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 translation of international transcripts issued in 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.

**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  
Phone number (international callers): 317-917-6222  
www.ncaa.org/contactinternational

**Customer Service Hours:**

9 a.m. to 5 p.m. Eastern time  
Monday through Friday