



National Review of Collegiate Officiating



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Submitted by:



Table of Contents

I. EXECUTIVE SUMMARY	1
A. Purpose of the Review.....	1
B. Why the Review is Important	1
C. The PICTOR Group Team	1
D. Components of the Review	2
E. Recommendations.....	3
 II. FULL REPORT	 4
 PART ONE – INTRODUCTION	 4
A. Background.....	4
B. The PICTOR Group Team	6
C. Scope of the Project.....	6
D. Contributing Resources	7
1. National Association of Sports Officials (NASO)	7
2. Officially Human, Behind the Stripes Survey	7
E. Additional Information	8
F. How the Research was Gathered	8
1. Surveys.....	8
2. Focus Groups.....	10
3. Key Stakeholder Interviews and Engagement	11
 PART TWO – CRITICAL ISSUES FACING OFFICIATING	 13
A. Commissioners	13
B. NCAA Staff and National Coordinators.....	15
C. Coordinators/Assignors and Officials	17
D. Head Coaches	19

PART THREE – DATA ANALYSIS AND FINDINGS20

A.	Approach to Data Analysis.....	20
1.	Gap Questions.....	21
2.	Limitations.....	21
B.	Survey Demographics.....	22
1.	Officials (10,300 Respondents)	22
2.	Coordinators/Assignors (368 Respondents)	23
3.	Head Coaches (4,247 Respondents)	23
C.	Current NCAA Officials.....	26
1.	Age and Diversity, Number of Officials, Experience, Recruiting, Sport Levels	26
2.	Training/Education, Quality, Evaluation, Connections/Mentoring	38
3.	Assignments, Advancement, Compensation, Reasons for Leaving	51
4.	Sportsmanship, Treatment and Environment	64
D.	Coordinators/Assignors	73
E.	Role of the NCAA National Office	79

PART FOUR – CONCLUSIONS AND OVERARCHING RECOMMENDATIONS81

III. APPENDICES 85

NCAA REPORT

National Review of Collegiate Officiating

I. EXECUTIVE SUMMARY

A. Purpose of the Review

The NCAA engaged *The PICTOR Group* (TPG) in November 2019 to conduct a national review of collegiate officiating for 15 NCAA sports across all three NCAA divisions. The review expanded on a comprehensive assessment of officiating the Division III Commissioners Association initiated earlier in the year that focused on addressing major issues and concerns that impact the collegiate sports landscape.

B. Why the Review is Important

Collegiate officiating is at a critical state due to a declining pool affected by the advancing age of current officials and the lack of interest or incentive among younger populations to enter or remain in the field. This is further exacerbated by the effect of poor sporting behavior on the game environment and the recruitment and retention of officials. In addition, the health of the entire officiating pipeline is predicated on the development and retention of officials across the entire officiating pathway. A concerted national effort is needed to address these disturbing trends and to identify strategic initiatives to meet the officiating needs of the membership.

C. The PICTOR Group Team

The PICTOR Group team charged with this review featured Co-Project Leads Sandy Hatfield Clubb and Carolyn Schlie Femovich, Officiating Consultant Mary Struckhoff, and Project Manager Dee Abrahamson. In addition, the Global Sport Institute at Arizona State University (GSI) was engaged to provide guidance with the data collection and analysis aspects of the review.

The PICTOR Group worked with the NCAA Officiating Review Steering Committee, a cross-divisional group of 14 commissioners, to oversee the projected timeline and completion of deliverables.

D. Components of the Review

The PICTOR Group's approach to the project began with a thorough review of currently available officiating data and materials, including written and online resources. Engagement with a range of constituencies and stakeholders across all three divisions provided the core of this review.

Four surveys, each specifically designed for a key constituent group (commissioners, coordinators/assignors, officials and head coaches), were created and distributed with responses collected and analyzed. In addition, *The PICTOR Group* staged focus group videoconferences with 23 national officiating coordinators and more than 40 NCAA national office staff members who oversee championships operations and playing rules.

Interviews also were conducted with stakeholders who have a vested interest in the current and future state of officiating, including leaders in national sport associations, officials and coaches associations, educational organizations, electronic assigning companies, nationally recognized officiating experts, and commissioners and conference office contacts from all three NCAA divisions.

In each case, the outreach focused on the following concerns:

- **Recruiting** – pipeline, shortages, diversity, aging population, targeted populations.
- **Retention** – sporting conduct, treatment, training and education, development, advancement, compensation.
- **Organizational Challenges** – fees/costs, assigning, review/evaluation, best practices, competition for officials, administrative differences.

Throughout the process, more than 15,000 individuals participated in the data collection and provided input for the review. In July 2020, *The PICTOR Group* presented a report to the Division III Commissioners Association that will serve as a foundation for the development of a strategic plan for Division III officiating. That report can be accessed [here](#). The *NCAA National Review of Collegiate Officiating* is a cross-divisional expansion of the Division III report utilizing the same data sets and therefore contains some similar content.

E. Recommendations

Input from stakeholders and responses from surveys and interviews revealed the most critical issues regarding NCAA officiating that need to be addressed. Findings indicate that the most substantial issues affecting the downward trajectory of available and qualified officials are systemic and cultural across all three divisions. At the core, there is a need for a collaborative approach that engages all constituents in solutions that address NCAA officiating as an interdivisional pathway and recalibrates the state of NCAA officiating.

The NCAA national office shares with its membership a responsibility to ensure that officiating in NCAA competition supports positive student-athlete experiences by ensuring fair and equitable competition between teams and individuals, facilitating the development of and consistent implementation of playing rules, and maintaining vigilance regarding student-athlete safety. This responsibility does not start and stop with the officials' selection process and officiating during NCAA national championships.

This comprehensive review validated the substantial concerns shared across all stakeholder groups for the diminishing pipeline (entry, aging and exit) of officials and factors contributing to the quality of officiating. Specific issues relating to recruitment, retention, evaluation, education and training, lack of diversity and poor sporting behavior were independently identified; however, the solutions for improvement in these areas are interdependent.

The full report identifies the critical issues (beginning on page 13), and offers overarching recommendations (beginning on page 79) presented in these primary categories:

- Organizational leadership and oversight for officiating;
- Strategic alliances; and
- Conference engagement and cross divisional support.

Additional and specific recommendations can be found within the summary observations in each major section of the Data Analysis and Findings Section beginning on page 20.

II. FULL REPORT

PART ONE – INTRODUCTION

A. Background

The NCAA engaged *The PICTOR Group* in November 2019 to lead a national review of collegiate officiating across 15 sports for all three divisions. The review expanded on a comprehensive assessment of officiating initiated by the Division III Commissioners Association earlier in the year that was focused on addressing major concerns in officiating in 13 sports. A primary concern was the overall declining pool of officials and the resulting impact across collegiate sports.

The NCAA requested an expansion of the review to include NCAA Divisions I and II and to add two sports for a total of 15. A one-page overview of the project entitled, *National Review of Collegiate Officiating*, summarized the project. (See Appendix 1.) The research for both reviews was performed as one study across all three NCAA divisions and 15 sports and produced two separate reports. The overarching goal of the NCAA's national review is to identify general as well as divisional officiating issues that are affecting NCAA sports and to present recommendations to meet the officiating needs of the membership.

Collegiate officiating is at a critical level due to a declining pool affected by the advancing age of current officials and the lack of interest or incentive among younger populations to enter or remain in the field. This is further exacerbated by the effect of poor sporting behavior on the game environment prior to and within the collegiate officiating ranks. In addition, the health of the officiating pipeline is predicated on the development and retention of officials across the entire officiating pathway.

A 2017 survey administered by the National Association of Sports Officials (NASO) revealed the average age of their contest/game officials was 53.29 years. When the NASO data are filtered to include only pre-NCAA pipeline categories across the 13 similar sports, the mean age of officials is 53.33. Of note, the mean age of the NCAA officials participating in the NCAA national review was 49. In addition, NASO data show that in the 1970s, the average age of a beginning official was 19 years, whereas in 2017, the average age of a starting official is 47 years. This tells us that an official who used to officiate for more than 30 years to reach the average age is now officiating for six. The aging pool and shorter career span of officials are serious threats to both the number

of available officials and the quality of the officiating pool. These are disconcerting trends for all of officiating across the Association.

In January 2018, the Division II Collegiate Commissioners Association published a white paper entitled, *The Need for Greater Officiating Oversight by the National Collegiate Athletic Association* (See Appendix 2) to bring attention to the growing crisis. The paper was endorsed by members of the Division III Commissioners Association. The shortage of game officials was already being felt at the youth and interscholastic levels, and Divisions II and III were beginning to experience the negative impacts as well. The Division II report also outlined a concern for the lack of oversight of officiating coordinators/assignors at the national level and the independent role they played with recruitment, control over assignments and the development of officials. Additionally, a growing concern was expressed about the culture and climate surrounding officiating and the negative impact that poor sporting behavior had on their recruitment and retention.

In response to the Division II white paper, the NCAA appointed an eight-person internal project team to create a tentative plan for moving forward. The team identified three main areas of concern: 1) the aging of officials and the need for emphasis on the recruitment of officials, 2) the need to improve the consistency among the Association's current officiating programs, and 3) the need for more leadership around officiating.

In June 2018, the NCAA Director of Championships and Alliances provided a response (See Appendix 3) that included an overview of programs and initiatives the Association was providing relative to officiating. Annual funds of approximately \$3.4 million were allocated to support officiating in four main areas:

- Developing officiating programs to improve the process of selecting and assigning officials for NCAA Championships;
- Developing programs for organizing, communicating with, educating and training officials;
- Expanding the Association's officiating background check program; and
- Providing grants to conferences and national governing bodies to assist with officials training initiatives and implementing strategic programs.

Given these documented concerns, a concerted national effort is needed to address disturbing trends in officiating and to identify strategic initiatives to meet the officiating needs of the membership.

B. The PICTOR Group Team

The PICTOR Group team charged with this review featured Co-Project Leads Sandy Hatfield Clubb and Carolyn Schlie Femovich, Officiating Consultant Mary Struckhoff and Project Manager Dee Abrahamson. In addition, the Global Sport Institute at Arizona State University (GSI) was engaged to guide the data collection and analysis aspects of the review. Dr. Scott Brooks, Director of Research; Dr. Karen Gallagher, Senior Postdoctoral Research Scholar; and Dr. Luke Brenneman, Postdoctoral Research Scholar, provided their professional expertise and guidance throughout the data gathering and analysis phase of the project. (See biographies in [Appendix 4.](#))

C. Scope of the Project

The PICTOR Group's scope of work included a national review of 15 sports ¹as identified by the NCAA across Divisions I, II and III. The review was conducted through a thorough analysis of existing data and available materials and was supplemented by interviews, focus groups and surveys of key constituent groups. Additional input and perspective were obtained from a range of officiating and sport-specific stakeholders.

The information gathering and data analysis led to a number of observations and initial recommendations that will be detailed later in this report. Specific areas of focus were the recruitment, education and training, and retention of officials, as well as the structures that support their assignment and evaluation. Other cultural factors affecting the officiating environment were also reviewed and are incorporated into the report.

An NCAA Officiating Review Steering Committee composed of commissioners from all three divisions was appointed in December 2019 ([See Appendix 5](#)) to oversee the cross-divisional information and data gathering process, and to provide guidance during data analysis and report preparation. An initial in-person meeting was held at the NCAA Convention in January 2020.

The PICTOR Group collaborated with both the DIICA Officiating Committee as well as the NCAA Officiating Review Steering Committee throughout the data collection and analysis process. In addition, a DIICA Survey Committee that had been formed in the fall of 2019 to help with the development, review and distribution of various survey instruments was expanded to include commissioners from Divisions I and II. The NCAA Officiating Survey Committee assisted with the review and testing of several survey instruments.

¹ Targeted sports included: Baseball, Basketball, Field Hockey, Football, Gymnastics, Ice Hockey, Lacrosse, Soccer, Softball, Swimming and Diving, Tennis, Track and Field, Volleyball, Water Polo and Wrestling.

D. Contributing Resources

The PICTOR Group relied on the following existing resources to shape outreach to the stakeholders who would inform further assessment.

1. National Association of Sports Officials (NASO)

National Survey – NASO launched the National Officiating Survey in the spring and summer of 2017 to gauge the state of sport officiating from the perspective of officials. The 162-question survey was completed by 17,487 sports officials from all participant levels in 16 sports. An extensive, customizable, filterable website became available in 2019 at www.naso.org/survey and additional information and research is available by request. Demographically, the NASO data are not available by sport gender (e.g., boys or men's basketball vs. girls or women's basketball) and the survey does not provide a category that identifies respondents as NCAA officials. As a result, the NASO survey data were helpful only for general observations.

The PICTOR Group used the NASO survey to identify areas and issues around which to seek additional feedback from conference commissioners, coordinators/assignors, officials and coaches. The NASO survey also was a useful resource for focus groups with NCAA staff and during interviews with key stakeholders in officiating. A summary of much of the relevant, supporting data can be found in Appendix 6.

Review of NFHS High School Game Fees – Concurrent to *TPG's* review of officiating, NASO collected data reflecting the regular-season and postseason game fees from the National Federation of State High School Association's (NFHS) state associations. Unlike the 2017 NASO survey that reported data for 16 sports, this review included only the six sports regularly highlighted in *Referee Magazine*: Baseball, Basketball, Football, Soccer, Softball and Volleyball. The fee averages/ranges are sorted by region and state. (See Appendix 7.)

2. Officially Human, Behind the Stripes Survey

This recent survey of 18,928 high school officials across 15 states provided a clearer picture from a major contributor to the pipeline into collegiate officiating. Fifty percent of respondents were 55 years of age or older, which is slightly older than the full range of officials responding to the NASO survey. The original Officially Human survey was used by *The PICTOR Group* to formulate questions that may provide insight across high school and NCAA officials. A summary of findings is available at www.officiallyhuman.com. (See Appendix 8.)

E. Additional Information

The following themes from articles, journals and small research papers also supported the key concepts *TPG* had previously identified as critical to the officiating review:

- Recruitment of officials and the later-in-life entry into the officiating pipeline;
- Lack of gender and racial diversity in the officiating pool;
- Retention strategies including education, mentoring, development and advancement;
- The treatment of officials and the current culture of sporting behavior;
- Exit from the pipeline due to aging of officials, remuneration and time demands; and
- A comprehensive list of states with officiating assault and/or harassment laws or supportive resolutions regarding officiating. (See [*Appendix 9.*](#))

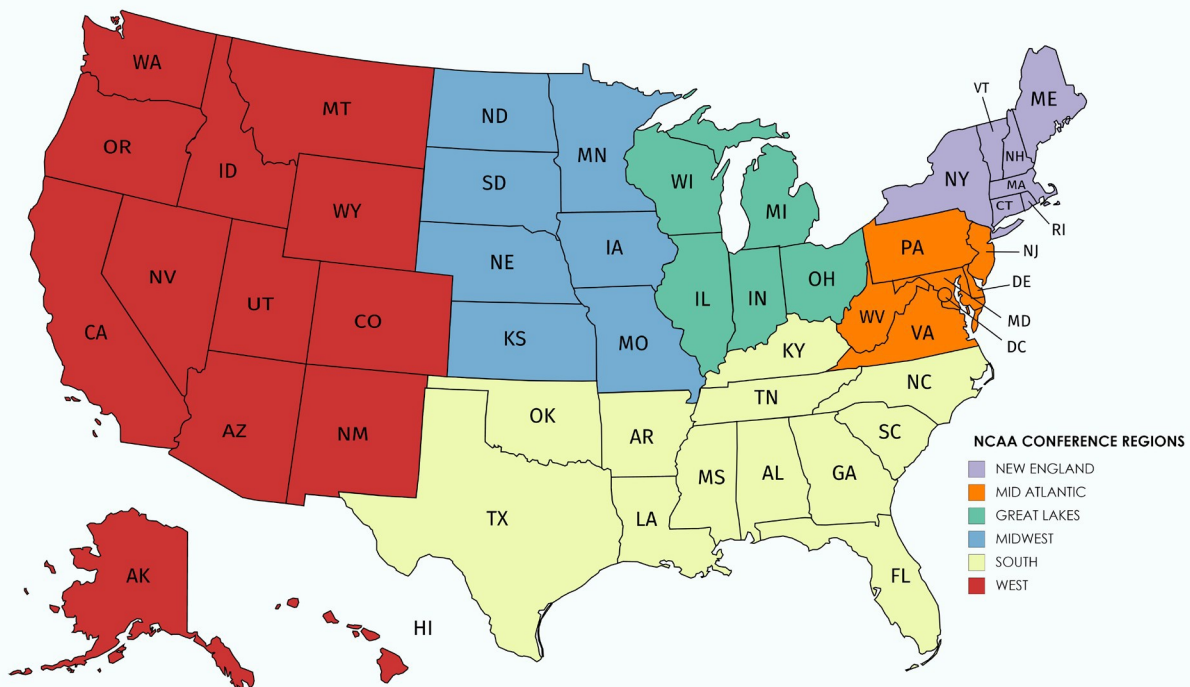
F. How the Research was Gathered

The PICTOR Group's approach to the officiating project began with a thorough review of currently available officiating data and materials, including written and online resources. The search for existing materials was complemented by outreach to key industry leaders and sport organizations that have a vested interest in the current and future state of officiating.

Engagement with a range of constituencies and stakeholders supplemented the review of data and materials. Four surveys, each specifically designed for a key constituent group, were created and distributed, with responses collected and analyzed. In addition, interviews were conducted with a number of stakeholders, and teleconferences were conducted with numerous focus groups. The approach and methodology used for the comprehensive officiating review follow.

1. Surveys

QuestionPro and SurveyMonkey were used to create and distribute the online surveys to the four constituent groups listed below. Six geographic regions were identified for purposes of this review as illustrated below. In each survey, there were respondents from all 15 sports in each of the six geographic regions.



- Conference Commissioners (SurveyMonkey): The survey was designed to determine the commissioners' greatest concern(s) regarding officiating and to identify a conference contact person working most closely with officiating services. The survey was sent to all multi-sport and single-sport conference commissioners in the three NCAA divisions. The commissioners' responses helped develop the three surveys for the other constituents.
 - Division I Commissioners--distributed in January 2020; 44 complete responses
 - Division II Commissioners--distributed in January 2020; 22 complete responses
 - Division III Commissioners--distributed in October 2019; 45 complete responses
- NCAA Coordinators and Assignors (QuestionPro): Distributed in February 2020 to individuals identified by the conference office contacts and NCAA championship staff as coordinators/assignors for one or more NCAA sports and divisions. The 63-question survey received 369 complete responses.
- NCAA Officials (QuestionPro): Distributed in March 2020 to an undetermined number of collegiate officials by NCAA national sport coordinators and championship staff, conference coordinators/assignors and affiliate organizations. The survey was posted and a message

sent to officials in the applicable sports through the NCAA Central Hub in ArbiterSports. The 69-question survey received 10,300 complete responses.

- NCAA Head Coaches (QuestionPro): Distributed in April 2020 to head coaches of the 15 NCAA sports across all three divisions with the assistance of respective coaches associations and conference contacts. The 20-question survey received 4,247 complete responses.

2. Focus Groups

In preparation for the survey development, *The PICTOR Group* conducted nine videoconferences with stakeholders in small focus groups as listed below.

- NCAA Championship Staff: Small-group interviews were held with the 34 NCAA staff members who oversee national championships across the three divisions.
- NCAA Playing Rules and Officiating Staff: Six of the eight NCAA staff members in this group were interviewed, and their input was combined with the other two members of the unit who were interviewed as part of the championship staff.

The following three questions were shared with the NCAA staff participants in advance of the focus group meetings:

- What are your greatest officiating concerns? Consider feedback you've received from the membership and your own experiences with officiating in your (sport, divisional) championships.
 - Do you have any ideas for best practices in officiating? Consider specifically the areas of recruiting, retention, education/training and regular-season assigning.
 - What role could or should the NCAA National Office play in officiating? Consider an ideal scenario in which personnel, finances and organizational structure aren't potential barriers.
- NCAA National Officiating Coordinators: *The PICTOR Group* met virtually with 23 national officiating coordinators representing all the targeted sports except men's volleyball, men's and women's gymnastics, swimming and diving, and tennis, which do not have national coordinators/assignors.

The following questions were provided to the National Officiating Coordinators in advance of each focus group meeting:

- Recruiting: What barriers to entry need to be overcome? How do we get more individuals interested in officiating? Best/most successful recruiting methods?

- Sporting Conduct: How can we improve the environment for our current officials and celebrate their humanity?
- Retention: What barriers to retention need to be overcome? Are there programs in place to retain officials?
- Other Critical Issues: Other critical issues facing collegiate officiating? Divisional or regional differences?

3. Key Stakeholder Interviews and Engagement

The PICTOR Group created a comprehensive list of constituents with a vested interest in the current and future state of officiating that included national sport associations, officials and coaches associations, educational organizations, electronic assigning companies, nationally recognized officiating experts, and commissioners and conference office contacts from all three NCAA divisions.

The PICTOR Group scheduled calls with leaders and key personnel from each of the constituent groups listed below to make them aware of the officiating review, and to gather information and input regarding the challenges facing officiating at the youth, high school and collegiate levels. Participants were informed in advance of the calls that the following topics would be discussed:

- **Recruiting** – targeted populations, pipeline, shortages, diversity, aging population, initial training/education.
- **Retention** – sportsmanship, treatment, continued training/education, development, advancement, rewards.
- **Organizational Challenges** – fees/costs, assigning, review/evaluation, best practices, regional competition for officials, regional administrative differences.
- **Strategic Collaboration** (NFHS, NJCAA, NAIA, NIRSA, NCAA) – how do we help each other with the challenges, especially recruiting?
- **Greatest Concern.**

In addition to the above survey and focus groups, key external stakeholders included the following:

- National Sport Associations
 - National Federation of State High School Associations (NFHS)
 - National Association of Intercollegiate Athletics (NAIA)
 - National Junior College Athletic Association (NJCAA)

- Officials and Coaches Associations
 - National Association of Sport Officials (NASO)
 - Professional Association of Volleyball Officials (PAVO)
 - Various National Collegiate Coaches Associations
 - National Fastpitch Coaches Association (NFCA)
 - USA Track & Field (USATF)
 - Intercollegiate Tennis Association (ITA)
- Educational and Other Related Organizations
 - National Intramural-Recreational Sport Association (NIRSA)
 - Officially Human, Beyond the Stripes
- Electronic Assigning Companies
 - ArbiterSports
 - ZebraWeb

PART TWO – CRITICAL ISSUES FACING OFFICIATING

NCAA officiating operates in a complex environment. Conference offices and the NCAA national office share responsibility for the health of officiating and operate with clear and separate lines of authority that are delineated by regular-season (includes conference championships) and NCAA national championships. Officials and coordinators/assignors commonly work concurrently across conferences and divisions. The complexity is revealed when issues need to be addressed such as recruitment, education and training, advancement, and unsporting behaviors and treatment of officials.

Conferences across all NCAA divisions are responsible for regular-season and conference championships officiating, typically through a conference coordinator or assignor. The NCAA is responsible for officiating at NCAA Championships, usually (but not in all sports) through a National Coordinator who works directly with NCAA staff and indirectly with a championship committee. Within the NCAA National Office, staff who operate the championships and those who oversee sport playing rules must work together to address officiating across all sports and divisions.

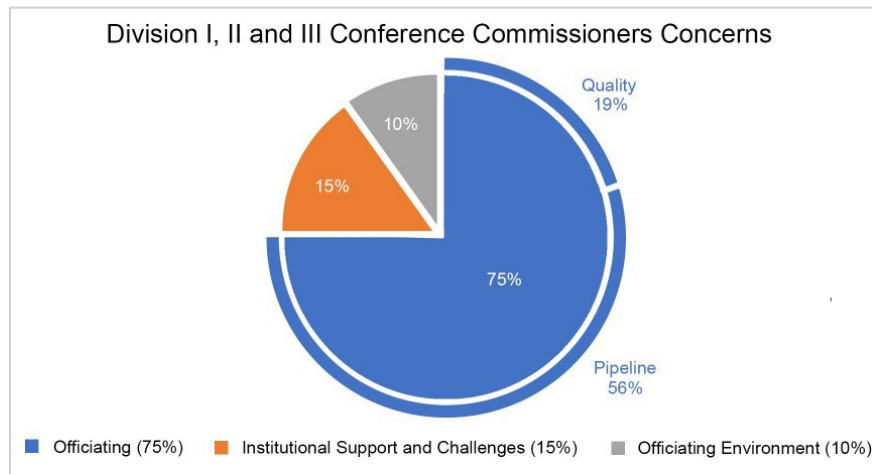
Stakeholder groups were asked to identify issues facing officiating across the 15 NCAA sports targeted for this study. Three overarching categories – *Officiating*, *Officiating Environment*, and *Institutional Support and Challenges* – were determined to assist with coding responses and to provide a framework to understand the issues related to the current state of collegiate officiating.

Responses from the commissioners, NCAA staff and national coordinators helped to shape the survey instruments used to collect data from NCAA officials, coordinators/assignors and head coaches.

A. Commissioners

When asked in an open-ended question to identify their greatest concern(s) regarding officiating, the large majority of commissioners responded that the pipeline of officials was their primary concern, followed by the quality of officiating. Divisions I, II and III commissioner responses were consistent in rank order of concerns; however, Divisions II and III commissioners cited greater concern about the pipeline than Division I (65% and 61%, vs. 47%) and less about the quality (7% and 16%, vs. 28%).

Figure A: Commissioners Survey



Specific commissioner responses provide further insight, some of which are presented here:

- *“Our biggest concerns are the overall pool, the quality of training and the integrity of the assigning process. The challenge is that there’s no one-size-fits-all approach as issues vary across sports and conferences.”*
- *“The aging and shrinking pool of officials. In a number of sports, the average age of officials is increasing, and the pool is not being replenished as officials retire. As a result, the pool becomes smaller, which may result in officiating shortages. Another concern is the poor treatment of officials, by[sic] coaches, participants and spectators. It seems that new officials are quitting because of poor treatment - a problem we need to address in order to retain officials.”*
- *“The increasing age of our current officials in many sports and the lack of a pipeline to fill the need. Also, high school and club officiating fees are comparable to DIII so there is little incentive for an official to choose DIII. NAIA is a big threat in the Midwest, as their fees are much higher than DIII.”*
- *“The increased level of scrutiny, which places unreasonable expectations upon officials for perfection and a culture that expects some type of reprisal for errors that are simply a reality of officiating dynamics.”*

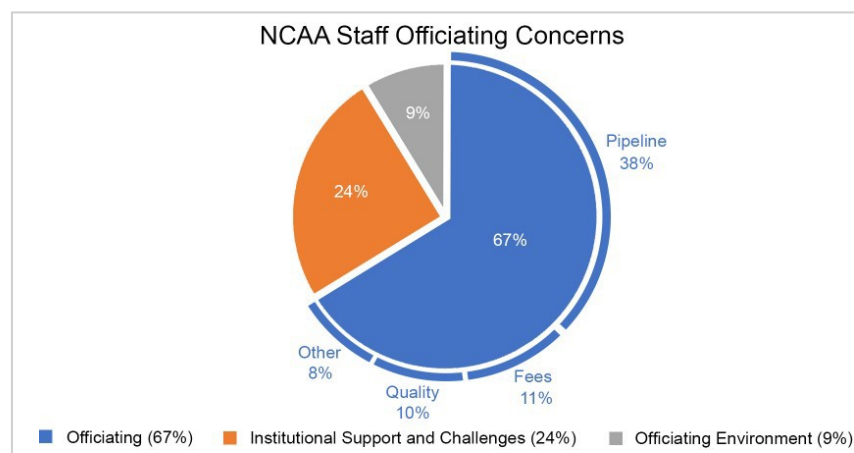
Key Findings:

- A. Divisions I, II and III commissioners agreed that the pipeline of officials was their greatest concern. The current pool of NCAA officials is aging, and the number of new officials entering the pipeline is declining.
- B. The quality of officiating in a number of sports is being impacted by the decline in number of experienced officials.
- C. The treatment of officials is impacting the recruitment of new officials as well as the ability to retain them.
- D. A number of commissioners specifically commented on the dearth of officials in Field Hockey and Women’s Lacrosse.

B. NCAA Staff and National Coordinators

The reference to NCAA Staff includes the national office staff members in the Championships and Alliances department who administer operations for the 90 NCAA Championships (Championship Managers) and those who oversee the development and implementation of playing rules and officiating. In addition to Championship Managers' responsibilities for championship operations, this group of staff retain reporting oversight of the National Officiating Coordinators in their respective sports. While all 15 sports are assigned an NCAA Championship Manager, not all sports have a National Coordinator. (See [Appendix 10.](#)) While responsibilities assigned to a National Coordinator may vary by sport, they are responsible for working with championships committees to assign officials to their respective national championships. Following are the data collected from these stakeholders during focus group sessions and the corresponding findings.

Figure B: NCAA Staff Focus Groups



Key Findings:

- A. The order of the overall concerns by category shared by the NCAA Staff mirror those presented by the Conference Commissioners.
- B. The NCAA Staff identified officiating fees in addition to pipeline and quality as an important concern in the *Officiating* category. They further identified regional disparities as part of the *Institutional Support and Challenges* category.

National Coordinators were asked to identify concerns about collegiate officiating in three categories: Recruitment, Retention and Sportsmanship. Following is a summary of themes that frequently emerged:

*NATIONAL COORDINATORS
INSIGHT ON **RECRUITMENT***

- The commitment needed can be a barrier for individuals to dedicate enough time for games (travel plus length of competition) as well as the fitness and skill development required for success.
- NCAA fees are not competitive enough with other officiating opportunities or commensurate with the time demands.
- Poor sporting conduct affects the ability to retain officials early (pre-collegiate) in the pipeline.
- Availability of officials is scarce in certain regions of the country.

*NATIONAL COORDINATORS
INSIGHT ON **RETENTION***

These three responses were shared substantially more often than others:

- Officials have concerns regarding leadership from their coordinators/assignors;
- Officials cannot see a clear path for development; and
- Officiating fees are not commensurate with the time and financial commitments and expectations of the job.

*NATIONAL COORDINATORS
INSIGHT ON **SPORTSMANSHIP***

- Disrespect shown by coaches toward officials was the most frequent response. It was noted twice as often as the second most frequent response of lack of penalties to be enforced on anyone who mistreats an official.
- Concern was expressed regarding disrespect toward officials from fans and parents, as well as a need for increased training for officials to handle unsporting behavior situations and the lack of technology to assist in those instances.

C. Coordinators/Assignors and Officials

On their respective surveys, coordinators/assignors and officials were asked the identical question and could choose three from among 10 responses. The figure below illustrates a comparison of the responses of the two groups.

Figure C: Coordinators/Assignors Survey and Officials Survey

Rank up to three of the most critical issues facing the current state of NCAA officiating.

All Divisions Coordinators/ Assignors	All Divisions Officials	Rank Most Critical Issues Facing the Current State of NCAA Officiating
1	3	Recruiting new individuals into officiating
2	1	Officiating fees not keeping pace with demands of the job
3	5	A diminishing pool of quality officials
4	4	Poor sportsmanship/attitudes towards officials
5	6	Increase in expectations for officials
6	2	Assigning strongholds creating advancement barriers
7	7	Lack of adequate and affordable training opportunities
8	10	Other
9	9	Lack of organizational leadership/engagement
10	8	Too many regional variations in rules/mechanics enforcement

In an open-ended question, coordinators/ assignors were asked: *Is there anything we didn't ask that you feel we need to know about NCAA {name of sport here} officiating, or were there questions you felt needed an answer option that wasn't available?* Following are a few insightful comments from coordinators/assignors:

- *"The sport is growing faster than the supply of trained qualified officials. There are pockets where there are enough officials but large areas without sufficient officials."*
- *"The struggle to recruit officials starts with the high school level. Great to see player to stripes programs that bypass that level but two NCAA DI officials can cover and control an early season NCAA DI contest while the new person learns. The same likely would not work at DIII where an early nonconference loss could cost a team an at-large berth in tournament."*

- *“Finally, the issues surrounding Assigning ‘stronghold’ issue should be asked of the officials. We have many good officials moving around the country trying to break into Division I because regionally they are being dismissed.”*
- *“I agree with the lack of affordable training opportunities. Most camps are lining someone’s pocket. Our conference puts on a clinic every year at a spring game. There are no fees and all of our veteran officials are there to assist with newer officials.”*

In an open-ended question, officials were asked: *If there was one thing you could change about the state of officiating, what would it be and how would you change it if you had the power to do so?* A qualitative analysis was conducted, and the following is a summary of the responses:

Relationships between coaches and officials, and officials and assignors, need to be greatly improved. Officials are underpaid and pay too much in fees and hidden costs. Officials feel caught in the middle; rules are not communicated well to all groups and are not enforced to maintain the flow/integrity of the game and to protect officials. Officials feel as though advancement is political and there’s a lack of diversity in officials and training and evaluation, as well as administrative consistency and support.

In an open-ended question, officials were asked: *Is there anything we didn’t ask that you feel we need to know about NCAA officiating, or were there questions you felt needed an answer option that wasn’t available? Please share!* The single largest response was – NONE – by a lot. A qualitative analysis provided the following summary of the responses:

Officiating feels like a money grab. Officials don’t do it for the money, but it feels like everybody else does and thus, officials are taken advantage of. Camps and clinics add to this feeling as they seem like money makers for assignors but do not provide enough opportunities for advancement. Advancement appears political

Key Findings:

- A. The top two choices by coordinators/assignors (recruiting new individuals into officiating and a diminishing pool of quality officials) reflect the commissioners’ top two concerns of pipeline and quality of officials.
- B. Coordinators/assignors and officials agree that Recruiting new individuals into officiating and Officiating fees not keeping pace with demands of the job are two of the top three critical issues.
- C. From the officials’ perspective, Assigning strongholds creating advancement barriers is the second most critical issue, but viewed as the sixth most critical issue by the coordinators/assignors.
- D. Poor sportsmanship/attitudes toward officials was the fourth most frequently selected issue by Coordinators/ Assignors and Officials.

and based on cronyism. There's a growing feeling by older white males that they're being discriminated against by age and race. They typically discuss this in terms of "quality" – that they're passed over for diversity/optics but they're the most experienced and best.

D. Head Coaches

Head coaches were provided the opportunity to respond to this open-ended question at the end of their survey: *Is there anything further that you would like to share regarding NCAA officiating?* A qualitative analysis provided the following summary:

There is a pipeline issue, and this contributes to inconsistency. In some cases, new officials are brought in but cannot be very well trained because they are in demand. Assignors should assign fairly, putting the best officials on the field, and give them prompt feedback.

SUMMARY OBSERVATIONS REGARDING CRITICAL ISSUES

1. There is strong agreement throughout all stakeholder groups that the pipeline of officials and the availability of quality officials is of critical concern.
2. The key stakeholder group, NCAA officials, reported the most critical issues facing collegiate officiating are 1) fees not keeping pace with the demands of the job, 2) assigning strongholds creating advancement barriers, 3) diminishing pool of quality officials, and 4) poor sportsmanship and treatment of officials.

PART THREE – DATA ANALYSIS AND FINDINGS

A. Approach to Data Analysis

An integrated approach was used throughout the research process of blending quantitative and qualitative data analysis. Quantitative analysis served as the primary data source; however, qualitative analysis added context and helped to bring the data to life. Both were foundational to the research process. Additionally, the qualitative data gathered through conference commissioners' questionnaires, focus groups, and interviews conducted with key stakeholders, helped guide development of the quantitative surveys.

QuestionPro software, which the NCAA Research staff uses, was selected for this project after a thorough review of potential providers. Quantitative analyses were completed, and descriptive data were compiled to explore response patterns. Contingency tables were compiled according to variables associated with division, sport, age, gender, race and region. The quantitative approach included analysis of responses collected from the three surveys.

To complement the quantitative data and enhance the overall data set, open-ended questions were included in each of the surveys to give participants an opportunity to describe, in their own words, the challenges facing NCAA officiating. Open-ended responses were exported to Excel and then imported into a qualitative data analysis software, MAXQDA, to analyze the largest data sets. A thematic analysis (Braun and Clarke, 2006) was used, which included: 1) transcription of verbal data and familiarization with responses, 2) generating initial codes, 3) searching for themes that unite initial codes, 4) reviewing themes on the basis of emergent patterns, and 5) defining and naming themes.

The analysis process was iterative. Starting with the smallest data sets (commissioners and coordinators/assignors surveys), each response was reviewed, and a rapid analysis was used to assign initial "codes," creating one-to-three-word summaries for each response, relying largely on frequent key words within participants' responses. Then, a second round of analysis was conducted to develop one-word themes. Similarities between each short summary were analyzed and the initial code summaries were reduced to one-word thematic summaries. This was done independently by a second researcher before reconciling any differences in thematic summaries and defining the coding key.

Three themes were determined: *Officiating*, *Officiating Environment*, and *Institutional Support and Challenges*. With the coding key in place, the larger data sets (officials and coaches surveys) were analyzed. A review of a random segment of data ensured that the coding key fit before the

data analysis software (MAXQDA) was used to sort through the data. The software identified word frequency across responses and created word clouds to illustrate the data, which helped to identify additional codes, refine the themes and find outliers. *(See Appendix 11.)*

1. Gap Questions

Gap questions are often used in research to provide insight into specific topics from the differing perspectives of stakeholders. Nearly identical questions are asked, and when the majority of responses from the constituent groups are similar, the gap is very small or non-existent, giving a focused view of the topic. Conversely, when the responses are dissimilar, there's a gap in perceptions that requires improved communication and further action.

For the purpose of this study, several nearly identical questions regarding officiating structure, environment and experience were intentionally asked of the survey constituent groups (coordinators/ assignors, officials and coaches). As analysis of the gap question responses began, it became apparent that the wording of the questions was similar, but slight differences in wording and phrasing could have affected the responses. Direct comparisons between each constituent group's perceptions thus were compromised; however, the data are still insightful in diagnosing issues and developing recommendations.

2. Limitations

As with all research projects, this study was not immune to limitations regarding how the data were collected and the resulting observations. That said, the data are robust, and the consequent findings, summary observations and recommendations are well-founded.

Most notably, the size of the total pool of current NCAA officials is unknown because there is no central registration process or requirement to register. So, even though more than 10,000 participated in the survey, the percentage of total officials and the officials within each division and/or sport represented in the data are unknown. The lack of central registration also made it impossible to survey officials who have recently left officiating and difficult to administer the survey directly to officials across sports. As a result, there are small numbers of participants in some sports, especially when separated by division.

Second, the use of uniform surveys across 15 sports for each constituent group (i.e., coordinators/assignors, officials and coaches) does not allow for differences between individual and team sports or account for nuanced language used within each sport.

Third, many coordinators/assignors and officials work in multiple divisions. While most questions were asked according to specific division, some questions did not make this distinction. For those, it was not possible to analyze whether respondents were referencing experiences from a specific division or across all divisions in which they work.

Lastly, particular to the qualitative survey data, required and optional open-ended questions typically elicit more responses from people who carry strong (and likely negative) feelings about the topic at hand compared with those who do not. The vast majority of participants responded with something akin to “none” or “N/A” to most of these questions, so the qualitative survey data come from a smaller subset of participants who likely skewed it toward their strong opinions. Consequently, though it is important in its own right, the qualitative survey data are presented herein only as supplementary to and illustrative of the findings driven by the robust quantitative data.

Extensive data were collected for and informed this officiating review. The raw data collected and subsequent analysis will be provided to the NCAA for further evaluation and/or review by sport, region or demographic makeup.

B. Survey Demographics

Surveys were conducted with three key stakeholder groups: Officials, Coordinators/Assignors, and Head Coaches. This section provides the general demographics for each group.

Ten of the 15 sports have a men’s and women’s version, for a total of 25 sports that require officials. On the Officials Survey and the Coaches Survey, the sports of Track and Field and Swimming and Diving for men and women were combined. As a result, the list of sports offered to the respondents was 23.

In an effort to address the uniqueness of the coordinator/assignor positions, the Coordinators/Assignors Survey was different from the officials and coaches surveys in two important ways: 1) it was broken into four divisional categories in an attempt to learn about differences within Division I FBS and Non-FBS, if any exist; and 2) the list of sports for the coordinators/assignors provided an option to select a men’s only, women’s only or men’s and women’s combined for a number of appropriate sports. As a result, the list of sports offered to the respondents was 31.

1. Officials (10,300 Respondents)

Officials frequently work across NCAA divisions. As a result, the number of respondents in each division add up to more than the total number of individuals completing the survey (10,300): **6,318** respondents identified themselves as officiating in Division I, **6,270** in Division II, and **6,826** in Division III.

The survey data feature officials representing all 15 NCAA sports. The sport with the largest participation in all NCAA divisions combined was Football (n=2,044) and the smallest was Women's Water Polo (n=15).

2. Coordinators/Assignors (368 Respondents)

Many coordinators/assignors work across divisions and as a result, **102** identified themselves as a coordinator/assignor in Division I-Football Bowl Subdivision (FBS), **164** in Division I-Non Football Bowl Subdivision (non FBS), **150** in Division II, and **202** in Division III. The sports with the largest participation across all divisions combined were Men's Basketball (n=40) and Men's and Women's Tennis Combined (n=40) and the smallest was Men's Tennis (n=1) and Men's Water Polo (n=1).

3. Head Coaches (4,247 Respondents)

All 15 NCAA sports surveyed were represented. The sport with the largest participation in all NCAA Divisions combined was Women's Volleyball (n=500) and the smallest was Men's Gymnastics (n=13).

Below are a series of figures that illustrate the number of individual participants by sport ([Figure B.1](#)) and the available demographic makeup of each of the three stakeholder groups (see [Figures B.2 – B.6](#)).

Figure B.1: All Respondents by Sport

	Officials	Coordinators/ Assignors	Coaches
Baseball	815	26	229
Basketball – Men's	1089	40	380
Basketball – Women's	1403	32	255
Field Hockey	147	9	177
Football	2044	34	287
Gymnastics – Men's	24	4	13
Gymnastics – Women's	193	8	48
Gymnastics – M&W	-	0	-
Ice Hockey – Men's	176	10	52
Ice Hockey – Women's	116	5	35
Lacrosse – Men's	344	11	219
Lacrosse – Women's	193	15	256
Soccer – Men's	405	2	272
Soccer – Women's	281	5	332
Soccer – M&W	-	25	-
Softball	717	28	433
Swimming & Diving – Men's	-	0	-
Swimming & Diving – Women's	-	0	-
Swimming & Diving – M&W	256	12	140
Tennis – Men's	51	1	106
Tennis – Women's	30	2	117
Tennis – M&W	-	40	-
Track & Field – Men's	-	0	-
Track & Field – Women's	-	0	-
Track & Field – M&W	726	8	229
Volleyball – Men's	53	3	62
Volleyball – Women's	1038	35	500
Water Polo – Men's	21	1	31
Water Polo – Women's	15	0	35
Water Polo – M&W	-	4	-
Wrestling	150	9	39
TOTAL	10,287*	369*	4,247

*Total number does not equate 10,300 for officials and 368 for coordinators/assignors as referenced throughout the report as a result of sport-specific data missing in this question for less than 0.1% of respondents to a software error.

Demographics by Division, Region, Gender, Age, and Race for each stakeholder group across all three NCAA divisions are in Figures B.2 through B.6:

Figure B.2: All Respondents by NCAA Division

	Officials	Coordinators /Assignors	Coaches
Division I	32.54%	48.22%	34.91%
Division II	32.29%	21.14%	24.93%
Division III	35.16%	30.63%	40.16%

Figure B.3: All Respondents by Region

	Officials	Coordinators /Assignors	Coaches
Great Lakes	15.42%	12.17%	14.52%
Mid-Atlantic	16.91%	20.41%	20.55%
Mid-West	11.18%	15.73%	12.08%
New England	14.27%	17.60%	26.13%
South	26.93%	21.35%	21.19%
West	15.29%	12.73%	8.33%

B.4: All Respondents by Gender

	Officials	Coordinators /Assignors
Male	85.13%	75.61%
Female	14.18%	24.12%
Prefer not to say	0.69%	0.27%

B.6: All Respondents by Race

	Officials	Coordinators /Assignors
Caucasian or White	78.25%	83.74%
Black or African American	10.53%	5.69%
Hispanic or Latino	3.67%	3.25%
Prefer not to say	3.61%	3.52%
Multiracial	1.70%	1.90%
American Indian or Alaska Native	0.48%	0.54%
Native Hawaiian or Other Pacific Islander	0.38%	0.54%
Other	.016%	0%

B.5: All Respondents by Age

	Officials	Coordinators /Assignors
Under 25	1.45%	Under 35
25-34	11.54%	1.36%
35-44	19.95%	2.98%
45-54	26.78%	14.91%
55-64	26.36%	35.77%
65 or older	12.42%	42.82%
Prefer not to say	1.50%	2.17%

C. Current NCAA Officials

1. Age and Diversity, Number of Officials, Experience, Recruiting, Sport Levels

AGE AND DIVERSITY

Beyond the general demographics of NCAA officials, this section illustrates detailed information to better understand the current NCAA officiating landscape as it relates to age, gender and race. For purposes of this review, gender diversity refers to the ratio of Male to Female and racial diversity refers to the ratio of White/Caucasian to Non-White populations.

Notes for this section:

- Means were determined from grouped data by calculating the midpoint and weighting groups based on frequency of responses.
- In some cases, survey responses were combined and are noted with an (*).
- The three most frequently selected answers are highlighted in various shades of green (darkest to lightest) for ease in identification.

Figure C.1.1: Officials Survey
Mean Age by Gender

	DI Officials	DII Officials	DIII Officials	All Officials
Male (85%)	50.68	49.38	49.02	49.67
Female (14%)	49.20	48.13	48.26	48.54
All Officials	50.42	49.20	48.92	49.42

Key Findings:

- The mean age of all NCAA officials was 49.42.
- The mean age of each division was within 1.5 years, with DI officials at the highest mean (50.42) and DIII at the lowest mean (48.92).

Figure C.1.2: Officials Survey
Sport by Mean Age, Female and ^Non-Whites

	All Officials Mean Age	All Officials % Females	All Officials % ^Non- Whites
Baseball	49.23	0.27%	16.71%
Basketball - Men's	44.06	0.28%	32.58%
Basketball - Women's	45.49	31.08%	38.96%
Field Hockey	49.80	71.73%	14.66%
Football	48.19	0.69%	24.61%
Gymnastics - Men's*	54.00	0.00%	14.29%
Gymnastics - Women's	53.12	92.80%	8.05%
Ice Hockey - Men's	35.57	0.00%	4.18%
Ice Hockey - Women's	37.25	17.95%	7.69%
Lacrosse - Men's	50.42	0.00%	7.17%
Lacrosse - Women's	51.42	61.17%	16.48%
Soccer - Men's	40.89	0.49%	23.29%
Soccer - Women's	41.79	19.32%	22.98%
Softball	54.42	8.91%	19.16%
Swimming & Diving	60.73	22.58%	9.03%
Tennis - Men's	60.89	31.75%	11.11%
Tennis - Women's	61.67	21.62%	2.70%
Track & Field	61.42	18.82%	26.44%
Volleyball - Men's	52.77	10.39%	28.57%
Volleyball - Women's	54.65	25.66%	20.04%
Water Polo - Men's*	50.90	0.00%	26.47%
Water Polo - Women's*	43.00	21.05%	36.84%
Wrestling	50.42	0.50%	15.58%

*Sports with fewer than 25 total respondents. ^All race categories other than *White/Caucasian* were combined as *Non-White*.

Key Findings – Mean Age:

- In 14 (red font) of the 23 sports, the mean age of officials exceeded the overall mean age for all NCAA officials (49.42).
- The mean ages of officials within specific sports tended to be inversely related to the physical demands (speed, endurance, agility, and flexibility) of successfully and safely officiating those sports. Softball officials were the outliers on the older end of the continuum and Women's Water Polo officials were outliers on the younger end, but the latter sample size was small.

Key Findings – % Females:

- Females represented 14% of all responding officials.
- Women's sports reporting the three highest percentages of Female officials (green font) were Women's Gymnastics (93%), Field Hockey (72%), and Women's Lacrosse (61%).
- Women's sports reporting the three lowest percentage of Female officials (red font) were Softball (9%), Women's Ice Hockey (18%), and Track & Field (19%).
- Men's Tennis (32%) and Men's Volleyball (10%) are the only two not combined men's sports with more than 1% female officials.

Key Findings – % ^Non-Whites:

- A. ^Non-whites represented 22% of all responding officials.
- B. Sports reporting the three highest percentage of ^Non-whites (green font) were Women's Basketball (39%), Women's Water Polo (37%), and Men's Basketball (33%).
- C. Sports reporting the three lowest percentage of ^Non-whites (red font) were Women's Tennis (3%), Men's Ice Hockey (4%), and Men's Lacrosse (7%).

NUMBER OF OFFICIALS

This section illustrates the number of officials by analyzing the coordinators'/assignors' need to reschedule contests due to a lack of officials, the size of rosters compared to five years ago and the projected number of years until officials plan to retire.

Figure C.1.3: Coordinators/Assignors Survey

Q 27. In your most recent full season, how often was it necessary to have institutional personnel reschedule a contest due to a lack of available conference officials for each division?

	DI-FBS Coord/ Assignors	DI-NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
Frequently	0.00%	0.00%	1.33%	1.98%
Occasionally	2.94%	3.66%	8.00%	6.93%
Hardly ever	8.82%	6.71%	13.33%	9.41%
Never	88.24%	89.63%	77.33%	81.68%

Sports identified as having to reschedule by division:

DI-FBS (5 sports)	DI-NonFBS (10)	DII (11)	DIII (12)
Gymnastics – W Lacrosse – W Swimming – M&W Tennis – M&W Wrestling	Football Gymnastics – W Lacrosse – M Lacrosse – W Soccer – M&W Softball Swimming – M&W Tennis – M&W Volleyball – W Water Polo – M & W	Basketball – M Baseball Field Hockey Lacrosse – M Lacrosse – W Soccer – M&W Softball Swimming – M&W Tennis – M&W Volleyball – W Water Polo – M&W	Basketball – M Field Hockey Football Gymnastics – W Lacrosse – M Lacrosse – W Soccer – M&W Softball Swimming – M&W Tennis – M&W Volleyball – W Water Polo – M

Key Findings:

- A. *Never* was the most frequent response among all divisions' coordinators/assignors.
- B. DIII, followed by DII had the largest number of sports that had contests needing to be rescheduled.
- C. Three sports were identified by coordinators/assignors in each division that it *was necessary to reschedule contests due to lack of available officials* are identified by **red** font.

Figure C.1.4: Coordinators/Assignors Survey

Q 20. How does the SIZE of your 2019-20 active conference roster(s) compare to your active roster(s) from 5 years ago for each division?

	DI-FBS Coord/ Assignors	DI- NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
*Larger (Somewhat+ Much Larger) larger than five years ago	31.37%	34.76%	46.00%	45.05%
About the same as five years ago	44.12%	36.59%	28.00%	35.15%
*Smaller (Somewhat+ Much Smaller) than five years ago	20.59%	24.39%	22.00%	18.81%
No knowledge of prior roster/don't know	3.92%	4.27%	4.00%	0.99%

Q 23. Approximately how many officials on your 2019-20 active conference roster(s) are within 5 YEARS OF RETIREMENT from officiating in each division?

	DI-FBS Coord/ Assignors	DI- NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
10% or less	36.27%	36.59%	39.33%	30.69%
11-20%	17.65%	27.44%	20.67%	23.76%
21-30%	14.71%	16.46%	17.33%	22.77%
31-40%	24.51%	13.41%	17.33%	16.83%
More than 40%	6.86%	6.10%	5.33%	5.94%

Key Findings – Roster Size:

- A. Coordinators/assignors from each division reported that overall, their rosters were **Larger* or about the same.

Key Findings – Retiring:

- A. Nearly 25% of coordinators/assignors from DI-FBS had their second highest frequency in the 31-40% category for within 5 years of retirement.
- B. Approximately one third of coordinators/assignors in each division reported 10% or less of their officials are within five years of retirement.
- C. Of concern, 5-7% reported *More than 40%* of their officials are within five years of retirement.

Figure C.1.5: Officials Survey

Q 52. Approximately how many more years do you plan to officiate NCAA?

	DI Officials	DII Officials	DIII Officials
3 or less	14.61%	18.35%	18.07%
4-6	21.19%	21.78%	21.47%
7-10	23.30%	22.49%	22.81%
More than 10	40.90%	37.38%	37.66%

Key Findings:

- A. The *More than 10* years projected before retirement option was the most frequent response among officials from all divisions with the highest in DI (41%,) followed by DIII (38%) and DII (37%).

OFFICIALS' EXPERIENCE

Experience, for purposes of this section, refers to the number of years officiating. A formula was used to calculate mean ages and years of experience. This information was extremely useful when reviewing the current NCAA pipeline of officials.

Figure C.1.6: Coordinators/Assignors Survey

Q 22. Approximately what percent of the officials on your 2019-20 active conference roster(s) are in their FIRST 5 YEARS of officiating for each division?

	DI-FBS Coord/ Assignors	DI-NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
10% or less	44.12%	43.90%	31.33%	30.20%
11-20%	30.39%	29.88%	32.00%	24.26%
21-30%	15.69%	15.24%	18.67%	21.29%
31-40%	6.86%	8.54%	11.33%	16.83%
More than 40%	2.94%	2.44%	6.67%	7.43%
Mean % of Roster in 1st 5 Years	14.63%	14.79%	18.16%	19.85%

Key Findings:

- A. On average, nearly 15% of officials on active DI rosters (as reported by the coordinators /assignors), are in their first five years of NCAA officiating, compared to DII rosters at 18% and DIII rosters at 20%. This reflects the experience level in each division.

Figure C.1.7: Officials Survey

Q 9. How many years have you been officiating at **ANY** level?

	DI Officials	DII Officials	DIII Officials
3 years or less	0.99%	1.19%	1.62%
4-6 years	3.96%	5.50%	6.00%
7-10 years	9.46%	13.03%	13.72%
11-15 years	16.85%	19.40%	20.05%
16-25 years	31.46%	29.98%	29.09%
26-35 years	20.96%	18.20%	17.48%
More than 35 years	16.31%	12.71%	12.05%
Mean years of experience by all officials at ANY level			21.56

Q 9. How many years have you been officiating at any **NCAA** level?

	DI Officials	DII Officials	DIII Officials
3 years or less	7.24%	12.09%	15.71%
4-6 years	14.14%	19.10%	19.63%
7-10 years	18.43%	19.07%	18.89%
11-15 years	19.39%	18.24%	16.73%
16-25 years	25.11%	20.40%	18.64%
26-35 years	11.30%	7.98%	7.64%
More than 35 years	4.40%	3.13%	2.76%
Mean years of experience by all officials at any NCAA level			13.19

Key Findings:

- A. When comparing all three divisions, DIII had the highest percentage of officials in each of the first four experience categories: *3 years or less, 4-6 years, 7-10 years, and 11-15 years*. This information is consistent with DIII being an entry point for most NCAA officials.
- B. DI had the highest percentage of officials among the divisions with *16-25 years, 26-35 years, and More than 35 years*. This information is consistent with DI coordinators/assignors assigning more-experienced officials.
- C. The difference between the mean years of entry into officiating and into officiating NCAA contests illustrates the number of years of experience officials have prior to entering the NCAA pipeline. **For the average official, it took more than 8 years (21.56 – 13.19) to enter the NCAA officiating level.**

For Further Review:

- The same comparison can be made for each sport. The greater the difference between the two mean years of experience, the longer it takes, on average for entry into NCAA-level officiating.

RECRUITING

Recruiting officials into the NCAA pipeline is quite different than initially recruiting new officials into the avocation. Only about four-to-five percent of new officials began their officiating at the collegiate level, and those officials tended to be found in the individual sports of Tennis and Track & Field. The majority of officials began officiating at the youth or high school levels. Therefore, to fill the NCAA officiating pipeline, conference coordinators/assignors must gradually add experienced and talented officials from various other levels to their rosters each year.

Figure C.1.8: Officials Survey

Q 7. At what level did you BEGIN officiating?

	DI Officials	DII Officials	DIII Officials
Youth (under age 14)	42.76%	37.98%	39.54%
Youth recreational (over age 14)	6.89%	7.10%	6.98%
High school sub-varsity	18.17%	23.00%	23.72%
High school varsity	15.75%	15.98%	16.06%
Adult recreational (over age 18)	5.45%	5.88%	5.28%
Intercollegiate	6.38%	4.89%	3.89%
College intramurals	3.33%	4.16%	3.82%
Other	1.26%	1.00%	0.72%

Key Findings:

- A. Over 78% of all NCAA officials across all sports reported beginning their officiating careers at the *Youth and High School* levels (*sub-varsity and varsity combined*).
- B. Officials' entry at *Youth and High School* levels was slightly lower (76%) in DI and DII, and slightly higher than the average in DIII (79%).

For Further Review:

- The most frequent entry point in the following eight sports differed from the typical *Youth and High School* levels:
 - Baseball – *Youth recreational (over 14)*
 - Men's Basketball – *College intramurals*
 - Men's Ice Hockey – *Adult recreational (over 18) and Youth recreational (over 14)*
 - Women's Ice Hockey – *Intercollegiate and Youth recreational (over 14)*
 - Men's Soccer – *Youth recreational (over 14) and Adult recreational (over 18)*
 - Women's Soccer – *Youth recreational (over 14)*
 - Tennis – *Intercollegiate*
 - Track & Field – *Intercollegiate*

Figure C.1.9: Officials Survey

Q 8. How did you get recruited when you initially became an official?

	DI Officials	DII Officials	DIII Officials
I wasn't recruited, I sought it out myself	35.14%	36.79%	37.8%
By a family member or friend	19.77%	18.67%	18.5%
By a coach	7.83%	6.67%	5.97%
By an official	32.93%	33.5%	33.27%
Print or electronic advertisement/article	1.66%	1.56%	1.55%
Social media	0.06%	0.02%	0.00%
Other	2.62%	2.8%	2.91%

Key Findings:

- A. All NCAA officials (37%) reported *I wasn't recruited, I sought it out myself* more than any other option. This could be an area for further study to determine the factors prompting those individuals to get involved in officiating.
- B. NCAA officials across all divisions reported being recruited by an *Official* or a *Family Member or Friend* at a combined frequency of 53%.

For Further Review:

- Only about 6% of NCAA officials reported being recruited by a *Coach*. However, officials in Men's and Women's sports of Gymnastics, Swimming & Diving and Track & Field reported that coaches were notable influencers.

Figure C.1.10: Coordinators/Assignors Survey

All Divisions Coordinators/ Assignors Ranking	Coordinators Identify Most Successful Sources to Identify Potential Officiating Talent
1	Recommendations from other coordinators/assignors
2	Recommendations from officials
3	Observing officiating camps/umpire schools
4	Observing other college games (any division or level)
5	Observing high school games
6	Observing recreational/club sport games
7	Other
8	Recommendations from your conference office or conference institutional personnel
9	Observing collegiate intramurals

Key Findings:

- A. Coordinators/assignors from all divisions reported that their two most successful methods of recruiting officials for NCAA competition were *Recommendations from other coordinators/assignors* and *Recommendations from officials*.
- B. The third most frequent choice was *Observing officiating camps/umpire schools*. In addition to their educational and developmental roles, these venues provide the opportunity to see many potential recruits in a variety of situations in a limited time. Camps/schools could be conducted by the survey respondent, by fellow coordinators/assignors or by third parties (i.e., NCAA national coordinators, NGBs, professional officials, officiating organizations, etc.) and often include officiating actual competitions.

SPORT LEVELS

This section illustrates the various competitive levels of sport that current NCAA officials work in addition to their assignments within the NCAA. The different sport levels represent officials' individual progression and preferences, as well as the NCAA's competition for officials and potential sources from which to recruit NCAA officials.

Figure C.1.11: Officials Survey

Q 16. Approximately how many of your total officiating assignments come from each of the levels below during a typical year?

	Pro/Oly	NCAA	NAIA	Jr Col	HS	Youth
Some	12.05%	24.95%	30.92%	40.99%	33.74%	37.11%
About half	1.72%	21.53%	4.07%	5.08%	19.31%	4.73%
Most	1.47%	33.14%	1.87%	2.79%	13.63%	4.56%
All	0.66%	19.33%	0.44%	0.57%	1.70%	0.62%
*At Least Some (Some+Half+Most+All)	15.89%	98.95%	37.30%	49.43%	68.38%	47.02%
None	84.11%	1.05%	62.70%	50.57%	31.62%	52.98%

NOTE: It is possible the question was misunderstood by a small segment of the officials. Selecting *All* in any sport level except NCAA is not a valid response for current NCAA officials, and selecting the *None* response is not valid for the NCAA level. The irregularities were minimal enough that it was determined the remaining data were accurately informative.

Key Findings:

- A. To determine where all officials were working their non-NCAA contests, a combined category of **At Least Some** was created. The non-NCAA level officiated by the highest percentage of all officials was *High School* (68%), followed by Junior College (49%), and Youth (47%).
- B. Note that assignments in the Professional/Olympic level include officials working Junior Olympic and/or National Governing Bodies (NGB) contests (e.g., USA Ice Hockey, etc.) in addition to professional and international contests.

For Further Review:

- Finding the percentages of **At Least Some** contests being officiated in the non-NCAA levels in each sport, by division and region, can help determine the areas of greatest competition and possible recruiting sources.

Figure C.1.12: Officials Survey

Q 17. Which level is your FAVORITE to officiate?

	All Officials
Youth/Non-High School	2.28%
High School	6.08%
Junior/Community College	1.78%
NAIA	2.26%
NCAA Division III	17.24%
NCAA Division II	20.51%
NCAA Division I	46.02%
Professional or Olympic	3.82%

Key Findings:

- A. Forty-six percent of all officials reported their favorite level to officiate was NCAA DI.
- B. Collectively, NCAA contests were more preferred than contests at the other five levels.
- C. In an open-ended question, officials were asked why they chose one level over another, and the most common responses were: liking the participants' athletic skills, the level of competition between the teams, the amount of compensation they received and the way they were treated.

SUMMARY OBSERVATIONS FOR SECTION C.1

1. **Age and Diversity:** The aging of officials working NCAA events is a concern. The population of student-athletes being served never ages, however the mean age within the active pool of NCAA officials was just over 49 years. Efforts to decrease the average age of officials across most NCAA sports are critical but must be done strategically. The lack of gender and racial diversity is also problematic, and at the same time is an opportunity for increasing the size of the pool of NCAA officials. A concerted effort to diversify the pipeline, as well as increasing attention to education, development and advancement to retain those in the pipeline, will result in the pool of officials more closely resembling the student-athletes they serve. It is important to note that a focused effort to ensure a culture of inclusivity will be required to retain a diverse officiating pool.
2. **Number of Officials/Sports in crisis due to lack of officials:** Coordinators/assignors generally do not report that the size of their officiating rosters have declined in comparison to five years ago, however, coordinators/assignors across all divisions reported that institutions had to reschedule contests in numerous sports within the most recent full season (five in DI-FBS, 10 in DI-NonFBS, 11 in DII and 12 in DIII). Targeted initiatives to recruit and retain officials are essential to the lifeblood of officiating, especially given the percent of officials expecting to retire in the next five years and the average age of officials across all sports.
3. **Experience:** The average amount of time it takes for an official to move from entering the avocation into NCAA officiating is just over eight years. Early identification and mentoring of those interested in NCAA officiating can narrow that gap and help prepare them for entering the pool sooner.
4. **Recruiting:** With few exceptions, officials enter the profession years before they are qualified to officiate in the NCAA. Coordinators/assignors must recruit from other sport levels to identify NCAA potential talent. Efforts to assist with and/or influence recruiting into the youth and high school levels is necessary to grow the pipeline. Engaging current officials as spokespersons could be a significant resource for recruiting.
5. **Sport Levels:** Other than contests at other NCAA divisions, the High School level is where most NCAA officials are working. Drilling down to the regional and sport categories provides specific insight into which sport levels are prevalent among all officials. A national officiating alliance should be considered among the NCAA, NAIA, NJCAA and NFHS, or regionally among NCAA conferences and the organizations that have the greatest influence within a geographic region.

2. Training/Education, Quality, Evaluation, Connections/Mentoring

Each of these topics relates to professional development for officials. The data collected indicates officials want effective education/training opportunities and feedback to improve their performances.

Notes for this section:

- Means were determined from grouped data by calculating the midpoint and weighting groups based on frequency of responses.
- In some cases, survey responses were combined and are noted with an (*).
- The three most frequently selected answers are highlighted in various shades of green (darkest to lightest) for ease in identification.

TRAINING/EDUCATION

Figure C.2.1: Officials Survey

Q 30. What are the most beneficial training/educational methods available to officials? Rank up to three.

	DI Officials Ranking	DII Officials Ranking	DIII Officials Ranking
Video review	1	1	1
My coordinator's camp/clinic/school	2	3	3
NCAA sponsored camp/clinic/school	3	2	2
Study/discussion groups	4	4	4
Central Hub postings	5	5	5
Other camp/clinic/school	6	6	6
Taking tests	7	7	7
Printed materials (flyers, magazines, handouts, etc.)	8	8	8
Other	9	9	9
Listening to podcasts	10	10	10

Key Findings:

- The top three responses were the same for all three divisions, but the order varied slightly. The fourth through tenth ranked methods were identical.
- All officials believe *video review* to be the most beneficial method of training/education available.

Figure C.2.2: Officials Survey

Q 31. How effective are the education/training methods available to you as an official?

	DI Officials	DII Officials	DIII Officials
*Effective (Very Effective+Effective)	80.31%	70.49%	71.16%
*Not Effective (Neutral+Ineffective+Very Ineffective)	19.69%	29.51%	28.84%

Key Findings:

A. DI officials reported more frequently than DII and DIII (by nearly 10%) that available education/training methods were **Effective**.

For Further Study:

- Football (86%), Women's Basketball (80%), Men's Basketball (80%), Baseball (80%), and Softball (80%) were the sports reported by all officials as the having the most **Effective** education/training methods.

Figure C.2.3: Officials Survey

Q 32. Do your coordinators/assignors conduct any type of officiating camp/school during the off season? NOTE: Only those officials who answered Yes to this question were eligible to respond to the next two.

	DI Officials	DII Officials	DIII Officials
Yes	59.79%	58.87%	57.45%
No	27.17%	28.13%	29.75%
I don't know	13.03%	13.00%	12.80%

Key Findings:

- A. The percentage of officials reporting their coordinators/ assignors were conducting camps/schools was similar across all divisions.

Q 33. Generally speaking, I think the officiating camps/schools conducted by my coordinator/assignor in the off season are effective training opportunities.

	DI Officials	DII Officials	DIII Officials
*Agree (Strongly Agree+Agree)	78.22%	73.09%	72.17%
*Do Not Agree (Neutral+Disagree+ Strongly Disagree)	21.78%	26.91%	27.83%

Key Findings:

- A. DI officials were slightly more positive about the effectiveness of their coordinator's/assignor's camps/schools.

Q 34. Generally speaking, I think the officiating camps/schools conducted by my coordinator/assignor in the off season are worth both my time and money.

	DI Officials	DII Officials	DIII Officials
*Agree (Strongly Agree+Agree)	65.19%	59.55%	60.08%
*Do Not Agree (Neutral+Disagree+ Strongly Disagree)	34.81%	40.45%	39.92%

Key Findings:

- A. Officials from all divisions responded more positively about the effectiveness of camps/schools than being worth the time and money.
B. DII and DIII officials were more concerned about camp/schools being worth the time and money to attend than DI officials.

QUALITY

Figure C.2.4: Coordinators/Assignors Survey

Q 21. How does the overall QUALITY of officiating talent on your 2019-20 active conference roster(s) compare to your active roster(s) from 5 years ago for each division? Quality can include competency, experience, physical conditioning, etc.

	DI-FBS Coord/ Assignors	DI- NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
No Knowledge	1.96%	4.88%	2.67%	0.50%
*Worse (Somewhat Worse + Much Worse)	17.65%	12.80%	10.67%	14.85%
Same	16.67%	18.29%	18.00%	19.31%
*Better (Somewhat Better + Much Better)	63.73%	64.02%	68.67%	65.35%

Key Findings:

- A. Coordinators/assignors from all divisions selected **Better**, with a frequency between 63-68%, indicating they believe the quality of rosters was improving.

Figure C.2.5: Officials Survey

Q 55. It has been reported that there is a national shortage of officials at all levels in many sports. What effect, if any, do you think this national shortage has had on NCAA officiating in all THREE DIVISIONS?

	DI Officials	DII Officials	DIII Officials
I don't know	24.96%	26.88%	24.06%
Neither diminished quality or numbers	26.10%	14.18%	11.34%
Both diminished quality & numbers	24.66%	31.85%	36.24%
Diminished overall quality	14.06%	16.53%	17.57%
Diminished overall number	10.23%	10.56%	10.79%

Key Findings:

- A. Nearly 65% of DIII and 59% of DII officials think *Quality*, *Numbers* or *Both* have resulted from a national shortage of officials, compared to only 49% of DI officials.
- B. Of the two possible issues identified, *Quality* appeared to be more of a concern.

Figure C.2.6: Coaches Survey

Q 7. Generally speaking, how SATISFIED are you with the QUALITY of officiating during your NCAA contests?

	DI Coaches	DII Coaches	DIII Coaches
*Satisfied (Very Satisfied+Satisfied)	47.27%	43.25%	47.01%
*Not Satisfied (Neutral+Dissatisfied+Very Dissatisfied)	52.73%	56.75%	52.99%

Key Findings:

- A. Over half of all coaches reported being **Not Satisfied** with the quality of officiating, with DII coaches having the highest percentage.

Q 8. Please RANK up to THREE of the areas that most concern you regarding the QUALITY of officiating in your contests.

	DI Coaches Ranking	DII Coaches Ranking	DIII Coaches Ranking
Consistent application of playing rules/judgment	1	1	1
Communication skills	2	2	3
Knowledge of playing rules	3	3	2
Demeanor/disposition	4	4	4
Conflict management	5	5	5
Mechanics/positioning	6	6	6
Crew cohesiveness	7	7	7
Physical conditioning	8	8	8
Other	9	10	10
Physical effort	10	9	9

Key Findings:

- A. The top three responses were the same for all three divisions, but the order varied slightly between DIII coaches and DI and DII.
- B. All coaches reported being most concerned with *Consistent application of playing rules/judgment* as it relates to quality.

Q 9. Generally speaking, I think my contest officials attempt to adjudicate the rules consistently and adhere to the NCAA national officiating program.

	DI Coaches	DII Coaches	DIII Coaches
*Agree (Strongly Agree+Agree)	76.03%	70.38%	71.47%
*Do Not Agree (Neutral+Disagree+Strongly Disagree)	23.77%	29.44%	28.19%
I don't know/not applicable	0.20%	0.18%	0.34%

Key Findings:

- A. Over 70% of all coaches **Agree** that officials were attempting to adjudicate the rules consistently and follow the NCAA national officiating program.

EVALUATION

Figure C.2.7: Officials Survey

Q 49. How often do you receive any type of feedback from your coordinator(s)/assignor(s) on your officiating performance?

	DI Officials	DII Officials	DIII Officials
Frequently	31.59%	16.26%	16.04%
Occasionally	33.36%	35.60%	34.78%
Hardly ever	23.06%	32.34%	33.76%
Never	11.99%	15.80%	15.41%

Key Findings:

A. Nearly half of DII (48%) and DIII (49%) officials *Never* or *Hardly ever* receive feedback from their coordinators/assignors, compared to 35% of DI officials.

For Further Study:

- Female officials were 16% more likely to have selected *Hardly ever* or *Never*.

Figure C.2.8: Coordinators/Assignors Survey

Q 42. Which statement most accurately describes the use of neutral observers at regular-season contests that you coordinate/assign in each division?

	DI-FBS Coord/Assignors	DI-NonFBS Coord/Assignors	DII Coord/Assignors	DIII Coord/Assignors
Neutral observers are NOT used	45.10%	56.71%	42.67%	44.83%
Neutral observers are used at some contests	39.22%	32.32%	50.00%	50.25%
Neutral observers are used at conference contests only	7.84%	4.88%	6.00%	2.96%
Neutral observers are used at every contest	7.84%	6.10%	1.33%	1.97%

Key Findings:

A. 55% of DIII coordinators/assignors reported using neutral observers at least at some contests; more than all of DI (49%).

For Further Study:

- The use of neutral observers varied by sport and region.

Figure C.2.9: Coordinators/Assignors Survey

Q 43. Generally speaking, how many of the individual officials on your conference roster(s) are YOU expected to evaluate during the regular season?

	DI-FBS Coord/ Assignors	DI-NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
None	30.39%	29.27%	31.33%	32.02%
About 25%	10.78%	16.46%	24.00%	23.15%
About 50%	13.73%	12.20%	15.33%	15.27%
About 75%	9.80%	6.10%	10.67%	9.36%
All	35.29%	35.98%	18.67%	20.20%

Key Findings:

- A. Just over one-third of DI coordinators/assignors reported being expected to evaluate everyone on their rosters annually.
- B. DII and DIII coordinators/assignors were expected to evaluate just under one third of their roster during the regular season.

Q 44. Generally speaking, how many regular-season evaluations do you complete annually for EACH INDIVIDUAL official on your roster(s) - include in-person and video review of contests, if applicable?

	DI-FBS Coord/ Assignors	DI- NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
None	31.37%	28.66%	22.67%	24.63%
1-2	30.39%	32.93%	47.33%	43.84%
3-4	10.78%	12.80%	10.00%	7.88%
5-6	7.84%	6.10%	6.67%	5.91%
7+	19.61%	19.51%	13.33%	17.73%
Mean Number Evaluations per Individual	2.83	2.84	2.49	2.66

Key Findings:

- A. The mean number of regular season evaluations completed for each individual on their roster by DI coordinators/ assignors (2.84) was slightly more than DIII (2.66) and DII (2.49).
- B. More than 25% of coordinators/assignors across all divisions, report completing NONE as the number of regular season evaluations for each individual official.

For Further Study:

- The number of individual evaluations being conducted by coordinators/assignors varied greatly by sport and region.

Figure C.2.10: Coordinators/Assignors Survey

Q 40. Which statement BEST describes the expectation of coaches/institutional personnel to complete a contest evaluation:

	DI-FBS Coord/ Assignors	DI-NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
Not required to complete	52.94%	46.95%	43.33%	38.92%
At all home contests only	7.84%	5.49%	6.00%	7.39%
At all home conference contests only	0.98%	1.22%	0.00%	1.48%
At all conference contests, home and away	13.73%	17.68%	20.00%	16.26%
At all home contests & away conference contests	24.51%	28.66%	30.67%	35.96%

Key Findings:

A. When combining all responses except *Not required to complete*, DIII coordinators/assignors (61%) are more likely to expect coaches/institutional personnel to complete contest evaluations.

Q 41. During the last full season, approximately what percent of your coaching/institutional personnel contest evaluations were completed for each division?

	DI-FBS Coord/ Assignors	DI-NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
All/almost all (between 80-100%)	30.95%	25.61%	15.19%	11.76%
Most (between 60-80%)	16.67%	12.20%	10.13%	14.29%
About half (between 40-60%)	30.95%	28.05%	22.78%	21.85%
Some (between 20-40%)	11.90%	15.85%	17.72%	25.21%
None/few (between 0-20%)	9.52%	18.29%	34.18%	26.89%

Key Findings:

A. The highest percentage of responses were none in DII (34%) and DIII (27%).

Figure C.2.11: Coaches Survey

Q 16. Please RANK up to THREE criteria that are most important to you when you ASSESS the performance of an official.

	DI Coaches Ranking	DII Coaches Ranking	DIII Coaches Ranking
Consistent Application of Playing Rules/ Judgement	1	1	1
Knowledge of Playing Rules	2	2	2
Communication Skills	3	3	3
Demeanor/Disposition	4	4	4
Conflict Management	5	5	5
Mechanics/Positioning	6	6	6
Crew Cohesiveness	7	9	7
Physical Effort	8	7	8
Physical Conditioning	9	8	9
Other	10	10	10

Key Findings:

- A. The top three criteria reported as most important to coaches when assessing performance of an official are consistent across divisions.
- B. The criteria for performance is consistent with their top three concerns regarding quality (see Figure C.2.6, Q 8), but with *Knowledge of playing rules* ranked second rather than third.

Figure C.2.12: Coaches Survey

Q 17. As a Head Coach, is there a process for providing feedback regarding the officiating performances in your contests?

	DI Coaches	DII Coaches	DIII Coaches
Yes	83.33%	80.83%	82.06%
No	16.67%	19.17%	17.94%

Key Findings:

- A. Over 80% of head coaches reported having a process to provide officiating performance feedback.

Q 18. What options are available for you to provide feedback on officiating performances? Select all that apply. Only those coaches who answered Yes to the previous question were eligible to respond.

	DI Coaches	DII Coaches	DIII Coaches
Complete a contest evaluation form	23.93%	26.12%	25.79%
Contact the conference office	12.72%	12.47%	12.25%
Contact the conference coordinator/supervisor/assignor	24.03%	24.82%	24.19%
Submit video clips to the conference office	9.49%	8.90%	9.24%
Submit video clips to the conference coordinator/supervisor/assignor	20.43%	18.68%	17.95%
Provide input for upcoming officiating assignments	6.12%	6.44%	7.43%
Contact the official(s)	2.52%	2.07%	2.56%
Other	0.75%	0.50%	0.59%

Key Findings:

- A. The top three options for providing feedback were consistent across all three divisions, the order varied slightly.

CONNECTIONS/MENTORING

Figure C.2.13: Officials Survey

Q 14. Why do you officiate? Please rank up to THREE reasons.

	DI Officials Ranking	DII Officials Ranking	DIII Officials Ranking
Love of sport(s)	1	1	1
Supplementing your income	2	4	4
Being part of the officiating community	3	3	3
Being a part of the action	4	2	2
Mentoring others	5	5	6
Giving back to your community	6	7	7
Being a leader	7	8	8
Staying in shape	8	6	5
Social aspects	9	9	9
Other	10	10	10

Key Findings:

- A. All officials reported that *Love of sport(s)* was the most important reason they officiated.
- B. DI officials' second most important reason was *Supplementing income*, compared to *Being a part of the action* for DII and DIII officials.

Q 15. Engagement in my officiating community has contributed to the development of significant friendships and has positively impacted my social life.

	DI Officials	DII Officials	DIII Officials
*Agree (Strongly Agree+Agree)	94.68%	94.61%	94.03%
*Do Not Agree (Neutral+Disagree+Strongly Disagree)	5.33%	5.38%	5.97%

Key Findings:

- A. Nearly 95% of all officials reported that engagement in their officiating community has contributed to the development of friendships and has positively impacted their social life.

Figure C.2.14: Coordinators/Assignors Survey

Q 47. Do you currently have a formal mentoring program in your conference(s) for the less-experienced officials on your roster(s) for each division?

	DI-FBS Coord/ Assignors	DI-NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
Yes	41.17%	51.96%	39.02%	39.02%
No	58.83%	48.04%	60.98%	60.98%

Key Findings:

- A. More DI-NonFBS coordinators/assignors reported having a formal mentoring program than the other divisions.

SUMMARY OBSERVATIONS FOR SECTION C.2

1. **Education/Training:** A comprehensive approach to educational/training efforts should be explored. Use of technologies such as video conferencing, podcasts and virtual meetings could increase as they are convenient and low cost to officials. Opportunities could also include some standards or best practices with camps/clinics/schools conducted by coordinators/assignors or other parties.
2. **Quality:** Additional ways to educate officials and coaches regarding rules (since the coaches selected *Knowledge of Playing Rules* as a quality concern) should be explored.
3. **Evaluation:** Increasing the frequency of evaluation of officials should be explored and prioritized to improve the quality of officiating. A further review of evaluation by sport may better identify where resources are needed.
4. **Connections/Mentoring:** Mentoring program models should be developed for sport-specific implementation.

3. Assignments, Advancement, Compensation, Reasons for Leaving

Each of these topics relates to how officials are assigned to contests, how they advance in their careers, how satisfied they are with the compensation they receive, and their reasons for leaving.

These topics also provide insight into the top two critical issues identified through the officials' surveys and summarized in *Part Two* of this report. The most frequent critical issue reported by officials was *Officiating fees not keeping pace with demands of the job* (identified as second by the coordinators/assignors), and the 2nd most critical issue was *Assigning strongholds creating advancement barriers*.

Notes for this section:

- In some cases, survey responses were combined and are noted with an (*).
- Questions asked on different surveys as gap questions are marked with an (^).
- The three most frequently selected requirements are highlighted in various shades of green (darkest to lightest) for ease in identification.

ASSIGNMENTS

Figure C.3.1: Coordinators/Assignors and Officials Surveys

^Q 28/22. Generally speaking, for an official to receive an assignment in your conference(s), they must accomplish which of the following - check all that apply for each division.

	DI-FBS Coord/ Assignors	DI- NonFBS Coord/ Assignors	DI AVG	DI Officials	DII Coord/ Assignors	DII Officials	DIII Coord/ Assignors	DIII Officials
Attend an acceptable officiating camp/school	7.63%	6.78%	7.20%	4.55%	9.03%	5.35%	7.74%	5.04%
Attend conference training session	7.19%	7.03%	7.11%	6.47%	7.14%	5.17%	6.51%	5.19%
Attend coordinator's officiating camp/school	3.27%	4.69%	3.98%	7.13%	5.53%	7.52%	4.94%	7.85%
Attend NCAA Preseason Clinic	11.11%	13.56%	12.34%	12.61%	12.53%	12.08%	13.80%	12.57%
Attend preseason in-person conf. meeting	7.41%	8.75%	8.08%	8.96%	10.78%	9.59%	11.56%	10.02%
Background check	18.30%	14.30%	16.3%	14.69%	11.86%	14.31%	11.90%	14.28%
Meet minimum fitness standard	8.71%	9.12%	8.92%	7.32%	7.82%	6.81%	8.42%	6.56%
Pass NCAA officiating test	15.47%	16.03%	15.75%	15.93%	16.44%	17.99%	16.95%	18.48%
Physical exam	9.80%	7.77%	8.79%	8.68%	6.06%	5.98%	5.05%	4.72%
Register on NCAA Central Hub	11.11%	11.96%	11.54%	13.65	12.80%	15.20%	13.13%	15.27%

Categories highlighted in yellow denote those with differences of at least 3% between responses from coordinator/assignors and officials or those where some groups responded with the category in the top three and some did not.

Key Findings:

- A. The requirement to *Pass NCAA officiating test* is the most frequent choice in all but DI FBS. Responses by the officials exceeds that of the coordinators'/assignors' averages in all three divisions and DI has the lowest percentages and DIII, the highest.
- B. The gaps in frequency percentage in key assignment requirements are relatively small but noteworthy.
- C. The assignment requirements shaded in yellow indicate that the officials may not be aware of what is important to the coordinators/assignors or the officials think it is more important than the coordinators/assignors reported.

Figure C.3.2: Coordinators/Assignors and Officials Surveys

Q 45/23. What are the most important criteria you as a/your coordinator/assignor utilizes when making REGULAR-SEASON assignments. Assume availability is not an issue.

	DI-FBS Coord/ Assignors	DI- NonFBS Coord/ Assignors	DI AVG	DI Officials	DII Coord/ Assignors	DII Officials	DIII Coord/ Assignors	DIII Officials
Conf. is a priority for the official	12.62%	11.67%	12.15%	7.71%	8.78%	5.01%	7.87%	4.51%
Number of times officiating for competing teams	14.29%	14.08%	14.19%	6.81%	14.56%	7.00%	17.87%	7.24%
Official attended coordinator's officiating camp/school	2.66%	3.42%	3.04%	7.91%	2.57%	7.92%	2.46%	8.47%
Official's conditioning level	1.66%	3.22%	2.44%	7.37%	4.07%	6.29%	4.26%	6.38%
Official's experience in the conf.	23.92%	19.52%	21.72%	25.81%	18.84%	25.21%	17.70%	23.91%
Official's post-season appearances	5.98%	2.82%	4.40%	6.81%	2.14%	5.14%	1.31%	4.53%
Official's prior year's evaluations	13.29%	13.68%	13.49%	17.35%	12.21%	15.66%	13.11%	15.41%
Opponents competing/match-up	13.62%	13.68%	13.65%	8.53%	15.63%	9.38%	15.57%	10.14%
Travel distance	11.96%	17.91%	14.93%	11.69%	21.20%	18.39%	19.84%	19.42%

Categories highlighted in yellow denote those with differences of at least 5% between responses from coordinator/assignors and officials or those where some groups responded with the category in the top three and some did not.

Key Findings:

- A. *Official's experience in the conference* and *Travel distance* are most frequently identified as the most important criteria for regular-season assignments.
- B. Regular-season assignment criteria shaded in yellow indicate that the officials may not be aware of what is important to the coordinators/assignors or the officials think it is more important than the coordinators/assignors reported.

Figure C.3.3: Coordinators/Assignors and Officials Surveys

Q 46/24. Please check up to THREE of the most important criteria you as a/your coordinator/assignor utilizes when making POST-SEASON assignments. Assume availability is not an issue.

	DI-FBS Coord/ Assignors	DI- NonFBS Coord/ Assignors	DI AVG	DI Officials	DII Coord/ Assignors	DII Officials	DIII Coord/ Assignors	DIII Officials
Coach's input and/or ranking	8.45%	11.38%	9.92%	10.04%	12.31%	11.03%	12.97%	11.63%
Coach's regular-season evaluations	11.62%	11.79%	11.70%	12.47%	11.66%	14.24%	13.96%	14.31%
Commissioner's input and/or ranking	1.76%	2.44%	2.10%	2.93%	3.24%	2.80%	1.48%	2.98%
Coord/Assignor input and/or ranking	18.31%	20.33%	19.32%	18.12%	22.03%	17.47%	20.85%	16.81%
Coord/Assignor regular-season evaluations	21.83%	19.72%	20.77%	17.43%	19.65%	15.68%	17.73%	15.10%
Directive or desire to assign new officials	4.58%	4.67%	4.63%	3.52%	3.89%	3.39%	4.93%	3.81%
Observer's regular-season evaluations	8.10%	8.74%	8.42%	15.11%	8.42%	13.79%	8.05%	14.13%
Official's travel distance	6.34%	6.10%	6.22%	4.54%	5.18%	6.65%	8.37%	7.05%
Previous post-season experience	19.01%	14.84%	16.93%	15.83%	13.61%	14.95%	11.66%	14.19%

Categories highlighted in yellow denote those with differences of at least 5% between responses from coordinator/assignors and officials or those where some groups responded with the category in the top three and some did not.

Key Findings:

- A. The top three choices of criteria for post-season assignments are consistent across divisions from coordinators/assignors and officials except for DIII's selection of *Coach's regular-season evaluations* rather than *Previous post-season experience*.
- B. Post-season assignment criteria shaded in yellow indicate that the officials may not be aware of what is important to the coordinators/assignors or the officials think it is more important than the coordinators/assignors reported.
- C. There is more consistent understanding between coordinators/assignors and officials in the criteria used for post-season selection than for the regular season.

Figure C.3.4: Officials Survey

Q 29. Generally speaking, I think the assigning process used by my conference coordinator/assignor is fair.

	DI Officials	DII Officials	DIII Officials
*Agree (Strongly Agree+Agree)	63.86%	63.83%	65.71%
*Do Not Agree (Neutral+Disagree+Strongly Disagree)	36.14%	36.17%	34.28%

Key Findings:

- A. Nearly two-thirds of all officials **Agree** the assigning process used by their conference coordinator/assignor was fair.

Figure C.3.5: Officials Survey

Q 35. Generally speaking, I think that attendance at officiating camps/schools conducted by my coordinator(s)/ assignor(s) in the off season is associated with getting better assignments. Note: Only those officials who answered *Yes* to Q 32 regarding coordinators/assignors conducting camps/schools were eligible to respond.

	DI Officials	DII Officials	DIII Officials
*Agree (Strongly Agree+Agree)	65.56%	65.35%	63.58%
*Do Not Agree (Neutral+Disagree+Strongly Disagree)	34.44%	34.65%	36.42%

Key Findings:

- A. Nearly two-thirds of all officials **Agree** that attending their coordinators/assignors camp/school was associated with better assignments.

ADVANCEMENT

Figure C.3.6: Officials Survey

Q 18. What BEST describes your current personal officiating goal? Select only one.

	DI Officials	DII Officials	DIII Officials
Get a better regular-season schedule in the conf/div I officiate	22.76%	23.90%	23.91%
Get a post-season assignment in the conf/div I officiate	28.29%	26.11%	24.93%
Move to different conf/div/level with higher pay but more demands	18.00%	24.81%	26.25%
Move to different conf/div/level with lower pay but fewer demands	0.19%	0.37%	0.29%
Stay where I am in terms of number and quality of assignments	24.37%	19.16%	19.51%
Transition from active officiating to a coord/assignor position	3.50%	2.76%	2.51%
Transition out of active officiating	2.88%	2.89%	2.59%

Key Findings:

- A. The highest frequency responses varied slightly by division, likely indicating once an official reaches a specific division, his/her goals and priorities change.
- B. DI officials are the only group to select *Staying where I am in terms of number and quality of assignments* as a frequent response.

Figure C.3.7: Officials Survey

Q 19. Approximately how many NCAA contests do you work in a typical full season?

	DI Officials	DII Officials	DIII Officials
Over 100	0.14%	0.06%	0.01%
81-100	1.26%	0.03%	0.03%
61-80	3.52%	0.25%	0.10%
41-60	6.46%	1.37%	1.07%
21-40	12.59%	8.63%	12.92%
11-20	29.92%	24.85%	31.77%
10 or less	46.10%	64.80%	54.10%
Mean Number of Contests	17.55	10.51	11.99

Key Findings:

A. DI officials are working more contests than DII and DIII officials.

For Further Study:

- The number of contests officials worked varied by gender, sport and region.

Q 20. Considering your previous response, would you like to officiate more or fewer NCAA contests?

	DI Officials	DII Officials	DIII Officials
Fewer	1.80%	6.19%	9.35%
Neither more or fewer	26.46%	35.24%	40.15%
More	71.74%	58.56%	50.50%

Key Findings:

A. Almost three-fourths of DI officials want to officiate more contests, compared to DII (59%) and DIII (51%) officials.

Q 21. Generally speaking, how SATISFIED are you with the QUALITY of NCAA regular-season contests you currently officiate? Consider competitiveness, match-ups, venues, travel, partners, etc.

	DI Officials	DII Officials	DIII Officials
*Satisfied (Very Satisfied +Satisfied)	82.64%	75.96%	68.22%
*Not Satisfied (Neutral+Dissatisfied +Very Dissatisfied)	17.36%	24.04%	31.78%

Key Findings:

A. Nearly 83% of DI officials reported being **Satisfied** with the quality of their assigned contests, followed by DII (76%) and DIII (68%).

Figure C.3.8: Officials Survey

Q 25. Approximately how many seasons/years have you officiated any round of an NCAA Championship?

	DI Officials	DII Officials	DIII Officials
21 or more	3.21%	1.64%	1.84%
13-20	6.38%	3.25%	4.08%
7-12	10.55%	6.70%	7.82%
4-6	11.06%	10.17%	11.08%
1-3	19.89%	24.28%	26.51%
None	48.90%	53.96%	48.67%
Mean Number Of Years	3.81	2.58	2.96

Key Findings:

- A. Approximately half of the officials completing the survey have never been assigned to a post-season contest (DI 49%, DII 54%, DIII 49%).
- B. DI officials reported working on average more NCAA championship seasons than DII and DIII officials.

For Further Study:

- The number of NCAA championship contests officials worked varied by gender, sport, and region.

Figure C.3.9: Officials Survey

Q 27. Do you receive assignments coordinator/assignor who assigns for THREE or more conferences?

	DI Officials	DII Officials	DIII Officials
Yes	56.12%	44.26%	54.91%
No	30.56%	40.92%	31.14%
I don't know	13.32%	14.82%	13.95%

Key Findings:

- A. Just over 56% of DI officials reported receiving assignments from a coordinator/assignor with three or more conferences, followed by DIII (55%) and DII (44%) officials.]

Q 28. Generally speaking, receiving assignments from a coordinator/assignor who assigns for THREE or more conferences has positively impacted my overall officiating experience. Note: Only those officials who answered Yes to the question above were eligible to respond.

	DI Officials	DII Officials	DIII Officials
*Agree (Strongly Agree+Agree)	66.14%	62.33%	64.26%
*Do Not Agree (Neutral+Disagree+Strongly Disagree)	33.86%	37.67%	35.74%

Key Findings:

- A. Just over 66% of DI officials **Agree** that receiving assignments from a coordinator/assignor with three or more conferences positively impacted their overall officiating experience, followed by DIII (64%) and DII (62%) officials.

COMPENSATION

Figure C.3.10: Coordinators/Assignors Surveys

Q 38. What BEST describes the officiating compensation package used in your conference(s) for each division?

	DI-FBS Coord/ Assignors	DI- NonFBS Coord/ Assignors	DII Coord/ Assignors	DIII Coord/ Assignors
Game fee + payment for travel + per diem	47.52%	34.78%	8.67%	6.44%
Game fee + payment for per diem only	0.00%	1.24%	1.33%	0.50%
Game fee + payment for travel only	22.77%	22.98%	26.00%	20.79%
Flat fee (no additional payment for travel related expenses)	29.70%	40.99%	64.00%	72.28%

Key Findings:

- A. The most common compensation package reported by coordinators/assignors was a *Flat fee* by DI- NonFBS (41%), DII (64%) and DIII (72%).
- B. DI-FBS (48%) coordinators/assignors most frequently reported a package composed of *Game fee + payment for travel + per diem*.

For further study:

- Data are available by sport which may show significant differences particularly in DI-FBS.

Figure C.3.11 Officials Survey

Q 46. Generally speaking, how SATISFIED are you with the TOTAL COMPENSATION you currently receive?

	DI Officials	DII Officials	DIII Officials
*Satisfied (Very Satisfied +Satisfied)	68.91%	45.97%	40.84%
*Not Satisfied (Neutral+Dissatisfied +Very Dissatisfied)	31.09%	54.03%	59.16%

Q 47. About how much of your TOTAL INDIVIDUAL ANNUAL INCOME is earned through officiating NCAA contests?

	DI Officials	DII Officials	DIII Officials
All	1.34%	0.67%	0.57%
Most	5.58%	2.07%	2.05%
About half	7.24%	3.48%	3.15%
Some	38.57%	28.60%	28.35%
Small amount	47.26%	65.18%	65.88%

Key Findings:

A. DI (69%) officials were more **Satisfied** than DII (46%) and DIII (41%) officials with their total compensation.

For Further Study:

- Among DI officials, the sports least **Satisfied** with compensation were Men's Ice Hockey, Wrestling, Track & Field, and Football.
- Among DII officials, the sports least **Satisfied** with compensation were Men's Basketball, Football, Women's Lacrosse, and Wrestling.
- Among DIII officials, the sports least **Satisfied** with compensation were Men's Ice Hockey, Football, Men's Basketball, Women's Lacrosse and Women's Basketball.

Key Findings:

- A. The highest percent of officials in all divisions reported that officiating income was a **Small amount** of their annual individual income.
- B. DI officials reported the greatest financial impact on their annual income.

REASONS FOR LEAVING

Figure C.3.12 Officials Survey

Q 53. What are the most important reasons that would influence your decision to quit officiating NCAA? Select up to THREE for each division.

	All Officials
Officiating is too difficult	0.55%
Injury or physical conditioning	19.84%
Travel demands	8.38%
Time demands	11.28%
Pay too low	11.45%
Expenses too high	6.08%
Number or quality of assignments	9.95%
Unrealistic expectations	3.96%
Move to a different officiating division	3.25%
Poor behavior toward officials	8.69%
Retirement	16.57%

Q 54. What are the most important reasons that you think influenced your former colleagues' decisions to quit officiating NCAA? Select up to THREE for each division.

	All Officials
Officiating is too difficult	1.99%
Injury or physical conditioning	16.38%
Travel demands	11.15%
Time demands	14.71%
Pay too low	10.89%
Expenses too high	3.82%
Number or quality of assignments	10.14%
Unrealistic expectations	5.19%
Move to a different officiating division	1.77%
Poor behavior toward officials	7.87%
Retirement	16.08%

Key Findings:

- The most frequent responses among all officials of reasons that would influence their decision to quit officiating were *Injury or physical conditioning, Retirement, Pay too low, and Time demands*.
- When asked the most important reasons they thought their colleagues were quitting, the responses were similar. The most frequent responses were *Injury or physical conditioning, Retirement, Time demands, and Travel demands*.
- There were no notable differences among respondents by gender.

Figure C.3.13: Coordinators/Assignors Survey

Q 30. For each division you coordinate/assign officials, please check up to THREE of the MOST COMMON reasons you have found it necessary to remove officials from your roster(s).

	All Coordinators/ Assignors	DI-FBS	DI-NonFBS	DII	DIII
Poor judgment	16.60%	18.68%	16.74%	16.90%	14.08%
Poor rules knowledge	10.73%	11.72%	8.91%	11.43%	10.87%
Poor physical condition	12.70%	10.62%	11.52%	12.62%	16.04%
Poor inter-personal skills	12.80%	11.72%	12.61%	14.76%	12.12%
Poor game management skills	15.40%	16.85%	16.30%	14.52%	13.90%
Poor conflict management skills	9.74%	9.89%	10.87%	9.29%	8.91%
Unwilling to travel	5.44%	3.66%	5.65%	5.48%	6.95%
Lack of availability	14.40%	16.12%	15.43%	12.14%	13.90%
Poor organizational skills	2.19%	0.73%	1.96%	2.86%	3.21%

Key Findings:

- A. Division III officials were most frequently removed from coordinators'/assignors' rosters for *Poor physical conditioning* (16%), which was not a top three reason in any other division. The next highest percentages for removal from a Division III roster were: *Poor judgment*, *Poor game management skills* and *Lack of availability* (all 14%).
- B. *Poor judgment* was the most frequent response in Division 1-FBS (19%), Division I-Non-FBS (17%) and Division II (17%).
- C. The second and third most frequent responses were the same for Divisions I-FBS and Non-FBS with *Poor game management skills* (FBS-17%, Non-FBS-16%) and *Lack of availability* (FBS-16%, Non-FBS-15%) respectively.
- D. Division II's second and third most frequent responses were *Poor inter-personal skills* and *Poor game management skills* (15% each).

SUMMARY OBSERVATIONS FOR SECTION C.3

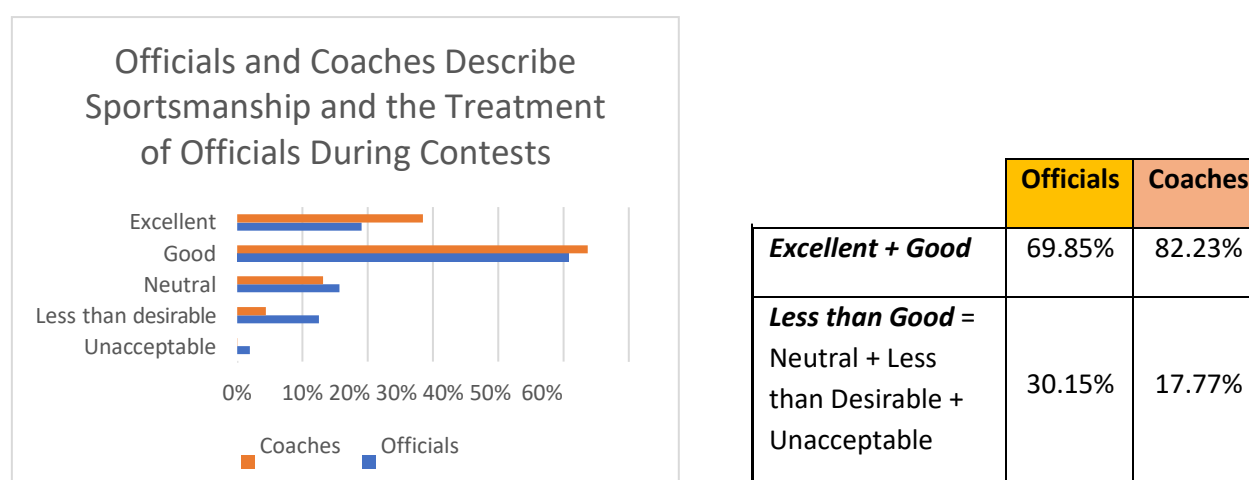
1. **Assignments:** The process by which officials receive their assignments directly affects retention in officiating. Data supports that officials and coordinators are not fully on the same page, especially for regular-season assignments, regarding priorities in assigning; and one in three officials think the process is unfair. Provide clear and transparent communication about and develop best practices for conference coordinators/assignors regarding requirements for assignment consideration (placement on conference roster) and criteria used for regular-season and post-season assignments. The perception will change only through transparency, equity, and communication.
2. **Advancement:** Data supports most officials want to work more contests and achieve personal goals in the avocation. A comprehensive national or regional approach to officials' advancement should be developed.
3. **Compensation:** Division III and II are the entry points into NCAA officiating and retention at this level is critical. Division III and II officials are far less satisfied with their compensation than Division I. Officiating fees need to keep pace with the demands of the job to retain officials throughout the association.
4. **Reasons for leaving:** The top reason reported by individuals for leaving officiating was *Injury or physical condition* (which was not in the top three reported by coordinators/assignors). In sports where injuries are more prevalent (those requiring more movement), it may be important to determine if additional education regarding proper conditioning and injury prevention is needed. Creating a separate online exit survey for all officials who leave or are removed from a coordinators'/assignors' roster will assist in a better understanding of the actual reasons for leaving. The surveys should go to the national coordinator, if applicable, and the conference office officiating contact. Data for this review were gathered only from active officials and coordinators/assignors because contact information for those who recently retired was unavailable. Having that information will allow for identification and mitigation of any recurring issues regarding exiting.

4. Sportsmanship, Treatment and Environment

A series of questions were asked on separate surveys to coordinators/assignors, officials, and head coaches to assess the current state of sportsmanship and the treatment of officials. The presentation of the data is focused on the officials' responses with supplemental data from head coaches and, in some cases the coordinators/assignors. The data are summarized in the following tables.

Figure C.4.1: Officials Survey and Coaches Survey Comparison

Officials and Coaches Describe Sportsmanship and the Treatment of Officials During Contests



Key Findings:

- When *Excellent* and *Good* are combined, head coaches perceive sportsmanship and the treatment of officials to be 12% better than the reported experience of the officials.
- Thirty percent (30%) of officials describe sportsmanship and the treatment of officials as less than *Good* (*Neutral*, *Less Than Desirable* and *Unacceptable* combined).
- When the data were assessed by sport, three sports had more than 40% of officials across all three divisions described sportsmanship and the treatment of officials during contests as less than *Good* (*Neutral*, *Less Than Desirable* and *Unacceptable* combined): Field Hockey (DI 66%, DII 51% and DIII 46%), Men's Lacrosse (DI 42%, DII 42% and DIII 45%), Men's Soccer (DI 42%, DII 62% and DIII 57%).
- When the data were assessed by sport, officials in individual sports are far more likely to report sportsmanship and treatment of officials during contests as being *Excellent* and/or *Good* than are officials in team sports.

Officials were asked a follow-up question to the one presented in [Figure C.4.1.](#) above:

Figure C.4.2: Officials Survey

Q.37: Generally speaking, when it comes to poor sportsmanship and the treatment of officials during contest you officiate, the most problematic group is:

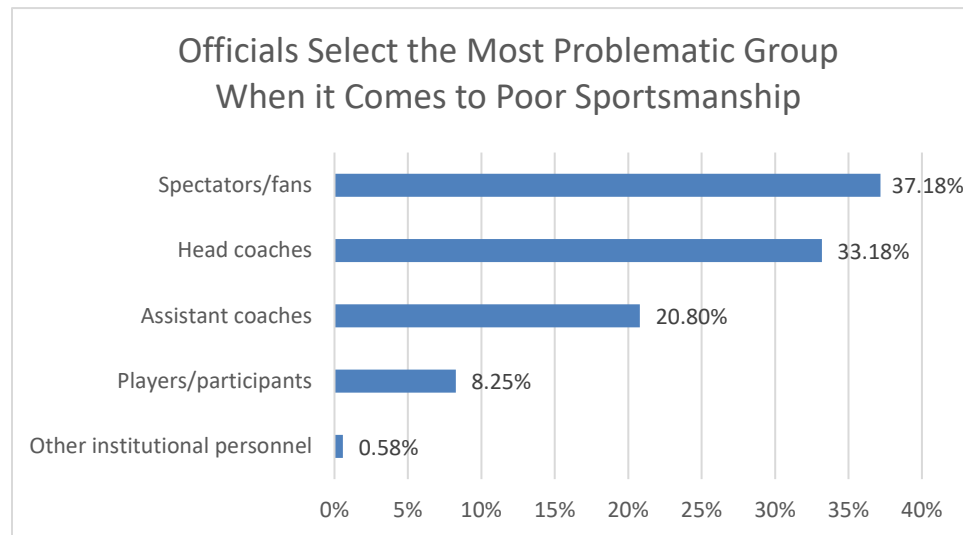


Figure C.4.3: Officials Survey

The figure below illustrates by sport the most problematic group when it comes to poor sportsmanship selected by officials. The parentheses show the percentage of officials selecting that group. The yellow highlights identify the three sports named above in which more than 40% of officials indicated that sportsmanship and treatment of officials was *less than good*.

TEAM SPORTS	DI Officials	DII Officials	DIII Officials
Basketball - M	Spectators (50%)	Spectators (41%)	Spectators (43%)
Basketball – W	Spectators (44%)	Spectators 48%)	Spectators (49%)
Baseball	Spectators (40%)	Spectators (33%)	Spectators (34%)
Field Hockey	Head Coaches (47%)	Spectators (48%)	Spectators (47%)
Football	Spectators (33%)	Asst. Coaches (35%)	Asst. Coaches (33%)
Ice Hockey – M	Head Coaches (39%)	Participants (61%)	Participants (50%)
Ice Hockey – W	Asst. Coaches (29%)	Head Coaches (57%)	Head Coaches (38%)
Lacrosse – M	Head Coaches (34%)	Head Coaches (30%)	Head Coaches (32%)
Lacrosse – W	Head Coaches (31%)	Spectators (39%)	Spectators (44%)
Soccer – M	Asst. Coaches (40%)	Participants (31%)	Participants (33%)
Soccer – W	Asst. Coaches (43%)	Head Coaches (37%)	Head Coaches (35%)
Softball	Spectators (48%)	Spectators (48%)^	Spectators (46%)^
Volleyball – M	Spectators (38%)	Spectators (29%)	Spectators (37%)
Volleyball – W	Head Coaches (37%)	Head Coaches (39%)	Head Coaches (37%)
Water Polo – M*	Head Coaches (44%)*	Head Coaches (44%)*	Head Coaches (62%)*
Water Polo – W*	Head Coaches (73%)*	Head Coaches (100%)*	Head Coaches (50%)*
INDIVIDUAL SPORTS	DI Officials	DII Officials	DIII Officials
Gymnastics – M*	Not Applicable (48%)	Not Applicable (100%)	Not Applicable (100%)
Gymnastics – W	Head Coaches (45%)	Not Applicable (47%)	Not Applicable (46%)
Swimming – M&W	Not Applicable (58%)	Not Applicable (63%)	Not Applicable (63%)
Tennis – M	Participants (26%)	Tied Partic./NA (30%)	Not Applicable (38%)*
Tennis – W	Head Coaches (43%)	Not Applicable (35%)*	Tied HC/AC/NA (25%)*
Track & Field – M&W	Not Applicable (30%)	Not Applicable (42%)	Not Applicable (42%)
Wrestling	Asst. Coaches (42%)	Head Coaches (30%)	Head Coaches (31%)

*Indicates less than 25 respondents.

Key Findings:

- When all sports are combined, officials selected *Spectators/Fans* (37%) as the most problematic group when it comes to poor sportsmanship, followed by *Head Coaches* (33%). This data reflects the findings from the NASO 2017 Officials Survey.
- The list of most problematic groups in C.4.3 by sport helps to identify where to focus change efforts.

For Further Study:

- Officials who identified themselves as female are more likely than those who identified as male to select head coaches as more problematic and assistant coaches and participants as less problematic.

Figure C.4.4: Officials Survey

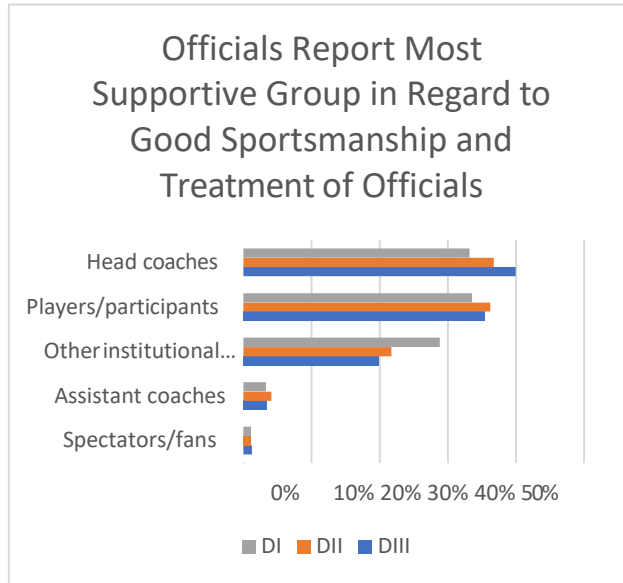
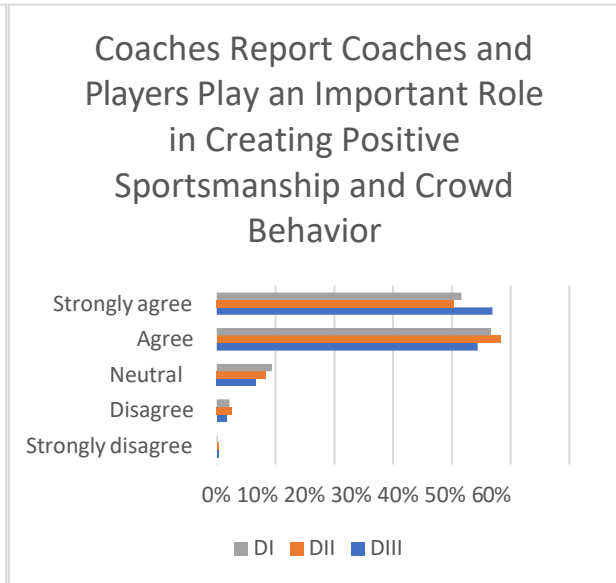


Figure C.4.5: Coaches Survey



Key Findings:

- A. Seventy-two percent (72%) of NCAA officials selected *head coaches* and/or *Players/participants* as the most supportive groups regarding good sportsmanship and treatment of officials.
- B. Nearly 90% of head coaches agree or strongly agree that the in-game actions/reactions of coaches and players play an important role in creating positive sportsmanship and crowd behavior.

Figure C.4.6: Officials Survey and Coaches Survey Comparison

Q. What items may improve the treatment of officials? Please select up to THREE.

Officials Rank	Coaches Rank	A Comparison of Officials and Coaches Ranking of What May Improve the Treatment of Officials
1	1	Coach's/Official's Appreciation for the Other's Role*
2	4	Conference/Institutional Leadership Intervention
-	2	Coach's Appreciation for Official's Role**
3	3	Rules Education for Fans and/or Participants

Items below were selected substantially less frequently than the ones above.

4	9	Further Incremental Penalties Beyond Initial Ejection
5	5	Playing Rules Changes
6	8	More Ejections from Contests
7	6	Venue Signage
8	7	Other

*Officials had an option to select "Coach's appreciation for official's role" and Coaches had an option to select "Official's appreciation for coach's role"

**The Coaches Survey included a 9th option: "Coach's appreciation for official's role" – there was no comparable statement for the officials

Key Findings:

- A. NCAA officials and head coaches agree that the number one way to improve the treatment of officials is through mutual appreciation for each other's role: officials want coaches to better appreciate their role and coaches want officials to better appreciate their role.
- B. The second most frequent answer selected by the head coaches was *Coach's Appreciation for the Officials Role*. The Coaches Survey was developed after the Officials Survey was released. Unfortunately, only the Coaches Survey included the option to select their own appreciation for the other's role, so data do not exist to determine the officials' assessment of same.
- C. Based upon the frequency of selection by officials and coaches, there was a strong agreement that the top three things that may improve the treatment of officials are: **1) Appreciation for each other's role, 2) Conference/institutional leadership intervention, and 3) Rules education for fans and/or participants.**

Figure C.4.7: Officials Survey

Q.42: To what extent do you agree with the following statement: *I generally feel physically and emotionally safe from the time I arrive until the time I depart competition venues.*

	DI	DII	DIII	Average
Strongly Agree	54.51%	44.61%	43.52%	47.55%
Agree	38.62%	44.45%	44.00%	42.36%
Neutral	5.03%	8.03%	9.08%	7.38%
Disagree	1.60%	2.58%	2.84%	2.34%
Strongly Disagree	0.24%	0.33%	0.56%	0.38%
Neutral+ Disagree +Strongly Disagree	6.86%	10.95%	12.48%	10.10%

Figure C.4.8: Officials Survey

Q.43: While officiating, how often have you personally experienced or witnessed sexist or racist behavior or language directed toward officials who are women or people of color?

	DI	DII	DIII	Average
Never	75.21%	77.82%	77.43%	76.82%
Hardly Ever	13.85%	12.56%	13.02%	13.14%
Occasionally	9.91%	8.49%	8.33%	8.91%
Frequently	1.03%	1.13%	1.22%	1.12%

Key Findings:

- An average of 90% of NCAA officials report that they *Agree* or *Strongly Agree* that they feel safe from arrival to departure at competition venues.
- Ten percent (10%) of all NCAA officials could not select at least *Agree* that they feel physically and emotionally safe from the time they arrive to the time they depart a competition venue.

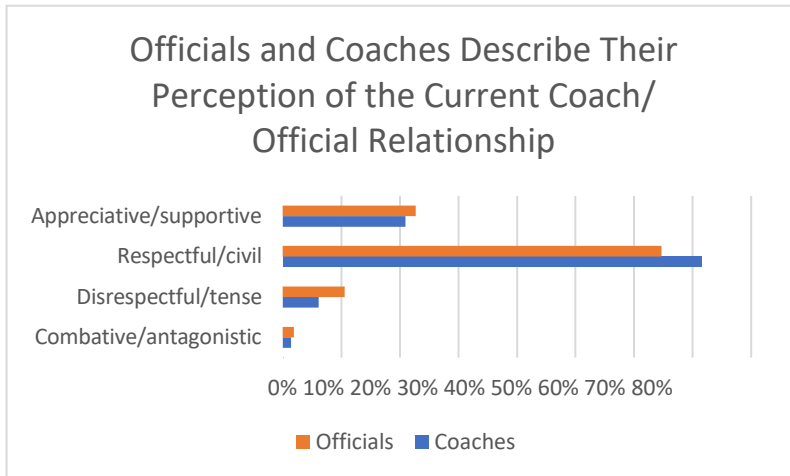
For Further Study:

- Field Hockey (9% average) was the only sport in which more than 5% of officials selected *Disagree* or *Strongly Disagree* in each division.

Key Findings:

- Seventy-seven percent (77%) of NCAA officials report *Never* experiencing or witnessing sexist or racist behavior or language directed toward officials who are women or people of color while officiating.
- Additional data show 21% more *Female* than *Male* officials reported experiencing or witnessing sexist or racist behavior or language directed toward officials who are women or people of color.
- Additional data show officials identifying themselves as *Black* or *African American* were more likely than any other racial group identified to occasionally or frequently experience or witness sexist or racist behavior or language.

Figure C.4.9: Officials Survey and Coaches Survey Comparison



Key Findings:

- A. Officials and head coaches agree that their current relationship is primarily *Respectful/civil* or *Appreciative/supportive* (87.51% and 92.49%, respectively). (Note: Percentages in parentheses reflect responses of the two categories above combined.)
- B. Officials' perception of the coach/official relationship is somewhat more *Disrespectful/tense* than the coaches' perception.

Figure C.4.10: Officials Survey

Officials were asked to select from a list of items that are routinely provided to them or that they experienced at the competition site. The list was composed of 11 items and they could select all that apply. In a follow-up question with the same 11 items, officials were asked to select the three items most important to their overall experience at the competition site. The figure below is a comparison of the responses to these two questions.

Most Important	Routinely Provided	A Comparison of <i>What is Most Important</i> to Officials Experience at the Competition Site to <i>What is Routinely Provided</i>
1	2	Officials Locker Room
2	3	Greeted by Contest Management
3	1	Water
4	6	Contest Fees Received Within 2 Weeks
5	9	Escorted to/from Competition Area
6	4	Towels
7	7	Greeted by an Administrator
8	11	Light Meal
9	5	Access to a Trainer
10	8	Soft/Sports Drinks
11	10	Light Snack

Key Findings:

- A. The items that officials identified as most important to their experience are generally being provided at the competitionsite.
- B. *Escorted to/from the competition area* was selected by officials as fifth most important to their experience, however, it was selected as the ninth most likely to be experienced (see highlighted area above), and is a simple best-practices fix.
- C. Having access to an *Officials locker room* was selected approximately 10% more frequently than the next most important item.
- D. The frequency of selection of the top five ranked items as most important (*Officials locker room, Greeted by contest management, Water, Contest fees within two week, and Escorted to/from area*) was markedly higher than the bottom six.

SUMMARY OBSERVATIONS FOR SECTION C.4

1. Thirty percent (30%) of officials report that sportsmanship and the treatment of officials is less than good and 10% of them report that they do not feel safe from arrival to departure at a competition site; the officiating environment is in need of improvement. Coaches report that their in-game behavior and that of their players play an important role in creating positive sportsmanship and crowd behavior. Coaches have an opportunity to change the culture of sportsmanship.
2. Officials report that coaches are the most supportive group when it comes to good sportsmanship. Interestingly, officials and coaches agree that the thing most likely to improve sportsmanship and the treatment of officials is appreciation for each other's role.
3. Engaging the coaches' associations by sharing the National Officiating Review information regarding the current state of officiating and the importance of the coach's role in improving sportsmanship and requesting their help. Create action steps to engage coaches and officials in ways to grow appreciation for one another's role during contests.
4. Through further evaluation by sport, address the safety of officials and the officials' experience of sexist or racist behavior or language directed toward officials who are women or people of color. Providing a safe environment and encouraging those experiencing sexist or racist behaviors to address those unacceptable behaviors should be explored for all officials.
5. Data are available to further evaluate sportsmanship and the treatment of officials by sport. Because some of the data vary by sport, a deeper look can provide insight for solutions that meet the unique needs of each sport.

D. Coordinators/Assignors

As illustrated in section [B. Survey Demographics: Coordinators/Assignors](#) of this report, the number of respondents who completed the Coordinators/Assignors Survey was **368**.

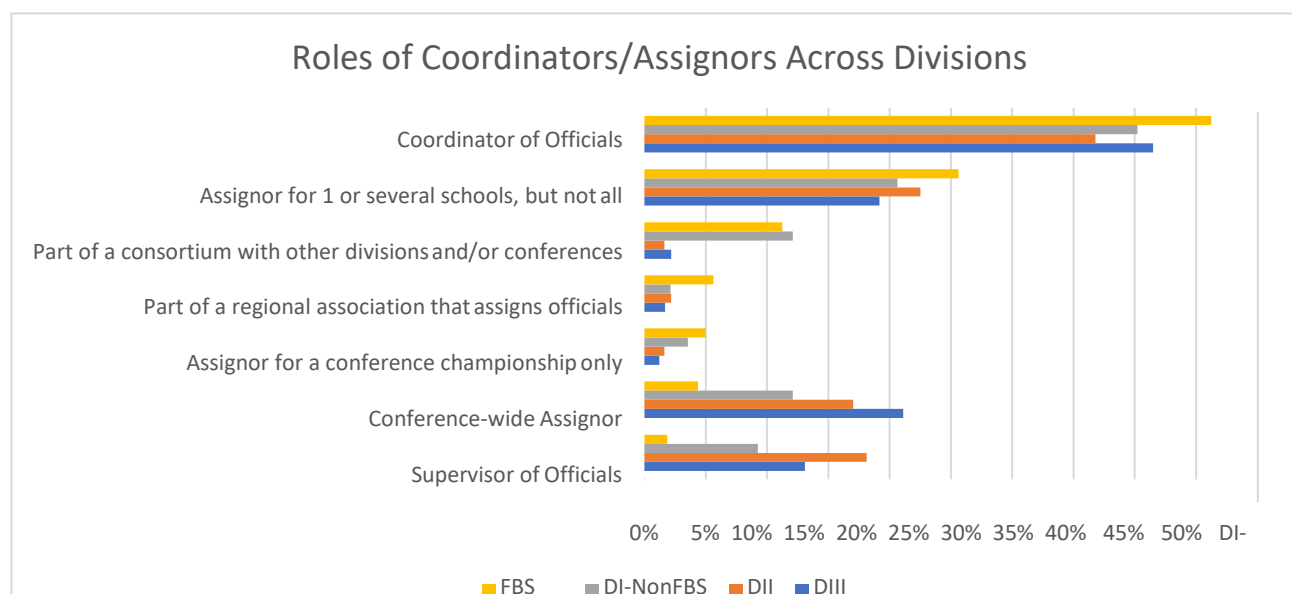
Coordinators/assignors frequently assign officials across conferences and divisions. As a result, **102** identified themselves as a coordinator/assignor in Division I-Football Bowl Subdivision (FBS), **164** in Division I-Non Football Bowl Subdivision (non FBS), **150** in Division II, and **202** in Division I. The group was comprised of **76% male** and **24% female** respondents with a mean **age of 62.36 years** and **8.33 average years of experience** in their current role.

The presentation of the data below is focused on the coordinators/assignors responses with supplemental data from officials. To demonstrate a point that will be clarified within the related observations, response categories in some questions were combined. The data are summarized in the figures below.

1. Roles and Experience

Figure D.1: Coordinators/Assignors Survey

Q. Which best describes your role with the NCAA {division here} conference selected?



The mean years of experience was determined from grouped data by calculating the midpoint and weighting groups based on frequency of responses to the question: *Which of the following best describes how long you have continuously served in this capacity for your (NCAA Division) conference?* The mean years of experience for coordinators/assignors in their current role across all divisions was **8.33 years**.

A figure illustrating the percentage of coordinators/assignors by years of experience in their current role across each division follows.

Figure D.2: Coordinators/Assignors Survey

Years of Experience	DI-FBS	DI-NonFBS	DII	DIII	All Divisions
More than 15	18.75%	18.15%	16.48%	16.75%	17.53%
9-15 years	20.00%	23.49%	28.57%	22.33%	23.60%
4-8 years	33.13%	31.67%	36.26%	39.81%	35.22%
3 or less years	28.13%	26.69%	18.68%	21.12%	23.65%

Key Findings:

- A. DII and III coordinators/assignors are far less likely to identify as *Part of a consortium with other divisions and/or conferences* than either DI category.
- B. Forty-one percent (41%) of all Coordinators/Assignors identified their role as a *Coordinator of Officials* and the second most frequent response was *Conference-wide Assignor for 1 or several schools, but not all* (22%).
- C. *Conference-wide Assignor* and *Supervisor of Officials* are more common roles for DII and DIII than for either DI category.
- D. The mean years of experience for coordinators/assignors in their current role was 8.33 years for all respondents and the percentages were greater in DIII and DII than in the DI subdivisions.

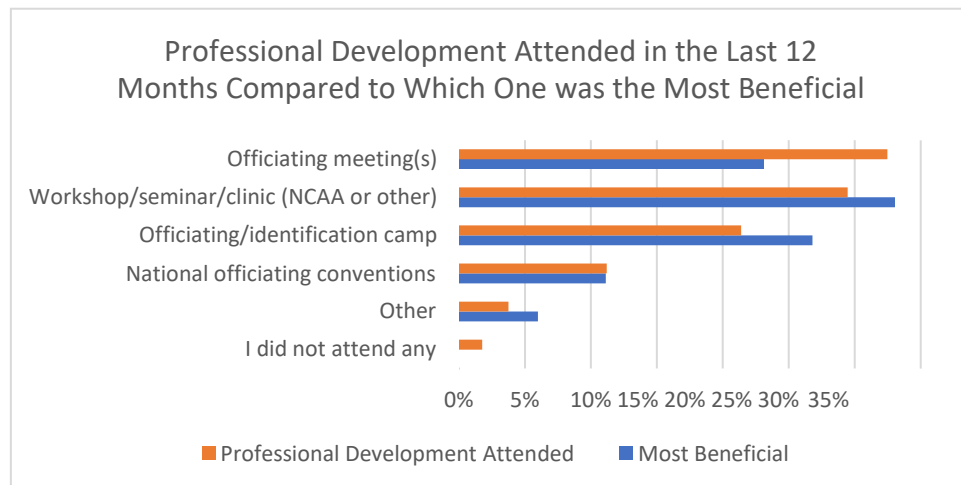
2. Professional Development

Figure D.3: Coordinators/Assignors Survey

Q49. What professional development opportunities have you attended in the last 12 months?

Check all the apply.

Q.50 Which one was most beneficial?



Key Findings:

- A. Of the professional development opportunities attended in the last 12 months, coordinators/assignors identified *Workshop/seminar/clinic (NCAA or other)* (33%) as the most beneficial, followed by *Officiating/identification camp* (27%) and then *Officiating meetings* (23%).
- B. The professional development opportunity most frequently attended by coordinators/assignors was *Officiating meetings* (32%).

3. Satisfaction with Level of Conference Support and Compensation

Figure D.5: Coordinators/Assignors Survey

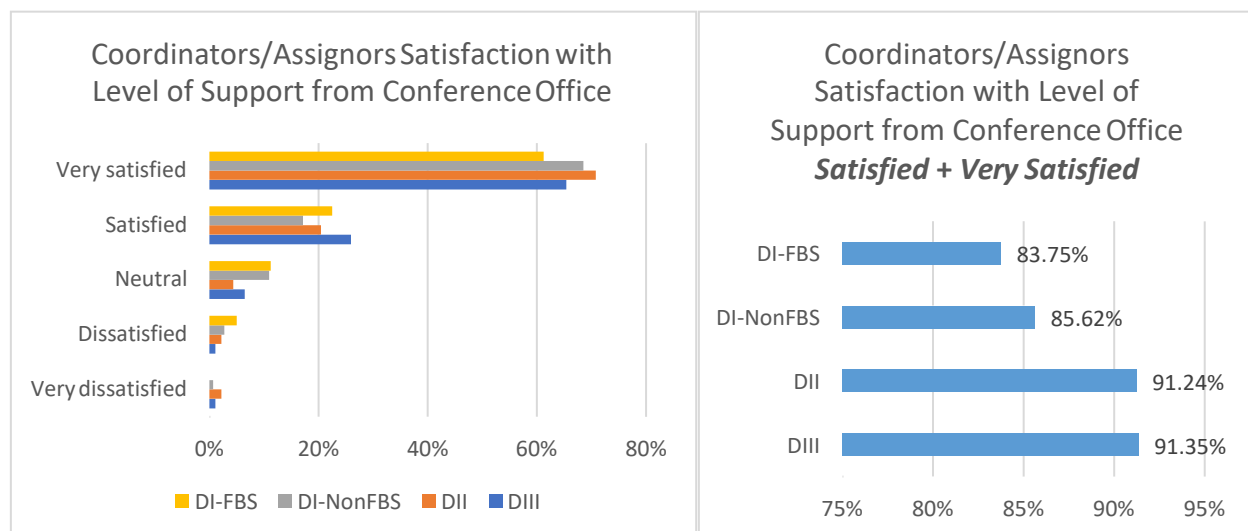
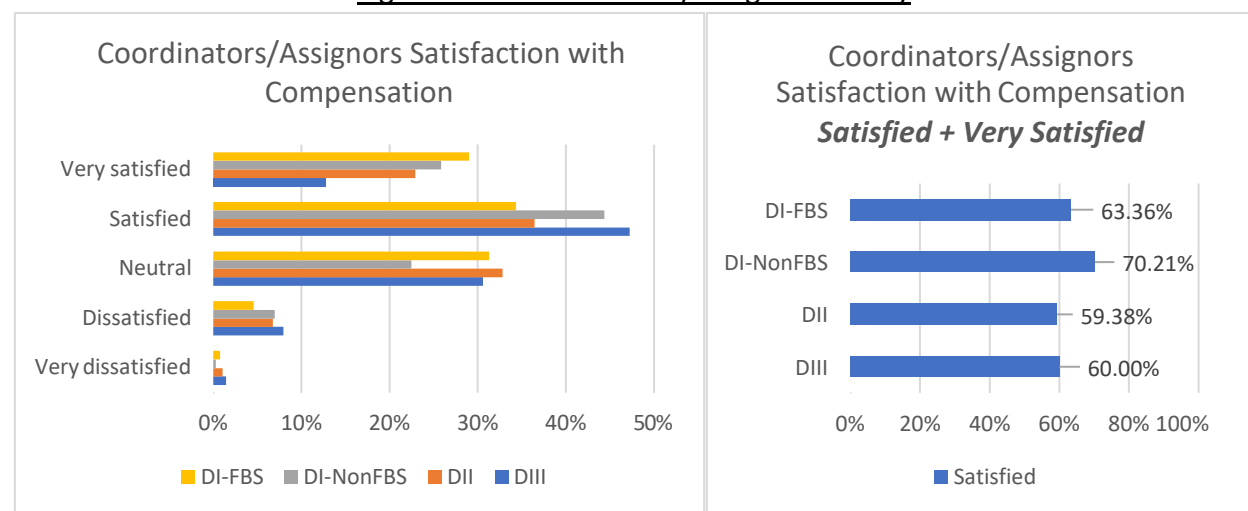


Figure D.6: Coordinators/Assignors Survey



Key Findings:

- Coordinators/assignors across all divisions were overwhelmingly satisfied with the level of support from the conference office.
- Ninety-one percent (91%) of Division II and III coordinators/assignors were *Satisfied* or *Very Satisfied* with the level of support from the conference; the subgroups of Division I coordinators/assignors satisfaction levels were 84% and 86% respectively.
- The large majority of coordinators/assignors were *Satisfied* or *Very Satisfied* with their compensation and less than 10% selected *Dissatisfied* or *Very dissatisfied*.

4. Officials' Feedback

Below are officials' responses to two questions that were asked on the Officials Survey to collect feedback regarding their experience with their coordinators/assignors. Additional informative feedback from officials in regard to coordinators/assignors is found in [Part Two: Critical Issues](#) and in [Section C.3: Assignments, Advancement and Compensation](#). Division I subdivisions were not separated on the Officials Survey.

Figure F.4.1: Officials Survey

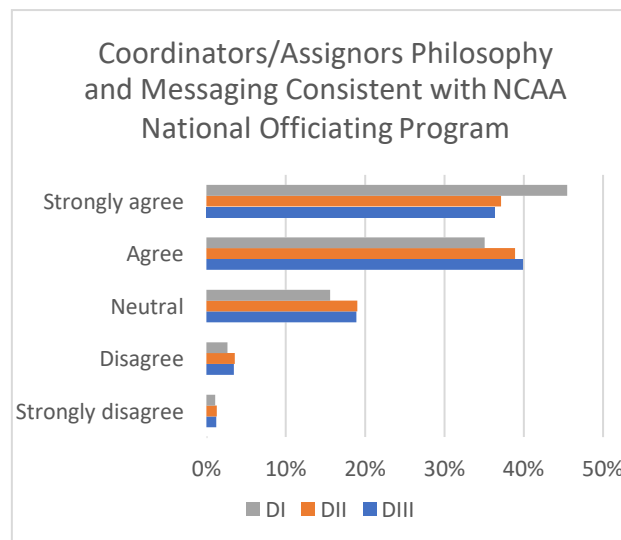
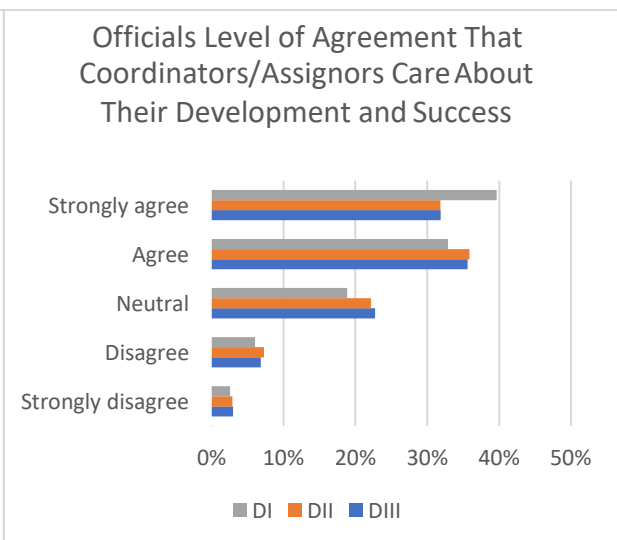


Figure F.4.2: Officials Survey



Key Findings:

- A. Division I officials (81%) were slightly more likely to select *Agree* or *Strongly Agree* that their coordinators/assignors philosophy and messaging is consistent with the NCAA National Officiating Program than were Divisions II and III (76%). Less than 5% of all officials *Disagree* or *Strongly Disagree*.
- B. Division I officials (73%) were slightly more likely to select *Agree* or *Strongly Agree* that their coordinator/assignor cares about their development and success than were Division II and III (67%). Ten percent of all officials *Disagree* or *Strongly Disagree* that their coordinator/assignor cares about their development and success.
- C. Officials may have selected *Neutral* in lieu of an alternative option of *Not Applicable* or *I don't know* on either question.
- D. For further review, the data can be analyzed by sport to learn more about sport related trends regarding officials' experiences with their coordinator/assignor.

Summary Observations for Section D: Coordinators/Assignors

1. The majority (59%) of coordinators/assignors hold working titles other than coordinator of officials. The different roles may have varying sets of responsibilities and many of them may be limited to assigning officials to contests and not include evaluation (personally and/or through neutral observers' evaluations), training and development of officials. Further review of the responsibilities of each role by sport and division, will help assess if conference offices should consider expanding the coordinators'/assignors' role beyond just assigning officials to better prepare, develop and retain officials.
2. Where possible, provide additional opportunities for coordinators/assignors to attend workshops and officiating/identification camps.
3. Taking into consideration the data shared in Critical Issues section from the Officials Survey regarding the *Most Critical Issues Facing the Current State of NCAA Officiating*, and the officials' response to questions regarding coordinators/assignors fairness in the assigning process in Section C.3: Assignments, Advancement and Compensation, further review is advised to determine ways to improve the reality and/or the perception of officiating strongholds by coordinators/assignors.
4. Data are available for further analysis of the role of the coordinator/assignor by sport.

E. Role of the NCAA National Office

Specific data in regard to the role of the NCAA National Office were collected from two stakeholder groups: officials and the NCAA Championships and Alliances staff. In retrospect and as recommended follow up to this report, engaging conference commissioners across all three divisions would bring a critically important perspective to the question of the role of the NCAA National Office.

This section provides a summary of written responses of more than 10,000 officials to an open-ended survey question and that of focus groups sessions with NCAA Championship and Alliance staff in regard to the role of the NCAA National Office in officiating.

Officials Survey: Response to Open-ended Question

Q 60. What should the role of the NCAA National Office be in NCAA {your sport} officiating?

Open-ended responses were exported to Excel and then imported into a qualitative data analysis software, MAXQDA, to analyze the data. The two key concepts gleaned from the officials' responses were:

- The National Office should be a hub that provides clear and effective oversight in matters related to officials and officiating, especially rules and rule enforcement, standards, training, camps, clinics and assigning.
- The National Office should evaluate assignors, ensure that officials are being treated fairly and that there is a clear path to advancement.

NCAA Championship and Alliances Staff: Focus Group Interviews

Focus group members were asked: *Should there be any changes in the role of the NCAA office in improving the current state of officiating? Please consider an ideal scenario where personnel, finances and organizational structure are not potential barriers.*

The focus group consisted of 40 participants who identified nearly two dozen topics with the most frequent themes being a national approach and additional financial resources that could increase the connectivity, communication and education and training of officials.

- The most frequent response from more than 20% of participants, was the need for a single point of leadership.

- The second most frequent response was for additional resources for the following (in the order of frequency): hiring national coordinators for all sports; requiring central registry of officials; and using technology platforms to create cost effective education, training, and consistency of messaging for officials and coordinators/assignors.

SUMMARY OBSERVATION FOR SECTION E

1. Responses from both groups suggest there is a need for a unified national approach to matters regarding officiating.
2. Officials work across conferences, divisions and regions. Officials' responses above reflect what has become evident through this review; there is a need for centralized standards and oversight to improve consistency, and for a fair and clear pathway for advancement.

For further study: Request feedback from conference commissioners across all three divisions to hear their thoughts on the role of the NCAA National Office in officiating, and how to address the need for a centralized approach.

PART FOUR – CONCLUSIONS AND OVERARCHING RECOMMENDATIONS

Collegiate officiating operates in a complex landscape and the challenges therein are compounded by an aging population of officials and dearth of younger officials entering the pipeline. As outlined in this officiating review, the critical issues that must be addressed to improve the current and future state of officiating are primarily systemic and cultural across the profession. Solutions that will adjust the trajectory of collegiate officiating can only be fully implemented through strategic collaboration across divisions, conferences, and with other educational, coaching and officiating entities. Independent stakeholders can take initiative and make progress toward improvement; however, fundamental change will be limited without full engagement across the NCAA.

The substantial concern shared across all stakeholder groups for the diminishing pipeline of officials and the subsequent effects on the quality of officiating have been validated through this comprehensive review. Issues that are evident with regard to recruitment, retention, education and training, lack of diversity, and poor sporting behavior are intertwined and interdependent. One example of the officiating environment's complexity that illustrates the inextricable connections between recruiting and retention is the following summary analysis of the qualitative data from the Officials Survey:

Officials responded with what seem to be distinct, opposing messages. Many expressed that women and/or racial minorities get overlooked for promotions and top assignments because of a “good ol’ boys club” that prevents their advancement. Others, however, conveyed that women and racial minorities are promoted not because they are the best candidates, but because of diversity-oriented goals that represent “the biggest open secret in the industry.” Despite these polarized positions, a common, superordinate sentiment was for officials’ job performance to be the top determining factor for promotions and desirable assignments – not identity traits or special treatment influenced by familiarity. When generalized into two groups based on their perspectives, each perceives the other as receiving illegitimate, special treatment.

If not addressed comprehensively, the competition and perceived lack of fairness perceived among officials will persist and continue to erode retention efforts even if the overall pipeline is sufficiently robust.

None of the concerns identified in this officiating review are unique or isolated within one NCAA division. The data identified that it takes an official on average eight years of experience before

entering NCAA officiating, and the qualified pipeline of officials is on average over 50 years of age. Division III is the entry point for officials into most NCAA sports and is experiencing the impact of a diminishing pool of officials, which led to the DIII Commissioners Association initiating its review. However, the declining number of officials and availability of quality officials affects all three divisions. A collaborative and system-wide effort will certainly help protect and strengthen the entire pathway for NCAA officials.

The NCAA national office shares with its membership a responsibility to ensure that officiating in NCAA competition supports positive student-athlete experiences by ensuring fair and equitable competition between teams and individuals, facilitating the development of and consistent implementation of playing rules, and maintaining vigilance regarding student-athlete safety. This responsibility does not start and stop with the officials' selection process and officiating during NCAA national championships.

Following are overarching recommendations based on the summary of research performed across 15 sports and all three NCAA divisions. Many of the recommendations below also appear in the DIIICA Report: *A Strategic Analysis of the State of Collegiate Officiating*, and were scaled to be actionable by that organization regardless of the NCAA's broader engagement. The ideal path forward would be collaborative in nature across the entire Association.

The overarching recommendations are presented in three main categories: *Organizational leadership and oversight for officiating*; *Strategic alliances*; and *Conference engagement*. While the recommendations are itemized below, they are intended to be a comprehensive package that will address the systemic and cultural nature of the issues facing collegiate officiating today.

1. Organizational leadership and oversight for officiating.

- a. Establish a national approach to and structure for addressing the systemic issues of officiating across the NCAA while safeguarding the autonomy of conferences to manage regular-season and conference championship officiating. Interdivisional collaboration, oversight and accountability are needed to address issues of recruitment, retention, education and training, evaluation, advancement, treatment of officials, and the development of coordinators/assignors.
- b. Collaboratively determine and clearly articulate the balance of responsibility and authority residing within conference offices, the governance structure, and the national office as a critical first step in addressing the issues facing the immediate future of NCAA officiating.
- c. Create a national initiative to grow and diversify the pool of officials with an emphasis on age, gender and race. Collaborate across NCAA divisions and sports to develop recruitment strategies, create and communicate pathways for collegiate officiating, and advance a culture of inclusion.

- d. Develop a culture that emphasizes the important role that officials play to ensure a safe, fair and equitable competitive environment for student-athletes. Create initiatives that will help coaches, student-athletes and fans appreciate the role officials play as a fundamental part of competition. Recognize and demonstrate appreciation for officials and the work they perform and foster mutual appreciation between officials and coaches.
- e. Create a central registry for all NCAA officials and coordinators/assignors. At a minimum, create a single registration system that would provide an avenue for sport-specific and general officiating communication. A more expansive registry could offer centralized education and training, pathways for advancement, insurance, background checks, and additional information related to officiating.
- f. Evaluate existing resources and the effectiveness of current programming. Align current and future resources with priorities that will improve the cultural and systemic issues facing NCAA officiating.

2. Strategic alliances.

- a. Work with conference commissioners to study the feasibility of regional and cross-divisional consortium/alliance models to build continuity throughout the advancement pathway for NCAA officials across sports.
- b. Create a collective alliance with representatives from educational entities such as National Federation of State High School Associations (NFHS), National Junior College Athletic Association (NJCAA), National Association of Intercollegiate Athletics (NAIA) and NIRSA: Leaders in Collegiate Recreation to develop strategies to recruit and retain officials, improve the environment of officiating, and to strengthen the pathway, including education and training. A priority should be established to grow and diversify the pool of officials and focus on strategies to retain and develop new officials early in the pipeline.
- c. Engage coaches' associations to involve coaches in solutions that will improve the officiating environment and help retain officials. Coaches play an important role in sporting behavior, and their leadership in viewing officiating as complementary to quality competition is critical to improving the overall treatment of officials by coaches, student-athletes and fans.
- d. Develop relationships with national officials' organizations, specific sport officials associations, and National Governing Bodies in an effort to coordinate communication and create efficiencies where possible, and to enhance recruitment, retention and diversity initiatives.

3. Conference engagement.

- a. Develop and communicate best practices for supporting and advancing officiating across conferences generally and by sport, including standards and accountability for coordinators/assignors. Provide training and onboarding services for coordinators/assignors.
- b. Further evaluate unsporting behavior by sport and create strategies for improvement. Where necessary, evaluate and recommend changes to playing rules to discourage poor sporting behavior and protect officials. Uphold a positive and supportive competitive environment that supports the enforcement of NCAA regulations regarding sporting behavior.
- c. Camps and clinics provide an effective method for education and training of officials. The effectiveness and transparency of officiating camps and clinics, as well as cost to officials for training and development opportunities, should be well understood by conference offices, particularly where there may be attendance requirements in order to receive officiating assignments.
- d. Create innovative approaches to improve quality through on-the-job evaluation, training and mentoring. For many sports, using a blended approach to assigning (experienced with newer officials) may improve the development of lesser experienced officials and at the same time empower and reward the more experienced officials for providing feedback, evaluation and mentoring (as appropriate to the sport).

III. APPENDICES

Appendix 1: NCAA National Review of Collegiate Officiating

Appendix 2: Division II CCA Report: The Need for Greater Officiating Oversight by NCAA

Appendix 3: NCAA Response to Division II CCA Officiating Program--White Paper

Appendix 4: *The PICTOR Group* Team Biographies

Appendix 5: NCAA Officiating Review Steering Committee Roster

Appendix 6: Summary of NASO 2017 National Officiating Survey

Appendix 7: NASO 2020 Report: High School Game Fees

Appendix 8: Officially Human 2020 Survey of High School Officials

Appendix 9: States with Legal Protections

Appendix 10: NCAA Officiating Structure

Appendix 11: Data Analysis Coding Key



NATIONAL REVIEW OF COLLEGIATE OFFICIATING

The NCAA has engaged *The PICTOR Group* to lead a national review of the state of collegiate officiating across 15 sports. An Officiating Review Steering Committee comprised of commissioners from all three NCAA divisions will oversee the information and data gathering process, assist with outreach, and provide guidance during data analysis, report preparation and final recommendations.

The over-arching goal is to identify general as well as divisional issues that are affecting NCAA sports as a result of the decline in the officiating pool and to present strategic recommendations to meet the officiating needs of the membership.

The officiating review includes the sports listed below across Divisions I, II and III. Information will be gathered from available industry data and supplemented through surveying as well as focus groups and interviews. Input and perspectives will be sought from officiating and sport-specific stakeholders.

Targeted Men's and Women's Sports: Basketball, Gymnastics, Ice Hockey, Lacrosse, Soccer, Swimming & Diving, Tennis, Track and Field, Volleyball, and Water Polo.

Targeted Single Gender Sports: Baseball, Field Hockey, Football, Softball, and Wrestling.

The officiating project was initiated by the DIII Commissioner Association and has been expanded to include all three divisions. The specific objectives of the National Review of Collegiate Officiating are to:

- Conduct a detailed analytical review of fees, number of officials, demographics of officials, regional challenges, typical path to collegiate officiating, average tenure, and coordinator of official's structure;
- Develop a clearer understanding of the recruiting, education, evaluation, retention and training of collegiate officials;
- Identify sports that are in crisis based upon the number of officials available to work collegiate games; and,
- Determine the effect of sportsmanship on collegiate officiating and how to address fan behavior.

Estimated Timeline: Data collection has been initiated and a final report to the NCAA is anticipated in August 2020.

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The Need for Greater Officiating Oversight by National Collegiate Athletic Association (NCAA) **January 18, 2018**

There is a growing crisis in amateur athletics in the United States of America – a shortage of game officials. The average age of officials across all levels of sport is at an all-time high and there is an alarming lack of interest among younger generations. While NCAA Division II and Division III conferences are just beginning to experience the negative impacts, this shortage will become a bleak inevitability for the college game. Additionally, coordinators and other officials' contractors that work on behalf of the NCAA operate independently of each other with oversight from committees instead of a professional administrator/official. The National Collegiate Athletic Association (NCAA) must establish a Director of Officiating to provide support to the membership and amateur athletics by way of recruitment, retention, education and professional development of officials and coordinators.

The "graying" of officials coupled with the increase in demand for these officials, due to proliferation of youth sports contests, have become the biggest threats to the future of amateur athletics. Without officials we are unable to conduct contests. This already occurs at the youth and interscholastic levels. Acute shortages have been reported across the entire country – Washington, D.C., Texas, New Jersey, Colorado, Illinois, etc. While there is no single solution to this problem, many areas of concern have been identified. Historically, the NCAA has relied on third-parties and related outside organizations to develop grass root level programs for the recruitment of officials. While reliance on this approach has been adequate for many decades this crisis now calls for an organization to unify all interested parties to address the culture and climate of officiating. As the largest amateur athletic organization in the world, the NCAA must become a leader in the support and development of officiating, particularly as it relates to the needs of its membership in addition to its own championship events.

According to the largest survey of sports officials ever conducted (National Association of Sports Officials National Officiating Survey, October 2017), the current average age of all officials is 53.29 years. Far fewer recent high school and college athletes are joining the ranks of officiating. The average age of a starting official in the 1970's was 19 years old. Today the starting age of an official is 47 years old (NASO, 2017). This alarming trend is already affecting youth leagues and interscholastic competition and is at the doorstep of collegiate athletics.

This problem is not geographic or sport-specific. It is the negative impression of officiating - the abuse that occurs at the gateway of the avocation, the lack of funding at the lower levels, the growth of club and high school participants and contests, and the absence of an advocating coalition between all amateur sports organizations. The NCAA has relied upon outside organizations, particularly state high school and officials' associations, to attract and develop new officials. While the NCAA has provided administrative, financial and educational support to members in nearly all areas affecting our 460,000-plus student-athletes, no ownership or substantial investment has been made in officiating.

Another barrier to entry for officials includes the "good old boys' network" of officiating organizations within state associations that still, reportedly, exist for the protection of their own assignments and promotions instead of the growth and vitality of the industry. When asked how did you get into officiating, 55% of respondents indicated that they first became an official because of interaction with a current official, coach or organization (NASO, 2017). Consequently, the NCAA must play an active role in supporting and encouraging these interactions.

While the club sports environment is an entry point for many new officials, club sports reportedly have the worst sportsmanship within sport at any level - 36% of officials surveyed indicate club programs have the biggest conduct problems - with parents (40%) listed as the cause of most problems (NASO, 2017). Often with little administrative support to hold participants, coaches and fans accountable for their behavior, club sports create a toxic entry point that provides little incentive for prospective officials to enter or current officials to remain in the industry. Though it has no involvement or jurisdiction over this segment of sport, the NCAA needs to assume a key and supportive role in the

identification and implementation of initiatives that will unify all levels of sports (e.g., youth, club, interscholastic, intercollegiate, professional) in establishing a positive image and environment for officials that will aid in the recruitment and retention of officials for generations to come.

At the same time, the precipitous growth of club sport contests places stress on the thinning pool of officials and becomes an increasing threat to the availability of officials for scholastic and collegiate contests. The ability to stay in a single location at a club tournament and work multiple games, reportedly to be paid in cash in some cases, versus traveling a considerable distance for one contest and a single game check creates an inequitable dilemma for even those dedicated officials. Furthermore, among officials completing the NASO survey, 17% indicated they have cut back on officiating multiple sports because they can increasingly get more games in their primary sport. Sport specialization is clearly not just an issue with the athletes.

The most recent Aspen Institute State of Play Report (2017) indicated that “while the percentage of core participants who play team sports on a regular basis declined again, total participation slightly increased.” According to the report, girls’ team sport participation increased to 52.8% and boys’ team sport participation held steady at 61.1%. The fact of the matter is, more and more games are added annually at the club level creating an ever-increasing demand for officials that cannot be met. The inverse relationship of program/participation growth to decline in the officiating pool is extremely problematic.

Based on the 2017 NCAA Sports Sponsorship and Participate Rate Report, a total of 3,251 sports teams have been added across all three divisions of the NCAA over the past ten years. While individual-team sports like Track and Field have been the fastest growing and require fewer officials per team / per contest, the demand for officials shall unavoidably continue to increase with collegiate sponsorship growth. Though the tendency is to focus on higher profile sports like football and basketball, the “graying” of officials in track and field, swimming and tennis is greatest according to the NASO survey.

Future shortages at the collegiate level will most certainly affect the scheduling of games as it has already at junior high and high school levels. At its most extreme, this issue alone has the potential to increase missed class time - particularly at the Division II and III levels – as scheduling considerations become more and more dependent on the availability of officials. In addition, the dwindling supply and increasing demand for officials will invariably lead to escalating costs associated with game fees and the provision of mileage, per diems, etc. Ultimately, the shrinking pool of officials will affect the quality of officiating at the Division I level and even the professional ranks.

A second, corresponding officiating issue that requires the attention of the NCAA is the lack of consistency of expectations and oversight for NCAA Coordinators of Officials. Particularly at the Division II and Division III levels, coordinator positions are initiated at the committee level – committees generally consisting of a majority of coaches who have little to no experience with oversight of officiating programs. Not all team sports have coordinators at the Division II or Division III levels as it’s left to the committee to determine the need, duties and scope of such a position. The job of filling and overseeing these positions should be entrusted to an individual with the experience and expertise to fully comprehend and address all matters pertaining to officiating.

The NCAA, together with its membership, must develop a significant threshold among coordinators and between divisions through professional support and development. While not all sports have the same needs, there are fundamental components to all officiating programs that could improve national tournament assignments, evaluation systems, recruitment and retention efforts as well as gender and ethnic diversification. The establishment of a Director of Officiating position at the national office can become the public face of a campaign to make officiating a desirable avocation through cooperative efforts with the other groups and, separated from but working in conjunction with the Director of Playing Rules, will provide the needed professional oversight of the coordinators of officials thus eliminating the need for collective committee and staff involvement.

Recommendation:

We, the 24 Division II Commissioners, 29 Division II Athletic Director Association representatives and 42 Division III Commissioners of the NCAA respectfully request the NCAA Board of Governors add the position of Director of Officiating to the National Office staff with the following responsibilities:

- The oversight of all national officiating coordinators.
- Formalizing the education and evaluation of coordinators and NCAA championship officials.
- Collaborating with key external organizations (e.g., NFHS, NASO) to develop recruitment and retention strategies.
- Working with U.S. Olympic National Governing Bodies to support recruitment and growth of Olympic sports threatened by higher than average age of current officials.
- Developing advertising campaign and initiatives supporting officials and promoting the benefits of officiating.
- Creating educational programs that target coaching committees, organizations and associations so they recognize the long-term challenges and ramifications associated with the crises in officiating and the role they must play to support a positive impression for their student-athletes to consider becoming officials once their playing careers are over.
- Providing funding to conference offices for the active ground-level recruitment and retention of officials – particularly officials of color and women.

In closing, the NCAA has seen significant benefits and received major credit by placing student-athlete safety and well-being at the forefront with the hiring of a Chief Medical Officer. The same model of responsibility for amateur athletics must be initiated in the vital area of officiating. Without question, the NCAA can be highly effective in this area should it elect to commit the necessary resources. As conferences and member institutions have recognized with the funding and staff support around inclusion, student-athlete well-being and coach/administrator professional development, the dedication of staffing and financial resources can have a substantial, long-term impact on other areas such as officiating.

Sampling of Article References on Officiating Crisis:

<https://www.usatoday.com/story/news/nation-now/2017/05/16/high-school-referee-shortage/324455001/>

<https://deadspin.com/theres-a-nationwide-shortage-of-youth-sports-referees-1796469536>

https://www.washingtonpost.com/sports/highschools/verbal-abuse-from-parents-coaches-is-causing-a-referee-shortage-in-youth-and-high-school-sports/2017/06/16/cf02a016-499a-11e7-a186-60c031eab644_story.html?utm_term=.25ce7a800333

<https://www.washingtontimes.com/news/2016/sep/5/colorado-faces-referee-shortage/>

<http://www.chron.com/neighborhood/cyfair/sports/article/Despite-need-women-referees-are-few-11274945.php>

<http://nfhs.org/articles/the-officiating-crisis-what-can-i-do/>



MEMORANDUM

June 11, 2018

VIA EMAIL

TO: Executive Committee of the Division II Conference Commissioner's Association.

FROM: Dan Calandro
Director, Championships and Alliances.

SUBJECT: Response to Division II CCA Officiating Program White Paper.

On behalf of the NCAA, thank you for submitting the January 18, 2018, document titled "The Need for Greater Officiating Oversight by National Collegiate Athletic Association (NCAA)." The information you provided was very helpful and the concerns expressed are important ones for the Association to consider.

Upon receipt of the document, an eight-person internal project team was appointed to review the document, develop a response and a tentative plan for moving forward. The project team noted that, in general, the concerns expressed in the document focused primarily on three main areas: the aging of officials and the need for more emphasis on the recruitment of officials, the need to improve the consistency between the Association's current officiating programs and the need for more leadership around officiating.

In this regard, please note that attached are two documents that provide more information on these topics. Attachment A is an overview of the programs and initiatives the Association currently provides relative to officiating across several sports. The funding allocated by the Association to support these programs and initiatives totals approximately \$3.4 million annually (which includes a \$1.1 million increase in the past three years) in four main areas:

- Developing officiating programs to improve the process of selecting and assigning officials for NCAA championships,
- Developing programs for organizing, communicating with, educating and training officials,
- Expanding the Association's officiating background check program, and
- Providing grants to conferences and national governing bodies to assist with officials training initiatives and implementing strategic programs.

Attachment B lists tentative plans for moving forward. As part of this work, additional discussion will occur relative to several topics, including how to achieve more consistency between the sports that have existing officiating programs and how efforts might be expanded to develop grassroots programs to recruit new officials – including the role that member conferences and institutions might play in this endeavor. We will provide your committee another update in fall 2018.

N a t i o n a l C o l l e g i a t e A t h l e t i c A s s o c i a t i o n

Creating a pathway to opportunity for college athletes

Equal Opportunity/Affirmative Action Employer

June 11, 2018

Page No. 2

I hope this information is helpful. Please do not hesitate to contact me (dcalandro@ncaa.org) if you have any questions or need any additional information.

DAC:ajs

Attachments

cc: Selected NCAA Staff Members



NCAA OFFICIATING PROGRAMS AND INITIATIVES (June 2018)

Below is an overview of current officiating programs and initiatives supported by the NCAA:

Focus	Programs/Initiatives	Number of participants (approximately)
Education Training	<u>Officiating programs</u> <i>Purpose:</i> Provide budgets for national coordinators and regional advisors to administer officiating improvement programs.	12 sports (baseball, men's basketball, women's basketball, men's ice hockey, women's ice hockey, men's lacrosse, women's lacrosse, soccer, softball, volleyball, water polo and wrestling).
Education Training	<u>Central hubs housed on ArbiterSports.com</u> <i>Purpose:</i> Provide a platform for educational videos and articles, annual rules tests, rules interpretations, updates, etc.	13 sports with central hubs with approximately 18,000 registered officials (including water polo, bowling, men's lacrosse and women's lacrosse added within the past three years).
Education Training	<u>National coordinators/assignors of officials/regional advisors/video coordinators</u> <i>Purpose:</i> To manage officiating programs and assist in selecting officials for NCAA championships and to provide additional support in selected sports.	40 contractors (including seven independent contractors hired within the past two years - track and field national assignor of officials, national coordinators of officials for Division II men's basketball, Division III men's basketball, Division III women's basketball, Division III football and video coordinators to assist the soccer and men's lacrosse national coordinators of officials).
Education Training	<u>Biennial national coordinator and secretary-rules editor summit</u> <i>Purpose:</i> Provide the opportunity for all national coordinators, secretary-rules editors and rule interpreters to meet at the national office to share information, discuss common issues and meet with national office staff members (e.g., legal, sports science, communications).	35 national coordinators, secretary-rules editors and rules interpreters.
Grant program Education Training	<u>Divisions II and III men's and women's basketball conference grants</u> <i>Purpose:</i> Provide approximately \$900 to each conference for men's basketball officiating improvement programs and \$900 for women's basketball officiating improvement programs.	To receive grant, conference must send a representative to the NCAA men's and women's basketball coordinators' meeting hosted each fall at the NCAA national office.
Grant program	<u>Division II Conference Grant Program</u>	24 Division II conferences.

NCAA OFFICIATING PROGRAMS AND INITIATIVES

June 2018

Page No. 2

Focus	Programs/Initiatives	Number of participants (approximately)
Education Training Recruitment	<i>Purpose:</i> This program is the second largest distribution to the Division II membership and it is intended to implement strategic programs, including officiating improvement initiatives, at the conference and campus levels.	
Grant program Education Training Recruitment	<u>Division III Strategic Initiatives Conference Grant Program</u> <i>Purpose:</i> This program is the largest non-championship budget initiative in Division III and is intended to implement strategic programs, including officiating improvement initiatives, at the conference and campus levels.	44 Division III conferences.
Grant program Education Training Recruitment	<u>Grants to outside organizations</u> <i>Purpose:</i> Provide funding to assist with officials educational programming.	US Rowing and Professional Association of Volleyball Officials (PAVO).
Education Training Recruitment	<u>In-person clinics</u> <i>Purpose:</i> Administer regional and/or national clinics that provide updates and training on rules and mechanics (softball also includes “on-field instruction” for a small group of umpires).	Six sports (baseball, men’s basketball, women’s basketball, men’s lacrosse, soccer and softball) as well as a football clinic geared for minorities.
Retention	<u>Fee and stipend increases</u> <i>Purpose:</i> To provide increases in game fees for NCAA postseason officials and stipend increases for independent contractors.	NCAA postseason officials for all sports, and stipend increases for over 50 national coordinators, regional advisors, secretary-rules editors and rules interpreters.

NCAA OFFICIATING PROGRAMS AND INITIATIVES

June 2018

Page No. 3

Focus	Programs/Initiatives	Number of participants (approximately)
Student-athlete well-being	<p><u>Division I conference regular season officials background check program</u></p> <p><i>Purpose:</i> Conduct background checks prior to the season on behalf of Division I conferences (FBS only for football) on officials submitted by the conferences. Conferences have access to results of the background checks; the NCAA does not review the results.</p>	2,650 FBS football and Division I men's and women's basketball officials.
Student-athlete well-being	<p><u>Division I championships officials background check program</u></p> <p><i>Purpose:</i> Conduct background checks on officials under consideration to officiate NCAA championships in baseball, men's basketball, women's basketball and men's ice hockey.</p>	400-500 officials.
Student-athlete well-being	<p><u>Three-year officiating background check pilot program for Divisions I, II and III championships</u></p> <p><i>Purpose:</i> Conduct background checks on officials under consideration to officiate in the NCAA championships in all other team sports with central hubs on the ArbiterSports website.</p>	14,500 officials.



NCAA OFFICIATING PROGRAMS TENTATIVE TIMELINE (June 2018)

NCAA staff will continue a review of the current NCAA officiating programs and initiatives to develop a plan for enhancing the Association's overall officiating efforts. The staff will provide a plan by fall 2018. The plan will focus on three areas as noted below.

1. Recruitment of officials:

- Potentially partner with the National Federation of State High School Associations (NFHS), National Intramural and Recreational Sports Association (NIRSA), National Association of Sport Officials (NASO) and other governing bodies, sports leagues and officials associations to develop a marketing campaign promoting officiating as an avocation.
- Partner with member institution recreation and intramural programs to provide education, training and support for student officials (e.g., reduced fee for registering as an official on NCAA central hubs housed on ArbiterSports website).

2. Improve consistency of national coordinator programs from sport-to-sport:

- Expand national coordinator education program (e.g., monthly teleconferences, annual meeting rather than current biennial meeting, quarterly newsletter).
- Develop a standardized hiring process, training program and evaluation program for all national coordinators.
- Provide universal video content development resources for all national coordinators to assist in developing video for education and training purposes.

3. National office, member conference and institutional leadership around officiating.



Sandy Hatfield Clubb is President of *The PICTOR Group* and Co-Project Lead for the National Review of Collegiate Officiating.

As a member of *The PICTOR Group* consulting team, Sandy delivers strategic insights through a unique and highly effective portfolio of services. Sandy has 28 years of intercollegiate athletics leadership experience at the NCAA Division I level, serving 11-years as Athletics Director at Drake University where she was named the 2013-14 Under Armor Athletic Director of the Year for the Football Championships Subdivision. Prior to moving to Drake University, Sandy spent 16 years in various top leadership and management roles in athletics administration at Arizona State University, and she started her career at NCAA Division III Washington & Lee University as an assistant aquatics coach. Sandy served in numerous national leadership positions including as a member of the NCAA Division I Council and as Chairperson for the Division I Strategic Vision and Planning Committee.



Carolyn Schlie Femovich is Vice President of *The PICTOR Group* and Co-Project Lead for the National Review of Collegiate Officiating.

Carolyn is a respected athletics administrator having served in top leadership positions for 40 years at both the campus and conference office levels. Carolyn was the Executive Director of the Patriot League for 16 years until her retirement in 2015. Previously, she served in leadership roles at the University of Pennsylvania from 1982 to 1999 and began her career in intercollegiate athletics administration at Gettysburg College as an assistant professor and head coach of women's basketball and tennis. Throughout her career, Carolyn served in national leadership positions with the NCAA, the Collegiate Commissioners Association and Collegiate Women Sports Awards program, as well as on numerous regional and national committees.



Mary Struckhoff is *The PICTOR Group* Officiating Consultant for the National Review of Collegiate Officiating.

Mary served as the NCAA National Coordinator of Women's Basketball Officiating from 2006 until 2011 after a 20-year officiating career that included basketball and volleyball. Mary's numerous other officiating credentials include: charter member of NASO's Officiating Development Alliance, administrator for the over 100,000 members of the National Federation of State High School Associations (NFHS) Officials Association, and administrator for the over 10,000 registered officials of the Illinois High School Association. Most recently, Mary served as the Senior Associate Director of Athletics at Division III Transylvania University.



Dee Abrahamson is *The PICTOR Group* Project Manager for the National Review of Collegiate Officiating project.

Concurrently, Dee is the NCAA softball equipment consultant specializing in establishing bat and ball performance standards and compliance protocols. Previous to that role, Dee was the NCAA Softball Secretary Rules Editor for twenty years responsible for editing the first sixteen NCAA Softball Rule Books. Preceding retirement from campus life, she served as a senior member of the athletic management team at Northern Illinois University for seventeen years and as their softball coach for the earlier fifteen. Between joining the Huskies and earning her master's degree, Dee was a four-sport collegiate coach, athletic trainer, and instructor.



Dr. Scott Brooks is the Director of Research at the Global Sport Institute (GSI) and an Associate Professor with the T. Denny Sanford School of Social & Family Dynamics at the College of Liberal Arts & Sciences at ASU.

At GSI, Scott acts as campus liaison, assists in the allocation of research grants, and coordinates the Institute's research agenda and projects. As a scholar, Brooks is primarily interested in: youth and sport; inequality in sport, coaching and leadership; and community based sports interventions. He has published in academic journals, edited volumes, and textbooks; been quoted and reviewed by the Wall Street Journal, New York Times, Washington Post, Der Spiegel, and SLAM magazine; and invited to speak on the topic of sport internationally. His book, *Black Men Can't Shoot* (University of Chicago, 2009), tells the importance of exposure, networks, and opportunities towards earning an athletic scholarship. Additionally, Dr. Brooks has consulted the NFL, MLB, college and high school coaches and athletes; and is a senior fellow at the Wharton Sports Business Initiative and Yale Urban Ethnography Project.



Dr. Karen Gallagher is a Senior Postdoctoral Research Scholar at the Global Sport Institute.

Karen serves as Project Manager on collaborative research efforts and develops programs related to athlete post-sport transition. Gallagher earned her Ph.D. in Speech and Hearing Science in the College of Health Solutions at Arizona State University in 2017. Dr. Gallagher's dissertation work and subsequent publications and presentations have focused on military service-related conditions, including mild traumatic brain injury, and military-to-civilian transition and their impact on higher-order cognitive processes. She was named a Pat Tillman Scholar in 2016. She has presented her work at international and national conferences, published in peer-reviewed scientific journals, and has been featured in multiple news and feature stories by a variety of media outlets, including Fox Sports. She has also taught graduate courses in Traumatic Brain Injury and Motor Speech Disorders. Dr. Gallagher is a U.S. Army Airborne Gulf War 1 veteran where she deployed with the 35th Signal Brigade as a chemical specialist.



Dr. Luke Brenneman is a Postdoctoral Research Scholar at the Global Sport Institute.

Luke performs research, writes for the public, and directs educational workshops for the Institute. Brenneman earned his Ph.D. in Communication from ASU and conducted his dissertation research at the 2016 Olympics in Rio de Janeiro, focusing on enhancing the fan experience and leveraging the unifying power of sport to reduce prejudice and foster positive contact between fans of various group identities. He has developed strategies and templates for organizing events to achieve these goals based on his research at the 2016 Rio Olympics, 2015 FIFA

Women's World Cup, 2014 FIFA Men's World Cup, and other events. Dr. Brenneman has consulted the NCAA, USA Basketball, adidas, and athletic departments, has certificates in Conflict Mediation, Teaching English to Speakers of Other Languages (TESOL), and Social Transformation, and has taught courses at ASU on conflict and negotiation, intercultural communication, and other topics.

**NCAA Officiating Review Steering Committee
January - September 2020**

Division	FIRST	LAST	TITLE	CONFERENCE
III	Katie	Boldvich	Commissioner	Landmark Conference
II	Kris	Dunbar	Commissioner	Great Lakes Intercollegiate Athletic Conference
I	Keith	Gill	Commissioner	Sun Belt Conference
I	Ted	Gumbart	Commissioner	ASUN Conference
II	David	Haglund	Commissioner	Great Northwest Athletic Conference
I	Jennifer	Heppel	Commissioner	Patriot League
III	Keri	Luchowski	Executive Director	North Coast Athletic Conference
III	Dan	McKane	Commissioner	Minnesota Intercollegiate Athletic Conference
II	Jim	Naumovich	Commissioner	Great Lakes Valley Conference
II	Will	Prewitt	Commissioner	Great American Conference
I	Greg	Sankey	Commissioner	Southeastern Conference
III	Patrick	Summers	Executive Director	New England Women's & Men's Athletic Conference
III	Kim	Wenger	Commissioner	Northwest Conference
I	Tom	Wistrill	Commissioner	Big Sky Conference

SUPPORT TEAM

Sandy	Hatfield Clubb	President	The PICTOR Group
Carolyn	Schlie Femovich	Vice President	The PICTOR Group
Mary	Struckhoff	Officiating Consultant	The PICTOR Group
Dee	Abrahamson	Project Manager	The PICTOR Group
Scott	Brooks	Director of Research	Global Sport Institute
Karen	Gallagher	Sr. Research Scholar	Global Sport Institute
Luke	Brenneman	Research Scholar	Global Sport Institute

NCAA CONTACTS

Anthony	Holman	Managing Director	NCAA Championships & Alliances
JP	Williams	Assistant Director	NCAA Championships & Alliances

2017 NASO National Officiating Survey

For the purpose of comparing the NASO Officiating Survey results with the *The PICTOR Group (TPG)* Officiating Review projects, the following data filtering occurred to produce the information that follows:

Age: In all cases, the age range was reduced from NASO's 11 to 85 years to *TPG's* 18 and older.

State: As often as available, the two armed forces categories and "null" were excluded from the NASO cumulative data.

Level: NASO's survey allowed officials to identify as officiating professional, adult amateur, major or small college, varsity or sub-varsity high school and youth sports. In most cases for the comparison with *TPG's* review, results from major and small college were added together to better reflect the whole of NCAA officiating. One limitation of the comparison between *TPG's* and NASO's data was not knowing how many respondents checked both the major and small college boxes (thus being "double counted") on the NASO survey. Another limitation was that the term "college" referred to officiating not only in NCAA competition but also NAIA and NJCAA and a third limitation was the disregard for the data from 20% of the respondents who did not select any of the seven levels. If a large number of those 3,500 were collegiate officials, they could skew the results as presented.

Sport: The most noteworthy difference between the NASO and *TPG* data was in this area of sport. While both studies had specific data for Baseball, Field Hockey, Football, Softball and Wrestling, the NASO survey did not allow for the separation of men's and women's data for Basketball, Ice Hockey, Lacrosse, Soccer, Swimming and Diving, Tennis, Track & Field and Volleyball. The *TPG* data made those gender distinctions and included men's and women's Gymnastics and men's and women's Water Polo which NASO data did not include. Finally, whenever possible, NASO data for Combat sports, Rugby, Other and "null" was disregarded because those sports were not part of the *TPG* project.

Demographic Data

Comparing demographic data from the two surveys, of the 13 sports in common, the NCAA officials in the *TPG officiating review* were younger with a higher percentage of females and lower percentage identifying as white than the NASO collegiate officials.

- The median age of the NASO collegiate officials was 57 years and the mean was 55 while the mean age of officials in the *TPG* survey was 49 years. As you would expect, in both surveys ice hockey and soccer officials were on the younger end of the spectrum and swimming, tennis and track were on the older end.
- The gender breakdown for the NASO respondents was 92.5% male and 7.5% female while the *TPG* respondents identified as 85.1% male and 14.2% female.

- The vast majority of respondents for both surveys identified as white. In the NASO survey, there were eight options with 88% selecting white and in the *TPG* data 78% identified as white, although 3.6% of officials preferred not to say.

Recruitment

The pathways into collegiate officiating for NASO respondents were individually diverse however, most did revolve around being asked or recruited--only 5% said they actually sought out the opportunity.

- Interestingly, 37% of the officials responding to the *TPG* survey indicated they were not recruited but instead, sought out the opportunity to officiate.
- As to the reason for becoming an official, NASO respondents selected love of the game more than twice as often as any other choice (43%) but disappointingly, love of the game was the least frequent choice as the reason for staying in officiating (9%).
- Officials participating in the *TPG* survey similarly selected love of sport as the most frequent reason for becoming an official.

Sportsmanship, Treatment and Environment

The NASO survey had multiple questions similar to the *TPG* questions regarding sportsmanship. They included whether sportsmanship was trending better or worse, ranking the groups as most-to-least problematic, identifying the groups with the greatest impact on sporting behavior, as well as ranking the sport levels where only 2% selected college athletics as having the worst behavior. The NASO data on sportsmanship is summarized in the charts that follow to compare with the multiple figures summarized in the report's *TPG* data. While the data differed on details, taken collectively, the answers for NASO's collegiate and *TPG*'s NCAA officials were more similar than dissimilar.

Regarding the impact of treatment of officials on retention, the NASO survey identified five groups (spectator, coach, athlete, league and officiating association) that interact with officials and then calculated the percentage of officials, by sport and collectively, who reported unfair treatment. That data is detailed in charts that follow but in general, indicated NASO collegiate officials had less positive experiences than those responding to the *TPG* survey.

The PICTOR Group's survey results identified the frequency of officials feeling unsafe and analyzed the data regarding the negative and positive impacts specific groups had regarding the treatment of officials. Unlike the NCAA data, more than half NASO collegiate officials indicated feeling unsafe or feared for their safety. In response to those results, NASO began providing data on the states with laws and ordinances enacted to protect officials from abuse. The state-by-state law information is periodically updated on the NASO website. A map, current at the time of this report, is provided at the end of this appendix.

Retention

Both the NASO and *TPG* data address camps, training, education and mentoring as means for increasing retention of officials and improving the quality of their experiences. Since the time of the *TPG* survey and, more dramatically from the NASO survey, on-line education has

improved exponentially and will likely be a more prominent delivery method for continuing education and training of officials.

Officiating Fees/Costs

Finally, the NASO survey provided useful insights into the economic impact of official's fees as well as the expenses associated with officiating which include uniforms, gear, association fees and unreimbursed expenses. The TPG survey while not providing any dollar figures on fees and expenses, did provide information on the financial impact officiating had on the official's total income. Collectively, this information may be useful in not only retaining officials but also at the entry point of the pipeline as prospects consider their investment.

Selected sample categories of data, organized by sport are listed below:

DEMOGRAPHIC INFORMATION BY SPORT

	Number of Collegiate Officials Surveyed			Officials' Ages	
	Number of respondents-major college	Number of respondents-small college	Total number of respondents	Median age-all college	Mean age-all college
Baseball	362	1366	1728	57	55
Basketball	296	1982	2278	56	54
Field Hockey	18	39	57	59	56
Football	292	1273	1565	56	54
Ice Hockey	72	178	250	51	48
Lacrosse	85	180	265	55	53
Soccer	653	1123	1776	54	51
Softball	277	919	1193	58	56
Swimming	82	120	202	60	58
Tennis	32	31	63	60	58
Track/Field	174	220	394	60	59
Volleyball	225	554	779	58	56
Wrestling	79	160	239	57	55
Total College	2,647	8,145	10,792	57	55

SPORTSMANSHIP AND ENVIRONMENT

	Problems		Solutions		Trends		Safety
	Biggest problem group-parents	Biggest problem group-coach	Biggest solution group-parents	Biggest solution group-coach	Sporting behavior improving	Sporting behavior worsening	Ever felt unsafe/feared for safety
Baseball	40%	30%	22%	54%	16%	61%	56%
Basketball	39%	27%	23%	49%	10%	72%	58%
Field Hockey	37%	37%	16%	63%	7%	76%	57%
Football	36%	36%	21%	57%	11%	67%	62%
Ice Hockey	32%	39%	20%	57%	10%	68%	57%
Lacrosse	37%	44%	18%	69%	10%	73%	59%
Soccer	36%	33%	19%	55%	17%	52%	58%
Softball	44%	24%	27%	50%	15%	64%	53%
Swimming	54%	17%	24%	51%	29%	40%	26%
Tennis	54%	27%	24%	38%	19%	49%	36%
Track/Field	40%	25%	23%	51%	20%	54%	37%
Volleyball	46%	27%	26%	50%	11%	66%	51%
Wrestling	41%	28%	22%	55%	14%	61%	47%
Average	39%	31%	23%	55%	15%	58%	54%

PERCENT OF OFFICIALS REPORTING UNFAIR TREATMENT

Most Problematic Group to Least Problematic Group ➡

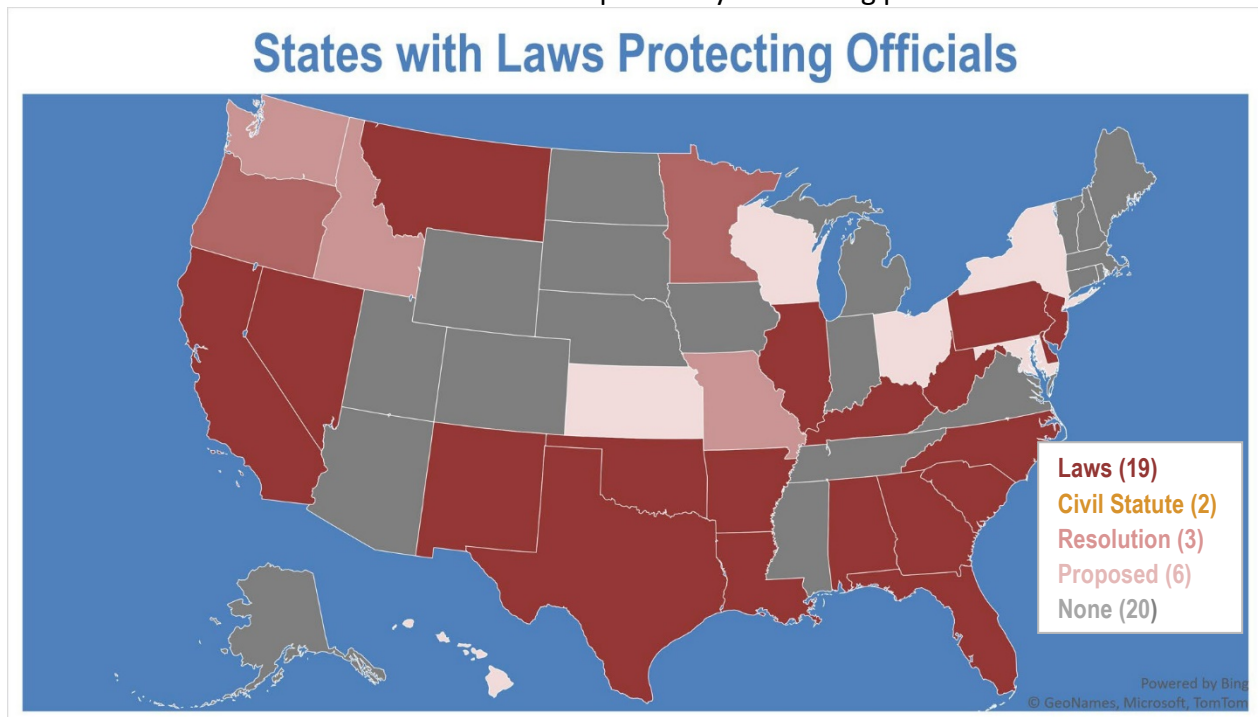
Baseball	Spectators 86	Coaches 70	Athletes 50	League 43	Official Assn 30
Basketball	Spectators 87	Coaches 73	League 51	Official Assn 44	Athletes 31
Field Hockey	Spectators 86	Coaches 76	League 64	Official Assn 32	Athletes 27
Football	Spectators 86	Coaches 71	Official Assn 46	Athletes 43	League 24
Ice Hockey	Spectators 85	Coaches 80	League 69	Official Assn 43	Athletes 32
Lacrosse	Spectators 90	Coaches 81	League 58	Official Assn 43	Athletes 31
Soccer	Coaches 80	Spectators 78	Athletes 61	Official Assn 42	Athletes 30
Softball	Spectators 87	Coaches 71	Official Assn 44	Athletes 42	League 30
Swimming	Spectators 69	Coaches 51	Athletes 29	League 28	Official Assn 26
Tennis	Spectators 78	League 65	Official Assn 59	Athletes 36	Coaches 27
Track/Field	Spectators 82	Coaches 69	League 43	Official Assn 30	Athletes 26
Volleyball	Spectators 84	Coaches 72	Athletes 48	League 36	Official Assn 33
Wrestling	Spectators 84	Coaches 74	Official Assn 42	League 34	Athletes 22
Ave College	Spectators 86	Coaches 72	League 50	Official Assn 42	Athletes 28

FINANCIALS

Percent of Officials Reporting Earnings From Their Best Year

	< \$500	\$501-\$1000	\$1001-\$2500	\$2501-\$5000	\$5001-\$10,000	\$10,001-\$15,000	\$15,001+
Baseball	1%	1%	13%	30%	28%	12%	13%
Basketball	1%	2%	11%	31%	27%	12%	13%
Field Hockey	0	0	10%	21%	24%	21%	17%
Football	0	3%	19%	29%	25%	8%	14%
Ice Hockey	1%	2%	6%	30%	33%	5%	22%
Lacrosse	0	0	9%	26%	28%	15%	16%
Soccer	1%	2%	14%	28%	28%	12%	13%
Softball	0	1%	12%	25%	28%	16%	14%
Swimming	18%	14%	21%	29%	9%	3%	2%
Tennis	0	0	14%	38%	19%	10%	14%
Track/Field	1%	14%	22%	32%	12%	7%	6%
Volleyball	0	2%	13%	29%	25%	14%	14%
Wrestling	2%	3%	11%	33%	34%	10%	4%
Ave College	1%	3%	15%	30%	25%	10%	12%

The map below is a visual representation of the data presented on the NASO website regarding the states with assault and harassment laws specifically addressing protection of officials.



NASO REVIEW

2019-2020 High School Game Fees

The National Association of Sports Officials (NASO) followed up on its groundbreaking 2017 NASO National Officiating Survey with an in-depth study of the game fees for high school varsity sports for the six sports highlighted in *Referee Magazine*: Baseball, Basketball, Football, Soccer, Softball, and Volleyball. Data for the 2019-2020 academic year was collected through surveys in October 2019 and a summary of the findings was printed in the June 2020 edition of the association's *Referee Magazine* and is found in the eight regional charts that follow.

The state associations were asked to provide their dollar figure or the low, high, and average fee for the regular season, whichever applies. In most cases, regular season fees are set by conference affiliation or school districts. Also provided in the following charts are the fixed state tournament amounts, sometimes expressed as ranges. In all cases, the data represent per game fee or a single fee for multiple rounds without consideration for possible mileage additions.

Notes regarding Charts below:

1. The data for the six sports are listed by state, sorted by the National Federation of High School's (NFHS) geographic regions, numbered one through eight.
2. The regular season fees, when available, are listed low, high and the average [annotated in charts as low/high (ave)]. Occasionally, there are notes explaining unusual circumstances such as states that do not sanction certain sports, states that establish just minimums or just maximums.
3. The averages of the regular season game fees are: Baseball \$71, Basketball \$73, Football \$85, Soccer \$68, Softball \$67, and Volleyball \$64.
4. The state tournament fees, are either specific dollar figures or ranges [annotated in charts as low-high].
5. Fees shown in the charts are rounded to the nearest dollar and represent both genders.
6. Unlike the other four sports, Soccer fees represent dollars for the center referee and Volleyball fees represent dollars for R1 official. In both sports, the other officials are often paid considerably less. Also, of note, these are the only two sports that officiating crews are always three and two, respectively. In the remaining four sports, all officials are paid the same fee even though the size of the officiating crew may vary (not only by state but also within the state or between regular season and state tournament levels).

Region 1		CT	ME	MA	NH	NJ	NY	RI	VT
Baseball	season	95	68	84	88	(86)	92/180 (124)	79	80 (75)
	state	106	84	97/105/113	110	88	124	87/89/92	80
Basketball	season	98	77	84	88	(84)	97/160 (121)	91	80 (75)
	state	111	96	97/105/113	110	90	121	99/101/104	80
Football	season	96	77	91	88	(93)	102/183 (127)	no report	80 (75)
	state	142	96	105/114/123	110	102	127	no report	80
Soccer	season	95	77	84	88	(83)	95/180 (128)	no report	80 (75)
	state	108	96	97/105/113	134	90	128	no report	80
Softball	season	91	65	79	88	(80)	97/180 (123)	no report	80 (75)
	state	105	81	91/99/107	110	88	123	no report	80
Volleyball	season	85	67	83	88	(73)	93/163 (117)	no report	80 (75)
	state	94	84	97/105/113	110	85	117	no report	80
Region 2		DE	KY	MD	OH	PA	VA	WV	DC
Baseball	season	76	41-46 low	80	50/65 (60)	71/87	80/95	75	not reported
	state	81-96	100	100	110-145	79-100	90	75-80	95
Basketball	season	76	50-75 low	not reported	55/75 (65)	67-85	68/85	75	not reported
	state	81-96	120	100	145-190	78-100	90	300 #	85-95
Football	season	76	60-65 low	63/90	55/100 (65)	75/99	75/95 (85)	85	not reported
	state	81-96	145	100	140-190	79-100	90	85-90	95-100
Soccer	season	76	50-75 low	not reported	55/65 (60)	58/78	not reported	60-70	not reported
	state	81-96	115	100	110-145	71-100	90	70	90
Softball	season	76	36-41 low	39/70 (55)	50/65 (60)	68/87	80/86	55-65	not reported
	state	81-96	90	100	110-145	77-100	90	65-70	90
Volleyball	season	76	40 low	44/88 (66)	45/65 (60)	46/72	75/85	65-75	not reported
	state	81-96	85	100	80-120	69-100	90	220#	90
# multiple rounds									
Region 3		AL	FL	GA	LA	MS	NC	SC	TN
Baseball	season	80	87/97	60/70	65/75 (70)	75/80 (80)	71	60	80
	state	125	97-117	115-125	100	150	85	60	80
Basketball	season	75	81/91	62/73	45/60 (53)	60/65 (65)	100	59	70/80
	state	125	91-111	140-160	100	160	106	83	70-80
Football	season	100/110 (110)	111/121	112	65/90 (78)	100	90	73/99 (86)	105
	state	150	63-83	150-165	115	150	100	111	105
Soccer	season	75	79-89	60/78	50/60 (55)	55/65 (65)	61	51	75
	state	100	89-109	440-450#	75	125	85	65	75
Softball	season	65	79/89	68	50/65 (58)	65/70 (65)	68	41/47 (44)	70
	state	100	89-109	95-105	85	125	85	59	70
Volleyball	season	60	73/83	50/70	50 (50)	60/65 (65)	56	43/52 (48)	60/90 (120)
	state	100	83-103	90-105	80	110	80	58	60-120
# multiple rounds									

2019-2020 NFHS High School Game Fees

Region 4		IL	IN	IO	MI	WI	
Baseball	season	50/70 (60)	40/85 (50)	60/80 (75)	50/70 (60)	55/90	
	state	140	80	65	70	85	
Basketball	season	55/80 (70)	35/70 (70)	50/75 (65)	55/75 (70)	60/90	
	state	165	75	110	70	120	
Football	season	60/80 (70)	45/85 (70)	90/150 (100)	60/95 (70)	60/90	
	state	165	80	110	70	120	
Soccer	season	45/60 (50)	30/55 (50)	50/75 (65)	55/70 (65)	60/90	
	state	140	50	90	70	80-120	
Softball	season	50/70 (60)	40/85 (50)	50/75 (65)	50/70 (60)	55/90	
	state	140	80	65	70	85	
Volleyball	season	40/50 (45)	25/45 (34)	50/75 (65)	50/70 (60)	85/135 *	
	state	140	50	60	70	70	
*marked as "DH" in publication; possible error							
Region 5		KS	MN	MO	NE	ND	SD
Baseball	season	50/65 (55)	65/73 (70)	70/80 /(75)	55/75 (70)	max 72	not sanctioned
	state	63	80	65	60	77	not sanctioned
Basketball	season	50/75 (55)	75/84 (80)	70/90 (80)	65/95 (70)	max 78	80/100 (85)
	state	95	85	65	60	86	100
Football	season	70/90 (80)	80/89 (85)	90/125 (110)	75/125 (100)	max 85	125 (125)
	state	95	95	80	70	93	150
Soccer	season	60/100 (60)	65/75 (70)	70/80 (75)	65/75 (70)	max 75	60/80 (70)
	state	65	80	65	60	82	125
Softball	season	40/50 (45)	60/69 (65)	70/80 (75)	55/75 (70)	max 72	not sanctioned
	state	58	70	65	60	79	not sanctioned
Volleyball	season	25/35 (30)	60/70 (65)	70/80 (75)	65/75 (70)	max 63	80/90 (85)
	state	48	70	65	60	69	100
Region 6		AR	CO	NM	OK	TX	
Baseball	season	min 45 (90)	60	60	40/60 (55)	75	
	state	75	65	71	60	130	
Basketball	season	min 40 (60)	60	70	50/60 (60)	75	
	state	80	65	75	75	130	
Football	season	min 65 (110)	61	70	75/90 (80)	90/140+ (115)	
	state	90	66	79	95	100-205 +	
Soccer	season	min 45	59	60	50/55 (50)	45/65	
	state	75	64	71	55	90-130	
Softball	season	min 45 (80)	58	55	40/50 (50)	75	
	state	75	58	65	50	130	
Volleyball	season	min 45 (60)	49	50	50/55 (50)	65	
	state	60	54	65	55	90-160	
						+ gate fee	

Region 7		AZ	CA	HI	NV	UT	
Baseball	season	95	45/95 (70)	50	69	66	
	state	106	85	60	79	72	
Basketball	season	98	45/95 (85)	50	69	66/71 (71)	
	state	111	80	60	79	77	
Football	season	96	65/105 (85)	70/80 (80)	69	71	
	state	142	95	100	79	77	
Soccer	season	95	45/90 (68)	40	69	61/66 (66)	
	state	108	83	50	79	72	
Softball	season	91	40/95 (65)	40	69	56	
	state	105	85	50	79	62	
Volleyball	season	85	30/95 (70)	40/45 (45)	69	56	
	state	94	75	52	79	62	
Region 8		AK	ID	MT	OR	WA	WY
Baseball	season	30/70 (53)	54/62 (57)	not sanctioned	60/67 (63)	62	not sanctioned
	state	350 #	not sanctioned	not sanctioned	72	68	not sanctioned
Basketball	season	60/75 (68)	63/65 (63)	60	62/69 (66)	60	60
	state	550 #	71	432#	74	66	75
Football	season	80/93 (90)	62/65 (64)	60	62/69 (66)	69	60
	state	100	74	120	74	74	75
Soccer	season	not reported	39/63 (45)	60	56/62 (59)	62	60
	state	390 #	56	67	67	68	75
Softball	season	40/50/65	53/58 (55)	60	55/62 (58)	62	not sanctioned
	state	375 #	56	76	67	68	not sanctioned
Volleyball	season	55/65 (60)	44/56 (52)	60	58/64 (61)	62	50
	state	600 #	59	360#	69	68	65
		# multiple rounds					

THE STATE OF **SPORTS OFFICIATING 2020**

From a survey of 19,000 sports officials nationwide from 15 states:

A CRISIS IS BREWING *Older officials are not being replaced quickly enough by younger officials***45%**

of officials report they have less than 6 years remaining in their career

50%

of officials are 55 years or older

12%

of officials are under 34 years old

FOR THE LOVE, SHOW ME RESPECT**70%**

rank LOVE OF SPORTS as the #1 reason for officiating

BUT**55%**rank **verbal abuse** from fans, coaches and parents as the **#1 reason** why officials quit**59%**

don't feel respected by parents and fans

42%

feel that institutions do not address poor fan behavior during games

66%

believe their area does have enough officials to work contests

63%

believe officials at their level need more training

Sports with Most Perceived Shortage of Officials:**Soccer 77%****Field Hockey 75%****Lacrosse 73%****Baseball 73%****Sports with Most Perceived Need for Training:****Water Polo 72%****Field Hockey 71%****Lacrosse 70%****WHY PEOPLE OFFICIATE**

OFFICIALS RANKED THESE IN THEIR TOP 2 REASONS:



Love of sports

70%

Stay in shape

26%

Make money

25%

Give back to community

22%

To be part of officiating community

17%

Mentor others

13%

Socialization

11%

To be in charge

8%**WHY OFFICIALS LEAVE**

OFFICIALS RANKED THESE IN THEIR TOP 2 REASONS:



Verbal abuse from parents/fans

60%

Verbal abuse from coaches

50%

Pay

22%

Bad contest assignments

15%

Poor treatment by institutions

11%

Travel too far

15%

Uniforms/supplies too expensive

14%

Lack of mentorship

7%

Not enough training

6%

Required camps

5%

SHOW ME THE MONEY

66%

Believe officials are not fairly compensated

96%

of that group believe there should be at least a 10% pay increase

63%

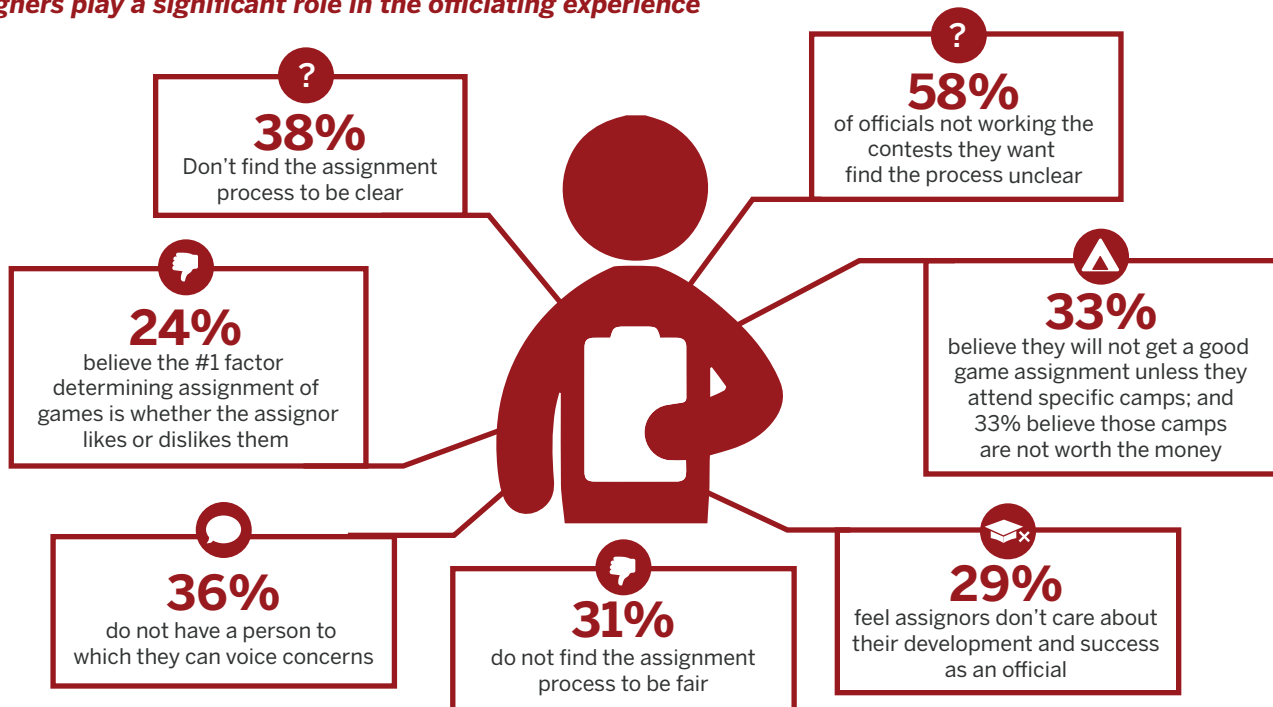
See non-cash compensation methods as useful (cheaper uniforms, camps, training, memberships)

39%

ranked **MORE PAY** as #1 thing that can be done to improve recruitment and retention of referees

UNCLEAR ASSIGNMENT

Assigners play a significant role in the officiating experience



GAMEDAY

LEAST KNOWLEDGEABLE FANS BY SPORT



Football



Field Hockey



Water Polo

MOST KNOWLEDGEABLE FANS BY SPORT



Swimming & Diving



Gymnastics



Wrestling



Track & Field



Spirit

83%

Felt they travel a reasonable amount of distance or time to their games, but officials in Field hockey, Water Polo, Lacrosse, Gymnastics had to travel more inconvenient distances

80%

Believe fans do not know the rules to the sport

65%

Believe more rules education for fans would help REDUCE verbal abuse of officials

55%

Say codes of conduct can work to promote good fan behavior

50%

Believe venue signage promoting positive treatment of officials can help reduce abuse

TOP 2 AMENITIES REQUESTED ON SITE BY OFFICIALS:



Security



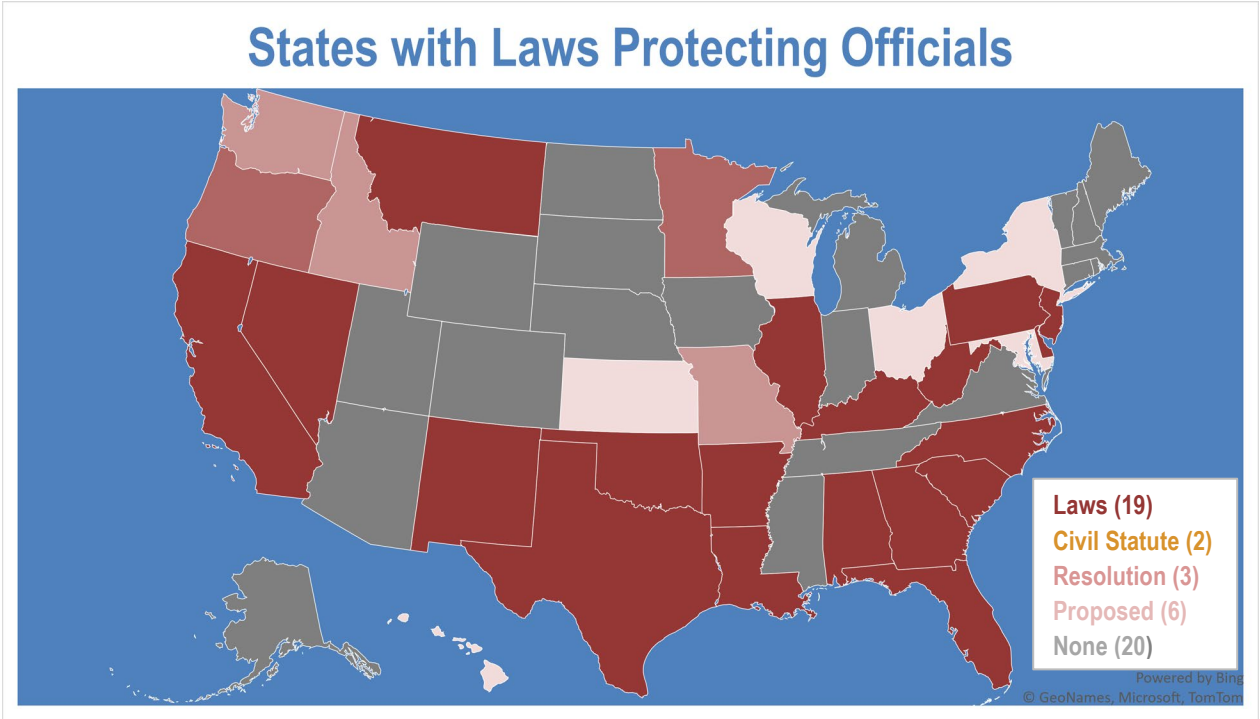
Private room to change



IUPUI
SPORTS INNOVATION INSTITUTE
School of Health & Human Sciences

Map of States with Legal Protections for Officials

The map below is a visual representation of the data presented on the NASO website regarding the states with assault and harassment laws specifically addressing protection of officials.



NCAA Officiating Structure

NCAA Officiating National Coordinators/Assignors

Baseball	DI, DII, DIII National Coordinators, 5 Regional Advisors, Director of Training
Basketball-men	DI, DII, DIII National Coordinators, 4 Regional Advisors
Basketball-women	DI and DII National Coordinators, 4 Regional Advisors
Field Hockey	National Assignor
Football	DI National Coordinator, DII National Director of Officiating, DIII Officiating Coordinator, National Replay Coordinator
Ice Hockey, men	National Coordinator
Ice Hockey, women	National Coordinator
Lacrosse, men	National Coordinator
Lacrosse, women	National Coordinator
Soccer, men	National Coordinator, 6 Regional Advisors & Video Coordinator shared with women
Soccer, women	National Coordinator, 6 Regional Advisors & Video Coordinator shared with men
Softball	National Coordinator, 2 Regional Advisors, Video Coordinator
Track/Field, men	National Assignor shared with women
Track/Field, women	National Assignor shared with men
Volleyball, Women	National Coordinator, 4 Regional Advisors
Water Polo, men	National Coordinator shared with women
Water Polo, women	National Coordinator shared with men
Wrestling	National Coordinator

Sports without National Coordinator/Assignor- Men's and Women's Gymnastics, Men's and Women's Swimming & Diving, Men's and Women's Tennis, and Men's Volleyball.

Sports without NCAA Rulebooks

Field Hockey	FIH with NCAA modifications
Gymnastics, men	Federation Int'l de Gymnastiques with gender modifications
Gymnastics, women	Federation Int'l de Gymnastiques with gender modifications
Tennis, men	Intercollegiate Tennis Association
Tennis, women	Intercollegiate Tennis Association
Volleyball, men	US Volleyball with modifications

Sports without ArbiterSports Central Hub

Field Hockey	Swimming & Diving, men	Track & Field, women
Gymnastics, men	Swimming & Diving, women	Water Polo, men
Gymnastics, women	Tennis, men	Water Polo, women
Lacrosse, men	Tennis, women	Wrestling
Lacrosse, women	Track & Field, men	

Appendix 11: Data Analysis Coding Key

[illegible]