



PRESIDENT'S MESSAGE

PAVO Has Large Presence at NASO Summit

by Julie Voeck
President

PAVO and leaders who train volleyball officials were prominently featured at the 35th annual National Association of Sports Officials (NASO) Summit July 30-August 1 in Louisville, Kentucky.

The Summit is a two-day conference for professional and collegiate officials, state and sports officiating organizations, administrators of officiating organizations, and sports conferences to learn, share, and develop skills to make officials better.

As in prior years, members of PAVO leadership were featured presenters throughout the Summit, which features large-group and breakout sessions for key sports, including volleyball.

This year, PAVO presented videos from the 2016 season that addressed common topics such as ball handling, as well as less common situations such as a player blocking the serve. The volleyball breakout session also included an emphasis on the need to continue to identify and recruit young officials to meet the needs of our growing sport.

PAVO's involvement in the Summit presentations was not limited to the volleyball breakout session. PAVO board member Joan Powell served as the host for the Summit's grand opening in which she helped kick-off the event and introduced the NASO board members. The NASO board consists of leaders in sports officiating across many sports. Board members provide a great resource of information on cutting-edge officiating issues across all sports.

Current and past PAVO leaders were also featured in

several Summit sessions. PAVO Executive Director, Katy Meyer, led the panel on *Officiating in Public* where she led a discussion with panelists on how officiating has changed with social media and technology.

She used a clip that included video challenge review and was able to discuss how video technology is changing the sport of women's collegiate volleyball. I was part of a panel of other sports officials that used a video clip from our sport to explain the officiating techniques that were used.

Former PAVO Executive Director, Marcia Alterman, led a session on *What Officiating Teaches You About Yourself*. She had many personal stories to share on how officiating has impacted her life.

While PAVO contributes to the NASO Summit, we also gain from it. This year I was able to learn more about how technology is changing the training of sports officials. As an example, there is now simulation software available to train football referees. The software simulates football plays and allows the same play to be shown from the view of the officials on the field and teach them their areas of responsibility. What a great tool for visual training!

I am so proud that volleyball officials are recognized at such a high-profile officiating industry event that features officials and organizations from the highest levels of professional sports such as the NFL and NHL.

See you on the volleyball courts!



PROTESTS MUST BE RECORDED, EVEN IF DENIED

by Anne Pufahl
NCAA Secretary Rules Editor

By now many of you have already attended an NCAA/PAVO Clinic in preparation for the 2017 season. The clinics covered rule changes and points of emphasis. Since 2017 is not a rule change year, the list is short and sweet.

For 2017 there is one new “technical change” for the scorer. The scorer must record in the comments section of the scoresheet if a coach or playing captain attempts to protest, even if the referees do not believe the protest is acceptable. The scorer must also record the protest when instructed to do so by the referee(s). Here is an example of the appropriate notation:

State University Protest 6-12 denied – judgment

The scorer should also get the second referee’s attention if a coach says, “Protest” and the referee does not hear the request.

The next point of emphasis came directly from the NCAA Rules Committee. The committee felt that

referees are allowing play to continue when players cross the center line and create a safety hazard.

The intent of this rule was to allow for inadvertent encroachment into the opponent’s court such as the setter pushing off or a player going under the net when no opponent is near. However, many referees are not making calls when safety SHOULD be a concern.

The center line non-calls should be **the exception**, not the other way around.

How do we determine when a player creates a safety hazard to the opponents? A safety hazard occurs when a player from one side of the court is under the net and in close proximity to the opponents. Physical contact is not required to create a safety hazard. Referees should be extra diligent and on alert to protect the integrity of the center line rules and ensure the athletes’ safety.

Study your rules book and have a great season!



USA Volleyball.

CONGRATULATIONS TO NEW USA VOLLEYBALL NATIONAL SCORERS

by Rachael Stringer

Director of National Indoor Certification and Evaluation

I am happy to report that ten candidates earned their National Scorer certification in July during the Boys' Junior National Championships in Columbus, Ohio. The successful candidates were: Jane Belinfante (LS), Kevin Carlyle (LS), Kendra Corneliusen (HA), Susan Fleenor (OD), Alex Grycowski (BG), Michelle Hayes (LS), Denise Jett (HA), Marc Schmidt (GL), Alexis Sheldon (BG), and Kristi Trachte (AZ). These candidates all demonstrated proficiency in National Scoring procedures, and I am excited to welcome them to the cadre of National Scorers.

I would like to express special thanks to the other members of the rating team: Carlos Rodriguez (LS) and Jen Williams (FL). We hope the candidates found the experience to be rewarding and that they learned some new things along the way.

I would like to encourage all our National Scorers to attend the Open National Championships in Dallas at the end of the new season and put their skills to work!



GET ON THE TRAIN OR IN FRONT OF IT

by Joan Powell

You most likely went to one of the thirty NCAA/PAVO Clinics this summer. Most of you sat and listened to a message from the *ArbiterSports* staff and the array of NCAA/PAVO updates. By that time, the majority of you had already paid local dues and the PAVO and NCAA increased membership dues. I applaud you all for continuing to “Take Care of Business.” BUT, it probably wasn’t without questions and even doubt for what the dividend is for you.

Many of you have been around since the beginning of PAVO, reaped the benefits of training materials, certification, exams, and career-building opportunities, not to mention the life-long friendships. Many have experienced the transfer of power from NAGWS to NCAA and then, the inception of a National Coordinator and a Central Hub. Ah, I remember the good old days in our blue and white thinly-striped, polyester uniform top with navy blue culottes! Okay, my male counterparts never had to wear the culottes.

The veterans have endured much change—all because we love what we do. The most recent changes have been hard for me to personally swallow, however. I shared my private thoughts with my four clinic audiences: Omaha, Atlanta, Baltimore, and Dallas. Know that it was difficult to stand in front of these groups to bare my soul, but I was compelled to speak from the heart to my colleagues.

And so, I wanted to share with all of you as well that I am not oblivious to your financial discomfort and skepticism. It was a difficult decision to end my career eight years ago as a collegiate volleyball official, without really saying good-bye to something that I had done and loved for so many years. I did not realize at the time that my last match, was my last match. But, I decided to take a risk and throw my hat in the ring for the National Coordinator position.

I relished building something from the ground up with the original cadre of Regional Advisors (Gloria Cox, Corny Galdones, Karen Gee, and Cecile Reynaud). But, I truly missed the game from the whistle side of things and I found myself on an island, of sorts, as the National Coordinator. It was a good experience, for sure, and we could have never been able to do the things we did without the support and constant reinforcement from PAVO. The structure for training was already in place, and I am sure many of you thought this new initiative by NCAA was a duplication of effort. The most difficult part of the job was to convince you all to “drink the Kool-Aid,” and “get on the train instead of in front of it,” because the NCAA had the upper-hand—especially when it came to postseason selections.

Thanks to the negotiation talents of Marcia Alterman (PAVO Executive Director) and Claire Roberts (*ArbiterSports* CEO at the time), the original NCAA registration fee was cut in half from what was proposed by Arbiter, and a partnership was created. One later contract negotiation included an increase on Arbiter’s side, but we were still in good stead.

Then came 2017 and time for negotiations and another contract renewal, which meant another increase in dues. And, a new PAVO Executive Director, Katy Meyer; trust me when I say she was shrewd and fought for you, the members, and went back to the table numerous times with *ArbiterSports*.

I cannot blame you for asking, “What am I getting for my dues increase?” You have read things from the PAVO side, you heard the message from *ArbiterSports* at the clinic, and yet, as someone who was at the helm in the early stages of this change, I cannot help but feel a bit guilty and almost responsible for this snowball effect on you.

I wish I had the answers to your questions, but I don't. Even after Marcia Alterman and I took your concerns to the current *ArbiterSports* CEO this summer, I am not even close to understanding why you, the consumer, were afforded such an increase in the NCAA fees—especially you line judges, those just getting a start in our game, and those who train local officials, who never receive compensation. And now, with NCAA selling its portion of *ArbiterSports* to an investment firm, it will be business as usual, as NCAA and

ArbiterSports recently signed their agreement for *ArbiterSports* to continue as the technical development and delivery arm for all NCAA Central Hubs, good for the next five years.

I so appreciate your professionalism and continuation of membership, but more importantly the service you provide our sport and the sacrifices you make to ensure that players all over this country are afforded a safe and fair environment to play volleyball.



SERENT CAPITAL INVESTS IN ARBITERSPORTS

by Katy Meyer
Executive Director

I had heard rumblings of a possible 'sale,' but it was on a Monday late in August when speculation became reality. Dave Yeast, Senior Vice President at *ArbiterSports*, by way of a personal phone call, afforded PAVO notification of the recent change in primary ownership of *ArbiterSports*. Perhaps you didn't know that the NCAA had been the majority owner of *ArbiterSports* since 2008; that position has now changed.

One of the obvious questions that has been asked is, "How does this affect PAVO members and/or PAVO as an organization?"

My response: "At this time, the change in principal ownership in *ArbiterSports* has no known or foreseeable impact on the recently inked PAVO/*ArbiterSports* Services Agreement, and certainly not where Central Hub registration fees are concerned."

According to Dave Yeast, current key leadership and team management at *ArbiterSports* remain unchanged. As such, I believe that PAVO and our membership can immediately expect much of the same interactions and services currently being received. I think that only time will tell what the true impact of a new principal owner will be. Echoing comments made by Jeff Triplette, Chief Executive Officer of *ArbiterSports* (reference the below press release), Dave made a point to tell me that they (*ArbiterSports*) are looking forward to the active involvement and guidance Serent Capital leadership is expected to bring.

The full content of the August 30, 2017, Press Release from Serent Capital can be found in this newsletter.



PRESS RELEASE

Serent Capital Invests in ArbiterSports, A Leading Provider of Sports Management Solutions

San Francisco, CA – August 30, 2017 — Serent Capital, a San Francisco-based private equity firm focused on investing in high-growth technology and services businesses, has made an investment in *ArbiterSports* (Arbiter), a leading provider of sports management solutions to the youth sports, K-12 and higher education end markets.

ArbiterSports provides an end-to-end suite of software and payments solutions that enable referee assigners, athletic directors, organizers, and officials to easily manage all aspects of their responsibilities. The company's offerings include solutions for game officiating management (ArbiterOne), eligibility / education (ArbiterWorks), payments and contractor compliance (ArbiterPay), and mobile access (ArbiterMobile). Arbiter also offers a growing portfolio of solutions to enable game scheduling and management (ArbiterGame), athlete registration (ArbiterAthlete), and game data distribution (ArbiterLive). Today, thousands of schools, sports leagues and associations make nearly 15 million assignments to more than 500,000 officials every year using *ArbiterSports* technology.

"I'm delighted to partner with Serent in the next phase of Arbiter's growth," said Jeff Triplette, Chief Executive Officer of *ArbiterSports*. "Serent's business-building resources, focus on investing in growth businesses like ours, and education market experience will enable us to accelerate Arbiter's growth trajectory. With Serent's support, we plan to invest behind our existing offerings and customer support, expand our product portfolio, and broaden our sales and marketing reach in order to deliver even greater value to our customers."

The NCAA has been the majority owner of *ArbiterSports* since 2008, and they will continue their strong partnership with Arbiter going forward. "The NCAA is very pleased to find a partner like Serent Capital to carry the *ArbiterSports* mission forward," said Kathleen McNeely, Chief Financial Officer of the NCAA. "Although we are stepping aside as a shareholder, we are committed to continuing our partnership into the future, and we are excited to see the innovation that Serent's investment will help fuel." In conjunction with the transaction, the NCAA and Arbiter have executed a multi-year service agreement to extend their partnership.

"We feel privileged to partner with Jeff and the *ArbiterSports* team in supporting the next several chapters of the company's growth," said Lance Fenton, Partner at Serent Capital. "*ArbiterSports*' strong history, impressive client base, and strong track record in sports management lay a terrific foundation for long-term success. We are excited to work with the team to help accelerate the success they have had within their current offerings and pursue new adjacent growth opportunities."

Serent's investment in *ArbiterSports* represents its fourth investment in the education technology and services space. Prior investments include Digital Architecture (2016), DiamondMind (2014), and C2 Education (2011).

About *ArbiterSports*

As a leader in athletic event management, *ArbiterSports* helps athletic departments and sports leagues simplify the process of managing athletic events, assigning officials, paying event workers, and informing athletes, families and fans. The product suite, including ArbiterGame, ArbiterAthlete, ArbiterOne, ArbiterPay, ArbiterMobile, ArbiterWorks, ArbiterLive and Arbiter360, delivers control and



visibility over the entire athletic event process. *ArbiterSports* products are built on a powerful web-based platform that allows secure access from anywhere and provides seamless integration with the ability to add features. Sports leagues, commissioners, athletic directors, assigners, officials, and event workers rely on *ArbiterSports* to do their jobs effectively.

For more information, visit the company's website at www.arbitersports.com or call 1-800-576-2799.

About ArbiterSports

Serent Capital invests in growing businesses that have developed compelling solutions that address their customers' needs. As those businesses grow and evolve, the opportunities and challenges that they face change with them. Principals at Serent Capital have firsthand experience at capturing those opportunities and navigating these difficulties through their experiences as CEOs, strategic advisors, and board members to growing businesses. By bringing its expertise and capital to bear, Serent strives to help growing businesses thrive. For more information on Serent Capital, visit www.serentcapital.com.

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NCAA/PAVO CLINICS REPORT

by Anne Pufahl and Joan Powell

The evaluations are in and this summer's NCAA/PAVO Clinics received high marks from attendees who took in the robust content covering everything from health and wellness to smoothly handling Challenge Review System (CRS) situations.

As in past years, video analysis with officials wearing microphones as they handled delicate situations proved to be among the most beneficial modules according to evaluations received at the 30 clinic sites from across the country.

"Audiences were respectful as they have viewed their peers perform under stressful situations," clinic director Anne Pufahl said.

The emphasis on correctly applying the center line rule should bring about awareness as officials need to remain vigilant to player safety. The protest section brought light to the importance of understanding that rule.

As more schools opt to use CRS, the "What We've Learned" section was also rated with high marks and noted as valuable.

"The adoption of CRS is inevitable, and we all need to embrace instant replay and work diligently to perfect

the process of review and the delivery of the review outcome," clinic director Joan Powell said.

While performance on the court is critical, so is being in tip-top shape. That was among the reasons Denise Penzkofer's study on Health/Wellness and Stress was a top take-away for many.

"It's important to listen to our body and take care of ourselves—not just temporarily for this season, but making healthy lifestyle changes will only enhance our future, physically and mentally," said Pufahl.

These preseason clinics and local meetings serve as a kick-off for the new season and would not be possible without the hosts and their efforts to put them on.

A top concern, of course, is the increasing costs of doing business with membership increases, new uniforms, and continuing education costs. PAVO addressed those concerns and explained how it is doing what it can to contain them.

On behalf of the clinicians and the PAVO Board of Directors, the clinic directors would like to wish everyone a great season! Your loyal commitment to the game is appreciated!!



2017 PAVO NATIONAL RATING TEAM REPORT

by Mara Wager
NRT Director

The PAVO National Rating Team conducted three rating sessions prior to the 2017 season. Our site hosts this year were Syracuse University, Ohio State University, and Baylor University. The University of Florida was also scheduled to host a rating session this year; however, the tournament was canceled due to inclement weather.

PAVO welcomes five new National Referees:

Marek Fracz, Roselle, IL
April Fricke, San Antonio, TX
James McDonald, Chesapeake, VA
Rachael Stringer, Texarkana, TX
Scott Thompson, Destrehan, LA

In conjunction with our referee national rating sites, PAVO conducted two rating sessions for National Line Judge Certification this year at Ohio State University and Baylor University.

PAVO welcomes eight new National Line Judges:

De Batchelor, Mooresville, NC
Robert Doan, Purvis, MS
Marty Halmo, Altoona, PA
Anthony Hines, Cedarville, OH
Mitchell Wells, Evans, GA
Shane White, Dublin, OH
Tracy Yeazel, Clear Spring, MD
Stacey Younker, Bryan, OH

PAVO would like to thank the members of the 2017 National Rating Team for their hard work and dedication. Members of this year's rating team were Paul Albright, Thomas Berg, Donna Carter, Doug Darling, Donnie Goodwin, Brian Hemelgarn, CJ McAbee-Reher, Michael O'Connor, Jung Park, Anne Pufahl, Brian Smith, Julie Voeck, Mara Wager, and Stacey Weitzel.



INTERFACE COMMITTEE APPROVES NEW WHITE UNIFORM

Certification Information May Soon Be Shared

*by Julie Voeck
President*

During its May 26 meeting at the USA Volleyball National Championships in Minneapolis, the PAVO/USAV Interface Committee approved the new white officials' uniform that will replace the old shirt with the "Certified Official" logo

The new white officials' uniform, which is now available and will be the default shirt starting with the 2018 collegiate season, features navy blue piping similar to that which appears on the current blue and gray uniforms. It also features a poly-jersey snag-resistant fabric, instead of the poly-check fabric used in the blue and gray uniforms. Along with the new logo, the new shirt is available in both long and short sleeves and in extended sizes.

The committee selected the fabric based on the PAVO survey on uniforms and samples from the manufacturer. A more snag-resistant fabric was an important feature identified by officials in a survey conducted during discussions when the topic of creating a new uniform came up.

With the new uniform, the committee also agreed to offer the blue and gray uniforms in the new poly-jersey fabric, as well as the current poly-check fabric.

No changes were made regarding outerwear. The committee agreed to review prototypes of new outerwear in all three current uniform colors.

In another item of business, the committee was informed that the Officials' Assembly Administration Council has approved USAV and PAVO sharing officials' certification information.

PAVO interface committee members were Nathan Mahaven, Jung Park, and Julie Voeck. USAV interface committee members were Brad Aaberg, Devonie McLarty, and Michelle Prater. Non-voting representatives were Paul Albright representing USA Volleyball and Katy Meyer representing PAVO.



THE ABCS OF MANAGING YOUR ONLINE PAVO MEMBER PROFILE

Part 2 of 2 – Managing your Profile Photo and your Email Address of Record

by Katrina J Meyer
Executive Director

In the May/June edition of *The Official Word*, Part 1 of this 2-part series focused on *Managing the Visibility of Your Profile Information*. In a nutshell:

- YOU, the member, are in control of what information is accessible to the public (members and non-members), including coordinators, assignors, and conference staff.
- YOU control the ability to limit access to most of your profile information to the public, other members, or PAVO Administration only.
- The level of visibility YOU select for each element of your member profile will determine who can see your information, and what they see when they look for you on the PAVO Website. There are four (4) visibility options available for you to choose from:
 - a. PUBLIC – Ensures visibility of information to anyone utilizing the search feature on the PAVO website. Does NOT require website login to view. As you consider this choice, remember that some assignors and other third-parties seeking officials for assignment (referees/line judges/scorers) are not PAVO members.
 - b. MEMBERS ONLY – Sets a visibility limitation on information to only current PAVO members. Requires website login to view.
 - c. ADMIN ONLY – Sets a visibility limitation on information to only PAVO Administrators.
 - d. FRIENDS AND GROUPS – DO NOT USE. Doing so will ensure that the information is NOT available to anyone.

In this part of the series, I'd like to draw your attention to two other very important member profile features: your **profile photo** and your **email address of record**. Rather than reiterate the importance attached to these two topics, please be reminded of the content that was covered in the 2016 NCAA/PAVO Clinic.

- **Profile Photo:** Your PAVO profile photo may very well be the first impression to assignors and partners who aren't familiar with you. So, it is important that you upload a photo that provides the impression you really want to give. The profile photo you choose for websites such as PAVO

should be professional and in an appropriate setting – this isn't Facebook! In uniform is OK, but match your picture to the site, and wear the appropriate patch – uploading a picture in an alternate uniform (USA or a different sport) or a PAVO or Arbiter site is not appropriate, and vice versa. As you think about the photo you choose for inclusion on your PAVO profile page, ask yourself: "If this is the photo you'd choose for a business card or distributed to collegiate coaches or prospective assignor?"

Lastly, please be sure to check the 'size' of the photo being uploaded. The maximum size preferred is 300 pixels x 300 pixels. It is advised that you re-size your preferred profile picture prior to uploading it in the **PROFILE** section on the **Manage Profile** tab.

- **Email Address of Record:** Under the category, Professional Correspondence, think about how your email address looks to others, and the image it might suggest? This is another chance to make a good first impression. Consider choosing a simple, professional email address for use in your referee correspondence. Many of you are savvy enough to figure out how to have and manage multiple email addresses in your life. If not, stick to one universally-acceptable one! Managing your email address of record is done in the **ACCOUNT SETTINGS** section on the *Manage Account* tab.

In the end, it is this email address that PAVO uses to communicate with you. Our success rate at keeping you updated with current and accurate information is directly dependent on a valid email address in your PAVO profile.

It is recommended that you review your online PAVO Member Profile from time to time, especially if you haven't done so in a while or when you've had any change in pertinent contact information. Pay particular attention to the level of visibility you've assigned to each piece of your information.

As a reminder, PAVO has developed two learning and guidance tools designed to assist you through this entire process.

1. **PAVO Instructional Module 2: Managing member profile information**
2. **UPDATED! Step-by-Step Guide: *The ABCs of Managing your online PAVO Member Profile ~ Managing the Visibility of Profile Information, Profile Photo, and Email Address of Record.***

It is our sincere hope that you'll take time to become familiar with your individual PAVO Member Profile and the management of the information. However, feel free to reach out with specific questions at either pavo@pavo.org or pavohelp@gmail.com.



MEMBER PROFILE

Gretchen Galloway Protects and Serves

by Chuck Fleet
Board Delegate

Gretchen Galloway's introduction to volleyball came as child watching her mother play in local gyms. At the time, she didn't know how much she would enjoy the game.

Fast forward more than 25 years, the game is deep in her veins, growing from being a captive spectator to player to coach, player, and official.

It just so happens that her love for volleyball dovetails nicely with her full-time career as a police officer in Grand Rapids, Michigan, where many of the skills she uses on the job have become a part of her "official's toolkit."

"Being a police officer and a volleyball official have many similarities," she said. "You may wonder how this can be, and yes, I know I'm not handcuffing coaches during matches – but don't think I haven't thought about it. Both jobs require split second decisions to be made in the blink of an eye. You have to react to those decisions properly and be prepared to defend your actions afterwards."

Galloway has worked as a patrol officer, in the vice unit, on the Crisis Negotiation Team, and is currently a lead background investigator. Her day-to-day duties have equipped her well as she has taken what she had learned as a police officer to the volleyball courts. She has officiated high school volleyball for 25 years and college volleyball for 15 years. She was selected to officiate the Division III NCAA Regional Tournament for the past three years and a Division II NCAA Conference Tournament last year

There are a lot of similarities between being a police officer and an official, Galloway said. Number one is professionalism.

"Using active listening skills with suspects/victims/witnesses or anyone you encounter on the beat," just like with coaches and players, she said. "You have the chance to talk, work your magic by getting them to buy into what you are saying. Then, afterwards make the right decision and moving on."

Many people are not very happy when they have contact with the police, but Galloway said she has learned throughout her career that protecting and serving is a good thing in the heat of the moment. She

likes to think people have a certain level of gratitude when they reflect back on their contact with law enforcement. It's the same with officiating, she said. "You have to be in the right mind frame going into both," she said.

Galloway got her start in volleyball by finding somebody to toss her a ball while her mother played. As a high school student, she occasionally got on the stand when her mother's YMCA leagues were without an official. She played collegiate volleyball for four years and during that time took a volleyball officiating class. That led her to call matches for the Michigan High School Athletic Association. She also followed in the footsteps of her uncle and earned a degree in criminal justice and became a police officer.

"The police uniform doesn't come with red or yellow cards," she joked, but she does have a whistle, something she's never blown while on duty. She said that's partly due to it being an old style sterling silver with the ball in inside. She thinks it might be time to get her chief to invest in some Fox 40 whistles!

But it is her job to learn the laws, city ordinances, and rules and apply them appropriately, something that also applies to her job as a volleyball official. For both professions she attends training, seeks help and guidance from mentors, gives help and advice to the new officers and officials, and makes sure when she puts on the uniform—whichever one that is—that she has her head in the game.

"At the end of the day, I take off the uniform and reflect on the calls I made as a police officer and as an official," Galloway said. "I replay in my head what I could have said or done to make the situation better, so the next time I'm even more prepared, using the tools I have on my belt or in my pocket and the knowledge I have gained over the years. Also I talk to my partners and mentors and go over the day's events."

Galloway said she has worked with and learned from many wonderful officials and developed long-lasting relationships. She said she hopes to continue to protect and serve on the streets and on the volleyball court for many years to come.

The Official Word
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