

# Communication Guidelines

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## ECAG Website

The ECAG website is the essential bulletin board of information for participants. ECAG encourages such individuals to frequent the ECAG website for changes that may occur. **FAILURE to be compliant may result in the withdrawal of current or denial of future participation.** Participants are expected to be knowledgeable of and compliant with NCAA requirements and will be held accountable to information posted on [www.ncaa.org/ECAG](http://www.ncaa.org/ECAG).

## Email is the Primary Alert for Communication

When ECAG initiates communicate with a participant to render a decision of some sort OR to request additional information to process an application, post-event review form (PERF), residency exceptions request or in regards to a potential violation, email is the primary alert notifying participants that ECAG has initiated communication with a participant. **It is NOT within ECAG procedures to contact the individual via telephone or hardcopy mail.** [There are plans to add text alerts to the BBCS in the future.]

This notification may be a direct result of:

- ECAG composing an email from the NCAA's Outlook desktop client;
- ECAG sending communication via Salesforce email;
- An email alert being generated from the Basketball Certification System (BBCS) or Recruiting/Scouting Service System (SSS).

## Keep User Account Information Current

Because email may be a user's first awareness of the NCAA's requirement for a response and this communication will be dependent on the information provided on his/her online user account in either the Basketball Certification System (BBCS) or Recruiting/Scouting Service System (SSS), **it is imperative that the contact information is accurate.** It is the user's responsibility to make sure that his/her contact information is accurate and up-to-date.

## Whitelist ECAG Emails to Avoid Being Filed as Junk/Spam

Make sure that [ECAG@ncaa.org](mailto:ECAG@ncaa.org) and [scoutserv@ncaa.org](mailto:scoutserv@ncaa.org) are added as safe users in any filters being used on your email client. If an e-mail is sent and is returned as undeliverable regardless of the reason, ECAG staff WILL NOT send the request by other means (fax, FedEx, regular post, etc.) nor will staff call the individual.

## Email Successfully Sent, but Not Received

If the e-mail is not delivered for any reason (identified as spam, flagged as junk e-mail, no longer the user's address, mailbox is full, etc.) but the NCAA staff has either posted information online in the BBCS, has a delivery receipt that the e-mail was successfully sent, or has Salesforce records that the communication was successfully received/opened by the user, the contacted individual will be expected to respond by the appropriate deadlines.