



UNC
GREENSBORO
Center for Athlete
Well-being

USOPC Athlete Listening Study: Overview of Findings

Fall 2023

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Methods

Instrument Development

- Iterative process between the research team and the USOPC staff that initially was informed by past USOPC instruments.
- Once a near-final instrument was complete, the research team conducted cognitive interviews with two athletes – one Olympian and one Paralympian – to test the instrument for language clarity and to ensure key topics were covered. Minor adjustments were made as a result of these cognitive interviews.

Survey Administration

- Online, self-administered, and confidential
- Administered May 22 to June 26, 2023
- Targeted non-respondent follow-ups were sent only to those athletes who had not completed the survey. A total of four reminders were sent to the sample in addition to the initial email invitation.
- A \$15 gift card incentive was provided to the first 332 athletes who completed the survey.

Response

- The sample contained the census of 1,974 U.S. Olympic and Paralympic athletes. Response was 475 athletes, representing an overall response rate of 24.1% and 51 external NGBs and 7 internally managed sports.

Paralympic Status	Olympic athlete	76%
	Paralympic athlete	24%
Education	High school graduate or less	13%
	Attended college but did not complete a degree	14%
	Completed an associate's degree	5%
	Completed a bachelor's degree	43%
	Completed an advanced degree (master's or doctoral)	26%
Employment	Employed full-time	23%
	Employed part-time	20%
	Not employed (including retired)	28%
	Student	16%
	Other	12%
Income	\$0	3%
	\$1-\$49,999	54%
	\$50,000-99,999	25%
	\$100,00-199,999	15%
	\$200,000 or above	3%
Race*	American Indian or Alaska Native	1%
	Asian	6%
	Black or African American	7%
	Native Hawaiian or Other Pacific Islander	2%
	White	66%
Ethnicity	Hispanic or Latino or Spanish Origin	6%
	Not Hispanic or Latino or Spanish Origin	94%
*Select all – will not add to 100%		

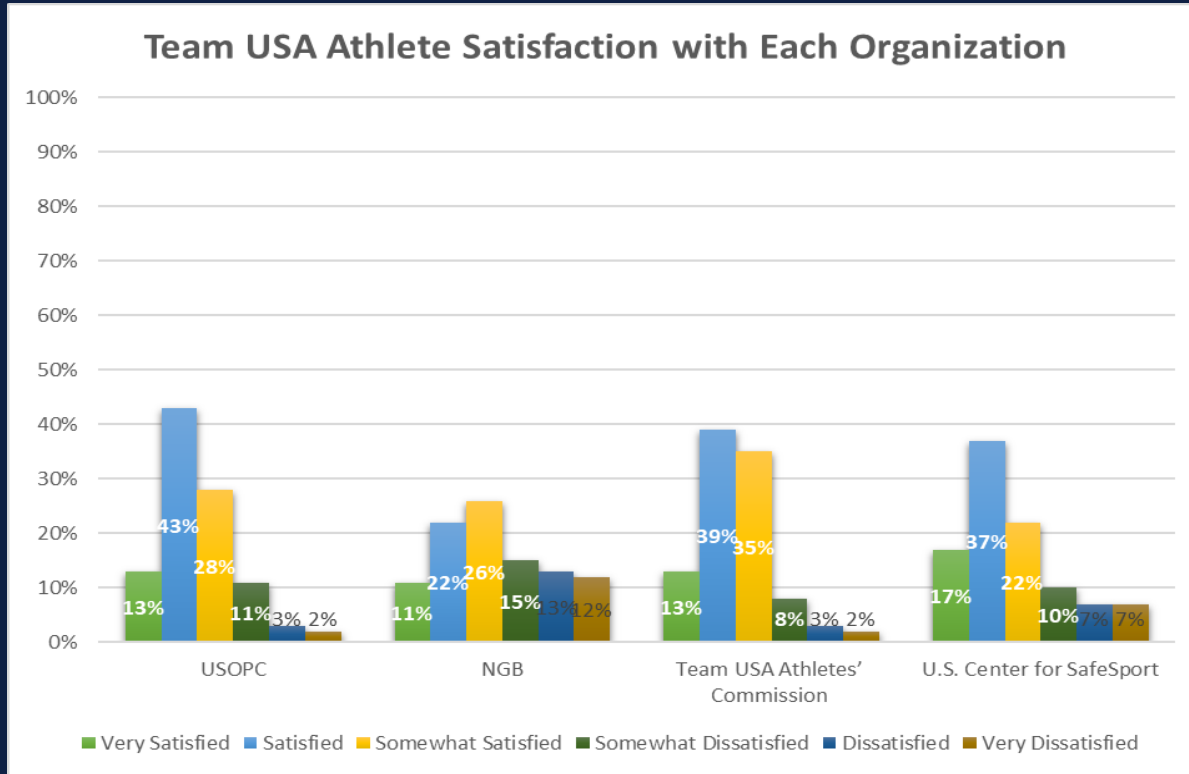


Findings

Satisfaction with the USOPC

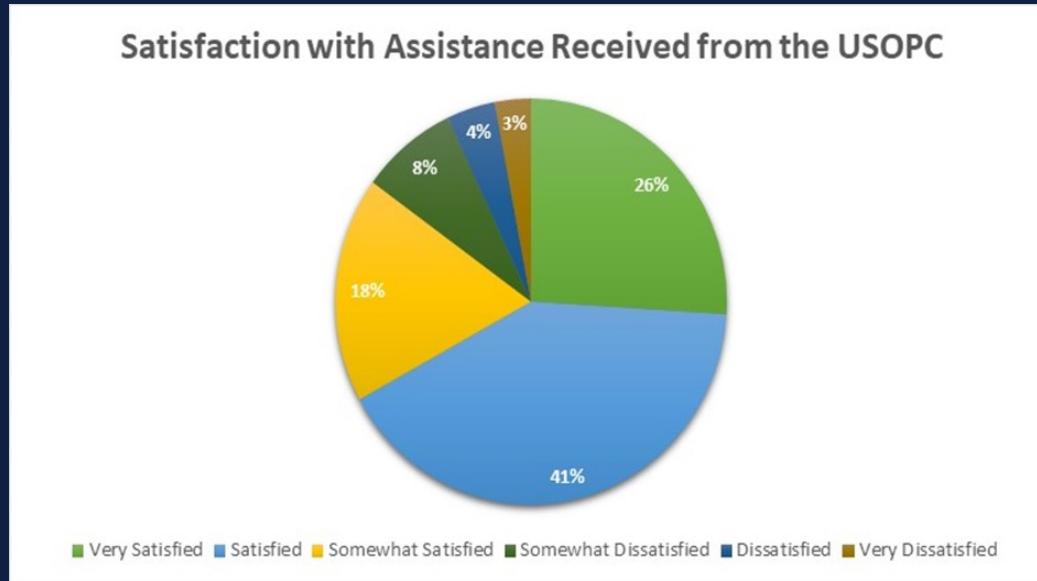
- The following slides presents a side-by-side comparison of Team USA athlete satisfaction with the USOPC, Team USA Athletes' Commission, U.S. Center for SafeSport, and their NGB.
- Over one-half report they are very satisfied or satisfied with the USOPC, Team USA AC, and SafeSport.
- Athletes were significantly more likely to report satisfaction with the USOPC when compared with their NGB and when compared with SafeSport.

Satisfaction with the USOPC *(cont.)*



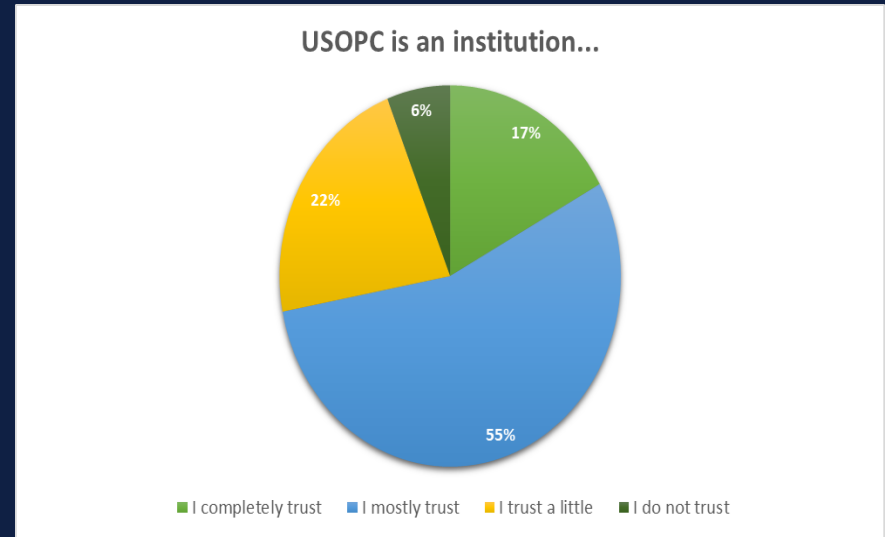
Assistance Received by USOPC

46% of athletes report they have reached out to the USOPC for assistance in the last 12 months. Approximately one-quarter report being *very satisfied* with the assistance they received.



General Trust of the USOPC

- Athletes were presented with a fill-in-the blank question: USOPC is an institution I... do not trust; trust a little, mostly trust, completely trust.
- Athletes were invited to provide more information if they selected do not trust or trust a little. Comments included a general lack of transparency, unclear communication, inequitable treatment of the Olympic and Paralympic movements, and a hyperfocus on revenue generation at the expense of athlete well-being.



Treatment by Primary Coach

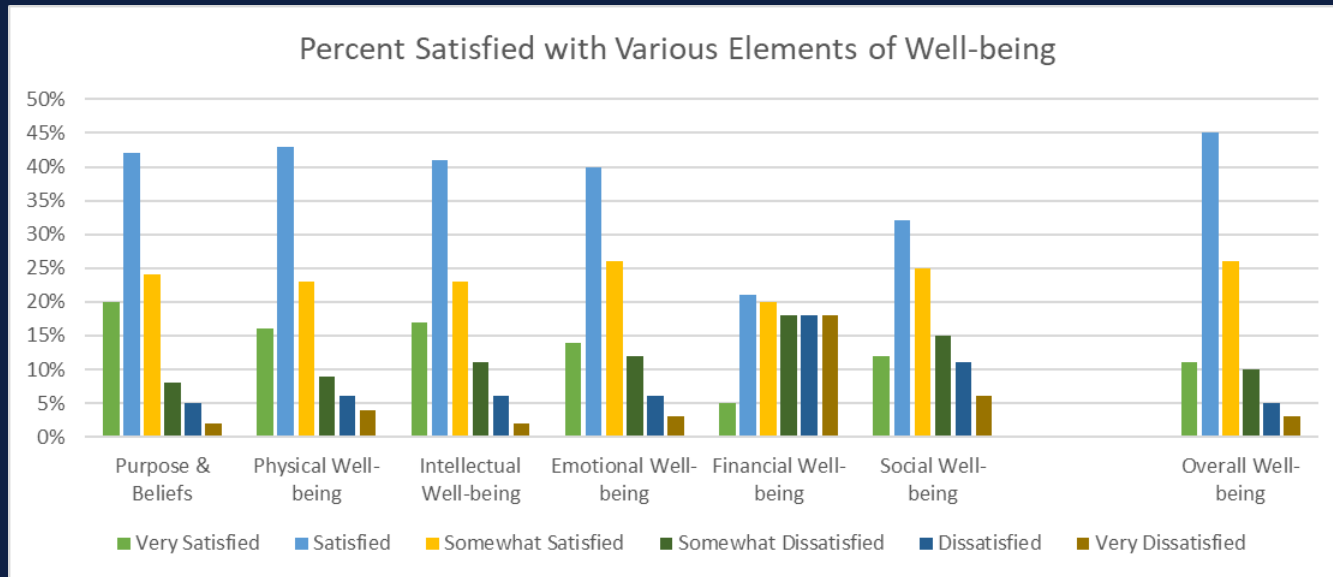
- Who athletes consider to be their primary coach:
 - 45% consider their personal, non-NGB staff to be their primary coach
 - 38% consider their national team, NGB-staff, head coach to be their primary coach
 - 6% consider another NGB-staff national coach to be their head coach, and
 - 11% consider someone outside of these categories to be their primary coach, including multiple coaches with varying designations sharing that role, out-of-country coaches, etc.

Treatment by Primary Coach *(cont.)*

- Athletes were asked a series of items assessing both ethical and mistreatment by their coach.
- On average, athletes agree that their primary coaches have treated them ethically. Simultaneously, 16% of athletes have experienced at least one form of the listed mistreatment at least once in the last 12 months by their primary coach. This includes being put down in front of others, being ridiculed, and making negative comments about them to others.
- There were no significant differences in reports of mistreatment when examining the data by who their primary coach is.

Athletes' Needs

To help identify opportunities for additional resources and support, athletes were asked about how satisfied they are with various aspects of their well-being. While the majority reported being satisfied for very satisfied with their overall well-being, they were less enthusiastic about their specific financial and social well-being, indicating areas for potential added resources.



USOPC Services

- Athletes were provided a list of USOPC services and asked if they were aware of, have used, and if used, were satisfied with the service (see next slide for a nuanced response breakdown).
- At least one-half were aware of all the services with Elite Athlete Health Insurance (EAHI) and U.S. Olympic & Paralympic Training Centers and Sites as the two more endorsed services at 90% each aware of them.
- The service respondents reported the least awareness was of sports medicine clinics with 57% reporting awareness.
- Among those aware of services, the most frequently used were athlete stipends (88%) followed by the training centers and sites (79%). Least used was athlete career and education with 50%.
- Among satisfaction with used services, athletes reported the greatest satisfaction with EAHI and athlete career and education. Two services received less than one-half reporting they were satisfied: athlete stipends and Athlete Marketing Platform.

USOPC Services *(cont.)*

	Aware of Service	Of those Aware	Of those who Used Service		
		Used Service	Dissatisfied	Somewhat Satisfied	Satisfied
Athlete Stipends	86%	88%	19%	40%	41%
Elite Athlete Health Insurance (EAHI)	90%	71%	5%	26%	69%
U.S. Olympic & Paralympic Training Centers & Sites	90%	79%	8%	37%	55%
Operation Gold	78%	68%	8%	34%	58%
Athlete Career & Education	78%	50%	5%	29%	67%
Psychological Services	83%	57%	13%	35%	52%
Sports Medicine Clinics	57%	63%	6%	33%	61%
Athlete Marketing Platform (AMP)	66%	65%	28%	54%	18%
Sport Science Services	60%	72%	9%	39%	52%
U.S. Olympic & Paralympic Medical Network (formerly the National Medical Network or NMN)	65%	56%	8%	30%	63%

Prevention of Misconduct & Victim Support

- Athletes report that the USOPC is mostly doing a good job of preventing sexual, emotional, and physical misconduct and supporting victims of misconduct.

	Very Poor	Poor	Somewhat Poor	Somewhat Good	Good	Very Good
Preventing sexual misconduct	5%	5%	9%	25%	37%	19%
Preventing emotional misconduct	8%	5%	15%	27%	32%	13%
Preventing physical misconduct	3%	4%	7%	25%	42%	20%
Support of victims of sexual misconduct	5%	5%	6%	26%	38%	21%
Support of victims of emotional misconduct	7%	6%	11%	26%	36%	15%
Support of victims of physical misconduct	4%	5%	5%	28%	40%	19%

- Athletes who have experienced discrimination within their sport were significantly more likely to report the USOPC is doing a poor job of preventing emotional misconduct (25% vs 8%) and supporting victims of emotional misconduct (23% vs. 8%) when compared with athletes who have not been discriminated against.

