

## Frequently-Asked Questions

You have questions? We have answers! This is the time of year we tend to get some frequently-asked questions as we get closer to the start of a new soccer season. To get you the info you need, we've answered the most common ones:

### ? I registered but haven't heard from my coach yet. When will they contact me?

✓ At the coaches meeting last week, all coaches received their team roster, and were instructed to contact their players to establish a practice schedule and to communicate any other team details for the season. Coaches also received a team roster by email in case they missed the meeting. Some coaches are quicker to contact their teams than others, but all have been reminded to contact their players.

### ? When and where will my team practice?

✓ There is no set day or time for practices, as each coach determines when and where the team will practice. Because we have to limit the wear-and-tear on the fields, only a few teams are allowed to practice at the CASA fields. If all teams were allowed to practice there, all of the fields would be used every day of the week, which would quickly destroy the playing surface. We also require that a board member be present any time the facilities are in use, which would be impossible if all teams practiced there throughout the week.

To preserve the safety and functionality of the fields, only the following teams are allowed to practice at the CASA fields:

- All Tots teams (our youngest age division)
- Teams coached by CASA board members (which ensures a board member is present any time the facilities are in use)

If you need help finding a good practice location, we can recommend several local options. Please keep in mind that the CASA Soccer Complex is not a public park, it is not affiliated with the Collinsville Parks & Recreation Department in any way, and it is private property.

### ? Are schedules out yet? When will I get the schedule?

✓ The first games are the last weekend of August 2021. Schedules are being created as soon as team rosters are completed, and will be sent out to all coaches as soon as they're finalized.

### ? Oh no! I forgot to register. Is it too late? Can I still register?

✓ As much as we want every child to play soccer, at some point we have to cut off new registrations to shift gears and do all the work that's required to launch a successful season for those who have registered. At this point each year, team rosters have been finalized, coaches have been contacted, uniforms have been ordered, and the registration process has been closed out. Shuffling players from one team to another and adding new players now would require a significant amount of time for our division coordinators, would create challenges/confusion for coaches, and would create general delays that impact the whole organization. We're sorry if you missed us this year, but please come back next year. Registration always opens in April/May, so mark your calendars and we'll see you next year.

### **? What do I need to get my child for their uniform?**

✓CASA provides each player a jersey and soccer socks. All you need to provide are solid black shorts and non-metal soccer cleats. Each coach will distribute their team's uniforms to players before the regular season games begin (regular season opens the weekend after Labor Day).

### **? How do I contact CASA with questions?**

✓If you have questions, email us at [info@collinsvillesoccer.org](mailto:info@collinsvillesoccer.org) or message us via our Facebook page. There is no CASA phone number because all communication has been centralized by email for efficiency. If you have a question that requires a phone conversation, please email or message us with your contact information and the appropriate board member (Registration Coordinator, Boys Division Coordinator, Girls Division Coordinator, Tots/Mites Division Coordinator, etc.) will call you.

### **? Why haven't I gotten an answer to my question yet?**

✓Please be patient, as the entire organization is staffed by volunteers who work full-time jobs and still make time to provide a safe and fun soccer experience for approximately 750 kids every year. We love what we do but it's a big, big job for such a small group of volunteers. If you'd like to get involved and make things even better, we'd love to have you as a volunteer. We're looking forward to another great season of soccer. See you soon!