Membership

Academic Certification Request Program

PROGRAM PROCESS

When an NCAA member school activates a prospective student-athlete's Academic and Amateurism Certification account, this signals the Eligibility Center to complete an academic certification. The Eligibility Center will not attempt an academic certification for any activated Amateurism-Only accounts.

The service standard for the initial review of a case aligns with the student's enrollment period. Accounts with a fall 2024 or winter/spring 2025 enrollment period that are activated and ready to process will be processed under a 10-business day service standard. Accounts with a fall 2025 (or beyond) enrollment period will be processed under a 20-business day service standard. However, please note that each year on May 1, the IRL cycle is updated. Therefore, as of May 1, 2024, the 2023-2024 cycle is no longer available for activation and the EC discontinued processing accounts activated to this cycle. After that date, please activate students that still need academic or amateurism reviews to the 2024-25 cycle.

Note: *An account is considered "ready to process" when all transcripts have been received from each source of credit listed in the account, all other academic tasks are closed and the account Is active on an NCAA schools **institutional request list***.

An initial review of a case can have one of the following designations:

» **Ready to Process—Preliminary (RTP-P):** All transcripts from all high schools attended have been received but no proof of graduation is on file.

» **Ready to Process—Academic (RTP-A**): All transcripts from all high school attended have been received but there is an open academic task.

» **Ready to Process—Final (RTP-F):** All transcripts from all high schools attended and proof of graduation have been received and there are no outstanding (open) academic tasks.

To avoid last-minute emergencies, PSAs are encouraged to submit all transcripts and complete all academic tasks as soon as possible. While the Eligibility Center encourages membership to allow the certification process to work, it recognizes the need for an urgent request process.

URGENT ACADEMIC CERTIFICATION REQUESTS

If a circumstance requires an academic certification be attempted prior to the reported service standard, the urgent request feature is available.

Preliminary Urgent Academic Certification Requests

Urgent academic certification requests may be submitted for preliminary ready to process accounts when there is a need for an immediate update to the academic certification for purposes of high school academic advisement, course registration deadlines and preparing to sign the student.

Urgent Academic Certification Requests

Urgent academic certification requests may also be requested for other reasons that commonly occur ahead of initial full-time enrollment and thereafter, which include:

» Foreign tour.

» Midyear enrollee.

» Other deadline (e.g. registration, financial aid).

» Out-of-practice days (DI only).

» Summer school.

» Travel/competition.

» Academic advisement (pre/post-graduation).

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PROACTIVE ACADEMIC URGENT REQUEST

An urgent academic certification request may be added proactively for academics (without the ready-to-process indicator) if the case will require urgency once all required documents are received. When this occurs, the account will then become ready to process with the urgent status.

IMPORTANT REMINDERS

» While eligible for urgent requests, cases with a current status of "In Process" or "Secondary Review" may require additional time and/or information. This is indicated in the Acad D1/Acad D2 fields in the Student Details page.

» Once an urgent tag has been placed on an account, the case will retain that priority through the **completion of the case (only one urgent request is needed).**

» Requests are submitted electronically via the **Membership Portal** directly to the PSA's Eligibility Center account. Once the request is accepted, the date and time of receipt will be reflected in the Student Activity Log.

» If an urgent request is submitted on a student's account that requires additional information from their high school, review of the high school's response will be prioritized, but will not be held to the urgent service standard.

Incomplete submissions will result in delays or the inability to process the request. Forms should be completed in their entirety. Detailed directions for submitting an urgent request are below.

SUBMITTING CERTIFICATION REQUESTS

1. From the **Membership Portal**, select Request Certification from the Resources tab on the menu bar.

2. Enter the search criteria or the NCAA ID for the PSA you wish to request.

3. Click Go Search, then select the student from the list shown.

4. From the dropdown box at the bottom of the screen, select the appropriate request type (Urgent or Reevaluation Certification Request). Read the form to ensure the account meets the criteria for submission. Click Submit.

5. If the account meets the criteria for submission, the selected form will appear. If the account does not meet the criteria, you will receive an error message outlining why, such as shown below.

6. Fill in the boxes with the appropriate information. If there are additional details you would like the Eligibility Center to know, please provide them in the Notes/Additional Information box.

Notes/Additional Information: (Limit of 1000 characters.)
You have entered 0 characters. You have 1000 characters remaining

7. Click Submit. Your request will automatically be delivered to the Eligibility Center for review and processing.

8. If possible, a final decision will be released and posted on the **Membership Portal** within one business day of the request. Please allow up to 24 hours from the time of the submission.

If during the initial review it is determined additional information, documentation or clarification is required, academic tasks will be assigned to the student. Should additional information be required, relevant task(s) may be assigned and the account will be released with a preliminary status unless the update results in an Early Academic Qualifier decision or an automatic waiver outcome

Urgent requests may be submitted for all accounts, including regular domestic, home school, international and split file (international and domestic academic records).

REEVALUATION REQUESTS

Requests for reevaluation of a finalized account are permitted where the student is a final nonqualifier, final academic redshirt or final partial qualifier.

Note: The academic certification decision must be final, and any necessary new documentation must be visible in the student's account prior to submission. Requests for reevaluation are processed within two business days. If a need for additional information is identified, it may be requested via an assigned task prior to release of the reevaluation.

Typical Reasons for Reevaluation Requests

» Review newly received information or transcripts, including post-graduate courses.

» Review errors or omissions.

» Review a revised transcript.

Typical Reason for the Eligibility Center to Automatically Review a Case

» When updates are made to an attended school's list of NCAA courses.

Note: Call the Eligibility Center's membership support line at 877-544-2950, Monday-Friday from 8:30 a.m. to 5 p.m. Eastern time if you have questions about a final decision or believe an error has been made on a preliminary evaluation.

The academic certification request program is not intended to eliminate interaction between member schools and the Eligibility Center. Should your school have questions about an account, or for account-specific or procedural help, email the Eligibility Center at **ecinfo@ncaa.org**.

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