



Contacting NCAA Academic and Membership Affairs Staff



Division III
DISCOVER | DEVELOP | DEDICATE

DIVISION III INTERPRETIVE AND WAIVER REQUESTS

Requests/Self-Reports Online (RSRO)

Member institutions and conferences should use RSRO for interpretive and waiver assistance from the NCAA Academic and Membership Affairs (AMA) staff.

Instructions for Submitting an Interpretation or Waiver Request Through RSRO:

- 1 Go to the following website: www.NCAA.org.
- 2 Select “My Apps” in the top right corner.
- 3 On the My Apps page, log in and click on Requests/Self-Reports Online*.
- 4 Click on Request or Self-Report.
- 5 Select Interpretation Request from the drop-down menu to begin your interpretive request.
 - ▶ When completing this section, only select “urgent” if an interpretation is needed within the next two business days.
- 6 Select Legislative Relief Waiver (or a different type of waiver) from the drop-down menu to begin your waiver request.

If you have questions or have difficulty submitting your interpretation or waiver request, send an email with details of your issue to rsro@ncaa.org. If applicable, please include the case number in your email.

*If RSRO does not appear on the My Apps tab, contact your institutional Single-Source Sign-On administrator (e.g., your athletics director) to discuss whether you should have the application added to your privileges.

NCAA Division III Emergency Phone Line

If an institution or conference has an emergency interpretive or waiver request (e.g., bus leaves this afternoon, PSA plans to depart tonight for an official visit) and does not have sufficient time to submit the request via RSRO, call 317-917-6003 and leave a detailed voicemail (e.g., name, institution, office and/or cellphone number, details of request). The voice mailbox is monitored from 9 a.m. to 5 p.m. Eastern time Monday through Friday. Messages left outside those hours will be returned the next business day.



NCAA Customer Service Center

Current student-athletes, prospective student-athletes, parents and members of the general public who have legislative questions should contact the customer service center. This line is not intended for college coaches or administrators.

CUSTOMER SERVICE HOURS AND LEGISLATIVE LINE:

10 a.m. to 5 p.m. Eastern time, Monday through Friday
U.S. and international callers – 317-917-6008