GVSA board meeting minutes – September 8, 2014
Present: John Hall, Josh Sheldon, Sue Crabtree, Jim Cisler, Lawrence Murray, Bjorn Hansen, John Corbett, Jake Harmon
Guest: Mike Windt, Dave Whitehouse
Meeting called to order by John Hall at 8:30pm
Previous meeting minutes approved.

Officer's reports:
Jake: see attached financials

Josh: Wanted to clarify what happens when a club hosts a game and the field is unplayable. The home team must pay for the refs again but is allowed to host the game a 2nd time. Josh is going to look at what the Premier or State Cup rules are.

Corbett: Ref meetings were held and there were roughly 70 refs in GR and 40 in Muskegon. These numbers are low in comparison to previous falls. This fall had the best start to a season as far as refs showing up on time and at the right locations. Ref's are currently filled through the 3rd week of Sept.

President's report:
John will re-work the fees proportion on players not having their player card with them for a game but still playing and then will send out to the board for review. Once finalized, he will circulate to all of the clubs.
Also, see attached results on the GotSoccer survey.

Administrators report:
PASS asked about not playing a game for U11 boys 4th division as it is in Cadillac. Sue will follow up with PASS to let them know that they do need to go and play the game.

Old Buisness:
Respect Campaign – Had a discussion about releasing the player, spectator and coach rankings to all GVSA clubs. Suggestion to give ref's a better idea on where to start when ranking the teams (5 is average, go from there, etc.).

Online registration Proposal – Whiteware – See attached notes from Dave.
Motion to accept Dave's proposal on the online registration software. Motion passed (all were in favor).

Roster size for U11 and U12 – Tabled

New Buisness:
Referee ratings for Spring – 102 evaluations of refs were turned in (blue forms for GVSA). There were 102 games with 5 categories so 510 rankings total. Of the rankings:
        37% excellent
        35% very good
        17% good
        7% fair
        3% poor

Meeting adjourned at 10:30pm.
Next meeting October 6th, 2014, 8:30pm at MVP Spot (32nd St.)
Submitted,
Josh Sheldon, secretary

GotSoccer Survey

Hate

When making a change to a file, it should update everywhere

Seems to require duplicate work

Always feels like I'm searching for things

Players can have multiple accounts

I would prefer to not have archived and/or inactive teams showing up in my active lists

When you filter at the top to a specific group that you want it does not stay there for the next search even though you want to do the same thing

if you click on the coaches tab and select a coach on page 3, when you go back to the coaches tab you should be able to stay on page 3

it would be nice to have at least 100 per page to start out rather than having to select the option. Right now it has 50, 100 or 250. Put the max on the first page.

I should be able to allow only a select few the option to edit anything in Got Soccer. Make everyone "read only" with me having the option to add/edit.

Only can have 1 e-mail per player

Work and sort you need to export to excel or something different

This year I had a player in to young of an age group. In the past it caught it.

Age roll up on Aug. 1, after we have registered. Makes it confusing making sure we pick the next group

Not sure why Team commitment and Registration are two different items to enter

Information should be uploaded to GVSA more often. Some items not linked

Duplicate players are to easy to do

We can't release a player from club easily or import from other club

Can only export all player, managers or coaches. Would like to filter first to Active players then export

Saving on each page

Hard to correct mistakes

Commitment and registration seems harder than it should be

Hard to learn when new to it

It is not user friendly at all. Parents hate it

It creates a tremendous amount of email to answer questions

The interface is extremely inconsistent

Building teams is horrible

The rollover!!!!!!!

The huge learning curve for people

Tech support??? What tech support???

Constantly having to change the number of registrants from 25 to 250/500 to view all members for mass emails

Waiting for the system to "roll-over" for the "new" year.

Risk Management seems a hassle

The cost

People do need to invest time to learn the system

Not user friendly

Voucher System - does not work with links or easy register function. Users have to login to GotSoccer, find the club, search for available programs, then enroll, etc.

Programs are not linked for one player. A player must currently open separate accounts for each program they register in the club for

August Rollover - Accounts are not rolled over into the new year until first week of August. Needs to happen sooner.

Like

Ability to export all data

Ability to track all relevant data for family/player

Ability to filter data by all fields

Import / export to and from excel

Automatic and instantaneous message about RM cards when entering a new coach. This is a must have

E-mail options to select a specific pre written message to returning coaches and managers like on the manage coaches tab and then customization tab

Boxes to check to send e-mails to more than one coach

Filters at top of page

Making all players and coaches inactive all at one time

Photo upload to print on card

Retains information from year to year

Search engine works well.

After many years I am used to this system and can manipulate it.

I can export then use to upload for uniforms etc

Tracks teams, risk management in one program

Some features are really good like emailing and texting. Found these on accident

The more that this program is used, the "better" it gets. Many of the things that this program does are found on accident though

Coordinated system with MSYSA

Convenient link for on-line payment of player fees

Easy set up to "copy" registration programs from one year to the next

Easy to setup varying levels of access for various users

Easy Register feature for current members is REALLY easy and quick when registering in new programs

Relatively easy for mass email messaging

Very easy to navigate for club/team/members information

Online Enrollment and payments

Online signature of parents accepting the terms of our enrollment and payment system

Premier league use (registration, scheduling, rosters, printing of game sheets)

State cup use (registration, field scheduling, rosters, etc)

Online rostering of coaches, RM feature tied to state office for background check approval

Voucher system to pay for RM for coaches/,manages background c

Rostering system connected to our payment system (pulling players onto team rosters when they have "enrolled")

Team roster filters that tell us who has not yet enrolled or paid their full fee.

The quick edit feature on the "teams" page

The Team Builder feature

Email sent to accounts where the credit card was declined. Will keep trying to charge the account for 7 days

The ability to pay my Got Soccer charges right online. Takes 2 seconds

The voucher system for scholarship recipients or discounts is a great idea, but very confusing to use. I use it regularity for manager and coach background checks

Daily and cumulative totals of online registrations that come in for various programs. (i.e.: tryouts, Juniors, camps, etc)

The ability to email enrolled players with club information. We used to use Constant Contact and have converted to using this as our email communication piece

Ability to filter certain club members to email

Ability to "flag" certain club members (i.e.: our scholarship recipients are encouraged to volunteer so they receive emails with opportunities that arise to do so)

Creating links to easy registrations from our website

Profile picture printed on card (although would need specifics of head shot). color pictures would be better too)

Excel spread sheet of enrolled players and special features we have put on our programs.

Wish

Ability to email more than one person on individual account when sending a team email

A place where it showed "true age group" and then "division playing in" on the main page

It would be nice to link the concussion course with the RM card. In order for new coaches to get their RM card they MUST take the concussion course

When adding a new player profile to a team, when you select a team name in the drop down box only have the active teams show and not all previous teams

Have all coaching licenses taken through the state linked to the coach and displayed on the main coaches page

Have all the coaches RM expiration date listed on the main coaches page

It would be nice to be able to export selected data from the software and import it into Excel in an orderly manner so that we can create reports

Players and families can keep all players under one log in

Have forms that work with GVSA and can be printed by players. Registration, Medical release, Respect. could be stored on site

Clubs keep vital information in it. Officers names, numbers. Website etc. We can search for other club information easily

Integrates with GVSA website. Less forms

Easy interface for parents and people using the system

Less crossover. Let registrars register, let the treasurer deal with the money

Easy team building

More flexible payment system. For instance the ability to add late fees when player registers late

More straight forward way to register teams and division requests

User friendly!

Manager ability to print RM cards from team page

One billing account for each player so they can add 'services/programs" to. Currently they need to open an account for payment of each "program" they apply to

Ability to "hide" players, coaches, or managers who are not currently rostered on your teams but may be added to rosters in the spring season

Ability to "hide" teams that are not yet registered with a league but have players on their rosters (i.e.: spring only teams)

Ability to "hide" or remove last years payment information so it does't show up

An email reminding the parent that the credit card will be charged and if declined a fee will be added to the decline for each time it is declined

An email telling the club personnel WHEN a credit card is declined and who it is issued to or which account it is attached t.

An email letting club register know when a manager or coach has been removed from the roster because of Back ground check renewal.

Have other league forms linked to the site. IE: GVSA registration form. Would be great to have parents sign and send to their chosen club online

Concussion forms could also all be online and kept track of who has not read and signed this form (coaches, managers, parents, players).

Add Travel consent, and Medical downloads to the enrollment process so they can be downloaded and turned into the managers

Have area where clubs could add other forms to download and parents turn into managers

Have gvsa forms available for registrars, managers, coaches, etc to download from their profile pages

Reputable soft wear that has been perfected from user feedback

GENERAL

- The system will continue to have two main methods of being accessed, as it does now
  - ADMINISTRATIVE - "Back Office" interface and accessible only League Administrator (Sue) and League Office (Amanda).
  - USER - Graphical and completely web based. Currently all features are public (Schedules, Results, Standings and Score Reporting). The added features will typically be accessible only through a login process (described below).
- White Ware will provide all system support:
  - System hosting (done presently), with offsite data replication (all data entered is immediately stored on an offsite server, in case of disaster)
  - All programming and support. This will include a problem ticket reporting system available to users (clubs) to report problems and suggestions. White Ware will monitor and resolve the tickets, including feedback to the ticket originator.
  - Direct phone support for Club Registrars.
  - An annual training session for Club Registrars.
  - Email validations.

ADMINISTRATION AND AUTHENTICATION

- Initial Users and Passwords for each Club will be created by White Ware. User IDs will be EMail addresses.
- All User logins will require a response to an Email (to prove the user originated the request).
- Lost passwords will be handled online and can be reset at any time.
- Multiple levels of capability can be assigned to users:
  - LEAGUE ADMINISTRATOR - can perform all functions for all Clubs and Teams
  - CLUB - Limited to an individual Club's Teams. NOTE: An individual may possibly have Club Access to multiple Clubs, if they all allow it.
  - TEAM - Limited to a list of individual teams (which may be in more than one Club). Usually this would be a Team Manager
  - INDIVIDUAL - typically a parent and limited to a list of Players (usually his/her children) and/or Team Officials.

EVENTS

- All GVSA events can only be created or modified by an Administrator using the Back Office interface. This will typically be a Fall and Spring Playing Season (e.g. Fall 2014 and Spring 2015) within a single Registration Year. There will be no need for an additional Registration Event.
- When an event is created it can have an Opening Date and Closing Date for accepting teams. The Fall Season would be open for Clubs to enter Teams the same day as the date players can register with Clubs.
- When Clubs enter teams they need to provide some basic information:
  - Team Name
  - Age Group and Gender the team will be playing in.
- New Teams will be assigned a GVSA Team Number. A Club may enter a Team Number from a previous year (A Drop Down list will be provided), in which case the

team information, including Team Officials and Players will automatically be copied, after which the Club may modify it.
- Clubs will be shown the required Team Fees as teams are entered, as well as roster requirements (Minimum and Maximum number of players and Team Officials).
- Prior to the Due Date for Team Commitments Clubs may modify team Age Groups, add more Teams or Drop Teams without any penalty. After the Due Date a change to Team Age will require an Administrative Override and Dropping a Team will still require payment of the Commitment Fee,
- Each Club can produce a report (PDF, which can also be printed or Emailed) of all of their teams, status, age groups/gender and total fees due to GVSA.
- Note that the system will allow more than one Season to be open at once (no need for the GotSoccer Rollover).

ADDING PLAYERS AND TEAM OFFICIALS

- Once a Club creates a team in an event, Team Officials (Coach, Assistant Coaches and Players) can be added
- If the team is copied from a previous year's team, any or all Players and Officials cane be removed and new ones added.
- Incomplete information can be entered, but must be completed before the player can be considered part of the team.
- Team Contacts (no Pass Card; No Risk Management) can be entered. No registration fess are paid to GVSA or MSYSA. These are usually just phone or Email contacts.
- Adding Players
  o This can be done at any time GVSA allows it (there will be an Administrative Table that can be changed). If an individual late fee is required it will be displayed
  o The system will perform basic checking: Player's Gender (no Boys on Girls Teams), Age (Is Player too old or too young?), does team have room on the roster for the player (A player can be added if the roster is full, but not validated - they cannot get a pass card or appear on the roster until room is cleared); is player on another team. This can be a bit tricky, but essentially the system will check using the Player ID (if provided), then Name+BirthDate. The Name can be problematic and if there is no doubt a drop down list appear and the player can be chosen.
  o GVSA will still require a Registration Form (but this can now be done electronically - see below) and Proof of Identity and Age (typically a Birth Certificate) to validate the player.
  o Player Releases can be done electronically also.
  o Dual Registrations will still require a paper form, as they involve multiple leagues.
  o Pictures can be downloaded (will be printed on pass cards)
- Reporting. While most problems can be caught during data entry, there are numerous situations, mostly involving incomplete information, that are most easily handled through exception reporting:
  o When the Club Registrar views a team's information, there will be a series of green (or red) check marks next to each Coach/Player, indicating what's been completed and what's missing:
    - Verification of Age/Identity (Birth Certificate) - Players only
    - Registration Form Submitted?
    - Registration Form Signed?

- Dual Registration Form Submitted?
- Release Form Submitted?
- Transfer Form Submitted?
- Fees Payable (Dollar amount - Late Fee; Transfer; Drop)
- Coach License Info (Coaches/Assistants only) - Copy of License is needed for Verification
  - Missing Information can also be displayed for the entire Club (PDF), including total fees outstanding, as well as team wide problems (e.g. too few players)
  - EMail Reminders to parents can be sent for missing Birth Certificates and Forms

ELECTRONIC REGISTRATIONS

Electronic Registrations can be submitted by individuals using the following process:

- When a Club adds a player or Coach they can Email an invitation (this of course assumes that the player's EMail has been entered into the system) to the player's parent (or the player, if he/she is 18). This EMail will have the name of the Player, the Club, the Team (and Age Group/Gender) that the player is being invited to join. Clubs may specify a time limit to respond (e.g. 72 Hours).
- The EMail will provide a link to a web page, which will display a form. Missing information can be entered (Name, Address, Phone; Birth Date and Corrected Name if it's a new player only) and the agreement to abide by GVSA rules will be displayed. A picture can also be uploaded, if the agreement is accepted.
- Once completed, an Email will be sent to the parent to confirm the acceptance/rejection.
- The Parent/Player/Team Coach then will accept (or reject) the invitation, which will cause the GVSA data base to be updated. At their option, a Club can receive an Email for acceptance and/or rejections.
- Players may also be dropped electronically.
- IntraClub Transfers can also be done electronically. InterClub Electronic Transfers will be added when all Clubs are using the system.
- Dual Registrations cannot be done electronically.

SCHEDULING

- Scheduling requests may be entered (currently done manually by the GVSA Administrator).
- Field Availability is likely more easily done at this time manually, as fields are often used by multiple clubs and the available times are often problematic.

FEES AND CREDIT CARDS

- The system will track all fees that are owed, and what has been paid. This will not only help Clubs track what they owe, but allows a Club to apply any Credits they may have towards fees outstanding.
- If GVSA wishes we can set up Credit Card payments for all or some fees (e.g. Commitment Fees might be excluded as they are non-refundable and very large). Adding an extra amount to cover the cost of Credit Card Processing is suggested. This can be discussed further and implemented in the future.

ADDITIONAL REPORTING

- Official Rosters (PDF)
- Preliminary Rosters (PDF) - these will include a list of all issues with the team and/or individuals on it.
- Game Report Forms can be printed by Clubs/Teams once scheduling is completed.
- Statistics for the entire Club and individual Teams (PDF), either with or without issues being shown.
- Outstanding Fees and Credits - detail and summary (PDF)
- Note that all PDF reports can be printed and/or Emailed as well as viewed on the screen.
- Export (Excel file) of teams and personnel, on demand.

BACK OFFICE UPDATES

- Add *Old Team Number* to Teams
- Add *Accepted/Rejected* to Teams, as well as *Status* (e.g. *Dropped*), *Fees Charged, Fees Paid*
- *Acceptance Status* for individuals on Teams
- New Tables for Fees, Team Parameters, Event Parameters
- *Fees Charges, Fees Paid* for Individuals