

# Frequently Asked Questions

## Westonka Youth Baseball DIBS Volunteer Program

### **WHY DO I ONLY SEE ONE OF MY PLAYERS IN DIBS?**

Credits are tracked for an entire family, this avoids complications when "claiming" Dibs if you have multiple players. This also allows you to choose credits and apply them to your total family requirement vs. worrying about whom the credits should be attributed. When claiming a Dibs you should see the name of your oldest child. If you do not see your oldest child listed (or any child) please contact the Dibs Director.

### **WHAT ABOUT SEPARATED/DIVORCED/BLENDED FAMILIES, DO WE EACH HAVE AN ACCOUNT?**

No. While WYBL is empathetic to your particular situation, we cannot keep track of which parent(s) have worked the various hours. The Dibs system and the player(s) account is connected to the parent that registered the player(s). It is the responsibility of the parent that registered the player(s) to make sure the volunteer obligations are met. Thank you in advance for your cooperation.

### **WHEN WILL I RECEIVE CREDITS?**

Credit will be given once each job is claimed and completed. After you complete the job you **MUST** go into SportsEngine to click "Verify Completion" to send a request to the Dibs Director who will then Verify/Accept the claim. Please allow 1-2 weeks as the back end process is manual.

### **WHAT IF MY CREDITS DO NOT SHOW UP?**

Contact the Dibs Director with description of job and date/time completed.

### **WHAT IF MY CREDITS DO NOT SHOW UP?**

In general, you may cancel your Dibs shift if it is more than 7 days prior to the shift. This will give ample time for someone else to claim it. Once the shift is within 7 days there is not enough time to guarantee that someone will claim it. You will need to complete the shift or have someone cover it for you. Contact the Dibs Director with replacement volunteer information so correct Dibs credits can be given to the volunteer who worked the session. *Please note that some shifts may allow less time to cancel depending on the date added.*

### **CAN I VOLUNTEER FOR ANY DIBS SHIFT?**

For most DIBS credits the answer is YES! In a few instances, Dibs credits may be available only to a certain team-when this happens it will be noted in the Dibs description.

### **IF I GO OVER MY CREDITS, DO THEY CARRY OVER INTO NEXT SEASON?**

No!

## **WHY AREN'T THERE VERY MANY VOLUNTEERING SHIFTS AVAILABLE?**

Please check frequently. New/additional shifts are being added all the time. We are working with the WYBL to cover concessions at the Westonka Regional Park (WRA). Tournaments and league are held on multiple nights of the week and various weekends.

## **I'VE NEVER WORKED IN CONCESSIONS, IS IT HARD?**

No worries! Our concession manager will have everything there with directions to get you started. No sales skills required - playing and/or watching ball games is hard work, the food and drinks will sell themselves.

## **WHAT AGE IS REQUIRED TO WORK IN THE CONCESSION STAND?**

We are asking the parents/guardians work the shifts for the dibs credits. For the Beer Trailer shifts at the WRA- 21+ is required.

## **WHY ARE WE USING CREDITS AND NOT BASING IT OFF HOURS WORKED?**

Utilizing a credit system allows us to have more flexibility in recognizing that some activities are more complex, require experience, include extra duties, etc.

## **HOW DO I KNOW HOW MANY VOLUNTEER CREDITS I HAVE?**

Login to your sportsengine account to view credits. You must use the account that was used to register your child for baseball at the beginning of the season. It is each family's responsibility to ensure that credit is tracked in Dibs. At the end of the season, only those credits tracked in Dibs will be credited to each family. Due to WRA DIBS being tracked on the softball site, it will take us a little time to reflect your credits on WYBL.