Process/Purpose/Triggers.

1. **What is PSA review?**
   PSA review is a process developed by the NCAA Student Records Review Committee, which has the authority, per NCAA Divisions I and II Bylaw 14.1.2.4, to establish policies and procedures related to the review of a PSA’s academic credentials (e.g., courses, grades, credits, transcripts, test scores) 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 shall not be used in the final academic certification.

2. **What academic credentials are subject to the PSA review process?**
   The PSA review process includes, but is not limited to, the validity of a PSA’s courses, grades, credits, transcripts and/or test scores.

3. **What is the meaning of "invalid" for the PSA review process?**
   The SRRC has defined "invalid" as inaccurate, false or misleading.

4. **Is PSA review a second level of core-course review?**
   No. The PSA review process focuses on the validity of a PSA’s academic credentials, not whether course content meets the legislated definition of a core course or nontraditional course. The NCAA Eligibility Center high school review staff makes core-course determinations based on NCAA High School Review Committee policy.

5. **What is the purpose of the PSA review process?**
   The purpose of the PSA review process is to identify academic programs (e.g., computer-based instruction) not designated on a transcript, notify the testing agencies regarding statistical anomalies and determine whether academic credentials are invalid.

6. **How is the PSA review process initiated?**
   The SRRC approves a PSA review trigger list annually. As part of the academic certification process, the Eligibility Center academic certification staff analyzes all academic records to identify whether PSA review triggers are met.

7. **Can the PSA review process be triggered before the NCAA Eligibility Center receives a PSA’s final high school transcript?**
   Yes. The PSA review triggers may be applied during a preliminary evaluation.

8. **What are the 2017-18 PSA review triggers?**
   The SRRC approved the following 2017-18 PSA review triggers:
   a. Graduated from a high school where no core courses were successfully completed.
   b. GPA increase of 0.500 or greater.
   c. Concurrent enrollment in sequential courses (e.g., Algebra I and Algebra II, Spanish I and Spanish II) during the same academic term.
   d. Disproportionate amount of core credits earned in an academic term.
e. Two or more repeated core courses in an academic term.
f. Four or more repeated core credits.
g. More than one academic year between repeated core courses taken post-sixth semester.
h. Transfer during an academic year involving a non-trimester and trimester academic calendar.
i. Test-score inconsistency (based on NCAA academic certification data).

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<tr>
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<th>Final GPA vs. SAT</th>
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Note: Test-score triggers apply to individual ACT or SAT scores, as opposed to sum or combined scores from multiple ACT or SAT attempts. The College Board concordance table will be used to determine whether a score from the redesigned SAT (March 2016 and beyond) meets a test-score trigger. Further, “Final GPA” refers to the core-course GPA on any final academic certification the Eligibility Center has released.

j. Information regarding inaccurate, false or misleading activity related to an individual’s academic credentials (e.g., courses, grades, credits, transcripts, test scores, graduation).

9. Are the PSA review trigger list and SRRC policies and procedures published?
Yes. The PSA review trigger list and SRRC policies and procedures, which the NCAA Division I Committee on Academics and NCAA Division II Academic Requirements Committee approve annually, are available on the SRRC website and the Eligibility Center Member Institution Portal.

Program Identification/Review.

10. How will the Eligibility Center academic certification staff identify academic programs not designated on a PSA’s high school transcript?
If triggers regarding credit and GPA are identified, the Eligibility Center staff 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) will be forwarded to high school review, the PSA’s final academic certification will be released or a validity review will be 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 course(s) taken via the approved program will be included in the PSA's final academic 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 academic certification.

c. If the program task response identifies a program the high school review staff 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 will be used in the PSA's final academic certification.

d. 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.

11. Who closes the program task in the PSA's Eligibility Center account?
After receiving a complete program task response, the Eligibility Center academic certification staff will close the task.

12. What occurs if the program task response does not provide sufficient information or documentation?
Staff may re-send 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.

13. What occurs if a program task response is not provided?
The PSA's final academic certification will not be completed until all tasks, including the program task, have been closed.

14. Where should the membership direct questions regarding program tasks?
The membership should contact the Eligibility Center customer service center (877-544-2950) with questions regarding program tasks.

15. If a program is identified, reviewed and subsequently denied by the Eligibility Center high school review staff, is there an appeal process?
Yes. Program decisions may be appealed to the High School Review Committee.

Validity Review.

16. What is a validity review?
Eligibility Center 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 an academic credential may be inaccurate, false or misleading. The Eligibility Center staff processes validity reviews.
17. Will the academic certification decision be released during a validity review?
No. The PSA's academic certification will be "Under Review" and an N03 eligibility code will be visible to the member institution in the PSA’s Eligibility Center account.

18. What information and documentation will be requested during a validity review?
During a validity review, the Eligibility Center staff may request the following information and documentation (may not be all inclusive) to determine whether the academic credential is invalid:

a. Academic programs offered at the high school or within the school district;
b. High school policies, bell schedule and academic calendar;
c. Class schedule;
d. Statements from the PSA, high school administrators, teachers, tutors, proctors, parents, guardians and/or other involved individuals;
e. Attendance records;
f. Instructor grade books;
g. Transcripts;
h. Evidence regarding course or standardized test completion;
i. Documentation from the Ministry of Education;
j. Interviews with the PSA, high school administrators, teachers, tutors, proctors, parents, guardians and/or other involved individuals; and/or
k. Other information determined on a case-by-case basis.

Note: Staff may notify, involve or share information with other national office staff members (e.g., enforcement, high school review).

19. In a validity review, what is the standard of review?
The standard of review is clear and convincing evidence. Thus, for an academic credential to be invalidated via the PSA review process, the evidence must highly and substantially support it is inaccurate, false or misleading.

The standard of review shall be applied based on available documentation for an academic credential. A minimum percentage of coursework or level of documentation is not required to invalidate an academic credential.

20. If a validity review is triggered, will staff work directly with the member institution?
Yes.

21. What are the potential outcomes of a validity review?
If a validity review is triggered, the Eligibility Center staff will review the documentation and determine whether to validate or invalidate the academic credential(s) (see descriptions below).
a. **Validate:** The evidence does not highly and substantially support the academic credential is inaccurate, false or misleading. Thus, it may be used for initial eligibility.

b. **Invalidate:** The evidence highly and substantially supports the academic credential is inaccurate, false or misleading. Thus, it will not be used for initial eligibility.

### 22. If an institution 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?

Yes. Divisions I and II institutions must promptly report all discrepancies in academic information (e.g., transcripts, grades, courses, credits, test scores) to the NCAA Eligibility Center (Bylaw 14.1.2.5.1). Such notification shall be submitted (similar to the Matriculation Letter upload process) via the Academic Inconsistency Notification Form (available on the Eligibility Center's Member Institution Portal). Ensure the PSA's name and NCAA ID number are included in the form and attach the supporting documentation that reflects the inconsistency. Eligibility Center staff will review the documentation and determine whether to initiate the PSA review process regarding the validity of the academic credential(s).

### Test-Score Inconsistency

#### 23. How is a test-score inconsistency identified?

The SRRC approved triggers to identify test-score inconsistencies (e.g., ACT score vs. SAT score), which result in an inquiry being submitted to the testing agency. In approving the test-score triggers, the committee reviewed NCAA academic certification data from nearly 400,000 student-athletes, identified statistical anomalies and determined the trigger shall be based on less than a three percent likelihood of obtaining a particular test score given the other components of a PSA's academic record.

#### 24. What are the 2017-18 PSA review test-score triggers?

The 2017-18 PSA review test-score triggers are below:

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<th>Comparison</th>
<th>Trigger</th>
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*Note: Test-score triggers apply to individual ACT or SAT scores, as opposed to sum or combined scores from multiple ACT or SAT attempts. The College Board concordance table will be used to determine whether a score from the redesigned SAT (March 2016 and beyond) meets a test-score trigger. Further, “Final GPA” refers to the core-course GPA on any final academic certification the Eligibility Center has released.*
25. What happens when a test-score trigger is present in a PSA's academic record?
When a data-based test-score trigger is met, the staff shall submit an inquiry to the testing agency, along with triggering academic information (e.g., core-course GPA, other test scores). Thereafter, as directed by the SRRC, staff shall provide notice of the inquiry to the PSA and recruiting institutions (top four designated individuals; identified via placement on an active institutional request list).

26. Will the PSA’s final academic certification remain released if an inquiry is submitted?
Yes. The SRRC directed Eligibility Center staff to release the PSA’s final academic certification with the inclusion of the test score(s) that triggered the inquiry, noting uncertainty in the timing of the testing agency’s review process and that any member of the general public may submit an inquiry at any time. Further, inquiries submitted by an outside party or formal score reviews initiated by the testing agency may occur without the Eligibility Center's knowledge.

27. Will an inquiry to the testing agency automatically result in a formal score review or a canceled test score?
No. An inquiry merely provides notice to the testing agency that staff has identified a statistical anomaly based on student-athlete academic certification data. The testing agency has authority and discretion to initiate a formal score review regarding any score, and any such formal score review conducted by the testing agency is independent of the PSA review process. Thus, an NCAA inquiry does not automatically result in a formal score review, which may have already been initiated by the testing agency or would have been initiated by the testing agency at a later date.

28. What is the anticipated timeline for the testing agency to review the inquiry?
The testing agencies generally determine whether to initiate a formal score review within five calendar days of receiving an inquiry. If a formal score review is initiated, the testing agency will notify the student, and the timeframe to complete the testing agency's review process will vary.

29. Where can additional information be found regarding ACT or SAT’s review process?
Due to confidentiality policies, SAT will not discuss the review with anyone other than the PSA, unless the student provides written consent. If the student is under age 18, SAT will discuss the review with the student’s parent or legal guardian. For more information regarding SAT’s review process, click here.

ACT will not acknowledge an inquiry has been submitted by an outside entity; however, ACT will notify the PSA if it initiates a formal score review. For more information regarding ACT's review process, call ACT (319-337-1371) or click here.

30. What are the potential outcomes after any inquiry to the testing agency?
The testing agencies will notify the staff if the score has been canceled or the testing agency does not have reason to believe the score is invalid at that time. The testing agency has authority and discretion to initiate a formal score review regarding any score, and any such formal score review conducted by the testing agency is independent of the PSA review process.

31. Will member institutions that activate a PSA on their IRL after an inquiry has been submitted receive notice that an inquiry has been submitted?
Yes. The test-score inquiry will be noted in the PSA's Eligibility Center account.
32. **If the Eligibility Center is notified the testing agency has validated or canceled a test score after an inquiry, will the Eligibility Center notify the institution(s) and the student?**
   Yes. Independent of the PSA review process, staff will notify the institution and PSA upon receiving notice the testing agency has canceled an officially-reported test score.

33. **Will staff submit an inquiry at an institution's request if a test-score trigger is not met?**
   No. Staff will only submit an inquiry when a test-score trigger is met; however, the institution, similar to any member of the general public, may submit an inquiry to the testing agency.

34. **Do test-score triggers apply to sum or combined scores from multiple ACT or SAT attempts?**
   No. Test-score triggers apply only to *individual* ACT or SAT scores.

35. **If a PSA has more than one qualifying test score but one of the scores meets a test-score trigger, will an inquiry still be submitted?**
   Yes. Test-score triggers will be applied to every academic certification, and an inquiry will be submitted in all cases in which a test-score trigger is met.

36. **If an institution proactively submits an inquiry to the testing agency (e.g., due to institutional or admissions policy) and receives validation from the testing agency regarding a test score that will meet a PSA review test-score trigger, will an inquiry still be submitted?**
   Yes. Test-score triggers will be applied to every academic certification, and an inquiry will be submitted in all cases in which a test-score trigger is met. Note that the institution may not have submitted the same information (e.g., core-course GPA, other test scores) with its inquiry.

37. **Does staff have authority to review test-score validity if a test-score trigger is not met?**
   Yes. The staff reserves the right to submit an inquiry or open a validity review regarding a test score based on information regarding inaccurate, false or misleading activity.

38. **What enables NCAA staff to submit an inquiry to the testing agency and share triggering academic information in the inquiry?**
   The terms and conditions of Eligibility Center registration allow the Eligibility Center to share information with the testing agency regarding the PSA’s overall academic record.

**Appeals.**

39. **If staff invalidates an academic credential, is there an appeal opportunity?**
   Yes. The institution may appeal a staff validity review decision to the SRRC, which will use clear and convincing evidence as the standard of review on appeal.

40. **Are the SRRC policies and procedures available for review?**
   Yes. SRRC policies and procedures are published on the SRRC’s [website](#) and the Eligibility Center Member Institution Portal.
**Best Practices.**

41. **What are PSA review best practices?**
   The staff recommends the following best practices:
   a. Identify all academic programs during preliminary evaluations.
   b. Advise PSAs to continually update their Eligibility Center account.
   c. Ensure all ACT and SAT scores are officially reported to the Eligibility Center.
   d. Provide conflicting documentation to the Eligibility Center.
   e. Verify whether academic programs have been reviewed.

**Initial-Eligibility Waiver.**

42. **While a PSA review case is pending, may the Eligibility Center’s academic review team partially approve an initial-eligibility waiver to permit athletics aid?**
   Yes (see initial-eligibility waiver directive for decision criteria).

**Review/Invalidation of Academic Credentials after Initial-Eligibility Certification.**

43. **Can the validity of academic credentials be reviewed after the Eligibility Center has released a PSA’s final academic certification?**
   Yes. The staff may trigger PSA review at any time. When staff receives information after a final certification has been released that an academic credential may be inaccurate, false or misleading, staff shall determine whether to initiate a validity review. If a validity review is initiated, staff shall notify the institution, and the final academic certification decision shall be placed under review until the PSA review process concludes. If an academic credential is invalidated, the final academic certification shall be updated. Further, the institution must (a) report any violation that may have 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.