WHO SHOULD USE THIS GUIDE?

This guide provides assistance to NCAA Divisions I, II and III compliance administrators involved in the NCAA initial-eligibility process. Developed as a training resource for new compliance administrators, this guide also serves as a handy desktop reference for the seasoned compliance professional.

Where can you find answers to your questions about the Eligibility Center?

» Read this guide.
» Review the Membership Portal announcements.
» Visit the Membership Portal’s Resources page.
» Read the Guide for the College-Bound Student-Athlete.
» Subscribe to your division’s monthly membership newsletter:
  » Divisions I and II membership newsletter.
  » Division III membership newsletter.
» Search frequently asked questions at ncaa.org/studentfaq.
» Contact the NCAA Eligibility Center at 877-544-2950, 8:30 a.m. to 5:00 p.m. Eastern time Monday-Friday.
» Look at the COVID-19 FAQs for initial eligibility.

CONTACTING US

MEMBERSHIP SUPPORT LINE
» NCAA compliance administrators only
» 877-544-2950
» Monday-Friday, 8:30 a.m. to 5:00 p.m. Eastern time

HIGH SCHOOL SUPPORT LINE
» High school administrators only
» 877-622-2321
» Monday-Friday, 8:30 a.m. to 5:00 p.m. Eastern time

PROSPECTIVE STUDENT-ATHLETE AND FAMILY SUPPORT LINE
» 877-262-1492
» Monday-Friday, 9 a.m. to 5 p.m. Eastern time

INTERNATIONAL (PSAs AND THEIR FAMILIES)
» Contact form: ncaa.org/contactinternational

BY EMAIL
» Domestic inquiries: ecinfo@ncaa.org (membership only)
» International inquiries: ec-international@ncaa.org

@NCAAEC  @playcollegesports  @NCAAEC
WHO IS THE NCAA ELIGIBILITY CENTER?

The NCAA Eligibility Center, located at the NCAA national office in Indianapolis, is responsible for certifying initial-eligibility status for Division I, II and III prospective student-athletes. The Eligibility Center is comprised of six teams collaborating to support this process:

CORE PROCESSING
Core Processing is responsible for the review of both academic and amateurism certifications. This includes the review of official academic records and the responses to the sports participation questionnaires. The Core Processing team assigns academic or amateurism tasks to a PSA's Certification account if additional information is required to complete the certification. Accounts are processed as they become “ready to process” and have been activated to the institutional request list of at least one NCAA school.

HIGH SCHOOL REVIEW
High School Review determines which high schools, high school programs and high school courses may be used in the academic certification process. High School Review staff partners with high schools and districts, as well as leading secondary education organizations, to stay current with changes in educational policies and practices. This team is staffed by individuals from the secondary and postsecondary school communities who have served previously as high school counselors, teachers, administrators and coaches.

ACADEMIC AND AMATEURISM REVIEW
Academic and Amateurism Review processes initial-eligibility waivers and administers the PSA Review process. This team is also responsible for overseeing automatic waivers, providing proactive guidance regarding waivers, and addressing academic inconsistency notification forms. Academic and Amateurism Review processes certifications that require a higher level of membership collaboration, including proactive reviews, escalated certifications, decision inquiries, fact-finding requests and amateurism inconsistencies. This team also provides membership/governance support and participates in educational outreach initiatives.

CUSTOMER SERVICE
Customer Service provides guidance and answers questions regarding initial-eligibility rules, policies and procedures for the membership, high schools and the general public. In addition to maintaining a full-service contact center, this staff also performs proactive outreach to member schools, high schools and PSAs to identify potential issues before certification.

OUTREACH AND STRATEGIC PARTNERSHIPS
Outreach and Strategic Partnerships delivers educational presentations, maintains multiple online resources, creates and distributes educational resources globally (such as the Guide for the College-Bound Student-Athlete), and publishes newsletters for member schools, high schools, domestic and international PSAs, the international community and various coaching organizations. Outreach and Strategic Partnerships also works collaboratively with high schools and districts for in-person presentations and support materials, as well as with member schools to meet outreach and education needs.

OPERATIONS, ANALYTICS AND INNOVATION
Operations, Analytics and Innovation keeps the Eligibility Center's internal processes working smoothly to ensure the other teams are equipped to deliver on their responsibilities and guide student-athletes toward their goals. Additionally, Operations, Analytics and Innovation ensures the Eligibility Center maintains a growth and continuous improvement mindset when developing external technology to further enhance the on-campus user experience.
MEMBERSHIP PORTAL

ACCESS
The Membership Portal is your go-to application for most of the activities related to initial eligibility. The level of access to the portal is established by your school’s NCAA applications administrator. Once your access is approved, you can add the names of staff who will interact with the Eligibility Center staff by phone or email to your school’s Eligibility Center contacts list. Eligibility Center staff can only share student-specific information with individuals on this list. Click here to learn more about how to update your school's contact list.

REMINDER
» The individual listed as the primary contact will be the individual contacted by the Eligibility Center when reaching out to your school. Once your school’s contact list is created, any staff member listed may interact directly with the Eligibility Center.

RESOURCES
The Membership Portal’s Resources page should be your first stop when searching for Eligibility Center information, policies and procedures, publications, presentations, forms and tutorials. Several of the key links to resources on this page are:

- Amateurism Resources
- Domestic Course Title Usage Guide
- Education-Impacting Disability Information
- Home School Information
- How to Update Your School’s List of Sports
- Guide to International Academic Standards for Athletics Eligibility
- International Course Title Usage Guide
- International Determination of Credit
- Division I and II Membership Newsletter
- Division III Membership Newsletter
- Proof of Graduation
CONTACTING US VIA THE PORTAL

Selecting the Contact Us tab in the Membership Portal opens an email addressed to ecinfo@ncaa.org. This is the primary email for contacting the Eligibility Center staff.

**Note:** Messages sent from the Contact Us link do not include:
- Your name or school name, only your email address, so be sure to include that information in the body of your inquiry.
- Any reference to a student you may have been viewing at the time you sent the email. For student-specific inquiries, please include the student's name, their NCAA ID and your name and member school.

Emails sent via Contact Us are monitored during normal working hours and generally answered within one business day.
INTERNATIONAL CONTACT

Requirements and information for international PSAs are available in the Guide to International Academic Standards for Athletics Eligibility. Information on more than 180 countries is included and should be your first point of reference for international questions. The International Initial-Eligibility flyer is also a great resource for international students with questions on Division I, II and III requirements. Inquiries related to an international student or international policy and procedure should be sent to ec-international@ncaa.org for a timely response.

EDUCATIONAL RESOURCES

We encourage you to share the Eligibility Center's many resources for international PSAs, their families and secondary school administrators to help spread the message regarding the initial-eligibility certification process. This includes country-specific webpages for more than 180 countries, which include each country's specific guidelines, the International Initial-Eligibility flyer, the Guide to International Academic Standards for Athletics Eligibility and additional country-specific resources as they become available.
STUDENT REGISTRATION

If PSAs want to compete in NCAA sports, they need to register with the NCAA Eligibility Center at eligibilitycenter.org. PSAs should plan to register before their freshman year of high school (or year nine of secondary school).

Once they register with the Eligibility Center, they will be assigned a 10-digit NCAA ID. This number is the best way for you to locate the PSA’s Eligibility Center account. PSAs can select one of three types of accounts: Profile Page, Academic and Amateurism Certification or Amateurism-Only Certification account.

<table>
<thead>
<tr>
<th>NCAA ELIGIBILITY CENTER ACCOUNT TYPES</th>
<th>Academic and Amateurism Certification Account</th>
<th>Amateurism-Only Certification Account</th>
<th>Profile Page* Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>In which division do you plan to compete?</td>
<td>Division I</td>
<td>Division II</td>
<td>Division III</td>
</tr>
<tr>
<td>Any recent high school graduate (domestic or international), first-time enrolling at NCAA school.</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transferring from a two- or four-year college or university. Check with compliance office at the school you may attend.</td>
<td>✔️</td>
<td>✔️ OR</td>
<td>✔️</td>
</tr>
<tr>
<td>Any recent high school graduate (domestic or international), first-time enrolling at NCAA school.</td>
<td></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Transferring from a two- or four-year college or university. Check with compliance at the school you may attend.</td>
<td>✔️</td>
<td>✔️ OR</td>
<td>✔️</td>
</tr>
<tr>
<td>Recent high school graduate (domestic only), first-time enrolling at NCAA school.</td>
<td></td>
<td></td>
<td>✔️</td>
</tr>
<tr>
<td>Recent high school graduate (international only), first-time enrolling at NCAA school.</td>
<td></td>
<td></td>
<td>✔️</td>
</tr>
<tr>
<td>Transferring from a two- or four-year college or university, attended domestic high school(s) only.</td>
<td></td>
<td></td>
<td>✔️</td>
</tr>
<tr>
<td>Transferring from a two- or four-year college or university, attended at least one international high school.</td>
<td></td>
<td></td>
<td>✔️</td>
</tr>
<tr>
<td>Division Undecided/Unknown</td>
<td></td>
<td></td>
<td>✔️</td>
</tr>
<tr>
<td>Never enrolled full time at a two- or four-year college or university. Best for younger students or before recruiting begins. Can be transitioned to a Certification account when needed.</td>
<td></td>
<td></td>
<td>✔️</td>
</tr>
</tbody>
</table>

For the Academic and Amateurism Certification account, the fee for PSAs attending a high school in the United States, a U.S. territory or Canada is $100; the fee for international students is $160. For students for which an Amateurism-Only Certification account is the right choice, the fee for all students is $70. Profile Page accounts do not have a fee.

For a PSA’s account to be evaluated by the Eligibility Center once they are added to your IRL, they must have completed the registration for the right Certification account. This includes paying the fee or selecting the “fee waiver eligible” option within the account’s payment area. Fee waivers are electronically processed by the PSA’s high school. A PSA may receive a preliminary or final academic evaluation prior to the fee waiver processing. However, PSAs are unable to request their final amateurism until the fee waiver is processed or the fee is paid in full.

REMINDER

If you are unable to find a PSA in the Membership Portal using the search criteria available, the PSA is either not registered, has not paid the registration fee or has a Profile Page account. For PSAs with a Profile Page, request they transition their account to the correct Certification account.
INSTITUTIONAL REQUEST LIST

The activation of a PSA to your IRL lets the Eligibility Center know the PSA needs an initial-eligibility certification. The IRL cycle selected should reflect the academic year the PSA will initially enroll at your NCAA school, or, for upper-level students or transfer students, the year the student will begin participating in the sport. For example, a PSA enrolling for the first time in a sport in fall 2023 or winter/spring 2024 would be activated to the 2023-24 IRL cycle. For information on how your recruit can verify their enrollment, visit on.ncaa.com/VerifyEnroll.

After you have activated a student to your IRL, you can track that student’s progress through the Track PSA feature within the Membership Portal.

For your own reporting, you may also flag a student as a transfer. However, please note this information is not reported to the Eligibility Center. Transfer students will be assigned tasks for documentation, and it may still be necessary for them to submit specific academic records to determine a high school graduation date for amateurism certification purposes.

IRL activation notifies the Eligibility Center of your school’s interest in obtaining a certification, so please keep your IRL up to date. Encourage your coaches to inform you if they are no longer recruiting a student-athlete so you can deactivate the student from the IRL. The Eligibility Center pursues required information and high school information, and performs academic and/or amateurism research, as appropriate based on the Certification account type, for students on active Division I, II and III IRLs. *More information regarding the impact of COVID-19 can be found at on.ncaa.com/COVID19_MI_Spring2023.

REMINDER

The Eligibility Center completes proactive outreach for many PSAs on IRLs; maintaining IRLs by activating or deactivating student-athletes helps us focus resources on PSAs being recruited.
CORE PROCESSING: ACADEMIC

TASKING
The Core Processing staff tasks PSAs for transcripts and other required academic documentation. These tasks show in the PSA's account and are visible to member schools. Once the Eligibility Center receives the requested information, the task will close within 24 hours. The information is reviewed by the Core Processing staff, and, if it is insufficient or incomplete, the task could be reassigned to the account.

REMINDER
Because tasks assigned to international students require very specific documentation, we have created a task resource to explain each task with examples of what is needed.

MATRICULATION LETTERS
Matriculation letters are requested via tasks when the Eligibility Center needs to verify a PSA’s initial full-time collegiate enrollment. This can happen when there is a question on core courses taken after initial full-time enrollment. Matriculation letters must be submitted by the member school and can be uploaded to the PSA's account via the Membership Portal.

REMINDER
Matriculation letters should have the student-athlete's date of initial full-time collegiate enrollment at any two- or four-year college or university.

TEST SCORES
During the 2023 NCAA Convention, Divisions I and II adopted legislation to remove standardized test scores from initial-eligibility requirements for student-athletes who initially enroll full time on or after Aug. 1, 2023. The vote was based on the recommendation from the Standardized Test Score Task Force, a specialized group charged with reviewing initial-eligibility requirements as part of the NCAA’s eight-point plan to advance racial equity.

Among other requirements, college-bound student-athletes planning to compete at a Division I or II school are still required to have a 2.3 (DI)/2.2 (DII) grade point average in 16 NCAA-approved core-course units and provide proof of high school graduation. Division-specific information on initial-eligibility requirements is available here:

» Division I.
» Division II.
» Division III: Click here for more information on Division III requirements for international student-athletes.

Student-athletes planning to attend a Division III school are not required to have an academic certification from the Eligibility Center but may be required to have an amateurism certification.
PRELIMINARY AND FINAL EVALUATIONS

Once activated to a Division I or II IRL for the current or a future recruiting cycle, student accounts will be prioritized to attempt academic certifications based on the following criteria:

<table>
<thead>
<tr>
<th>DOMESTIC AND INTERNATIONAL ACCOUNTS – FINAL</th>
<th>DOMESTIC AND INTERNATIONAL ACCOUNTS – PRELIMINARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active IRL for current or future cycle.</td>
<td>Active IRL for current or future cycle.</td>
</tr>
<tr>
<td>All transcripts are on file.</td>
<td>All transcripts are on file.</td>
</tr>
<tr>
<td>All academic tasks are closed.</td>
<td>All academic tasks are closed.</td>
</tr>
<tr>
<td>Proof of graduation is on file.</td>
<td>–</td>
</tr>
</tbody>
</table>

Attempts for final and preliminary reviews will be made within 10 business days of the account meeting the “ready to process—final” date, or the initial IRL activation date requirements listed above, whichever is later.

REMINDEERS

To determine if an account is “ready to process—final,” check the Student Details Report on the Membership Portal.

ON-CAMPUS PRELIMINARY EVALUATIONS

Many compliance administrators conduct on-campus preliminary evaluations. This can be especially helpful when a student's transcripts have not arrived at the Eligibility Center, but coaches are asking about a student’s academic status. Here are some best practices to keep in mind when conducting a preliminary evaluation:

» Use the Course Title Usage Guide. There will be times when a course title on a transcript will not match verbatim with the title on the high school’s list of NCAA-approved core courses. This is a great resource for understanding how the Core Processing staff reviews courses if there is not an exact match. This resource covers split course titles, course title substitution, duplicative coursework and common transcript designations.

» When conducting a preliminary evaluation, be sure to use a transcript from the school where the student completed classes. In some instances, a course might be transcribed on a transcript from another school differently. This could result in using a course that is not on the approved list at the school offering the course.

» When conducting a preliminary evaluation for an international PSA, refer to the Guide to International Academic Standards for Athletics Eligibility. Use our Division III Amateurism flyer to help guide Division III prospective international students (first-year students and transfers).

» Review the Determination of Credit resource. Some high schools award credit outside of the traditional semester or quarter system. This resource explains how the Core Processing staff applies credit when it is awarded in trimesters and additional credit scenarios.

» Use our Divisions I and II worksheets to help organize your preliminary evaluations and share them with coaches.

» If you see courses on a transcript that might be considered duplicative, contact the Eligibility Center to request a duplicative course review.
ACADEMIC CERTIFICATION REQUEST PROGRAM

EXPEDITED REVIEWS
Should you need an expedited preliminary or final academic review, please click here to review the process before submitting a request. Typical reasons for urgent requests include:
  » Travel/competition.
  » Out-of-practice days.
  » Midyear enrollee.
  » Summer school enrollment.
  » Foreign tour.
  » Imminent deadline (e.g., registration, financial aid, roster completion).

REEVALUATIONS
Final and preliminary academic certifications may be automatically pulled for reevaluation under the following circumstances:
  » The high school’s list of NCAA-approved core courses is updated.
  » A previously denied high school or program is cleared.

Additionally, a reevaluation may be requested by the member school, high school or student. Member schools may submit reevaluation requests through the Academic Certification Request Program. Some common reasons for reevaluation requests are:
  » An error or omission is noted.
  » A student completes additional courses after a final decision was released.
  » A revised transcript is submitted.

We recommend contacting the Eligibility Center to review any errors or omissions before submitting a reevaluation request through the Membership Portal, as staff may be able to provide the additional information or reason for the omission. More information on errors and omissions can be found in the Certification Error Policy FAQ.

REMINDER
If a revised transcript is submitted, additional documentation to explain and support the change is required in most cases.
CASE PROCESSING SCHEDULE

While a case is being processed, the status will be reflected as “In Process” externally. It is important to allow the case to complete the process – including the final program run just before release. (Cases are released several times each business day by the NCAA system.) Those cases with urgent requests are typically processed and, if a final decision is available, released within 24 hours at approximately 11 a.m. or 5 p.m. Eastern time. Cases processed during the normal cycle are typically released at 4:30 p.m. Eastern time the next business day.

If a secondary review is needed, the case status will reflect “Pending Secondary Review.” Generally, secondary reviews are completed within five business days. If additional information or documentation is needed, tasks will be assigned. The most common reasons for secondary review include:

» Account has met a PSA Review trigger.
» A revised transcript has been submitted.
» Customer Service escalated the account for supervisor review.
» A document is incorrectly coded or illegible.

REMEMBER

The blue lightning bolt in the upper-right corner of the Membership Portal provides detailed information on the current case processing times. Please check this information to determine when accounts should be released under the normal processing schedule. If an expedited request is submitted, the case retains the “Urgent” status and resources are prioritized away from other accounts.
ACADEMIC DECISIONS

Upon release, a student’s academic decision is reflected in the Membership Portal as either “Final” or “Preliminary.” As academic decisions are division-specific, a separate decision is released for each division. In order to see the courses used in a preliminary or final certification, click on the student’s NCAA ID.

PRELIMINARY DECISIONS

A preliminary decision indicates an evaluation has been attempted, but the PSA’s account could not be finalized due to missing information. The deficiencies for each division are listed under Eligibility Descriptions in the PSA’s account. Also, check open tasks for what information is being requested.

FINAL DECISIONS

» Final Qualifier: The PSA has met core-course requirements and is eligible for athletics aid, practice and competition.

» Final Qualifier — Early AcademicQualifier: The PSA met early academic qualifier requirements. The case is released as a final qualifier. Students should still submit final transcripts with proof of graduation (once available) to complete the academic record.

» Division I — Final Redshirt: The PSA has met the core-course requirements. The student can receive athletics aid in the first year and practice in the first academic term. To practice in the next term, the student must pass either eight quarter or nine semester hours.

» Division II — Final Partial Qualifier: PSAs enrolling at an NCAA member school Aug. 1, 2021, or later who do not meet Division II qualifier standards will be deemed a partial qualifier. All Division II partial qualifiers may receive an athletics scholarship and practice during their first year of full-time enrollment at a Division II school, but may NOT compete.

» Division I — Final Nonqualifier: The PSA has not met the academic requirements and is unable to practice, compete or receive athletics aid in their initial year. Eligibility codes will reflect deficiencies. As a best practice, we encourage member schools to review Student Detail Reports and confirm courses, grades and credits have been entered correctly.

AUTOMATIC WAIVERS

There will be instances when a PSA’s academic record does not meet the requirements of a final or partial qualifier, or final redshirt, but they do meet the criteria for an automatic waiver. In these instances, as shown in the following examples, the PSA’s account will have the final decision listed under “Academic Certification” and the automatic waiver decision will be reflected in the I-E Waiver field. Compliance administrators can defer to the “I-E Waiver” decision for their respective division.

» Division I Only: Final Nonqualifier—Automatic Waiver Approved. The PSA has met one of the automatic waivers for the applicable division. Click here for a list of the different automatic waivers. “Automatic Waiver Approved” allows the student to compete, practice and receive athletics aid.

» Division I Only: Final Nonqualifier—Automatic Waiver Athletics Aid: First Year and Practice: First Term. “1st Yr and Practice: 1st Trm” reflected in I-E Waiver field: The PSA has met the academic redshirt requirements. This status allows the student to receive athletics aid in the first year and practice in the first academic term. To practice in the next term, the student must pass either eight quarter or nine semester hours.

REMINDER

Additional information on status terms is available at ncaa.org/student-athletes/future/initial-eligibility-status-terms.

Automatic waiver requirements are different for Divisions I and II and may change annually. Always refer to waiver resources on the Membership Portal for the correct academic year. More information on errors and omissions can be found in the Certification Error Policy FAQ, located on the Membership Portal.
CORE PROCESSING: AMATEURISM

WHAT IS AMATEURISM CERTIFICATION?
During the registration process, PSAs will complete a Sports Participation Questionnaire for any sport in which they wish to participate. All PSAs are required to provide information regarding their precollegiate sports participation for their chosen sport. Based on the information provided, additional information may be requested from the Amateurism Certification staff regarding their sport participation. Generally, these requests come via a task to the PSA. Emails sent to the PSA and any information used in the certification are visible to the member school under Student Documents in the PSA’s account.

WHO NEEDS AN AMATEURISM CERTIFICATION?
» First-time enrollees for Divisions I and II.
» Division III international students and (first-year students and transfers).
» Two-year transfer students.
» Four-year transfer students who did not receive a certification for the division to which they are transferring.
» Students who have added an additional sport, such as when a track athlete adds cross country. (Be sure to activate the student to the new sport using the current IRL cycle.)
WHAT IS NEEDED FOR ACADEMIC AND AMATEURISM CERTIFICATION?

» **Enrollment period:** PSAs select their enrollment period when they initially register with the Eligibility Center, but it can be updated at any time. The enrollment period needs to reflect the PSA’s first full-time enrollment at an NCAA school.

» **IRL cycle:** PSAs should be activated to the IRL cycle based on their academic year of enrollment, or, if the student has been enrolled at the school, the cycle in which the student plans to compete.

» **Final amateurism certification:** Fall enrollees can request their final amateurism certification beginning April 1 before their enrollment period; spring enrollees can request beginning Oct. 1 before their enrollment period. A tutorial on how to request final amateurism certification can be found here.

» **Tasks:** All requests for information regarding a student’s amateur review will come via tasks. Review the PSA’s task list to see if there is any outstanding information being requested of the PSA or a third party.

  **Note:** PSAs can request final amateurism certification even if there are open tasks in their accounts.

REMINDER

Don’t wait until the day of competition to have a student request final amateurism certification!

REQUESTING FINAL AMATEURISM CERTIFICATION

When PSAs request their final amateurism certification, they verify the information provided in the Sports Participation Questionnaire section of their Eligibility Center account is complete and accurate, and their enrollment period is correct. After requesting their final amateurism certification, a PSA will not be able to update their account without requesting it to be “unlocked.” A PSA can make this request by calling the Eligibility Center at 877-262-1492, 9 a.m. to 5 p.m. Eastern time Monday-Friday.

REMINDER

Member schools are responsible for certifying the “gap period” between the date the PSA requests their final certification and their actual enrollment date.

PRELIMINARY AMATEURISM EVALUATIONS

Preliminary evaluations are done for PSAs prior to requesting their final amateurism certification. After a preliminary evaluation is completed, you will see one of the following decisions in the PSAs account:

» **Preliminary Reviewed:** Thank you for submitting your sports participation information to the Eligibility Center. Please be sure to make any appropriate updates to your sports participation information before requesting final amateurism certification. Once you have requested final certification, the Eligibility Center will either complete your review or contact you if additional information is needed.

» **Preliminary Reviewed:** A preliminary review of your amateurism status has been conducted as of [PREVIOUS TASK ASSIGNMENT DATE]. Your amateurism status review is ongoing, and you are required to update your Eligibility Center Certification account with any future additional sports participation or information not initially entered into your account prior to requesting final amateurism certification.

  **Note:** Based on the current assessment by the Eligibility Center of your transition from high school to college/university, continued sport participation could impact your future NCAA eligibility. Please contact the compliance office at the NCAA school you plan to attend.

» **Preliminary Reviewed:** A preliminary review of your amateurism status has been conducted as of [PREVIOUS TASK ASSIGNMENT DATE]. Your amateurism status review is ongoing, and you are required to update your Eligibility Center Certification account with any future additional sports participation or information not initially entered into your account prior to requesting final amateurism certification.

  **Note:** Based on the current assessment by the Eligibility Center of your transition from high school to college/university, you have participated in organized competition that will impact your amateurism certification. In addition, continued sport participation could further impact your future NCAA eligibility. Please contact the compliance office at the NCAA school you plan to attend.

More information on preliminary status decisions is located in the Preliminary Amateurism Reviews resource.
URGENT AMATEURISM REQUEST PROGRAM
Member schools may request an urgent review via the Membership Portal only when the account is ready to process. An account is ready to process when there are no open amateurism tasks. Urgent requests will be reviewed within two business days. If additional information is needed to complete the certification, an amateurism task will be opened, which will place the account on hold pending completion of the task. For additional information and instructions, please review the Urgent Request Program resource.

TASKING
Tasks assigned for amateurism purposes do not interfere with or impact academic certification reviews. Under certain circumstances, a task for matriculation letters may be assigned to assist with the amateurism review process. If so, the task language will identify it as being related to amateurism.

AMATEURISM DECISIONS AND POST-DECISION INQUIRIES
Once the amateurism review is finalized, the status will be visible in the PSA’s account. As a reminder, the amateurism decision is for amateurism only and is division-specific. Click here to view descriptions of the most common preliminary and final amateurism decisions.

If a school disagrees with a posted decision, there are options to pursue clarification or relief:

» Decision Inquiry Form: A final amateurism certification may be reconsidered based on new relevant information (supported by contemporaneous documentation) that was not reasonably available to any involved individual at the time of the previous decision. The form can be requested by contacting Customer Service. Click here for more information about this process.

» Legislative Relief Waiver or Student-Athlete Reinstatement: If a school chooses to file a waiver or seek reinstatement regarding an amateurism decision, this can be done through RSRO. Please review the Resources tab on the RSRO application for more information on this process.

CASE PROCESSING SCHEDULE
While a case is being processed, the status will be reflected as “In Process” externally. It is important to allow the case to complete the process, including the final program run just before release. Cases processed during the normal cycle will be released at approximately 11 a.m. and 5 p.m. Eastern time the next business day. Cases that have been tagged with “Urgent” will be manually released once the review is complete. A new task requesting additional information could still be assigned if it’s determined the case cannot be finalized.

For information on name, image and likeness, visit ncaa.org/governance/membership-resources-name-image-and-likeness.
HIGH SCHOOL REVIEW

The High School Review team is a unit within the Eligibility Center that determines which high schools, high school programs and high school courses may be used in the academic certification process. Each of the more than 40,000 high schools in the NCAA Eligibility Center database has an account that can be found by entering the school's NCAA high school code, CEEB code or school name, city and/or state in the High School Portal. Within a school’s account, you will find:

» Contact information.
» High school’s account status, which indicates whether courses and proof of graduation may be used.
» Core-course information, including approved, archived and not-approved courses, as well as courses pending individual review.
» If a course is designated “Additional Information Required,” the high school review team has requested the school or district provide documentation about the course. Please see the Required Documents for Courses Needing More Information resource for examples of requested information. Note: Schools under the extended evaluation status may be required to provide more extensive information than noted above.
» Current and archived grading scales.
» Status of any reviewed school or district nontraditional programs.

HIGH SCHOOL ACCOUNT REVIEW

A high school account may be reviewed if it is new to the NCAA Eligibility Center, or if there are questions related to the validity of the high school.

High schools without an NCAA Eligibility Center account (or that have an account status of “None”) should call the toll-free high school line at 877-622-2321, 8:30 a.m. to 5:00 p.m. Eastern time Monday-Friday. The representative will take some basic demographic information, including contact names, phone numbers and email addresses. These high school contacts are sent an email with login information, which starts the account review process. During the review process, high schools are asked to submit information about their curriculum, instruction, assessment and school policies and operations.

Based on the information provided, the High School Review staff will render an account status.
CORE-COURSE REVIEW

Approved high schools can update their core-course list at any time via the High School Portal. Core-course submissions are generally reviewed within two business days. Upon review, the course decision will be posted on the school’s account under one of the categories: Approved, Not Approved, Archived, Approved Pending Individual Review or Additional Information Required.

» For courses with an academic year listed, the course will not be used beyond that academic year.
» For courses with a “max credit” indicator, the most the Eligibility Center will award for that class is the credit listed.
» For classes reflecting a “max credit with all other xxx courses,” the most credit the Eligibility Center will award (in combination with the other courses in that category) is the credit listed.

REMINDER

Archived courses are retained in the High School Portal as they may be used for certification purposes. Look at the “OK Through” column on the high school’s list of NCAA-approved core courses for the academic year of use.

NONTRADITIONAL PROGRAM REVIEW

Nontraditional courses include classes taught online or through blended learning, distance learning, credit recovery, independent study or similar means. To be usable for NCAA certification purposes, the courses must meet the following:

» Must meet all requirements for NCAA-approved core courses.
» Must have regular instructor-led interaction for the purpose of instruction, evaluation and assistance for the duration of the course. This may include, for example, exchanging emails between the student and teacher, online chats, phone calls, feedback on assignments and the opportunity for the teacher to engage the student in individual or group instruction.
» Must have a defined time period for completion. This means the nontraditional program must identify the maximum and minimum time frame for completion.
» To view the complete nontraditional core-course legislation, search for Bylaw 14.3.1.3.2 on LSDBI.

A nontraditional course could fail to meet NCAA core-course requirements for any of the following reasons:

» Does not have teacher-based instruction.
» Does not require regular and ongoing instructor-led interaction between the student and teacher.
» Does not require students to complete the entire course.
» Does not prepare students for four-year college class work.
» Does not have official student grade records.
» Does not meet NCAA core-course requirements.

Many high schools or districts offer nontraditional programs. After locating a high school’s list of NCAA-approved core courses, look for and check the school’s Information Box to determine if its nontraditional program has been reviewed for NCAA purposes. If a student is completing courses through a nontraditional program that has not been reviewed, the high school should contact the Eligibility Center to initiate a review of their nontraditional program.

REMINDER

For information related to COVID-19 and distance, e-learning and hybrid options, please refer to the Alternative Learning resource.
CREDIT RECOVERY PROGRAMS

Many high schools offer credit recovery or credit retrieval programs for students to receive credit for a course they previously failed. Some students take credit recovery to improve grades for courses they took previously or to take courses for the first time to catch up. **Important!** Credit recovery courses taken using online or software programs are generally not approved.

For a credit recovery program to be approved, the courses must meet the following requirements:

- The courses must meet NCAA core-course requirements, and in some instances, the requirements outlined in the Nontraditional Program Review section of this document.
- The school must follow its credit recovery policies, regardless of whether the student is an athlete. The Eligibility Center may request the school’s policy, if necessary.
- The credit recovery courses should be clearly identified as such on the high school transcript.
- Repeated courses must be substantially comparable — qualitatively and quantitatively — to the previously attempted course.

**Contact the Eligibility Center** for assistance with credit recovery programs or courses. The High School or District Information box may have additional information about transcript designations and nontraditional programs offered at the school.

**REMINDER**

Watch for unique or undefined designations on high school transcripts that may indicate nontraditional or credit recovery courses.

HOME SCHOOL

Courses evaluated as home school courses are those in which a parent or parent-directed tutor:

- Plans and delivers actual instructional activities such as lectures, discussions, tutorials, feedback or assistance.
- Determines the student’s comprehension of the material by grading and evaluating student performance and achievement on assignments and assessments and providing appropriate re-teaching and feedback.
- Determines the overall grade the student achieved in the course.
- Places the grade on a transcript or grade report or reports the grade to an approved home school umbrella program.

The home school review process requires additional documentation. Our **Home School Toolkit** is a great resource for home school parents and students going through the Eligibility Center.

**REMINDER**

Just because a student takes courses at home doesn’t mean they are home-schooled students. If the courses are created, taught and graded by an outside school or program, they are probably not home-schooled.
ACADEMIC REVIEW

The Eligibility Center’s Academic Review team processes initial-eligibility waivers, which focus on mitigating circumstances that impacted the PSA’s ability to meet academic requirements. A member school may submit an IEW via RSRO for PSAs who did not meet qualifier requirements. Before submitting an IEW, please review the Best Practices and the Directive for IEWs on the Membership Portal.

PSA REVIEW

The PSA Review process focuses on identifying academic programs not designated on a transcript, sending inquiries to the testing agencies and determining credential validity. For more information, review the Trigger List and Frequently Asked Questions.

REMINDER

Conduct preliminary evaluations on campus to ensure PSAs are taking NCAA-approved core courses and are on track to meet initial-eligibility requirements.
BEST PRACTICES

» While a matriculation letter is tasked via the PSA’s Eligibility Center account, it must be provided by the member school. Best practice is to upload matriculation letters via the Membership Portal. Utilize the Open Task Report - Action Required (located in the Additional Reports section) to pull students on your IRL with tasks requiring action from a member school or third party.

» Use the Student Email Report to quickly access a complete list of your PSAs’ email addresses. This report is formatted by sport and can be exported as an Excel file or PDF.

» Run the Open Tasks Report to view a list of any open tasks in PSAs’ accounts. This report can be exported as an Excel file or PDF.

» Manually assign the Track PSA to help monitor accounts that require a more dutiful review. It is also automated for students with open tasks requiring responses from a third party or a member school.

» Alerts for features within your member school’s Eligibility Center account are sent to the first contact listed in your school’s account, so be sure to keep your school’s contact list current. Be sure to replace any contacts who leave your school with another point of contact.

» Contact the Eligibility Center if you believe an error or omission has occurred on a student’s account or you find a duplicate account for a PSA. Recruits with a Profile Page account should transition their account to the right Certification account and not create a new account, which results in duplicate accounts and confusion.

» Remind your PSAs to monitor their accounts and make updates if they change high schools.
» Encourage your PSAs to review and update their sports participation questionnaires before requesting final amateurism certification.

» **Important!** When evaluating student records on campus, be sure to obtain and analyze transcripts from all schools attended. This means reviewing the high school's list of NCAA-approved core courses completed by the PSA. Grades, credits, and course titles may be adjusted to match the current school’s criteria.

» On the Membership Portal, click on the blue lightning bolt icon in the upper-right corner of the Resources page to view the Eligibility Center’s current processing dates.

» Subscribe to your division's monthly membership newsletter:
  - Division I and II membership newsletter.
  - Division III membership newsletter.

The Eligibility Center makes proactive efforts to alert schools when there could be a potential issue with a student’s certification. However, due to the number of students we review, it’s not always possible to identify each student with an issue. If you have concerns, please contact the Eligibility Center as soon as possible so we can try to help rectify deficiencies before a final certification is released.

More information regarding the impact of COVID-19 can be found at on.ncaa.com/COVID19_MI_Spring2023.

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**REMEMBER**

Advise PSAs to request that their high school counselors upload their sixth-semester transcript after their junior year.

Each PSA’s record is unique! We are here to help with any questions or concerns you may have.