

USA Swimming Registration / Membership Committee Minutes

June 3rd, 2026 - Virtual Meeting

Present: Angela Monty, Susan McDonald, Tracy Meece, Loren Fischbach, Lisa Olack, Vanessa Brewer, Nicholas Weiner

Absent: Laurie Benton, Nicola Formon, Harper Freeman, Kiran Jayasinghe and Makenzie Royal

Guests: Derek Paul, Paris Jacobs, Denise Thomas, Eric Stimson, Julie Ferrara

Call to Order: Angela called the June 3rd, 2026, meeting of the Registration / Membership Committee to order at 1 PM.

Conflict of Interest Disclosure:

AGENDA

1. Call to order
2. Approve Agenda
3. Approve Meeting Notes – (May 6, 2026)
4. SWIMS 3.0 Updates/Releases – Eric
5. LSC Board Members - Eric
6. LSC Task Force Discussion from Lunch n' Learn (May 27, 2026) - Group
7. 2027 Registration/Membership Year - Group
8. Follow-up On New Projects for the Committee a. Meets Workflow Best Practices b. Mentoring Plan Status Updates c. Topic Selections for Lunch n' Learn Session, Wednesday, June 24 at 1:30 p.m. (MT)
9. Upcoming Meeting Dates
10. Announcements
11. Adjournment

Discussion:

- Agenda adjusted to accommodate guests from LSC Task Force
- Task Force will be **making recommendations** to Board in July – NOT layout a specific plan
- Task Force interested to hear this group's perspective on registration context
- Comparing how things used to be to now with online registration
- Looking for specific pain points and solutions
- Reports from 2001 show that folks in LSC (volunteer or employee) would spend 75% of their time with registration – not that high in present day
- One of biggest issues is parents being confused about registration process
- Another confusing piece is the User Account vs "Member" record

- Consistent issue with login is not knowing their username
- User Error is mostly responsible for issues with creating accounts/registering
- Sending folks the Help Documents is beneficial
- More teams are doing bulk renewal for non-athletes as opposed to athletes
- Roughly 800 teams do bulk renewal – only 600 of those do both athletes and non-athletes
- Bulk renewal tools can alleviate registration problems, but adoption rate to use it is low
- Bulk renewal diminishes registration confusion/struggle
- Third-party registration may help, folks are generally hesitant to use those
- College teams are also challenging because of timing – September renewal for Spring season
- Small clubs typically do not want administrative responsibility vs larger clubs who have a contact person assigned to do specifically administrative items
- Direct OMR link along with bulk/3rd party registration is a good mix
- Designated admin person is more successful than Coach multi-tasking as admin
- Strongly encourage teams to switch to bulk renewal to “immediately” reduce problems
- Helpful for Coach to go thru process to see and learn registration so they can help and answer questions from parents
- As an organization, we set that standard and uphold it – it is a “cost” of business to be required to learn and know the registration process (like insurance reporting obligations – not fun but must be done to run your business)
- Too much software; SWIMS + team software + website + app + 3rd party, many parents/teams find it too much to navigate
- SWIMS is designed to work and do all the things necessary
- Timing and communication are big challenges
- September is too busy with school registration, back to school, etc.
- Not so much for renewals, but for new swimmers – September timing is difficult
- LSC fees seen as “part of cost of membership” – not typically questioned
- Confusion when they don’t understand USAS membership registration is apart and separate from team registration
- Teams should include cost of USAS membership in their “team” registration to avoid confusion
- Possibility to make a proposal to have all LSC fees the same to streamline / avoid confusion due to complexity of different fees for each category of membership
- Is there a solution in for how we can better handle customer service for everyone, whether thru LSC or a region or a district or a contact or whatever you call it, it doesn't matter. What does that solution look like?
- Maybe have a plan / strategy for someone to get out there for education to all
- There is a need for back-up roles for LSC Registrars to help each other during vacation, etc.
- Feeling of wanting to keep customer service local
- In central zone, they are working diligently to centralize main processes thru LSC while also having flexibility to add their own unique flavor to things
- Task force confident that they have attention of the Board – operations have been the same since 1980, time for effective change, a need to simplify – suggestions are very welcome
- Task force has been in touch with all 58 LSCs, communicating with groups who are active in the field has been super helpful to put together recommendations to the board
- New mobile app to launch June 15th

- A new data hub will be released in a few weeks after new app
- Dashboards and Reporting updates will follow a week after that
- Name change for SafeSport for Youth Athletes (13-17) will be **SafeSport for Teens**
- LSC Board Membership – reminder that anybody who serves in an LSC board role, anything that is required by the bylaws to be on a board must be a member in good standing, employees, and those with administrative access in the SWIMS all must be members in good standing
- Next Lunch n' Learn is June 24th, walk thru registration processes with LSCs so that they are better equipped to go back and educate teams in preparation for September renewals
- Denise will spin up 2027 offerings so the teams can begin working with them
- Settings for team for bulk renewal will rollover
- Scholastic America – automated invites went out, altitude-adjusted times are also included
- July Lunch n' Learn is 22nd - Eric will host a SWIMS 101 (bulk renewal, 3rd party registration, etc.) for LSC Registrars to prepare for upcoming registration season
- Next Registration / Membership Committee meeting is July 15th
- On the USAS website, About tab, Stakeholder Engagement page, click a button to share feedback – it will go on the task list for USAS to talk about

Adjournment: Angela adjourned the June 3rd, 2026 meeting of the Registration / Membership Committee at 2:55 PM.