

Team name	Feedback
Ben Franklin	Great in meet experience. Struggle with the prep/backside. The times issues that BMS mentions were super weird but we kind of figured that out by the end. Building relays was difficult. Especially when moving kids around age groups. Is there not a better way to get deal with relays? Entering 4 swimmer numbers slows us down. No way for kids to know what they are swimming. If there is no ability to declare for meets, and no registration, communication feature, I am not sure the platform is worth it. Circle heating? Why is that available? I accidentally hit it late one Friday night and had to reheat the meet by hand so it matched what had already been printed. How can we get the headers off of the meet program subsequent pages? The meet now prints onto 20+ pages. We need the programs for heating and for when the system fails.... The heat sheets when printing in light blue are impossible to see -even printing in greyscale.
BowMarSouth	We have used it extensively the past two summers. The times never once populated correctly so we had to go in and manually do it every meet. Every team we swam against this summer had wrong times for their swimmers--so we would have full heats filled with just our swimmers and then full heats with the opposing teams swimmers...for example an 8 & under race....certain kids times would populate as :16 sec for a 25. We would manually go in and fix our swimmers but the other team sometimes wouldn't. So the fast swimmers would be in the heat with all the slow swimmers or they would swim against just our own team. We also had a ton of relay time issues as well. Unfortunately, we reached out to swimmingly extensively over the season and they never were able to "help" us. We hired an amazing swim coach this past year and she unfortunately will not be returning because the system was so frustrating for her to use and she spent countless hours that she didn't have trying to figure it out. So we are pretty bummed. We were hopeful this platform would help streamline everything but in our case it was the exact opposite.
CCV	We had many issues with Swimmingly. There may be a few pros such as the functionalities of the SwimminglyFan app and the ease of setting up meets. However we experienced a lot of issues: -The meets were much longer than normal which is a huge problem for a big team like us (since our meets are naturally long, they do not need to be any longer) -Our coaches had issues with relays because parents could not say in the system that their child was leaving early -We had the same issue as other teams with messed up seed times. This affected the length of the meet (since the heats were not made efficiently). It also made it hard to tell when a swimmer dropped time since their seed time was incorrect. It also made it more difficult to put together accurate relays -We had issues with timers putting the wrong swimmer number in, creating more work for our scoring volunteers -We heard from a lot of parents that they were unable to sign their kid up for a meet or they were unable to add their kid on SwimminglyFan for whatever reason -There were too many heats where all the timers would malfunction and we had to re-swim entire heats (adding to the length of the meet and creating a more frustrating meet experience for everyone involved) -Our coaches were continually frustrated with the system and it created more work for them than what they should have done -We cannot use our dolphin timers with swimmingly (which have the same benefits as the swimmingly timing system without the errors of swimmingly)
Cherry Knolls	Pros: Not having to email files back and forth between teams before and after meets, not having to print timer sheets before every meet, ease of lane/relay name

	changes/scratches, able to eliminate a couple of volunteer roles, overall meets ran relatively smoothly but the prep and workarounds on the front/back end for meet manager was time consuming and extremely frustrating. Swimmngly was quite responsive most of the time but not all problems were solvable. Cons: Manually populating each meet since file imports from Swimtopia with roster/entries were not accurate, DQ reports in Swimmngly were broken all season and the DQ codes didn't come across to Swimtopia with with meet results file resulting in no DQ report availability for our coaching staff, seed times populated in a very strange way 2 different times (at least) in the heat sheet, with times that those swimmers had never posted, resulting in inappropriate heat/lane assignments-both times I had to text Hayes who did some kind of reset on his end to fix the times, ribbon labels could only be printed <u>by heat</u> by the host pool which created more work for them and resulted in us having to wait for our labels, toward the end of the season the heat sheets began to print so small they were impossible to read-had to get files from Hayes that were only slightly bigger, were not able to create a PDF of the meet results with only our team-had to do a screen shot to PDF to get just our pool, timers phones over heated and shut off, scorekeepers ipad battery would not last for an entire dual meet, too easy for someone to inadvertently change the pool length from meters to yards-happened a couple times-easy to fix but shouldn't be able to change once it's set, the automated email that would go out to both teams when the meet declarations opened in Swimmngly confused our families since we were not using Swimmngly for declarations-there was no way to turn it off.
FP	From the Meet Manager point of view: Pros Much more efficient than the legacy system. Easier to score Easier to set up Easier to post results All paperless Times are recorded on a phone no need for runners no additional volunteers to read off times No scribe needed for stroke judge infractions as it is all done on the app Tech support was AWESOME...even came over to help and always picked up the phone. Cons Times are recorded on phones and we had a fair amount of issues with people stopping times early and times did not try to correct it. Then there is nothing to reference such as a piece of paper. Android could not be used for Stroke Judging Android could not be used for Starter We had new phones and Ipad and ran out of battery each home meet and had to charge. No option for swimmers to opt in for early or late relays..... the work arounds are not feasible Some of the DQ that showed up on results for swimmers were really weird. I think the Upah's showed me where there son was DQ in one race for False Starting twice and wrong strokes for a freestyle event. I believe the app reduces the violations available to the Stroke Judge depending upon the event. I think the system is good and if the enhancements were there it would be fine, but I will say having to register for a meet in two places is not fun. I dealt with more parents this year than I ever have for signing up for relays. I would recommend to the league if they wanted to go forth with this system for next year a couple of things:

	Each meet there must be two timers per lane. This will result in two things: Making sure proper times are captured Practicing for prelims and finals when there is more than one timer per lane Can the system help prevent errors? Their system captures all these times, cannot it not determine the minimum time necessary for each event such that a 8 yr boy can not have a 5 second 25 free? Or to call it out to the scoring table that a potential error is there? Find a way to opt in for relays... they may be looking at it as we mentioned it to them before. The Clubhouse in swimmingly has to get more features comparable to SwimTopia in order for me to recommend it becoming the team website. I also don't know if you can collect registration fees on Swimmingly for the team. We did like swimmingly just needed improvements.
GO	Overall positive experience with Swimmingly and GO will be disappointed if the vote to use Swimmingly is reversed. We voted to move forward with Swimmingly. Why are we now moving backwards. One season is not enough time to adequately make an assessment on the future of Swimmingly. Going backwards to paper, more volunteers, etc. Yes, Swimmingly needs some software improvements but as others have said they were extremely timely in their help and available whenever we needed them. The RMSL board needs to move forward with decisions made/voted on and provide resources to teams. The back and forth is harder for the parent reps/volunteers to deal with than Swimmingly is.
Hampden Heights	We had 2 successful home meets and definitely got the hang of Swimmingly. Our meet manager and starter had it down! Times and stroke judges were able to figure it out pretty easily too The ease of combining heats and events was a plus Relay declaration not being available is a problem Would be nice to have 1 system for both registration and meet management Biggest negative-The scoring reports were NOT helpful for league Finals results in terms if our Divisions and age group points...lots of spreadsheet work had to happen to get those results!
Heritage Greens	Swimmingly was very difficult to use and had many issues with it. It was especially tough and inconsistent in virtual meets. I am not sure how much better the other platforms are or the pricing on purchasing all the hardware to make it work. Swimmingly was very good on customer service. I would be curious to see the improvements made.
Heritage Village	We had great meet experiences for starter, ref, and meet manager. Meets were very fast. App never worked for timers on Android phones the entire summer. All the same frustrations with seed times and seeding the heats and lane assignments - have never seen a swim meet where fastest swimmers are assigned to outer lanes??? Relay entries major frustration for coaches and parents. It's a good thing you can make changes on the fly bc we had to at every meet due to inability to declare for relays in advance. Need different levels of admin access in Clubhouse so not all with access on a team have same rights. Need each team to be able to open and close declarations and print ribbon labels on their own not just home team. Coaches can't give good feedback to swimmers bc can't see times week to week. "Make fastest relay" feature doesn't work for same reason. Great potential but many glitches snafus and gaps that must be fixed.
Homestead	Pressing a button to finish the meet, publish the times, create results, and print ribbons is awesome. Instant results are awesome. The on-deck heating flexibility was awesome. Some of the issues we had with Swimmingly are unavoidable -- like

	phones overheating in 95 degree weather and timers missing times. It did get easier through the season but it was a ton of work. However, I don't feel like the promise of Swimmngly (fewer volunteers, less paper, faster meets) happened at all. Our meets took longer, we still had to print a lot of heat sheets, and we saved one runner and a dolphin reset position and that's it. I also feel like software-wise, they overpromised and underdelivered in terms of the capability. It felt a lot more beta than I expected. I have trouble imagining a fully-functional Swimtopia replacement by next year and I wonder what we are paying so much money for if that is the case. That said, I wasn't in favor of Swimmngly initially both because we have a dolphin system and because of the cost, but once the league voted to use it, I think we have to stick with it. I don't want to throw away hours of effort and start over with another meet management system next summer. And most of the issues were invisible to parents who really liked the Swimmngly experience. The software team is responsive so I hope the platform will be more robust next year and many of the issues fixed.
HF	Our team management & parents had a great experience with Swimmngly. We utilized their training sessions, Hayes came to our mock meet, we attended the mock meet at Hunters Hill. We trained our parents before the season, before each meet AND at shift change halfway through each meet. There is room for improvement as is with any new digital platform. Our meet managers definitely want to keep it.
HFII	Nightmare on all fronts. We have had a lot of issues and vote to use ANYTHING but Swimmngly. Not all parents are tech savvy, and not all teams are tech savvy. Having to enter a swimmer's number was a waste of time, especially for relays. Battery drain on your phone. In theory the idea is good but it is not practical. When someone pushes a button on a stopwatch you get "feedback" from the watch so you know that you did your job. With your phone, you can tap multiple times and cause issues. The capacity of our wifi did not support this system. Swimtopia worked just fine. There was no need to change a system that a lot of people knew how to work and could support if there were issues. We had timeouts a lot that made us stop the meet and caused delays. Not fair to have volunteers use their phones - complaints on all fronts - battery draining as well as people who did not have iphones. Also the cost of swimmngly - paying per swimmer. Complaints on that as well. Little pricey.
Hunters Hill	Overall we had a very positive experience. The set up was easy and parent volunteers were very satisfied with the instant results and speed of the meets. The times and stroke judges appreciated the system and found it easy to use. It sped up our meets significantly. Customer support was also great, especially from Aysia. The only drawback was that it did not always seem that the times and seeding were correct. We had to reset the router once to correct a timing discrepancy, so it would be good to have some sort of back up or multi-timing system that is then averaged out. There was also not a way for the visiting team to print their ribbon labels. Most issues we encountered were timer error. Swimmngly has some issues that need to be sorted out, but we can not see going back to manually inputting times with Meet Maestro. It seems too time and labor consuming. Overall, we would prefer to move forward with Swimmngly.
Knolls	We had an overall positive experience with Swimmngly largely due to our meet manager. We were under the impression that this decision was made in 2020 and would not come without issues but we were on board! We had positive experiences at meets. Parents love the immediate access to results. If it was a few years ago and we were still using meet manager, I'd have been impressed. But now that we've been

	using Swimmingley, even with all its issues, I'm not impressed with meet maestro. Meet maestro would take us backward and make us go right back to stop watches, runners, timer sheets, data entry for all times (which slows down the meet a lot and has more room for error, thus the 3 or 4 volunteers needed for scoring than just 1), more volunteers needed and tons of paper. Not to mention we'd have to buy a new swim team computer and possibly the dolphin timers eventually (expensive). I seriously thought that the league had made this decision in 2020 to go with Swimmingley and this was done. Certainly Swimmingley had its issues, but they can most likely be fixed in the future. Meet Maestro will come with its own set of issues too. I don't think that anything is perfect, only trying it for one season. I think the league could have done more troubleshooting throughout the season and teams could have communicated better to eliminate frustrations. For example, I just read through all the comments so far. The printing labels problem is interesting to me. Maybe because I ran 4 of the 5 meets, I didn't really experience all the problems. I did have to wait to get the labels for several days after our away meet, but in the old system we had to wait for the backup meet manager file to be emailed to do anything. I was able to print our labels by either swimmer or by event from my iPad, but it was the same iPad I did scoring from and I did it in the app I scored from after the results were in the Clubhouse. I think the ribbons were available in the Clubhouse by the end of the season though. We also solved the battery draining problem by lowering the brightness on the screen or plugging into a battery. Otherwise it does drain the battery quickly.
Preserve	Our experience with Swimmingley was very positive--once we learned how to use it, and as the Swimmingley team made some modifications to the system and fixed a few glitches during the season. Setting up meets was very simple, we could even create specially designed fun or intrasquad meets for just our team much easier than before. Seeding the meets, moving lanes to combine events, printing pre-meet reports were also very easy to do. We did continue to use Adobe to mark up the heat sheets ahead of time to show combinations and run quicker meets. On the day of the meet, Swimmingley's ability to scratch or add swimmers on deck using swimmer numbers, helped us to completely eliminate the scratch meeting and all the marking up and paper shuffling we used to have to do prior to the start of a meet. Once we figured out a few troubleshooting items for timers and stroke judges, we had very few, if any issues on the deck during the course of the meet. Having times and DQ's come directly into the Meet Manager iPad as the meet progressed made it easy to quickly verify swimmer numbers, times, names, DQ's right on the deck if there were any issues. Any errors could be fixed quickly. Early on, we did run into some timing issues from nervous or new parent timers, but once we learned how to train and support our volunteers better, those were virtually eliminated by our last meet of the season. Timing on a phone vs. a stopwatch does take some getting used to. Publishing scoring updates was very seamless and publishing final results at the end of the meets is also much less work. The only remaining "issue" for us at the end of the season, was the printing of ribbons was still glitchy. Printing by swimmer didn't work for more than the first swimmer on your team, then they printed randomly. This is hopefully a quick fix for the Swimmingley team for the future. In the end, our meets did run faster with Swimmingley, and we were able to eliminate several volunteer roles. The Swimmingley team was readily available to take our calls, and there were many, but they were eager to help work through things and to even understand how we used to do it before using their system. We saw Hayes Johnson at several meets, available to help, and we had his cell phone to use during moments of panic early on. Swimmingley is pricey, however; and it would be hard to justify a large price increase until the product and the support for it is fully developed. We've seen how easy it can make swim meets though, and it would be hard to give up and go back to the old way of doing things.
South Park	Swimmingley provides meet management support. Because we must use both

	Swimmingly and Swimtopia to manage the team, the DQ codes being different for Swimmingly and Swimtopia causes issues with being able to provide a DQ report to coaches to work with the swimmers. And half the DQs entered in Swimmingly do not show up on the DQ report. A splash of water will stop the starters phone and cause all times to be void. If using the Colorado starter system a false start causes empty heats to be put in a meet. The PDF reports are not consistently formatted the same way. No ability to enter records or track records or receive an alert that a record has been broken at a pool during a meet. Considerable time was needed to change shifts of timers and stroke judges because of inexperience and having to log on and off. Our Meet Manager made several calls during the swim season for support and while staff returned calls, they weren't able to fix the issues with DQs and report structure. The Clubhouse doesn't really have any benefit over Swimtopia. It will set up a meet, but not as well as or organized as Swimtopia. Seed times of swimmers were not consistent, and in some instances when we researched the swimmers times, could not find any where that the seed time came from so we have no idea what data Swimmingly uses. We need a product that combines the best of both of these systems - Swimtopia where we can manage the swim team (registration, additional non-swim meet events, team records, etc.) and manage swim meets (Swimmingly).
Stonegate	
Sundance Hills	
WCII	We had an overall great experience with Swimmingly! I will say that any and every system is not without some problems and can never satisfy everyone! Setting up the meets was much easier with swimmingly! Now with that said, we too had a difficult start. However we reached out to Hayes and he was available to come and support our meet manager and walk her through it. He also came to two of our meets to help in the moment. The service and support they provided was wonderful. I can't imagine at this point going back to a manual timing system. I feel that, yes there were problems with the batteries draining, but really only a huge problem if people's phones were not charged overnight. However, swimmingly did provide battery chargers to alleviate this problem. I also think that there were some timers that had problems with stopping the timer too early, but the system works to help us fix that once it has happened. This is a training issue, If a timer is having problems with the swimmingly system I can't imagine it would be any better with a manual timer. At least in this system there is a way to correct it, this would not be an option on a manual timer. All of our volunteers really seemed to like the system and parents REALLY loved being to follow along in real time. There are a few thing we would love to see worked on. Such as being able to lock out the meet once it has been started to ensure that no one can make changes except the meet manager. There were a few challenges as well with connecting to the wireless network which could be better. Like any system there is a learning curve, it is something that has to be worked through and cannot just be learned on the fly. Overall we like swimmingly and would love to keep it!