### Registrar

<table>
<thead>
<tr>
<th>Identifier</th>
<th>MGT 10A</th>
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<tbody>
<tr>
<td>Revision</td>
<td>Revision 4</td>
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<tr>
<td>Class Length</td>
<td>1 hour 15 minutes</td>
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#### Change Summary

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
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<tr>
<td>December 2010</td>
<td>Lesson Plan Revised</td>
</tr>
<tr>
<td>December 2011</td>
<td>Lesson Plan and PowerPoint Revised</td>
</tr>
<tr>
<td>December 2012</td>
<td>Lesson Plan, PPP and Webinar Revised</td>
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<tr>
<td>December 12, 2013</td>
<td>LP and PPP Revised</td>
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1. **Lesson Plan Goals**

To train first year Registrars, in accordance with the position descriptions, policies, procedures and guidelines of AYSO as they relate to this position.

2. **Class Length**

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

3. **Instructor Requirements**

Management Instructor
Advanced Management Instructor at AYSO EXPO workshops

4. **Learning Objectives**

1. To understand the importance of the Registrar in the operation of a Region.
2. To understand that the Registrar is a required Regional position.
3. To understand the Registrar's position description, and the importance of following it.
4. To review the knowledge a Registrar must have.
5. To discuss how to apply this knowledge to implement registration properly in the Region.
6. To understand that this workshop is a training component and certification can be obtained by completing AYSO's Safe Haven® Course.

5. **Prerequisites**

None

6. **Materials**

Workshop Roster
Handouts downloaded from ayso.org instructor page
Registrar's Manual Sample
Registrar Job Description
Sample Registration Kit minus posters
Registrar Forms
Player Registration Form
Volunteer Application Form

7. **Equipment**

PowerPoint Presentation
Flip Chart available at AYSO EXPOs
Markers
LCD Projector and screen (optional)
8. Special Instructor notes are in italics following each slide.

Instructors: There is a PowerPoint Presentation for this workshop which follows this lesson plan. Please be familiar with the content of the lesson plan before teaching. There is a lot of information that is not on the PPP. We have left the lesson plan as is just in case the PPP is not available. Be prepared to teach the lesson plan as is even if there is an equipment failure.

Registrar Workshop

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.

- This workshop must be registered on eAYSO and a roster needs to be filled out by the participants and then entered into eAYSO.

- If you are working with a co-instructor, 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 participants. (Keep in mind what room arrangement lends itself to this workshop.)

- The first thing to do is to assess the level of experience 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 student 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 called with technical questions. This could be the Area Director or National Office Staff.
AYSO EXPO Workshop – under 50 participants

- Pass the roster around and ensure all participants sign it.

- Always assess the audience to make sure that it is understood that this workshop is for new, first year Registrars, and that you will be covering basic information. However, emphasize that the other volunteer positions in the workshop support the Registrar and vice versa.

- At AYSO EXPOs both the Registrar and Registration – The Survival Guide workshops will probably be offered so it is important to stick to the individual lesson plan for each. Make sure to save time at the end of the workshop for solutions to problems. All visual aids (PowerPoint, word strips, etc.) must be set up prior to the workshop. The use of several rosters will facilitate quicker completion and less distraction to the students.

- 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:

- Always assess the audience to make sure that it is understood that this workshop is for new, first year Registrars, and that what you will be covering will be basic information.

- For groups this large, class participation through questions and answers will be harder.

- Ask if there are any questions as you cover the points on the checklist. Be sure to repeat each question for the audience. Remind participants that detailed information concerning the items on the checklist can be found in the job specific Manual or in the workshop handout. When a question is asked, ask participants to find the answer in the Manual or handout. This is a better form of instruction, rather than just giving them the answer.

9. Introduction:

Slide # 1 Put up this slide as participants are entering the room. 5 Minutes

Introduce yourself as workshop leader, the topic and co-instructors.

Opening Slide; share screen with audience using SHOW SCREEN.
Be sure to start on time…
Welcome attendees to Registrar Training Workshop
Slide #2
Has everyone signed the roster?
Begin sending around the roster for participants to sign.

Pass out the roster to all participants. For larger AYSO EXPOs or training sessions you may need 2-3 copies of the roster. Ask once more at the end of the workshop if everyone has signed the roster.

Slide #3 Who is here today?
Regional Commissioners?
Experienced Registrars?
Brand new Registrars?
Other positions?

Ask: “Who do we have in attendance today?” This information will help you as an instructor.

Slide #4 Objectives

Understand the role and responsibilities of the Regional Registrar.
Review the resources available to help a Registrar be successful
Separate “fact” from fiction about registration

STATE: “We will be explaining the key responsibilities of the Registrar function.”
“It would be impossible to remember everything covered in this session or to cover every aspect of the Registrar job, so we want to make sure you know about all the resources available to make this very important job easier.”
STATE: “We will be reviewing some key points that every Registrar should know.”

Slide #5 AYSO Mission
“To develop and deliver quality youth soccer programs which promote a fun, family environment based on the AYSO philosophies.

Can you name them?

State the Mission of AYSO
Ask how many of the participants can name the six philosophies. Be honest. It is important that all Regional board members know the philosophies of AYSO. They are what make us different and special. Parents, players and all volunteers should know the six philosophies. The Registrar has the opportunity to promote these philosophies during every registration event.

Slide #6 AYSO Philosophies
To develop and deliver quality youth soccer programs, which promote a fun, family environment based on our six philosophies.

• Everyone Plays®
• Balanced Teams
- Open Registration *
- Positive Coaching
- Good Sportsmanship
- Player Development

The AYSO Program is open to all children between 4 and 18 years of age who want to register and play soccer. That's why we're here!

Slide # 7 AYSO Volunteers are required to:
1. Complete and submit a Volunteer Application EVERY year.
2. Be authorized to perform their jobs by their Region, Area, Section or other AYSO authority.
3. Act within their job descriptions and the AYSO policies, procedures and guidelines.
4. Complete AYSO’s Safe Haven® certification and be properly trained to do their jobs.

This slide is a reminder that volunteers need to fill out and submit the Volunteer Application once per membership year. They only need to take AYSO’s Safe Haven® course once unless they decide to volunteer in another discipline and then we suggest they take the Safe Haven course again if they haven’t taken the universal course.

Slide # 8 Responsibilities
- Plan annual registration of all players and volunteers with the help of the Child and Volunteer Protection Advocate (CVPA) (volunteers) and Treasurer (fees paid).
- Reconcile registration forms with fees paid for each registration event.
- Maintain the Region player database in eAYSO.

First Bullet – Registrar works with all Regional board members, CVPA and Treasurer especially.

Second Bullet – RC, Registrar and Treasurer sign the Regional reconciliation form to verify how much money was taken in versus how many players were registered.

Third Bullet – Registrar should work towards getting all parents to fill out the player registration form on eAYSO, print out two copies and bring them to registration. This is accomplished through active and continuing information promoting this process.

Slide # 9 Responsibilities
- Every player and volunteer must be registered with AYSO EACH year to be covered by AYSO insurance.
- The National Player Registration Fee must be paid for each player before the start of the season; once per Membership Year.

First Bullet – Every player must be registered! No exceptions. Remind your Regional board members of this requirement.
Second Bullet – Don’t wait too long to update the records on eAYSO. Check with the Treasurer that fees have been paid.

Slide # 10 Resources
What does AYSO provide so that a Registrar knows what to do and when to do it?

Ask if anyone know the answer to this question before going on to the next slide.

Slide # 11 Your job description!
Where can you find it?
The AYSO National website: www.ayso.org
The AYSO Reference Book which contains the Bylaws, Rules & Regulations, Standard Regional Guidelines and National Policies – all critical information about running AYSO programs within a Region.
Registrar’s Manual

It is important that Registrars know where to find information. AYSO gives volunteers multiple resources that can all be used to find needed information.

Slide # 12
Did you receive your Manual? What kind of information is in the Registrar’s Manual?

Ask the attendees to raise their hands if they received their Registrar Manual, if not, to contact the Supply Center at 1-800-872-2976 to get details about ordering the manual.

Check eAYSO to see if they are listed as the Registrar. The RC needs to go in and update the Regional records and put in the new Registrar. When a new Registrar is appointed in the Region and listed in eAYSO, they receive an email with a PDF of the Registrar’s manual. The email lets them know that if they want a hard copy of the manual they can respond to the email.

The information in the manual is available on ayso.org so that you can save a file to your own computer and “make it your own”.

Slide # 13
The Registrar’s best friend is…

Get as many responses as you can. eAYSO is only your best friend if you use it.
Slide # 14
AYSO’s online registration and administration system! eAYSO
How is your Region doing in the process of encouraging parents to use eAYSO to register their children?

- Submit questions via e-mail to: eaysosupport@ayso.org
- Telephone help desk Call 1-866-588-2976

- AYSO’s On-line Registration and Administration System – eAYSO!
- Ask “How many of you have used the eAYSO Registration functions?”
- Do any Regions offer incentives for parents to use eAYSO? (a reduction in fees or chance at a raffle)
- Which Regions offer at least one registration event at a location where internet access is available so that parents can fill out the player registration form that way? Even if you don’t have enough computers for every parent to use, it still is a great visual clue that this is the easiest way to do it.

Slide # 15

- Parents input player and volunteer information themselves.
- Automatically calculates National Player Fee invoices.
- Features team balancing/formation.
- Team/Coach look-up for parents.

State advantages of eAYSO registration:
- Allows parents and volunteers to input player and volunteer info themselves; they just print and sign forms and bring fees to registration.
- Saves Registrars from inputting player registrations!
- Automatically calculates National Player fee invoices
- Features team balancing/formation functions

“Once player and volunteer information is stored in eAYSO, so many different tools and functions are available to help the Regions like:
- Player and volunteer Reports
- Player/Volunteer I.D. Cards
- Tournament/Team rosters
- Did you know that if your Region allows it, parents can be directed to eAYSO to see their child’s team/coach contact information? (only their child’s coach – not other children) This is a new feature in eAYSO!
Slide # 16

- Check out the tools and reports that make your job easier by going to Region > Setup
- Help! Be sure to use the online HELP functions

This screen shows you where to find the Registration functions in eAYSO…

**CLICK to highlight the menu for Registrars under Region>Setup**

Let the attendees know that there are reports and tools for managing the AYSO Region Database. They can:
- see all online applicants;
- add new applicants,
- Register new, online, and returning applicants,
- Drop players
- Form Teams

**Use “highlighter” or “pointer red dot” to show different fields on the screen: Membership Year, division,**

*Note that this screen shows the age divisions and Membership Year*

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Slide # 17

Let the attendees know that there are reports and tools for managing the AYSO Region Database. They can:
- see all online applicants;
- add new applicants,
- Register new, online, and returning applicants,
- Drop players
- Form Teams
- Check out the tools and reports that make your job easier by going to Region>Player>Registration
- **CLICK to highlight the menu for Registrars under Region > Player > Registration**

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Slide #18

Use “highlighter” or “pointer red dot” to show different fields on the screen: Membership Year, division, fees and status:
A=Applicant (online)
R=Registered
D-Dropped
T=Transferred
RI = Registration Incomplete – this means the parent did not provide one of the Region required field like uniform size, height/weight.
NE = Not eSigned – this means that the parent left the application without eSigning it and must be notified to return and complete it.
S=Signup for Subsequent Programs – indicates the parent has signed the child up for a Spring program following the fall or Summer, etc.

*** the Yellow Post-it Note indicates a “Remark” “Note” was added to this Player’s record – something like “Father is Team Coach”

**CLICK to highlight the menu for Registrars under Region > Player > Registration**
Let the attendees know that there are reports and tools for managing the AYSO Region Database. They can:
- see all online applicants;
- add new applicants,
- Register new, online, and returning applicants,
- Drop players
- Form Teams
- This screen shows the age divisions, Membership Year, and fees paid.

**Slide #19**
What are the two phases of the registration process?
1. Completion and submission of an application, either player or volunteer, and the fees being paid.
2. Acceptance of the application by the:
   * Registrar, if it is a player, and placement on a team. OR
   * CVPA, if it is a volunteer, and assignment of a volunteer position.

The Registrar needs to go into eAYSO after Registration and “Accept” the player, changing the “A” to an “R”. Registration is not completed until this is done. Be sure to advertise to parents that filling out the Player Registration Form on eAYSO does not complete the process for their child. They need to print out the form and bring it to registration. This information can be on the website and on all flyers advertising registration.

**Slide 20**
- Completing a player or volunteer application either online or in person is the first step.
- Registrars must “accept” players and the CVPA must “accept” volunteers in eAYSO using the registration function.

- Parents must print out, sign and submit fees to the Region – *note some Regions may be part of the Electronic Signature and PayPal pilot options.
- Registrars must “accept” players and CVPAs must “accept” volunteers in eAYSO using the Registration Function. Players must be placed on teams and volunteers accepted into positions.

**Slide 21**
eAYSO Online Help
- Look for answers in the eAYSO online HELP manuals!
- Go to www.ayso.org for eAYSO webinars
Slide # 22

eSignatures
- Now available at no additional cost!
- Parents/Volunteers complete and eSign their Registration/Volunteer Applications online in eAYSO.
- eSigned Player and Volunteer forms do not have to be stored at the Region level after the season.
- eSigned volunteer forms are available immediately to Safe Haven for background checking and do not have to be mailed to the AYSO National Office.
- As of 8/1/14 eSignature in eAYSO will be required for players.

What is the current membership year for AYSO?

We tend to think of events in terms of calendar year, school year or fiscal year, but AYSO has a unique Membership Year. Parents will have questions about this at Registration so it is important that parents understand the difference. AYSO is a national organization and every Region in the country uses the same Membership Year.

Slide # 23

New and experienced Registrars – let’s see how much you already know…

Let’s see what the attendees already know about the key Registration facts.

Slide 24
- A registered player is an official member of AYSO for a full year from August 1st through July 31st.
- The Membership Year (MY) is designated as MYXXXX, where XXXX is the year when the membership period starts – MY2014.

This information is in the Registrar’s Manual. Registrars should have a copy of this Manual at all Registration Events so that you can show it to parents if needed. Many Registrars make a copy of the information and tape it to the tables where parents are filling out the Registration Forms. It is beneficial to give out information before questions are asked.

Slide # 25
If a Region has multiple playing seasons (Fall, Spring) and a registration for each one, does a player need to complete a new registration form with AYSO for each season?

Does the Region pay the National Player Fee for each season?

No, only once a membership year! Regions may "sign up" players and collect fees for each season but once a player is registered in eAYSO in a MY, they are registered with AYSO for the whole MY. The National Player Fee is only paid once.
• **Explanation:** Regions may want to ask parents to “sign-up or register” for each playing season or program and use the Player Registration Application form so that they know who wants to participate, but the player form does not have to be input more than once a Membership Year. **Once in the system, they can be moved to a new program; new players would have to be added to eAYSO which will generate a National Player Fee invoice.**

**Slide # 26**

**Important!**

**Under NO circumstances** should **non-registered** players or volunteers be allowed to participate in the program (either practice or play) because they are not covered by the Soccer Accident Insurance (SAI) plan. Doing so would create an unacceptable exposure to liability lawsuits.

Did you know…

All players and volunteers must be properly registered in eAYSO in order for SAI claims to be processed. AYSO and the Region may become liable for any claims made by a non-registered player or volunteer.

• **Stress the importance of timely registration of players and volunteers.**
• **“Did you know that a Region may be assessed up to 50% of the amount paid for medical claims made by a player or volunteer who was not registered with the National Office at the time of a claim?”**
• **Uninsured claims must be paid by the entire AYSO Organization.**

**Slide # 27**

AYSO National Rules & Regulations identify standard playing divisions.

• **“What are the standard playing divisions identified in the AYSO National Rules & Regulations?”**

• Jamboree (Previously U5)
• U6
• U8
• U10
• U12
• U14
• U16
• U19
• VIP
Slide # 28
Age Determination

A player’s age as of July 31st each year (the day before the membership year BEGINS) is used to determine placement in the proper age division for that year.

- For example, “A player whose birthday is August 1st and who is 9 years of age on July 31st should be placed in the U10 or Under 10 years of age division even though they will be 10 years of age during the playing season. A Player born on July 30th who is 10 years old on July 31st would be placed in the U12 Division”
- Remember: “There is an Age Determination Chart on ayso.org”
- Parents will get confused by this so make sure all the workers at registration and your Regional board members understand this issue and can explain it to parents who have questions.

Slide # 29
What is the minimum age to play AYSO?

We have a huge opportunity for growth in every Region!

Slide # 30
Minimum Age

- Regions that secure the approval of the Area and Section Director may register 4 year olds as long as they are 4 at the time they first participate in any activity.
- For all other ages, the July 31 age determination date will determine their placement in age divisions.
- How many of you participate in this program?
  - This change was requested by Regions with primary programs in the Spring. This allows children to register and play who turn 4 after July 31st but before the start of a Spring program. They would otherwise have to wait another year to play. Approval should be in writing.
  - Jamboree Programs are a great growth opportunity for AYSO!
  - Ask the attendees, “How many of you have the Jamboree program for 4 year olds?”; Raise your hand.

Slide # 31
- Regions should require a parent to present a birth certificate (or other government issued document with date of birth) for new players upon initial registration with the Region
- Proper age is necessary for Balanced Teams.
A photo ID is required for volunteers as well.

This requirement is only for new players.
Slide # 32
What is contained in a Registration Kit?

Ask new Registrars in the workshop if they have heard about the Registration Kit. Ask participants for responses before advancing to the next slide.

Slide 33
Registration Kit
Reminder – The Registration Kit is now partially subsidized. See www.ayso.org under Region Boards/Registrar/Forms and Documents for pricing.

Slide # 34
The Kit contains:

• Recruitment brochures
• Sign up posters
• A Parent’s Guide to AYSO booklet
• AYSO’s Safe Haven Brochure
• Blank player registration forms
• Blank volunteer application forms
• Recruitment brochures
• Soccer Accident Insurance brochures

A Registration Kit contains:
CLICK 6x to reveal contents of the Registration Kit.
Blank forms should only be used when parents don’t utilize eAYSO. Regions should always be promoting eAYSO on their website and on Registration flyers.

Slide # 35
Only the Regional Commissioner or the Registrar of record in eAYSO can order registration kits/forms.

• When your Region is successful at getting parents to utilize eAYSO you no longer will need to order the pre-printed forms. “Save some trees.”

Slide # 36
Registration Fees
Did you know…

• The National Player Registration Fee is approved by vote of the Executive Membership at NAGM.
• National fees pay for the cost of the nationwide program including: insurance, training (Referee, Coach and Management) and membership in USSF.
• Regions must submit this fee to National Office for each registered player prior to the start of the season – within 30 days of registration.
How much is the National Player Fee?

- The National Player Fee is voted on by the Executive Membership at the NAGM – National Annual General Meeting
  - The current National Player Fee is $17.50.
- National fees pay for the cost of the nationwide program including: insurance, training and membership in the United States Soccer Federation (USSF) – the governing soccer body.
- Regions must submit the National Player fee to the National Office for each registered player prior to the start of the season
- Question, How much is the National Player Fee? - answer $17.50.

Slide # 37
Registration Fees
Things To Do…

- Work with Regional board to develop Region budget and calendar to determine player registration fees and registration dates.
- Consider “Early Bird” and other “discounts” on registration fees rather than a “late” registration penalty.
- Confer with Regional board regarding what scholarship policy, if any, is in place.

- Things to do when planning Registration fees:
  - Work with the Regional board to develop a Region budget to determine registration fees and Regional calendar to determine registration dates and to coordinate Regional board member participation recruiting volunteers at registration days.
  - Ask Attendees: How many of you have input into the Regional budget and calendar? The Registrar should make a list of supplies and expenses needed for the registration events and submit the list to the Treasurer and RC prior to registration so that it can be put into the budget.
  - Ask attendees: How many of you have input to the Regional budget?
  - Ask attendees: “How many of you have a Regional calendar?” Use Question box.
  - Use Early Bird discounts instead of late registration penalties.
  - Confer with Regional Board to determine registration and fee policies for scholarships, family discounts, and refund policies.
  - In AYSO we like to be positive that is why we don’t like any verbiage that sounds negative.

Slide # 38
Question Time

Who can order a registration kit?
1. The Registrar
2. The Treasurer
3. The Regional Commissioner
4. 1 and 3
4. Both the Registrar and the Regional Commissioner, of record, can order the kit.
Slide # 39
Refund Policy
“Words to the Wise”

- Ensure that the 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.

*Refund Policies are one of the biggest sources of complaints, dissatisfaction. Make sure that the entire Regional board agrees to the policy and it is prominently displayed at registration.*

Slide # 40
Some helpful hints…

Slide # 41
Pre-registration Planning

- Determine registration dates and secure facilities at least six months in advance.
- Choose a large enough space and make sure there is ample parking.
- Order registration kits at least six weeks in advance.

Slide # 42
Registration Preparations

- Coordinate board members to work on registration days and to recruit volunteers.
- Promote online registration!
- Update the Application Membership Year setting and registration messages in eAYSO.

Slide # 43
eAYSO Setup Membership Year

*You can use the eAYSO setup function under the Region > Setup > Membership Year*

Slide # 44
Registration Promotions

- Advertise registration days, online registration, “early bird” discounts, etc.
- Use eAYSO email blasts to announce registration.
- Promote online registration to save a lot of time!
- Update websites frequently.

*How many Regions have a website? Is it updated in a timely manner?*
Slide # 45
Registration Promotions

• Design a give-away!
  – Refrigerator magnet, button, business card, etc. – with Region name and number and contact information so that families can find help after they walk away or when coaches have not called.

*Stress the importance of providing contact information!*
*Thousands of calls come into the National Office because parents can’t find the Region they registered their child with or someone to call when their child hasn’t received a call from the coach. Consider a “catchy give-away” item with Region contact information and timelines.*

Slide # 46
Registration Contact Info

Available on www.ayso.org under Registrar/Forms and Documents

“The “Whew! I’ve registered! Now what happens?” Flier provides useful information especially for new parents to minimize calls and frustration after a registration day.” Available on www.ayso.org under Registrar/Forms and Documents.

“Note that it addresses when coaches will call, refund policies, practices and games, and a reminder that AYSO is a volunteer organization that needs everyone’s help.”

Slide # 47
After Registration

• All player forms must be updated in eAYSO to be registered; volunteers by the CVPA.
• Original copy of Player Registration Form given to coach (emergency medical release).
• Copy #2 sent to National Office unless registered using eAYSO. **WHY?**

Slide # 48
After Registration

Why must player registration forms be archived?
A minor child has from three to six years after reaching majority age to file a claim for injuries incurred as a minor, depending on the state.

Forms must be kept until the player turns 24 years old!
eSignature means keeping the forms only for the current Membership Year. Forms are stored electronically after the MY is completed.

“In most states, majority age is 18 years of age”
**CLICK** to bring up information about eSignature.
Slide # 49
Checklist

Use the Registrar’s checklist in the Registrar’s manual.
A Registrar’s manual is linked, or on request mailed, upon notification of a new appointment.

*New Registrars should go over this checklist with their RC.*
*Use the Registrar’s checklist from the Registrar’s manual.*

Slide # 50
Region Toolkit

Available online at: www.ayso.org
Includes flyers; banners; TV spots; post cards and more

*There is an abundance of information on ayso.org in the Regional Toolkit to help Registrars. Check it out!*  

Slide # 51
Conclusion

• Get trained and certified
• Plan ahead
• Ask for help
• Involve the entire Regional board
• Be prepared
• Follow up with after-registration details

Slide # 52

Rosanne MacPhail  
National Management Program Administrator  
1-800-595-2976  
rosie@ayso.org

Torie Tinder  
National Management Program Coordinator  
1-800-872-2976 ext. 7973  
torietinder@ayso.org

Thank you for attending. Please be sure to sign the course roster.

*If you have any questions, please contact the Management Program at the National Office. Our job is to make your job easier.*