International College-Bound Student-Athlete Reminders

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.
- Work with your student to have a certified line-by-line English translation of international transcripts issued in languages other than English.
- Encourage your student to sit for the SAT/ACT early.
- If English is not the student’s first language, testing early will allow time for additional tests, if necessary.
- Review the NCAA’s Guide to International Academic Standards for Athletics Eligibility for country-specific information.
- Contact the NCAA’s customer service team for questions regarding international transcripts.
- Be sure the student’s 10-digit NCAA ID number is included with all transcripts submitted to the NCAA.
- Upload official transcripts to the student’s Eligibility Center account via the High School Portal.

Transcript Mailing Address:
NCAA Eligibility Center
1802 Alonzo Watford Senior Drive
Indianapolis, IN 46202-2241

NCAA Eligibility Center Customer Service:
Toll-free phone number (U.S. callers and Canada, except Quebec): 877-262-1492

International Students:
www.ncaa.org/contactinternational

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

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