

EDUCATION MODULE WORKFLOW

When I click on the student acknowledgement link to view what the student sees at the end of the education module video, why do I get an error message?

As an institution when clicking the student acknowledgement, you will get the error message when you have already logged into the NCAA single-source sign-on (SSO) for the day. The student does not get this error. If you try clicking on the student acknowledgement link from your phone (if you did not login by phone) or before you log into SSO for the day, you will not get the error and can view the form that students see. This is not a transfer portal issue but the result of how SSO works.

The education module video link is embedded in our institution's compliance educational materials and/or online platform. Is the link still the same as the previous link?

Yes, the education module video link and location on ncaa.org is the same.

We required our students to upload the previous confirmation certificate when they completed the required education. Now that the certificate is not available, is there anything students can upload as part of our institutional process?

Since the student receives an email confirmation, you could include the email as part of your upload process. This would not be necessary since the student's name appears in your education module list located in the transfer portal; however, the email confirmation is an option if you would like an additional verification.

Why do I see the student's name in my Education Module List multiple times?

Between August 1 – August 8, you may have seen some duplicate student names in your education module list. This was caused by students hitting the submit button multiple times. This is now fixed to recognize if the student already submitted the acknowledge and provides a message to the student that the acknowledgement has already been submitted and will not allow another submission. If the student submits another acknowledgement under a different email address, they will have multiple submissions as this only recognizes the submission by the email address.

Does the student email address I enter in the transfer portal's notification of transfer need to match the email address the student entered in the education module acknowledgement?

When students enter their email address in the education module acknowledgement, the form does say this should be the same email they provide to the compliance office if they choose to provide written notification of transfer. If a student provides you with a different email address, the system does not prevent you from entering the student as there is no built-in verification of the email addresses. The requirement that a student enter an email in the acknowledgement is for the student to receive confirmation of a successful submission and for your convenience to show that email address in the education module list.