

EVALUATIONS HANDBOOK

Effective September 2023

Girls Hockey Calgary Association (GHC)

Great Plains Recreational Facility 5749 76 Ave SE Calgary, AB T2C 4S9 Canada

girlshockeycalgary.com

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PREPARING FOR EVALUATIONS

With another season on the horizon, players will be riding the physical and emotional rollercoaster that is evaluations and tryouts. This is an important time for not only players but parents as well.

Tips for Players

- Increase your comfort by maintaining pregame routines (proper nutrition, getting enough sleep and following proper warm-up and cool-down procedures).
- Take advantage of the opportunities to showcase skills you are confident in and use the opportunities to learn and gain comfort with the skills and situations you are less confident in.
- Leave every session on a positive note, understand what you want to do better and begin to set yourself up to do so immediately following each session.
- Stay focused, believe in your ability and learn to enjoy the process.

Tips for Parents

The parent's role during the evaluation process is to be positive and supportive of the player. Providing guidance and making sure the player is put into the best possible position to succeed should be the only focus during the evaluation process.

- Support and nurture your player mentally and physically.
- Keep long-term development and a growth mindset at the forefront.
- Encourage your player to be the best they can be and enjoy the experience as much as they can.

All players want to reach the highest levels they can, and parents often want to support this. The most beneficial way to do this is to reinforce a growth mindset, be the best you can be at whatever level you end up at and continue to learn how to be better.

Ultimately, enjoyment in sport and building skills both on and off the ice are the most important outcomes of this process. If the parent can support and amplify these concepts, the player will gain the optimal benefit, regardless of where they are evaluated at or which level of team they are selected for.

Source: Hockey Canada Network

EVALUATION OVERVIEW

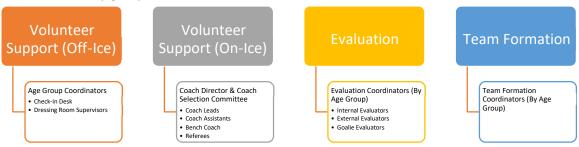
Objective

GHC community evaluations are not tryouts, but an evaluation of a player's overall hockey proficiency. Our intention is to ensure that all players are placed on the appropriate team to allow for maximum skill development and maximum enjoyment. We want every player to have the opportunity to contribute to her team both on and off the ice resulting in a positive hockey experience.

Evaluation & Team Formation Committee

The Evaluation Committee consists of the VP Community (On-Ice), Director of Evaluations & Team Formation, Evaluation Coordinators and Team Formation Coordinators. The Evaluation Committee works closely with the Vice President and Director of Development to review and recommend the evaluation process and team structure for each age category. It is the EC's responsibility to ensure that the appropriate process is followed and to coordinate the necessary ice schedule, vendors, volunteers, data, player movement and placement, and to hear parent concerns during the process.

There are four key groups involved in the evaluations:



Communication Process

Communication regarding player evaluations and team placement will be delivered through your respective Age Group Coordinator. Please direct all questions and concerns to your AGC throughout this process.

Age Division	Email
U7	U7coordinator@girlshockeycalgary.com
U9	U9coordinator@girlshockeycalgary.com
U11	U11coordinator@girlshockeycalgary.com
U13	U13coordinator@girlshockeycalgary.com
U15	U15coordinator@girlshockeycalgary.com
U18	U18coordinator@girlshockeycalgary.com

Evaluation Inquiries

If you believe there has been a technical error made in evaluating your daughter during the evaluation process, please contact your AGC immediately. AGCs will follow the appropriate channels to ensure your concern is heard and addressed. Please note, the following are not considered technical errors and will not be considered:

- Grouping in relations to another particular player or particular players.
- Previous year(s) performance or placement.

Inquiries must be submitted in writing to your AGC. Inquiries must be submitted within 24 hours of the final groupings being posted. (Final groupings are posted following Eval #3, prior to Eval #4.)

PLAYER RESPONSIBILITY

Equipment

- Players are required to bring one (1) black and one (1) white practice jersey to all evaluation sessions. Jerseys with name bars will not be permitted.
- Players must have FULL EQUIPMENT, including a neck guard, at all times. Your child may be asked to leave the ice if they are not fully dressed due to safety protocol.
- Players will be issued a unique ID number to display on the player's helmet. Numbers must remain visible and unaltered on your daughter's helmet for the entirety of the evaluation sessions.
- Goalies will be provided with a piney that must be worn at each evaluation session.
- Players should bring a water bottle that is clearly labelled with their name.

Schedule

Player groupings will be posted on the Girls Hockey Calgary website by hockey identification number. It will be up to the players/parents to check the website to see when their next ice time will be. Our Evaluations Committee works around-the-clock during the evaluation period to collect and coordinate results and post them to the website. Players will be informed of their next ice time as soon as it's possible, usually 24 hours before the session.

Attendance

All players are required to attend evaluations at their designated times. If a player misses an evaluation ice-time, their overall assessment may be affected.

The Evaluation and Team Formation Committee(s) will make decisions on placement of players that are injured and ensure they are considered as fairly as possible.

Legitimate personal and family emergencies are situations which will be reviewed separately by the Evaluations Committee.

If you are unable to make an evaluation session, it is your responsibility to contact your Age Group Coordinator.

Declaring Positions

GHC requires participants to identify the position (forward or defense) that they wish to be evaluated for in the levels of U13, U15, U18. Once the decision is made to evaluate in that position, participants will NOT be permitted to change their position unless exceptional circumstances can be demonstrated and agreed to by the Age Group Coordinator and Evaluations Committee.

Age Group	Positions Evaluated
U7	Evaluations are NOT done by position.
U9	Evaluations are NOT done by position.
U11	Evaluations conducted FOR: Skaters, Hybrid Goalies & FT Goalies
U13	Evaluations conducted FOR: Forwards, Defense, Hybrid Goalies & FT Goalies
U15	Evaluations conducted FOR: Forwards, Defense, Goalies
U18	Evaluations conducted FOR: Forwards, Defense, Goalies

Conduct

At the discretion of the Evaluation Committee and with input from the Executive Committee, if any player is violating the Code of Conduct and/or putting other players at risk, they will be removed from the session and potentially face further consequences.

EVALUATION COMPONENTS

To give each player a fair opportunity to exhibit the range of skills that they possess, players will be evaluated in both skill and game environments described below. Please note, there are no timed drills during the 2023-24 evaluations.

At the younger age levels (U7, U9, U11) a slightly greater emphasis will be placed on the evaluation of skills. As the players get older (U13, U15, U18) scrimmage sessions will have a slightly greater impact on the player's overall score. Goalie-only technical sessions will have a greater impact on a goalie's overall score; however, goalie performance is still evaluated during skill sessions, small area games and scrimmages.

Skill Assessments

Players demonstrate technical and intangible skills in a variety of age-appropriate edgework, puck control, skating agility and competition drills.

- 1. Individual Skill Work (Pylon Weaves, Agility Box, Passing, Shooting)
- 2. Competition Drills (Races, Battles)

Small Area Games

Small area games are designed to mimic game situations and may be set up cross-ice, in a zone, or in a section of a zone. Players demonstrate age-appropriate core concepts and habits of game play in smaller groupings and tighter areas.

- 1. Even 1v1, 2v2, 3v3 Variations
- 2. Odd 2v1, 3v2 3v1 Variations
- 3. Cross-Ice and Station Activities

Scrimmages

During the scrimmages, U11 skaters will be assigned rotational positions by the bench attendant to ensure each skater has an opportunity to play each position. In U13+, skaters will be assigned to their declared positions.

- 1. Half-Ice 4v4 (U9)
- 2. Full-Ice 5v5 (U11+)

Technical Sessions (Goalies)

The evaluation of goaltenders is made difficult due to the specialized nature of the position and the unique abilities and experience required of the Evaluators. Goaltenders are evaluated by independent Evaluators with appropriate goaltending instruction and playing experience. They will demonstrate skills in goalie-only Technical Sessions and competition drills (Small Area Games and/or Scrimmages).

EVALUATION FORMAT

U7

Session	Components
Pathway Skates (Optional)	
Eval #1	Skill Assessment
Eval #2	Skill Assessment

U9

Session	Components	
Pathway Skates (Optional)		
Eval #1	Skill Assessment & Small Area Games (SAG)	
Eval #2	Scrimmage (Half Ice 4x4)	
Eval #3	Skill Assessment & Small Area Games (SAG)	
Eval #4	Scrimmage (Half Ice 4x4)	

U11

Session	Components	
Pathway Skates (Optional)		
Eval #1	Skill Assessment & Small Area Games (SAG)	
Eval #2	Scrimmage (Full Ice 5x5)	
Eval #3	Skill Assessment & Small Area Games (SAG)	
Eval #4	Scrimmage (Full Ice 5x5)	
Goalie #1	Technical Session	
Goalie #2	Technical Session	

U13

Session	Components	
Pathway Skates (Optional)		
Eval #1	Skill Assessment & Small Area Games (SAG)	
Eval #2	Small Area Games (SAG) & Scrimmage (Full Ice 5x5)	
Eval #3	Scrimmage (Full Ice 5x5)	
Eval #4	Scrimmage (Full Ice 5x5)	
Goalie #1	Technical Session	
Goalie #2	Technical Session	

U15, U18

Session	Components	
Pathway Skates (Optional)		
Eval #1	Skill Assessment & Small Area Games (SAG)	
Eval #2	Scrimmage (Full Ice 5x5)	
Eval #3	Scrimmage (Full Ice 5x5)	
Eval #4	Scrimmage (Full Ice 5x5)	
Goalie #1	Technical Session	
Goalie #2	Technical Session	

 $U11\ \&\ U13\ Hybrid\ Goalies\ will\ be\ informed\ which\ sessions\ they\ shall\ attend\ as\ "Skaters"\ and\ which\ sessions\ they\ shall\ attend\ as\ "Goalies."$

PLAYER SCORING

Evaluators

GHC uses a combination of External Evaluators (third-party), Internal Evaluators (coach candidates) and Goalie Evaluators during our evaluation process. Approximately ten or more evaluators will attend each evaluation ice session. Wherever possible, a number of evaluators will be pre-assigned to a specific age group to ensure that players are being observed by a consistent group. All evaluators shall:

- Review all drills and skills so they are clear on the on-ice process.
- Review the **Skill Categories** and **Scoring System** prior to the process to ensure that all evaluators are evaluating the same skill with the same intent.
- Assign each skater a score from 1-5 in a variety of skill categories.
- Assign each goalie a score from 1-10 in a variety of skill categories.
- Stay separate from the other evaluators and the spectators during the entire on-ice process.
- Review scores at the end of the session to ensure they have not made any entry errors.
- Submit evaluation documents to the Team Formation Coordinator at the completion of each ice session. Scores are submitted via evaluation software.
- Not share comments or opinions with any players/parents or other interested observers.
- Refer questions, comments or complaints that they may receive to the Evaluations Committee without offering comment on the question, comment or complaint.

Skill Categories (Skaters)

All players will be evaluated on the following skill categories:

Skating	Stick Skills	Hockey IQ	Intangibles
 Forward Skating Backward Skating Transitional Skating Turning Pivots Speed 	 Passing (Forehand, Backhand, Moving Target, Stationary Target, Advance Passes, Vision) Puck Control (Open Carry, With Speed, In Traffic and Tight Space, Dekes, Puck Protection,) Shooting (Forehand, Backhand, Shot Technique, Selection, Velocity and Accuracy) 	 Decision Making Spatial Awareness Positional Play Supporting Both Sides of the Puck Finding Open Ice Understanding Hockey System Anticipation, Reading & Reacting Offensive instincts (creating time and space by picking your head up, working with your teammates) Defensive instincts (taking away time and space away with good body position, good stick position, awareness of offensive players, playing the body, and keeping the stick on the ice to close passing lanes) 	Desire (Competes for Puck, Demonstrates Passion) Work Ethic (Consistent Energy and Effort) Attitude (Positive, Body Language, Confidence) Coachability (Engaged, Adaptable, Demonstrates Self-Discipline) Communication

Scoring System (Skaters)

Score	Classification	Description		
5	Outstanding / Dominate	An excellent performance. Player executes effectively all aspects being evaluated and clearly outperforms counterparts. This player had a lasting dominant effect throughout the session. Player can definitely play and have an impact.		
4	Above Average	An above average performance. Good plays and decisions clearly outnumber the poor ones. Factors not allowing the performance to be a (5) might include: - slight skill deficiency compared to a (5) - slight inconsistency in terms of effort, grittiness, lapse in discipline or emotional control		
3	Average	An average performance; requires more observation. Player made their share of mistakes / poor decisions, but they were countered by an equal number of good plays / decisions.		
2	Below Average	A below average performance. Bad plays / decisions outnumber the good ones. Player may have lacked effort and hustle and made costly errors.		
1	Poor	Unacceptable performance. Well below acceptable standards. Not approaching levels of contribution required or expected. Significant, deficiencies in all areas.		

Skill Categories (Goalies)

Physical	Technical	Decision Making	Mental/ Intangibles
Skating & Movement (Shuffle, T-Push, C-Cut, Slide, Recoveries) Stance (Athletic Position, Down/Butterfly)	Saves (Reads, Rebounds, Execution) Puck handling Passouts React & Block Net Play	Positioning (Angles, Depth) Save Selection React vs. Block Rebound Control Passing / Clearing	Battle/Compete Work Ethic (Consistent Energy and Effort) Attitude (Positive, Body Language, Confidence) Coachability (Engaged, Adaptable, Demonstrates Selfdiscipline) Communication, Calling Plays

Scoring System (Goalies)

During goalie-only Technical Sessions and competition drills (Small Area Games and Scrimmages), goalies are given a score from 1-10 on a variety of skill categories appropriate to their age division. Goalies are ranked within their age division and sorted into groupings as evaluations progress.

Example of Goalie Scorecard from Technical Session

	Drill #1	Drill #2	Drill #3	Drill #4	Drill #5	
Goalie #	Goalie # Movement		React & Block	Lateral – Slides	Net Attack	
110	8.5	8.5	9	8	9	

Example of Goalie Scorecard from Game Play & Scrimmages

Goalie #	# Movement Positioning		Net Play	Rebound / Recovery	Save Execution	Battle / Compete	
110	8.5	8.5	9	8	9	9	

PLAYER GROUPINGS & MOVEMENT

Initial Groupings

Players are pre-sorted into groups for the purpose of initial player placement. Initial groups are based on a player's team and division from the prior season. In some cases, year-end coach assessment will be used to guide Skill Pool placement. This allows players to begin evaluations in a pool of similarly-skilled players, which aligns with the Hockey Canada philosophy to provide players with the best opportunity to demonstrate their skills and removes player stress from the evaluation process.

Group 1 and a portion of group 2 are intentionally left empty to allow player movement up into those groups.

Movement

Based on the scoring and group size, players ranked at the top of their group will move up a group. Groups 1 and 2 will be filled gradually over subsequent skates. Cascading upwards movement will happen across all groups. There may be some circumstances in which a player was initially placed in the wrong group and may need to be moved down to a lower group. A member of the evaluation committee will reach out to families in these instances.

Due to the complex nature of the goal position, as well as the number of goalies and number of ice times, goalies may be moved up or down.

Moving up a group does not necessarily equate to a higher-level team nor does the process of moving up groups during the evaluations guarantee that a player will play at a higher level than they did the previous year. For example, the bottom of Group #2 and top of Group #3 may still form a team. Players will not move up or down more than one group per skate expect for exceptional circumstances.

It is possible for players to move more than one group over the course of the evaluation process (i.e., A player begins in Group 4 and moves up to Group 2 by Eval #3). The average scores for the evaluation sessions will be used to determine overall rankings for the purpose of Team Formation.

For U13 to U18, at the discretion of the Evaluation Committee, up to a maximum of 10 players may be "locked" out of an evaluation session. These players will be asked not to evaluate for that session. This may be done at both the lower group and upper group.

On the following page, there is an example of player movement. Please note the numbers are for illustration purposes only. Numbers will vary from year to year.

Example of player movement for U15 (based on 9 final teams):

		Ska	te 1	Skate 2 - scrimmage		Skate 3 - scrimmage		Skate 4 - scrimmage		Final Placement	
Group		Move		Move		Move				A	В
	1	0	0	0	0	10	0	_ 26		26	0
	2	18	0	30	10	32	16	28		28	0
	3	26	12 🕤	28	12	32	12	28		10	18
	4	26	14 🚄	_ 28	16	32	8	30			30
	5	26	16 🗸	26	20	36	6	30			30
	6	24	16 🖊	30	30	0	0	0		·	
	7	22	22 🥒	0	0	0	0	0		·	

TEAM FORMATION

of Teams and Team Structure

GHC uses registration numbers to predict team and tier structures within Hockey Calgary at the beginning of evaluations. Final teams and tier structure will be announced at the beginning of the evaluation process, once approved.

All Hockey Calgary teams are placed into tiers as per the Hockey Alberta One Standardized Tiering Grid, which is designed specifically to place teams based on total team numbers in a specific age category with the purpose of providing parity teams in each division. When applicable, GHC will adhere to this tiering system.

This season we are making a lot of changes with the new competition structure and the addition of more AA Fire teams give us reason to wait until we will see what evaluations look like before we determine what the tiering structure will be. There are many factors that come into play when determining tier structure and number of teams within each tier. We want to ensure that we are putting sufficient thought into the decision.

We understand that parents want to know what the possible tiering structure will be. We are going to ask them to be patient and to trust the evaluation process. We want to ensure that girls are placed for their best development and experience this season and we will do our best to provide answers when we are able to.

Player Placement

Immediately following the last session, the Evaluation Committee sorts players into the approved team and tier structure based on the following factors:

Evaluation Results

Evaluation results and competitive balance are the foremost consideration to our Team Formation process.

Player Geography

In younger divisions, GHC uses a North / South designation to assist in our Team Formation process. However, the geographical basis of our teams changes year to year based on registration numbers, evaluation results, goalie registration and ice allocation. (As a city-wide association, our ice scheduler makes the most effort possible to secure ice based on our registration predictions, the geographic location of our registrations, and the scarcity of ice in the city.)

While we would prefer to keep players with their preferred geographical designation and peer group, if absolutely necessary, players with "Central" addresses (driving distances to and from "North" and "South" rinks is comparable) may be switched if the move benefits the player and/or improved competitive balance within the division. Goalies may also be asked to switch if the move benefits the player and/or improved competitive balance within the division.

We do not make team formation decisions lightly and always approach team formation with an abundance of fairness and consideration to players.

Forward / Defense

A typical roster will include 9 forwards and 6 defence, although this may not be possible for all teams as we have an uneven number of players per position. Every attempt will be made to ensure the ideal number of defense and forwards on a team, however, there may be certain situations where there is a noticeable discrepancy in skill levels between assigned forwards and defense. GHC reserves the right to place less than the recommended number of defenseman or forwards to a team based on discrepancies in ability and level of play. The Head Coach will be made aware of this, and each Head Coach will have the authority to make player position adjustments throughout the season as they deem necessary.

Friend Requests

A friend request form will be sent to families from your Age Group Coordinator near the end of the evaluation process. GHC allows one request per family under the following conditions:

- 1. Friend Requests are only for B in age groups where there are two tiers or C in age groups where there are three tiers.
- 2. Friend requests must be reciprocal. (Both families must submit the same request for each other.)
- 3. Friend requests will not allow a player to change tiers. (Both players must evaluate at the same level.)

All requests will be considered but are not guaranteed as our Team Formation Committee must take competitive balance and team parity into consideration. Whenever possible, GHC does try to ensure that every player on a team has at least one player on their team from the same community or geographical area for car-pooling options.

Goalie Placement

Evaluation Results

Evaluation results and competitive balance are the foremost consideration to our Team Formation process. Goaltenders will be placed on teams according to their total evaluation score from Technical Sessions (majority of score) and performance in small area games and/or scrimmages. Top-ranking goaltenders being placed on the highest-level team for their age group and so forth. Hybrid goalies will have both a skater ranking and a goalie ranking. **GHC does not publish or share evaluation scores and rankings with players and parents.**

Player Geography

While we would prefer to keep players with their preferred geographical designation and peer group, goalies may also be asked to switch if the move benefits the player and/or improved competitive balance within the division.

Coach Selection

All prospective coaches are asked to submit a Community Coach Application prior to the beginning of the season and to meet the requirements set by the Association and its governing bodies. Coaches will be in contact with the Director of Coaching throughout the Evaluation process.

Parent coaches are sorted based on his/her daughter's evaluation results. Parent Coaches may be sorted within their daughter's tier (i.e., Instead of placing two qualified Head Coaches on the same team in the same division, such as U11 Female, we might split these coaches between two teams.). However, GHC

will never "leap frog" a player to a tier that is higher than their evaluation result, regardless of player numbers and/or coach availability.

Coaches who do not have a daughter within the association ("Non-parent coaches") are assigned to an age division and tier that is suitable to their skills and experience.

Player Notification

Once an age division's Head Coaches are confirmed for all teams, team lists are sent back to the Evaluation & Team Formation Committee for a second review to ensure there are no outliers or errors. Teams must ultimately be approved by the VP Community (On-Ice) and the Vice President, who confirm all necessary factors (outlined above) have been considered.

This final approved list will be sent to our Registrar, who will roster these names in the Hockey Canada Registry and in TeamSnap, and who will send the list and contact information to the Head Coach. We ask Head Coaches to contact their players within 24 hours of receiving their roster. Our goal is to notify players as soon as possible.

Inquiries & Appeals

The GHC Board of Directors and the Evaluation Committee have worked very hard to develop an evaluation process that is fair, consistent and comprehensive that will result in players participating at level that is based upon their skill level.

Evaluation Inquiries

If you believe there has been a technical error made in evaluating your daughter during the evaluation process, please contact your AGC immediately. AGCs will follow the appropriate channels to ensure your concern is heard and addressed. Please note, the following are not considered technical errors and will not be considered:

- Grouping in relations to another particular player or particular players.
- Previous year(s) performance or placement.

Inquiries must be submitted in writing to your AGC. Inquiries must be submitted within 24 hours of the final groupings being posted. (Final groupings are posted following Eval #3, prior to Eval #4.)

Player Placement Appeals

The GHC Board of Directors and the Evaluation Committee have worked very hard to develop an evaluation process that is fair, consistent and comprehensive that will result in players participating at level that is based on their skill level when comparing them to athletes in the same age and category.

Upon receiving notice of their final team placement, if a player/parent believes that there was an error made in the evaluation score calculation for their player, they are entitled to appeal the player placement. Advancing an appeal places the burden on the player/parent making the appeal to explain the reasons for the appeal. The following outlines the appeal process:

- 1. Players/parents are encouraged to take a "24-hour cooling-off period" prior to making the decision to initiate a formal appeal. During this time, we encourage the player/parent to review the Evaluation Handbook and discuss their concerns with the Appeals Coordinator. This dialogue resolves nearly all placement concerns.
- 2. If the player/parent wishes to advance the appeal, a written appeal must be submitted to the Appeals Coordinator within 48 hours of the player being notified of their team placement.
- 3. The appeal must be submitted using the Player Placement Appeal Form, which will be provided by the Appeals Coordinator.
- 4. The Appeal Form must be accompanied by a \$100 deposit. This deposit will only be returned to the appealing player/parent in the event that the appeal is successful.
- 5. The appeal will be reviewed by an Appeals Committee comprised of the Appeal Coordinator, the Age Group Coordinator and a member of the Evaluations Committee.
- 6. The Appeal Committee will notify the appealing player/parent of their decision as soon as possible after receiving notice of the appeal.

7. The decision of the Appeal Committee will be final and binding. Please know that advancing an appeal does not entitle the player or parent to access to all of the information from evaluations. The Committee shall use that information at its sole discretion.

Factors Considered by the Appeal Committee:

- 1. Is there room for movement such that team sizes remain in compliance with the Hockey Calgary guidelines and requirements for team sizes? This includes the guidelines for team size and differentiation of team sizes within a community. Note that no player will be moved down a team as a result of an appeal of another player.
- 2. Was there an error in the evaluation score calculations that materially compromised the placement of the player?
- 3. Was one of the procedures set out in the Evaluation Handbook breached resulting in a material compromise in the placement of the player?
- 4. If the appeal is on the basis of a player's sickness, injury or partial attendance, was notification of the sickness, injury or inability to attend a session given by the player/parent in accordance with the procedure set out in the Evaluation Handbook?
- 5. If the appeal is on the basis of a player's sickness, injury or partial attendance, was one of the procedures for player placement set out in the Evaluation Handbook breached resulting in a material compromise in the placement of the player?
- 6. The position of the player in relation to the desired team. For example, is the player next on the depth chart in terms of players being placed on a particular team?
- 7. Was the appeal made in the timelines outlined in the Evaluation Handbook, in the required form and accompanied by the required deposit as set out above in the Appeal Process?

The following are examples of some of the unacceptable reasons for an appeal:

- 1. Desire to play with a particular player or players on another team.
- 2. Desire to play for a particular coach or assistant coach.
- 3. Desire not to play with a particular player or player on the assigned team.
- 4. Desire not to play for a particular coach or assistant coach on the assigned team.
- 5. Previous year(s) performance or placement alone.
- 6. Placement in relation to another particular player or players.

Appeals Coordinator
Andrea Zabloski
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