



# ELIGIBILITY CENTER

## INTERNATIONAL COLLEGE-BOUND STUDENT-ATHLETE REMINDERS

### For Students Now Attending a Domestic High School

Below are helpful reminders for high school guidance counselors assisting college-bound student-athletes who previously attended school outside of the United States.

### Best Practices

Due to the complexity of international transcripts, the process of obtaining and submitting transcripts (and any additional information necessary for an NCAA initial-eligibility review) can take longer. Below are best practices to help expedite this process:

- » Encourage the college-bound student-athlete to **register** as soon as possible with the NCAA Eligibility Center.
- » Contact the student's previous international school and request transcripts be sent officially and in the native language. Upload official transcripts to the student's Eligibility Center account via the **High School Portal**.
- » Work with your student to have a certified line-by-line English translation of international transcripts issued in languages other than English.
- » Review the NCAA's **country-specific webpages** for guidance on international transcripts.
- » Review the **International Course Title Usage Guide** for information on what courses on international transcripts can be used toward NCAA initial eligibility.
- » Contact the NCAA's customer service team for questions regarding international transcripts.
- » Be sure the student's 10-digit **NCAA ID** is included with all transcripts submitted to the Eligibility Center.
- » **Reminder:** Students who complete both international and U.S. coursework prior to high school graduation are required to meet the **10/7 progression requirements**.

#### Transcript Mailing Address

NCAA Eligibility Center  
1802 Alonzo Watford Senior Drive  
Indianapolis, IN 46202-2241

#### NCAA Eligibility Center Customer Service

*High School Administrators:* 877-622-2321  
*Student-Athletes:* (U.S. callers and Canada, except Quebec): 877-262-1492  
*International Student-Athletes:*  
[ncaa.org/contactinternational](https://ncaa.org/contactinternational)

**Customer Service Hours:** 9 a.m. to 5 p.m. Eastern time Monday through Friday