

Top Questions via Phone call

- 1) Local Practice Times -
 - a) Gold - 8-12th - M/W - 4:30 - 6pm
 - b) Gold - 6-8th - M/W - 6:00 - 7:30pm
 - c) Silver 8-12th - T/TH - 4:30 - 6pm
 - d) Silver 3-5th - T/TH - 4:30 - 6pm
 - e) Silver 6-8th - T/TH - 6:00 - 7:30pm
 - f) Lil Spikers - Sundays - 1-2pm
 - g) Practice and Play - Sundays - 1:00 - 2:30pm
- 2) Difference between Gold and Silver
 - a) Gold requires tryouts, if you do not make the Gold team you will have an automatic spot on silver. If you do not want to play silver you can get a credit to use in the future or refund the card on file
- 3) Difference between Silver and P&P
 - a) Silver will be team based, has two practices a week and games on the weekends. Practice and Play (or Lil Spikers) will practice just on Sundays and will not have games on the weekends
- 4) Refund for Local
 - a) You can get a full refund/credit for the Local Season up until the first week of practice
- 5) Local Season
 - a) Current Season - **Winter**
 - i) January 6 - March 2
 - ii) Tryouts - December 15-17th
- 6) Local 8th Grade - which program
 - a) It is up to you! It comes down to if you want your athlete to play with High Schoolers (8-12) or Middle Schoolers (6-8). We leave that as an option for each family to decide.
- 7) Local Program vs Lessons
 - a) Depends on what they are looking for. Lessons provide more of an opportunity to increase abilities in specific areas. Whereas Local will provide an opportunity to learn volleyball from being in a team based environment.
- 8) Cancellations
 - a) Cancellations can now be done through your CourtReserve app. Once you drop your athlete from the event, it will send a refund request to our admin team. They will review these every morning to establish if any credit or refund will be rewarded.
- 9) Rentals - Court Availability
 - a) You can now log in to your CourtReserve app and see our gym calendar at both locations to see if there is availability. From there you can go ahead and book straight from your app!

10) Rental adjusting times on reservation

- a) You will need to cancel the reservation and then rebook the time you want to adjust it to. Once canceling it will send a refund request to our admin team. They will review these every morning to establish if any credit or refund will be rewarded.

11) Lessons

- a) All lessons are available on our CourtReserve app. Once you log in you can search for lessons under the Events, by Instructor, or by date on the calendar.

12) Accessing CourtReserve

- a) The easiest way is to go to Carolinajuniors.com, you can scroll to the bottom of any page and you will see the Log in to CourtReserve button. If you had an account with us through DaySmart, we transferred you into our new system. You will use the email address on file and click forget password. This will send a reset password to your email and you can then log in to the account we created for you. If you did not do anything through DaySmart, you will create a new account then you will be able to access all of our events.

13) Waitlisted Athletes

- a) With CourtReserve if you are waitlisted and someone drops out of the program, then it will automatically take the next waitlisted athlete and move them into the program. It will automatically take full payment via card on file if you remain on the waitlist and are moved into the tryout.

Typical Email Responses

What programs should I sign my..... Up for?

Ages 3-8, new player:

Hi there,

I would recommend signing your player up for the following programs:

- Lil Spikers
 - This season will be running from **January 6 – March 2**
 - Cost \$120
 - Practices are **only on Sundays** from 1:00pm - 2:00pm
 - This program is great for beginners who need to learn basic volleyball skills. This program only practices once a week on Sundays.
 - Here is the link to the program: [CLICK HERE](#) (Registration will open soon)
- Practice and Play
 - This season will be running from **January 6 – March 2**
 - Cost \$160
 - Practices are **only on Sundays** from 1:00pm - 2:30pm

- This program is great for **beginner to intermediate** players who need to learn basic volleyball skills. This program only practices once a week on Sundays.
- Here is the link to the program: [CLICK HERE](#) (Registration will open soon)
- 3 - 5 Grade Silver Local Program
 - This season will be running from **January 6 – March 2**
 - Cost \$375
 - Practices are on Tuesdays and Thursdays from 4:30pm - 6:00pm, and has games on the weekend.
 - This program is great for **beginner to intermediate** players who want a team atmosphere. These athletes will learn all of the basic skills of volleyball in a team program.
 - Here is the link to the program: [CLICK HERE](#) (Registration will open soon)

Grade 6 - 12 new player:

- Silver Local Program
 - This season will be running from **January 6 – March 2**
 - Cost \$375
 - There are **NO tryouts** for this program.
 - This program is great for beginner to intermediate players who want a team atmosphere. These athletes will learn all of the basic skills of volleyball in a team program.
 - Here is the link to the program: [CLICK HERE](#) (Registration will open soon)
- Lessons
 - Lessons run all year long
 - Semi-Private lessons: 1 - 4 players, \$35
 - Private lesson: 1 on 1, \$65
 - Here is the link to the lessons: [CLICK HERE](#)

Grade 6-12 Advanced Player:

- Gold Local Program
 - This season will be running from **January 6 – March 2**
 - Tryouts will be held:
 - South – Granite St (**Tryouts Dec 15 & Dec 16**)
 - North – Northlake (**Tryouts Dec 15 & Dec 17**)
 - Cost \$365
 - The goal of GOLD teams is to provide a team setting for the intermediate to advanced level player with more specific team training and individual development. Playing time may not be equal in all league games, but each player will play in each league match each weekend.
 - Here is the link to the program: [CLICK HERE!](#)

New Applicant for Local

Hi there,

Thank you for your interest in coaching at CJV. Please use these steps to fill out the coaching application:

Coaching Application:

1. Log into your DaySmart Account
2. In another tab, open up the link below:
 - a. <https://carolinajuniors.com/coaches/>
3. That webpage will take you to our CJV Coaching Page
4. Select the blue "Coaching Application" tab
5. This will take you to your DaySmart account where you will need to fill out the form

Please let me know if you have any trouble finding the application. Once the application is in, we can start the hiring process.

Thank you,
-Emily

Refund for Gold Tryout

Hi there,

I am sorry that we did not have a spot in the Gold Program for [REDACTED] this season. I have refunded the full \$375 back to the card ending in . Please allow 7-10 days for this transaction to reflect back into your account. Please let me know if you have any questions.

Thank you,
-Emily

Local Call Outs (Please also forward to Sheila & Emily if handled)

Hi,

Thank you for communicating with us, I will adjust your schedule accordingly.

Thanks,
-Pogue

Schedule:

All shifts have been entered and corrected in Court Reserve. If you have not already logged into your account, please do so this weekend. **You ALREADY have an account.** You will use the same email address that you put into the Google Sheet. If you have not logged into your account yet, you will need to re-set your password by selecting the "forgot password" option when signing in.

- Once in your account, follow these steps for the easiest way to see your upcoming schedule:
- At the bottom of your app, select "Events"
- Choose the "List" option
- At the top right corner, there is an orange icon. Select that filtering button.
- Scroll down until you see the option for "Instructor(s)" and click that box.
- find YOUR NAME.
- Hit the back arrow at the top left corner of your screen to get you back to the menu page.
- Then hit the blue "Apply" button at the bottom left corner.
- This will show you all of your upcoming events.

Ref Clinic

Hi,

If you are having trouble accessing your ref courses on your SportsEngine see below:

1. Log on SportsEngine: www.sportsengine.com
2. Click "Household," choose the player's sub-profile.
3. Under this season's playing year select "view details."
4. Click on the link for the USA Volleyball Academy for modules.

You can also find step by step instructions [Here](#)

Thanks,
-Pogue

Travel membership links

Hi,

You can access all of the USAV, AAU, JVA and other required memberships under our Parents 411 page ([Click Here](#)).

Thanks,

-Pogue

Mandatory hotel lists

Hi,

You can find all of the information regarding mandatory hotel blocks [Here](#). Please note that these are required in order for our teams to participate in the tournament. Lack of booking under this reservation could jeopardize our clubs participation in the event.

Thanks,

-Pogue