**Learnings, Observations and Optimizations**

**from the 2018/2019 Season**

**Summary**

Below are a number of learnings, observations and suggested optimizations from the Bow River 2018/2019 season. They are suggestions from the Webmaster perspective and relate to opportunities to better utilize our technological platform. My hope is that we can apply these suggests, along with any others that may be put forward, to further streamline our processes.

The below suggestions are for the 2019/2020 season.

**Coach Registration**

We should take registration of coaches on the RAMP system. This will have a number of benefits:

* Coaches can be clearly associated with their teams
* Coach history can be tracked including
	+ Background checks
	+ Teams coached historically
	+ Notes, year to year
	+ CMBA disciplinary issues tracked
	+ Give CMBA access to our coach history if needed

**Board of Directors Emails**

There are currently 7 emails on our board that do not have alias’. What this means is that any communication sent to our board members through the website goes to a RAMP email account that is not being monitored.

Suggestion – all board members should have alias’ set up in RAMP mail that will re-direct all email to an account they are monitoring

**Mail in Registrations**

All registrations should be done electronically through RAMP. Mail-in manual registrations creates a data problem that will cause issues in the future. Manual registrations are not properly connected to the parent account.

Late registrations or waitlist ones can be managed in the RAMP system, it is a normal function of the system.

For Board members or any individual that gets a discount based on volunteering with the organization, that is managed through promotion codes. This allows us to move away from manual paper registrations completely.

**Division Player Caps Removed**

In the past Bow River has capped the number of players that can register in divisions. This is not necessary anymore. Facilities has resolved the historical gym availability issues so we can now allow any child that wants to play access to the program.

**Uniform Deposits**

Uniform deposits are collected from every family for their registered children. Currently the medium is personal cheques.

Go forward we should use the RAMP function to collect uniform fees should the uniform not be returned. The fee is applied to the parent’s credit card and a minimal charge of around $3 is applied to the transaction. This could be passed on to the parents who did not return the uniform.

Doing this would not only eliminate the need to receive, sort, store and destroy uniform deposit cheques but would also free every Bow River parent from needing to provide a cheque and pay for the postage of that cheque(s) to Bow River.

**Modify Registration Front Page Wording**

There was an incident where a parent was refunded the player fee in error by an outside organization. We need to revise the registration initial page to clarify the refund policy and clearly state when refunds are not valid. This is to cover our liability. Pat will have a better idea of what is needed here.

At this time we should review the wording of all our web based documents to make sure the accurately convey how the organization is run now as things have changed a lot in the past few years.