

Finding and Asking for FIRST Support

Overview:

As FIRST is a large national organization, with many moving parts, it can at times be a little confusing to determine where to turn to when your team has questions or needs support. That being said there are routes to connect with the people that will be able to help with your needs. Below you will find some key people and departments, what they do and how to contact them.

Regional Directors:

Who They Are – The numerous Regional Directors are contracted employees hired by the VP of Field Operations. These individuals usually have extensive experience and knowledge of FIRST and its various programs to support operations in the field.

What They Do – The Regional Directors work in specific locations to support all levels of FIRST by recruiting teams, support existing teams, locating and placing mentors and acquiring funding for teams and the competitions.

Support – Your regional director is often your first line of support as they will either know the answer to your question or will know where to get the answer.

Contact – If you are not sure who the regional director is for your area or need their email address you can click on the link below or use the 'Regional Contact' tab on the FIRST website, select FRC and area and it will provide you with your regional director's name and email address.

Regional Contacts (add link to <http://www.usfirst.org/regional-contacts>)

Senior Mentors:

Who They Are – *FIRST* Senior Mentors are generally recruited locally at the recommendation of their Regional Directors because of their previous relationships with *FIRST* Programs and their general understanding of the culture of the organization. Most, if not all FSMs have had existing relations with *FIRST* as Team Mentors, Coaches or event volunteers. They work in a part-time capacity, (10-15 hours per week), in constant communication and collaboration with each Program Lead.

What They Do - Through outreach events, expositions and demonstrations Senior Mentors work to attract new volunteers, mentors and coaches to sustain and support both rookie and veteran teams.

Contact – A complete list of the Senior Mentors and their emails can be found on the FIRST site under 'Community', 'Volunteers' and 'Senior Mentor Program' or by clicking on the link below.

Senior Mentor Program <http://www.usfirst.org/community/volunteers/first-senior-mentor-program>)

FRC Teams:

What It Is – FRC Teams is a one stop email address for all of your FIRST headquarters questions. These could range from registration questions to TIMS to Payment/Finance questions.

How it works – When you email FRC Teams it goes directly to FRC team support in

Manchester. If they are not able to answer the question they will forward your email onto the correct person/department. With this you do not need to worry about getting an email to a specific person.

Contact – For any questions for FIRST headquarters all you need to do is send an email to frcteams@usfirst.org and they will get back to you shortly.

Additional Resources:

In addition to the above people there are several other options for support listed below.

Game Q&A Forum - Game specific questions can be asked on the game Q&A forum which is accessed through your team's TIMS account. Only the team's contacts can post questions and questions should only be posted after searching to assure the question has not already been asked.

Chief Delphi – Chief Delphi is a forum hosted by an FRC team and is a hub of all things FIRST. Many questions you have may already have been discussed on Chief Delphi and if not you can always post one. Additionally there are many other FIRST related resources available through Chief Delphi. As a reminder Chief Delphi is not an official FIRST site therefore information should be confirmed with FIRST if appropriate. <http://www.chiefdelphi.com/forums/portal.php>

Veteran Teams – As FIRST is truly a family where Coopertition and Gracious Professionalism are celebrated there are many teams that are more than willing and able to help out. It is strongly encourage for rookie teams to partner up with a veteran team to have someone to go to for questions, concerns and support.