

Coach surveys: getting started

After your event, Teddy texts every coach who worked it a quick 8-question survey. Their answers become your event's TD Rating, and you see the results, scores and comments in your portal. There's nothing to set up.

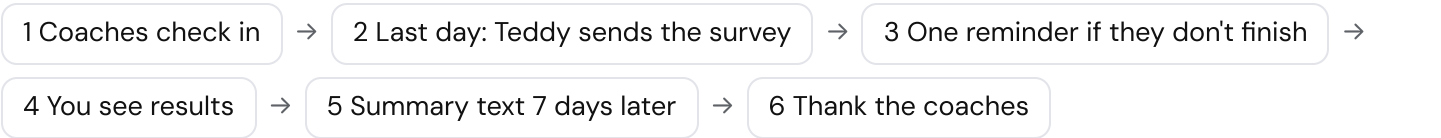
Sent automatically by text

Coaches only

About 60 seconds to answer

Results update as coaches finish

The whole picture



Check-in is what triggers the survey. A coach gets the survey only if they checked in to your event. Coaches who never checked in won't get one, so make sure your coaches use their check-in link on game day.

PART 1 · SENDING

Who gets the survey, and when

QUESTION	ANSWER
Who	Coaches who checked in to your event. Officials, event staff and trainers don't get a survey.
When	On the last day of your event: as soon as a coach checks out, or at 5:00 PM Eastern for coaches who haven't. On a multi-day event, nothing is sent on the earlier days.
How	By text from Teddy. Coaches answer by replying to the text. There's no email version.
How often	Once per coach per event.
Reminder	If a coach hasn't finished after 2 days, Teddy sends one reminder at 9:00 AM Eastern. Nobody is reminded twice.
Cancelled events	No survey is sent.

The survey is the same for every event, and it's sent for you, so there's nothing to turn on, schedule or write.

The 8 questions

#	QUESTION	COACHES REPLY
1	Overall Experience: How would you rate working this event overall?	1 (worst) to 5 (best)
2	Event Operations: scheduling, on-site organization and roster accuracy	1 to 5
3	Communication: pre-event info and on-site responsiveness	1 to 5
4	Staff Support: meals, break areas and how they were treated Shown as "Staff Hospitality" on your results.	1 to 5
5	Payment: accuracy, transparency and timing of their pay Shown as "Payment Process" on your results.	1 to 5, or SKIP
6	Would you work this event again?	Y or N
7	What went well at this event?	Anything they like
8	What could be improved?	Anything they like

If a coach replies with something Teddy can't use, like "great" to a 1 to 5 question, Teddy asks again: "Please reply with a number 1–5 (5 = best, 1 = worst)."

PART 2 • RESULTS

See your results

There are four ways in:

- **Events → Survey Results** in the left sidebar shows every event with survey answers.
- The **Survey** tile on an event's card on your Events page opens just that event.
- The **Coach feedback** card on your homepage shows your latest event. Click **Read the full review**.
- On the Coaches page: **Links ▾ → Survey results**.

Results appear as soon as the first coach finishes and update each time another one does. You don't need to wait for the event to close. To find an event, type in **Search or select an event...** at the top.

COACH SURVEY

2027 Summer Classic Showcase

Jul 20, 2027 · 18 of 24 coaches responded

★ 4.6

TD Rating

94%

Would work again

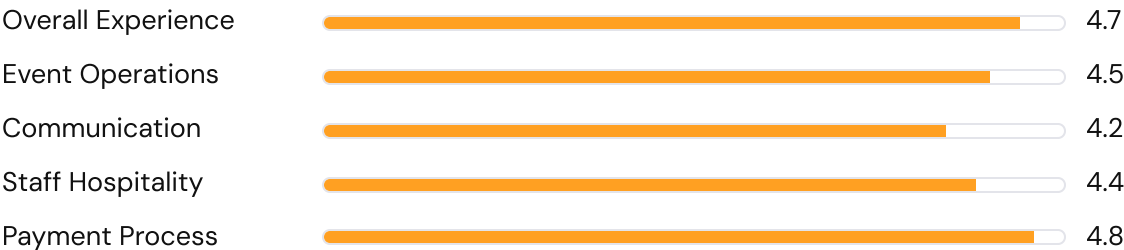
18 / 24

Responses

AI Summary

- Coaches praised the check-in process and field organization.
- Several asked for earlier schedule details before the event.
- Lunch timing on Saturday was a common pain point.

Question breakdown



Coach comments

"What went well" and "What could improve", with no names.

ON THE PAGE

WHAT IT MEANS

TD Rating	Your overall score out of 5. Each coach's answers are weighted: Overall Experience counts most (30%), then Event Operations and Communication (20% each), then Staff Hospitality and Payment (15% each). A skipped Payment answer is left out. Because of the weighting, the TD Rating won't exactly match the average of the five bars.
Would work again	The percent of coaches who answered Y to question 6.
Responses	Coaches who finished, out of the coaches who were sent the survey.
AI Summary	Three short takeaways written from all the comments.
Question breakdown	The average score for each 1 to 5 question, and how many coaches answered it.
Coach comments	Answers to questions 7 and 8. Comments are shown without names.

Don't see your event? An event shows up once its last day has passed and at least one coach has finished the survey. If you open an event from its Survey tile before anyone has answered, you'll see your other events instead. The page shows your 20 most recent events.

PART 3 · FOLLOW UP

Thank the coaches

You can text a thank-you from two places.

From your homepage

On the **Coach feedback** card, click **Thank the coaches**. Choose **Send to**: Coaches who checked in, Confirmed coaches or All coaches. Write a message or click ✨ **Let Teddy draft it**, click **Review & send**, check the count, then click **Send**.

From Survey Results

Under any event, click **Thank the coaches** to send the standard thank-you, or **Write your own message**, then **Send this message**. Confirm, and you'll see "Thank-you text sent to 18 coaches who worked 2027 Summer Classic Showcase." It goes to the coaches who worked the event. The same message only goes out once, so a second click won't text anyone twice.

What coaches and you receive

Sample texts for a sample coach (Jordan Lee), operator (Mike Thompson) and event (2027 Summer Classic Showcase). All texts come from Teddy at +1 (443) 582-0095.

The survey

Last day, at check-out or
5:00 PM Eastern

Thanks for working the event! 🍻 Quick 8-question survey — just reply with a number after each question.

Q1/8: Overall Experience — reply 1 (worst) to 5 (best)
How would you rate working this event overall?

5

Q2/8: Event Operations — reply 1 (worst) to 5 (best).
Scheduling, on-site organization & roster accuracy.

4

Questions 3 to 5 follow the same pattern

Q6/8: Would you work this event again? Reply Y or N.

Y

Q7/8: What went well at this event?

Check-in was quick and the fields were ready on time

Q8/8 (last one!): What could be improved?

Send the schedule a few days earlier

Thank you! Your feedback helps make every event better. 🍻

We appreciate you working with Tourney Direct. Hope to see you at the next one!

The reminder

One time, about 2 days later at 9:00 AM Eastern, only if they haven't finished

Hi! We sent you a quick survey about 2027 Summer Classic Showcase — it takes about 60 seconds and provides helpful feedback to the event operator. Reply with a number 1–5 to rate your overall experience and get started.

For a coach who never started

Hi! You're almost done with the 2027 Summer Classic Showcase survey — just 3 questions left. Reply to continue where you left off and help the event operator improve future events.

For a coach who stopped partway

Your summary

To you, 7 days after the event ends, if any coach answered

 2027 Summer Classic Showcase — Coach Survey Results

★ 4.6 TD Rating
94% would work this event again
18 coaches responded

- Coaches praised the check-in process and field organization.
- Several asked for earlier schedule details before the event.
- Lunch timing on Saturday was a common pain point.

Full results in your portal:
<https://operators.tourneydirect.com>

Goes to the operators on your event. Turn it off per person in Team & Permissions

The thank-you

When you click Thank the coaches on Survey Results

Thanks so much for working 2027 Summer Classic Showcase! Your dedication means everything to us and the coaches you served. We hope to have you back soon. 🇺🇸 — Tourney Direct

Or your own message, if you wrote one

Good to know

Comments are shown without names

Coaches answer more honestly that way. You'll see what was said, not who said it.

A coach didn't get the survey

The usual reason is they didn't check in. Coaches who've replied STOP to Tourney Direct texts, or who have no mobile number, can't get it either.

Coaches should finish within a day or two

The survey closes about 3 days after it's sent.
Answers given after that aren't counted.

The survey can't be changed

The questions, timing and reminder are the same for every event, so your TD Rating compares fairly with other events. There's no way to resend it or turn it off.

Your TD Rating travels with you

Coaches use it to decide which events to work.
Good check-in, clear communication and on-time pay move it most.

Don't want the summary text?

Go to **Account → Team & Permissions**, click the person, and uncheck **Post-event survey summary**. It's on unless someone turns it off.

Stuck? Ask Teddy

On your portal, ask Teddy "How did the coaches rate the Summer Classic?" for the rating, response count and main themes, with a link to the full results.

Questions: info@tourneydirect.com · Full help articles at help.tourneydirect.com