

NAGVA Board Call

Meeting Minutes: 01/19/17

1. Roll Call – Jason F, Ed B, Mark E, Mark D, Jen C, Kent H, Trevor B, Andre C, Scott K, Rich S
2. Officer/Department Reports
 - a. President
 - b. Vice President
 - c. Treasurer –

As of December 31, 2016:

Current Assets

Checking/Savings

 - PayPal 4,326.08
 - NAGVA Checking 22,987.95
 - NAGVA Savings 176,368.72

Total Checking/Savings 203,682.75

Current Liabilities

Credit Cards

 - American Express 3,935.83
 - Total Credit Cards 3,935.83

Total Liabilities 3,935.83

Equity

 - Opening Bal Equity -14,552.70
 - Retained Earnings 128,711.29
 - Net Income 85,588.33
 - Total Equity 199,746.92

TOTAL LIABILITIES & EQUITY 203,682.75
 - d. Registrar
 - e. Webmaster
 1. Maintenance Support Contract Renewed
 2. New Projects to Start
 3. Implement SSL Certificate and make all traffic flow over <https://nagva.org> instead of <http://nagva.org>
 4. Replace Authentication & Profile System with Auth0 - will allow us to be more secure, the "remember me" will work, prevent duplicate accounts, more secure impersonation, member password resets, and we can support social logins in addition to username/passwords.
 5. Payments - Replace Paypal with Stripe for payments. Same fees as Paypal and we will likely be able to get lower pricing for non-profits after about 6 months of use based on our payment volume.
 6. **Electronic Tournament Management for Championships**
 7. E-Mail and In-App Notifications as a Form of Communication to/from Members - Intercom/MailChimp
 8. Domain Registration and DNS transition to DNSimple
 9. Upgrading Laravel and PHP Technologies on Server
 10. Request for Technology Budget

11. TODO: Electronic Brackets Rules Change - loser's brackets in approved NAGVA brackets
12. Member Support
13. Need to find a way to consolidate member support and not have it be siloed in different inboxes. (Intercom)
14. Support Facebook/Twitter messaging from members in the same support location.
15. Support e-mail to help@nagva.org or support@nagva.org to the same support location.
16. Incorrect spelling of e-mail addresses causes a lot of e-mail in my inbox. I am added common misspellings as aliases on the E-Mail Accounts for board members.
17. Lots of password resets and old e-mail addresses.
18. Too many new accounts are getting stuck in the "Pending" queue
19. New Updates
20. Slack created for NAGVA - sign up with your [@nagva.org](https://nagva.org) account here: <https://nagva.slack.com/signup>
21. Implemented the first step for [Segment](#). Segment data is then sent to:
22. [Google Analytics](#)
23. [Facebook Pixel](#)
24. [Google Tag Manager](#)
25. [Intercom](#)
26. [MailChimp](#)
27. Many other options available to us including Stripe and can simply be turned on without updating the website. See the catalog here: <https://segment.com/catalog#integrations/all>
28. Implemented Facebook social plug-ins in various parts of the site
29. Launched Championships Pages
30. Added interactive maps to several Championship pages and the Facebook Page Plugin
31. Implemented a big chunk of Intercom and is turned on now
32. Please download the Intercom mobile app
33. [Complete your profile](#) too :) Use your own name and picture. We can always update it in the future when new officers come on board.
34. Intercom does a lot, please take a look at the demos when you have a chance. They are short and to the point: <https://demos.intercom.com/>
35. Fighting SPAM
36. Replaced transactional mail system (the automated e-mails) with Mailgun and added anti-spam records to our DNS so they are signed correctly. All e-mails sent out are logged now for troubleshooting purposes.
37. Added correct DNS records so that mail sent from Google Apps is correctly signed as well.
38. "Help" site is now available <http://help.nagva.org>
39. Need some help with creating articles that we can publish.
40. These articles can then be used in the common support system for messages that come from inside the website, from email (help@nagva.org), through

Twitter, or through Facebook Messenger for the page. It's a single inbox for all incoming support requests. Embedding articles is really helpful

41. Broken URLs for Leagues have been updated or leagues deleted.
42. Scorekeeping & Referee Exams Updated - posted the 2015-2017 DCR as well
43. Domain Names Fixed to Point to Google Apps
44. <http://mail.nagva.org> --> Google Mail (Gmail for nagva.org)
45. <http://calendar.nagva.org> --> Google Calendar
46. <http://docs.nagva.org> --> Google Drive
47. Facebook for Business: Invites sent to the board members so you can have access to the "NAGVA" business. We should transfer all pages related to NAGVA to this NAGVA business and any new pages in the future (i.e. Championships 2018) should be created from here. There is also now an "app" that the Facebook Business entity owns that is used by the website for integration with our pages.
48. Facebook Verified Page - in the process of getting the Facebook page to be "verified" which will spotlight it more than unverified pages.
49. 501(c)(3)
50. Lots of opportunities for free software and services to the organization if we end up getting this status
51. G Suite
52. Slack for Nonprofits

f. Eligibility -

- i. November, 2016
 1. Medical Re-Rate: 3 received; 3 granted
 2. 5 Season Inactive Re-Rate: 0 received
 3. Rating Protest - 2 received; 2 denied
- ii. December, 2016
 1. Medical Re-Rate: 9 received; 6 granted, 3 denied
 2. 5 Season Inactive Re-Rate: 2 received; 2 granted
 3. Rating Protest - 1 received; 1 denied
 4. 1 Grievance
 - a. submitted by Andre
 - b. player with rating created new profile to play at lower division; team captain was aware (played with player when original rating was received).
 - c. both players suspended for a year.

g. Regions –

- i. November:
 1. Nashville - 17 nonrates, 10 rerates (4 uprates, 6 same)
 2. Sac - 81 nonrates, 25 rerates (17 uprates, 3 downrates, 5 same)
 3. DC - 54 nonrates, 10 rerates (6 uprates, 2 downrates, 2 same)
- ii. December:
 1. Louisville - 14 nonrates, 5 rerates (2 uprates, 3 same)
- iii. January:
 1. Nola - 45 nonrates, 23 rerates (11 uprates, 1 downrate, 11 same)
 2. Vegas - not received yet

- iv. Summary: Total # of tournaments included: 5, Total # of nonrates: 211, Total # of rerates: 73 (40 uprates: 54.8%, 6 downrates: 8%, 27 same: 37%)
 - h. Tournaments
 - i. Electronic Tournament Application is now live on the website
 - ii. Puerto Rico tournament has a full A division but lacking in B teams
 - iii. Concerned about having to cancel the Reno tournament – working with the TD to figure out drop dead date for cancelling
 - i. Officials – R1 and Scorekeeper tests have been updated on the website
 - j. MAL Reoprts
 - i. Trevor – Vegas was fun
 - ii. Andre – Duplicate profile cleaning has been completed, working with webmaster to implement ways to stop new duplicates from being created
 - 1. Address duplicates in the “Did you know section”
 - 2. Mention consequences
 - iii. Scott
 - iv. Rich
 - k. Canadian Representative
- 3. NAGVA Championships Update – everything is moving along great, finalizing smaller details like massage therapists and sports trainers
- 4. New Business
 - a. Work groups from Mid-year - email final suggestions/action items to board for approval on the February conference call
 - b. Amendment/by law changes deadline – Amendments are due to secretary by Feb. 25th. Announcements on both Facebook and website will be published
 - c. MAL announcement for election at Championships – announcements will be published on the website and facebook.
 - d. Bids for 2018 Championships – several possibilities but no completed bids yet. If you have any thoughts, contact Jason.
- 5. Meeting Adjourns