

High School Counselor Quick Tips

As a high school counselor, one of the main tools you will use to help your student-athletes is the Eligibility Center's [High School Portal](#). ([Click here](#) for a tutorial on using the portal.) To start, there are three main concepts to understand:

Who Are Your School and District's Primary and Secondary Contacts?

Each school and district with an Eligibility Center account has one primary and one secondary contact. These contacts should have access to curriculum and student records and the bandwidth to have ongoing engagement with the Eligibility Center.

High School Primary and Secondary Contacts

- » On the portal, your school's primary and secondary contacts can [manage your core-course list](#), [upload official transcripts](#) and [proof of graduation](#), [submit fee waivers](#), respond to open tasks, view student reports and update your school's contacts.
- » To find your school's primary and secondary contacts, visit on.ncaa.com/CCL and search for your school by high school code/CEEB, state, city or school name. (Names of the contacts are listed in the High School Summary section.) To learn how to update your school's primary or secondary contacts, review the [High School Contacts Change Form](#).

District Primary and Secondary Contacts

- » Depending on how your district is set up, primary and secondary contacts can [manage your core-course list](#), respond to open tasks and update your district's contacts.
- » To find your district's primary and secondary contacts or set up an Eligibility Center account, contact customer service at 877-622-2321, Monday-Friday, 8:30 a.m. to 5 p.m. Eastern time. To learn how to update your district's primary or secondary contacts, review the [District Contacts Change Form](#).

How Can You Help Your Students?

- » Know [Division I academic standards](#), [Division II academic standards](#) and [Division III amateurism requirements](#).
 - Help students calculate their NCAA [core-course GPA](#) using the [Division I and II worksheets](#).
- » Encourage [incoming freshmen](#) student-athletes to register for a free Profile Page account at eligibilitycenter.org.
- » Help students with a Profile Page account who are being [actively recruited](#) by an NCAA school [transition](#) their account to the required [certification account](#).

Which Responsibilities May Be Delegated to Other Individuals?

- » *Who determines if students should and should not register with the Eligibility Center?*
 - Students and their families should make the final decision to register with the Eligibility Center. Students must complete certification account registration (including payment or [fee waiver](#)) before they go on Division I [official visits](#), sign a [National Letter of Intent](#), receive an athletics scholarship or compete at a Division I or II school.
 - High school and club coaches should provide advice on how likely it is that the student will play NCAA sports. Encourage your coaching staff to subscribe to the Eligibility Center's [coaches newsletter](#).
- » *How are students noticed or recruited for college sports?*
 - High school and club coaches should advise and assist students during the recruiting process.
 - College coaches typically ensure rules are followed when recruiting students. Rules differ by [sport and division](#).
 - Students and their families should contact [NCAA schools](#) students are interested in attending to understand the full financial impact of attendance and other [recruiting-related questions](#).
- » *How do students meet eligibility requirements?*
 - Meeting initial-eligibility requirements is the student's responsibility. High school counselors support that effort.
 - Student-athlete academic achievement begins freshman year of high school (or year nine of secondary school). When an academic and amateurism certification is requested by an NCAA Division I or II school, the Eligibility Center will perform a certification based on the academic information provided by the student and high school(s), as well as the sports participation information provided by the student-athlete.
 - When an amateurism certification is requested by an NCAA Division III school for an international student-athlete (first-year enrollee and transfer), the Eligibility Center will perform a certification based on the amateurism information provided by the student.

For more information on how you can assist students, review the [Guide for High School Counselors](#).



High School Counselor Timeline

The purpose of this timeline is to help your school's primary and secondary contacts plan the year regarding NCAA initial-eligibility requirements. **Note:** To update your school's primary or secondary contact, log in to the [High School Portal](#) and visit Update Contact Info. If you're a new contact and need access to your high school's account, but the current primary and secondary contacts are no longer at your school, complete the [High School Contact Change Form](#).

FALL: PLAN



- » Help students use NCAA Research's [interactive map](#) to locate NCAA schools they're interested in attending.
- » Remind students to apply (and be accepted) to the NCAA schools they're interested in attending.
- » Encourage incoming freshmen student-athletes to [register](#) for a free Profile Page account at [eligibilitycenter.org](#).
- » Help students with a Profile Page account who are being [actively recruited](#) by an NCAA school [transition](#) their account to the required [certification account](#).
- » Remind students who are graduating midyear and have a winter/spring enrollment period to [request their final amateurism certification](#) in their Eligibility Center account beginning Oct 1.

WINTER: TRACK



- » At the end of the first semester, [upload official transcripts](#) for student-athletes. Also upload proof of graduation for student-athletes graduating early.
- » Before students register for courses, [update your school's core-course list](#). If your school's list has no updates, log in to the [High School Portal](#) to verify.
- » Monitor your high school's fee waiver report and [submit fee waivers](#), when applicable.
- » Ensure student-athletes are on track to complete the required number of NCAA-approved [core courses](#) to graduate on time with their class.
- » If student-athletes are falling behind academically, help them find [approved courses](#) they can take.
- » Monitor the Tasks tab on the [High School Portal](#) and respond to requests for information within the noted time frames.

SPRING: MONITOR



- » Monitor the Tasks tab on the [High School Portal](#) and respond to requests for information within the noted timeframes.
- » Remind students with a fall enrollment period to [request their final amateurism certification](#) in their Eligibility Center account beginning April 1.

SUMMER: UPLOAD



- » At the end of the school year, [upload official transcripts](#) for incoming senior student-athletes (for Eligibility Center preliminary reviews). Also upload final official transcripts with proof of graduation for graduating student-athletes.
- » Once final certifications are attempted, monitor the Tasks tab on the [High School Portal](#) and respond to requests for information within the noted time frames.

CONTACT THE NCAA ELIGIBILITY CENTER

High School Support Line:
877-622-2321, Monday-Friday
8:30 a.m. to 5 p.m. Eastern time



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