

Mebane Youth Soccer Association



Team Manager Handbook Recreation

v1.5 June 2011

Welcome New and Returning Team Managers!

The following guide was put together for you to use as a resource throughout the season. ***This guide is updated regularly so be sure you reference the latest version by selecting 'Team Managers' under the 'Info' tab on the MYSA main website.***

Depending on whether you have a new team, a returning team, your coach's level of involvement, and your other team parents' level of involvement, you may or may not be responsible for everything contained in this outline. In most cases, other team parents will be more than willing to help if you simply ask for what you need.

This manual pertains only to Recreational Team managers. Travel team managers should refer to the Travel Team Manager's Handbook, also found on the Team Managers page of the MYSA main website.

Thanks for volunteering your time and efforts to your team.

If you need any assistance outside of this reference, please do not hesitate to contact the MYSA Director of Managers at:

dom@mehanesoccer.us

Send any feedback on this handbook to: info@mehanesoccer.us

Seasonal Timeline

The Beginning of the Season

1. Fill out/update Risk Management Profile and ensure other team adults have RM completed.
2. Get SoccerSys account & familiarize yourself with Online Team Management (new managers).
3. Contact all players once rosters are posted. Call if you don't hear back via email!
In your initial contact with your team, verify that all parents have joined the parent mailing list by either going to the MYSA main website or better yet, send them the link directly in your email. The fact that their email is in the Soccer System does NOT mean that they are on the general parent mailing list utilized for league wide communication!
5. Collect forms, paperwork, and registration fees at first practice. Track on the team roster worksheet.
6. Verify team and player records in Team Administration and communicate discrepancies to your division coordinator.
7. Work with Sponsorship Coordinator to obtain or retain sponsorship for your team.
8. Choose and order uniforms/kits if necessary. Make sure colors are approved.
9. Communicate dropouts to your division coordinator as soon as you are aware of them.
10. Identify any practice conflicts that cannot be resolved.
11. Identify player conflicts in preparation for match scheduling.

During and Throughout the Season

1. Coordinate snack schedules for games.
2. Submit match results according to the guidelines of your level of play.
3. Serve as communication hub for all delays, inclement weather, and other changes.
4. Coordinate match reschedules as needed with division coordinators.
5. Maintain constant communication with coaching staff and parents - you are the communication link between the two.
6. Assist league officials with communicating general information and additional volunteer needs to your parents.
7. Distribute and collect fundraising materials and funds according to instructions communicated by league officials.
8. Schedule team pictures – remember coach and sponsor pictures.

As the Season Ends

1. Order trophies for each team member if your team is planning to hand them out.
2. Schedule and coordinate some type of end of season celebration for your team.
3. Collect clean uniforms from your team (not socks!) for the next season.
4. Secure / distribute coach and sponsor recognition items.

Tournaments / Festivals

Tournaments can be a tremendous amount of fun, but will also take some additional planning on your part. Your team will also be responsible for the tournament cost. Poll your parents to determine interest. If your recreational team plans to attend a tournament, contact the MYSA Head Registrar and refer to the 'Tournaments' section of the Travel Manager's Handbook for further instruction and additional information.

**THE
BEGINNING
OF THE
SEASON**

1. Risk Management

All new adult volunteers with the MYSAs (coaches, managers, board members, referees, etc.) must complete a Risk Management Profile and submit it to the North Carolina Youth Soccer Association (NCYSA). Existing volunteers must update their profile annually. All volunteers will have complete criminal background checks run and must pass this background check in order to volunteer in the above roles. Anyone failing a background check will be notified directly by the NCYSA, usually asking for additional/mitigating information. If the NCYSA determines your history precludes you from volunteering, you will be unable to volunteer and will be notified as such. The MYSAs are only notified if a volunteer is 'Approved' or 'Denied'. No personal background check information is sent to the league beyond what is included in the Risk Management Profile you complete online.

All recreational adult volunteers will receive a Recreation Pass that must remain with them AND VISIBLE on a lanyard supplied by the league during any team or MYSAs league activity involving players. Once your risk management clears, look for information from the league regarding card processing sessions where you can show a driver's license and submit a 1"X1" photo. These items will be needed to process your pass. Do NOT delay in getting these passes processed. You will not be allowed to participate in any activities involving players until you do so.

If you are a new volunteer, you need to fill out a new Risk Management profile. If you have volunteered for the league before, you will need to update your profile annually.

TO COMPLETE OR RENEW YOUR RISK MANAGEMENT PROFILE:

Go to the NCYSA website at www.ncsoccer.org and click on Risk Management in the Administrative menu.

The Risk Management site provides you with four choices to continue. Once you select one, you will be asked to enter your name (use the full name on your drivers license!!!), birthdate (double check – wrong birthdates hold things up!), and the last four digits of your SSN. Next, select **NCYSA Member Association** and then find **Mebane Youth Soccer Association** in the drop down list.

Here are the three main choices in detail:

- **I registered in the previous year, but have not registered in the current year.** This is for volunteers who have submitted a Risk Management profile in a previous year, but have not updated it for the current year (Soccer years go from July through June) You will be asked to review your old profile information and fill out certain fields like your street address and email address. Once you submit your updated profile, *you must complete "Step 2 – Add A Position" See Below*
- **I have never submitted a Risk Management registration.** This is for volunteers who have never volunteered for the MYSA or any other NCYSA league and don't have a profile on file. Fill out the entire profile form as requested. Once you submit your profile, *you must complete "Step 2 – Add A Position" See Below*
- **I want to add another position.** This is for people who have updated their profile for the current soccer year, but find they are now handling a new position (say an assistant coach decides to head coach another team as well – they must add that position)

Step 2 is where we most often run into problems. Once you have submitted a profile, you have to list what positions you hold with the league. Select Mebane Youth Soccer Association from the drop down list and then check 'Team Official'. Further down, select the type of Team Official Position (Head Coach, Assistant, Manager). Next select the age groups you will serve in this position. If you manage two teams, you can select BOTH age groups and submit the form once. **NOTE!** Coed teams are recorded as boys teams so select the appropriate 'M' age group.

In addition to selecting your position(s) as stated above, you must also be sure that the **League** knows that you will be acting as manager for your team. Make sure that your coach notifies your division coordinator.

The league cannot see that your profile has been submitted until you have added your positions. Only then can we continue our process (background checks, marking coaches as 'Approved' in our system, etc), so PLEASE make sure you and your coaches have selected the appropriate positions. Once you have, be sure to let the Risk Management Coordinator know so they can move your profile through the system. Note that it can take up to two weeks from when you submitted your profile for you to appear as 'Approved' in the MYSA Team Info page.

ONLY after all of the above steps are completed will you be granted access to Team Administrative functions in the MYSA system.

Getting the hundreds of MYSAs volunteers to turn in their RM profile on time can be one of the most challenging parts of organizing each season, so **please** complete your profile as soon as you agree to volunteer and receive your information. Also, as a manager, make sure the head coach and any assistant coaches complete their profiles ASAP. Lack of Risk Management profiles, even just one, can hold up the entire league's registration and will prevent your team from participating in league activities. You can check on the RM status for your team volunteers in the Coaches Tools by clicking 'Team Info'. **Not Filed** means the league RM coordinator has not seen an updated profile for that position yet. 'Pending' means the profile was found and a background check is in progress. 'Approved' means the check passed and the volunteer is allowed to participate in team activities (practices, matches, etc)

Adult volunteers without approved Risk Management profiles cannot participate in team activities (practices, matches, etc.)

2. Online Team Management (Lev I-III)

The league uses an online software package to help manage the hundreds of players and dozens of teams in our league each season. This software allows managers and coaches to access team administrative functions and allows multiple team volunteers to access team information.

To manage your team information, go to the 'INFO' tab on the MYSA website and select "Team Managers". From there, select "MYSA Team Management Login" at the bottom of the page. This will take you to your login screen.

For now, you should ensure you can login to your account. This will happen once your coach notifies the division coordinator that you will be serving as team manager. When you are first added to our system as a volunteer, you will receive an email with login information. Save this information! After that, you are simply assigned to teams as needed when you volunteer. You can manage multiple teams from the same account. If you have forgotten your password, contact webmaster@mebanesoccer.us to have it reset. **NOTE!** You cannot access any team information in our system until your Risk Management profile is cleared.

Upon successful login, you will see your manager status screen which provides a summary of missing paperwork from players. Managers with multiple teams will have tabbed status screens for each team.

Team administrative functions include viewing rosters, tracking player information, printing out forms, emailing team parents, publishing team news, and soon – tracking team fees. These are covered in more detail under the TEAM ADMINISTRATION section near the end of this packet.

3. Rosters and Contacting Your Team

Remember to communicate with your head coach. He or she may want to make this initial contact or you both may wish do this together.

Inform team members of practice times and field locations if the coach has already gotten a confirmed practice schedule. Some teams will poll their parents first to identify the best times to practice. Check with your head coach to find out what they want to do. Your team should submit 4 preferred practice times that span at least three days *in priority order*. You may not get your first pick – be prepared for that. If you submit only two, you risk having an alternative time assigned if your first choice is not available. Provide parents with team contact information. Determine how parents prefer you to communicate with them. Know who utilizes email regularly and who does not. You can easily email all your parents by selecting 'Email Parents' from the Team Administrative functions. The system will flag any parent without an email address on file so that you can call them instead. You can also view past emails you and other team volunteers have sent by selecting 'Email Outbox'.

Hint – Email is a great tool, but remember some people only check email every few days. For urgent/time sensitive information (reschedules, weather delays, etc.) a phone call is often better. For less time sensitive information, an email requesting receipt confirmation from parents will alleviate the need to call EVERYONE – only those who did not respond. The league hopes to have a cell phone text message feature activated soon to help with urgent communications. You can do this yourself after you update an emergency contact list from parents. It is often MUCH easier to communicate last minute decisions via text or cell phones, especially in the case of inclement weather or last minute field closings (practices and games). Be sure to check with your parents in case they have a limited number of messages per month and / or prefer not to have text updates sent to their phones.

If you have new players that have never played before, make sure that parents are aware of what equipment they are responsible for:

- Soccer cleats – Make sure they are soccer cleats! Baseball cleats with a cleat at the tip of the toe are *not allowed*. Metal studs are not allowed.
- Shin guards
- Water bottle
- Mouth guards - optional (these are supplied by the league and can be obtained at the concession stand for free)
- Correct ball for age group (see below), properly inflated.

U5-U8	U9-U12	U13-U18
SIZE 3	SIZE 4	SIZE 5

Every season we have parents who wander the fields looking for their new teams. Make sure you tell your parents where to find the field map on the league website (<http://mebanesoccer.us/fields.html>) and remind them of the information they will need if they can't find their team – the coach's name, the team name, and the division.

Also, many teams do not start practices the week the league announces that practices will begin. **PLEASE** make sure you let your parents know since we always have parents who show up looking for teams that won't start practicing for another week or two.

When rosters are released to the coaches, you can view your current roster and complete contact information by selecting 'Current Roster' under Team Administration . The 'Contact Sheet' will provide you with a printout of all contact numbers available for each player. Keep a copy of this – you'll need it throughout the season. If you select 'Current Roster' and get an authorization error or 'no teams' error, that means rosters have not been released. **NOTE** - Rosters are released in two stages. The first stage is when ONLY coaches and managers can see the roster. **DO NOT contact parents at this time!** This initial stage allows coaches to flag any obvious problems BEFORE the parents can see the team assignments for their children. When rosters are 'Coach Only' you will see **This Roster Is Not Final** when you click 'Current Roster'. Once the league announces rosters have been 'published to the parents' (the second stage), your Current Roster will show 'This Roster Is Final' and you may now contact your parents.

Once rosters are final, **print out a contact sheet from the Team Admin screen and keep it with you!**

4. Forms, Paperwork, and Fees

Print out a Roster Worksheet by selecting 'MYSA Roster Worksheet' under 'Forms' once you log in to your Team Administrative account. You should also print out a copy of the 'Current Roster' screen. The Roster Worksheet is the form you will turn in with all of the team's paperwork and fees. Other necessary forms include the following:

- Birth certificate if not already on file with the league (does not have to be a certified copy, just a photocopy) Birth certificates on file with the Rec Department/City of Mebane **do not count**. We must have a copy on file.
- MYSA Player contract
- MYSA Parent Code of Conduct
- MYSA Coaches Code of Conduct – coaches are notorious for forgetting to turn this one in – make sure to remind them so that you can turn it in with the rest of your paperwork.
- Medical Waiver – Only **ONE** copy is required. This form is updated and changes often, so be sure to print off the most recent one from the website.

At your first practice, you should try to collect **ALL** your paperwork and fees. Left to their own devices, many of your parents will NOT bring the necessary forms with them. So be SURE to remind them at least once within a few days of the first practice to bring the forms, which forms to bring, etc.

Because your team name is on just about every piece of paperwork, you **MUST** make sure your final team name is correct in the Team Administration section of the website *before you or your parents print out paperwork*. Medical waivers **MUST** have the proper team name on them! The same applies to jersey numbers – have the parents leave this blank if not known yet and we'll fill it in later once jersey numbers are finalized.

Parents can print these forms themselves from the parent portal, but you can print for the whole team at once from the Team Administration tools for those that may not be able to print them from home.

Use your roster worksheet to track who has turned in forms and payments. You should also use it to track requested jersey numbers and uniform sizes (the Current Roster view will often show uniform numbers from a previous season, which can be helpful. If it changes, just update it – see below) Pass OK is not used in Recreation / Level I.

PLEASE be sure to track all payments on the worksheet, including check numbers. The league will not accept paperwork if the Fee Summary and Check #/Amount columns are blank. Parents with multiple children playing often want to write one check to one team for all of their children in the league. **PLEASE, PLEASE, PLEASE do not let them do this!** It makes it extremely difficult for the League to track their payments and can hold up the other teams who try to turn in paperwork. What appears to be a missing payment will confuse everyone until we search through dozens of worksheets trying to find the bundled payment.

Be aware of late fees indicated on the roster worksheet.

If you sense a family is stalling with payment because of financial hardship, encourage them to apply for financial aid – information on this program is available under both the 'Info' and 'Parents' tabs on the main MYSA website.

All forms, fees, and paperwork SHOULD be turned in at one time with the Roster Worksheet to your division coordinator or you may drop it off in the concession stand to be turned in. If you are missing only one or two items, go ahead and submit the paperwork and fees already collected with the Roster Worksheet and a note stating what is still outstanding. Please sort by **form type** and *then* alphabetical order with the completed Roster Worksheet on top. If you turn in team paperwork at the concession stand, **PLEASE make sure it is in an envelope of some kind and not just a pile of loose paperwork, checks, and cash!**

It is very important that you verify the information provided by the parents. Typos happen. A player's 'given name' must match their birth certificate, so when you have the paperwork, check the birth certificate against the 'Full Name' displayed when you hover your mouse over a player in the 'Current Roster' screen. Players with certificates on file should have middle names listed. If they don't, ask the parents for the full name so we can update our records.

Encourage your parents to login to the Parent Portal (click "Parents" on the main MYSA website) and click 'Your Profile' to verify their information has not changed. Outdated parent information can cause us a lot of trouble down the road. Encourage them to include cell phone numbers and alternate email addresses if they have them.

Pay special attention to fees and who does or does not have a birth certificate on file already. These items are indicated on the worksheet, but late fees and missing birth records seem to be the most common mistakes or omissions. It is not unheard of for players to show up needing a birth certificate when they have played for the MYSA before. If you have a player who should show a birth certificate 'On File', contact the league secretary to see if the certificate is in our paper files, though it's often a LOT less trouble to just have the parents submit another copy.

Paperwork is good for an entire soccer year (July through June) if a player returns to the same team in the Spring that they played for in the Fall, **and** the team name has not changed. New players, players who change teams (transfers), players who change levels (Rec/Challenge/Classic), or players who are on teams that change names from Fall to Spring must complete all paperwork again. All players are responsible for registration fees each season. On your Team Worksheet, if you see 'N/A' in the Forms column in the Spring, that player already has valid paperwork on file and does not need to submit any for the Spring season.

5. Team Records

In addition to the Roster Worksheet that you turn in with your other paperwork and money, you should also track information about your team under Team Administration. Click 'Player Records' to see the information you can track. The most important field is 'Uniform Number' You **MUST** fill this in for ALL players as the uniform number is included as part of their registration with the State. '00' should be entered as '0'. Uniform numbers above 99 are not allowed.

You should also track when players confirm they are playing. However, if a player drops out – you *must* alert your division coordinator immediately so they can be dropped from your roster and a new player added if applicable. We often times have children on a waiting list at the beginning of the season. Roster changes take effect immediately and all your roster lists, email tools, and paperwork will be updated with the new player's information.

The Registration Fee Paid and Forms Turned In fields are your way of alerting the league that your team is 'complete' and they should now be looking for your submitted paperwork. Shirt/Short sizes are for your convenience.

6. Invoices/Fees

To help the league and team managers better track receipt of funds for players, we will create online 'invoices' for fees that are due. Anytime a player owes a fee, an electronic record will be created indicating this. Parents will be able to view all 'invoices' tied to their children in the parent portal. Team managers can also see the invoices to better track who has paid and who has not.

The important part of this will be when you receive payments. In addition to your hard copy record used at the fields (Roster Worksheet, envelope, etc.), we will ask that you use the 'Fees' tool (coming soon) to record payments. For example, say a player owes \$25 for the upcoming season and the parent pays it in full via Check #1234. You simply click on the invoice for that player, select 'Paid via Check', enter the check number, and the amount. When you submit this, the invoice is marked 'paid' so it's no longer in the parent portal, and the league now has a record of the individual payment.

The main benefit of this is when we receive the hundreds of checks before a season, we will also indicate online that the check has been 'processed', meaning the league knows it received the check and is sending it off for deposit. This will allow the league to better manage which players and teams are fully paid and which have some stragglers. We will also include functionality to handle partial payments and financial aid.

The most exciting part of this new feature will be for Team Managers. In addition to league fees, you will be able to create 'fee invoices' for your team as well. If your team attends a tournament or buys warmups or sweatshirts, you will likely be collecting money. You can now track it online AND parents are alerted when they still owe money any time they login to the website.

This will make the financial processing for the league much more efficient and avoid the seasonal 'what exactly is this \$50 check for?' when we try to decipher things. More information on this feature will be coming out soon.

Credit card payments will be accepted for registration fees. Card payments will be taken at the fields when announced and at IT Xpress at the corner of Third and Clay streets downtown. Fees paid via credit card will NOT be updated real time! Please make sure that your parents communicate their payments to you and that you verify by checking Player Records weekly.

All online tracking aside – be sure you have a way to track payments at the field. Many managers will simply use an envelope and write the names of each player that has paid, put the money in the envelope, and once complete, use the envelope to turn in the money. Use whatever method works best for you, but still keep an updated worksheet and clear the fees online!

7. Sponsorship

All of our Level I/Recreation teams have corporate sponsors who purchase uniforms annually or semi-annually.

Corporate and/or individual team sponsorship is our bread and butter. With recent growth, we now have the luxury of having folks calling us and offering to sponsor. Our corporate sponsors contribute roughly \$25,000 to our league annually in the equipment they provide for our kids.

Sponsorship does several things for our league:

- A. Keeps costs down for parents.
- B. Gives players a sense of belonging, pride and team affiliation.
- C. Enables us to engage and involve the business community with our community service organization.
- D. Validates the league's purpose, supports its goals and furthers our efforts to advance our standing both with our neighbors and with the state.

For our sponsors, their support provides them:

- A. Advertising, both on the web and in person. While we know that exposure is limited with team uniforms, sponsors get hits from the website, as well as word-of-mouth recognition. They're also seen whenever we run stories in the newspaper, host tournaments or camps, or are involved with inter-league events.
- B. Access to a concentrated consumer base within our own community.

Obtaining and Retaining Your Sponsor

Start early and be proactive. The sponsorship coordinator does NOT have to recruit every sponsor, but serves as a resource, ice-breaker, guide and confidante. This person manages the flow of information, filters contacts so that there is not duplicate effort or multiple asks, and maintains the sponsor information on the web. The sponsorship coordinator has collected a wealth of information regarding businesses that are current, past, or potential sponsors, including if they've been solicited in the past and declined, if they are sponsoring more teams currently, if they're associated with a particular player or coach, and often the best way to approach them. The coordinator also has created a number of written letters and solicitations that many sponsors require, especially if a corporate office must get involved. They are readily available and can be tailored to your team. The Sponsorship Coordinator also has an excellent estimate of what it costs to outfit a new team depending on the age group, so just ask. We also have a worksheet that is a helpful guide.

The best place to start is your team roster. Nine out of ten times we find sponsors within our own parents who either have a business themselves or are willing to approach their employer about support. They are much more likely to help because there is a personal and vested interest in the league and they know they are doing something for the community. Don't be afraid to ask! The worst that can happen is that they decline.

If you have a business you wish to approach, check with the sponsorship coordinator first to make sure they have not already been contacted or have committed to another team. This is extremely important. We do not want dozens of soccer teams approaching businesses that already sponsor teams or who have repeatedly declined. By tracking all of our outreach into the community centrally, we have a much better idea of who is worth approaching and this helps ensure no ill will is generated between the league and businesses in the community.

If you have questions, don't hesitate to ask the sponsorship coordinator!

Once you have a sponsor, COMMUNICATE, COMMUNICATE, COMMUNICATE! Verify their wishes/requirements (within reason) about color choices, logo preferences, budget, and level of involvement. Sponsor involvement in the league ranges from never setting foot on the pitch to having a rep come and watch many matches, bring cool stuff to the kids, take pictures and use them on their community pages.

Make sure they know YOUR name, not just the coordinator's. Ideally, the coordinator can and will be involved in securing a sponsor to whatever extent you need help, but it is up to you to establish your own relationship with the sponsor. Keep in touch with them so that they will want to remain your sponsor. Let them know who the coach is, what division you play in and give them a copy of the schedule. It doesn't matter if they ever come - you've still reached out to them. Drop a note occasionally if feasible to update your team's progress. This does not mean wins and losses, it means you are practicing, working hard, steadily improving, looking forward to a great season, wrapping up one, getting ready for a festival and having fun! Thank them. Arrange for some kind of memento to be presented to them at season's end. Many of our sponsors hang plaques in their businesses to show their involvement in their community or just to brag a little. Enable that. Let them know your plans for the following season and invite their involvement again. Don't wait until you need something to communicate with them. By this time it is too late.

Show Me The Money!

One common area of confusion is how to handle money from sponsors. As a non-profit corporation, we have to ensure proper records are kept and various regulations are adhered to. To help us with that, all teams must observe the following when handling monies from sponsors.

1. If a sponsor asks about our non-profit status for tax purposes, a copy of our non-profit designation letter from the IRS can be found on our website under About Us and then under Articles and Bylaws.
2. All money received by a team must be turned in to the MYSA Treasurer. All money received by a team will be credited to a team account in our financial software so we know how much money each team 'has'.
3. If a sponsor prefers to pay the invoices directly, that is fine. However, you **MUST** ensure the MYSA Treasurer and MYSA Sponsorship Coordinator receive a copy of the paid invoice so we can track the contribution.

8. Uniforms

Picking and ordering uniforms for a team can be a very fun experience, but done wrong it can also be a very frustrating experience. Recreation teams are free to use whatever uniform supplier they wish to that is acceptable to their sponsor. If you would like some ideas about uniforms, ask an experienced team manager and/or the Sponsorship Coordinator as they deal with this often.

**** YOU MUST GET ALL UNIFORM CHOICES AND COLORS APPROVED BY YOUR DIVISION COORDINATOR *BEFORE ORDERING* ****

To avoid teams with very similar uniforms from playing each other, we try to ensure teams within the same division avoid the same colors. If a team orders uniforms without approval, they will be forced to wear pinnies during any match where their colors conflict with either the officials or their opponent. This may seem trivial, but the pinnies cover your sponsor's logo and the jersey numbers. PLEASE get your colors approved before ordering! Teams U8 and above cannot use yellow jerseys - that is the color our referees wear.

If you have a new team or have to order new jerseys anyway (new sponsor, new team, or discontinued kit that you cannot order replacement jerseys for), you may request a number preference from the kids. If you have a team with a previous season's uniforms, just distribute what you have based on size. Keep track of size information and who gets what number on the Roster Worksheet. You will have to enter this information into Team Administration under 'Player Records' and you will need it to distribute the uniforms to the right kids. If you are ordering an entirely new kit, remember to order shirts for the coaches as well if approved by the sponsor.

One of the most common problems we have is teams who place their orders too late. Most suppliers need a minimum of three weeks to order, receive, and customize uniforms. If you are having trouble finding a sponsor, work on selecting a few possible uniforms anyway that have numerous color choices. That way when you get a sponsor, you can hopefully get their approval on a color of a kit you already like and get an order placed ASAP. Don't forget that most suppliers will charge a 'screen charge' to put your sponsor logo on the uniforms unless they already have it.

9. Communicating Dropouts

It is not unusual for players to decide they don't want to play soccer anymore, sometimes even after they recently registered. If you have a player dropout at the beginning of the season, you must alert your division coordinator ASAP. Only your division coordinator can drop a player from your roster. Once the player is dropped, you may get a replacement player from a waiting list, but not all divisions will have waiting lists. Be sure to return the registration fee check if you still have it and the player decides not to play. The league normally does not give refunds once the season is underway and the checks have been deposited. But if you still have it and the player only showed up for one or two practices – give the check back.

10. Practice Conflicts

It is impossible for us to take into account nights a player cannot practice when rosters are assigned since many coaches practice when it's convenient for their teams. Sometimes teams don't even have coaches when we're assigning rosters. Inevitably you will have a player who simply cannot make either of your team's practice nights. In this case, *they do not need to dropout!* Contact your division coordinator - they may be able to work out a player swap with another team that has a dropout. They get your player with the conflict and you get a new player from the waiting list. It's not always possible, but we often find ways to work things out. Communication with your division coordinator is key!

11. Match Schedules

When match schedules get published, many teams will have some sort of conflict to work out. How match schedules are created and reschedules handled varies by level. Knowing the proper process can ensure match schedules are available on time and with minimal hassle to the people responsible for creating them.

Match schedules are set for each division by the division coordinator. If your team has known conflicts, let your coordinator know ASAP so they can try to account for them. Please be upfront about the conflict. If your best player will be missing – that's no reason to request a special time. If half your team will be gone – then it is.

Once the match schedules are released, you have **one week** to check for any major conflicts in it. If you find your team cannot field enough players to play a scheduled match, you must work out a mutually acceptable reschedule time with the opposing team's manager. Then you must check with your division coordinator to ensure a field is available and a referee crew can be scheduled. Once the coordinator confirms the time/date, only then should you communicate the change to your team.

Once the match schedule has been published for one week, it is considered 'locked' and teams **cannot request further reschedules** except in extreme circumstances (to be determined by the division coordinator). This means your team will risk a forfeit if you can't field enough players on one of your match dates and notify the league about it after the schedule is locked.

**DURING
AND
THROUGHOUT
THE
SEASON**

1. Coordinate Snack Schedules

For the kids, it's all about the snacks! Most Recreation teams like to have snacks after each match. Team managers should poll the team. If they want to have snacks after games, setup a schedule that has a different family each week responsible for providing them. It's a good idea for you to remind families a day or two in advance when they have snack duty – many will forget about it. It's also not a bad idea to have parents bring enough drinks for the coaches, especially when it's hot.

Query your team families about any food allergies so you can let everyone know foods they should avoid for snacks. Also encourage families to bring healthy snacks and not candy.

2. Submitting Match Scores Online

All match scores for Recreation (U8 and above) are entered online. Note that this may be something your coach wishes to do. You should work it out with your coaching staff to determine who takes responsibility. Scores should be entered online as quickly as possible to ensure standings are updated.

All match scores are tracked online in SoccerSys under Team Admin. As scores are entered, the results section on the MYSA website is automatically updated. Click 'Add Scores' and you will be presented with a simple form to enter scores. If you have multiple unscored matches, there will be multiple opponents/matches to choose from. Select the appropriate opponent and enter the score. Once both teams enter the same score, the result becomes 'official'. If your opponent entered a different score than the one you attempt to enter, an error will occur. Contact your division coordinator to ensure the proper score is put into the system (they will consult the hardcopy match report from the referee). If your team had to forfeit a match, check the forfeit checkbox and submit that without a score. Postponed matches *are not forfeits!* Your division coordinator can assist you in determining when a match is forfeited.

3. Inclement Weather and Delays

Know the best way to communicate with your parents on short notice. Weather cancellations for home matches are usually posted in a timely manner on the website or parents can call the weather line at 919-304-3107. Coaches are almost always emailed about cancellations, but sometimes decisions are made at the soccer complex and the only way to alert people is via the MYSA SoccerLine at 919-304-3107. This scenario is when text messaging or phone trees will come in extremely handy.

On rare occasions severe weather can come up during MYSA events. MYSA officers carry portable weather radios at the complex and if conditions warrant, will blow an air horn three times. When you hear this, have your team leave the fields and complex in an orderly fashion. If player's parents aren't around to take them home, seek shelter near the concession stand and ensure at least one team adult stays there until all your players have been picked up. Use your callout list to contact parents who were not at practice.

Hopefully in 2011, the MYSA league management system will be updated to allow alerts to be sent as text messages to cell phones.

4. Coordinate Postponed Match Reschedules

When field conditions or inclement weather cause the postponement of recreation matches, the rescheduling is generally handled by the league and division coordinators. They will work to find a date that works best for all the teams. Sometimes all postponed matches will get moved to another day. Other times the coordinators may ask the teams for acceptable reschedule dates. In this case, ask your parents ASAP for acceptable dates and understand that you may not be able to find a date that every player on both teams can make. Be flexible.

5. Assist communicating league information

Throughout the season, there will definitely be opportunities for other parents to get involved and to volunteer their time or skills to the league. Once game and practice schedules are posted, the concessions coordinators will be in touch with the team managers to solicit volunteers for the concession stand during practice times and before or after a game. Other opportunities may present themselves at special events, tournaments, or in the case of schedule changes due to weather. Team managers will be the initial contact in the event that additional volunteer help is needed from your team. Our league is successful because of the countless hours our volunteers put in. Anything you can do to encourage your parents to volunteer will be of benefit to the league and to the kids.

6. Fundraising

We are an **independent 501(c)(3) non profit organization** that relies heavily on volunteers to build and run our programs. However, we still have many expenses as we continue to grow and improve our programs. We currently serve over 1300 children every year on 100+ teams spanning 5 different levels of play. We are the **9th largest NCYSA Recreational Soccer Program in NC**. Our growth over recent years has increased our need for additional equipment, coach training / certification, field maintenance / additional field space AND has increased our overall operating expenses.

In order to keep fees low AND maintain our commitment to providing quality programs for all players, the league participates in an annual fund raising event each Spring. Managers will be responsible for distributing and collecting materials, tracking sales / distributed items, and turning in monies earned at the close of the fund raising period. More detailed information will be communicated each Spring depending on the actual fundraising activity for that year. General information and manager instructions will be sent via email and will also be available on the MYSAs website.

7. Schedule Team Pictures

You may use whichever photography studio / photographer you wish to use. In some cases, you may have a parent that will do photos and save the expense of using a professional studio. Poll your parents to see if there is a strong preference one way or the other. Most seasons, the league will communicate photographer information as an FYI. The league will often partner with one or more particular photographers or studios. Usually, these photographers will contribute a portion of their profits back to the league as a donation. No matter who you choose to do your photos, please remember your coaches and your sponsor. A framed photo or a plaque is a great way to say "Thank You" to both.

**AS
THE
SEASON
ENDS**

1. End of Season Event

Schedule and coordinate some type of end of season celebration for your team.

This can be one of the more involved parts of being a team manager, but it is well worth it. The kids always have a great time celebrating their season together and receiving their trophies/mementos. Remember to invite your sponsor and to get the kids to sign a Thank You card to present with the photo and plaque. Also remember to purchase and present the coaches with gifts for their time and efforts. The cost of all can just be divided among your families. End of season parties can range from a simple pot luck dinner at someone's house to activities like bowling, laser tag, and more. Try to keep the cost reasonable for your families and be sure to account for the cost of food for siblings when allocating cost.

2. Trophies / Mementos

Many recreational teams give out participation trophies or mementos after each season or year. For the younger kids, this is the most important thing! You can order them from wherever you wish. Calculate the cost of the trophies in with your end of season party to determine what each family owes. Most participation trophies cost between \$5 and \$8. As kids get older, many parents experience trophy fatigue since they may have children who have been getting two soccer participation trophies a year since they were 4, so be sure to ask your parents and head coach if this is something they wish to do. We've found U5-U10 kids really enjoy getting them. Beyond that the kids may not appreciate them as much. You might consider alternate items like bags, shirts, etc.

3. Collect Jerseys and Shorts

Kits usually have a lifespan of several seasons and this helps to make the most of the generous donations of our team sponsors, so make sure you collect them after each season. While most teams return relatively intact in the Spring, by collecting all uniforms, you avoid the hassle of tracking them down if a player unexpectedly drops. Some sponsors are happy to pay for uniforms every year and will even pay to have the player's names printed on them. In these cases, the players keep their uniforms. But most local businesses try to get two or three seasons out of a set of uniforms, so try to be diligent about collecting them after each season if necessary. All sponsors do not **require** that we do this, but it is strongly encouraged.

4. Turn in Binders, Passes, and Equipment

Rec ID passes are the property of the NCYSA, so they **MUST** be turned in at the end of each season to the league's head registrar. Recreation teams normally do not have **PLAYER** passes (unless they have attended a tournament), but be sure that all recreation passes issued by the state are turned in to the league at the close of the season. If your coach doesn't plan to return next season, make sure they turn in their equipment so that it can be used by the team's next coach.

Team Administration

- **Add Scores** – This screen allows you to enter scores from matches (Currently only for Level I – Recreation U8 and above) Once both team's coaches enter the same score, it becomes 'official' If you try to enter the score and it differs from a score already entered, you will need to contact your division coordinator to get the proper score entered. If your team forfeited, check the Forfeit box and submit the form with no score (it'll be ignored)
- **All Rosters** – This will show you the rosters for ever team in your division.
- **Change Password** – Don't leave your account set with the default password!
- **Current Roster** – This will display your current roster. Hover over any player's name with your mouse cursor and you'll see detailed information for them. Click the email address for any player to email their parent.
- **Email Parents** – Use this form to send an email to every email address on record for your player's parents. They can have up to three each. Using this is much better than using a stored address list in your email client since parents can change their email addresses at any time – and those updates are reflected immediately using this tool.
- **Email Outbox** – This will allow you to view all emails you have sent, regardless of team and also all emails sent to your team, regardless of who sent them. When you first click this link, you will see emails for your team. Click on your own name to see emails you have sent to any team – very helpful if you coach multiple teams. To view a message, click the subject.
- **Forms** – This is where you can print out the various forms needed for your team. The Roster Worksheet will help you track the submission of fees and paperwork. The parents can print out the contracts, codes of conduct, and waiver. However if you have parents who can't print them, you can click the links to get ALL the forms for your team and print out the specific ones you need. Once matches begin, you can print out a custom scoresheet for each match (Level I – Recreation only) You can also print out a generic scoresheet for your team to use at tournaments, etc. (All Levels)
- **Old Rosters** – This is most useful during registration. It allows coaches to look at their old rosters and see which players have registered for the upcoming season. If you see a player that has not registered and you expected them to, you may want to give their parents a call. This is also a useful tool for looking up jersey numbers from previous seasons.
- **Player Records** – This screen allows you to store information like jersey numbers, confirmations a player will play, payment of registration fees, etc. You are welcome to track things like this on paper – however, **you must** enter the jersey number as that is sent to the state with every player's registration and it is printed on their player pass. The rating field should be used at the end of the Spring season to rate your players in comparison to their peers (i.e. Advanced for a U5 player will be different than Advanced for a U10 player), and yes – a U5 player CAN be advanced compared to his/her peers.

- **Publish News** – Using this screen will insert a news item in the Parent Portals of each of your player's parents. Eventually we expect to link the sent emails using 'Email Parents' to this so parents can view an archive of team emails, which will negate the need for this separate screen.
- **Registrants** – This will display all children that have registered for the upcoming soccer season. This tool may be removed or limited to division coordinators in the future.
- **Team Info** – This screen is where you set your team name, your sponsor (if they are an existing sponsor), and your team colors. Remember – you must get your team colors approved in advance by your division coordinator. If your sponsor is not listed in the pulldown menu, contact the Sponsorship Coordinator to get it into the system. You also can see all coaches/managers assigned to the team and their risk management status. Team adults **MUST** show approved before they can participate in team activities.
- **Your Profile** – This screen allows you to update your contact information. You also can list your highest level coaching license in this screen.
- **Status Screen** – This is the screen that you see upon login with a summary of your risk management status and items missing or still not turned in from your players. If you have more than one team, you will have one summary tab for each team you manage / coach.

Soccer Glossary

If you are new to managing soccer, you will hear a number of terms that may not make sense at first, so we have collected them here.

- **The Binder** – Most travel team managers will have 'the binder' which is put together by the league registrar and will contain all of your teams paperwork including player passes, medical waivers, stamped match and team rosters, copies of birth certificates, match reports, and more. It must be brought to every match a travel team plays!
- **Division Names – U5, U6, etc.** - The U stands for 'Under' so players in an Under 5 division were 'Under 5 Years Old' on August 1 before the soccer year began.
- **Match Report** – Used by referees to record the official match score. Match reports are usually signed by the coaches before being filed with the appropriate league.
- **Medical Waiver**- The form is required of all soccer players and ensures that team coaches and any other indicated adults on the form can make medical decisions for a player in the event that the parents are not present and cannot be contacted when a player is injured. The waivers also provide blanket liability releases to the soccer leagues, associations, volunteers, etc.
- **NCYSA** – North Carolina Youth Soccer Association, an affiliate of the USSF through the USYSA. They handle player registration, insurance, tournament sanctions, and more.
- **Player Pass** – All soccer players are issued player passes which indicate their name, the level they play (Recreation/Challenge/Classic), their birthdate, age division, team name, and their USYSA registration number. Recreation player passes generally aren't distributed unless the team goes to a tournament. Challenge and Classic players must have their player passes laminated with a current picture, registrar stamp, and signature. Those passes are brought to and checked at every match.
- **Registrar** – The person responsible for the registration of soccer players. Leagues will often have a 'head registrar' as well as other assistant registrars who can process registration paperwork.
- **Roster** – A list of players on a team. Team Rosters generally have addresses for each player on them and should never be given out. Match rosters usually just list the players names, jersey numbers, USYSA/US Club numbers, and gender.
- **TCL** – Triad Challenge League – the organization responsible for scheduling regular season matches between Triad based Challenge teams.
- **USYSA** – United States Youth Soccer Association, a national level affiliate of the US Soccer Federation (USSF).
- **US Club** – US Club is an affiliate of the USSF and a peer to the USYSA. They were formed primarily as an alternative to the USYSA due to differing opinions about the organization of tournaments and the philosophies of how youth soccer should be organized and run. Many youth soccer leagues will register their players with both a USYSA association such as the NCYSA and US Club.
- **USSF** – United States Soccer Federation which is responsible for all aspects of amateur soccer in the United States including overseeing the national soccer teams and programs, adult amateur association, youth soccer associations, and more.

