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Identifier	MGT-10B
Class Length	75 minutes

Change Summary	
October 2008	Lesson Plan developed
December 2011	Lesson Plan Revised
December 2012	LP and PPP Revised
December 2013	LP and PPP Revised
December 2014	LP and PPP Finalized and Posted

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1. Lesson Plan Goal

To learn to host a registration event that will most appeal to the parents and to apply survival tools and tips to the in-person registration process.

2. Class Length

One hour and 15 minutes (Allow time for questions and discussion during this time.)

3. Instructor Requirements

Management Instructor
Advanced Management Instructor at AYSO EXPOs.
Registrar Workshop highly recommended

4. Learning Objectives

- To understand the importance of the registration event in the operation of a Region
- To review the checklist of registration day activities
- To understand the importance of delegating tasks to other volunteers
- To understand what effect proper staging of the facility has on recruiting volunteers
- To discuss ways to get all Regional Board Members involved on registration day
- To identify methods to make the registration process more interactive and fun.

5. Prerequisites








6. Materials

None

7. Equipment

Power Point presentation
Computer
LCD Projector
Screen (optional)
Flip Chart and markers

8. Special Presenter Notes Legend:

-  Activity
-  Key (Critical) Point
-  Question
-  Instructor Note
-  Handout
-  PowerPoint
-  Nuts and Bolts

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Small Group Instruction (outside of an AYSO EXPO)

- If giving this workshop at an Area or Region level, a much more informal approach can be taken. The intent would be to have a workshop of all the Registrars, Safety Directors and Treasurers in an Area attend this workshop. Cross training further educates the volunteer and empowers them to complete their specifically assigned job duties.
- If you are working with a co-presenter, coordinate each assigned topic with enough advance notice for proper preparation. Arrive early enough to arrange the room that best fits the venue and anticipated number of attendees. Keep in mind what room arrangement lends itself to this workshop.
- The first thing to do is to assess the level of experience of attendees in this workshop. Find out if you have more than just Registrars. If you do, tie the roles of the Registrar together with the other volunteers in the room. Then ask how the other volunteers can support the Registrar. No matter what level of experience is present teach the lesson plan.
- After the introduction of the instructors, any housekeeping items should be covered. Start with the overview of what information each attendee will go away with, and how that information empowers them to complete their special job tasks.
- Suggest that the participants share contact information for networking, problem solving and mentoring.
- End the workshop by giving a list of people who can be contacted with technical questions. This could be the Area Director or National Staff.

AYSO EXPO Workshop – under 50 participants

- At AYSO EXPOs the Registrar workshop will probably be offered, so it is important to not duplicate that lesson plan information. Make sure to save time at the end of the workshop for solutions to problems. All visual aids used should be set up prior to the workshop.
- Watch your time during the presentation so that you will be able to answer questions. The more participants in the workshop, the more questions there will be.

AYSO EXPO Workshop – 50 or more participants

Everything listed above in AYSO EXPO Workshop – Under 50 participants applies **plus:**

- Class participation through questions and answers will be harder, so rely on the PowerPoint slides to illustrate important points.
- Ask if there are any questions as you cover the points in the lesson plan. Be sure to repeat each question for the audience. When a question is asked, ask if one of the attendees has the answer. This is a better form of instruction, rather than just giving them the answer yourself.

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- At EXPOS, the workshop is designed as an interactive opportunity for experienced Registrars to exchange solutions to common problems that occur during registration. Be aware that frequently Registrars have assigned responsibilities within a Region that are not common to the job description. Try to steer the problem identification portion of the class to those duties and tasks that are common to all registrars.

Any workshop leader for Registration Day – The Survival Guide -- at an AYSO EXPO should have attended the Registrar workshop. Instructors must know what was covered in the Registrar Workshop so that it isn't duplicated.

Questions about eAYSO should be anticipated. The instructors should take care that questions about eAYSO not dominate the workshop.

A. Introduction

Put up **Slide # 1** as participants enter the room.

*Welcome attendees to **Registration Day – The Survival Guide workshop.***

Introduce yourself and any co-instructors

Be sure to start on time

Explain that this workshop will give Registrars some tips to not only survive registration day but also to have some fun in the process.

B. Body

Slide # 2 - How to Survive Registration

Remind participants that there is a PowerPoint Presentation on www.ayso.org for this workshop. It is called a "Self Paced PPP". If you can't immediately find it you can use the search engine on www.ayso.org. It is meant to be looked at by volunteers. You do not need an instructor. Please share the information with your Regional board.

Slide # 3

Who should attend this workshop?

Who works registrations days?

The entire Regional board!

Slide # 4

Why is it important that the entire Regional Board is involved in the registration process?



Instructor Note – *Each Regional Board Member should have a role at registration. Most of the RBMs will be recruiting volunteers. – The RCA and RRA should be at registration recruiting Coaches and Referees. The Treasurer should be collecting money or designate someone to do that. All other Board Members should also be recruiting volunteers and helping as needed.*

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Slide # 5 Regional Board Member Registration Roles

- Regional Commissioner is the host of the event
- Regional Coach Administrator –recruit Coaches.
- Regional Referee Administrator- recruit Referees.
- CVPA – Verify/Screen volunteer applications.
- Treasurer – collect and reconcile registration fees
- Safety Director –recruit field volunteers.
- Other members – welcome families, recruit volunteers, trouble shooting.

Slide #6

Course Objectives

- How to Be Prepared
- The 10 Essentials
- Tips to Be Your Best
- Helping Others

These are the topics that we will be covering.

Slide # 7

Be Prepared

What things should be done before registration?

Hint: Pre-Registration Info from the Registrar Workshop

This is the “How to be prepared” objective of the workshop.

Slide # 8

Six Months Before, work with Regional Board to...

You can move quickly through this slide.

Slide # 9

Obtain Approvals and Agreements

Determine Region budget, calendar, **player registration fees** and **registration dates**.

- Consider “Early Bird” and other “discounts” on registration fees **rather than** a “late” registration penalty. Do a last chance option.
- Identify and approve any scholarships.
- Approve refund and late registration policies.

These are topics that cannot be decided at the last minute. They all need the involvement of the entire Regional Board on decision making.

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Slide # 10

Secure registration Site(s)

(Reservations, Permits, Usage Fees, Approvals)

- *What are some good locations for registration? Churches, schools, community centers, malls, etc.*
- *Should all registrations be held at the same location? Although there is an advantage to always holding registration at the same location, why not give an additional time and location a try? It might bring in more players.*
- *Is there some advantage in holding one day of registration at an alternate location?*



Instructor Note – These three questions should lead to a healthy discussion.

Slide # 11

10 Location Essentials

Indoors or outdoors?

- Well known building or site?
- Easy access?
- Large enough room/space?
- Ample parking?
- Availability/costs?
- Tables, chairs, electricity?
- Kid activities?
- Safe (children) and secure (money)?
- Available amenities (restrooms/shade)?

Go over these quickly just as a checklist of things to consider.

Slide # 12

Location, Location!

Location is everything.

Does your location have everything?

Slide # 13

Does your location have everything?

- These things are important to every registration location:
- An entrance and an exit so that there is an organized flow to the process.
- Ample parking.
- Handicap accessible.
- Restrooms.
- Tables and chairs for parents to fill out the registration forms.
- Internet access for parents who have not used eAYSO.
- Refreshments for workers, children and parents.

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- **Slide # 14**

Two to Three Months Before ...

Coordinate Board Member responsibilities on and before registration day.

- Volunteer Recruitment
- Contact Information
- Greetings and Information
- Kid Activities and Kid Corner
- Refreshments
- Referees
- Advertising and Publicity
- Coaches

Slide # 15

Review Questions

- Which Regional Board Members should work at registration? *All of them!*
- Who should collect money? *The Treasurer or someone he/she has designated.*
- How many people should collect money? *At least two. The number would depend on how many parents you anticipate registering at any particular registration.*
- Who is responsible for the Volunteer Application Forms? *The CVPA.*

Slide # 16

At Least Six Weeks Before

- Order registration kits
- Put e-signature information on the website
- Advertise registration:
 - On-line registration
 - Web site
 - eBlast
 - School flyers
 - Banners
- Update eAYSO registration information

Slide # 17

Registration Day 10 Essentials

What will you need to be your best?

Ask why each of these things is important.

Slide # 18

AYSO registration Day

- What stations will you need to set up?
- Where should they be situated?
- Who should work each station?

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Instructor Note

Make sure the facility has one door to enter and one to exit. This will insure a good flow where parents are not coming and going through the same door. Have entrance and exit signs.

Identify each station so that parents know what order to proceed in.

Have tables set up in the center of the facility so that parents can have plenty of room to fill out the necessary forms.

Slide # 19

This is a staging diagram.

Slide # 20

This is another staging diagram.

Slide # 21

Refund Policy Reminder

- Ensure that Regional Board has defined and approved late registration and refund policies.
- Prominently display policies at registration.
- Be sure policies are communicated in all registration packets, mailings, and websites.
- Refer to Standard Regional Guidelines and National Policy Statements for best practices.

Slide # 22

Examine these sample registration fliers and forms asking parents to volunteer.

Slide # 23 – 27 –

Sample fliers.

Slide # 28

Attitude is everything when recruiting volunteers.

Slide # 29

Survival Tips

Do children come to registration along with their parents?

What is the benefit of keeping them occupied for a few minutes? It gives you time to recruit the parents to volunteer!

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Slide # 30

Survival Tips

What are some ideas on how to amuse the kids while their parents go through the registration process?

Slide # 31-32

Survival Tips – Kids Corner



Instructor Note

- *Have children's video set up. You could even use a soccer related "Disney" film.*
- *Set up some child friendly snacks, such as juice boxes, fresh fruit or cookies. Always ask for parents' permission before giving out refreshments. Stay away from nuts in cookies or snacks.*
- *Set up a coloring station with crayons or magic markers. Ask children to draw a soccer picture. Have a wall where they can be displayed.*
- *If you have access to a gym, set up some soccer stations where children can try their luck and win some simple prizes doing soccer drills or quick games. Make it easy, so that you are giving out lots of prizes. Again, you will need permission from the parents and adequate supervision. Older players are perfect for this.*

Slide # 33

Survival Tips

Special Requests – Late registrations

Don't give up yet!

Slide # 34

"Special Requests"

- A possible solution is to put up small posters on the walls or on the tables saying: "Thank you for not asking for any special requests."
- Suggestion: Parents can write whatever they want on the top of the player registration form, but unless the request is initialed by the RC or the Registrar (no one else) the request is not honored. Initializing means that there was a discussion and it was a valid and needed request.

Slide # 35

"Special Requests"

- Don't make any exceptions. There is power in saying: "We **never** do what you have asked. Sorry".
- Board Members should not expect an exception or special request for either themselves or their friends. Discuss it openly at a Board meeting and get the support of the RC ahead of time.

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-  **Instructor Note**

*Does it seem that almost every parent who registers a child has some request for a specific coach or team? They can't practice on Thursdays so **don't** put their child on a team that has a Thursday practice. They "**must**" be on the same team with a neighbor's child, or can their 5 year old play on a U8 team with a brother or sister?*

Slide # 36

Survival Tips

Appoint a "Trouble shooter" at registration whose job it is to deal with the parents who are demanding or abusive. If you feel the situation is getting disruptive, try to slowly walk out of ear shot of other parents. Everyone is watching and listening to how this situation is handled.

Slide # 37 - 38

"Food for Thought...."

- Every Region should make sure that their registration process is as "OPEN" as possible so that children are given every opportunity to play AYSO and no child has to be turned away.
- Try to avoid "waiting lists" as long as possible - this may include planning for late arrivals in the Team formation/balancing process.
- Encourage Coach Administrators, Division Coordinators, and Coaches to communicate with Registrar, RC about dropped players so players on a "waiting list" can be placed.
- If there is a waiting list, make sure parents receive clear communications/expectations about placement on a team. Don't accept fees/registration form unless there is a realistic chance the child will be placed on a team.
- If scheduling will allow, consider approaching wait-listed parents to help recruit enough children to make another team and asking them to volunteer to coach.
- Advertise registration events so that parents realize they must register months before the season so that you don't have to turn a child away.

Slide # 39

Survival Tips

Develop an approved policy for late registrations.

Slide # 40

Survival Tips

- Write out the policy and discuss it at a Board meeting.
- Ask each Board Member if they will agree to it (peer pressure).
- Remind them of the policy if a situation occurs where you are asked to break the rules of the policy.

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Slide # 41 and 42

Reconciliation Tips

- Registrar and Treasurer must employ a process that will reconcile the number of forms taken in and the amount of monies collected.
- Note amount of cash at the start of the day.
- At least two people should be assigned to count/verify all monies and forms accepted.
- All cash taken in should match receipts and when added to credit card receipts and checks, the grand total should match the number of forms and notations on each form for fees charged and amounts paid.

Slide # 42

Use the Registration Reconciliation Form to balance cash, checks, payments and forms.

Slide # 43

Another way you can really help your families...

- Make sure they leave with Region contact Information; an eye catching flier, refrigerator magnet or button.
- Each year, the National Office receives hundreds of calls from concerned and upset parents who can not reach their local AYSO Region with questions about their child's registration and coach/team/practice notifications.

Slide # 44

Contact Information

Slide # 45

Whew! Flier

This flier answers most of the questions that come up between registration and the start of the season.

Slide 46 and 47 Communicate with your families!



Instructor Note

Show them this flier (Whew!) and discuss other ways of letting parents know who they can contact if there are questions or concerns. This form is available as a fillable Word document at www.ayso.org.

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Conclusion

Slide # 48

Remember it's all for the kids!



Instructor Note

The Registrar's job is never boring. You are:

- *An Interior Decorator,*
- *A Counselor,*
- *A Mediator,*
- *A Party Planner,*
- *A Project Manager,*
- *A Database Manager,*
- *And most important – an AYSO Volunteer!*