



2025-26 NCAA DIVISION II COACHES CERTIFICATION

QUESTIONS AND ANSWERS

Technical

Question No. 1: I have lost my NCAA My Apps ID and/or password. Where can I find it?

Answer: Please use the “forgot password” feature on the NCAA My Apps page.

Question No. 2: I keep getting an error message that indicates my User ID or password is incorrect. Why?

Answer: User IDs and passwords are case sensitive. Be sure you are entering the User ID and password exactly as they appear.

Question No. 3: How can NCAA My Apps administrators add users to the NCAA Learning Portal?

Answer: Instructions on how to add a user via NCAA My Apps can be found here: [Providing Access to NCAA Applications](#).

Question No. 4: How can NCAA My Apps administrators assign the coaches certification learning plan?

Answer: Instructions on how to assign the learning plan can be found here: [Assigning Courses DII Coaches Certification](#).

Question No. 5: How can NCAA My Apps administrators access the learning plan activity report?

Answer: Instructions on how to access the learning plan activity report can be found here: [Guide to Running a Learning Portal Completion Report](#).

Administration

Question No. 1: Who is required to complete educational modules in the NCAA Learning Portal?

Answer: All paid and volunteer sport coaches, including consultants (e.g., pitching instructor) and student assistant coaches, who wish to recruit off-campus or direct, supervise or observe countable athletically related activities.

Question No. 2: Are educational modules administered by a proctor?

Answer: A proctor is not required to administer the educational modules; however, an institution may require staff members to complete the educational

modules in a proctored setting.

Question No. 3: Are the educational modules available in languages other than English?

Answer: No.

Question No. 4: Is a coach who has not completed the required educational modules allowed to make telephone calls or send electronic communications to prospective student-athletes?

Answer: Yes. Pursuant to NCAA recruiting rules, a noncertified coach who remains on-campus may communicate (e.g., telephone calls or electronic communication) with a prospective student-athlete, provided NCAA Division II Bylaw 13.1.3 (communication with prospective student-athletes) is met, as such activity is not considered off-campus recruitment.

Question No. 5: If a Division II coach is certified for the year and then accepts a position at another Division II institution, is recertification required?

Answer: No. Coaches access the Learning Portal through NCAA My Apps. The Learning Portal tracks which educational modules have been completed by each coach. As a result, no recertification is necessary when a coach accepts a position at another Division II institution during the certification period.

Question No. 6: If a Division II coach is certified and then accepts a position at another institution in a different division, is recertification required?

Answer: Because NCAA recruiting rules differ across divisions, a coach must be certified under the rules that are applicable to that division.

Question No. 7: Is there a “grace period” for newly hired coaches at Division II institutions before certification is required?

Answer: Yes. There is a 14-day grace period for newly hired coaches who wish to direct, supervise or observe countable athletically related activities before completing the required educational modules. Off-campus recruiting is impermissible during the 14-day grace period.

Question No. 8: If a coach is employed at a Division II institution that sponsors at least one Division I sport, is it permissible for a multisport coach who coaches a Division I and a Division II sport to take only the Division I or Division II certification test and be certified to recruit off-campus in both sports?

Answer: No. The coach who is a multisport coach in different divisions must be certified for each division in the sports in which they are a coach.

Question No. 9: Is certification required for coaches of provisional members in Division II?

Answer: Yes. Beginning in year one of the expedited provisional membership process and year two of the three-year provisional membership process, coaches employed at provisional member institutions shall be certified via successful completion of the required modules in the Learning Portal to recruit off-campus or direct, supervise or observe countable athletically related activities. Although not required in year one of the three-year provisional membership process, coaches employed at provisional member institutions completing the three-year provisional membership process are encouraged to complete the required modules.

Question No. 10: Which coaches' certification requirement must be met if an institution is reclassifying from one division to another?

Answer: A reclassifying institution shall comply with the certification requirements for the appropriate division during the year in which the institution is required to be in full compliance with the legislation of the division to which it is reclassifying.

Question No. 11: Is there a waiver opportunity for the 24-hour waiting period if a coach fails to complete rather than fails an educational module?

Answer: No.

Educational Modules

Question No. 1: May coaches use the NCAA Manual while completing an educational module?

Answer: Yes.

Question No. 2: May coaches use the Legislative Services Database for the Internet (LSDBi) while completing an educational module?

Answer: Yes.