

Gameday the DIII Way

Project Highlights and Framework

- The overarching goal of Gameday the DIII Way is to achieve a better fan decorum at Division III athletics events by providing a consistent level of expectations and guest service throughout the division.
- The program provides baseline guest service training and game environment standards to our 450 Division III member institutions and 44 Division III conferences.
- The group training is a one and one-half hour program, focused on guest service, being delivered to Division III game management staffs.
- The program is currently delivered via in-person training sessions and work is being done so that the program also can be delivered through an online learning platform.
- Over 100 Division III administrators have now been trained by the Disney Institute to effectively facilitate the Gameday the DIII Way Program.
- Found on the Division III sportsmanship webpage, an extensive online toolkit of Division III game environment resources, assembled by the Division III working group, support and accompany the training program.
- Gameday the DIII Way training is available, for free, to all Division III members.
- The program was developed by Division III administrators, and thus can be implemented at all Division III institutions, regardless of the institution's budget or staff size.
- Gameday the DIII Way banners, signage and merchandise is now available through the Division III purchasing website.

Ongoing Program Development and Next Steps

- All Division III commissioners are scheduled to receive Gameday facilitator training through the Disney Institute in September 2018.
- The NCAA staff is finalizing an assessment tool to better evaluate the short-term and long-term impact of the program.
- Work is ongoing in the development of an online training tool using new software that the NCAA has obtained.

Questions about Gameday the DIII Way may be addressed to Jay Jones, Associate Director of Division III, via email at jkjones@ncaa.org or via telephone at 317-917-6004.