Dear Colleague:

Welcome to the Guide for the Compliance Administrator. What a remarkable year the 2020-2021 school year was! As disruptive and unpredictable as last year was, the 2021-2022 school year continues to be challenging and unpredictable. But you continue to respond to these challenges with extraordinary efforts and selfless service. We are grateful for your leadership and your advocacy on behalf of student-athletes, your athletic department and university. Your commitment and dedication to the student-athlete experience makes a significant difference.

The NCAA Eligibility Center is your trusted guide and partner as you navigate the initial-eligibility legislation and assist prospective student-athletes and coaches through the recruiting process. We work diligently to help you with your initial-eligibility responsibilities. The EC staff is professional, knowledgeable and genuinely interested in a smooth initial-eligibility experience for your prospective student-athletes. Our expert staff is supportive and available to answer your questions and to help you solve eligibility issues. We are committed to providing timely communication, proactive updates and relevant resources to support your department’s initial-eligibility education and advisement.

To that end, I am thrilled to introduce the 2021-22 edition of the Guide for the Compliance Administrator.

While the Guide for the Compliance Administrator is a detailed introduction for the entry-level compliance professional, it also serves as a wonderful resource for the more seasoned colleagues. Each section includes handy tips and certification examples, and offers insight into the EC processes. The guide outlines step-by-step instructions, helpful advice and best practices.

The NCAA Eligibility Center is committed to aligning our service, resources and operations to meet your campus needs and eligibility challenges. We value and respect your opinion and encourage you to take an active role in providing information about your experience with the EC. Your honest feedback about the EC ensures that we can assess our effectiveness and continuously improve our service to you. On behalf of the NCAA Eligibility Center staff, thank you for your care, concern and dedication to a positive student-athlete experience.

Enjoy the guide!

Felicia Martin
Vice President of the NCAA Eligibility Center

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HOW TO USE THIS GUIDE

This guide provides assistance to NCAA Divisions I and II compliance administrators who work with initial eligibility and support prospective student-athletes during the process of their academic and amateurism certification. This guide addresses policy, procedure and protocol issues. 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 and review monthly Membership newsletters.
» Search frequently asked questions at ncaa.org/studentfaq.
» Contact the NCAA Eligibility Center staff.
» 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 5:30 p.m. Eastern time

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

@NCAAEFC  @playcollegesports  @NCAAEFC
WHAT (AND 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 in academics and amateurism for Division I and Division II students. 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 Division I or II 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 teachers, administrators, counselors and coaches.

ACADEMIC AND AMATEURISM REVIEW
Academic 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. 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 that 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, how-to guides, publications and 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
Membership Newsletters
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 prospective student-athletes 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 Divisions I and II 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.
ELIGIBILITY CENTER REGISTRATION

All Division I and II student-athletes must register with the Eligibility Center. Once they register with the Eligibility Center, they will be assigned a 10-digit NCAA ID. This number is the best way for compliance administrators to locate the student’s Eligibility Center account.

PSAs may register at eligibilitycenter.org at any time. As a best practice, we recommend PSAs register with the Eligibility Center before their freshman year/ninth grade of high school and follow the timeline outlined in our Initial-Eligibility flyer as they progress through high school. Students can select one of two types of accounts — either a Certification or free Profile Page account.

<table>
<thead>
<tr>
<th>CERTIFICATION ACCOUNT</th>
<th>PROFILE PAGE ACCOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruits must be certified by the NCAA Eligibility Center to compete at an NCAA Division I or II school.</td>
<td>For recruits interested in a Division III school or currently not sure in which division they want to compete.</td>
</tr>
<tr>
<td>The registration fee for domestic students is $90 and $150 for international students.</td>
<td>There is no registration fee to create a Profile Page account.</td>
</tr>
<tr>
<td>Before your recruits can go on official visits or sign an NLI, they must have completed the Certification account registration.</td>
<td>If at any time a recruit wants to pursue a Division I or II path, they can transition their Profile Page account to a paid Certification account.</td>
</tr>
</tbody>
</table>

REMINDER

If you are unable to find a student in the Membership Portal using the search criteria available, it is likely the student either is not registered, has not paid the registration fee or has a Profile Page account.

For a student-athlete’s account to be evaluated for academic and amateurism certification once they are added to your IRL, they must have a completed the registration for a Certification account. This includes paying the fee or selecting the “fee waiver eligible” option within the account’s payment area. The registration fee may be paid by credit card or e-check.

Fee waivers are electronically processed by the student’s high school. A student may receive a preliminary or final academic evaluation prior to the fee waiver processing. However, students are unable to request final amateurism until the fee waiver is processed or the fee is paid in full.
INSTITUTIONAL REQUEST LIST

The activation of a prospect to your IRL lets the Eligibility Center know the PSA needs an academic and amateurism certification. The IRL cycle selected should reflect the academic year the student will initially enroll at your Division I or II school, or, for upper-level students or transfer students, the year the student will begin participating in the sport. For example, a student enrolling or first participating in a sport in fall 2022 or winter/spring 2023 would be activated to the 2022-23 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 test scores, and it may still be necessary for the student 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. Please encourage your coaches to inform you if they are no longer recruiting a student so you can deactivate the student-athlete from the IRL. The Eligibility Center pursues documents, test scores and high school information, and performs amateurism research for students on active IRLs.

REMINDER

Eligibility Center staff 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, test scores 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 test scores or 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 PSA’s date of initial full-time collegiate enrollment at any two- or four-year college or university.

TEST SCORES*

The Eligibility Center receives test scores electronically from the SAT and ACT multiple times per week. Test scores are automatically and promptly matched to the student’s account. However, it is important to note the following:

» Testing agencies can take up to two weeks to process a student’s score report request.

» Designations such as “Jr.” or “III” after a student’s name or birthdate inconsistencies can prevent test scores from matching. Test scores may also not match if the student has created more than one Certification account. If you know a test score was sent and it is not showing in the PSA’s account after two weeks, you can contact the Eligibility Center and request a search to see if a name or birthdate inconsistency kept the score from matching to the PSA’s account.

» Only electronic scores sent directly from the testing agency are acceptable.

» Tasks for test scores will close automatically within several hours (or overnight) of receipt.

* Click here for the Eligibility Center’s COVID-19 response for membership related to SAT/ACT test requirements. More information regarding the impact of COVID-19 and test scores can be found at on.ncaa.com/COVID19_Fall2022.

REMEMBER

When your student-athletes register for the SAT or ACT, they can use the NCAA Eligibility Center code 9999 to send their scores directly to the Eligibility Center from the agency. Test scores on transcripts CANNOT be used in an academic certification.
PRELIMINARY AND FINAL EVALUATIONS
Once activated to an 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>*Test scores are on file.</td>
<td>*Test scores 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. For PSAs enrolling in 2021-22 whose accounts are without a test score due to the impact of COVID-19* (and may or may not include proof of graduation), attempts for final or preliminary certification will be made within the 10-day service standard.

*Due to test cancellations related to COVID-19, an SAT/ACT test score is not required for 2022-23 enrollees. (More information regarding the impact of COVID-19 and test scores can be found at on.ncaa.com/COVID19_Fall2022.)

REMINDERS
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 to 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 core-course list. 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 that offers the course.

» When conducting a preliminary evaluation for an international PSA, refer to the Guide to International Academic Standards for Athletics Eligibility.

» 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 Division 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 Customer Service 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:

» Receipt of new test scores.
» The high school’s core-course list 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.

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

We recommend contacting Customer Service 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.
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.

REMINDER

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 the full-qualifier sliding scale, and is eligible for athletics aid, practice and competition.

» Final Qualifier — Early Academic Qualifier: 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 and the redshirt criteria on the Division I sliding scale. 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 via the NCAA Eligibility Center’s SAT sliding scale. 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.

REMINDER

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.
» 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 AN 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 a NCAA Division I or II 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 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 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 even if there are open tasks in their accounts.

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REQUESTING FINAL AMATEURISM

When PSAs request final amateurism in their Eligibility Center account, they verify the information they have provided in the Sports Participation Questionnaire section of their Eligibility Center account is complete and accurate, and their enrollment period is correct. After requesting final amateurism, 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.

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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 determines which high schools, high school programs and high school courses may be used in the academic certification process. Each of the more than 30,000 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.
  o 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 and speak with a Customer Service representative. 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.

**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 core-course list for the academic year of use.

- 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.

**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 NCAA core-course requirements.
- Must have ongoing and regular teacher-initiated interaction for the purposes of teaching, evaluating and providing assistance throughout the duration of the course. This may include synchronous or asynchronous instructive interaction, including emails, videoconferencing, online chats, phone calls and feedback on assessments.
- 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 require regular and ongoing instructive interaction between the student and teacher throughout the duration of a course.
- Does not require students to complete the entire course.
- Allows students to take numerous courses at the same time, especially sequential courses or courses in the same subject area.
- Does not prepare students for four-year college classwork.
- Does not have official student grade records.

Many high schools or districts offer nontraditional programs. After locating a school’s core-course list, 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 – Temporary Procedures information.
**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 NCAA 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.

Please contact Customer Service 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**
Home school courses are those in which a parent or parent-directed tutor performs the following:

» 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 homeschooled students. If the courses are created, taught and graded by an outside school or program, they are probably not homeschooled.
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 Customer Service 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 a 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 core-course list of where the core course was 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 ![lightning bolt](lightning-bolt.png) in the upper-right corner of the **Resources page** to view the Eligibility Center’s current processing dates.

» Subscribe to and review monthly **Membership newsletters**.

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 and test scores can be found at [on.ncaa.com/COVID19_Fall2022](http://on.ncaa.com/COVID19_Fall2022).

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**REMEMBER**

**Encourage PSAs to use code 9999 when taking the SAT or ACT to have their scores sent directly to the Eligibility Center.**

**Advise PSAs to request that their 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.**