



USAV Club Administrator - SportsEngine Playbook

Check with your region for specific policies and requirements in your area.

Just like any great leader or coach, having a playbook to make you successful is a must. In the print version of the SportsEngine playbook you will find step-by-step instructions on how to navigate your SportsEngine HQ this season.

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www.usavolleyball.org/resources-for-clubs/.*

Playbook – Step 1: Processes to start a new club

- ★ Locate the region you belong to
 - ★ Visit www.usavolleyball.org/membership
 - ★ Scroll down to find the interactive map and enter your zip code.
- ★ Reach out to your region office to get information on their club approval process and your to do items.

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**If you need region contact info please follow the steps above to locate*

- ★ Complete all requirements from your Region for your club to be in good standing for the new season.
 - ★ Region requirements differ from region to region; please check with your region on what you'll need for good standing each season.
 - ★ USAV requirements for admin access eligibility are a completed background screening, and Safe Sport training.
 - ★ Other region examples could consist of:
 - ★ Practice locations, Team names, other administrator names (other admins would also have to have the USAV requirements), other programs (ex. Beach, boys, girls, grassroots, etc.), etc.

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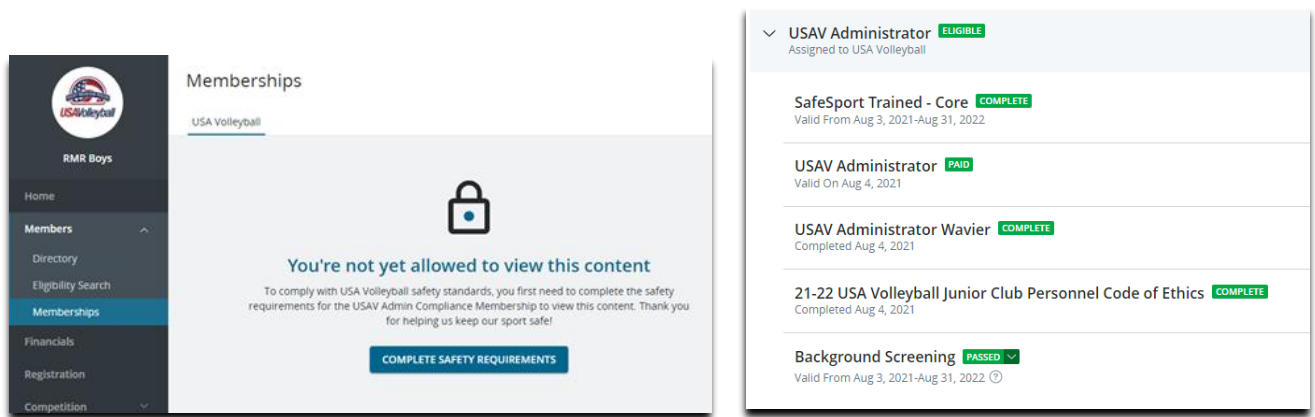
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Playbook – Step 2: Preparing for the upcoming season

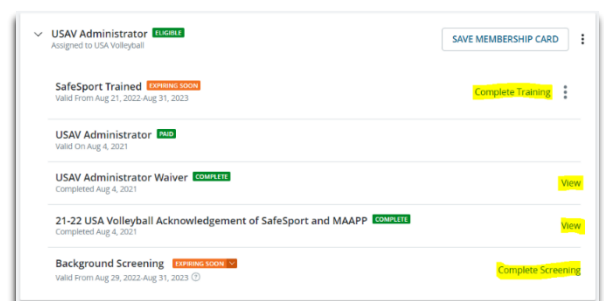
Once you get your HQ set up or you are a returning club administrator, we need to get you ready for the start of the start of the new season.

1. Check your eligibility to ensure access to your USAV administrator membership and HQ

- ★ You can access your club's HQ at any time on SportsEngine once you are an administrator. However, you can only access the USA Volleyball area and Sports Management of the HQ if you are in good standing with your Region and you've met all administrator requirements.



- ★ Steps to check your eligibility and access your season requirements.
 - ★ Click the icon in the upper right corner of your account to bring you to the HOME page.
 - ★ Click the “household” button on the left-hand navigation bar.
 - ★ Click “view profile” on the account owner’s tile.
 - ★ Let the Membership tile populate on the right-hand side of your profile (it takes a few seconds) and click “view details” on the USAV Administrator membership.
 - ★ Click the membership to open the requirement and the links to access those requirements.

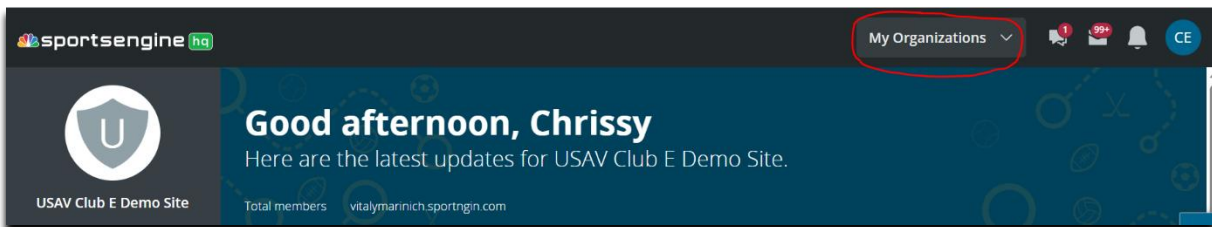


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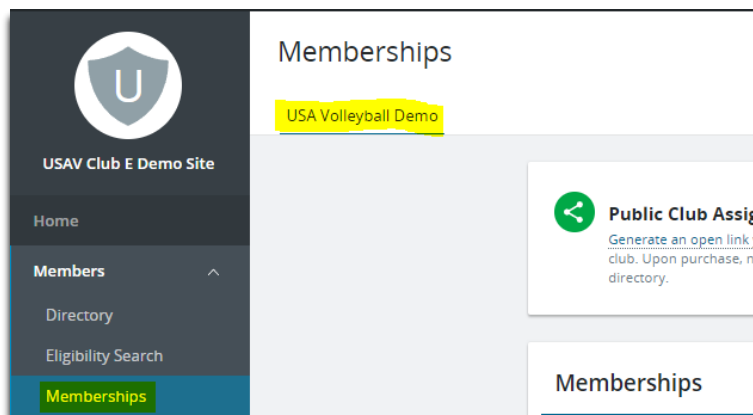
2. Find your Organization

- ★ To get started in the member management system, make sure your club is listed in the “My Organizations” tab (near the top right corner) and click to open it once you are logged in to your SE account. If you do not have access, double check you are logged into the correct SportsEngine account or reach out to SE Customer Support.



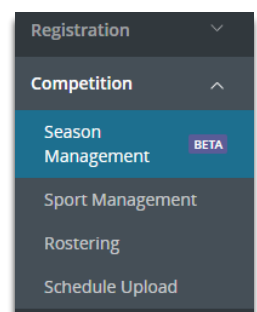
3. To check that your club is active in your Region for the new season

- ★ Go to the “Members” menu and click on “Memberships”. If the USA Volleyball tab shows on this screen, your club is active in your Region.



***If you do not see the USA Volleyball tab in your HQ, reach out to your Region office for next steps*

**Please note we have transition from Governing Seasons to Season Management; you will no longer see the USA Volleyball menu in the navigation bar in your HQ.*



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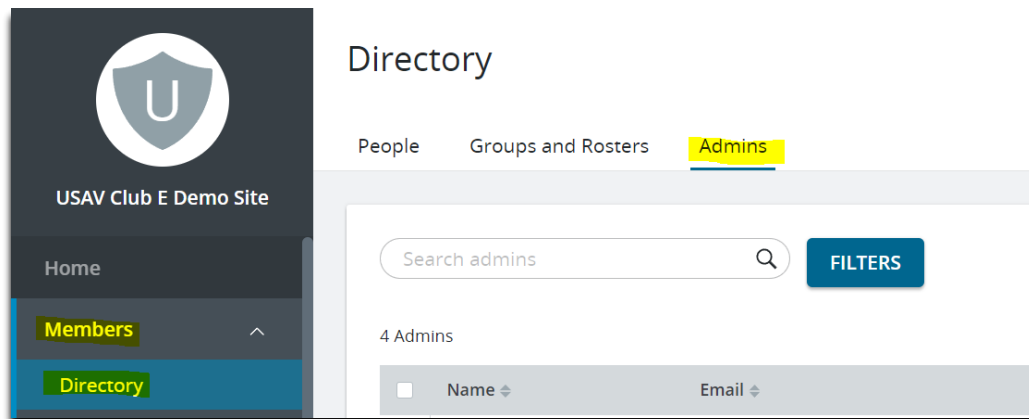
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Playbook – Step 3: Adding and Removing Administrators

Before you start your season, it is best practice to double check the administrators in your club HQ.

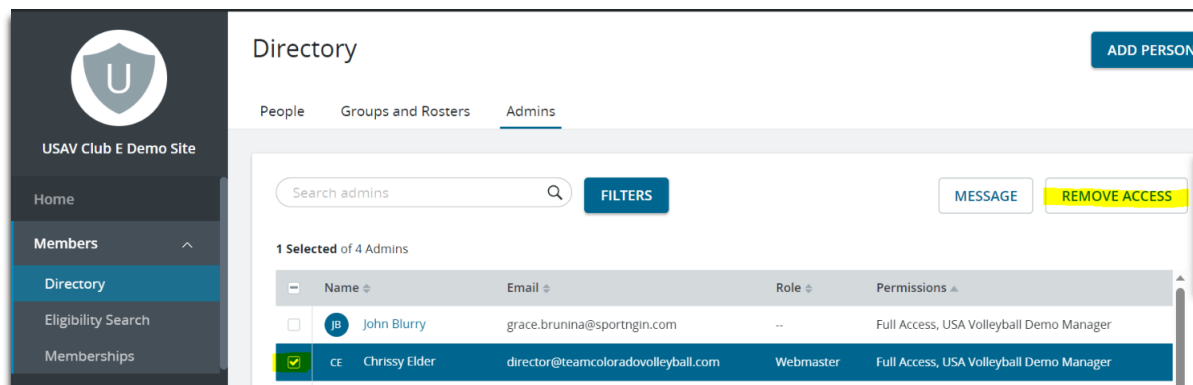
★ Viewing Administrators:

- ★ Open the “Members” menu
- ★ Click on the “Directory” section
- ★ Select the Admins tab



★ Removing access

- ★ Click the box next to the members name in the admin section
- ★ Click the “remove access” button
- ★ Follow prompts

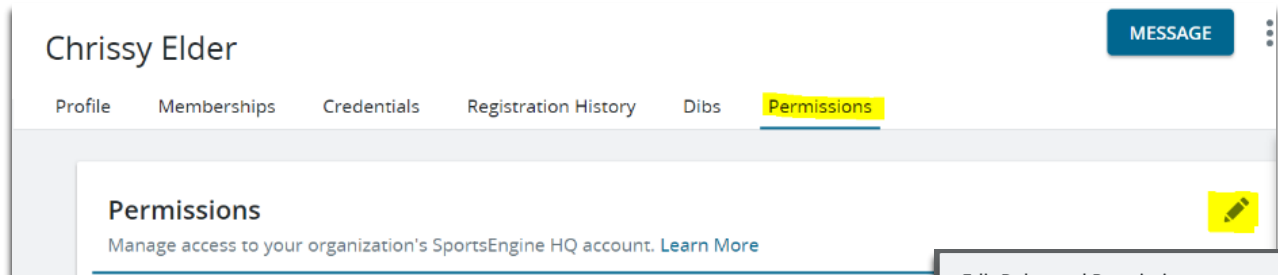
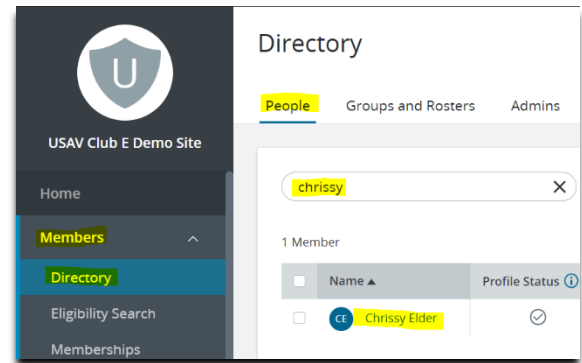


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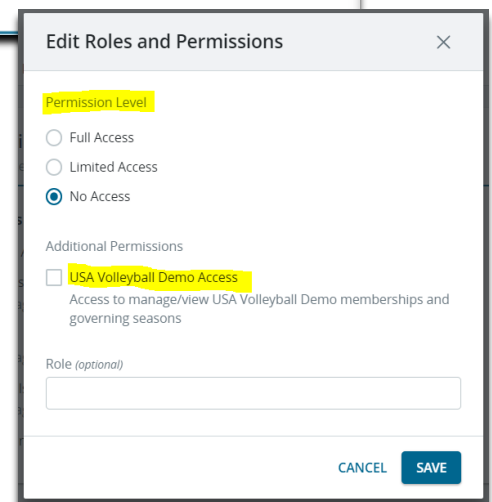
★ Add access

- ★ Members Section > Directory > People Tab
- ★ Search for the person you are giving access to and open profile
- ★ Click Permissions tab of profile
- ★ Click the pencil to edit



★ Grant access

- ★ Full: Full access to HQ information
- ★ Limited:
 - ★ HQ tools
 - ★ Financial
 - ★ Website
 - ★ Add USA Volleyball admin permissions if you want to allow this administrator access to rosters and memberships



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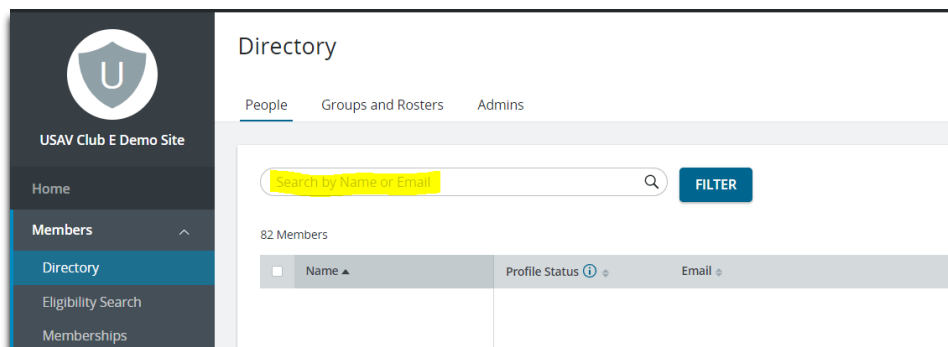
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Playbook – Step 4: Navigating your club directory

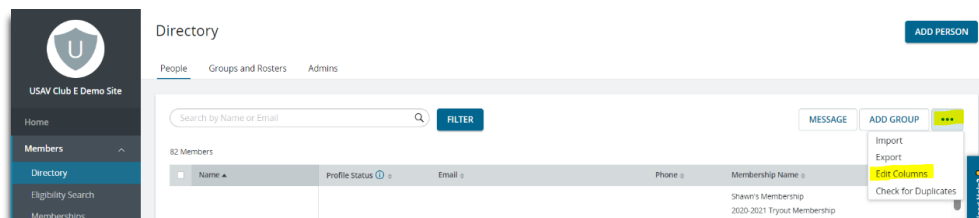
The directory is like a club phone book; you can find anyone who has interacted with your club HQ here and open their profile to see their account information. You can send messages and find contact info here as well.

Here are a few “Do’s” and “Don’ts” to manage and navigate your directory efficiently.

DO: Use names and email addresses to search your directory. You can use partial information to search if you aren’t finding the person you’re looking for. Don’t forget to look for nicknames!

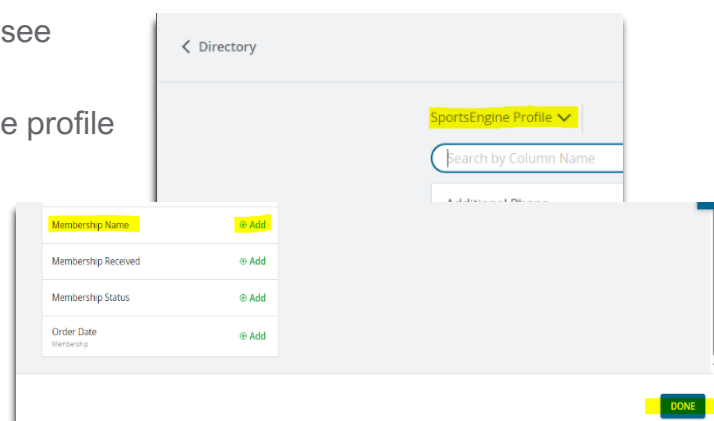


DO: Edit your columns: one of the most useful columns we suggest adding is Membership Name



- ★ click on the triple dot menu in the upper right corner and click edit columns.
- ★ From this page you can add anything you need to see from the main page.
- ★ Click on the drop-down arrow next to sports engine profile and choose membership
- ★ Locate Membership Name and click add
- ★ Click the done button to finish and get back to your main page

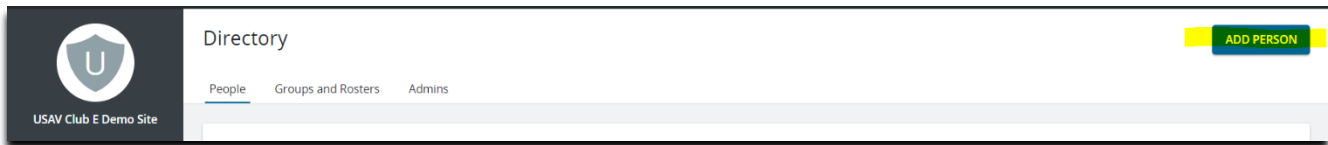
**Note: you can add anything you want here if it will help you in your directory*



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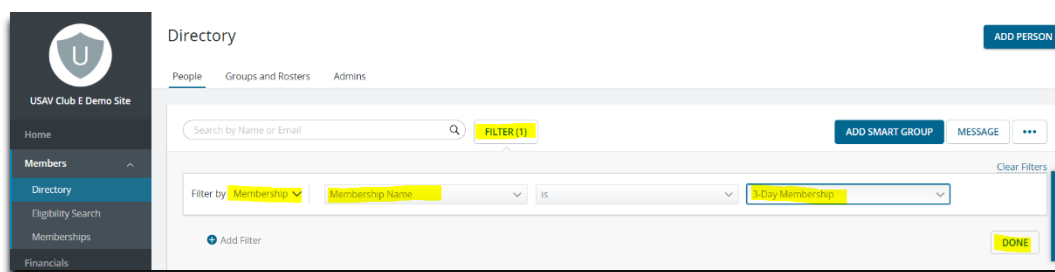
DON'T: Use the “add person” button unless you’re positive that member does not exist in your directory, and you can’t add them using the public club assignment link.



By using this button you run the risk of creating a duplicate account for a member that already has an email with SportsEngine.

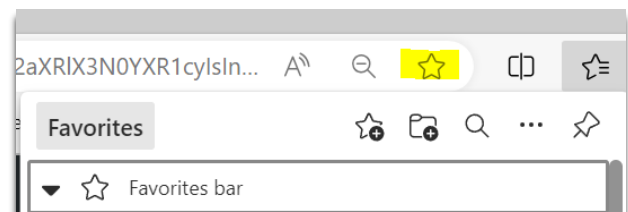
DO: Filter. When you need to find a specific member or a group of members you can filter here.

- ★ Click Filter
- ★ Click Filter by
- ★ Filter whatever you need with the following empty boxes



- ★ Once filtered, add smart group if needed
 - ★ Smart groups allow you to track any group that could have changes in the future
 - ★ Example: if you filter by membership and anyone adds or cancels a membership, that will track and add or remove those members in the smart group.

DO: Save your directory columns. Once you find columns that you need most our recommendation would be to save this search in your bookmarks bar so you can come directly back to your directory search.



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Playbook – Step 5: Sending Public Club Assignments

Athletes and staff need a valid Region membership affiliated with your club to be rostered and participate.

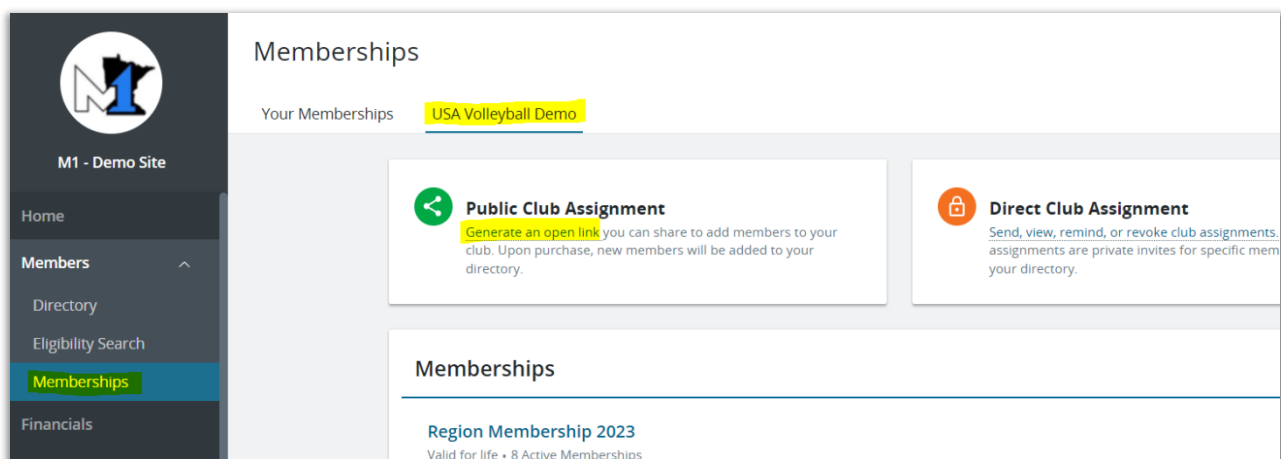
Before starting the club assignment process, make sure:

- ★ Your Region has opened its memberships for purchase
- ★ You are within a timeframe where your Region allows club assignments.

Once you know which staff and athletes will be participating with your club this season, send the public club assignment link to those participants. This will allow your participants to purchase a membership in your Region and be assigned to your club in a single process.

Send Your Club Assignment Link

1. From the left navigation menu of your SportsEngine HQ, click **Members > Memberships**.
2. On the Memberships page, click **USA Volleyball** and then click “generate an open link” under **Public Club Assignment**.



3. A link is generated that can be copied and shared to your participants through email or any messaging tool of your choice.
4. The system determines the appropriate Region membership based on their profile details and the participation data provided.

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Playbook – Step 6: Ensuring your athletes and coaches are ready to participate.

Members must complete eligibility requirements before they can participate. These requirements depend on the membership and roster role and could include participation waivers, SafeSport Training, background check and IMPACT Training.

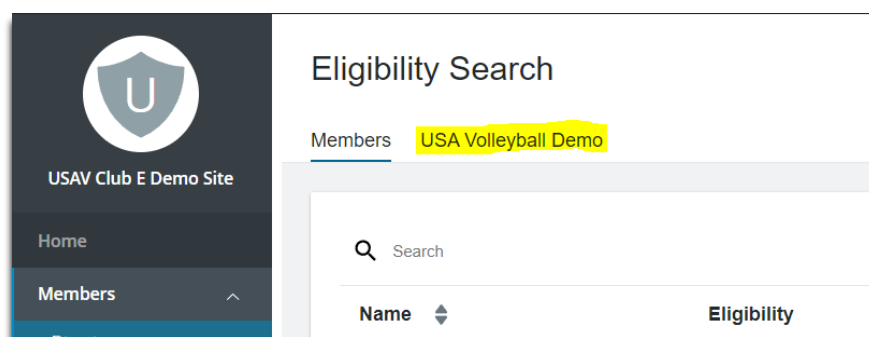
In the “members” menu you will find 3 tools to help you with this process: The directory, Eligibility Search, and memberships

You can find directory basics and club assignment instructions in other parts of the playbook. This step in the playbook will focus on The Eligibility Search.

The USA Volleyball tab for this area will help you search the USA database to ensure participants meet requirements.

For example, you could use the search during tryouts to make sure athletes participating in your tryout have the required membership.

From the USA Volleyball Tab, you will not be able to see why a participant is ineligible. Whereas in the members tab you can see your clubs’ members and you will have a clickable link that will give you details for your members and their eligibility.



You can send eligibility reminders by filtering the eligibility section and clicking the blue “Send Reminders” button in the upper right of your screen. This will generate an email from SportsEngine to remind your members to complete their eligibility requirements.

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Playbook – Step 7: Building your rosters in Season Management

This season, rosters in SportsEngine will be built in Season management. Follow these steps to build your rosters and connect to your region and USA Volleyball:

Step 1: Create Your Season

★ Open the **Competition Menu** > Click **Season Management** > Click **“ADD SEASON”**

★ Fill out Season Name, Sport, start and end date, and click **“ADD SEASON”**

★ You will create your own season which can give you a lot of flexibility. However, we recommend keeping it simple and creating one season for the entirety of your club season. This will allow you to build and manage all your club teams for the season in one place.

Step 2: Create divisions to help stay organized.

★ Click **“ADD DIVISIONS”** > Begin to add your divisions

★ Creating divisions in the division tab of your 23-24 season isn't required but can help you stay organized and more easily message certain teams during the season. USA Volleyball recommends that if you are building rosters for a large club with multiple teams per age group that you setup divisions that match USA Volleyballs age groups and genders.

Step 3: Create your teams for the season

★ Click **“ADD TEAMS”** > **“Manually add teams”** > Begin to add your teams

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- ★ When creating your teams, please keep in mind that you will likely be submitting your teams to your Region, so make sure you abide by any rules your Region has for naming teams. Examples of this could include a club name or abbreviation in the team's name, the age group of the team and an identifying label. For example, naming a team for our Demo club, Demo E 16 National Girls so that it's easy for the Region to understand the details of the team based on its name.

Step 4: Rostering

- ★ In the rostering area, it's extremely important to note that there is an assign option that allows you to roster players OR staff. Please double check that you are only adding players when you have players selected and switch to staff to add your coaches and other staff members.

**See our Rostering the Right Profile section to help you filter and edit columns to help you find the correct player accounts to add*

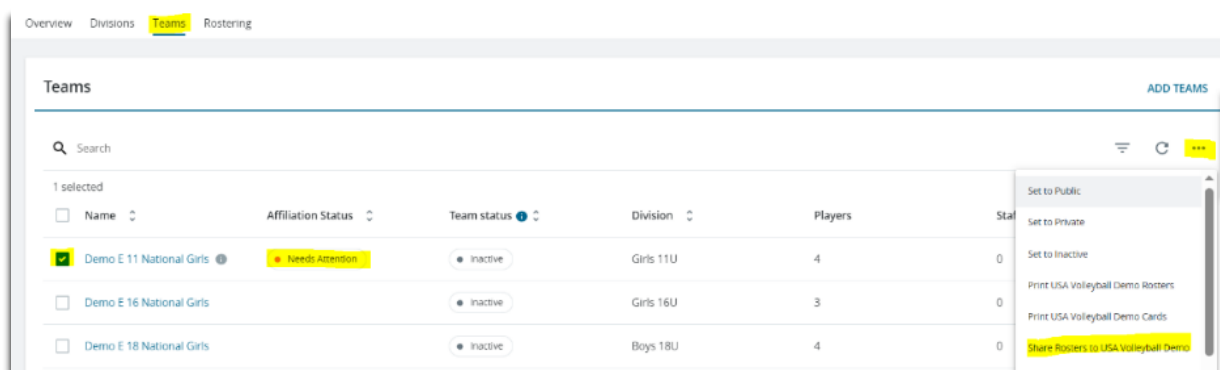
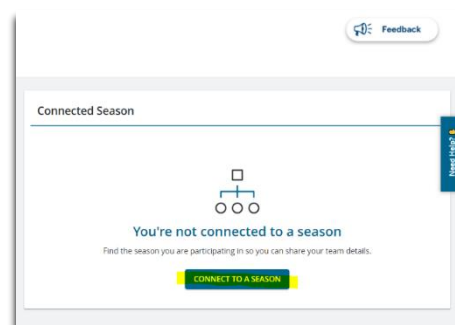
- ★ Once you've found the correct accounts simply drag and drop your players and staff into their teams

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Step 5: Connect to USA Volleyball

- ★ You can connect to your season after Sept. 1 at any time.
- ★ After you build your rosters or make updates to them during the season, it's important to submit those updates to USAV and your Region.
- ★ The first time you connect to your season and submit rosters, go to the "Overview" tab and click the "CONNECT TO A SEASON" button.
- ★ If you are updating your teams start with the "Teams" tab to share them.
 - ★ Then select the three-dot menu and click "share rosters to USA Volleyball".



- ★ Be sure to add the rank of your team. This does not mean how qualified you think this team will be this season, this means in your club where does this team stand in this age group.

Division

Choose the division for the team you are sharing to USA Volleyball Demo

Team	Division	Team Rank ?
Demo E 11 National Girls	Girls 11's	1

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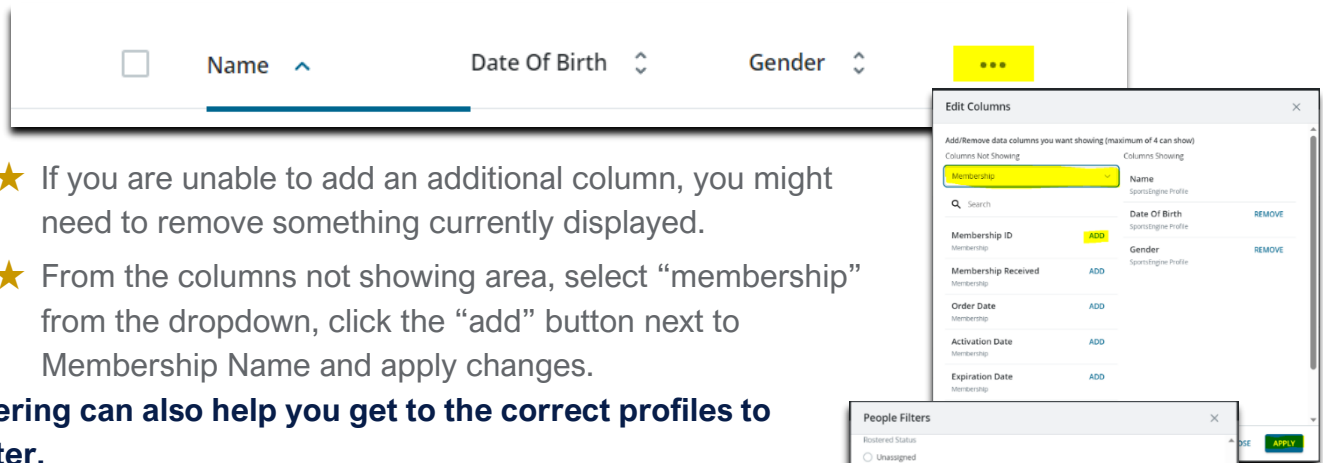
Playbook – Step 8: Rostering the Right Profile

SportsEngine has made a video to help clubs navigate season management. We suggest that administrators view the New Season Management functionality video from SportsEngine before building their rosters.

Make sure you take advantage of the powerful filtering and column functionality that is now available to all USAV clubs in the rosters process. These tools help save you from rostering duplicates in your HQ that will be ineligible when submitted because they don't have the right membership.

1. We recommend editing your display columns to include “Membership Name”.

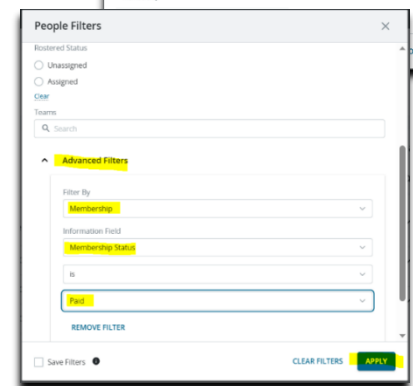
- ★ Click the three-dot menu next to your current columns.



- ★ If you are unable to add an additional column, you might need to remove something currently displayed.
- ★ From the columns not showing area, select “membership” from the dropdown, click the “add” button next to Membership Name and apply changes.

2. Filtering can also help you get to the correct profiles to roster.

- ★ Click the filtering icon and add an advanced filter.
- ★ You can filter for those in your director that have a membership status of “Paid.”
- ★ You'll only see people in your rostering view that have paid memberships.



**Using the combination of filters and the membership name column will help you add the correct profiles to your rosters and save time removing duplicate profiles later when you submit your roster to the Region.*

Where Do I Go For More Help?

Look For The Blue “Need Help” Tab in SportsEngine
[USA Volleyball- How to Start a Conversation with Customer Success](#)

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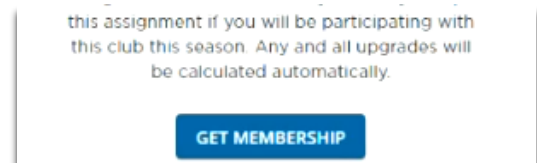
For parents and members of your club:

Parents and Members Playbook – Step 1: Purchasing a membership for Participation

Purchasing a membership is a must to play in your Region. In this step, we will walk you through how to ensure the process goes smoothly.

Ideally your club will send you a link to purchase your membership and add your club assignment.

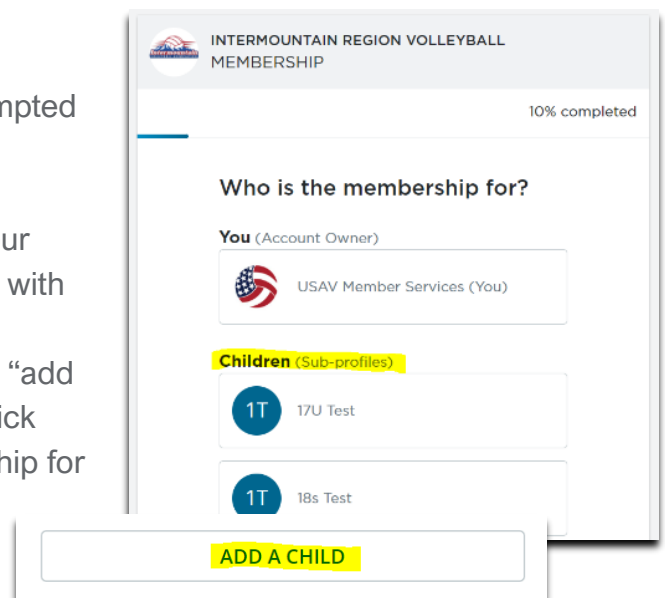
If you are ready to commit to your club for the season, click on the club assignment link they've sent you and click "get membership".



If you already have a SportsEngine account login to your account. To make sure don't create a duplicate account, it is a best practice to login using your unique cellphone number.

If you do not already have a SportsEngine account, you will be prompted to create one. It is a critical step to setup the account in your own name as the parent. You will add a sub-profile in your account for your child later in the process. Setting up an account in your child's name will create multiple issues later in your membership process.

1. Once logged into your account, you will be prompted to select the correct person you are trying to purchase a membership for.
 - a. For example, if you are purchasing for your child please be sure to click a sub profile with their name.
 - b. If your child isn't listed as an option, click "add a child" to create their profile. Do NOT click your own profile to purchase a membership for your child.
2. Confirm your child's profile information is correct. Once confirmed, click next.
3. The next page will have you confirm your own profile information. Click next to confirm.



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4. The system does a good job of leading you to the correct membership. Please follow along and make sure you choose the correct roles. If you are getting this membership for your “sub profile/child” you will likely be choosing “Player/Athlete”
5. The next few screens will collect demographic information and digital agreements to USA Volleyball and Region-specific policies, agreements, and waivers. Please review these as they are required for your membership purchase. The last part of the membership flow will ask you to confirm all the information and then click continue to payment. For most junior athletes, you will want a junior player or athlete membership in your Region.
6. Next you will proceed to check out and pay for your membership. You will notice that there are two fees showing on this page. You registration includes funds that support both your local Region of USA Volleyball as well as the USA Volleyball national office. USA Volleyball and its 40 Regions work together to provide safe and fun participation. These charges will show up as separate payments on your credit card statement, but you have not been double charged for your membership.
7. Once you check out, you should see a membership confirmation screen that looks like this one. From this page you can continue to your SportsEngine account to view your athlete’s membership details and they can complete any additional eligibility requirements.

The screenshots illustrate the membership flow for the Intermountain Region Volleyball. The process starts with account information, followed by selecting a role (Player/Athlete) and how long the participant will be participating (Season). Then, the user selects the seasonality (Summer) and chooses the membership type (22-23 IVA Junior Player). The shopping cart shows two items: USA Volleyball and Intermountain Region Volleyball, with a total of \$25.00. The payment options screen shows a total of \$25.00 and a 'PROCEED TO CHECKOUT' button. Finally, the thank you screen confirms the membership and provides a 'CONTINUE TO MYSPORTSENGINE' button.

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Parents and Members Playbook – Step 2: Accessing your USA Volleyball Membership Eligibility Requirements

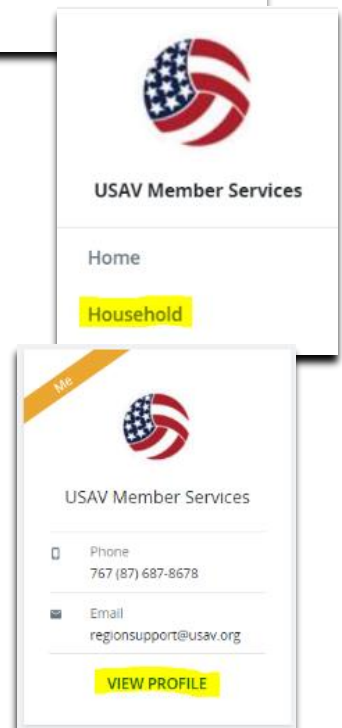
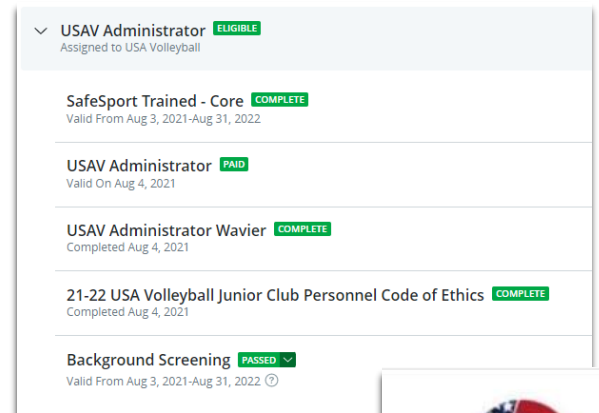
This step will show you where to access your membership eligibility requirements. You can also use this to show your members where to find their eligibility requirements.

Once you have purchased the appropriate Region membership for your participation, you are required to complete the eligibility requirements for your membership before being allowed to participate.

Members participating as coaches, club directors, officials, staff and some athletes roles are required by USA Volleyball to complete eligibility requirements like SafeSport, background checks and IMPACT coach training. Let's make sure you know where to go complete your requirements so that you can get prepared to participate this season!

USA Volleyball recommends accessing your eligibility requirements by logging into your SportsEngine account

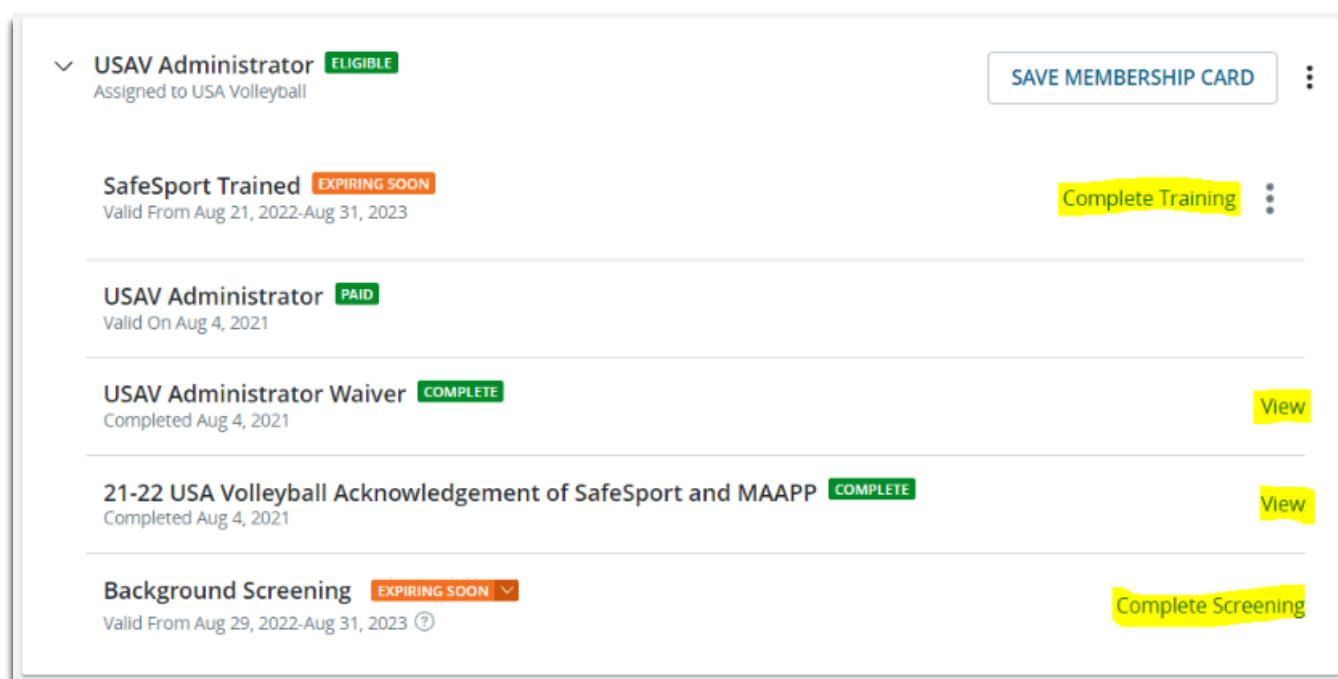
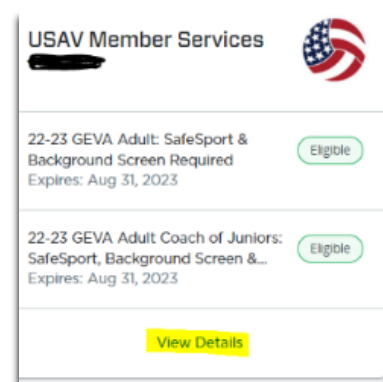
- ★ Go to SportsEngine.com
- ★ Click “sign in”
- ★ It's best practice to login using the account owner unique phone number, but the account email address can also be used.
 - If you're directed elsewhere, you can always get to your home screen by clicking “My SportsEngine” on your account icon in the upper right hand corner.
- ★ On the left-hand side navigation bar click the “household” menu.
- ★ Find your name or the name of the person in your household you would like to view and click “view profile” to continue.
- ★ it takes a few seconds to populate the membership tab on the right of your profile details.



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- ★ Once its populated scroll down and click on the blue “view details” link for your Region membership for the current season.
- ★ Expand your memberships eligibility by clicking on the name of your membership.
- ★ You can find the links to complete any remaining eligibility requirements on the right-hand side of the membership details. These are the links you will use to complete the requirements like safesport, impact, background screens and required waivers.



Once all of your requirements have been completed your membership eligibility status will update to “eligible”. Like the membership picture on the previous page. Please note that background checks average 5-7 business days to process, so make sure to submit these well ahead of your events.

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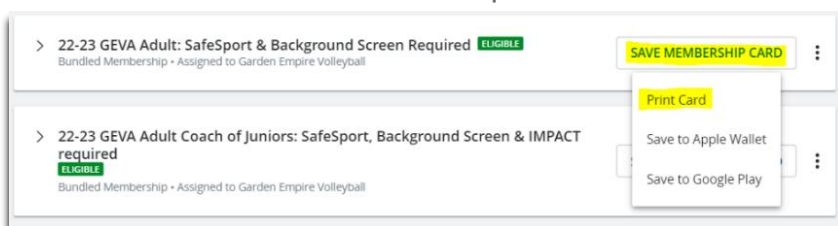
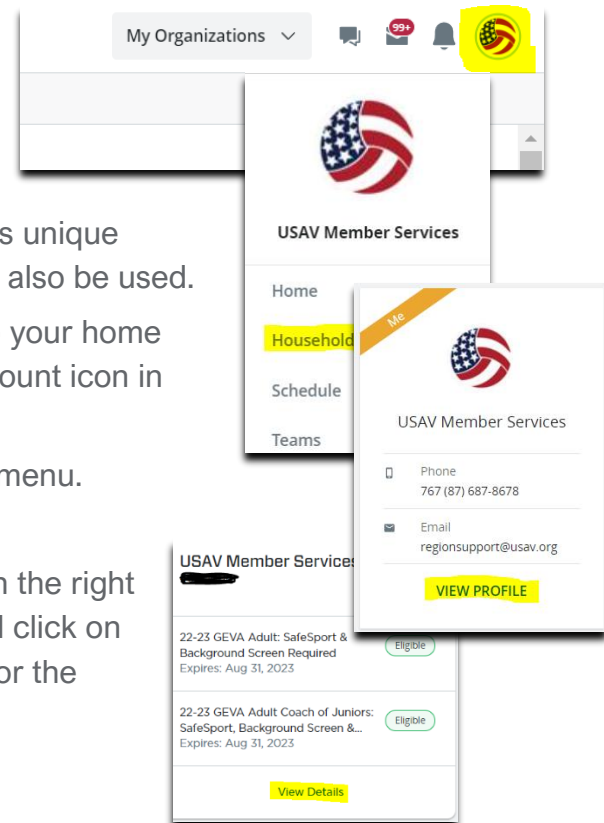
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Parents and Members Playbook – Step 2: Saving and printing your membership cards

Once you have an eligible membership, you can save and print your member ID card with your ID number. You might need this for some events like tryouts or beach tournaments.

**Please note that will walk you through accessing your card on a computer browser. The view on a mobile device may be slightly different.*

- ★ Go to SportsEngine.com
- ★ Click “sign in” to get started.
 - ★ It’s best practice to login using the account owner’s unique phone number, but the account email address can also be used.
 - ★ If you’re directed elsewhere, you can always get to your home screen by clicking “My SportsEngine” on your account icon in the upper right-hand corner.
- ★ On the left-hand side navigation, open your “household” menu.
- ★ Find your name and click “view profile” to continue.
- ★ It takes a few seconds to populate the membership tab on the right of your profile details. Once its populated scroll down and click on the blue “view details” link for your Region membership for the current season.
- ★ Click on the “save membership card.”



- ★ You can add a QR Code version of your card to your apple wallet or google pay from this screen for the appropriate mobile device.
- ★ we recommend using the “Print Card” option. Selecting this option will open another screen that will allow you to print your card or use “print to PDF” functionality to save a copy of your card.
- ★ You can also take a screenshot of the card from this screen that can be saved for your records and shared as needed.

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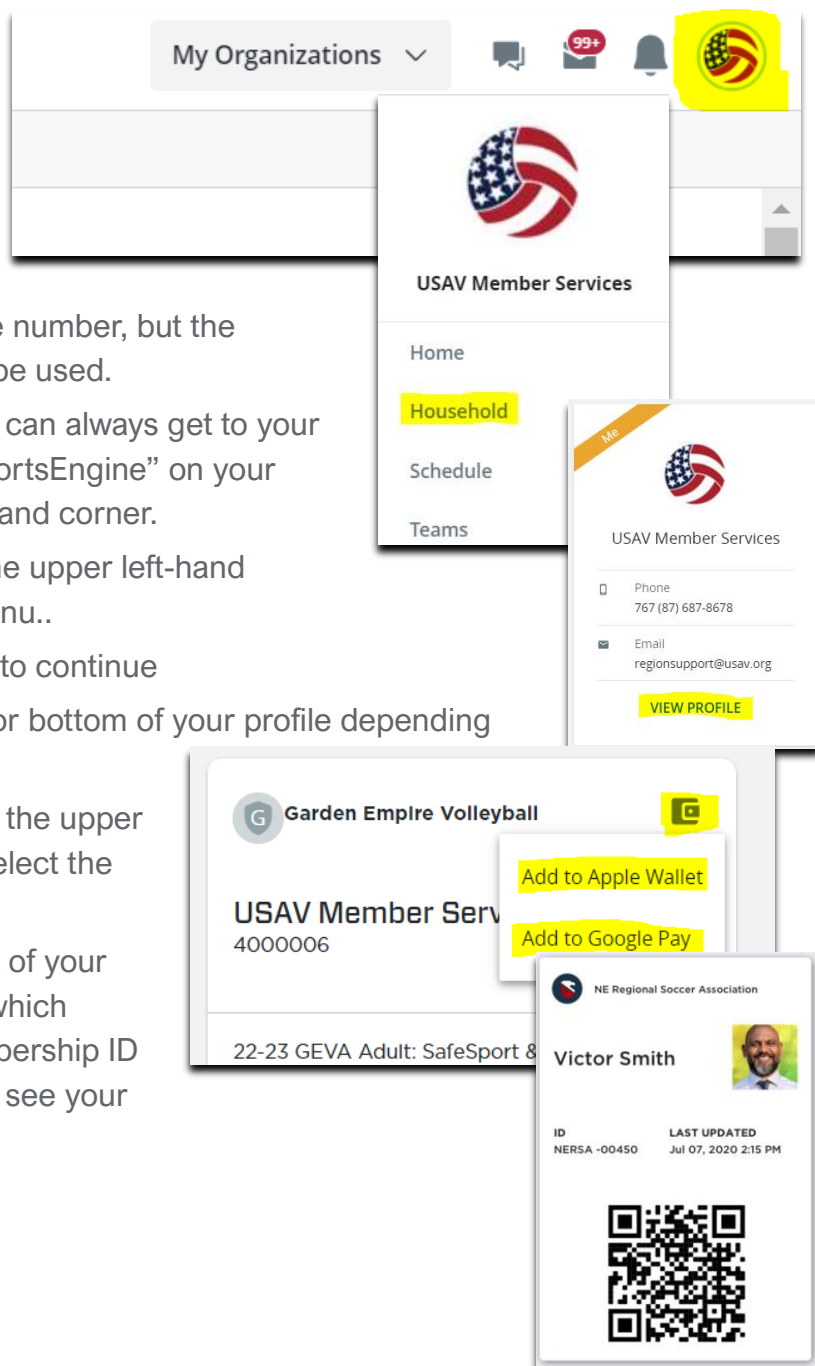
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Parents and Members Playbook – Step 3: Adding your membership card to your digital wallet

Once you have an eligible membership, you can add your member card to your apple wallet or google pay for easy access.

**Please note that will walk you through accessing your card on a computer browser. The view on a mobile device may be slightly different.*

- ★ Go to SportsEngine.com
- ★ click “sign in” to get started.
 - ★ Its best practice to login using the account owner unique phone number, but the account email address can also be used.
 - ★ If you’re directed elsewhere, you can always get to your home screen by clicking “My SportsEngine” on your account icon in the upper right hand corner.
- ★ Expand the three bar menu option in the upper left-hand corner, then open your “household” menu..
- ★ Find your name and click “view profile” to continue
- ★ Your memberships could be at the top or bottom of your profile depending on the device you are on.
- ★ Once it loads, click on the wallet icon in the upper right of your membership display and select the appropriate option for your device.
- ★ You can now access a QR code version of your member card from your device wallet, which allows event directors to see your membership ID and scan your membership QR code to see your current membership details.



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Parents and Members Playbook – Step 4: Accessing the USA Volleyball Academy

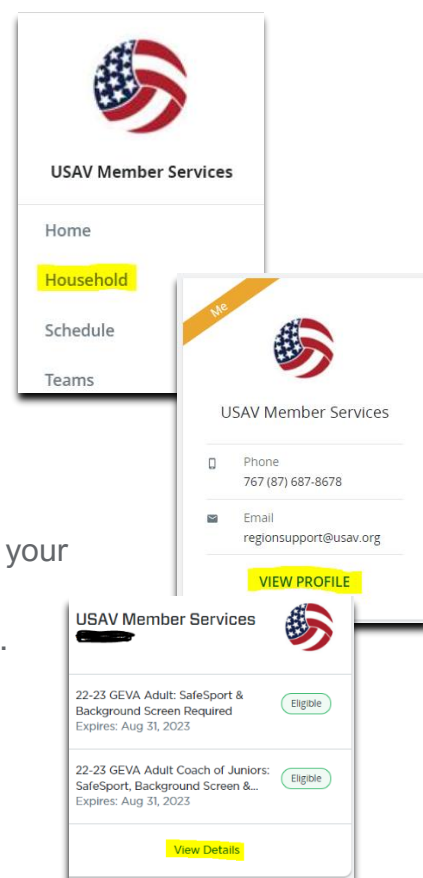
Your region may have additional training that is required for coaches/athletes (examples: referee/scorekeeper/line judge training). These requirements do not affect an individual's eligibility status but may be required for a roster. These types of training are completed in the USAV Academy.

So how do you access the USAV Academy?

The academy is accessed through your Region membership in your **primary household SportsEngine account**. This typically means you must log into your parents' account and access your profile from there, within the household section.

**Please note that will walk you through accessing your card on a computer browser. The view on a mobile device may be slightly different.*

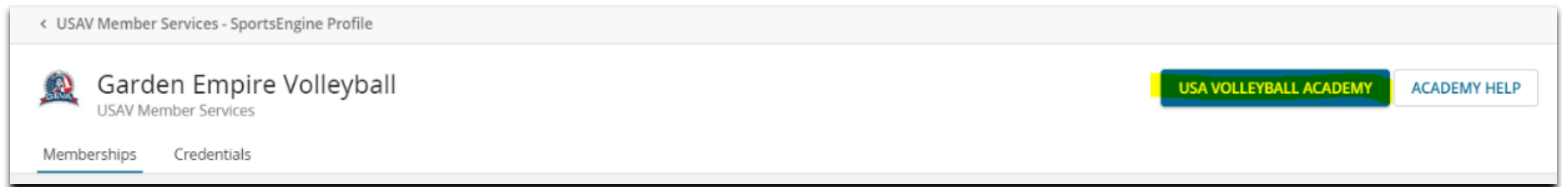
- ★ Go to SportsEngine.com
- ★ click “sign in” to get started.
 - ★ It's best practice to login using the account owner unique phone number, but the account email address can also be used.
 - ★ If you're directed elsewhere, you can always get to your home screen by clicking “My SportsEngine” on your account icon in the upper right-hand corner.
- ★ On the left-hand side navigation, open your “household” menu.
- ★ Find your name and click “view profile” to continue.
- ★ It takes a few seconds to populate the membership tab on the right of your profile details. Once its populated scroll down and click on the blue “view details” link for your Region membership for the current season.
- ★ From the membership details page you will see a blue box in the right hand corner.



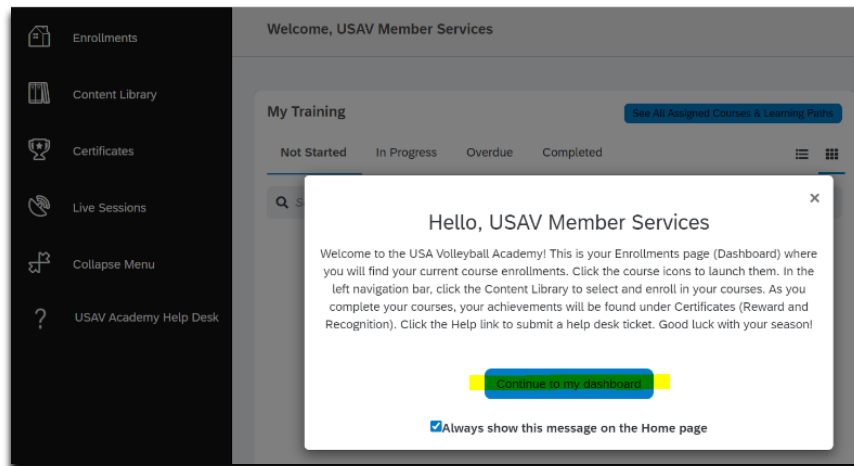
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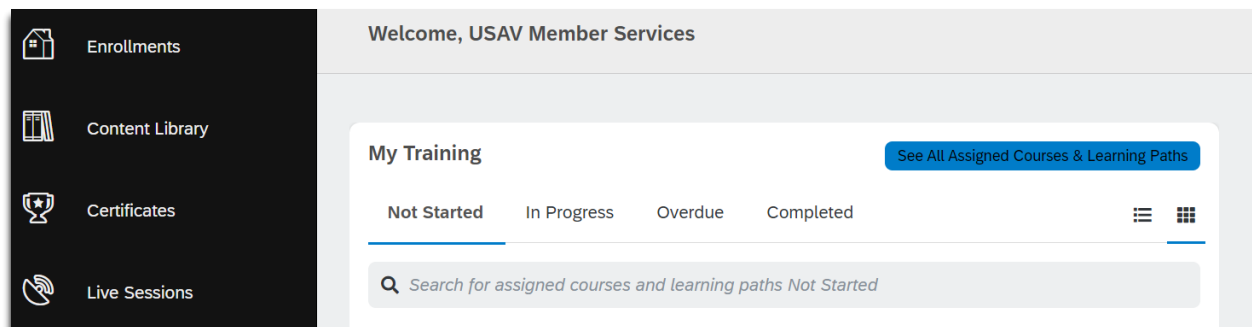
Once clicked it will take you to the academy homepage where you can access your training courses.



★ Once in your academy you will see a screen to take you to your dashboard.



★ You will find the courses your region requires here in the My Training section, there aren't any courses currently that is why our screen is empty.



Where Do Members Go For More Help?

[USA Volleyball Academy Help Desk](#)

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