

TWO-YEAR COLLEGE TRANSFERS: STUDENT BEST PRACTICES

If you are a college student-athlete attending a two-year college or university and need to contact the NCAA Eligibility Center's Customer Service team regarding your decision to transfer to an NCAA school, first review ncaa.org/Transfer and the [NCAA Guide for Two-Year Transfers](#) to learn more about NCAA transfer requirements. The following items will also help ensure you have the information you need before calling.

BEFORE CALLING THE NCAA ELIGIBILITY CENTER

Verify you have the correct Certification account with the Eligibility Center.

- » The Eligibility Center will only evaluate students for eligibility who have a Certification account. Student-athletes with a free Profile Page account must transition their account to the **appropriate Certification account** for their circumstances (and be on an NCAA school's **institutional request list**) before their information will be reviewed. Please confirm the **correct Certification account** needed by the school you plan to attend with their compliance office before transitioning your Profile Page account.
- » Have your **NCAA ID** available when you call.

Verify your Certification account is up to date and includes:

- » Your final **high school transcript** with proof of graduation. (If you attended more than one high school, you will need an official transcript from each school you attended submitted to the Eligibility Center.) International students may be required to submit additional high school records, including translations.
- » Your current **enrollment date** (when you will initially enroll full-time at your first NCAA Division I, II or III school).
- » Updated and complete sports participation answers. You can **request final athletics certification** on or after April 1 before fall enrollment, or Oct. 1 before midyear (winter/spring) enrollment.
- » Any additional open tasks in your Certification account are completed.

CALLING THE NCAA ELIGIBILITY CENTER

The Eligibility Center staff is available at 877-262-1492, Monday-Friday, 9 a.m.-5 p.m. Eastern time.

- » When you call, notify the staff you are a two-year college student transferring to an NCAA school, the semester you plan to transfer, and that you need an academic and/or athletics eligibility decision ahead of your transfer. The Eligibility Center staff will determine which certification you need and verify you have the correct type of Certification account.
- » After all related tasks are complete in your Certification account, the Eligibility Center staff will be notified to review your account for a final academic and/or athletics eligibility decision.

During the review, you'll be notified via your Certification account if any additional information is needed to continue the evaluation process.

- » In some instances, the Eligibility Center will require your recruiting NCAA school to submit information as part of your review.
- » If you are unable to complete a task, please notify the Eligibility Center. Also, notify the athletics compliance office at the NCAA school recruiting you to understand any impact the uncompleted task may have on your transfer eligibility.

FOLLOW-UP RECOMMENDATIONS

- » Contact the coaches at your selected NCAA school to notify them of your interest in their program. Any contact should include your name and NCAA ID.
- » Contact the compliance office at the NCAA school recruiting you to discuss your transfer. The compliance office is responsible for adding you to their NCAA school's **institutional request list** (if they opt to recruit you), advising you on the appropriate Certification account you'll need, and making the final determination on your transfer eligibility.
- » Monitor your Eligibility Center account regularly for decisions and respond to newly assigned tasks as soon as possible to avoid processing delays.
- » International students with questions for the Eligibility Center staff should use the **International Contact Form**.

CONTACT THE NCAA ELIGIBILITY CENTER

U.S. and Canada (except Quebec): 877-262-1492
Monday-Friday, 9 a.m. to 5 p.m. Eastern time
ncaa.org/playcollegesports

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