FIRST STATE PICKLEBALL CLUB
Location: Delaware (multiple cities)
Est. 2014
Membership: 400+
Contact: Dana Aultman, Ratings Chair, dana.aultman@comcast.net

The Problem: This new and rapidly growing club had a demonstrated need for intelligently rating players in order to organize and manage frequent and competitive intra-club play.

First Contact:
Our dialogue with First State Pickleball Club (FSPC) began in November of 2016. We heard from Dana Aultman, the Ratings Chair, who expressed an interest in beta testing our new club ratings tool using **Deep Green** (the name of our proprietary ratings engine).

"Being able to offer our club members a useful and less subjective rating system for competitive play would be a good draw. We're always trying to make sure our members get something of value for their annual membership."

How We Helped:
We started by asking if FSPC had any historical data that we could use, which they did. Dana submitted a club roster with an "initial rating" for each player to us, along with a first batch of historical match results. We input these two simple files into Deep Green and began processing intelligent player ratings. Each time Dana would submit more match results from ladders and round robin tournaments, Deep Green would process new ratings and we would post them to the club's page on PickleballRatings.com

We worked closely with Dana throughout the beta test, which lasted 7 months.

Total files processed: 225 players
Total matches processed: 560 matches
Total player rating changes: 2240 player rating changes

Check out the FSPC club page on PickleballRatings.com.

Below is feedback from Dana, as well as FSPC players, on their beta test with our club ratings tool using **Deep Green**.

Survey Responses from Dana Aultman:

Q: Please rate your experience with this beta test on a scale of 1 to 5.
A: 5 (excellent)

Q: What did we do well?
A: "Communications back and forth were consistent and timely. Your explanations of what was needed and how it all worked were understandable and concise. Your ability to describe your product is spot on."

Q: What could we have done better?
A: "I honestly can't think of anything - the three of you work very well as a team."

Q: How would you describe the value of this tool?
A: "I think at the club level, this tool has no rivals that I know of when it comes to sorting out the club pecking order."

Q: Rate your level of recommendation for others to use this tool.
A: 5 = (highly recommend)
Comment: "No hesitation whatsoever to give this tool a 5"

Q: How did (or will) your club use the ratings created in this trial?
A: "Our Tournament Directors will use the data to figure out ladders. Our club members who participated will use it to answer the self-rating questions."

Q: How does this compare to other ratings tools that you are aware of?
A: "I am not aware of any other tools other than USAPA word descriptions"

Q: *Are you willing to take questions from anyone with questions about your experience with this tool and working with our team?*
A: "Definitely, please have them contact me at dana.aultman@comcast.net."

FSPC Player Reactions to Ratings Web Page:

- "Very simple to read; tried to follow the matches and watch the rating change to see if it made sense to me; it sort of did, but would like more details about the ELO algorithm"
- "I have not competed yet, so no data for me, but it appears to be a very useful tool"
- "It's slick – eliminates me having to guess at a self-rating range"
- "Nifty product – based on real competition instead of a guess"
- "Really enjoyed being able to drill down to matches and plot"
- "I really appreciate any ratings help; if everyone wants it, I'm in!"
- "I'm a big fan of this; very helpful for club pecking order"
- "This is a very good tool"
- "I found my rating was close to what I think I am"