



# **NCAA REGULATORY AFFAIRS STAFF DIRECTORY**

- » Academic and Membership Affairs.
- » Eligibility Center.
- » Enforcement.

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**August 2024**

## REGULATORY AFFAIRS

### Leadership

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Coordinator

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## ACADEMIC AND MEMBERSHIP AFFAIRS

**Compliance Assistant**

**Division I Academics**

**Division I Interpretations and Relief  
Waivers**

**Division II**

**Division III**

**Legislative Services Database  
for the Internet**

**Purpose and Leadership**

**Regional Rules Seminar**

**RSRO**

**Student-Athlete Reinstatement**

## ELIGIBILITY CENTER

**Initial-Eligibility Certifications**

**Policies, Academic Certification  
and General Operations—External**

**Policies, Academic Certification  
and General Operations—Internal**

**Purpose and Leadership**

## ENFORCEMENT

**Mission and Leadership**

## ACADEMIC AND MEMBERSHIP AFFAIRS

### Purpose and Leadership

The purpose of academic and membership affairs is to provide exceptional service and leadership consistent with the expectations of the membership.

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**Geoff Silver**

Managing Director

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## ACADEMIC AND MEMBERSHIP AFFAIRS

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#### *Academic Progress Rate Improvement Plans*

**Eric Brey**  
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#### *APP Data Reviews*

**Leilani Hubbard**  
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#### *APP Penalties and Waivers*

**Eric Brey**  
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#### *APP Data Submission, APR Adjustments and Head Coaches' APR Portfolio*

**DeAnna Wiley**  
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# ACADEMIC AND MEMBERSHIP AFFAIRS

## Division I Interpretations and Relief Waivers

Including 4-4 transfers

If a member institution or conference has an interpretive request that requires a response within one business day (e.g., rendered moot if not answered within one business day, high profile, media attention) or has an urgent and unforeseen circumstance that necessitates a waiver from the NCAA Division I Committee for Legislative Relief (CLR) staff, and does not have adequate time to submit a written request via RSRO before the activity occurs, the institution or conference should call:

- » AMA emergency interpretations hotline—317-917-6003  
or
- » AMA legislative relief hotline—317-917-6144.

A staff member from the appropriate bylaw team will return the member or conferences call as soon as possible.

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<b>Charnele Kemper</b> Director	317-917-6153	<a href="mailto:ckemper@ncaa.org">ckemper@ncaa.org</a>
<b>Kris Richardson</b> Director	317-917-6654	<a href="mailto:krichardson@ncaa.org">krichardson@ncaa.org</a>
<b>Quintin Wright</b> Director	317-917-6083	<a href="mailto:qwright@ncaa.org">qwright@ncaa.org</a>

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### Bylaws 11, 13 and 17

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# ACADEMIC AND MEMBERSHIP AFFAIRS

### Bylaws 12, 15 and 16

<b>Jobrina Marques</b> Director, Interpretations-Waivers	317-917-6623	<a href="mailto:jmarques@ncaa.org">jmarques@ncaa.org</a>
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**Karen Metzger**

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**Bylaw 14**

**Leilani Hubbard**

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**Jen Smith**

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**Division I Legislation**

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**Karen Metzger**

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**Division I Membership**

**Troy Arthur**

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## ACADEMIC AND MEMBERSHIP AFFAIRS

### Division II

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#### Division II Bylaws Interpretations

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**Rachel Denton**  
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**Chelsea Hooks**  
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**Jordan Lysiak**  
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#### Division II Legislative Relief Waivers

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#### Division II Membership

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#### Division II Academics and Student-Athlete Academic Waivers

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#### Division II Institutional Performance Program

**Jeremy Christoffels**  
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## ACADEMIC AND MEMBERSHIP AFFAIRS

### Division III

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#### Division III Bylaws Interpretations and Waivers

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#### Institutional Performance Program

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#### IPP Data Management System-IPP Education Plan

<b>Troy Arthur</b> Director	317-917-6473	<a href="mailto:tarthur@ncaa.org">tarthur@ncaa.org</a>
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### Student-Athlete Reinstatement

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## ACADEMIC AND MEMBERSHIP AFFAIRS

### Technology

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### Compliance Assistant

Contact us [complianceassistant@ncaa.org](mailto:complianceassistant@ncaa.org)

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### Compliance Forms

Contact us [forms@ncaa.org](mailto:forms@ncaa.org)

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### RSRO

Contact us [RSRO assistance](#)

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### Legislative Services Database for the Internet

#### ***Division I***

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#### ***Division II***

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#### ***Division III***

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### Regional Rules Seminars

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NCAA Regulatory Affairs Staff Directory

Updated August 2024

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## **Planning and Operations Administrator**

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## ELIGIBILITY CENTER

### Purpose and Leadership

The mission of the NCAA Eligibility Center is to guide college-bound student-athletes, member institutions and high schools through the requirements to participate in NCAA Divisions I and II athletics, and to certify academic and amateur credentials in accordance with NCAA standards and philosophy. Annually, the Eligibility Center performs approximately 85,000 academic and amateurism certifications, during which the academic records and the sports participation of college-bound student-athletes are reviewed by six units to make an initial-eligibility decision.

**Michele Forte-Osborne**

Vice President

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Administrative Assistant

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In an effort to provide the most efficient service to the membership, the Eligibility Center provides on-demand access to several resources (e.g., real-time student status reports, educational tools, academic certifications requests and reevaluation uploads on the Eligibility Center Membership Portal in LSDBI.

The membership may provide feedback regarding Eligibility Center operations via the “Contact Us” section of the Eligibility Center Membership Portal, Eligibility Center Divisions I and II membership advisory group members, or the annual Eligibility Center survey. The membership may also contact Felicia Martin, Eligibility Center vice president, to provide feedback regarding Eligibility Center performance and/or operations.

## ELIGIBILITY CENTER

### Policies, Academic Certification and General Operations–Internal

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#### Core Processing

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#### High School/Core-Course Review

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#### Operations, Analytics and Innovation

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### Policies, Academic Certification and General Operations–External

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#### Customer Service

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#### Amateurism and Academic Review

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## Outreach and Strategic Partnerships

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Director

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# ELIGIBILITY CENTER

## Initial-Eligibility Certifications

Each member institution's designated athletics compliance personnel may contact Eligibility Center customer service agents on a dedicated telephone line (877-544-2950) from 8:30 a.m. to 5:30 p.m. Eastern time, Monday through Friday. Coaches and other campus administrators should direct questions to their athletics compliance office.

Customer service agents have established channels to escalate issues or consult other Eligibility Center teams (academic certification, amateurism certification and high school review) should the need arise.

## ENFORCEMENT

### Mission and Leadership

“It is the mission of the NCAA infractions program to uphold integrity and fair play among the NCAA membership, and to prescribe appropriate and fair penalties if violations occur. One of the fundamental principles of the infractions process is to ensure that those institutions and student-athletes abiding by the NCAA constitution and bylaws are not disadvantaged by their commitment to compliance. The program is committed to the fairness of procedures and the timely resolution of infractions cases. The ability to investigate allegations and penalize infractions is critical to the common interests of the Association’s membership and the preservation of its enduring values.” *Bylaw 19.01.1.*

**Work Responsibility.** To provide high-quality service to member schools by developing, investigating and processing allegations in a fair, accurate, collaborative and timely manner.

**Staff.** The NCAA enforcement staff is divided into specialty teams. The development staff provides sport-specific, subject-matter expertise in football, basketball, track and field, and baseball. It also reviews potential violations complementing the investigation and processing staff in determining the facts of a case and whether to bring formal allegations.

Staff members in the secondary-Level III group process thousands of infractions reported each year by member schools.

The quality control group works with all the teams to ensure procedural compliance, consistent decisions and accurate collection of data.

Many staff members in enforcement are attorneys with varied backgrounds in criminal law, civil practice or government service. Many are also former student-athletes, high school coaches, college coaches, professional coaches, compliance officers or athletics administrators.

Each member receives intense orientation when hired and continuous training on rules, interview skills and other professional development. The enforcement department strives to attract, hire and train mature staff members who will provide excellent and efficient service to NCAA schools.

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## ENFORCEMENT

### Development

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### Name, Image and Likeness

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### Basketball

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### Football

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### Sports Wagering

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### Events Certification and Approvals Group (ECAG)

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### Agent Certification

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### Basketball Certification

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## Recruiting/Scouting Service Approval

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## Investigations and Processing of Violations

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## Quality Control

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