



ELIGIBILITY CENTER



A male golfer in a black polo shirt and white cap is shown in mid-swing on a golf course. The ball is captured in flight above his head. The background is a blurred green field. The title text is overlaid on the left side of the image.

**NCAA®
GUIDE FOR
THE COMPLIANCE
ADMINISTRATOR
2023-24**



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Information

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Contact

NCAA membership only
877-544-2950, Monday-Friday
8:30 a.m. to 5 p.m. Eastern time

High school administrators only
877-622-2321, Monday-Friday
8:30 a.m. to 5 p.m. Eastern time

Prospective student-athletes only
U.S. and Canada (except Quebec):
877-262-1492 (toll free), Monday-Friday
9 a.m. to 5 p.m. Eastern time
International (including Quebec):
[on.ncaa.com/IntlContact](#).

By Email

Membership inquiries:
ecinfo@ncaa.org (NCAA membership only)

International inquiries:
ec-international@ncaa.org

Certification Processing

NCAA Eligibility Center
Certification Processing
P.O. Box 7110
Indianapolis, IN 46207-7110

Overnight Delivery

NCAA Eligibility Center
Certification Processing
1802 Alonso Watford Sr. Drive
Indianapolis, IN 46202



On behalf of the NCAA

Welcome!

Whether you have been at this for a number of years or maybe just getting started, the beginning of a new academic year is always energizing with new possibilities and opportunities. We know that is especially true this year with all of the moving parts in college athletics generally layered on top of the forms to complete, incoming questions, educational sessions, and other responsibilities you are managing on campus.

To that end, know that our team is available to help with student-specific or more policy-level questions as needed (dedicated membership line: 877-544-2950 or email us at ecinfo@ncaa.org). We are also continually looking for ways to deliver more proactive support to help focus your valuable time on the initial-eligibility reviews that need some assistance and for opportunities to make system-wide improvements to help make working with us easier. Our suggestion box is always open via the Contact tab on the EC Membership Portal, or feel free to send ideas in via the email/phone channels. You are well represented by your peers on our **membership advisory groups**, so please also reach out to them to talk through ideas, brainstorm suggestions or share feedback.

On behalf of Regulatory Affairs Executive Vice President Stan Wilcox and the entire EC staff, we hope you have a great year on campus and look forward to our continued partnership as we serve our student-athletes. Thanks for all you do!

Mike Massa

Managing Director of the NCAA Eligibility Center

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 prospective student-athletes for Divisions I, II and III.

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, for educational outreach and to stay current with changes in educational policies and practices. The staff also collaborates with NCAA committees regarding legislation and policy. The High School Review team is staffed by individuals from the secondary and post-secondary 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, reviews the validity of academic credentials, and processes amateurism certifications that require a higher level of membership collaboration (e.g., proactive reviews, escalated certifications, decision inquiries, fact-finding requests, amateurism inconsistencies). This team also engages membership committees regarding legislative or policy issues 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 and Eligibility Center social media, 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

The screenshot shows the "Eligibility Center Membership Portal" with the NCAA logo. The menu includes Home, IRL, Reports, Resources, Contact Us, and Exit. Below the menu, a welcome message says "Welcome to Eligibility Center Membership Portal!" and "Subscribe to your division's monthly newsletter." A list of newsletters includes "Divisions I and II membership newsletter" and "Division III membership newsletter". At the bottom, there is an "Announcements" section.



REMEMBER

The individual listed as the primary contact will be the individual contacted by the Eligibility Center when reaching out to your school, including when a student-athlete receives an academic decision that does not meet competition standards. Once your school's contact list is created, any staff member listed may interact directly with the Eligibility Center.

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 interact by phone or email with the Eligibility Center to your school's Eligibility Center **contacts list**. Eligibility Center staff can share student-specific information only with individuals on this list. [Click here](#) to learn more about how to update your school's contact list.

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. A Division III-specific section outlines resources on the amateurism certification process specific to this audience. Links to several key resources on this page are:

Amateurism Resources

Division I and II Membership Newsletter

Division III Amateurism Flyer

Division III Membership Newsletter

Domestic Course Title Usage Guide

Education-Impacting Disability Information

Guide to International Academic Standards for Athletics Eligibility

High School Resources

Home School Information

How to Update Your School's List of Sports

International Course Title Usage Guide

International Determination of Credit

Membership Advisory Group

Member Schools Interactive Map

Proof of Graduation

The screenshot shows the "Resources" section of the portal. It includes sections for "Initial Eligibility Materials", "IPQA Reviewer", "Disability Publications", "Guidelines", "Division III", and "Offices, Processes, Service Handbooks". Each section contains a list of links to various documents and resources.

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 students you may have been viewing at the time you sent the email. For student-specific inquiries, please include the student's name and 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.

Contact Us

To ask a question, report a problem or provide a suggestion, please submit the following information. We will make every effort to respond in three business days. For urgent issues, contact customer service at 877-544-2950.

Your First Name: *

Your Last Name: *

Your Email: *

Request Type: *

Notes: * (Limit of 2500 characters.)
You have entered 0 characters. You have 2500 characters remaining



International Students

Requirements and information for international PSAs are available in the [Guide to International Academic Standards for Athletics Eligibility](#). Information on more than 180 countries and territories 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.

For international student-athletes with questions about their eligibility status or other initial-eligibility matters, please refer them to the [international contact form](#) for the quickest 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 and territories, which include each location'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. Additional resources, including policies and procedures can be found at on.ncaa.com/IntlStudents.

For a list of non-English language resources for international PSAs, visit on.ncaa.com/Translated.



[NCAA](#) • [STUDENT-ATHLETES](#) • [DIVISION I](#) • [DIVISION II](#) • [DIVISION III](#) • [MEDIA CENTER](#) • [MEMBERSHIP](#) • [SEARCH](#)

STUDENT-ATHLETES

International Country-Specific Information

This page has been designed to provide specific NCAA initial-eligibility information for more than 180 individual countries. Countries are listed below by their region alphabetically. Click on the desired country to view the available information, resources and student profiles.

For a comprehensive resource that includes the academic requirements and documentation for all the countries listed here, please refer to the [NCAA Guide to International Academic Standards for Athletics Eligibility \(PDF\)](#).

- [Africa](#)
- [Asia](#)
- [Caribbean](#)
- [Central America](#)
- [Europe](#)
- [Middle East](#)
- [North America](#)
- [Oceania](#)
- [South America](#)

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 students 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.

NCAA ELIGIBILITY CENTER ACCOUNT TYPES			
In which division does the student plan to compete?	Academic and Amateurism Certification Account	Amateurism-Only Certification Account	Profile Page* Account
Division I			
Any recent high school graduate (domestic or international), first time enrolling at NCAA school.	✓		
Transferring from a two- or four-year college or university. Check with the compliance office at the school they may attend.	✓	OR	✓
Division II			
Any recent high school graduate (domestic or international), first time enrolling at NCAA school.	✓		
Transferring from a two- or four-year college or university. Check with the compliance office at the school they may attend.	✓	OR	✓
Division III			
Recent high school graduate (domestic only), first time enrolling at NCAA school.			✓
Recent high school graduate who maintains a permanent residence outside of the U.S.		✓	
Recent high school graduate who attended high school or college outside of the U.S. for any time (excluding U.S.-based students who study abroad).	✓	OR	✓ OR ✓
Recent high school graduate (international only), first time enrolling at NCAA school.		✓	
Recent high school graduate who competed outside of the U.S.		✓	
Transferring from a two- or four-year college or university, attended domestic high school(s) only.			✓
Transferring from a two- or four-year college or university, attended at least one international high school (U.S. territories are considered domestic).		✓	
Division Undecided/Unknown			
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.			✓

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 student accounts 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.

Profile Page accounts are visible within the Membership Portal. However, a Profile Page account limits your options to track and interact with that account. Encourage your recruits to transition their account to the [correct certification account](#).



REMEMBER

If you are unable to find a PSA using the search criteria, the student either has not registered or has not paid the registration fee.



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 recruits can verify their enrollment, visit on.ncaa.com/VerifyEnroll.

- » The default IRL recruiting cycle for the Eligibility Center runs through the current academic year and updates to the next academic year annually on May 1. On this day, the default IRL cycle within the **Membership Portal** automatically updates to the next cycle. **Note:** Updates to the next cycle and the previous cycles cannot be activated.

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 active recruitment list 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.

In addition to maintaining your recruit list, ensuring your school's active sports are up to date within your Eligibility Center account is important. For more information on IRL maintenance, tracking recruits, and managing active or deactivating sports, review our **Membership Portal Quick Start Guide**.



REMEMBER

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.

Academic Certification

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 two business days. The information is reviewed by the Core Processing staff, and, if the information is found to be insufficient or incomplete, the task could be reassigned to the account.



REMEMBER

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 dates are requested via a task when the Eligibility Center needs to verify a PSA's initial full-time collegiate enrollment. This can happen when there is a question regarding **core courses** taken after initial full-time enrollment. Matriculation letters associated with the member school and are immediately uploaded to the PSA's account via the **Membership Portal**.



REMEMBER

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

Academic Certification Requirements

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**. **Note:** If an academic certification is required for a student that enrolled full-time in the winter/spring 2020 term or prior, test scores are still needed to complete the academic certification based on the rules and policies in place during this time frame.

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 the 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](#).

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 Academic 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:

DOMESTIC AND INTERNATIONAL ACCOUNTS – FINAL	DOMESTIC AND INTERNATIONAL ACCOUNTS – PRELIMINARY
Active IRL for current or future cycle.	Active IRL for current or future cycle.
All transcripts are on file.	All transcripts are on file.
All academic tasks are closed.	All academic tasks are closed.
Proof of graduation is on file.	–

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



REMEMBER

To determine whether 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. Guide content includes 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](#). As a reminder, [Division III](#) students are not required to receive an academic certification from the Eligibility Center.
- » 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, first review the [Course Title Usage Guide](#) and, if further assistance is needed, [contact Customer Service](#) for additional assistance, including the option to pursue a duplicative course review.

Rec. Cycle	NCAA Enroll Period	Trans-fer Stud-ent	Acad RTP-F
Account Type			
2324	FALL 2023	Yes	28-Jul-23
	Academic And Amateurism		

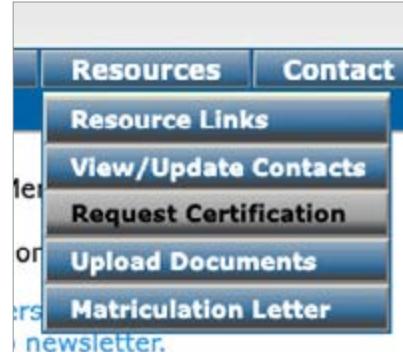
Academic Certification Request Program

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 campus deadline (e.g., registration, financial aid, roster completion).
- » High school course-registration.
- » Signing preparations.

Expedited review requests are submitted via the Request Certification option, located on the Resources dropdown in the Membership Portal.



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](#).



REMEMBER

If a revised transcript is submitted, additional documentation to explain and support the change is required in most cases. A task will be assigned to the related high school's account, where the school can respond directly to the information request.

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’s 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.” Secondary reviews are generally 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.

Acad RTP-F	Acad D1	Acad D2
	Final Qualifier	Final Qualifier

Acad RTP-F	Acad D1	Acad D2
	Secondary Review	Secondary Review



Academic Decisions

Upon release, a domestic student's academic decision is reflected as either "Final" or "Preliminary." As academic decisions are division-specific, a separate decision is released for each division. ([International student](#) accounts may also have [information](#) listed in the Int'l Only field.) To see the courses used in a preliminary or final certification, click on the student's NCAA ID.

Acad RTP-F	Acad D1	Acad D2
05-Apr-23	Final Qualifier	Final Qualifier

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 in the Eligibility Descriptions area. Also, check open tasks for what information is being requested.

Division I Academic Information		
Academic Certification	Decision Date	GPA
Preliminary		1.92
Division II Academic Information		
Academic Certification	Decision Date	GPA
Preliminary		1.92
Eligibility Descriptions:		
	Division I Competition <ul style="list-style-type: none">• Div I Eng/Math/Sci < 10• Core Courses less than req'd• Div I GPA/TS < Comp Division I Academic Redshirt <ul style="list-style-type: none">• Div I Eng/Math/Sci < 10• Core Courses less than req'd• Div I GPA/TS < Redshirt Division II <ul style="list-style-type: none">• Div II Eng/Math/Sci < 10• Core Courses less than req'd• Div II GPA/TS < Comp	

Final Decisions

- » **Final Qualifier:** The PSA has met qualifier requirements 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.

For a complete list of possible final decision statuses, visit ncaa.org/student-athletes/future/initial-eligibility-status-terms.

Automatic Waivers

There will be instances when a PSA's academic record does not meet the qualifier requirements of a final or partial qualifier, or final redshirt, but the PSA meets 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 directly below the decision. Compliance administrators can defer to the "I-E Waiver" decision for the respective division.

» **Division I Only: Final Nonqualifier – Automatic Waiver**

Approved. The PSA met Division I automatic waiver criteria.

» **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.

» **Division II Only: Final Partial Qualifier – Automatic Waiver**

Approved. The PSA met Division II automatic waiver criteria.

Acad RTP-F	Acad D1	Acad D2
	Automatic Waiver Approved	Automatic Waiver Approved



REMEMBER

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.



Amateurism Certification

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 from 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** (first-year enrollees 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 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; winter/spring enrollees can request their final certification 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 certification will come via [tasks](#). Review the PSA's task list to see whether 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.

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, PSAs will not be able to update their accounts 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.

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 PSA's 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](#).



REMEMBER

Fall enrollees can request final amateurism certification beginning April 1; winter/spring enrollees, beginning Oct. 1!



REMEMBER

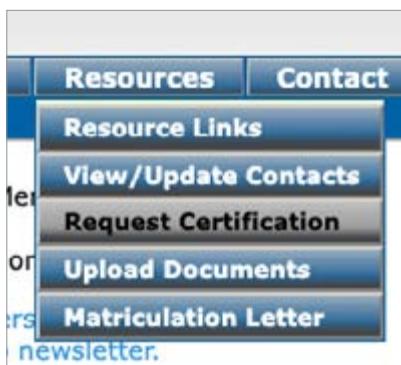
Member schools are responsible for certifying the "gap period" between the date PSAs request their final certification and their actual enrollment date.

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 and the student has requested final amateurism certification. 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 a [matriculation letter](#) may be assigned to assist with the amateurism review process. If so, the task language will identify it as being related to amateurism. For students with incomplete information in the Sports Information section of their Eligibility Center account, a task will be assigned requesting student-athletes log in and enter the requested content into their EC account. Please encourage your recruits to submit requested information promptly and avoid certification delays.



Amateurism Decisions and Post-Decision Inquiries

Once the amateurism certification is finalized, the status will be visible in the PSA's account. A review summary will be uploaded into the PSA's account for decisions less than Final Certified. The member school should review all review summaries for a detailed explanation of the decision and to determine next steps. 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, Interpretation or Student-Athlete Reinstatement:** If a school chooses to file a waiver, request interpretation 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. or 4:30 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.



REMEMBER

*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.
 - 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 Eligibility Center account (or that have an account status of "None") should call the high school support line at 877-622-2321, 8:30 a.m. to 5 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. Submissions are reviewed within 10 business days. Due to the breadth and depth of this important review of the validity of a high school, the process may require additional requests for information. The total review timeline depends on the responsiveness of the high school and clarity of documentation provided. 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 courses 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.
- » Courses that do not meet core-course legislation or criteria for review will be designated as “not approved” with an assigned reason code that includes decision rationale.
- » For courses designated with an R-C-5, R-C-11, R-C-12 or R-C-17 “not approved” code for which the high school believes was misapplied, the high school has the opportunity to upload additional core-course documents for review.



REMEMBER

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 courses 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 and ongoing instructor-led interaction for the purposes of instruction, evaluation and assistance for the duration of the course for all students. 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 coursework.
- » 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 High School Information Box to determine whether 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.



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.

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

- » The courses must meet NCAA core-course requirements, as outlined on the prior page, 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.



REMEMBER

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

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.

Home School

Courses evaluated as home schooling 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 reteaching 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](#).



REMEMBER

Just because students take 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.

The home school review process requires additional documentation. Our [Home School Toolkit](#) is a great resource for home-schooled students and their families.

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 or academic redshirt requirements. Before submitting an IEW, please review the **IEW Best Practices** and the **Directive** on the **Membership Portal**.

PSA Review

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



REMEMBER

**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

- » Ensure your school's recruits create the **correct Eligibility Center account** when they register.

Best practice: For more recruitment discussions and direction on the registration process, ensure your coaching staff is aware of the different account types.

- » Use the IRL Activation option to add your recruit, using the correct sport and cycle. Search for their account using their NCAA ID.

Best practice: Manage your IRL and deactivate accounts when students are no longer being recruited. This will also help the EC staff prioritize reviews and proactive outreach efforts.



- » Review schools students list in their accounts; direct students to add any schools not added during registration. Make sure transcripts or other academic records requested via task assignment are submitted as early as possible.

Best practice: Ensure recruits **submit fourth- and sixth-semester transcripts**, when relevant and when possible, to ensure preliminary academic certifications are completed early in the recruitment process.

- » Remind recruits to **add an enrollment period** to their EC account, which confirms the initial full-time enrollment at an NCAA member school. This is especially important for transfer students and students who may have delayed their initial full-time enrollment.

Best practice: In the weeks before April 1, when fall enrollees may begin **requesting final amateurism certification** (or Oct. 1 for winter/spring), review the enrollment periods for accuracy and contact students needing to correct this before they request final amateurism certification.

- » Review completed preliminary academic certifications to identify academic deficiencies. Direct recruits and their high schools on the next steps to rectify those deficiencies prior to graduation.

Best practice: Assess for opportunities to improve the preliminary academic certification, such as submission of additional course titles or directing students to respond to newly assigned tasks in their account. Contact customer service with any questions you may have to assist with your review.

- » Utilize the Additional Reports section (located in the Reports area of the Membership Portal) to identify accounts with specific needs. For example, the Open Tasks - Action Required report can help identify accounts requiring matriculation dates or that have been assigned the Incomplete Sports Participation Responses task (assigned when students have provided no information in the Sports Participation section of their account).

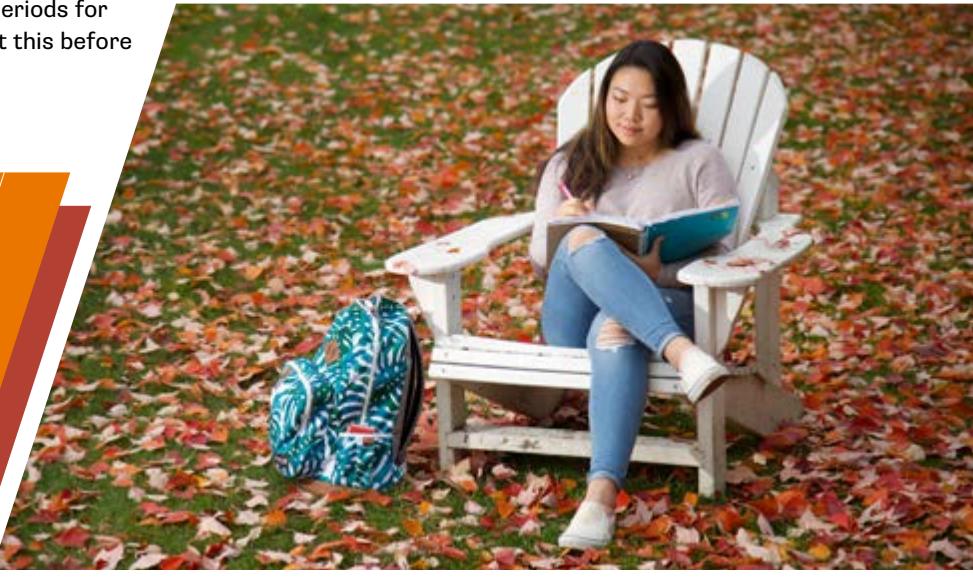
Best practice: For accounts assigned the Incomplete Sports Participation Response task, contact your coaching staff and the recruit to determine if this is accurate. If necessary, direct students to log in and **update this information** before they request final amateurism certification.

- » Use the Track PSA feature to help you actively monitor accounts that may need close attention and immediate action.

Best practice: Use the Track PSA feature for recruits with complex education backgrounds or amateurism-related situations to receive immediate notification when changes are made to their EC account.

- » Subscribe to the Eligibility Center's **Divisions I and II** or **Division III** membership newsletter for monthly updates, timely information and the latest resources from the Eligibility Center staff.

Best practice: Also follow the EC on your favorite social media channel: **Facebook**, **Instagram**, **X** (formerly known as Twitter) and **YouTube**.



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.



REMEMBER

Advise students to ask their counselors to upload transcripts to the Eligibility Center after their Sophomore and Junior years for preliminary evaluation.

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





ELIGIBILITY CENTER

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