

Registration / Membership Committee
September 17, 2024
Meeting Notes

Attendees: Angela, Susan, Loren, Laurie, Tracy, Karyn, Moriah, Eric and Denise

Quick recap

The team discussed various system updates, including OTS release and bulk renewal process, as well as issues with Safe Sport courses and athlete logins. They addressed the need for improved communication, reporting, and standardization within the organization, emphasizing the importance of understanding user experiences and streamlining meet management processes. The team also highlighted the need for a workshop on day-to-day tasks, the role of club administrators in troubleshooting, and the challenges of enforcing age verification and registration policies.

Next steps

- Here are the key action items from the meeting:
- Susan to reach out to Mary Turner about presenting her reconciliation process at the workshop.
- Eric to follow up with Annie about outreach messaging for the workshop presentation.
- Susan to refine and share the "Day in the Life" presentation outline with the group.
- Denise to prepare a 15-minute presentation on foreign member forms for the workshop.
- Eric to post workshop sessions on Zoom for remote viewing.
- Workshop team to have templates and examples ready to share with attendees after the workshop.
- Susan to create slides for any presentations as needed.
- Eric to gather more information from Annie about DEI/outreach content for registration purposes.

Summary

Systems Update, Meeting Agenda, and Bug Fixes Discussion

The team discussed the agenda for their upcoming meeting and approved the meeting minutes from the previous meeting. Eric provided an update on their systems, mentioning the release of OTS and the national evaluator process, but noted that they were still working on bug fixes. He also mentioned a potential refresh of the bulk renewal process and the importance of keeping instructions up to date. Eric and the team also discussed issues with the token refresh, duplicate registrations in the 3rd party registration process, and gaps in completion that require manual updates. They agreed to continue pushing for fixes, especially for education-related issues.

Safe Sport Courses, Athlete Login, and Workshop Planning

Moriah discussed issues with the Safe Sport courses and athlete login accounts, suggesting that kids could create email accounts for login purposes. Eric confirmed that this was a common workaround. Moriah also shared a document with Susan, Angela, and Denise, outlining a timeline of tasks for the year. The group discussed the need for a workshop on the day-to-day tasks of their roles, with Susan suggesting that the workshop should include a session on reconciling USA Swimming deposits with various reports. The group also discussed the upcoming annual business meeting and the need for a more detailed agenda.

Improving Communication, Reporting, and LSC Duties

Eric and Moriah discussed the need for improved communication and reporting within their organization. They agreed to separate the communication aspect into a separate session and delve deeper into the reporting process. They also addressed the issue of some LSCs not performing their duties correctly and the need for better outreach. Moriah suggested standardizing the reporting process, and they discussed the need for a standardized process for exporting non-member reports. Moriah shared her extensive process for reconciling transactions, and Angela confirmed that they had moved from daily to weekly and now monthly transaction tracking. Eric emphasized the importance of addressing questions and providing information during meetings. They also discussed the frequency of policy updates, with most policies needing updates monthly, especially during peak registration periods.

Improving Attention to Refunds and Registrations

Eric discussed the need for better attention from the LSC's in July and August to prevent issues with refunds and registrations. Moriah asked about the situation in New England, to which Eric responded that he was not familiar with any issues there. Moriah suggested adding communication about LSC fees and bulk renewal to the document, which Eric agreed to. Tracy and Angela discussed the challenges of teams not clarifying their registration process and the need for clear communication about refunds. Eric proposed the idea of a pop-up message for those registering after August 1st to confirm their understanding of the process. The team agreed to continue editing the document for July and August, emphasizing the importance of clubs paying attention to their transactions and communicating with them when necessary.

Understanding User Experiences and System Troubleshooting

Moriah, Susan, Eric, and Denise discussed the importance of understanding what different users see in the system. They agreed that making oneself a club administrator for an unattached club could be helpful for troubleshooting and understanding user experiences. They also discussed the ability to impersonate club links and the process of testing the registration process. The team decided to include a demo of a member profile and a club in their training materials to help others understand the system better. They also discussed the need to refresh someone's good standing and the process of changing the date of birth.

Managing Meets and Athlete Clearances

The team discussed the process of creating and managing meets, focusing on the role of the registrar and the importance of accurate date setting. They also discussed the implications of the Safe Sport policy, particularly in relation to the timing of the pre-meet recon and the clearance of the Athlete Protection Training (APT). Eric raised a question about the policy's interpretation, suggesting that the APT should be cleared prior to gaining access to the pool deck or starting warm-up. The team agreed to consider these factors when setting up meets and managing the APT process. The team also discussed the process of verifying athlete certifications for meets, with Moriah expressing a preference for being the gatekeeper for this process. However, there was confusion about the clarity of the certificates, with Susan and Angela pointing out that the term "athlete safe sport" could be misleading to some. Eric clarified that the certificates themselves are clear, but the issue lies in the understanding of the different types of certifications. The team agreed that the process should be streamlined to avoid confusion and ensure that athletes are properly cleared for meets.

Standardizing Athlete Clearing and Meet Policies

The team discussed the inconsistencies in the process of clearing athletes for meets, with different Local Swimming Committees (LSCs) having different policies. They agreed on the need for a mutual

understanding and standardization of the process. The issue of deck entries was also discussed, with the team acknowledging that some LSCs allow deck entries, while others do not. The team also discussed the responsibility of ensuring athletes meet the age requirements for participation in meets, with the general consensus being that it falls on the athlete. The team agreed on the need for a more consistent and standardized process to avoid confusion and ensure fairness for all athletes. Eric, Susan, and Angela discussed the challenges of enforcing age verification and registration policies in swimming meets. They agreed that the responsibility ultimately falls on the athlete, their coach, and the meet personnel. However, they acknowledged the difficulty in training meet personnel to catch all potential issues, such as an athlete aging up during a meet. Susan shared her approach of notifying athletes and coaches well in advance and enforcing the rules. Eric suggested the need for clear guidelines on the number of days before a meet that an athlete's registration and aptitude test should be cleared, which could be set by the LSC or the meet host. The team agreed that a consistent policy would be beneficial for all parties involved. Eric and Susan discussed the need for clearer policies and guidelines to avoid arbitrary decisions and confusion among members and coaches. They highlighted the issue of inconsistent practices among different Local Swimming Committees (LSCs) and the challenges faced by coaches and members in understanding the rules. Eric emphasized the importance of having a unified policy to avoid confusion and ensure everyone is held accountable. Susan shared her experience of managing athlete and non-athlete members, and the challenges she faces in enforcing policies. The discussion also touched on the need for a more organized approach to managing meets and ensuring compliance with rules.

Training New Clubs and Membership Renewal

Eric discussed the importance of training new clubs and ensuring they are aware of necessary procedures and offerings. He also highlighted the need for clubs to renew their memberships in December to avoid issues in January. Eric suggested that Mary Turner could provide a walkthrough on reconciling registrations and membership payments. The team also discussed the issue of duplicate registrations and the need for clubs to check their vendor messaging. Denise proposed reviewing the purpose of various forms, while Angela suggested clarifying the difference between forms to avoid confusion.

Upcoming Session Planning and Content Discussion

Denise, Eric, and Susan planned the structure and content of an upcoming session. They scheduled time for Noah, Karyn, Marco, Jamie, Eric, Annie, and Ty to discuss several topics. Susan proposed different approaches to the "day in life" topic. They discussed refining a workshop presentation, including the possibility of using a computer for demos and capturing the session on Zoom. Eric offered to present any topics. They also discussed transfer notification issues and preventing transfers for unpaid members.