throughout their dives. • Please put the open water any day except the last day... it's really hard to coordinate travel home.
<p>Sport Specific</p> <ul style="list-style-type: none"> • [Open Water] open water running start into the water and rules similar to USA open water • [Water Polo] Find competent referees. • [Water Polo] Have each team captain vote for the best water polo player on the opposing team immediately after they play them. Tally the votes and name an "All Start" team at the end of the tournament. Competitive volleyball does this and it is a great way to recognize the top players even if they are on a losing team and don't receive a team medal.

Appendix 1: General Comments about the IGLA 2016 Championships

These comments are in response to the question: **What general comments do you have about the IGLA 2016 Championships?**

KUDO's and Positive Comments. See page 27 for the negative comments.

- One of the best-run IGLAs that I've been to. Praise to Michael S. and the Making Waves Team for pulling it off so well.
- Hoping to see results posted to USMS soon! The meet was OUTSTANDING, well executed. Kudos to Making Waves, the City of Edmonton, and the Province of Alberta. Enjoyed it more than GG9 in Cleveland.
- Thank you for putting on a great Championship meet
- Edmonton hosts were gracious and lovely. 1 of only 2 social events I attended was very poorly orchestrated.
- well run swim meet
- I was honoured to be at IGLA this year and equally [sic]
- The people were friendly, the event was well organized, I had a lot of fun.
- The swim portion was EXCELLENTLY run. The meet officials, timers, and volunteers were of the highest quality. I've been a competitive swimmer since I was a child (swam competitively in college too) and this was one of the most professional and well-run meets I have ever been to. Also, the facilities (blocks, timing pads, etc) were high quality. I was very impressed and IGLA 2016 and the Edmonton planning committee should be very proud of the work they did and the job very well done.
- however overall great tournament, the pool was a bit far from the housing options, but not sure there's much you could do about this. great tourney!
- I thought they were well run and loved that there were events and hotels within walking distance of the venue. The City Hall event was great.
- Excellent event. One of the best.
- I appreciated the opportunity to do the open water swim in Edmonton, and I really appreciated the quality of the event, the friendly volunteers, and the welcoming vibe. Thanks.
- I had never heard of this event until I was searching open water swims. The event was fun and friendly. I think events like IGLA are important. I found out that we all want the same thing, acceptance. Opened my eyes and I will spread the word!!!! It truly was fun and I will attend any future swims IGLA would host.
- Fabulous meet this year. My only comment is per having to run back and forth from diving and swimming. It made for an interesting experience but was a little bit of a stress point. I do want to say thank you to the swimming and diving meet officials. They both worked with me to make my events including holding a race for me to get to the blocks.
- loved every minute of being involved. beautiful people that created a beautiful atmosphere. proud to have taken part. a highlight of the summer. thank you!
- I really enjoyed myself! I thought the meet was well planned and the organizers worked really hard to make it run smoothly.
- This was a well run meet. Results were posted quickly. Events ran on schedule. I LOVED that the warm up pool was always available and just like the competition pool. Thanks for having a start/dive lane always available.
- Edmonton did a fantastic job as hosts!!

- IGLA 2016 was beautifully organized and run. Edmonton was wonderfully welcoming. The pool was great. Thank you!
- Well organised IGLA swim meet.
- It was an amazing event and Making Waves really knows how to bring people together and throw a great party (and swim meet!)
- it was well planned and the sporting events were great.
- Every single volunteer and organizer was so helpful and accommodating. Any question or request was met with a "Let me see what I can do about that" vs. "I don't know." At the cocktail gatherings there was always someone from the organizing committee there to greet people and welcome them which made attending the events solo very easy.
- Very well run swimming meet. Excellent facilities.
- Very well run meet and the pool was great. Edmonton was very welcoming. One of the best IGLA's I've attended.
- Well done!!
- Had a great time.
- Organisers did an amazing job.

Negative Comments

Below are the negative comments, categorized by their type (general event management, sport-specific, etc.) See page for the positive comments!

Event Mgmt	I registered a bit early for all of the events and there were some cancellations and changes. It would have been nice to acknowledge that some events were not held (e.g. BBQ, WaterPark) in emails and also the changed shirt design (one was cancelled and I had to pick another shirt when I got to venue).
Event Mgmt	Do better with massage therapists, they were never there. That was very disappointing. Have 2 during the hampionships? [sic] entire competition every day. Medals were very wimpy. Spend more on them. They were embarrassing. <i>[Editor note: this comment was in all caps, which were removed for readability]</i>
Open Water	The open water swim could be better. You couldn't see due to the sun, poorly marked turns. And start way too early :)
Open Water	open water FINA rules were burdensome
Open Water	The mandatory meeting for open water swimmers should be right before the swim, not on a separate day is the middle of the day
Open Water	Re the Open Water Swims, 1km is a bit short (swimmers can do the 1500m if they want), while 4km is a bit far, especially early on the morning after the closing party. Not sure how to schedule it differently but think a 2km and a 4km option would be good.
Swimming	The meet needs a dedicated announcer during the swim meet
Swimming	There needs to be warm down pool time after the end of the swim meet. The lane lines were released from the wall and adrift in the pool while trying to warm down after the relays at the end of the meet.
Swimming	Clarify the applicable swimming rules better (FINA vs. USMS, etc.), especially as it applies to butterfly and the use of dolphin vs. breaststroke kicks.

Summary of Post Event Participant Survey

Swimming	My only suggestion was that some of the swimming events were grouped so closely together that I sometimes only had a few minutes between races. I would like to see similar events separated by events that only certain people swim. For example 50 free then 200 breast then 100 free then 400IM. All of the short sprints seemed grouped together which I didn't like.
Water Polo	<p>The water polo referees were AWFUL and didn't seem to know what they were doing half the time or they were making opposing calls (Pointing in opposite directions). A number of times I was left in the pool asking "WHAT DID YOU CALL?" and no one seemed to know. or they would make a call that stopped a player from possibly making a goal when it really wasn't necessary. Goals that were counted when they shouldn't have been. I played against a team that had 7 players in the field after a goal, never called. However when my team subbed outside of the corner, it was called and players were given penalties which is a proper call, but not consistent with the earlier uncalled too many players in the field.</p> <p>The Shot Clocks and Score Boards were unreadable and they froze predictably at the beginning of a game. Incredibly frustrating.</p> <p>There were no horns to signal a time out.</p> <p>Otherwise I had fun and so did my parents!</p>
Water Polo	<p>Water polo officiating was fairly terrible. A few factors seemed to contribute to this:</p> <p>1) Both referees on the same side of the pool. Traditionally, we see one ref on each side of the pool. This did not happen, which allowed many minor and major fouls to go unnoticed, unrewarded if they happened while facing away from the refs.</p> <p>2) Rumor has it that some of the refs were in training or freshly trained. While I would expect that at a low-stakes regional tournament, we spend WAY too much money to have inexperienced referees officiating the games. Some of them weren't even paying attention to game play at critical moments of several games. I saw several cases where the ref didn't even know/use the correct hand signals. It was pretty abysmal.</p> <p>3) Running games on two courses is always problematic when the refs are all using whistles with the same pitch. It would benefit the teams if at future tournaments the refs were provided with different types of whistles so that players could better differentiate between the two simultaneous matches.</p>
Water Polo	The waterpolo referees were not up to scratch at all.
Survey	This survey was a little long
Survey	So. Long. Survey.