AGENDA

NCAA Division III Sportsmanship Working Group

Teleconference September 24, 2015
Dial-In No.: 866/434-5269 2 p.m. Eastern Time
Access Code: 5128535

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 or 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.