

AGENDA

NCAA Division III Sportsmanship Working Group

Teleconference
Dial-In No.: 866/434-5269
Access Code: 5128535

September 24, 2015
2 p.m. Eastern Time

1. Welcome and introductions. (Jay Jones)
2. Discuss next steps for working group and efforts needed to create a successful ‘certification’ program to improve fan civility:
 - a. We likely need to solicit some assistance in three primary areas:
 - (1) Technology consultants (to assist in building an education platform).
 - (2) Academic consultants – experts in both fan behavior and online-based learning.
 - (3) Service-based consultants – experts in training staff for great service in certain environments.
 - (a) (Disney Institute?)
 - (b) Bystander Intervention or conflict resolution-based training.
 - b. Developing a program:
 - a. Determine 4 – 5 main topics that we feel our membership should be educated about on this topic.
 - b. Some ideas:
 - (1) Why this is important.
 - (2) A self-assessment tool for a school’s current environment (“census” concept mentioned by championships committee).
 - (3) Creating service excellence for your event (regardless of resources and abilities).
 - (4) Assistance with conflict resolution/intervention.
 - (5) A campus action plan.
3. Next teleconference = Thursday, October 22, 2 p.m. Eastern time.
4. Other business.
5. Adjournment.