



2020-21 Prospective Student-Athlete Review Frequently Asked Questions

PSA Review Process

1. What is PSA review?

PSA review is a process developed by the NCAA Student Records Review Committee, which has authority (NCAA Divisions I and II Bylaw 14.1.2.4) to establish policies and procedures related to the review of a PSA's academic credentials (e.g., courses, grades, credits, transcripts, test scores, graduation, enrollment history) and to determine the validity of a PSA's academic credentials for initial eligibility. A review may result in determining a PSA's academic credentials are invalid (i.e., inaccurate, false or misleading) and thus may not be used for initial eligibility.

2. What academic credentials are subject to the PSA review process?

The PSA review process includes, but is not limited to, the validity of a PSA's courses, grades, credits, transcripts, test scores, graduation and/or enrollment history.

3. What is the meaning of "invalid" for the PSA review process?

The SRRC has defined "invalid" as inaccurate, false or misleading.

4. Is course content analyzed during PSA review?

No. The PSA review process focuses on the validity of a PSA's academic credentials, not whether course content meets the legislated definition of a core course or nontraditional course. The NCAA Eligibility Center high school review staff determines whether courses meet legislated requirements.

5. What is the purpose of the PSA review process?

The purpose of the PSA review process is to identify academic programs (e.g., computer-based instruction) not designated on a transcript, notify the testing agencies regarding statistical anomalies and determine the validity of academic credentials.

6. How is the PSA review process initiated?

The SRRC approves a PSA review trigger list annually. As part of the academic certification process, the Eligibility Center analyzes all academic records to identify whether PSA review triggers are met.

7. Can the Eligibility Center trigger PSA review without a final high school transcript?

The SRRC approves a PSA review trigger list annually. As part of the academic certification process, the Eligibility Center analyzes all academic records to identify whether PSA review triggers are met.



8. What are the 2020-21 PSA review triggers?

The SRRC approved the following 2020-21 PSA review triggers:

- a. Graduated from a high school where no core courses were successfully completed.
- b. Disproportionate amount of core credits earned in an academic term.
- c. Repeated Courses:
 - a. Concurrent enrollment in sequential core courses in which at least one of the courses is a retake (e.g., Algebra I [retake] and Algebra II).
 - b. Concurrent enrollment in sequential terms of a core course (e.g., Algebra I, Semester 1 and Algebra I, Semester 2) during the same academic term in which at least one of the courses is a retake.
 - c. Two or more repeated core courses in an academic term.
 - d. Four or more repeated core credits during high school.
- d. Reporting Inconsistencies:
 - a. Inconsistent grading scales within an academic term and/or throughout enrollment at a high school.
 - b. Variations in reporting periods throughout enrollment at a high school.
- e. Enrollment Timelines.
 - a. Conflicting information regarding enrollment (e.g., registration, transcripts).
 - b. Transfer during an academic year involving a program reporting trimester grades and credits.
- f. Test-score inconsistency (based on NCAA academic certification data).

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|-------------------|------------------|
| Final GPA vs. SAT | < 2.0 and ≥ 1000 |
| | < 2.7 and ≥ 1200 |
| | < 3.0 and ≥ 1300 |
| Final GPA vs. ACT | < 2.0 and ≥ 85 |
| | < 2.7 and ≥ 105 |
| | < 3.0 and ≥ 115 |

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|-------------|------------------|
| SAT vs. ACT | < 500 and ≥ 85 |
| | < 900 and ≥ 95 |
| | < 1000 and ≥ 105 |
| ACT vs. SAT | < 55 and ≥ 1000 |
| | < 75 and ≥ 1100 |
| | < 85 and ≥ 1200 |

Note: Test-score triggers apply to individual ACT or SAT scores (not sum or combined scores). The College Board concordance table is used to determine whether a score from the redesigned SAT (March 2016 and beyond) meets a test-score trigger. Further, "Final GPA" refers to the core-course GPA on any final academic certification the Eligibility Center has released.

- g. Information regarding inaccurate, false or misleading activity related to an individual's academic credentials (e.g., courses, grades, credits, transcripts, test scores, graduation, enrollment history).



9. Are the PSA review trigger list and SRRC policies and procedures published?

Yes. The PSA review trigger list and SRRC policies and procedures, which the NCAA Division I Committee on Academics and NCAA Division II Academic Requirements Committee approve annually, are available on the SRRC [website](#)

Program Identification/Review

10. How will the Eligibility Center identify academic programs not designated on a transcript?

If triggers regarding courses are identified, the Eligibility Center may send the PSA a program task, which will be visible to the PSA and the institution. The program task response (on letterhead from the PSA's high school and signed by a school official), including supporting documentation, will determine whether the academic program(s) is forwarded to high school review, the PSA's final academic certification is released or a validity review is initiated (see possible responses and subsequent actions below). Even if programs are approved, staff may review the validity of a PSA's academic credentials based on information regarding inaccurate, false or misleading activity related to an individual's academic credentials.

- a. If the program task response identifies a program the high school review staff has approved, the approved core course(s) taken via the approved program may be included in the PSA's final certification.
- b. If the program task response identifies a program the high school review staff has denied, the course(s) taken via the denied program will not be included in the PSA's final certification.
- c. If the program task response identifies a program the high school review staff has not reviewed, the program may be forwarded for review. The program review, if initiated, will determine whether the course(s) taken via the program will be used in the PSA's final certification.

If the program task response asserts no other programs are present, and the assertion is inconsistent with documentation the Eligibility Center has on file (e.g., more courses than the academic day permits), additional program tasks may be sent or a validity review may be initiated.

11. Who closes the program task in the PSA's Eligibility Center account?

After receiving a complete program task response, the Eligibility Center will close the task.

12. What occurs if the program task response does not provide sufficient information?

The Eligibility Center may resend the program task, specifying the insufficiency in the previous response and/or documentation, or an NCAA customer service staff member may contact the high school regarding the necessary information. Staff may also initiate a validity review, as appropriate.

13. What occurs if a program task response is not provided?

The PSA's final academic certification will not be completed until all tasks, including the program task, are closed.

14. Where should the membership direct questions regarding program tasks?

The membership should contact the Eligibility Center customer service center (877-544-2950) with questions regarding program tasks.



15. If a program is identified, reviewed and subsequently denied by the Eligibility Center high school review staff, is there an appeal process?

Yes. Program decisions may be appealed to the NCAA High School Review Committee.

Validity Review

16. What is a validity review?

Eligibility Center staff may initiate a validity review in the following scenarios: (a) when the high school's response to a program task is inconsistent with a PSA's official academic record; (b) when staff receives an Academic Inconsistency Notification Form from a member institution; and/or (c) when staff receives information that an academic credential may be inaccurate, false or misleading.

17. Will the academic certification decision be released during a validity review?

No. The PSA's academic certification will be "Under Review" and an "N03" eligibility code will be present in the PSA's Eligibility Center account (visible to the institution).

18. What information and documentation will be requested during a validity review?

The Eligibility Center staff may request the following information and documentation (not all inclusive) via the institution to determine the validity of the academic credential:

- a. Academic programs offered at the high school or within the school district;
- b. High school policies, bell schedule and academic calendar;
- c. Class schedule, attendance records and instructor grade books;
- d. Statements from the PSA, high school administrators, teachers, tutors, proctors, parents, guardians and/or other involved individuals;
- e. Transcripts;
- f. Evidence regarding course or standardized test completion;
- g. Documentation from the Ministry of Education;
- h. Interviews with the PSA, high school administrators, teachers, tutors, proctors, parents, guardians and/or other involved individuals; and/or
- i. Other information determined on a case-by-case basis.

Note: Staff may notify, involve or share any information or documentation with other national office staff members (e.g., enforcement, high school review) and/or the testing agencies.

19. In a validity review, what is the standard of review?

For an academic credential to be invalidated, the evidence must highly and substantially support it is inaccurate, false or misleading. The standard of review is applied based on available documentation for an academic credential. A minimum percentage of coursework or level of documentation is not required.



20. If a validity review is triggered, will staff work directly with the institution?

Yes. Staff will send a request for information to the institution and work collaboratively to resolve the review.

21. What are the potential outcomes of a validity review?

If a validity review is triggered, Eligibility Center staff will review the documentation and determine whether to validate or invalidate the academic credential(s) (see descriptions below).

- a. Validate: The academic credential(s) may be used for initial eligibility.
- b. Invalidate: The academic credential(s) may not be used for initial eligibility.
- c. Cancel: The validity of the academic credential(s) has not been determined (e.g., no response, no active IRLs, insufficient information), and the PSA's account will remain on hold.

Note: a canceled validity review may re-opened, provided there is an active IRL and the institution submits a complete response to any outstanding request(s).

22. If staff invalidates an academic credential, is there an appeal opportunity?

Yes. The institution may appeal a validity review decision to the SRRC.

23. If an institution is aware of a discrepancy in academic information (e.g., transcripts), is it required to provide the information and/or documentation to the Eligibility Center?

Yes. Divisions I and II institutions must promptly report all discrepancies in academic information (e.g., transcripts, grades, courses, credits, test scores, enrollment history) to the NCAA Eligibility Center (Bylaw 14.1.2.5.1). Such notification must be submitted (similar to the Matriculation Letter upload process) via the Academic Inconsistency Notification Form (available on the Eligibility Center's Membership Portal). Ensure the PSA's name and NCAA ID number are included on the form and attach supporting documentation that reflects the inconsistency. Eligibility Center staff will review the form and determine whether to initiate PSA review.

Test-Score Inconsistency

24. How were PSA review test-score triggers established?

The SRRC approved triggers to identify test-score inconsistencies (e.g., ACT score vs. SAT score), which result in an inquiry being submitted to the testing agency. In approving the test-score triggers, the committee reviewed NCAA academic certification data from nearly 400,000 student-athletes, identified statistical anomalies and based the trigger on less than a three percent likelihood of obtaining a particular test score given the other components of a PSA's academic record.



25. What are the 2020-21 PSA review test-score triggers?

The 2020-21 PSA review test-score triggers are below:

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|-------------------|------------------|-------------|------------------|
| Final GPA vs. SAT | < 2.0 and ≥ 1000 | SAT vs. ACT | < 500 and ≥ 85 |
| | < 2.7 and ≥ 1200 | | < 900 and ≥ 95 |
| | < 3.0 and ≥ 1300 | | < 1000 and ≥ 105 |
| Final GPA vs. ACT | < 2.0 and ≥ 85 | ACT vs. SAT | < 55 and ≥ 1000 |
| | < 2.7 and ≥ 105 | | < 75 and ≥ 1100 |
| | < 3.0 and ≥ 115 | | < 85 and ≥ 1200 |

Note: Test-score triggers apply to individual ACT or SAT scores (not sum or combined scores). The College Board concordance table is used to determine whether a score from the redesigned SAT (March 2016 and beyond) meets a test-score trigger. Further, "Final GPA" refers to the core-course GPA on any final academic certification the Eligibility Center has released.

26. What happens when a PSA's academic record meets a test-score trigger?

When a test-score trigger is met, staff submits an inquiry to the testing agency, along with triggering academic information (e.g., core-course GPA, other test scores). Thereafter, as directed by the SRRC, staff provides notice of the inquiry to the PSA and recruiting institutions (identified via placement on an active IRL; president, athletics director, faculty athletics representative and senior compliance administrator receive notice).

The inquiry notification also includes a reminder that PSAs should ensure all of their unreported test scores are officially submitted to the Eligibility Center. Doing so may prevent their final academic certification status from changing if a score cancellation occurs.

27. If a test-score trigger is not met, will the staff submit an inquiry at an institution's request?

No, unless the institution provides information regarding inaccurate, false or misleading activity related to the score. However, the institution, similar to the general public, may submit an inquiry to ACT ([online](#) or by calling 855-382-2645) or SAT (via [email](#) or by calling 609-406-5430).

28. Will the PSA's final academic certification remain released if an inquiry is submitted?

Yes. The SRRC directed staff to release the PSA's final certification with the test score(s) that triggered the inquiry, noting uncertainty in the timing of the testing agency's review process and that any member of the general public may submit an inquiry at any time. Further, inquiries submitted by an outside party or formal score reviews initiated by the testing agency may occur without the Eligibility Center's knowledge.



29. Does inquiry submission always result in a formal score review and/or a canceled test score?

No. An inquiry merely provides notice to the testing agency that staff has identified a statistical anomaly based on student-athlete academic certification data. The testing agency has authority and discretion to initiate a formal score review regarding any score, and any such formal score review conducted by the testing agency is independent of the PSA review process. Thus, an NCAA inquiry does not automatically result in a formal score review, which may have already been initiated by the testing agency or would have been initiated by the testing agency at a later date.

30. Will institutions that activate a PSA on their IRL after an inquiry has been submitted be able to identify that an inquiry has been submitted?

Yes. The test-score inquiry will be noted as an informational task in the PSA's Eligibility Center account.

31. Does the testing agency notify the student if its review process has been initiated?

Yes. The testing agency generally sends a letter to notify the student. Upon receiving notice, PSAs should notify their athletics compliance office promptly.

32. Does the testing agency notify the Eligibility Center if its review process has been initiated?

No. The Eligibility Center does not receive any information regarding the testing agency's review process, even if the Eligibility Center submitted an inquiry regarding the score.

33. Is the Eligibility Center involved in the testing agency's review process?

No. The testing agency's review is independent of the PSA review process.

34. What is the anticipated timeframe for the testing agency's review process?

The timeframe varies on a case-by-case basis.

35. If the Eligibility Center submits an inquiry and the testing agency does not have reason to believe the score is invalid at that time, will it notify the Eligibility Center?

Yes. The Eligibility Center generally receives notice of validation within four weeks of inquiry submission. Upon receiving such notice, the Eligibility Center notifies the student and the institution(s).

36. Will the testing agency notify the Eligibility Center if a score has been canceled?

Yes. The testing agency notifies the Eligibility Center if any officially reported test score has been canceled (regardless of whether an inquiry was submitted as part of the PSA review process). Upon receiving such notice, the Eligibility Center notifies the student via an informational task and the institution via email.

If the only test score in the PSA's Eligibility Center account was canceled, the notification will include a reminder to ensure all unreported test scores are officially submitted to the Eligibility Center.



37. Who should the PSA contact with questions regarding the testing agency's review process?

For more information regarding SAT's review process, call SAT at 609-406-5430, click [here](#) or [here](#). SAT will not discuss the review with anyone other than the PSA, unless the PSA provides written consent. If the PSA is under age 18, SAT will discuss the review with the PSA's parent or legal guardian.

For more information regarding ACT's review process, call ACT at 319-337-1270 or click [here](#). Note that ACT will not acknowledge an inquiry has been submitted by an outside entity.

38. May test-score validity be reviewed if a test-score trigger is not met?

Yes. The staff may submit an inquiry or open a validity review regarding a test score based on information regarding inaccurate, false or misleading activity.

39. What permits staff to submit an inquiry and share triggering academic information?

The terms and conditions of Eligibility Center registration allow the Eligibility Center to share information with the testing agency regarding the PSA's overall academic record.

Best Practices

40. What are PSA review best practices?

The staff recommends that institutions (a) identify all academic programs during preliminary evaluations and verify approval; (b) advise PSAs to continually update their Eligibility Center account; (c) ensure all ACT and SAT scores are officially reported to the Eligibility Center; and (d) provide conflicting documentation to the Eligibility Center (via the academic inconsistency notification form on the Eligibility Center Membership Portal).

COVID-19

41. Will there be any flexibility in PSA review policy due to COVID-19?

Given the unique circumstances due to COVID-19, program tasks will not be sent for courses completed in Spring/Summer 2020 or during 2020-21. Further, test-score inquiries will not be submitted for student-athletes who initially enroll full time in 2020-21 or 2021-22.

Review/Invalidation of Academic Credentials after Initial-Eligibility Certification.

42. May the validity of academic credentials be reviewed after the Eligibility Center has released a PSA's final academic certification?

Yes. The staff may trigger PSA review at any time, including after the Eligibility Center has released a student-athlete's final academic certification. If a validity review is initiated, staff will notify the institution, and the final academic certification decision will be placed under review until the PSA review process concludes. If an academic credential is invalidated, the final academic certification will be updated. Further, the institution must (a) report any violation that occurred as a result of the student-athlete receiving athletics aid and/or participating in practice or competition, and (b) declare the student-athlete ineligible for competition (Bylaw 14.1.2.2).