

Miami Swimming
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Dear Parents:

I want to begin by thanking everyone for making this an incredible year at Miami Swimming. Our swimmers have done exceptionally well and as coaches we are extremely excited and proud of the amazing work they are doing in and out of the pool. Thank you for allowing us to be a part of your children's lives as we strive to mold them into better young men and women.

One of the areas that we have been working extremely hard on enhancing has been communication to you as parents, as well as to our swimmers. The world we live in today is fast moving and many parents rely on good communication to keep balance in their busy lives. Beginning in January 2018, we are moving our meet and billing database to an online platform that will allow for better communication from our coaches to parents with regards to meets, practices, billing and general information. Currently, our swimmers are registered to compete in swim meets using **Team Manager** which is a swimming database program that keeps and stores each swimmers times and records on a hard drive. When entering meets in the past, coaches would need to enter their swimmers on a single computer, review the entries and send them to the meet host. This process was usually initiated with a string of email RSVPs or in speaking with the swimmers at practices. The monthly/quarterly billing was handled with **Business Manager** which kept the financial records for each family. The new online platform called **Swim Manager**.

Swim Manager will allow:

- Online registration and automatic payments/billing
- Swim meet eligibility/declaration: *paperless approach to swimmers declaring their participation for an upcoming event*
- Self-service portal: *swimmers/parents have 24 hour access to view volunteer opportunities, billing, schedules and meet information*
- Swimmer improvement analysis: *give swimmers improvement goals with performance charting, time tracking, goals and performance stat review*
- Communication center: *send and track emails and texts to parents and swimmers with quick and easy, full-featured contact options*

As a staff we are very excited about having this opportunity to better serve you. Swim Manager will serve as both our billing and meet entry management software and will give you the opportunity to track times and upcoming meets. This program will be your gateway to all the information that you need to make sure that swimmers are properly entered into the system for billing, registration and swim meets. One of the biggest benefits to this software is the communication center which will allow our coaches and administration to quickly and efficiently communicate with you via email and text messages. This will centralize the updates with practices, weather, changes and all the different areas that need to be addressed so that you can keep up with your busy schedules.

Along with our efforts to improve and enhance our communication, we have worked really hard to build and maintain a great coaching staff. As we approach our 20th anniversary next year, I am proud to say that the makeup of our staff has been together for most of these 19 years. When Miami Swimming opened its doors, we started with 2 coaches on staff. We currently have 8 coaches working with our six groups. These coaches have taken their groups to incredible heights and Miami Swimming has achieved amazing results as a result of their efforts. With great coaches, comes great expenses and Miami Swimming has had the same dues structure for the last 12 years. When we increased the dues 12 years ago, that was the first and only increase in dues the team has ever experienced. I have always been very sensitive to what we want to charge and have tried to keep our dues as low as possible. As we researched the dues structure of our competitors, Miami Swimming has some of the lowest dues in the area. Beginning January 2018, each group will see an increase in dues. Swim Manager is a transactional model, which means that you will be charged a 3.95% payment processing fee.

I know there will be many questions and we will be here to help you answer them as we learn about the system with you. We are here to help you through the changes and we want to ensure you that this new system will be a great addition the many wonderful things that are taking place on Miami Swimming.

I want to wish you all a very Happy Holiday season and I look forward to what will be a truly special 20th Anniversary celebration for the team.

Best,
Andy