REPORT OF THE NCAA DIVISION III
SPORTSMANSHIP AND GAME ENVIRONMENT WORKING GROUP
SEPTEMBER 24, 2015, TELECONFERENCE

ACTION ITEMS

• None.

INFORMATIONAL ITEMS

1. **Review of the Report from July 23, 2015, Teleconference**. The working group reviewed the report from its July 23, 2015, teleconference and noted some changes for the attendance list for that report. Due to a lack of quorum, the report from the July 23, 2015, teleconference will need to be formally approved on the working group's October 22, 2015, teleconference.

2. **Discussion of the Development of a 'Certification' Program to Improve Fan Civility**. The working group reviewed and discussed a draft of a potential certification-based program in the area of fan civility. In addition to discussing the potential framework for a certification program, the working group also discussed areas where they will need to begin securing assistance in order to create such a program. These areas include experts in online teaching technology, experts in fan behavior and experts in service-based training related to bystander intervention or conflict-resolution.

   In discussing the potential certification program, the working group felt that a module-based online learning approach would be the most practical way to develop a successful program. The potential modules that the working group discussed were as follows:

   a. Why a certification program is important;

   b. A self-assessment tool for an institution's current game environment. For this module, the working group discussed a 'census' concept and also discussed a 'mystery shopper' approach as ways to potentially measure an institution's current environment;

   c. A learning module focused on creating service excellence for institutions events, regardless of resources and staff capabilities. For this module, the working group discussed exploring the use of outside experts such as the Disney Institute;

   d. Assistance with conflict resolution or bystander intervention. The working group noted that the K-12 education environment has a lot of helpful tools related to these topics that might be worth exploring. Chuck Mitrano noted that he had attended an NCAA-hosted Crowd-Control Summit in the past that was largely

focused on Division I postgame issues, but that might provide some helpful materials or contact persons in these areas; and

e. A campus action plan. For this item, the group discussed a need for institutions to have consistent policies and training across all of their sports and for event staff and security to have knowledge of those policies.

3. **Ensuring a Successful Certification Program**. The working group discussed what would be necessary to ensure membership buy-in for a certification-based program. The working group discussed making the certification one of the positive criteria in championship hosting decisions, but not requiring the certification to host (at least initially). In addition, the working group discussed providing recognition outside of the norm in order to make the program attractive, whether that recognition is done institutionally or for individuals completing the program.

4. **Adjournment.** The teleconference adjourned at 2:45 p.m. Eastern time.

Chair: *Gary Williams, Wittenberg University, North Coast Athletic Conference*
Staff Liaisons: *Jay Jones, Division III Governance*
       Jess Duff, Division III Governance

Teleconference: September 24, 2015	
Attendees	Absentees
Jennifer Jacobs, Augsburg College	Erik Bitterbaum, State University of New York at Cortland
Tracy King, Liberty League	Laura Mooney, Massachusetts College of Liberal Arts
Chuck Mitrano, Empire 8	Alli Stevens, Catholic University of America
Karen Tompson-Wolfe, Westminster College	Justin Toliver, Rhodes College
	Gary Williams, Wittenberg University
	Brian Wigley, Shenandoah University
Other Participants: Ben Brownlee, NCAA Jess Duff, NCAA Jay Jones, NCAA	