

Q2 2026 Club Dues Investment- Team Services Club Visits

The Q2 period spans April to June. Team Services is responsible for leading both the coach track and athlete education during our two Zone Select Camps, so the planning and delivery of those camps impacted the team's club specific travel. However, the advisors are able to meet with teams in the area of the two camps and spend significant time with the 30 plus coaches participating at each camp. The club visits during this quarter were also impacted by the return of an advisor to a USA Swimming Club, leaving the team shorthanded. That advisor role will be filled in Q3.

Team Services In Person Club Visits (primary club visits)

	4/26	5/26	6/26
0-78	3	4	6
79-180	7	5	4
181-355	1	3	5
356+	1	3	0
Total	12	15	15

Team Services In-Person Touchpoints (Includes Primary and Secondary Club/Coach visits)

	4/26	5/26	6/26
0-78	44	9	21
79-180	47	17	23
181-355	52	14	38
356+	49	17	25
Total	192	57	107

To support more clubs, we are also scheduling more in-depth virtual club support sessions. These sessions are geared towards helping a club solve a program development/performance challenge, improve club governance, or identify business and operational solutions. Each club generally requires multiple sessions, and these sessions may lead to an in-person visit. We are currently averaging over 30 unique clubs per month utilizing this support format.

Satisfaction Score By Month, 49 Responses

4/26	5/26*	6/26
5.0/5.0	4.93/5.0	5.0/5.0

**Lone negative response was due to slow internal follow-up, solution to prevent in the future has been implemented.*