

Westcliff University



Game Management Manual

Effective February 5, 2019

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Introduction

The intent of the Game Management Manual is to provide a document that sets forth a procedure for Westcliff University's athletic games and ensure consistency throughout the process. The manual is a training tool that gives a detailed explanation of the jobs and tasks that members of the Athletic Department and those involved in game management operations must complete. The time frame when tasks must be completed are also indicated in the manual to ensure a smooth process.

Westcliff University commits itself to provide a safe and high quality game experience for all parties. Our institution must meet and try to exceed expectations written forth by the Game Management Manual to insure a quality experience for everyone involved in game, including the players, staff and spectators. Operations does not only occur during the game, but long before and after the game.

It is imperative that everyone involved in the game management must work diligently to create a straightforward and orderly process that Westcliff would be proud of communicating to itself and others.

William (Shawn) Harris
Athletic Director



Key Athletic Contact Information

Head Coaches and Coaching Assistants	
William (Shawn) Harris Athletic Director Shawnharris@westcliff.edu 915-973-9224	Alaine Tate Graduate Assistant, Track and Field/Cross Country A.Tate.220@westcliff.edu 888-491-8686
James Larson Head Coach, Men's Basketball Jlarson@westcliff.edu 714-497-8951	Sang Nam Assistant Coach, Men's Basketball Sangnam@westcliff.edu 888-491-8686
Danko Iordanov Head Coach, Men's Volleyball (Indoor and Beach) diordanov@westcliff.edu 562-712-1535	Michelle Flynn Assistant Coach, Women's Basketball Michelleflynn@westcliff.edu 888-491-8686
Kristen Iordanova Head Coach, Women's Volleyball (Indoor and Beach) kiordanova@westcliff.edu 562-964-5138	Lydie van Deursen Graduate Assistant, Men's and Women's Volleyball (Indoor) L.Deursen.187@westcliff.edu 888-491-8688
Patty Medina Head Coach, Women's Basketball Pmedina@westcliff.edu 619-607-9842	Michael Ma Graduate Assistant, Men's Volleyball (Indoor and Beach) M.ma.205@westcliff.edu 888-491-8688
David Shermet Head Coach, Baseball Davidshermet@westcliff.edu 888-491-8688	Justin Johnson Assistant Coach, Men's Volleyball (Indoor and Beach) Justinjohnson@westcliff.edu 888-491-8688
Joseph (Joey) O'keefe Head Coach, Men's Soccer Josephokeefe@westcliff.edu 888-491-8688	



Athletic Administrative Staff

<p>Danko Iordanov Sports Information Director diordanov@westcliff.edu 562-712-1535</p>	<p>Jana Lopez Statistician Janalopez@gmail.com 888-491-8688</p>
<p>Rebecca Cervantes Title IV Compliance Officer Rebeccacervantes@westcliff.edu 562-865-7111</p>	<p>Benjamin Favis Director of Financial Aid Benjaminfavis@westcliff.edu 888-491-8688</p>
<p>Sophie Bertucci Director of Marketing Sbertucci@westcliff.edu 888-491-8686</p>	<p>Marcello Frauches Head Athletic Trainer Marcello.frauches@gmail.com 949-771-5609</p>
<p>David Dinh Video Technician Daviddinh@westcliff.edu 888-491-8688</p>	<p>Amy Tieu Scoreboard Operator AmyTieu@westcliff.edu 888-491-8688</p>
<p>Dominic Enriquez Announcer Denriquez@westcliff.edu 888-491-8686</p>	<p>Visal Dom Statistics Caller Visaldom@westcliff.edu 888-491-8688</p>
<p>Summer Vicknair Scheduler, Men's and Women's Volleyball (Indoor and Beach) vinair.summer@gmail.com 619-208-0386</p>	<p>Giang Do Statistics Inputter Giangdo@westcliff.edu 888-491-8688</p>
<p>Dr. David McKinney Faculty Athletics Representative Davidmckinney@westcliff.edu 888-491-8688</p>	<p>Henry Nguyen Photographer Henrynguyen@westcliff.edu 888-491-8688</p>



Men's/Women's Basketball Game Management Procedure

A. Pre-Game Expectations and Procedures for Westcliff University

Before a game even starts, it is vital that Westcliff University prepares itself before the start of a home game. The operations before a home game are the foundation for a successful home game experience. Below will be the procedure detailing game management before a home game including the personnel and their required jobs. The organization of the procedure is based on the staff member and the actions that must be met.

Athletic Director Responsibilities

1. Request checks for game officials one week before game day.
2. Confirm facility availability for any last minute changes one week before game day.
3. Schedule game day personnel one week before game.
 - a. Discuss with Sports Information Director about game statistics
 - b. Discuss with Assistant Coach about shot clock and scorebook
 - c. Discuss with volunteer about live streaming and recording of event
4. Contact facility to confirm opponent's early access is allowed (if necessary) one day prior to game day.
5. Greet opposing personnel's arrival at facility six to eight hours prior to game.
6. Give a tour of facility to opposing personnel six to eight hours prior to game.
 - a. Provide opponent with agenda.
 - b. Walkthrough of facility and locker rooms.
 - c. Provide Game data schedule with a timesheet.
7. Open facility for opponent personnel walk thru (if necessary, dependent upon opponent's arrival) three hours prior to game.
 - a. Opponent personnel includes but not limited to players, coaches, etc.
8. Open facility for game two hours before the start of the game.
9. Gives a pregame address

Sports Information Director Responsibilities

1. Email welcoming packet to opposing coach one week before game day.
 - a. The package includes a visitor's guide to the city of Irvine, locations to visit and eat, Westcliff University contact information
2. Email blast to advertise the game to Westcliff Students, staff and faculty one week before game day.



Marketing Responsibilities

1. Post on social media to advertise game five days before game.
 - a. Social media includes: Westcliff University's Instagram and Facebook.

Athletic Trainer Responsibilities

1. Check medical kit and replenish supplies as needed one day prior to game.
2. Set up training table area two hours prior to game.
 - a. If needed, assists opponent's athletes
 - b. If needed, treats athletes

Assistant Coach Responsibilities

1. Set up scoreboard and shot clock two hours prior to game.
2. Lay 3 point line and college restricted area tape two hours prior to game.
3. Set up spectator area two hours prior to game.
4. Attend to opponent's locker room with whiteboard and water two hours prior to game.

Head Coach Responsibilities

1. Brings training table and medical kit to facility places them in designated area.
2. Greet and deliver payment to game officials.

Graduate Assistant or Technician Responsibilities

1. Set up camera for game video and livestream.

B. In-Game Expectations and Procedures for Westcliff University

All the pre-game planning leads to the game. During the game, Westcliff University personnel must ensure the game is appropriately captured through photographs and video recordings. These are important for those who cannot attend the game. Furthermore, players and team's statistics must be correctly recorded so teams, if necessary, can make in-game changes.

Sports Information Director Responsibilities

1. Print game statistics and gives information to both head coaches at halftime.



Photographer Responsibilities

1. Take still photos of the game and players throughout the game.

Technician Responsibilities

1. Records the game for livestream and footage.
 - a. Uses camcorder and webcam with tripod

Statistics Caller Responsibilities

1. Calls out game statistics using codes

Statistics Inputter Responsibilities

1. Collects statistics of the game.
 - a. Uses DakStats on the computer to keep track of statistics

Scoreboard Operator Responsibilities

1. Input scores of the game
2. Operates the time of the game

Announcer

1. Makes announcements, color commentary, and play-by-play of the game

C. Post-Game Expectations and Procedures for Westcliff University

After a game, the personnel must immediately go to work to make certain that the facilities are up to postgame standards. Moreover, the photographs and videos must be uploaded to the numerous Westcliff University athletic websites to highlight the game and athletes.

Sports Information Director Responsibilities

1. Print game statistics for opposing coaches immediately after the game.
2. Update Westcliff University Athletics website within 24 hours of game.



- a. Update game statistics
- b. Upload game video using the Synergy website
3. Send game video to opposing coach (if required) within 24 hours of game.

Assistant Coach Responsibilities

1. Break down and clean up required equipment and areas immediately after the game.
 - a. Scoreboard and shot clock
 - b. 3 point line and restricted area tape
 - c. Spectator area
 - d. Opponent's locker area

Technician Responsibilities

1. Break down and clean up camera for game video and livestream immediately after the game

Athletic Trainer Responsibilities

1. Break down and clean up training table area and gives to Head coach immediately after the game.

Head Coach Responsibilities

1. Close and secure facility (if required) after everyone associated with Westcliff University and game leaves the premises.
2. Post pictures of the game on the Westcliff University Basketball website within one week after the game.

Athletic Director Responsibilities

1. Assess game management operation successes and areas for improvement within 24 hours of the game.

Marketing Responsibilities

1. Post pictures on the Westcliff University Athletics website within one week after the game.



D. Men's/Women's Basketball: Flow Chart of Game Management

Provided is a Program Evaluation Review Technique (PERT) Chart showing the game management process before, during and after the basketball game, for both men's and women's.

The manual has a PERT Chart because it is useful tool to execute a project in a simplistic and visual format.

The PERT Chart indicates the time frame for each step in the process. Inside the light blue arrow shows whether the task must be completed before, during, or after the game. Below that in the salmon color arrow specifies the time duration the task must be completed.

The chart indicates the tasks that must be completed by each personnel that are involved in the process. The PERT Chart shows the order of tasks by each personnel from beginning to end. Below indicates the letter association to each personnel:

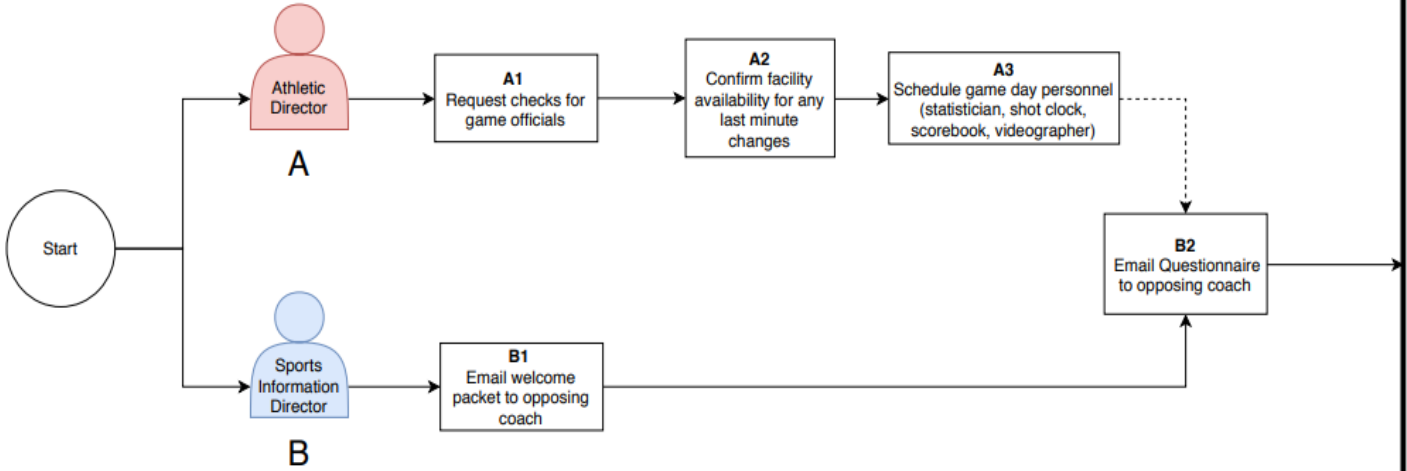
- A.** Athletic Director
- B.** Sports Information Director
- C.** Marketing
- D.** Athletic Trainer
- E.** Assistant Coach
- F.** Head Coach
- G.** Technician
- H.** Photographer
- I.** Stats Caller
- J.** Stats Inputter
- K.** Scoreboard Operator
- L.** Announcer

In each action box, a number code is given to simplify the process: Capital Letter and Number (e.g., A1). The capital letter is the individual code for each personnel and the number is the number of the step in the process. For example, "A1" indicates that it is the Athletic Director's first task in the process.



Before the Game

One Week Prior to Game



LEGEND:

- An Action:
- An Interaction between departments:
- Direction with same Staff/Member: →
- Direction between Staff/Member: →
- End Process:

Code Legend

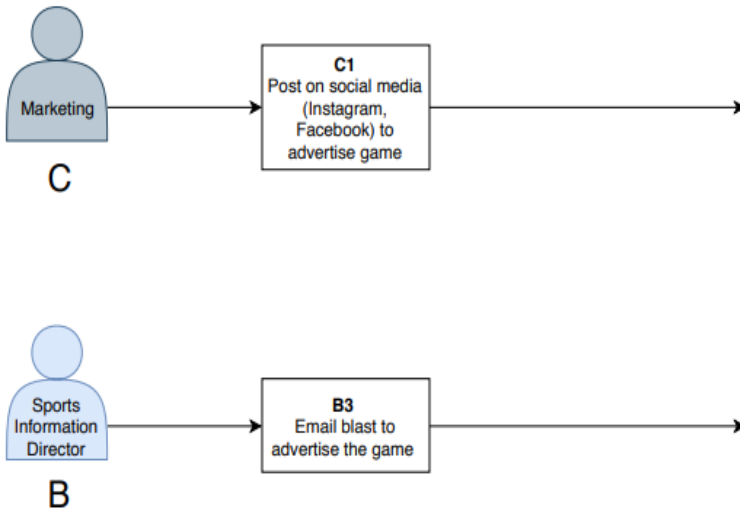
Example: A1

Capital Letter = Identifies Staff Member

Number = Identifies the Step in the Process for the Staff Member

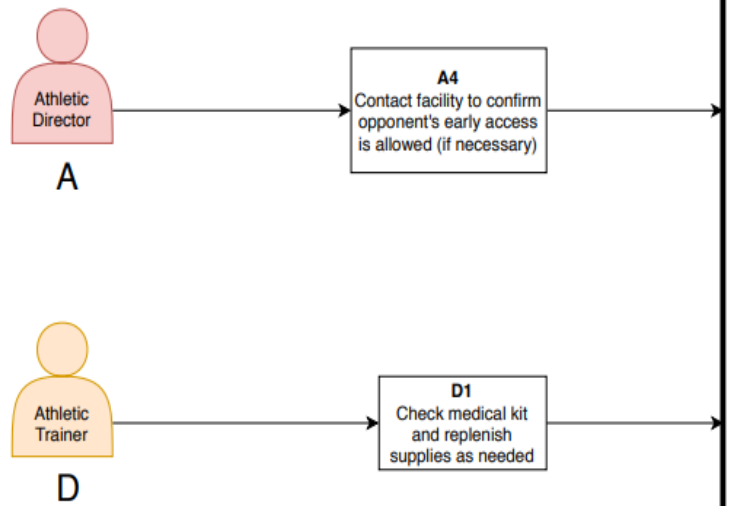
Before the Game

Five Days Prior to Game



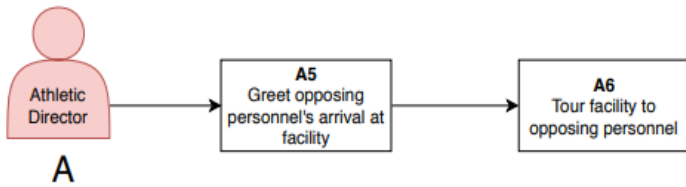
Before the Game

One Day Prior to Game



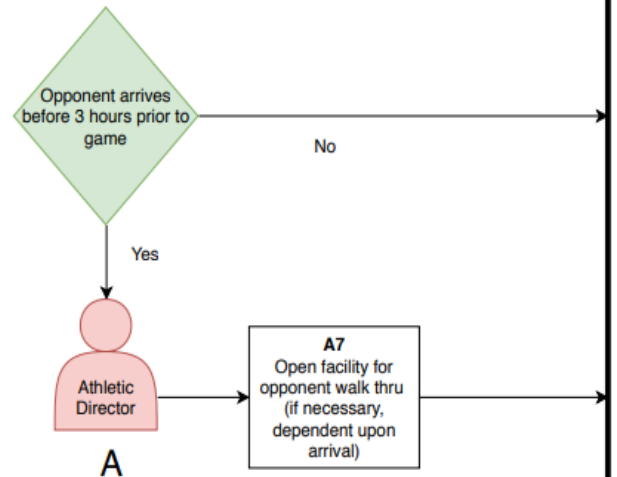
A. Before the Game

6 - 8 Hours Prior to Game



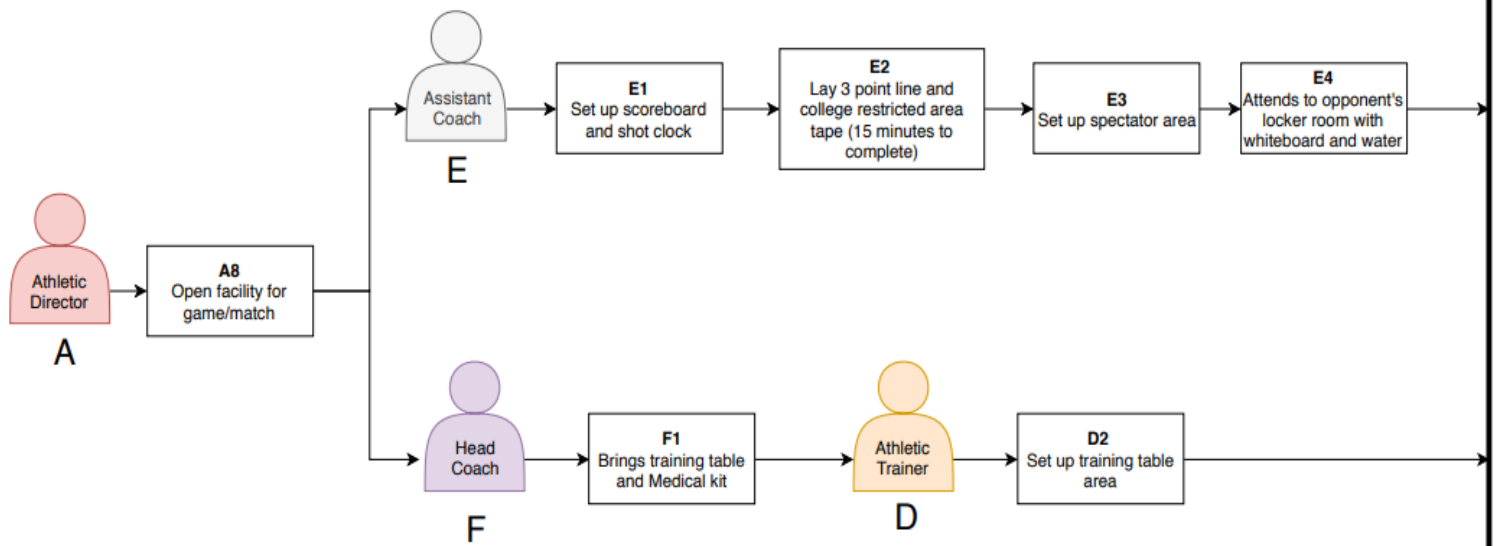
A. Before the Game

Three Hours Prior to Game



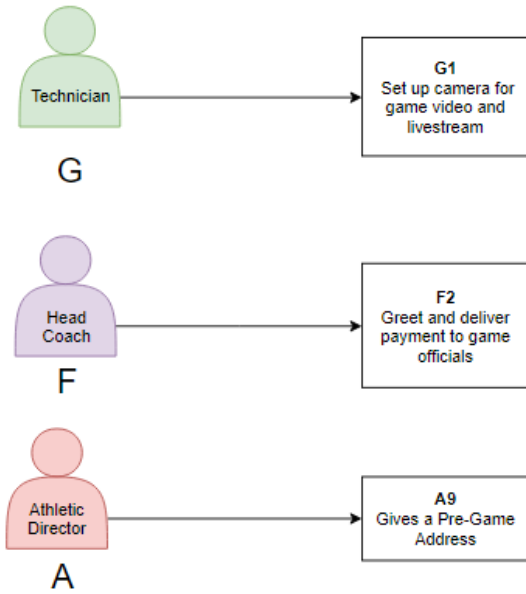
Before the Game

Two Hours Prior to Game



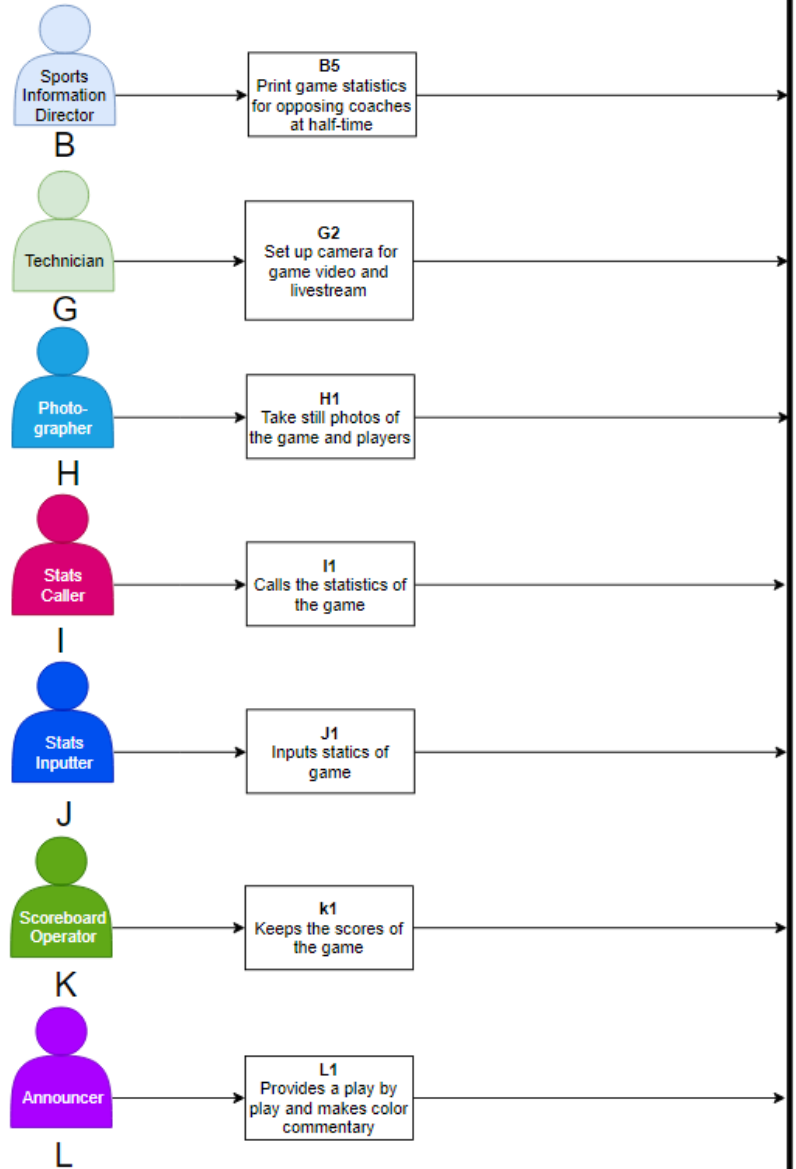
Before the Game

One Hour
Prior to Game



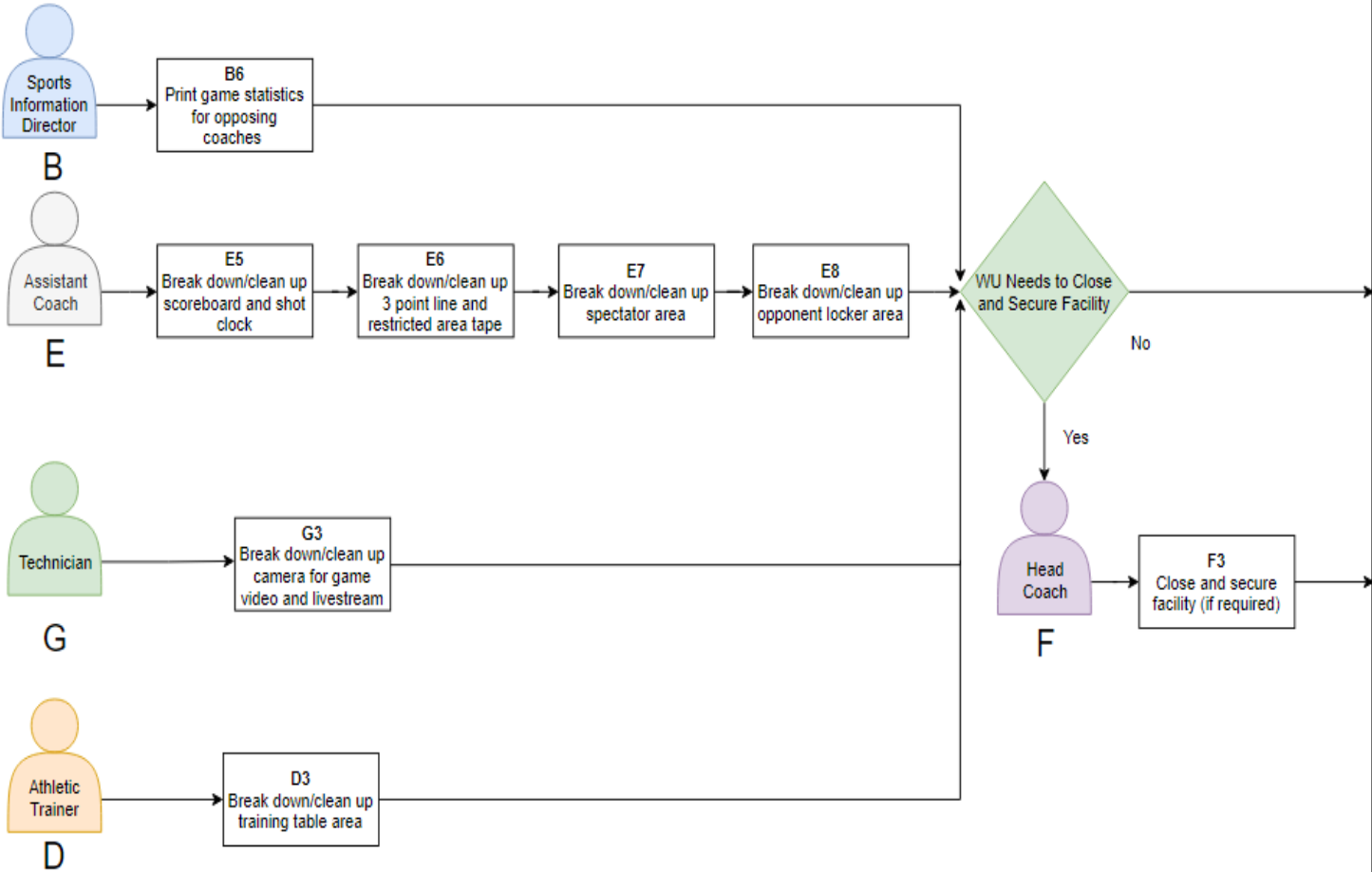
During the Game

During the Game



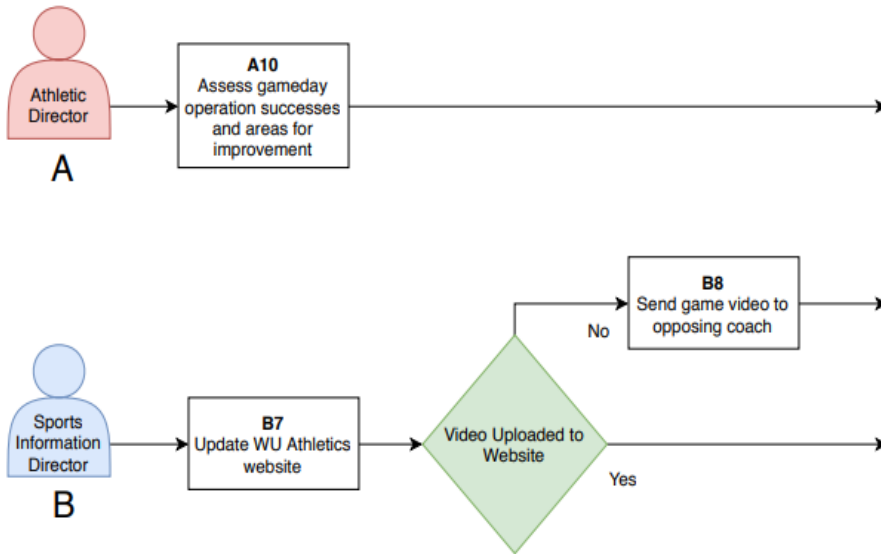
After the Game

Immediately After the Game



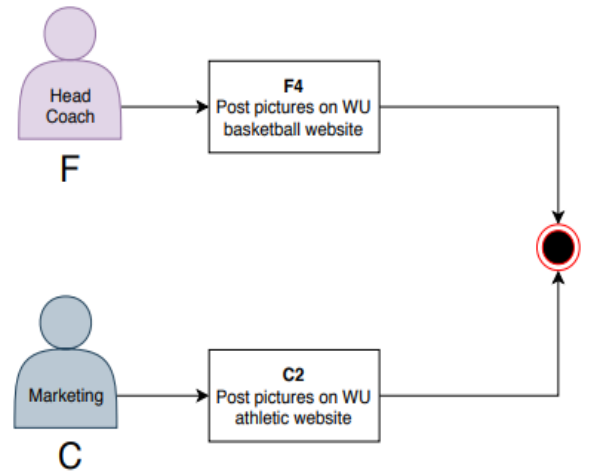
After the Game

Within 24 Hours After the Game



After the Game

Within One Week After the Game



Men's/Women's Volleyball Game Management Procedure

A. Pre-Match Expectations and Procedures for Westcliff University

Before a match even starts, it is vital that Westcliff University prepares itself before the start of a home match. The operations before a home match are the foundation for a successful home match experience. Below will be the procedure detailing game management before a home match including the personnel and their required jobs. The organization of the procedure is based on the staff member and the actions that must be met.

Athletic Director Responsibilities

1. Request checks for match officials one week before match day.
2. Confirm facility availability for any last minute changes one week before match day.
3. Schedule match day personnel one week before match.
 - a. Discuss with Sports Information Director about match statistics.
 - b. Discuss with Assistant Coach about shot clock and scorebook.
 - c. Discuss with volunteer about live streaming and recording of event.
4. Contact facility to confirm opponent's early access is allowed (if necessary) one day prior to match day.
5. Greet opposing personnel's arrival at facility six to eight hours prior to match.
6. Give a tour of facility to opposing personnel six to eight hours prior to match.
 - a. Provide opponent with agenda.
 - b. Walkthrough of facility and locker rooms.
 - c. Provide match data schedule with a timesheet.
7. Open facility for opponent personnel walk thru (if necessary, dependent upon opponent's arrival) three hours prior to match.
 - a. Opponent personnel includes but not limited to players, coaches, etc.
8. Open facility for match two hours before the start of the match.
9. Gives a pregame address

Sports Information Director Responsibilities

1. Email welcoming packet to opposing coach one week before match day.
 - a. The package includes a visitor's guide to the city of Irvine, locations to visit and eat, Westcliff University contact information.
2. Email blast to advertise the match to Westcliff Students, staff and faculty one week before match day.



Marketing Responsibilities

1. Post on social media to advertise match five days before match.
 - a. Social media includes: Westcliff University's Instagram and Facebook.

Athletic Trainer Responsibilities

1. Check medical kit and replenish supplies as needed one day prior to match.
2. Set up training table area two hours prior to match.
 - a. If needed, assists opponent's athletes.
 - b. If needed, treats athletes.

Assistant Coach Responsibilities

1. Set up net two hours prior to match.
2. Set up spectator area two hours prior to match.
3. Attend to opponent's locker room with whiteboard and water two hours prior to match.

Head Coach Responsibilities

1. Brings training table and medical kit to facility places them in designated area.
2. Greet and deliver payment to match officials.

Technician Responsibilities

1. Set up camera for match video and livestream.

B. In-Game Expectations and Procedures for Westcliff University

All the pre-game planning leads to the game. During the game, Westcliff University personnel must ensure the game is appropriately captured through photographs and video recordings. These are important for those who cannot attend the game. Furthermore, players and team's statistics must be correctly recorded so teams, if necessary, can make in-game changes.

Sports Information Director Responsibilities

1. Print game statistics and gives information to both head coaches at halftime.



Photographer Responsibilities

1. Take still photos of the game and players throughout the game.

Technician Responsibilities

1. Records the game for livestream and footage.
 - b. Uses camcorder and webcam with tripod

Statistics Caller Responsibilities

1. Calls out game statistics using codes

Statistics Inputter Responsibilities

1. Collects statistics of the game.
 - b. Uses DakStats on the computer to keep track of statistics

Scoreboard Operator Responsibilities

1. Input scores of the game
2. Operates the time of the game

Announcer

1. Makes announcements, color commentary, and play-by-play of the game

C. Post-Match Expectations and Procedures for Westcliff University

After a game, the personnel must immediately go to work to make certain that the facilities are up to postgame standards. Moreover, the photographs and videos must be uploaded to the numerous Westcliff University athletic websites to highlight the game and athletes.

Sports Information Director Responsibilities

1. Print match statistics for opposing coaches immediately after the match
2. Update Westcliff University Athletics website within 24 hours of match
 - a. Update match statistics
 - b. Upload match video using the Huddle program



3. Send match video to opposing coach (if required) within 24 hours of match

Assistant Coach Responsibilities

1. Break down and clean up required equipment and areas immediately after the match
 - a. The net
 - b. Spectator area
 - c. Opponent's locker area

Graduate Assistant or Technician Responsibilities

1. Break down and clean up camera immediately after the match.

Athletic Trainer Responsibilities

1. Break down and clean up training table area and gives to Head coach immediately after the match.

Head Coach Responsibilities

1. Close and secure facility (if required) after everyone associated with Westcliff University and match leaves the premises.
2. Post pictures of the match on the Westcliff University Basketball website within one week after the match.

Athletic Director Responsibilities

1. Assess game management operation successes and areas for improvement within 24 hours of the match.

Marketing Responsibilities

1. Post pictures on the Westcliff University Athletics website within one week after the match.



D. Men's/Women's Volleyball: Flow Chart of Game Management

Provided is a Program Evaluation Review Technique (PERT) Chart showing the game management process before, during and after the indoor volleyball match, for both men's and women's. The manual has a PERT Chart because it is useful tool to execute a project in a simplistic and visual format.

The PERT Chart indicates the time frame for each step in the process. Inside the light blue arrow shows whether the task must be completed before, during, or after the game. Below that in the salmon color arrow specifies the time duration the task must be completed.

The chart indicates the tasks that must be completed by each personnel that are involved in the process. The PERT Chart shows the order of tasks by each personnel from beginning to end. Below indicates the letter association to each personnel:

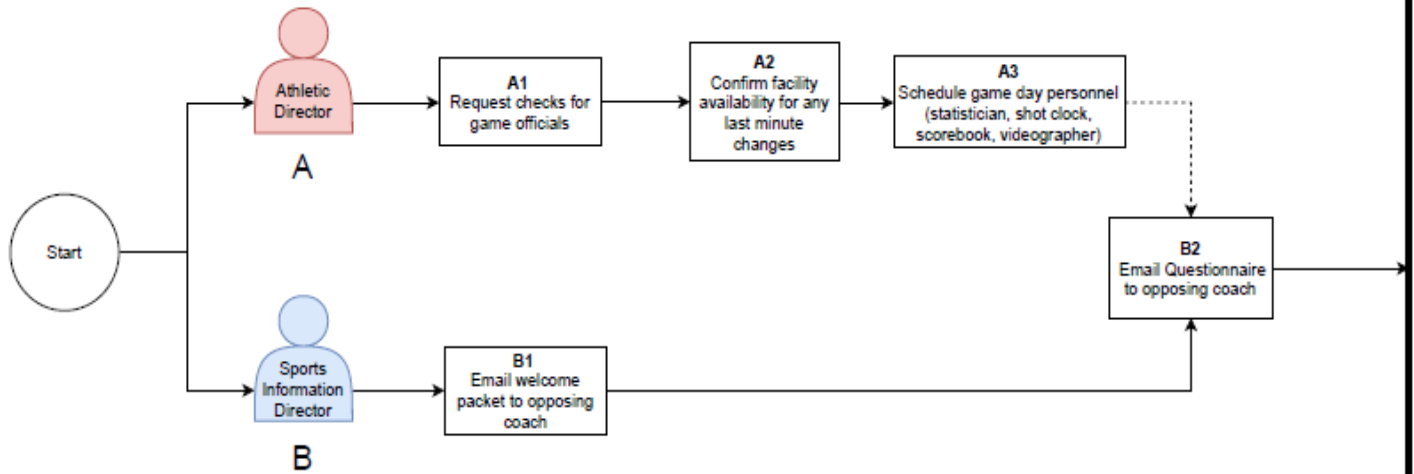
- A.** Athletic Director
- B.** Sports Information Director
- C.** Marketing
- D.** Athletic Trainer
- E.** Assistant Coach
- F.** Head Coach
- G.** Technician
- H.** Photographer
- I.** Stats Caller
- J.** Stats Inputter
- K.** Scoreboard Operator
- L.** Announcer

In each action box, a number code is given to simplify the process: Capital Letter and Number (e.g., A1). The capital letter is the individual code for each personnel and the number is the number of the step in the process. For example, "A1" indicates that it is the Athletic Director's first task in the process.



Before the Match

One Week Prior to Match



LEGEND:

- An Action:
- An Interaction between departments:
- Direction with same Staff/Member: →
- Direction between Staff/Member: →
- End Process:

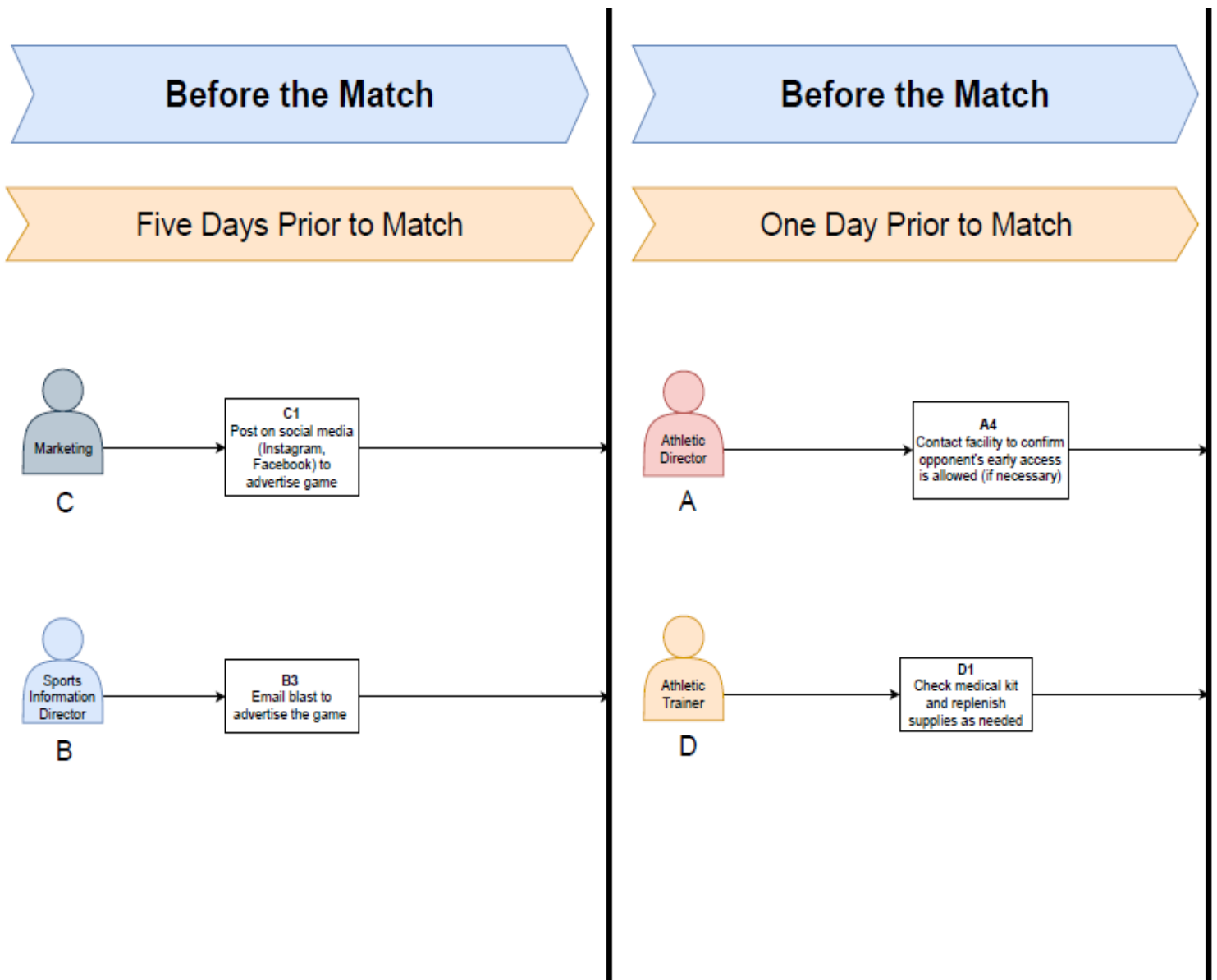
Code Legend

Example: A1

Capital Letter = Identifies Staff Member

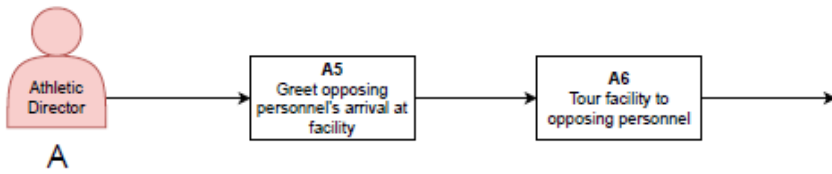
Number = Identifies the Step in the Process for the Staff Member





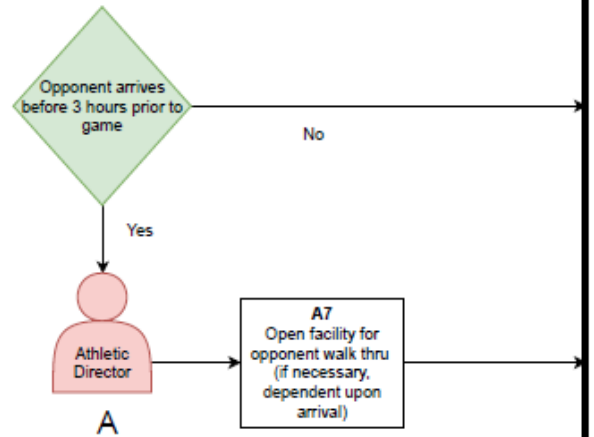
A. Before the Match

6 - 8 Hours Prior to Match



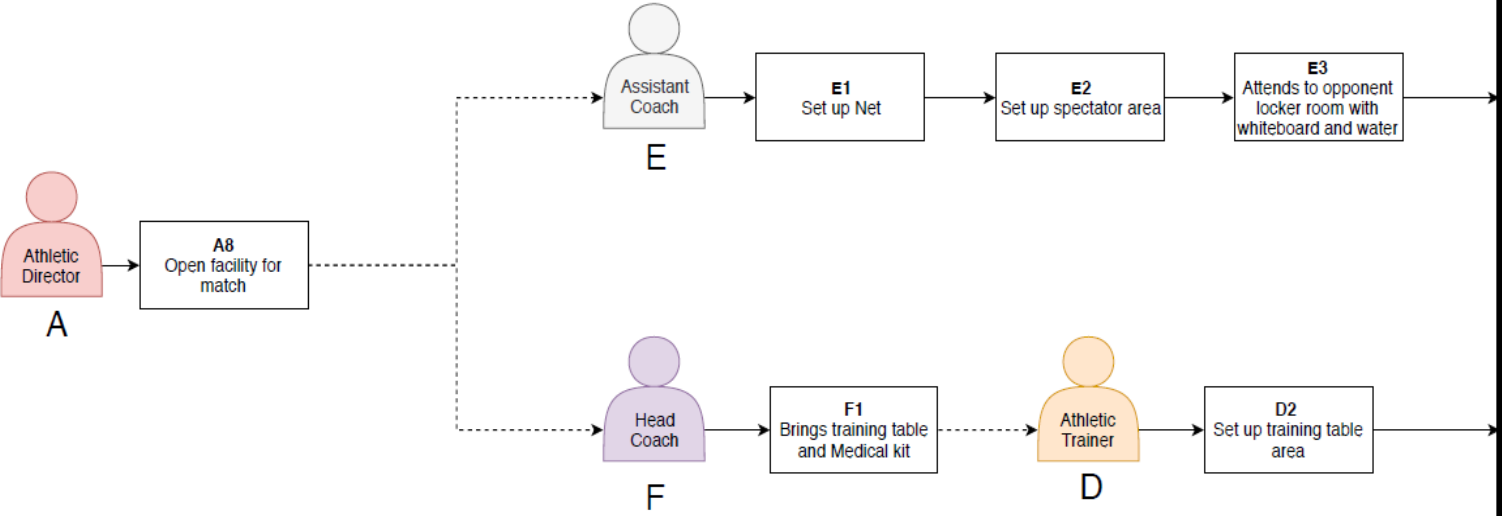
A. Before the Match

Three Hours Prior to Match



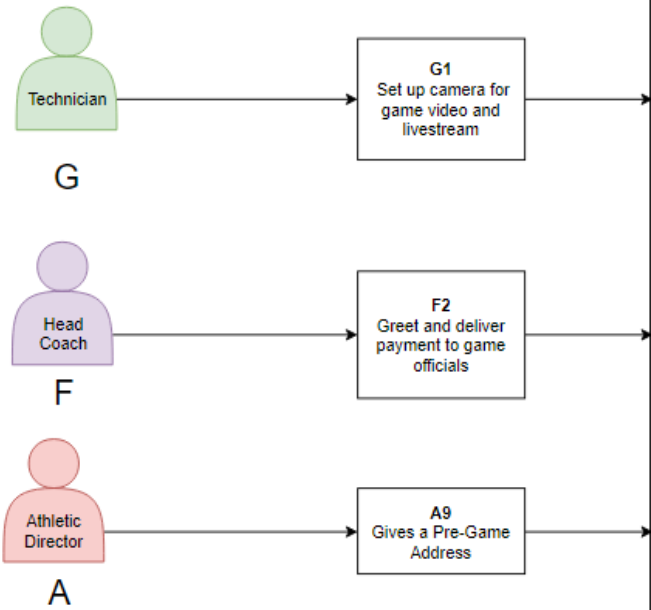
Before the Match

Two Hours Prior to Match



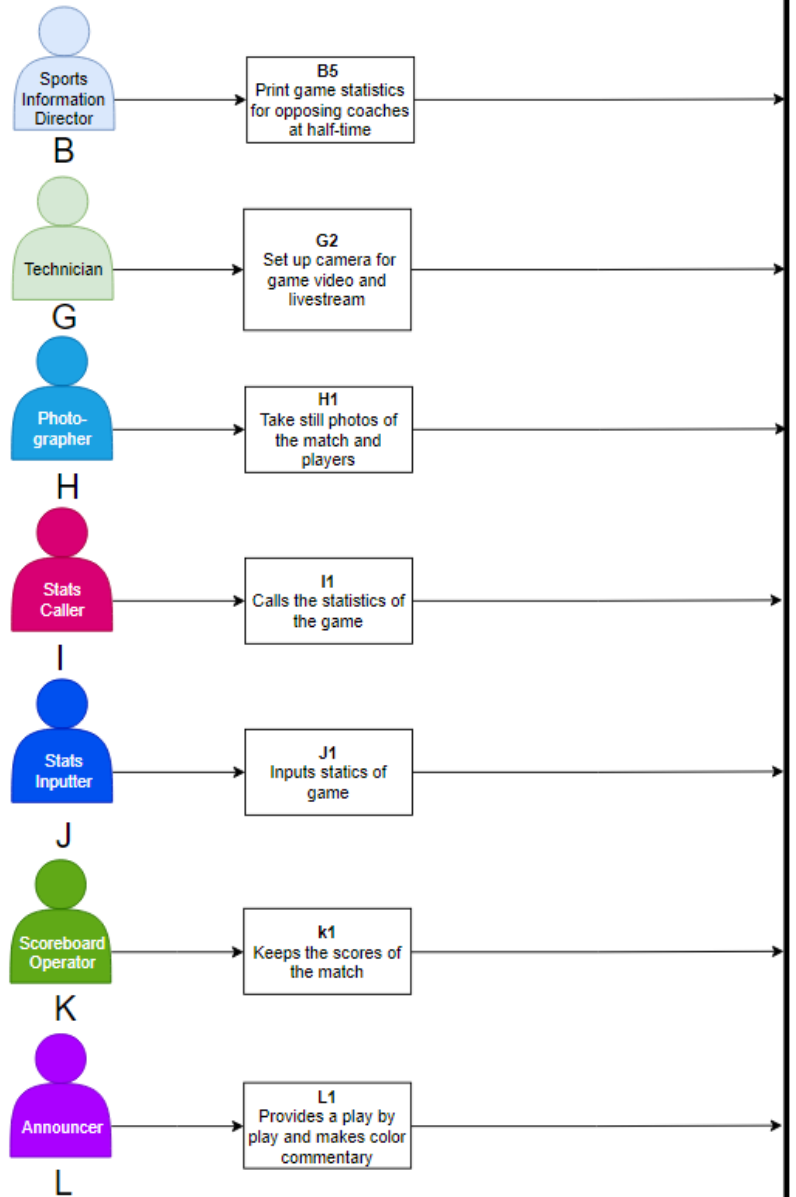
Before the Match

One Hour
Prior to Match



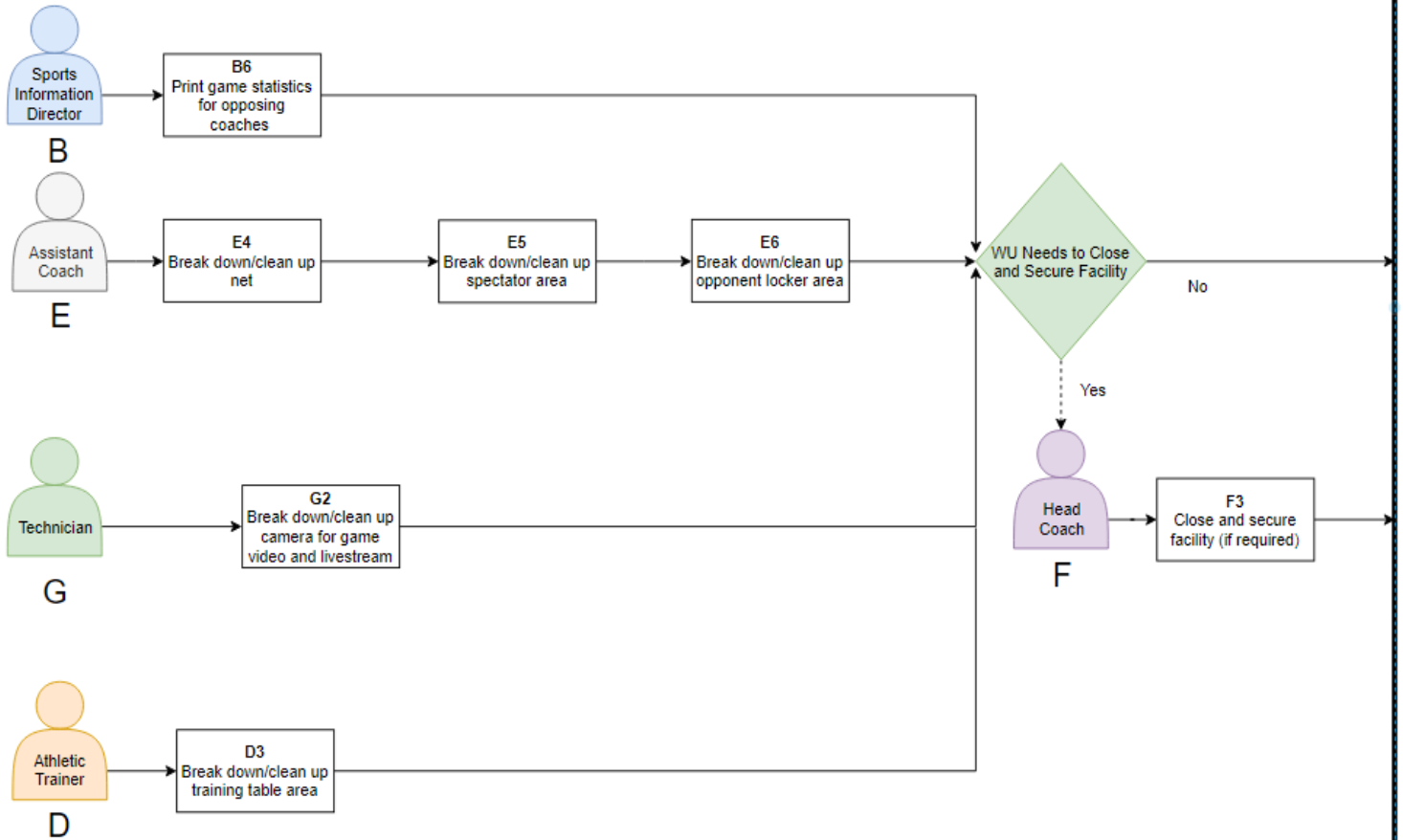
During the Match

During the Match



After the Match

Immediately After the Match

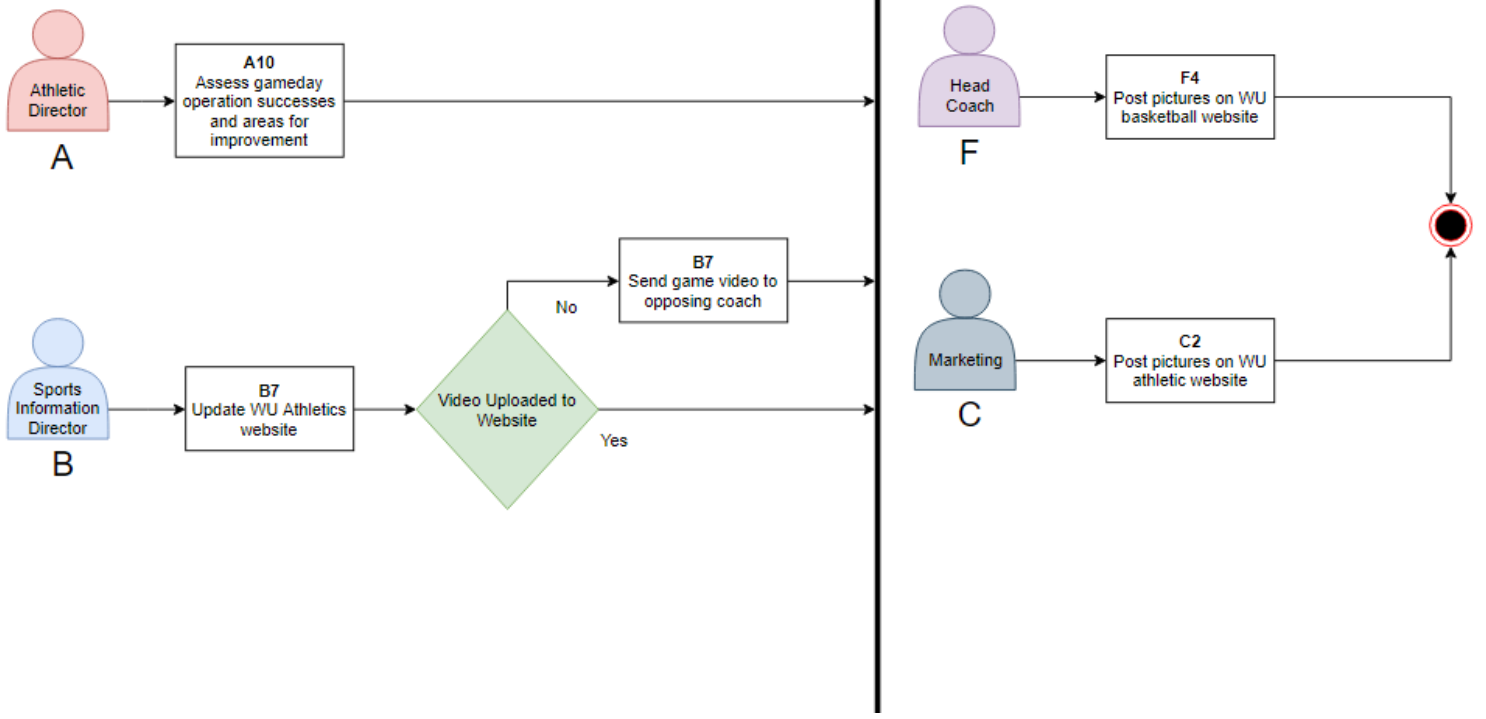


After the Match

After the Match

Within 24 Hours After the Match

Within One Week After the Match



Additional Responsibilities by Position

Athletic Director:

It is incumbent upon institutional administrators to create a civil environment for all athletic contests and a hospitable setting for visiting teams. Each host institution is required to designate a game manager for each home contest. The host athletics administrator has the authority to suspend immediately any contest that develops into an unsafe environment for either participants or spectators. The athletic director shall:

1. Insure pre-game address is delivered prior to each contest.
2. Formalize coach expectations through appropriate institutional means.
3. Monitor coach behavior during games toward own and opposing players, officials and spectators, and intervening when appropriate.
4. Monitor spectator behavior and intervene when appropriate.
5. Follow-up on reported or witnessed complaints and initiating disciplinary action when appropriate.
6. Insure appropriate student's codes of conduct are communicated to student athletes.

Coaches:

Coaches have the most significant degree of influence over whether student athletes in their programs are taught and follow high standards of sportsmanship. Coaches are responsible for their own behavior both on and off the competition site. The head coach is also responsible to:

1. Display appropriate sportsmanship and ethical behavior.
2. Clearly outline the expectations and consequences to student athletes regarding inappropriate behavior.
3. Make every attempt to control the behavior of the coaching staff and players.
4. Monitor off-court student athlete behavior and initiate remedial action where appropriate.
5. Do everything possible to keep uninvolved players out of a fight.
6. Report all incidents of unsportsmanlike behavior by coaches, players or spectators to their athletic director immediately after a contest.

Student-Athletes:

Student-athletes should realize that they are perhaps the most visible representatives of their institutions. Student athletes are expected to treat opponents, officials and spectators with civility, dignity and respect. Student athletes are responsible for:

1. Following institution sportsmanship guidelines.
2. Behavior on and off the site of competition.



General:

No mechanical noisemakers (horn, bells, victory bells, chimes, musical instruments other than those in the band, etc.) will be permitted inside a gymnasium at any Cal Pac contest. Cheering devices such as wooden blocks or other similar objects are prohibited. Band instruments are accepted, but only during breaks in actual play. Megaphones shall only be used by uniformed cheerleaders for the purpose of directing and controlling rooting sections. The improper use of any of the above listed devices by supporters of a team could subject that team to possible penalties or forfeiture of the contest.

