

# Need Rules Help From The NCAA National Office?

**Membership Helpline: 317/917-6003**

**Open Monday – Friday from 9 a.m. – 5 p.m. Eastern Time**

## Permissible Callers:

- ✓ Compliance Administrator
- ✓ Athletics Director
- ✓ Senior Woman Administrator (SWA)
- ✓ Faculty Athletics Representative (FAR)
- ✓ University Chancellor or President (or the person to whom athletics reports if not the chancellor/president)
- ✓ Conference Offices

*Because of a need for institutional control in the area of compliance, coaches are not permitted to call the national office with rules questions.*

## Before Calling In:

*The more details you have,  
the easier it is to arrive at an answer.*

- ✓ Institutional ID number
- ✓ Be prepared to tell the administrator which Bylaws you found that seem applicable
- ✓ For minimal wait, the best times to call in are 9 a.m. until noon or 4 p.m. until 5 p.m.

- ✓ **Keep notes of your call.** Write down the administrator's name and your call case number. This is helpful if you have a need for a follow-up call and good for record keeping on campus. Follow the advice of the administrator and move on to the next part of your busy schedule.
- ✓ **Who is my conference contact?** The conference contact program is designed as a direct national office contact for the conference commissioner's office and should not be used by schools directly. Member institutions should call the membership helpline for interpretive assistance or use their conference's desired method.
- ✓ **Do I get an 'official interpretation' when I call?** No. Callers to the helpline receive a staff advisory opinion only, which are not binding on institutions from an enforcement standpoint. Official interpretations are only issued by the NCAA Division III Interpretations and Legislation Committee or the NCAA Division III Management Council.

