



ACADEMIC RECORDS SUBMISSION POLICY FREQUENTLY ASKED QUESTIONS

Effective May 18, 2018, the NCAA Eligibility Center policies and procedures regarding submission of academic records from NCAA Division I, II or III member schools and high schools (international and domestic) were changed. These changes provided expanded electronic opportunities for NCAA member schools and high schools to submit academic records for use in initial-eligibility academic and amateurism certification processing. These changes were designed to expedite document transfer, particularly for students who have attended international high schools without the ability to directly upload documents to student accounts.

The following questions and answers were designed to assist with applying these procedures.

1. What options are available for submitting academic records?

NCAA Division I, II or III member schools may upload (preferred), email or mail official academic records, provided the records are accompanied with a properly completed [Academic Records Submission Form](#).

Note: Matriculation letters should still be uploaded via the matriculation letter upload process. An Academic Records Submission Form is not required when uploading matriculation letters.

- » **International schools or ministry offices** may mail or email official academic records directly to the NCAA Eligibility Center.
- » **Domestic high schools with High School Portal access:**
 - o May upload (preferred), mail or email official records.
 - o May upload (preferred), mail or email academic records received from another cleared domestic or international high school or ministry office for a registrant.
 - o When using the email option, use ec-processing@ncaa.org.

Note: High schools with an In Review or Not Cleared status may not submit transcripts received from another high school.

Note: In order to expedite case processing, direct upload of documents via the High School Portal is considered best practice, whenever possible.

2. What documents are considered “academic records” that may be submitted using these options?

Transcripts, graduation credentials, diplomas, line-by-line translations, exam results, yearly marks.

3. What documents are not accepted using these options?

Correspondence of any kind is not accepted if using the upload process. This includes letters of explanation, task responses and proof of graduation by letter.

Note: Please refer to the assigned tasks to determine acceptable submission options, which may include email or electronic submission options.

4. **What individuals on campus are authorized to prepare, sign and submit the [Academic Records Submission Form](#)?**

The form must be completed by a member of the NCAA school's admissions or registrar's office, in accordance with [NCAA Bylaw 14](#).

The academic records (with a properly completed Academics Record Submission Form) may be uploaded (preferred) by members of the athletics compliance office.

5. **How will academic records submitted by upload or email be validated and considered for use in academic and/or amateurism certifications?**

Academic records uploaded by an NCAA member school with a properly completed [Academic Records Submission Form](#) will be marked as official.

Academic records emailed by an NCAA member school will be marked as official if sent 1) from the email domain of an NCAA member school and 2) with a properly completed Academic Records Submission Form.

Academic records emailed by a school or governing body (e.g., international primary or secondary school, domestic school, ministry of education, exam board, etc.) will be evaluated and marked as official provided:

- » The records are sent from the email domain of the school, governing body or governmental entity.
- » The email body includes the sender's name, title and organization name.

Note: Academic records sent from a public domain email address (e.g., Gmail, Hotmail, Yahoo, etc.) will be marked unofficial and not used unless the sender's email matches the email of the primary or secondary contact of a high school within the school's Eligibility Center account.

6. **Are students, family members or third parties able to email academic records?**

No. Academic records emailed by a student, family member or third party will be marked as unofficial and will not be acceptable for use in certifications.

7. **If documents are submitted by the university, will it be necessary to provide information as to how the records were received and validated by the university?**

No. By signing the Academic Record Submissions Form, the admissions/registrar official signing the form confirms the documents are official and valid in accordance with [NCAA Bylaw 14](#).

8. **How will I know if the documentation has been received and reviewed?**

Academic records are imaged and coded (categorized) upon initial evaluation and, if appropriate, related tasks are closed.

Note: Documents uploaded by a member school are immediately viewable under Mail Received—Pending Review. Please allow up to two business days for emailed documents to be imaged and reviewed.

Member schools can view imaged records in the Student Details Report section of the Membership Portal.

9. What is the general timeline for review of documentation submitted by upload or email?

After they are coded as “Mail Received—Pending Review,” documents are generally evaluated within two business days (depending on the volume of incoming documentation and certification processing capacity).

» Related tasks may take several hours or overnight to close.

10. Does this affect home school academic records submission?

Somewhat. Home school academic records emailed from the email address of the home school administrator will be accepted and marked official. [Click here](#) for additional information.

11. Will international students be notified of these changes?

Yes. During the last week of May, all international students active on an IRL will be notified of the enhanced process and increased ease with which their documents can now be submitted.

