

Program: Management	Registrar Lesson Plan	Identifier: MGT 10A Revision: Revision 1 1 of 17 Last Revision: 12-1-11
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Registrar

Identifier	MGT 10A
Revision	Revision 2
Class Length	1 hour 15 minutes

Change Summary	
December 2010	Lesson Plan Revised
December 2011	Lesson Plan and PowerPoint Revised

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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 section conference 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 Have Course**.

5. Prerequisites

None

6. Materials

Workshop Roster
Handouts downloaded from ayso.org instructor page or from [Registrar's web page on ayso.org](http://ayso.org)
AYSO Registrar's Manual
Registrar Position Description
Sample Registration Kit
Registrar Forms
Player Registration Form
Volunteer Application Form
Masking tape

7. Equipment

Flip Chart available at Section Conferences
Markers
LCD Projector and screen (optional)

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8. Special Instructor Notes are in blue following each Slide.

Instructors: There is a Power Point 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 a Section Meeting)

- 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.

Section Meeting Workshop – under 50 participants

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

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- 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 Section Meetings 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.

Section Meeting Workshop – 50 or more participants

Everything listed above in Section Meeting 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 Section Meetings 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.

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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!

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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.

Slide # 8 Responsibilities

- Plan annual registration of all players and volunteers with the help of the 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.

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Slide # 11 Your job description!
Where can you find it?

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

State “The AYSO Registrar Job Description is available on the AYSO website, the Reference Book and in the Registrar’s Manual.”

www.ayso.org

Reference Book
Registrar’s Manual

We know that AYSO provides world-class Coach and Referee information but there is no other organization that provides extensive training for volunteers in Management positions. These are the people who run the Regions. This training is complemented by all sorts of resources. Information can be found in multiple places for your convenience.

Slide # 13

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 1-888-297-6786.

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.

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 #14

The Registrar’s Manual contains everything you need to know to do your job and everything covered in today’s training. Contact the Supply Center if you need a copy.

Any volunteer can purchase our Manuals. We are finding that volunteers are cross-training. Webinars and online training make this easier to do than in the past. The benefit of cross-training is that when Regional Board Members understand what is expected of other volunteers on the Board it enables them to all work better together. The entire Region benefits when this happens.

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Slide # 15 What is the certification component for the Registrar?

“Hint”

- What is the workshop that a Registrar must take to become certified and become Safe Haven protected?
 - Answer: AYSO’s Safe Haven®
- How many of you have taken AYSO’s Safe Haven?

Certification is the information that we give to volunteers about the policies and procedures that AYSO has put into place to protect the players and volunteers. AYSO’s Safe Haven Course is offered as a webinar, an online course and a live course taught by an instructor. We try to make it as easy as possible for volunteers to get this certification.

Training is always job-specific information.

Slide #16

- What is the training component for Registrars?
 - Registrar Workshop or Webinar
- Other training?
 - Registration Day – A Survival Guide
 - eAYSO for Registrars

Registration Day – A Survival Guide is the “second half” of the critical information that every Registrar needs. We strongly recommend that if it isn’t possible to find an instructor to teach the workshop that every Registrar looks at the self-paced presentation available on ayso.org. It is meant to be viewed by any and all volunteers and is great information to share with your Regional Board.

Slide # 17 What is the Registrar’s best friend? “Hint”

Get as many responses as you can. eAYSO is only your best friend if you use it.

Slide # 18 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
- 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 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.

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Slide # 19 The Advantages of eAYSO:

- Parents input player and volunteer information themselves
- eAYSO automatically calculates the national player fee invoices
- eAYSO features team balancing and formation functions
- Team and Coach contact information look up for parents – Can save thousands of phone calls to the Region!

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!

The Treasurer can find the accurate invoice of registered players on eAYSO.

The team balancing/formation functions can be communicated to parents in support of balanced teams.

Once player and volunteer information is stored in eAYSO, many different tools and functions are available to help the Regions like:

Player and Volunteer Reports

Player 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 # 20

Illustrates the eAYSO player registration screen – note online help on the main menu.

This screen shows you where to find the registration functions in eAYSO...

CLICK to highlight the menu for Registrars under Region > Player > Registration and under Region>Setup

Slide #21 Region Player Listing

Let the attendees know that there are reports and tools for managing the eAYSO 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, fees and status:

A=Applicant (online)

R=Registered

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D-Dropped

Note that this screen shows the age divisions, membership year, and fees paid.

Slide # 22 eAYSO Online HELP

Look for answers in the eAYSO online HELP Manuals! Go to www.ayso.org for eAYSO webinars.

Remind the attendees of the online help feature (help is found in the upper right corner on eAYSO screens)

There are online user guides for player registration, volunteer registration, and other eAYSO features... They should all take an eAYSO Registrar webinar and review the player registration online user guide.

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 What is the 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 # 25

- A registered player is an official member of AYSO for a full year from August 1 through July 31st
- The membership year is designated as MYXXXX, where XXXX is the year when the membership period starts What is the current membership year? MY2011

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 helpful to give out information before questions are asked.

Slide # 26

If a Region has multiple playing seasons (Fall, Spring) and a registration for each one, does a player need to be registered with AYSO 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. 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

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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 # 27

What are the two phases of the registration process?

- Completion and submission of an application and fees
- Acceptance of the player registration application (Registrar) and placement on a team or acceptance of the volunteer application (CVPA) and assignment to 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 should be on the website and on all flyers advertising registration.

Slide # 28

- Completing 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 Pay Pal 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 # 29

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 SAI plan. Doing so would create an unacceptable exposure to liability lawsuits. (SAI = Soccer Accident Insurance)

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 # 30

What are the standard playing divisions identified in the AYSO National Rules and Regulations?

Slide # 31

- U5
- U6
- U8
- U10
- U12

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- U14
- U16
- U19

Slide # 32 How are ages determined in AYSO?

The age determination question is a big one for parents, especially those who are trying to get two of their children to play on the same team or get their child on a friend's team. There is an age determination chart in the Registrar's Manual and on ayso.org that can be printed off and put on the tables at registration to proactively give this information.

Be extremely cautious of making exceptions and moving players up a division. Once you make one exception, you have opened the door for everyone to want to do the same.

Slide # 33 A player's age as of July 31 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 under 10 years (U10) or age division even though they will be 10 years old 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 # 34 What is the minimum age to play AYSO?

We have a huge opportunity for growth in every Region!

Slide # 35

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.

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. This approval should be in writing.

U 5 Programs are a great growth opportunity for AYSO!

Ask the attendees, "How many of you have the Under 5 program for 4 year-olds?" Raise your hand."

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Slide # 36 Proof of Age

- Best-Practice is to require a parent to present a birth certificate (or other government issued document with date of birth) at initial registration with the Region
- Proper age is necessary for *Balanced Teams*

Is ID required for volunteers? Yes!

This requirement is only for new players.

Slide # 37

What is contained in the Registration Kit?

Ask new Registrars in the workshop if they have heard about the Registration Kit?

Ask participants for responses and quickly go through what is contained in the kit before advancing to the next slide.

Slide # 38

- Pre-printed registration forms
- Blank player registration forms
- Blank volunteer application forms
- Recruitment brochures
- Sign-up posters
- *A Parent's Guide to AYSO* booklet
- Soccer Accident Insurance brochures

Pre-printed forms should only be used when parents don't use eAYSO. Regions should always promote eAYSO on their website and on registration flyers.

Slide # 39

Once each year, the National Office will provide each Region with a complete set of pre-printed forms with the previous year's player and volunteer data (if in eAYSO).

Only the Regional Commissioner or the Registrar of record can order Registration Kits/forms

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

Slide # 40

How much does the Registration Kit cost?

AYSO gives you everything you need to run a successful registration event.

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Slide # 41

It's Free!!!!!!!

“One Registration Kit per year is free!!!”

A fee is charged for additional Registration Kits

Slide # 42 Registration Fees

Did you know..

- The national player registration fee is determined by vote of the Executive Membership at the 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 the National Office for each registered player **before** the start of the season
- The current national player fee is \$15.00.
- Remember to check with your Treasurer to make sure fees have been paid to AYSO before the start of the season.

Slide # 43 – Registration Fees

Things to do...

- Work with Regional Board to develop the Region's 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.
- 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 before registration so that it can be put into the budget.
- In AYSO we like to be positive, so that's why we don't like any verbiage that sounds negative.

Slide # 44

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.

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Slide # 45 Some helpful hints...

Slide # 46 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

“Pre-registration Planning hints”

Slide # 47 Registration Preparations

- Use pre-printed forms to minimize errors.
- Coordinate Board Members to work on registration days and to recruit volunteers.
- Update the Application Membership Year setting and registration messages in eAYSO.

Slide # 48 eAYSO Setup functions

eAYSO provides a number of settings that allow a Region to customize the registration application process for their families. It also has a feature for setting the Membership Year.

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

Slide # 49 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

Registration Promotions

How many Regions have a website? Is it updated in a timely manner?

Slide # 50 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 AYSO 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.

Slide # 51 – 52 Region Contact Information

“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 > Resources

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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 # 53 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 the National Office unless registered using eAYSO
- Copy #3 kept by Registrar until otherwise notified by the National Office....Why?

Slide # 54 After - Registration

Why must player registration forms be archived?

Legally, a minor child has until 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!

“In most states, majority age is 18 years of age”

Slide # 55 eSignatures Electronic Signatures

- Electronic signatures for volunteers and players
 - entered in eAYSO by the volunteer or parent
- Legally equal to hand-written signature
- Allows electronic storage of all forms
- Quicker background checks
- No sending volunteer forms to the National Office
- Electronic signatures for volunteer applications and player registrations entered in eAYSO by the volunteer or parent.
- Legally equal to hand-written signature.
- Allows electronic storage of all forms – no Region copies necessary after Membership Year. Hand written player registration forms must be stored securely by the Region until the player reaches 24 years of age.
- As soon as Volunteer form is submitted with eSignature, volunteer can be background checked.
- No sending Volunteer forms to the National Office.

Slide # 56 Registrar checklist

New Registrars should go over this checklist with their RC.

Slide # 57 Regional Toolkit

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

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Slide # 58 Additional Training

See Registrar Resources on:

www.ayso.org

- *Registration Day – A Survival Guide*
- *30 Great Volunteer Recruiting Ideas*
- *30 Fantastic Volunteer Retention Ideas*
- *Developing a Regional Calendar*
- *Budgeting for the Regional Board*

Additional Training on www.ayso.org under Registrar Resources

Includes five self-paced PowerPoint presentations...

Run the PowerPoint slide shows and click through the presentations for additional information to help you as a Regional Board Member.

Slide # 59 Conclusion

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

Slide # 60

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.