NAGVA Board Call

Meeting Minutes: 03/16/17

1. Roll Call – Mark E, Lew S, Mark D, Jason P, Jason F, Andre C, Trevor B, Jen C, Ed B, Brian C, Scott K, Eric N, Guest Appearance: Rick T
2. 2018 Championship Bids Presentations
   1. Rick Talley and Brian Crumby presented a bid for Las Vegas
   2. Jason Fallon presented a bid for Minneapolis
3. Officer/Department Reports
   1. President
   2. Vice President
   3. Secretary – Currently have 7 nominations for NAGVA Spirit Award
   4. Treasurer
      1. Assests
         1. PayPal - $18,655.10
         2. Checking - $30,995.99
         3. Savings - $182,392.00
         4. Total - $232,043.09
      2. Liabilities - Credit Card - $2,080.62
      3. Total Equity - $229,962.47
   5. Registrar
   6. Webmaster
      1. Member Support
         1. Thank you to all of the board members who are investing their time into helping members be successful in the organization!
         2. This continues to be a large portion of time spent by the volunteer board members.
         3. Investment in tools like Intercom which allow members to reach us in anyway they wish, we are increasing our ability to respond promptly when members need help. As a reminder, all messages through Facebook Messenger, Twitter, in-app chat, and e-mails (help@nagva.org) flow into Intercom and get matched up to a member record.
         4. Help Center: The NAGVA Help Center at <http://help.nagva.org> continues to be filled in with great articles that we are using to help members when they reach out to us. Thank you for all of your help!
      2. Help Center Statistics
         1. In the last 28 days, 186 members viewed articles 345 times. Most common search terms without articles: Exam
         2. In the last 28 days, our team replied to 81 (93.1%) of 87 new conversations with a median first time response time of 8 minutes.
         3. Flushing out Additional Intercom Data
            1. We continue to enrich Intercom with additional historical data as well as implement regular reports of new events and metadata updates.
            2. The Latest Season member attribute is now available on member profiles to help us understand when the last time the member was active in the organization.
            3. The latest improvement is that we have all of the historical records for tournament participation for all members now in Intercom. The following events now show up for each member profile that will allow us to be able to help members with support questions more easily to know what future and past tournaments they have participated in.

Added to Team Roster - event added to Member profiles when they are added to a team roster for a tournament. It contains details about which tournament, who added them, what the team name is, what division, and plenty of links to get more details about any of that metadata.

Added Team Member to Roster - event added to the team captain's record for anytime a player is added to one of their team rosters. It contains similar details as above but will include the player information and links to get more information.

We will also add Removed from Team Roster and Removed Team Member from Roster events accordingly.

* + 1. Electronic Forms Initiative
       1. A new page will be deployed in the following weeks that will now contain each of the forms that are used in the organization. It will include a link to both the paper form as well as electronic-versions of the forms.
       2. When a member is logged into the website, they will not need to enter their name, e-mail address, or NAGVA ID. It will be captured automatically.
       3. This month, we started with these forms:
          1. NAGVA Spirit Award Nomination
          2. New Tournament Sanctioning Request:
          3. *Automation Pipeline for Electronic Form Responses*: One of the big benefits for moving our forms to electronic versions besides making it much easier for members is that we will perform automation after a form is submitted to more easily track the end to end process, include that new form response in the member's record, and reduce the amount of volunteer time needed to process the operational duties of board members. I have documented what a typical workflow will look like if anyone is interested including integration with Intercom and Slack.
    2. Process Improvements & Board Training Resources
       1. *Board Member Resources Page* - As a primary goal to help onboard new volunteer board members, I'm going to be putting up a special web page only visible to board members that will help document all of the technology solutions we have available for helping to manage the organization. They will have any links that you will need to get signed up, logged in, and a short description of what we use it for, I'm hoping to add the small-bite sized videos on that page too so that new board members are able to get up to speed quickly. Even though this is designed for new board member onboarding, I'm hopeful that it will be a good place for existing board members as well when they need to find something quickly or be reminded of new technology solutions as they emerge over time.
       2. *Training at Championships* - I have already started an agenda for our in-person board meeting in Columbus to get everyone up to speed at the same time. Be sure to bring your computers and your mobile devices. It's going to be hands-on!
       3. *Small Bite-Sized Videos* - I will record small bite-sized demos of the latest improvements we are delivering in the organization's technology. This will allow board members to watch at their own leisure and stay up to speed on what's becoming available.
       4. *"Office Hours" at Championships* - I'm happy to spend time with anyone who wants to spend time with me at the tournament desk to help them become more successful in their role.
       5. *Virtual "Office Hours"* - that said, I'm happy to spend any time even when we aren't in person. We can jump on UberConference at any time!
    3. Automated Weekly Status Report to Board - We are going to start automating the gathering of several health metrics of the organization into an automated e-mail that is sent each week. We can modify it over time to add or refine the metrics that are included in order to better support the organization's operations.
  1. Eligibility – February 2017 Report
     1. Medical Re-Rate: 7 received; 4 granted, 3 denied,
     2. 5 Season Inactive Re-Rate: 10 received;  7 granted, 3 denied
     3. Grievance - 1 received; pending official notification
  2. Regions – February 2017 Report
     1. St. Louis - (58 total teams): 48 nonrates, 12 rerates (5 uprates, 2 downrates, 5 same)
     2. San Jose - (37 total teams): 54 nonrates, 7 rerates (5 uprates, 2 same)
     3. San Juan - (25 total teams): 77 nonrates, 2 rerates (1 uprate, 1 same)
     4. **Summary:** Total # of tournaments: 3, Total # of nonrates: 179, Total # of rerates: 21 (11 uprates: 52%, 2 downrates: 9.5%, 8 same: 38%)
     5. **RC Feedback from Feb tournaments:** increased presence of NAGVA Board members to welcome Puerto Rico tournaments to NAGVA, increase # of RCs to San Jose (only 37 teams and 54 nonrates this tournament) and most likely all CA tournaments.
  3. Tournaments
     1. Six tournaments are sanctioned for next season: Toronto, Chicago, San Francisco, Austin, Atlanta and Wisconsin Dells. There will be new tournament directors in Toronto and Atlanta.
        1. Emails, directed to appropriate regions of the country, were sent through Intercom to announce Chicago ad San Francisco. Facebook posts were used on the NAGVA Inc page.
        2. Each post was boosted in appropriate regions of the country for seven days to evaluate the feature. Each post received approximately 2000 views compared to non-boosted post on NAGVA Inc which receive approximately 200-500 views.
     2. Registration for next season will begin on April 1st. I would like to have a marketing campaign to drive individual and team registrations.
     3. San Juan went well with a few minor problems.
        1. The tournament highlighted the need for Spanish language material.
        2. Carlos was great as TD and is already thinking about improvements for next year. Steven was great as RC.
        3. There were a significant number of non-rated people. We may want to consider sending two RCs next season.
     4. San Jose also had a large number of nonrates. TD was upset about his staff being occupied with ratings instead of tournament work.
     5. A separate single event insurance policy had to be purchased for both Puerto Rico and Vancouver. Our main insurance through K&K now has a Canadian office and we are exploring having a single policy for next season which would include Toronto and Vancouver.
     6. New rankings were produced using the results from the February tournaments. The final set will be produced at the beginning of May.
  4. Officials
  5. MAL Reoprts
     1. Trevor
     2. Andre
     3. Scott
     4. Rich – Preparing the A/V presentation for Championships
  6. Canadian Representative – Meeting with other reps from Canadian volleyball leagues to get feedback/insight on how to help make NAGVA more accessible to players

1. NAGVA Championships Update
2. New Business
   1. Voting on 2018 Championship Bids
      1. Lots of discussion
      2. Revised budgets requested. Concerns about budget overages and lack of possible fundraising.
      3. Voting on bids was tabled until Wednesday, March 23, 2017 to give time for budget revisions and consideration of each bid.
      4. Concerns about laying sport court were addressed – neither facility requires union labor.
   2. Discussion of proposed amendments to Bylaws and Rules & Regs
3. Meeting Adjourns – 9:38 PM EST

NAGVA Board Call

3/22/2017

1. Roll Call: Jason F, Brian C, Lew S, Mark E, Mark D, Kent H, Ed B, Eric N, Scott K, Jen C, Andre C, Trevor B, Rich S, and Special Guest Appearance: Rick T
2. Old Business: Postponed vote for selecting 2018 NAGVA Championships host city
   1. Revised budgets were presented
   2. Revisions were based on more accurate projections
   3. Discussion continued from last phone call
      1. Concerns about geographic balance
      2. Budget deficits
      3. Local support
   4. Vote to award 2018 Chamipionships
      1. Brian C motioned to end discussion and vote.
      2. Mark E seconded
      3. Vote was 7-4. Minneapolis will host 2018 NAGVA Championships.
3. New Business – None
4. Meeting Adjourns – 9:05 PM EST