

LLMS

Little League Management Suite

Website Software Modules & Support

The LLMS software modules are designed to integrate with an existing website or act as standalone functionality supporting the organization, interaction and communication within local Little League® communities.

Dynamic websites leverage flexible architecture and distributed contributions to create a living resource. An inviting, intuitive interface enables users to quickly access relevant information. A professional appearance increases the responsiveness of site visitors to complete registration and other processes.

LLMS has been in development since 2004, with revisions based on real-world usage by parents and Board members of Palo Alto Little League. Implementation of website functionality has targeted time-consuming processes that are dramatically improved by eliminating paper or file-based information sharing. New ways of improving and enriching users' experiences are continually being developed.

Collectively, Board members, parents and volunteers have saved countless hours of time completing mundane, critical tasks replaced by standardized, automated processes. The integrated, user-centric LLMS modules and philosophy are described in this document.

Player Registration

Registration information is a critical component of many league functions (i.e. team creation, communication, etc.). Maintaining the integrity of residence addresses and player birthdates supports Little League compliance. Data is saved in a central database. LLMS modules access and manipulate this data and changes are immediately propagated. A thoughtful, professional approach to the design and collection of information supports the integrity of the overall system. The online registration process described below was adapted from a paper-based process followed by Palo Alto Little League.

Account Login / Waiver

An account is created when a family registers their first season. Upon login, residence, family and player information is retrieved from past registrations. The primary e-mail address is the registration account username. A password is randomly-generated and may be retrieved if lost. A click-through liability waiver / notice may be required to start the registration process.

Steps 1 & 2: Family/Player Info

Residence and parent information is entered in Step 1. Birthdate and previous playing level are not modifiable for returning players. School is selected from custom menu. Medical provider and account can be general or specific to each player. Player options in Step 2 are determined by age and previous level. Player options include tryout preferences, teammate request and play/practice day constraints. Medical notes and general comments are accepted.

Step 3: Volunteer Info

The requirements and choices for volunteers are customized according to league preferences. Specified existing positions (i.e. Board members) and buyout are accommodated, allowing progression to next registration step without further choices. Choices are categorized as league- or team-specific. Required quantity of selections must be chosen to continue. Free-form comments may be added.

Player Registration

Registration Confirmation

All registration information is presented for review with each player itemized. Fee is calculated according to age, playing level and/or other criteria. Late registration and waitlist dates are supported with applicable late registration fee. Required validation documents are clearly indicated. Links are provided to edit registration info (residence, parent, player, volunteer). Registration is issued a unique ID and is submitted via a selected payment type.

Off/Online Payment / Completion

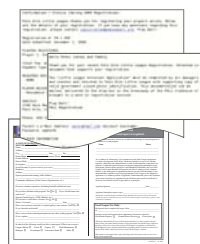
Registration information is recorded upon choosing a payment type. Online payment is processed by PayPal – sensitive credit card information is handled securely – not by the league. A PayPal account is easy to establish and offers a low processing rate. The status and confirmation of the PayPal transaction automatically updates the league database. Offline payment selection is recorded, the payment status is updated by registrar when check is received.

e-Mail Confirmation & Documents

Upon submitting the registration via payment type, an e-mail confirmation is sent to all registration contacts. If a selected volunteer choice requires documents to be reviewed/submitted (i.e. Manager/Coach), supporting documents are attached to a second message. Confirmation indicates status of payment and validation documents. Friendly, professional message sets expectations for registrant to complete pending registration requirements.

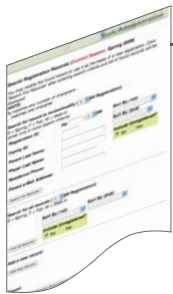
Registration Stats

In real-time, statistics of current registrations are displayed on a web page. Totals indicate number of players by default league and tryout totals. Charts display number of players at each age with new/returning distinctions and tryout preferences noted.



Registrar Tools

Online registration information is a powerful advantage in managing profiles of your current and past players. The LLMS database contains multiple, relational tables for family, player and payment information, minimizing redundancy. The league registrar maintains this information via simple forms. Residence and birthdate validation is recorded and applied to future registrations.



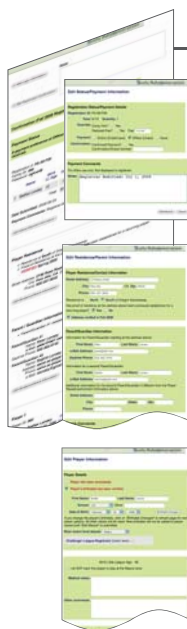
Search Registrations / Families

Find current and non-current families based on search criteria: registration ID, family ID, parent/player last name, phone, e-mail address. Supports wildcards in search strings. Sort output based on registration ID, date, last name, payment type, confirmed payment, validation/processing complete.



Search Results List

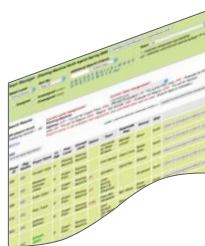
Quickly browse search results with columns indicating registration ID, parent name, phone, e-mail address, payment status, payment type, validation/processing status. Provides links to registration confirmations or non-current profiles (unregistered).



Registration / Profile Review

Non-current profiles show parent and residence information, all past players and validation status. Current registration confirmations add payment information. Edit family/residence information: modify residence address and phone, modify parent e-mail addresses, phones, alternate address. Indicate address verification. Edit player information: modify school, birthdate, recent playing level, playing options, teammate request, medical policy info, medical notes and other comments. Indicate birthdate verification. Update current registration payment status: indicate completed payment and add check number of received check. Status of online payments will be updated automatically when PayPal processing is completed.

Board Member / Contributor Tools



Team Manager / Viewer

Players are assigned to playing levels and teams with this interface for player agents. Top-down assignments prevent duplication. Query results can be exported into a spreadsheet for offline team creation. Builds team lists from current sponsor commitments at levels. Indicates sponsor-designated players, where applicable. Read-only viewer interface allows authorized users to access player information, assignments.



Volunteer Manager

Increase the participation of league families in volunteer activities by effectively managing communication and designating commitments. Search for families based on volunteer preferences chosen during registration. Compose e-mail with reply address based on login. Families that have fulfilled their volunteer commitments can be indicated and eliminated from searches.



Manager / Parent Dashboard

Team managers/coaches are provided access to team-specific family and player information. Select any/all families and compose e-mail (attachments allowed). Managers may indicate families that have fulfilled team volunteer activities. Provides formatted roster view for printing. Specified parents may be granted access for team communication only (i.e. Team Parent, etc.).




Umpire Manager / Self-Scheduler

Umpire coordinator manages status of self-established and self-maintained umpire accounts. Active umpire logins allow access to self-scheduling web form for base or plate umpire assignments. Umpires are allowed access to games based on league level. e-Mail reminders and notifications are sent informing active umpire community of assigned/open games. Preferences define allowed # games/week, urgent notifications, pay scales, etc.


Team/League Sponsors

Online Sponsor Registration



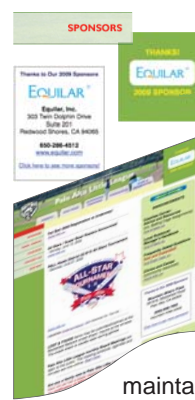
Sponsorship has tangible and intangible benefits. The value and benefits of supporting youth baseball create demand. Returning sponsors review and renew their accounts. An e-mail, phone or in-person solicitation is quickly and conveniently converted to a sponsor via the online registration process. A simple address ("sponsors" subdomain) for sponsor registration clearly identifies its target user and makes it memorable.

Self-service Sponsor Management



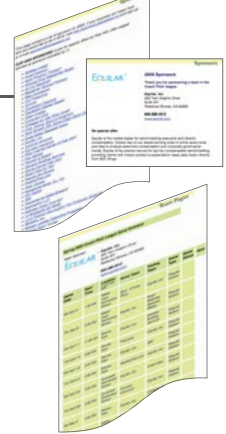
Sponsors are in control of their contact information and messaging. They are connected to the local Little League community, directly maintaining their logo, business description and special offer displayed on the website. Account control reinforces a win-win relationship and the league's commitment to provide value-added processes to sponsors.

Sponsor Information Placement



Rotating "banner" ads acknowledging sponsors are incorporated into the league website. Pages of detail (maintained by sponsors) are linked from a current sponsors directory. Sponsor logo and contact information appears on the applicable team schedule page. The perceived benefit of these "impressions" has a strong value in maintaining the loyalty and goodwill of participating sponsors.


Added-Value Adds Sponsors



Sponsors are motivated by different reasons. Whether the sponsors are local businesses or generous parents, handling them professionally and recognizing their contributions makes them more likely to consider future donations. The LLMS sponsor management tools and processes facilitate a consistently positive experience, mirroring the integrity and value of Little League.


Dynamic Website

Calendar / Sponsor Info



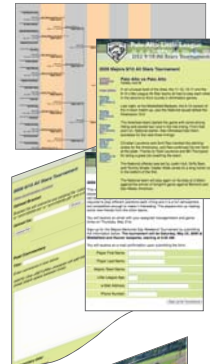
Calendar items entered into a database appear on the website until they expire or are turned off. Entries are selected to show on home page. Sponsor information is easily inserted throughout the site, including rotating banner ads. Central storage of information updates all instances immediately and eliminates redundancy.

Game Schedules




A schedule table containing dates/times, locations, levels and teams signified as sponsor IDs allows level- and team-specific views of games. Scrimmage, Regular Season and Tournament game types are supported. Rainouts and rescheduled games are indicated. Additional notes can be added to game listings.

Tournament Support




Tools to manage participation include a simple online registration process for community tournaments (e.g. Memorial Day) that allows interested players to be queued. For larger events, a robust communication "blog" interface provides administrators a way to post updated brackets, commentary and photos.

Board Meeting Agendas / Minutes



Facilitate Board transparency with the community and maintain a searchable historic record. Available agendas and minutes are selectable by meeting date. Access to password-protected web form to post and edit content is limited to authorized user(s).

Team Standings



Post current win/loss/tie records for teams in major and minor leagues. Top-down sorting by points earned, alphabetically. Modification date displayed. Password-protected web form limits updates to authorized user(s).

Other Functions

Sponsor Administration

Resembling registrar functionality for player registrations, sponsor administration tools allow managing sponsor records — issuing invoices and receipts, assigning players and team names to sponsorships, updating payment status, printing cover letters for sponsor plaques and more.

League Communication

Send personalized registration announcements to previous season registrants with parent name and login/password information for ease of use. Send reminders to current registrants of tryout and parent meeting dates/locations based on preferences and assignments. Announce league-wide activities (e.g. Opening Day) or events for players at particular playing levels (e.g. Memorial Day tournaments).

Other Interactivity / Data Capture

Capture e-mail addresses of parents of first-time players interested in registering. Use this supplemental list when registration opens. Solicit feedback from parents with an online end-of-year survey.

Why LLMS?

Integrated

More than just a registration or team-building component, the multiple, integrated modules' relationships include schedules, umpires and sponsors. Team rosters and management tools access continuously-updated registration information.

Best-in-Class

Superior development begins with a focus on solutions rather than marketing. Continuous product improvement is a win-win approach to build best-in-class tools that help league communities foster a positive shared experience and thrive.

Specific Focus

Other online registration and management solutions target multiple sports. The baseball focus of LLMS leverages expert system understanding of processes and needs of users.

Support

As an application service, solution delivery is monitored and expert advice is available for using the tools as well as addressing issues of league management. Development of fundraising ideas and other strategies results from active participation and partnership for success.

For more information:

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