

Registration / Membership Committee Meeting

October 16, 2024

Meeting Notes

Present: Angela Monty, Susan McDonald, Vanessa Brewer, Tracy Meece, Loren Fischbach, Laurie Benton, Karyn McCannon, Moriah Tyrrell, Julie Bachman, Karin Olmsted, Denise Thomas, and Eric Stimson

Quick recap

The team discussed the progress of the pilot program, addressing issues with unzipped files, unregistered kids, and the need for more participation. They also discussed challenges with the officiating side, the optional Safe Sport process, and the need for better communication and support for new members in their roles. The team also explored strategies to improve their ticket system, the management of their meetings, and the idea of including a survey in their newsletter to gather feedback from members.

Next steps

- Denise to explore options for a secure repository of information accessible to all registrars.
- Denise to compile a list of current registration chairs, including how long they have been in the role and who they replaced.
- Angela to assign regional mentors to new registrars once the list is compiled.
- Susan to create a survey for registrars to identify topics they want covered in future webinars.
- Denise to check with Eric about potential dates (November 4th, 12th, or 18th) for a follow-up webinar from the workshop.
- Denise to send an email to committee members requesting suggestions for content to include in the upcoming newsletter.
- Committee members to meet on December 4th at 1 PM Mountain Time for the next committee meeting.
- Denise to send thank you notes to registration chairs who have left their positions.

Summary

Workshop Progress, Club Matters, and Pilot Program Updates

Angela expressed gratitude to the team for their work on the workshop and the positive feedback received. Karin offered assistance with club matters due to staff changes. Julie arrived late, thanking the team for their background work and intending to provide updates on the pilot program and feedback from officials' chairs.

Pilot Program Progress and Meet Sanctioning

Julie reported that 280 teams are currently in the pilot, with 105 teams running a block party meet and 70% of those running intra-squad meets. She mentioned positive feedback on the experiences but noted issues with unzipped files and unregistered kids. Julie discussed concerns at the LSC level about what to do with these teams in the pilot and her efforts to address these concerns. She highlighted the importance of participation and the fact that this is a board USA Swimming initiative. Julie also

mentioned that some LSCs are trying to offer their own version of block party meets, which should be an opportunity that teams can sanction directly with their LSCs. She expressed her gratitude for working on a program that gets more kids in the water and having fun. Eric asked about the number of meets sanctioned, to which Julie responded that they are up to 240. Julie discussed the ongoing process of sending format suggestions and marketing collateral to participating pilot teams to help them run meets effectively. She emphasized the importance of ensuring that teams, especially those new to running meets, have the necessary software, timing systems, and officiating knowledge. Julie also highlighted the need for regular rule book refreshers to avoid misunderstandings. Laurie raised a concern about some clubs and coaches being unsure if the times from these meets would count for sectionals.

Addressing OTS Adoption and OMRS Process Issues

Eric discussed the challenges faced by the officiating side, particularly with the adoption of OTS by LSCs and the subsequent issues with bulk requests. He mentioned that they are working on a refresh of the OMR process, aiming to improve the user experience and address issues such as the confusion around the 'add new member' button. Eric also highlighted the issue of new clubs registering in the wrong LSC and the need to change the process to prevent this. He mentioned that they are considering hard-coding renewals and requiring changes to be made through HQ. Denise agreed with Eric's points and added that they have had issues with clubs renewing as organizations.

Apprentice Official Upgrade and Course Management

The team decided to send a one-week notification to apprentice officials reminding them to upgrade to official status by completing required background checks and certifications. They also discussed issues with people retaking courses they had already completed and implemented age restrictions to prevent kids from taking courses under their parents' accounts. Eric mentioned the high volume of support inquiries they handle and the need to manage notifications effectively.

Addressing Safe Sport Challenges and Webinar Improvements

Eric discussed the challenges with the optional Safe Sport process, noting some self-inflicted issues due to clubs mandating additional steps. He proposed using a webinar format for future meetings to allow more in-depth discussions, as the recent U.S.A. Swimming workshop lacked sufficient time for questions. Eric acknowledged the need to further develop the communications hub's email distribution system. He suggested a follow-up webinar Q&A session and highlighted the importance of better reporting and automation. Moriah proposed regional workshops, which Eric agreed could be beneficial for discussing specific topics like transfers and club dues.

Addressing Meeting Issues and Communication Alternatives

Eric expressed concerns about video quality, captions, and user ID issues with meeting recordings. He plans to address these in an upcoming product meeting. The team discussed a potential monthly newsletter, with considerations around content and release timing. Angela proposed a more regular cadence with release updates. The team explored alternatives to Microsoft Teams for communication, focusing on security and accessibility. They agreed on the need for a centralized repository of resources for new registrars and considered mentorship and webinar options.

Improving Communication and Support for New Members

The team discussed strategies to improve communication and support for new members in their roles, particularly in the context of the registration process. They agreed on the need for better onboarding and mentorship, with Denise proposing to send out a list of current registration chairs to gather information about their tenure and potential need for a mentor. The idea of automatically pairing new

members with mentors was also discussed, with Tracy suggesting that the new members be informed about this arrangement. The team also considered the possibility of organizing smaller, more localized workshops to provide better support and training.

Managing Ticket System and Hiring Coordinator

The team discussed the management of their ticket system, with Denise and Eric handling the majority of the tickets. They considered implementing a 'cannon response' system to automate responses based on key words in the tickets. Angela shared her experience with the Wisconsin ticket system, which was separate from the team's system. The team also discussed the issue of new users not knowing who to contact for help, and the need for better messaging during the registration process. Denise mentioned that they are hiring a membership coordinator to help manage the workload.

Committee Meeting Scheduling and Webinar Discussion

The committee discussed and agreed on the scheduling of their next two meetings. They decided to hold their committee meeting on December 4th, and potentially schedule a webinar for December 12th, subject to Eric's availability. They also discussed the idea of including a survey in their newsletter to gather feedback from members. Denise agreed to work on the registration list and send it out to the current members. The committee also discussed the upcoming changes in January when new appointments are expected to be announced. The conversation ended with a motion to adjourn.