Technical

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

Answer: Please use the “forgot password” feature for Single Source Sign-On on the NCAA.org 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.

Administration

Question No. 1: Who is required to complete educational modules on Division II University?

Answer: All paid and volunteer 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: Who is permitted to complete educational modules on Division II University?

Answer: Any institutional or conference staff member may complete educational modules; however, the modules were specifically developed for coaches.

Question No. 3: Are educational modules administered by a proctor?

Answer: A proctor is not required to administer educational modules; however, an institution may require staff members to complete educational modules in a proctored setting.

Question No. 4: Are educational modules available in languages other than English?

Answer: No.

Question No. 5: 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 telephone or send an electronic communication to a prospective student-athlete at the prospective student-athlete’s home or other off-campus site, provided NCAA Division II Bylaw 13.1.3 (telephone calls to prospective student-athlete) and Bylaw 13.4.4 (electronic transmissions) are
If a coach is hired in May 2019, which version of the recruiting test must be completed to recruit off campus – the 2018-19 coaches’ certification (recruiting) test or the 2019-20 educational modules?

Answer: The 2019-20 educational modules. The certification procedures specify that the annual certification period shall be effective August 1 through July 31. However, once the required educational modules have been selected by the NCAA Division II Legislation Committee and are available in the Division II University catalog, individuals who have yet to be certified and who wish to recruit off campus prior to August 1, 2019, must complete the required educational modules during the interim period to be certified. Once the individual successfully completes all required educational modules, they would be certified from the date all modules are completed through July 31 of the following year.

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 Division II University through a single-source sign-on application and the system 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.

If a Division II coach is certified and then accepts a position at another institution in a different division, is recertification required?

Answer: Yes. Because NCAA recruiting rules differ for Divisions I and II, a coach must be certified under Division I rules to recruit off campus in a Division I sport.

Is there a “grace period” for newly hired coaches at Division II institutions before certification is required?

Answer: Yes. A coach has 14 consecutive calendar days to complete certification requirements after being hired by a Division II institution. During the 14-day period, a coach may direct, supervise or observe countable athletically related activities; however, if all modules are not successfully completed after 14 days, such activities shall cease. Off-campus recruiting is not permitted during the 14-day period.

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 he or she is a coach.

Question No. 10: Is certification required for coaches of provisional members in Division II?

Answer: Yes. Coaches employed at provisional member institutions shall be certified via successful completion of the required modules in Division II University to recruit off campus or direct, supervise or observe countable athletically related activities.

Question No. 11: 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. 12: Is there a waiver procedure for the 24-hour waiting period if a coach fails to complete rather than fails an educational module?

Answer: No. However, in the event a coach is precluded from completing an educational module for reasons due to extreme circumstances beyond his or her control (e.g., weather related evacuation, illness, technology issue) the conference office has the discretion to waive the 24-hour waiting period and permit the coach to retake the module.

Educational Modules

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

Answer: Yes. Coaches may use the hard-copy version of the Manual and the ePub versions of the Manual.

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

Answer: Yes.