

Tespa Coordinator Program

Coordinators will serve as a liaison between their school's Primary Overwatch team and Tespa Headquarters. They will be expected to fulfill a number of responsibilities in order to effectively serve in this position. As long as they effectively fulfill these requirements, they will be awarded with new team management privileges on Tespa Compete, and a supply drop of swag & leadership materials from Tespa HQ!

Eligibility Requirements

In order to be eligible for the position, a designated Coordinator must:

1. EITHER:
 - a. Be enrolled for the Fall 2016 semester at their respective school, maintaining a cumulative GPA of 2.500 or higher.
 - b. OR be employed as a member of the faculty or staff at their respective school.
2. Have a valid college email address
3. Have created a free account on compete.tespa.org
4. Have created a free account on Battle.NET
5. Be willing to receive email communications from Tespa

In order to be eligible to receive a Loot Box, a designated Coordinator and their team must participate in at least 3 weeks of the Tespa 2016 Summer Series. This Loot Box is only guaranteed for the first 150 Primary Teams!

Role Responsibilities

A designated Coordinator will be expected to perform the following responsibilities:

1. Assemble a team of 6 or more players and assist them in registering accounts through Tespa Compete at least two days before the first week they expect to play.
2. Coordinate internal qualifiers or other skill-based competitions to select the best players on campus for their team.
 - a. Any complaints and concerns from participants regarding these competitions should be directed to compete@tespa.org.
3. Create and/or maintain a public, online area for all prospective members and fans to communicate.
 - a. This can take place in a new or old Facebook group, Discord Channel, or most other social media. We recommend Discord for new groups!
4. Monitor their registered Tespa Compete email heavily for match assignments, tournament delays, rule disputes, and other crucial tournament updates.
5. Initiate, or respond to, communication with their assigned match opponents no later than one hour before their designated match times.
6. Work with players and opponents to start matches within 20 minutes of their assigned match times.
7. Comprehensively document conversations, match scores and match results for our records on Tespa Compete as well as resolution of any match disputes.
8. Report match scores and upload screenshots for any matches their team **wins** upon conclusion of the match.

9. Default to a non-playing role on their team, unless they qualify organically (see responsibility 2) or their team has no more than 5 other eligible.
10. Follow official protocol (outlined below) to delegate their position should they no longer be able or willing to fulfill their responsibilities.

If these responsibilities are not fulfilled adequately, Tespa reserves the right to revoke a Coordinator's title and downgrade their team from designated status if a suitable replacement cannot be found.

Program Incentives

Tespa wants to provide you with the tools you'll need to establish a thriving Overwatch community on your campus. Here's what we have planned:

- A Leadership Starter Pack with guides, anecdotes and tools for building your team from the ground up
- A supply box full of apparel and goodies - eligible coordinators that participate in at least three Tournaments of the Training Grounds series will receive a box full of swag for their community, including some team apparel and Overwatch paraphernalia. More details will come soon! Our stock of loot boxes is limited.
- Coordinators will receive any prize and rewards that their team wins each week.

Protocols & Processes

Should any of the following situations arise, please follow its respective protocol to resolve it. Most of these processes involve contacting us at compete@tespa.org, but there are various deadlines and restrictions associated with these communications. All requests should be made from an email address attached to your Tespa Compete account.

By registering for the designated Coordinator program, you acknowledge that you have read and agree to abide by the protocols listed herein. If you need assistance from Tespa on any of the issues below, there is very little we can do for you once the deadline for that process has passed.

1. Match Screenshot

Definition: Properly documenting the results of a match.

Resolution: Match result screenshots are **extremely** important for resolving match disputes, so it is crucial that you take a screenshot of each match with the correct data visible

- i. Once a game has been won or lost, you have approximately 5 seconds to take a screenshot before the match moves to the endgame screen. As the "Victory" or "Defeat" sting is flashing, hold down your "tab" and "alt" keys, then press the "Print Screen" or "PrntScrn" button. You should get a confirmation dialogue.
- ii. We need the following information to be visible in each screenshot:
 - i. The account names of the players on each team
 - ii. The "Victory" or "Defeat" sting (behind the above)
- iii. The map name and current timer
- iv. We recommend you practice this process before heading into a Summer Series match, and take at least three screenshots of each match. See Protocol 2 for

more information on locating your screenshots once they have been taken. [Here](#) is an example screenshot with all the data we need.

2. Match Report

Definition: Reporting the scores and uploading screenshots of victory matches.

Resolution:

- i. Note that you are only expected to report match results for matches that your team wins, but we encourage you to document losses as well for your records.
- ii. Locate a screenshot relevant to each match you are reporting. Overwatch screenshots can be taken using the “Print Screen” button, and are automatically saved on your PC, in the following directories:
 - **Windows 10:** This PC » Documents » ScreenShots
 - **Windows Legacy:** C Drive » Users » [Your Account Name] » My Documents » Overwatch » Screenshots
- iii. On the match page linked to you by compete@tespa.org, record the Map, Kill counts and final Objective scores for each game played. Attach a relevant screenshot to each match with the “Upload” button.
- iv. Double-check all data entered, then submit your match report by clicking “Save Results” at the bottom of the match page.

3. Report a No-Show

Definition: A team has “no-showed” if they fail to have a full roster of 6 players in a lobby within **20 minutes** of their designated match time. The burden of reporting and proving that no-show lies on the Coordinator of the opposing team.

Resolution: Once 20 minutes have passed after your designated match time, check the “Report No-show” box on the relevant match page, then click “Save Results”.

4. Match Dispute

Definition: Any situation where a team determines that the reported results of a game or match are not accurate.

Resolution: Contact live support or email compete@tespa.org within an hour of the disputed match with a description of the inaccuracy, and any victory or chat-log screenshots that support your claim.

5. Match Re-Schedule

Definition: Should your team be unable to make its designated match time, you may request to play your match up to 48 hours **early**. Your opponent is **not** obligated to accept this request, and you cannot schedule a match to occur **after** your match time.

Resolution: You may reach out to your scheduled opponents at any time once you have been assigned. Please document their written agreement in case of a match dispute. If you learn that you may be unable to make your scheduled match time before you are assigned an opponent, please reach out to compete@tespa.org.

6. Match Forfeiture

Definition: If you cannot reschedule an assigned match, you may opt to forfeit it to avoid a no-show.

Resolution: Reach out to compete@tespa.org within **2 hours** of your designated match time to inform us of your forfeiture. We will handle it from there.

7. Missed Match

Definition: We have procedures in place to prevent inactive teams from no-showing an excessive amount of matches. If your team no-shows or forfeits a match but you’d like to play in future rounds, you should get in contact with us to ensure you aren’t penalized further.

Resolution: Reach out to compete@tespa.org before the start of the next round, informing us that you wish to take part. We will keep you updated on your status for the next round.

8. Role Abdication: Coordinator

Definition: Should you no longer be able to fulfill your responsibilities, we allow you to nominate a new Coordinator at any time during the tournament.

Resolution: Secure a replacement Coordinator for your team, then contact compete@tespa.org stating your intent to abdicate. Please CC: your team's new Coordinator on the email, so we can onboard them in a timely fashion.

Important notes:

ii. Please start this process at least **3 days** before the next round you intend to compete in.

iii. Your replacement Coordinator must meet all the requirements outlined above.

9. Role Adjustment: Coordinator

Definition: If a student Coordinator is no longer willing or able to perform their duties and does not willingly step down, a team has the power to replace their Coordinator if the right process is followed.

Resolution: A player must reach out to compete@tespa.org and state their intent to initiate the process of replacing their coordinator. Tespa Compete will initiate the process from there - a majority vote is required from all 6 active members of the team in order for the request to carry.

10. Role Adjustment: Player/Substitute

Definition: We allow teams that are participating in the Coordinator program to swap Player and Substitute positions any number of times. You do not need to swap a substitute to the Player role for them to be allowed to compete for your team, but your starting lineup should be as accurate as possible for maximum visibility.

Resolution: Outside of competition hours, you can edit your team's roles via your "My Team" tab on Tespa Compete.