



2023-24 PROSPECTIVE STUDENT-ATHLETE REVIEW FREQUENTLY ASKED QUESTIONS

PSA Review Process

Q1. *What is PSA review?*

A1. PSA review is a process administered by the NCAA High School Review Committee, which has authority (per Division I Bylaw 14.1.2.2 and Division II Bylaw 14.1.2.3) to establish policies and procedures related to the review of a PSA's academic credentials 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.

Q2. *What academic credentials are subject to the PSA review process?*

A2. The PSA review process includes, but is not limited to, the validity of a PSA's courses, grades, credits, transcripts, graduation and/or enrollment history.

Q3. *What is the meaning of "invalid" for the PSA review process?*

A3. The HSRC has defined "invalid" as inaccurate, false or misleading.

Q4. *Is course content analyzed during PSA review?*

A4. No. The PSA review process focuses on the validity of a PSA's academic credentials.

Q5. *What is the purpose of the PSA review process?*

A5. The purpose of PSA review is to identify academic programs not designated on a transcript and determine the validity of academic credentials.

Q6. *How is the PSA review process initiated?*

A6. As part of the academic certification process, the Eligibility Center analyzes all academic records to identify whether PSA review triggers are met.

Q7. Can the Eligibility Center trigger PSA review without a final high school transcript?

A7. Yes. The PSA review triggers may be applied during a preliminary evaluation.

Q8. What are the 2023-24 PSA review triggers?

A8. The HSRC approved the following 2023-24 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:
 - (1) 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).
 - (2) 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.
 - (3) Two or more repeated core courses in an academic term.
 - (4) Four or more repeated core credits during high school.
 - d. Reporting Inconsistencies:
 - (1) Inconsistent grading scales within an academic term and/or throughout enrollment at a high school.
 - (2) Variations in reporting periods throughout enrollment at a high school.
 - e. Enrollment Timelines:
 - (1) Conflicting information regarding enrollment (e.g., registration, transcripts).
 - (2) Transfer during an academic year involving a program reporting trimester grades and credits.
 - f. Information regarding inaccurate, false or misleading activity related to an individual's academic credentials (e.g., courses, grades, credits, transcripts, graduation, enrollment history).
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Q9. Are the PSA review trigger list and HSRC policies and procedures published?

A9. Yes. The PSA review trigger list and HSRC policies and procedures, which the NCAA Division I Committee on Academics and NCAA Division II Academic Requirements Committee approve annually, are available on the HSRC [website](#).

Program Identification/Review

Q10. How will the Eligibility Center identify academic programs not designated on a transcript?

A10. 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 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 may 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.

Q11. Who closes the program task in the PSA's Eligibility Center account?

A11. After receiving a complete program task response, the Eligibility Center will close the task.

Q12. What occurs if the program task response does not provide sufficient information?

A12. 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.

Q13. *What occurs if a program task response is not provided?*

A13. The PSA's final academic certification will not be completed until all tasks, including the program task, are closed.

Q14. *Where should membership direct questions regarding program tasks?*

A14. Membership should contact Eligibility Center Customer Service at 877-544-2950 Monday-Friday, 8:30 a.m. to 5 p.m. Eastern time with questions regarding program tasks.

Q15. *If a program is identified, reviewed and subsequently denied by the Eligibility Center High School Review staff, is there an appeal process?*

A15. Yes. Program decisions may be appealed to the NCAA High School Review Committee.

Validity Review

Q16. *What is a validity review?*

A16. 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.

Q17. *Will the academic certification decision be released during a validity review?*

A17. No. The PSA's academic certification will be "Under Review" and a corresponding task will be present in the PSA's Eligibility Center account (visible to the institution).

Q18. *What information and documentation will be requested during a validity review?*

A18. 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 schedules and academic calendars;
- c. Class schedules, attendance or enrollment records, and 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 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).

Q19. *In a validity review, what is the standard of review?*

A19. 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.

Q20. *If a validity review is triggered, will staff work directly with the institution?*

A20. Yes. Staff will send a request for information to the institution and work collaboratively to resolve the review.

Q21. *What are the potential outcomes of a validity review?*

A21. 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 be reopened, provided there is an active IRL and the institution submits a complete response to any outstanding request(s).

Q22. *If staff invalidates an academic credential, is there an appeal opportunity?*

A22. Yes. The institution may appeal a validity review decision to the HSRC.

- Q23.** *If a school 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?*
- A23.** Yes. Divisions I and II institutions must promptly report all discrepancies in academic information (e.g., transcripts, grades, courses, credits, enrollment history) to the NCAA Eligibility Center (Division I Bylaw 14.1.2.3.1; Division II Bylaw 14.1.2.4.1). Such notification must be submitted 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. Staff will review the form and determine whether to initiate the PSA review process.

Best Practices

- Q24.** *What are best practices for PSA review?*
- A24.** Institutions are encouraged to (a) identify all academic programs during preliminary evaluations and verify approval; (b) advise PSAs to continually update their Eligibility Center account; and (c) provide conflicting documentation to the Eligibility Center (via the [Academic Inconsistency Notification Form](#) on the [Membership Portal](#)).
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COVID-19

- Q25.** *Will there be any flexibility in PSA review policy due to COVID-19?*
- A25.** Due to COVID-19, program tasks were not sent for courses completed in Spring/Summer 2020 through 2022-23; however, program tasks will resume for courses completed on or after September 1, 2023. Also, test-score inquiries were not submitted for PSAs who initially enrolled full time in 2020-21, 2021-22 or 2022-23 (test scores are not required for Divisions I and II PSAs who initially enroll full time on or after August 1, 2023).
Note: PSAs who initially enrolled full time in Winter/Spring 2020 and prior will be subject to PSA review policies that were effective when they initially enrolled full time.
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Review/Invalidation of Academic Credentials After Initial-Eligibility Certification

- Q26.** *May the validity of academic credentials be reviewed after the Eligibility Center has released a PSA's final academic certification?*

Yes. A validity review may be initiated 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 (Division I Bylaw 14.1.2.1; Division II Bylaw 14.1.2.2).