



Official's Survey
December 2004

Dear Official,

In order to serve you better, please take a few minutes to complete and return the following survey by **December 31st, 2004**. Based on your responses, the Official's Committee will be better prepared to meet your concerns and expectations in 2005. All responses will be confidential.

Anne Burrell-Smith
District Chairman

E-mailed to all state officials with established email addresses (68 officials)
Received 24 responses
35% total response rate
50% of officials who continued with a certification into 2005

1. *Approximately* how many **days** did you officiate **in Louisiana** in 2004?

Umpire at a junior tournament 90 (9.34%) 10 respondents

Umpire at an adult tournament 38 (3.94%) 6 respondents

Referee at a junior tournament 92 (9.54%) 13 respondents

Referee at an adult tournament 49 (5.08%) 8 respondents

Dual College matches 343 (35.58%) 17 respondents

Chairs at a junior tournament 31 (3.22%) 4 respondents

Chairs at adult tournament 27 (2.80%) 6 respondents

Lines at professional events 117 (12.14%) 11 respondents

Chairs at professional events 177 (18.36%) 3 respondents

Total days worked 964 average per official = 40 days/years

2. *Estimate* the percentage of your 2004 officiating done **outside Louisiana**.

8 (33.33%) work outside Louisiana

Average percentage outside LA = 15%

Lowest percent outside = 5%, highest = 95%

3. Do you receive The Official Communiqué newsletter by email?

Yes 20 (83.33%)

No 4 (16.67%)

If yes:

Do you read the newsletter?

Yes 20 (95.24%) No ___ Sometimes 1 (4.76%)

3 did not answer this question

Do you find the newsletter informative?
Yes 16 (80%) No 3 (20%) Sometimes ___
5 did not answer this question

How can the newsletter be enhanced?

"It would have helped me if the newsletter included the means &/ instructions as to how to access certain things on the internet, especially, the officials address book."

"Not really sure as I am new to all of this, but one suggestion would be a section specifically addressing NEWBIES. Maybe someone different can write a small blurb each issue?"

"Discussion of concerns ie. How to Apply for Assignments, "

" Maybe give some actual decisions or introduction of play situations that took place in a match"

"Add new umpires to the list. Umpire profiles"

"A section containing tips on how to improve or better serve as a referee or umpire"

"Identify opportunities for new officials and provide ref's with new candidates"

4. Do you visit the Louisiana Official's website hosted by the LTA?

Yes 22 (91.67%)

No 2 (8.33%)

If yes:

How often?

Weekly 1 (4.55%) Monthly 6 (27.27%) Quarterly _0 As needed 15
(68.18%) 2 did not answer this question

Is the information on the website helpful?

Yes 9 (47.37%) No ___ Sometimes 10 (52.63%)

5 did not answer this question

How can the website be improved?

"Better categories will help to locate information. Sometimes it is not always easy to locate the information I am seeking"

"Post openings for umpire assignments"

"Add new umpires after each class to contact list"

“A link to a description of each type of official and the requirements of each”

“Add column for interest of tournaments that referee/umpires want to work. Ex: JR, = juniors, AD = adult NTRP, ITA = college, A\$ = adult money/age group, TR= Tournament referee, um= umpire/rover”

5. Do you visit the Official’s website hosted by the **USTA**?

Yes 20 (90..91%) No 2 (9.09%)

2 did not answer this question

If yes:

How often?

Weekly 4 (19..05%) Monthly 4 (19.95%) Quarterly 3 (14.29%)

As needed 10 (47.62%)

3 did not answer this question

Is the information on the website useful to you?

Yes 13 (65%) No ___ Sometimes 17 (35%)

4 did not answer this question

Can you easily find the information you need on this website?

Yes 12 (66.67%) No 6 (33.33%)

6 did not answer this question

6. How would you describe the opportunities to officiate in your area?

Good 13 (56.52%) OK 7 (30.43%) Not so good 2 (8.70%) Terrible 1 (4.05%)

1 did not answer this question

7. List your 2004 USTA Certifications:

(List all certifications that apply – these can be found on your officials card)

Umpire certifications: PV = provisional = 9 SE = sectional = 11

Referee certifications: RP = provisional = 4, SR = sectional = 3 UR = USTA = 5

Chair umpire certifications: SC = sectional = 3 UC = USTA = 6,

Line umpire certifications: UL = USTA = 2, NL = National = 1, PL = Professional

Other: CU = Chief Umpire = 2

ITA = 17

8. If you are a **provisional umpire or provisional referee**, were you involved in the Mentor Program during 2004? Yes 5 (50%) No 5 (50%)

If Yes,

Did you find this program helpful?

Very 2 (50%) Somewhat ____ Not at all 2 (50%)

1 did not answer this question

Did your mentor "coach" you in 2004?

Yes 2 (50%) Somewhat 1 (25%) Not at all 1 (25%)

1 did not answer this question

What changes could be made to the program to better serve the provisional umpires?

"I like the informality, but maybe a call from the mentor every 3 or 4 months would be good"

9. If you are a **sectional umpire or higher**, were you a **mentor** in the Mentor Program in 2004?

Yes 5 (41.67%) No 7 (58.33%)

3 did not answer this question

If Yes,

Did you "coach" your provisional in 2004?

Yes 3 (70%) Somewhat 2 (40%) Not at all ____

Do you think this program was helpful to the provisional?

Yes 2 (40%) Somewhat 2 (40%) Not at all 1 (20%)

If No, would you be willing to mentor a provisional in 2005?

Yes 5 (71.43%) No 2 (28.57%)

2 did not answer this question

What enhancements can be made to the program to increase the benefits to all involved?

"Everyone is different in their approach to officiating. It would be difficult to try to standardize a program such as this. However, it might be beneficial for us to get together as a group – mentors and "mentees" (lol) to discuss what was taught, what was learned, shadowing, how to get experience. If we are all going to be in Baton Rouge for the recert clinic, perhaps we could arrange a dinner meeting for those interested in these discussions.

"

"For starters, it would have been nice to have been "mentored"._I was never contacted by my so-called mentor in 2004, in spite of my desire to become an umpire. I found this to be surprising, and not a little_disheartening, especially in light of the professed shortage of Louisiana officials. In retrospect, I should have contacted Richie Weaver and let him know about the inaction on the part of, once again, my so-called "mentor", xxxxxxxx"

10. List your 2004 **ITF Certifications**: 2 white badge chair officials

11. Please indicate your level of satisfaction in 2004 on the following programs and performances:

Issue	N/A	Very Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
I. Website OVERALL 1.55						
Accessibility 1.28	6	14 77.78%	3 16.67%	1 5.56%	0	0
Content 1.61	6	11 61.11%	4 22.22%	2 11.11%	1 5.56%	0
Frequency of updates 1.75	8	10 62.50%	3 18.75%	0	3 18.75%	0
II. Newsletter OVERALL 1.42						
Accessibility 1.21	5	16 84.21%	2 10.53%	1 5.26%	0	0
Content 1.47	5	12 63.16%	5 26.32%	2 20.53%	0	0
Frequency of updates 1.57	5	15 78.95%	0	3 15.79%	1 5.26%	0
III. Mentor Program OVERALL 2.38						
Program Structure 2.42	12	6 50.00%	2 16.67%	0	1 8.33%	3 25.00%
My Mentor 2.33	18	3 50%		2 33.33%		1 16.67%
IV. Beau Holton Official Award OVERALL 2.18						
Program Structure 1.91	13	5 45.45%	2 18.18%	4 36.36%	0	0
Selection Process 2.45	13	4 36.36%	0	5 45.45%	2 18.18%	0
V. * Official's Committee OVERALL 1.52						
Accessibility 1.31	11	11 84.62%	0	2 15.38%	0	0
Goal setting 1.67	12	6 50.00%	4 33.33%	2 16.67%	0	0
Overall performance in 2004 1.57	10	9 64.29%	2 14.29	3 21.43%	0	0

“Is there really a committee or just you, Annie?”

12. Would you be interested in serving on the Official’s Committee or a sub-committee in the future ?

Yes 8 (47.06%) No 9 (52.94%)

7 did not answer this question

If Yes,

My area of interest is:

Mentoring

Anything/everything

New Orleans area

Wherever you feel I can be of assistance!

ITA

13. Please provide the following information:

City:

Alexander = 1

Baton Rouge = 5

Hammond = 1

Harvey = 1

Lafayette = 1

Lake Charles = 1

Mandeville = 1

Metairie = 3

Monroe = 1

New Orleans = 7

Shreveport = 2

Gender: Male 12 (50%) Female 12 (50%)

Age: ____ Between 22 and 29

____ Between 30 and 39

7 (29.17%) Between 40 and 49

8 (33.33%) Between 50 and 59

8 (33.33%) Between 60 and 69

1 (4.17%) 70+

First year certified as an official: average 1999

1982 longest (1 respondent indicated 1982 as their first year)

2004 shortest (6 respondents indicate 2004 as their first year)

2 did not answer this question

14. Are you employed outside officiating?

No: 6 (27.27%) Yes: Full-time 10 (45.45%) Part-time 1 (4.55%)

Self-Employed 4 (18.17%) 1 4.55% indicated part-time and self-employed
4.55%
2 did not answer this question

Please feel free to share your ideas and comments on ways to improve officiating in our state:

"I would like to see NTRP Tournaments requirements for a Referee better enforced. I would also like to see the guidelines (rules) for Juniors on the website or at least a pamphlet. This information is very hard to come by."

"As a new official it would have possibly been easier for me to know how to get jobs if there was some type of "newbies" manual explaining the "how to's and what to do when", etc. I do think the mentoring program is a valuable asset and I had requested to be in it but for some reason was never directly given one. Although, I do feel that you and Aimee have taken me under your wings now that we have gotten to know one another.

As far as officiating in our State, I think an annual practical rating session at the beginning of the year that tiers you for work would force "oldies" to be less lazy and more efficient. Also, perhaps changing to a payscale that rewards those who perform better (even if it is only \$10 a day) at least it becomes a motivational tool! Money does talk!!!!!!

Hope some of this helps you.....Keep up the great job you do! "

"THE COMMITTEE AND ITS CHAIR ARE DOING A FANTASTIC JOB AND HAS IMPROVED LOUISIANA OFFICIALS"

"I've surprised myself by really enjoying this work and I just need and would like a lot more experience. There are not a lot of tournaments available, that I know of, to get that experience without the contacts to be selected to work within a reasonable distance of Baton Rouge. The Catch-22, I need more experience to be chosen to work, but getting the work seems to be difficult without knowing the right people. Maybe I just need to be educated on the appropriate way to find the work and how to apply. "

"I feel its in good shape except for getting more officials recruited. Our area has only 4-6 at any given time."

"As a new official, still in the provisional category, and as I noted above, I am very disappointed in the program thus far. I was quite keen on becoming an active official, yet I was never contacted by my so-called mentor, XXXXXXXX. I

suggest that only those willing to really “mentor” newer officials be allowed to participate in the mentoring program. My only officiating experience in 2004 comprised one day at a women’s collegiate meet (UNO v. Troy State, at City Park on March 28, 2004), which only came about after XXXXXXXX, in alleged desperate straits, called me because my name was on the list of officials. As an aside, I was never remunerated for my paltry one day of service; I note this not because of the money, but for the principle of the thing! I remain interested in becoming an active official, but only f“y’all’ are interested in providing prospective umpires like me the avenues necessary to accumulate the experience to succeed.”

“I am not aware of the mentoring program or who my mentor is – if I have one. Do I? What is his or her role? Who is assigned to me?”

I find it very difficult to obtain work outside of Louisiana. However, the work in Louisiana is good overall. I have worked from beginning to end in several Junior tournaments, but calling lines at professional events is limited. I may work 2 days out of seven because of my experience level. But how do you increase your experience level if you can not get work? So, it is a catch 22.

The bottom line, if I want to continue along in this area, I need work or I will have to find a full time job, which means my time as an official will be limited. I want to be an official as my career (which may be unrealistic) and that may be different then most, so my expectations are extremely high. I have already applied for as many jobs as I am qualified for, for the first half of 2005. But I realize that I will probably not get 75% of them because I have no one to help me get in, especially outside of LA. In this respect, I find it very political. The only reason I worked outside of Louisiana at all is because I knew the tournament director.

“On a positive note, I find everyone very helpful in guiding my technical skills. Aimee, Anne, Richie and all of the officials have been excellent in this area. At times, I feel overwhelmed by the amount of information coming from all directions, but I rather have that then no help at all. Everyone has been very nice”

“We need to have more training “live demonstrations” on the teachings of chair umpire and line officiating Pictures are worth a thousand words.”

“As part of referee/umpire training class, go over differences in referee vs. rover and suggested daily pay.”

“Get the word out re: opportunities to help and assist both refs and new officials – now it is like a “closed shop”. Use alpa (Atlanta) and Metroplex (Dallas) as good examples. Do something about convincing USTA about ancient

educational procedure. We are the only “profession” in which a 10 year vet is exposed to same procedure as a rookie. This never happens in law (we are judges), medicine, accounting or in any other endeavor.”