



ELIGIBILITY CENTER

NCAA INITIAL ELIGIBILITY

For High Schools



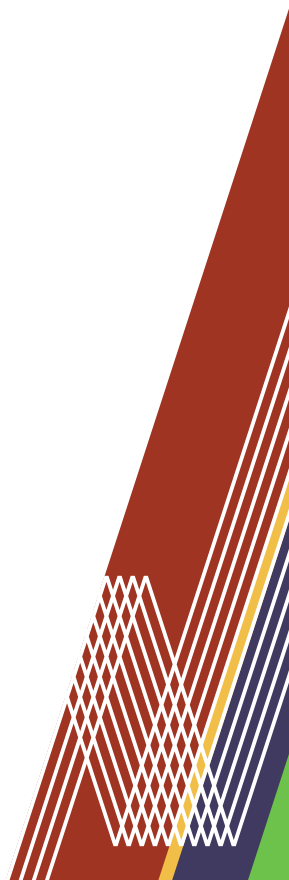
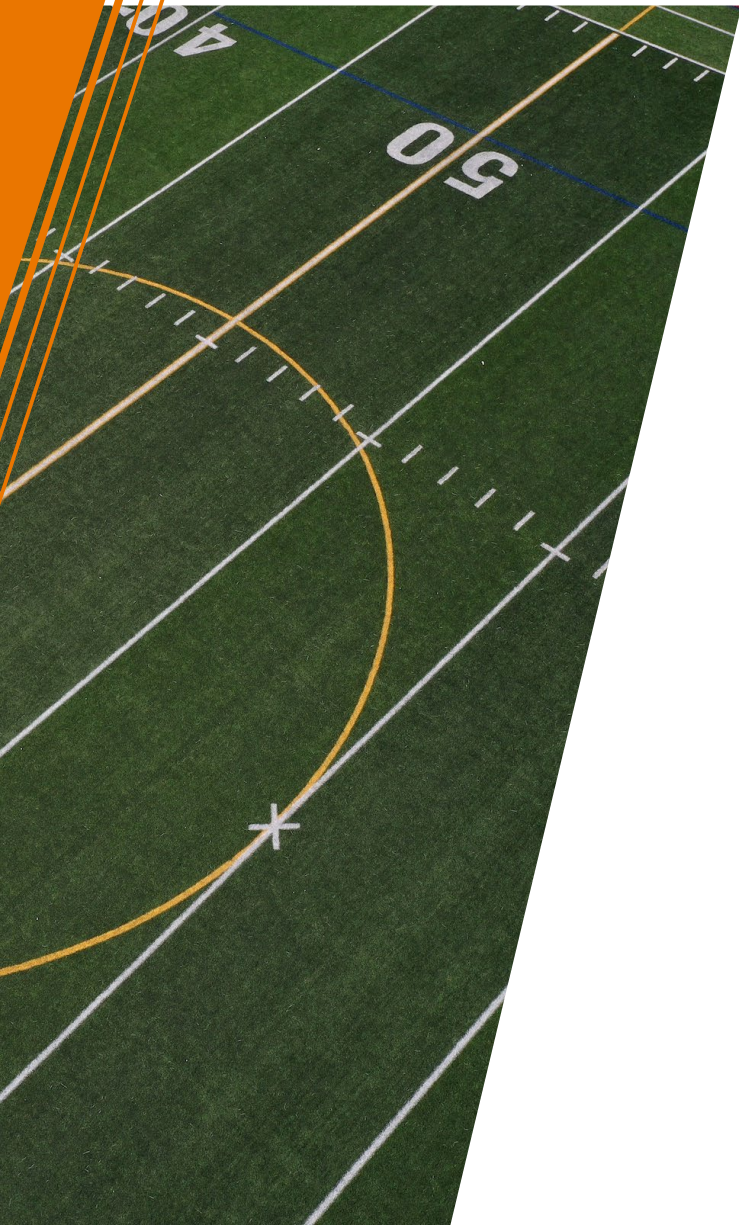
Gary DeCastro

Managing Director of
the NCAA Eligibility Center



AGENDA

- » [NCAA Eligibility Center.](#)
- » [NCAA Schools.](#)
- » [Registration is Required.](#)
- » [Core Courses.](#)
- » [Certification Outcomes.](#)
 - [Division I.](#)
 - [Division II.](#)
- » [Recruiting.](#)
- » [High School Portal.](#)
- » [Resources.](#)





ELIGIBILITY CENTER



NCAA
ELIGIBILITY CENTER





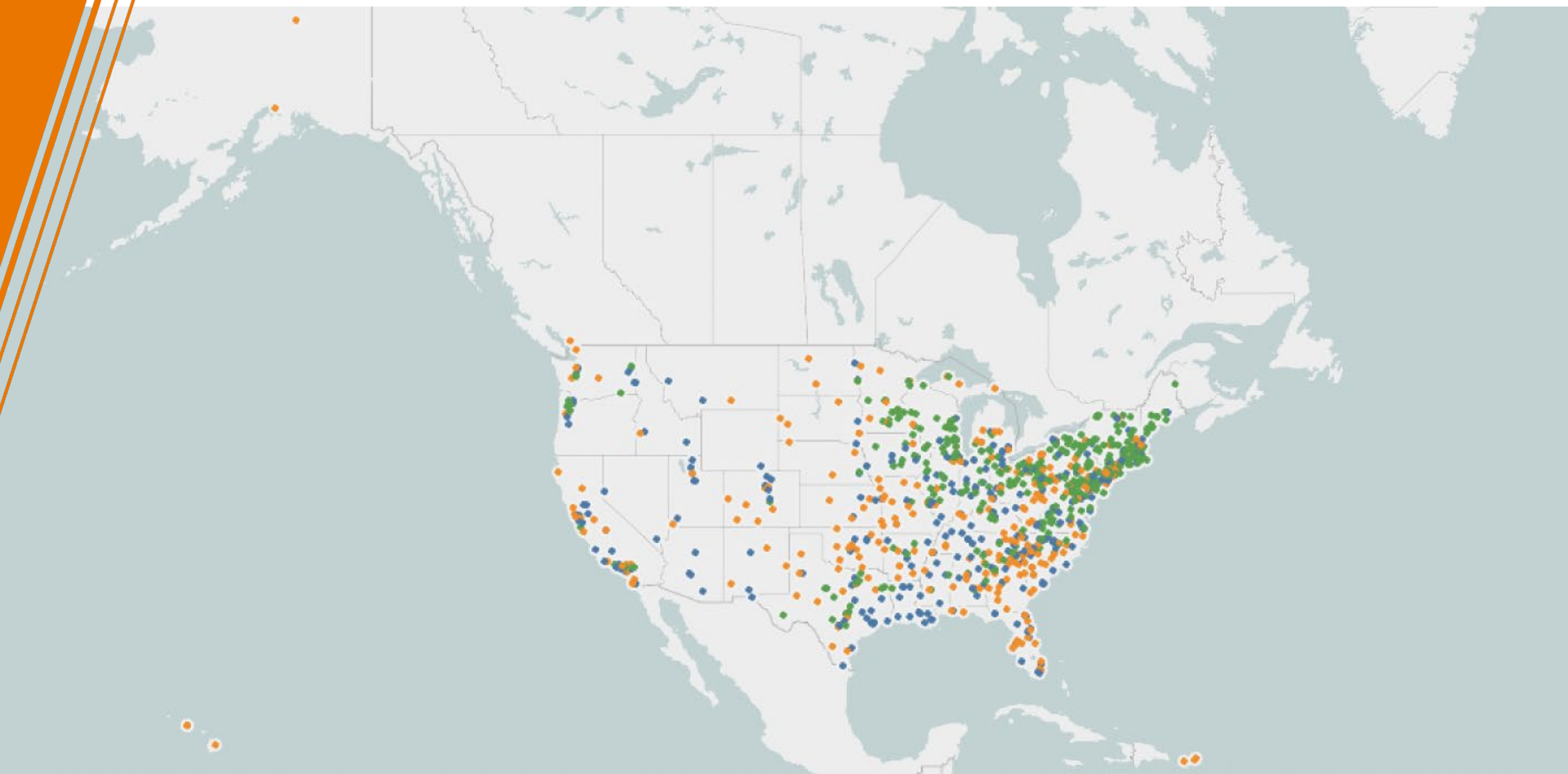
NCAA ELIGIBILITY CENTER

- » **Who are we?** A unit within the NCAA.
- » **What do we provide?** Certification of college-bound student-athletes for collegiate competition.
- » **What do we review?**
 - Academic requirements.
 - Amateurism requirements.














ELIGIBILITY CENTER



NCAA SCHOOLS

NCAA THREE DIVISIONS

DIVISION	 DIVISION I	 DIVISION II <i>MAKE IT YOURS</i>	 DIVISION III <i>DISCOVER DEVELOP DEDICATE</i>
NUMBER OF SCHOOLS*	351 (33%)	296 (27%)	433 (40%)
MEDIAN UNDERGRADUATE ENROLLMENT	8,449	2,300	1,655
STUDENTS WHO ARE ATHLETES	1 in 22 	1 in 9 	1 in 6 
AVERAGE NUMBER OF TEAMS PER SCHOOL	19	16	19
PERCENTAGE OF NCAA STUDENT-ATHLETES IN EACH DIVISION	 36%	 25%	 39%
ATHLETICS SCHOLARSHIPS	Multiyear, cost-of-attendance athletics scholarships available 58% of athletes receive athletics aid	Partial athletics scholarship model 67% of athletes receive athletics aid	No athletics scholarships 80% of athletes receive nonathletics aid



NCAA SPORTS

FALL SPORTS

MEN:

Cross
Country
Football
Soccer
Water Polo

WOMEN:

Cross
Country
Field Hockey
Soccer
Volleyball

WINTER SPORTS

MEN:

Basketball
Fencing
Gymnastics
Ice Hockey
Indoor Track
and Field
Rifle
Skiing
Swimming
and Diving
Wrestling

WOMEN:

Basketball
Bowling
Fencing
Gymnastics
Ice Hockey
Indoor Track
and Field
Rifle
Skiing
Swimming
and Diving

SPRING SPORTS

MEN:

Baseball
Golf
Lacrosse
Outdoor Track
and Field
Tennis
Volleyball

WOMEN:

Beach
Volleyball
Golf
Lacrosse
Outdoor
Track
and Field
Rowing
Softball
Tennis
Water Polo

EMERGING SPORTS

WOMEN:

Acrobatics
and Tumbling
Equestrian
(Divisions I and II only)
Rugby
Stunt (Division II only)
Triathlon
Wrestling



CHOOSING AN NCAA SCHOOL



School Size



School Location



Majors
and Minors



Cost of
Attendance



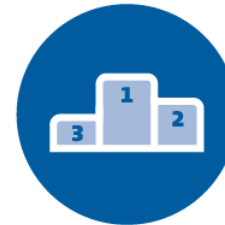
Admission
Requirements



Culture
and Affiliations



Student-to-
Faculty Ratio



Playing Time

» Encourage your students to this [interactive map](#) to locate NCAA schools they're interested in attending.

THREE REQUIREMENTS TO PLAY COLLEGE SPORTS



High School
Graduation



NCAA
Initial Eligibility



College
Admission



COLLEGE ADMISSION

- » Apply and be accepted to the NCAA school before they can compete.
 - NCAA certification does **NOT** include acceptance to the NCAA school recruiting them.
- » Ask college admission about:
 - Cost of attendance.
 - Financial aid.
 - Standardized test scores.
 - > May be required for college admission or scholarships.
 - > NOT required for NCAA certification.
 - For more questions to ask, visit on.ncaa.com/ChoosingCollege.



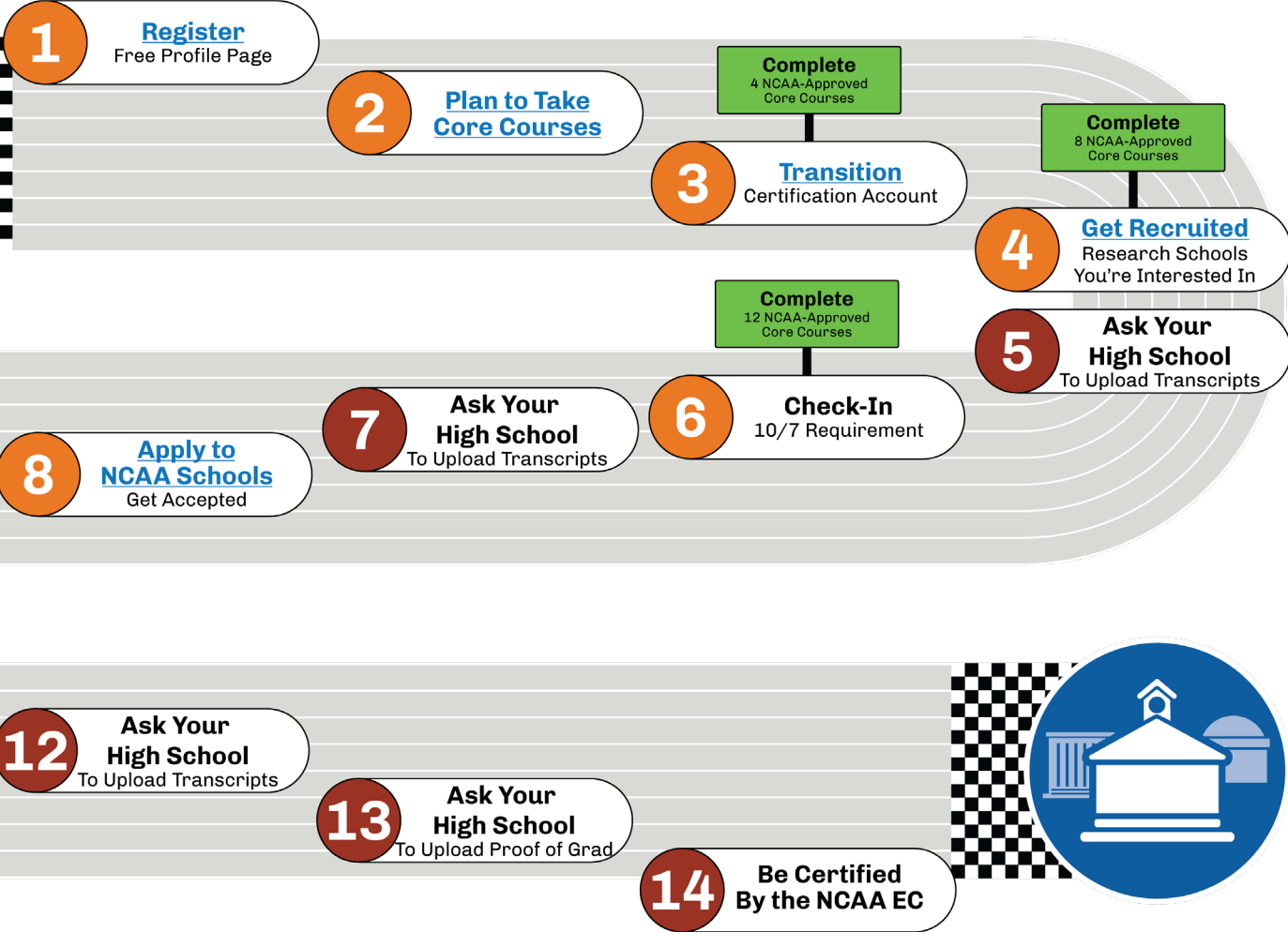
SCHOLARSHIPS BY SPORT

Only about **2%** of high school-athletes are awarded athletics scholarships to compete in college.

- » Academic scholarships.
- » Athletics scholarships.
- » Expectations.
 - Annual scholarships.
 - Full scholarships.
 - Partial scholarships.
 - Scholarship renewals.



KEEP CERTIFICATIONS ON TRACK





[Forgot your password?](#)

[Login](#)

[Help](#)

[High School Administrators](#)

WANT TO PLAY COLLEGE SPORTS?

Creating an account is the first step toward becoming an NCAA student-athlete



[REGISTER](#)

NOT SURE WHICH DIVISION YOUR SCHOOL IS IN?

[Learn more](#) or [search NCAA schools](#).

NCAA REGISTRATION IS REQUIRED

Register Before Freshman Year

NCAA REGISTRATION IS REQUIRED

Three Account Types



**Free Profile Page
Account**



**Academic
and Amateurism
Certification Account**



**Amateurism-Only
Certification Account**



FREE PROFILE PAGE ACCOUNT

Account Type #1



The right place to start for most students!

- » Not sure in which division they plan to compete.
- » Domestic students planning to compete at a [Division III school](#).
- » Registering in an NCAA-certified nonscholastic basketball event ([BBCS](#), ECAG, AAU).



No registration fee.



[Transition](#) to the right [certification account](#) at any time.



ACADEMIC AND AMATEURISM CERTIFICATION ACCOUNT

Account Type #2



Required to compete at a Division I or II school.

- » Go on [official visits](#).
- » Sign a [National Letter of Intent](#).
- » Receive an athletics scholarship.



Registration fee:

- » [Domestic students](#): \$100.
- » [International students](#): \$160.



ELIGIBILITY CENTER

AMATEURISM-ONLY CERTIFICATION ACCOUNT

Account Type #3



Required for all [international student-athletes](#) planning to compete at a Division III school.



Registration fee:
» \$70.



Student-athletes transferring from a two-year school to an NCAA Division I or II school who did not require an Eligibility Center academic certification.



REMEMBER

- » If your student has an Eligibility Center certification account, remind them to check if they meet [fee waiver criteria](#).



HOW TO SUBMIT A FEE WAIVER

Search Students from my High School for Fee Waiver

You may search registered students individually or by graduation year. Simply input your search criteria and click "Go Search". You must select one or more graduation years to perform this search.

This search function will display the names of all students who reported having attended your high school. Though they may not be currently enrolled at your school.

To select multiple Graduation Years, you need to hold down the control key (Ctrl) for each selected item after the first one.

Graduation Year:

- 2023
- 2024
- 2025
- 2026

NCAA ID:

Date of Birth:

First Name:

Last Name:

- » You must confirm if your student meets any of the fee waiver criteria through the [High School Portal](#).
- » To learn how to submit a fee waiver, [view this tutorial](#).
 - **Note:** If a student meets any fee waiver criteria and has not attended a U.S. high school (e.g., international or, home school students), a task will be assigned to their Eligibility Center account with fee waiver requirement instructions.



ELIGIBILITY CENTER

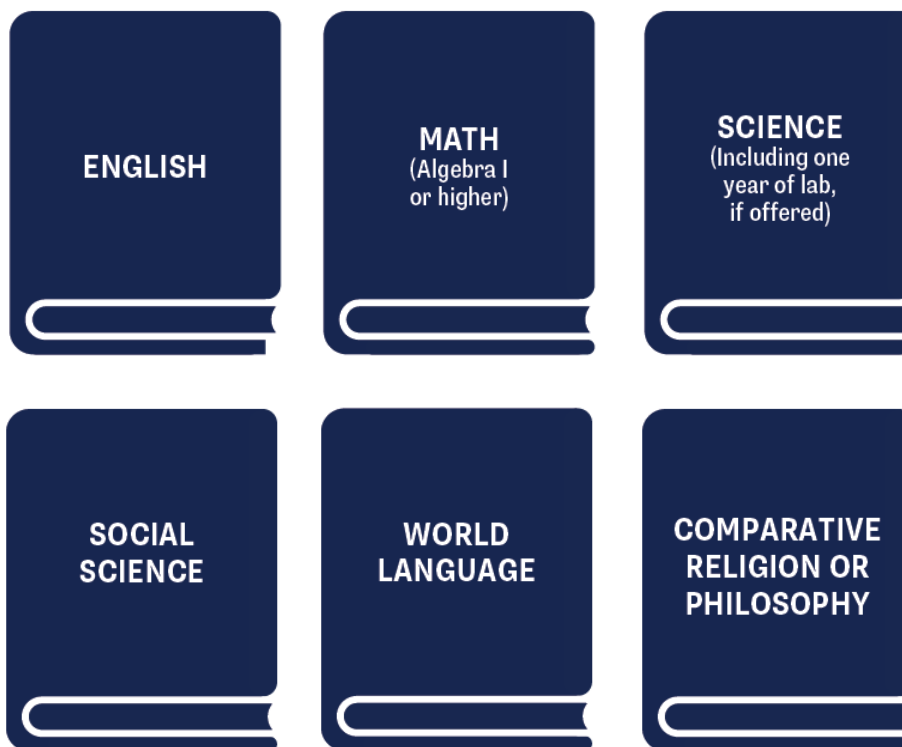


CORE COURSES



WHAT IS A CORE COURSE?

» Meets all requirements for an [NCAA-approved core course](#).

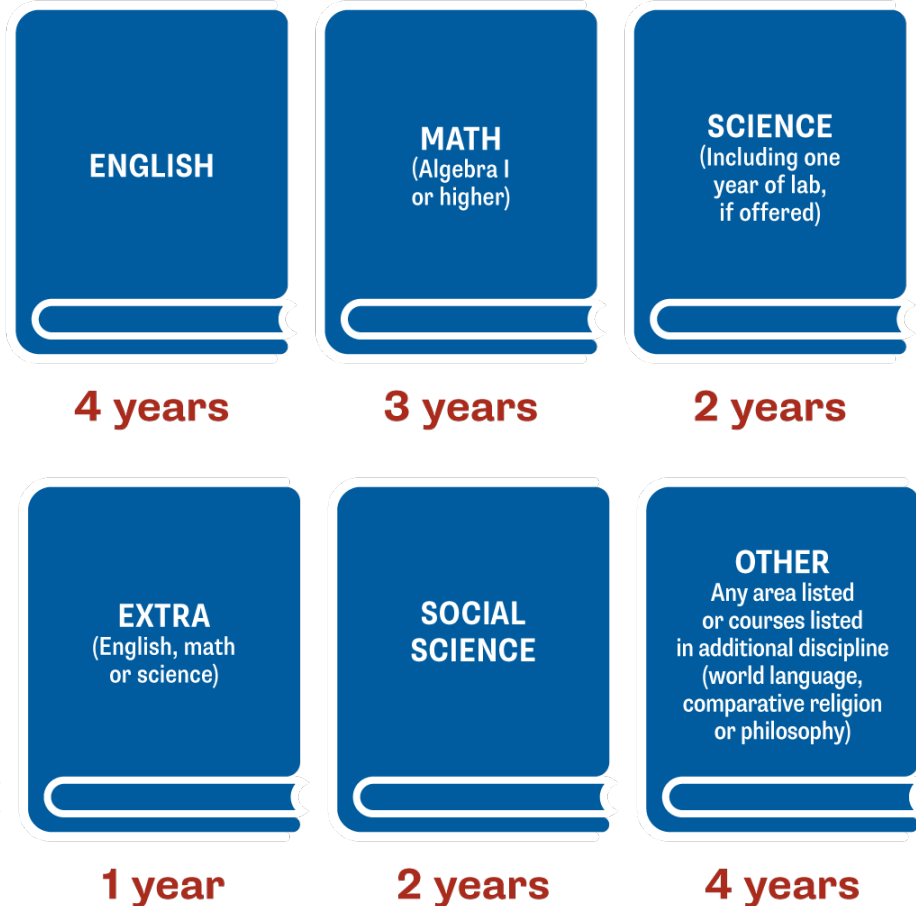


» Find your [high school's list](#) of NCAA-approved core courses.



DIVISION I: 16 CORE-COURSE UNITS

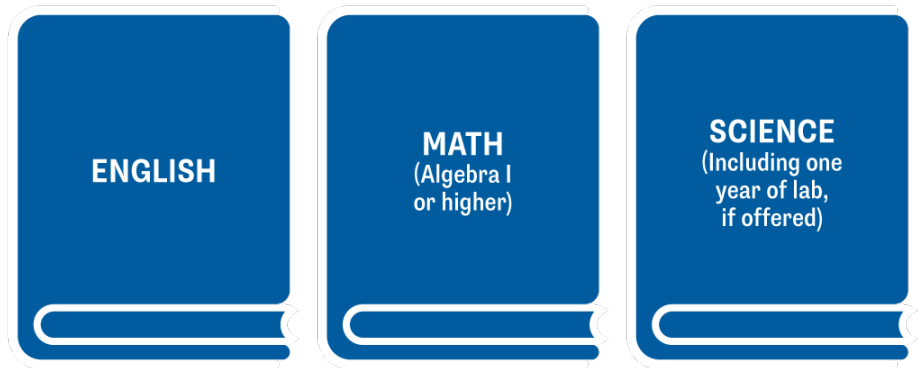
Complete 16 core-course units in eight academic semesters.





DIVISION I: CORE-COURSE TIME LIMITATION

Complete 10 of their 16 NCAA-approved core-course credits, including seven in English, math or science, before the start of the seventh semester.



» Once a student begins their seventh semester, any course that is needed to meet the 10/7 requirement cannot be replaced or repeated.



EXAMPLE SCHEDULE

How to plan your high school courses to meet the 16 core-course requirement:

$$4 \times 4 = 16$$

9th GRADE

- (1) English
- (1) Math
- (1) Science
- (1) Social Science and/or other

4 CORE COURSES

10th GRADE

- (1) English
- (1) Math
- (1) Science
- (1) Social Science and/or other

4 CORE COURSES

11th GRADE

- (1) English
- (1) Math
- (1) Science
- (1) Social Science and/or other

4 CORE COURSES

12th GRADE

- (1) English
- (1) Math
- (1) Science
- (1) Social Science and/or other

4 CORE COURSES



HOW TO MANAGE CORE-COURSE LISTS

NCAA Course Changes Submission

Click [Here](#) to update your list of NCAA Courses.

Check here if your school has no changes or modifications to your current list of NCAA Courses. Thank you for notifying the Eligibility Center.

[Submit](#)

- » To learn how to manage your school's core-course list, [view this tutorial](#).
- » Core-course titles submitted will be reviewed to determine if meets all NCAA core-course legislation.
 - Course contents.
 - Rigor of performance tasks/assessments.
- » **Note:** The [High School Review Committee Policies and Procedures](#) outlines the criteria used for review of core courses.



NCAA COURSES

» In the [My High School's NCAA Courses tab](#), you can:

- View your school's account status, summary, grading scale and core-course information.
- Find your school's list of NCAA-approved core courses, courses on hold because additional information is required, archived titles and courses designated as "not approved."

High School Summary	
NCAA High School Code	
CEEB Code	
High School Name	UNIVERSAL SCHOOL
Address	1802 ALONZO WATFORD SR. DRIVE INDIANAPOLIS IN - 46202
Primary Contact Name	NCAA ELIGIBILITY CENTER
Primary Contact Phone	
Primary Contact Fax	
Primary Contact Email	ecupdate@ncaa.org
Secondary Contact Name	NCAA ELIGIBILITY CENTER
Secondary Contact Phone	
Secondary Contact Fax	
Secondary Contact Email	ec-clientrelations@ncaa.org
School Website	http://www.eligibilitycenter.org
Link to Online Course Catalog/Program of Studies	
Last Update of List of NCAA Courses	
Other Teams Formally Affiliated	



NCAA COURSES

Core Course Submissions Status

Please see below for the submission status of the last 60 days for your high school or district. For courses that have been reviewed, you may view the decisions by clicking My High School's NCAA Courses under the NCAA Courses Tab.

Core Course Submissions

No core course submission is pending.
[Additional Information Submitted for Pending Courses](#)

No Not Approved course submission is pending.

» In [Status of Updates tab](#), you can:

- Check the status of your core-course submissions over the last 60 days.

Note: Submissions will be marked as “Complete” or “Incomplete.” For courses that have been reviewed, you may find the decisions by clicking the My High School’s List of NCAA Courses tab.

NCAA COURSES

NCAA Course Changes Submission

Click [Here](#) to update your list of NCAA Courses.

Check here if your school has no changes or modifications to your current list of NCAA Courses. Thank you for notifying the Eligibility Center.

[Submit](#)

» In the [Submit Updates to My School's List tab](#), you can:

- Add new course offerings.
- Archive courses no longer taught (these can still be used in student certifications).
- Change the names of course title(s).
- Add science lab to existing titles.



NCAA COURSES

Submit additional information for courses

You have 60 days from the decision date to submit additional information for courses with **RC5, RC8, RC11, RC12, RC17** designation. After that time has expired, you must re-submit the course via the NCAA Course Changes Submission process

Show All Courses
 English Social Science Mathematics Natural/Physical Science Additional Core Courses

Courses

English

Show entries Search:

Course Weight	Title	Notes	Max Credits	Submission Date	Decision Date	Reason Code	EID Course	Upload	Course Decision History
	JEDI ENGLISH					RC8	No	Expired	Show Course History
	SUPER DUPER ENGLISH					RC17	No	Expired	
	=TEST COURSE ENG					RC8	Yes	Expired	Show Course History

» In the [Submit Pending Course Documents tab](#), you can:

- Upload core-course documents for review for titles listed in “Additional Information Required.”
- Submit core-course documents for review if you believe one of the following “Not Approved” reason codes were misapplied (RC 5, 11, 12, 17).



REMEMBER

- » [The COVID-19 distance, e-learning or hybrid programs policy](#) applies to students from all grade levels (e.g., freshmen, sophomores) who complete distance, e-learning or hybrid courses in 2022-23 at schools with NCAA-approved core courses.
- » **It does NOT apply to courses completed on or after September 1, 2023.**
- » Contact the Eligibility Center to have nontraditional programs reviewed, if you haven't already.



ELIGIBILITY CENTER

A close-up photograph of a person wearing a green athletic shirt, holding two bright pink and black athletic shoes. The person's face is partially visible in the background, looking down at the shoes. The shoes have black accents and pink laces. The background is slightly blurred, focusing attention on the shoes and the person's hands.

CERTIFICATION OUTCOMES

Divisions I and II

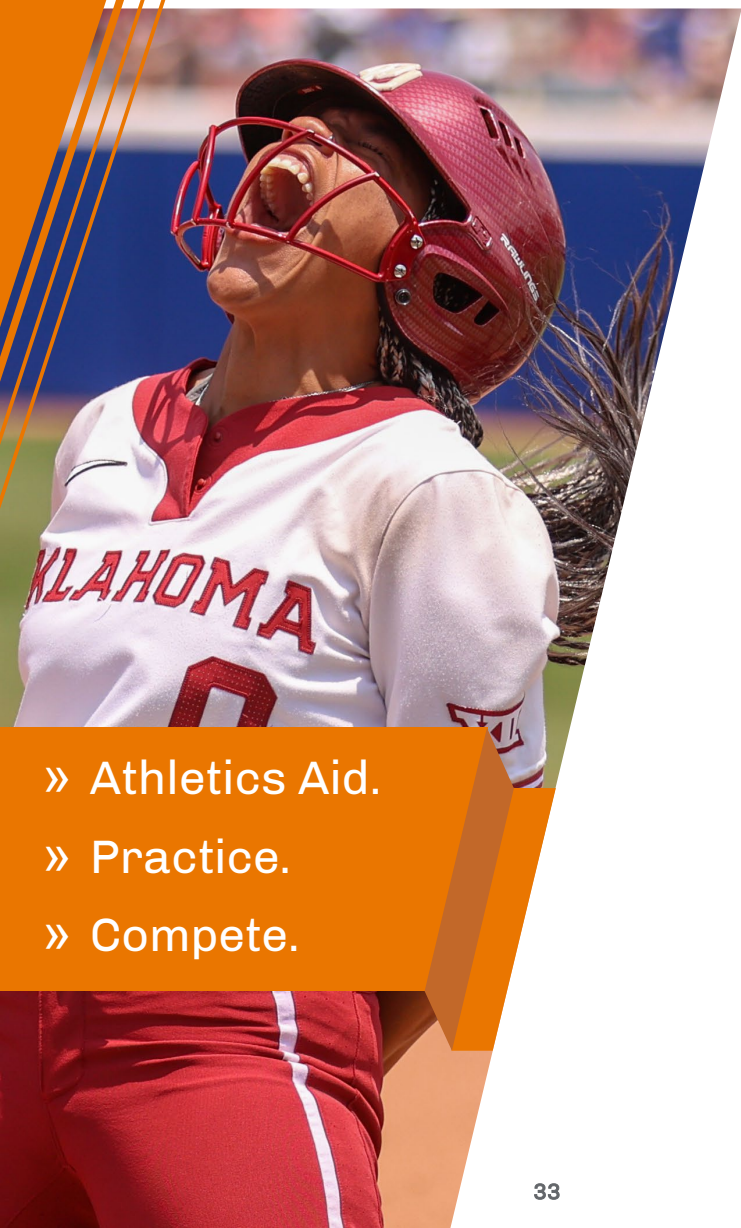




Division I CERTIFICATION OUTCOMES

1. [Early Academic Qualifier.](#)
2. [Qualifier.](#)
3. [Academic Redshirt.](#)
4. [Nonqualifier.](#)





- » Athletics Aid.
- » Practice.
- » Compete.

DIVISION I: QUALIFIER



Complete 16 core-course units in the required subject areas.



Meet core-course progression before the seventh semester.

Note: Students certified based solely on international credentials are exempt from core-course progression.



Earn a core-course GPA ≥ 2.3 in the required subject areas.



Submit proof of graduation to the Eligibility Center.



DIVISION I: ACADEMIC REDSHIRT



Complete 16 core-course units in the required subject areas.



Earn a core-course GPA ≥ 2.0 in the required subject areas.



Submit proof of graduation to the Eligibility Center.

- » First Year Athletics Aid.
- » First Term Practice.



DIVISION I: NONQUALIFIER



Nonqualifiers are not eligible to receive athletics aid, practice or compete their first year at an NCAA Division I school.

- » ~~Athletics Aid.~~
- » ~~Practice.~~
- » ~~Compete.~~



Division II CERTIFICATION OUTCOMES

1. [Early Academic Qualifier.](#)
2. [Qualifier.](#)
3. [Partial Qualifier.](#)



DIVISION II: QUALIFIER



Complete 16 core-course units in the required subject areas.



Earn a core-course GPA ≥ 2.2 in the required subject areas.



Submit proof of graduation to the Eligibility Center.

- » Athletics Aid.
- » Practice.
- » Compete.



DIVISION II: PARTIAL QUALIFIER

College-bound student-athletes that do not meet Division II qualifier standards will be deemed a partial qualifier.



Submit proof of graduation to the Eligibility Center.

- » Athletics Aid.
- » Practice.



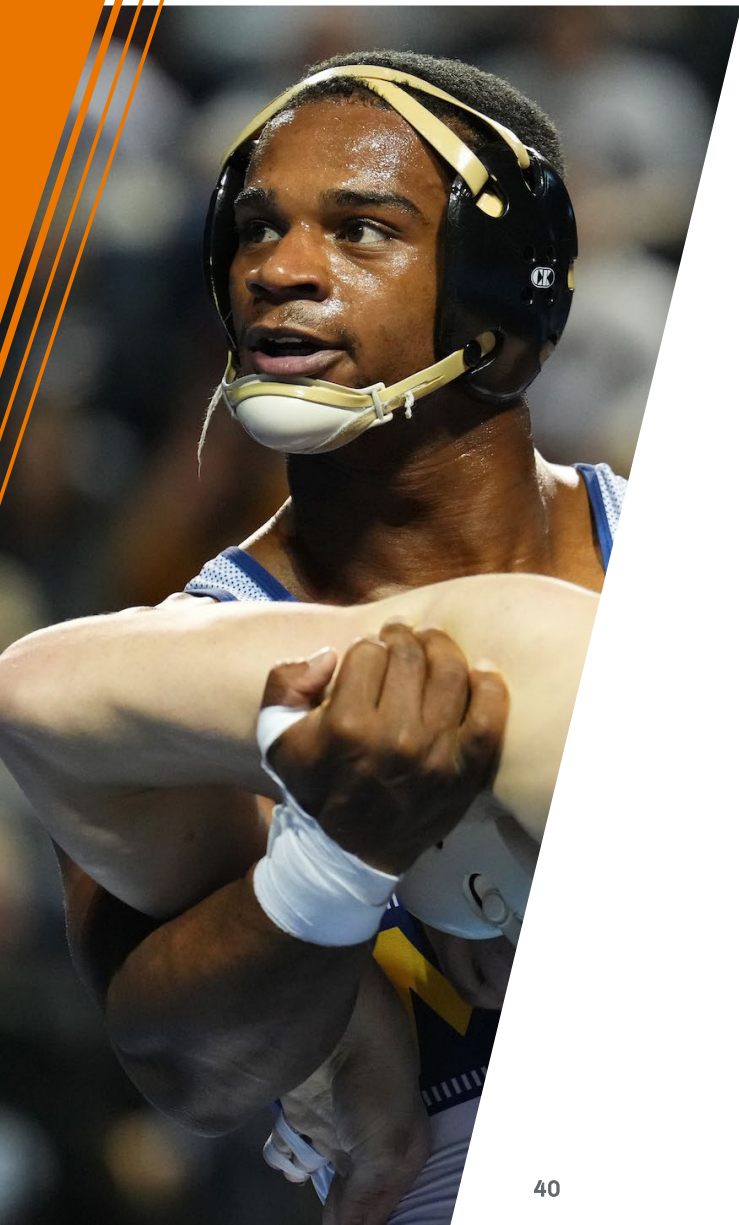
STANDARDIZED TEST SCORES

2023-24 Full-Time Enrollees and Beyond



Test Score Task Force

- » Standardized test scores are excluded from NCAA initial-eligibility criteria for students who initially enroll full time in an NCAA school during or after the 2023-24 academic year.
- » However, colleges and/or scholarship programs may still require test scores.



DIVISION III

- » Each Division III school determines its own eligibility for:
 - Academic requirements.
 - Admission.
 - Financial aid.
- » **International student-athletes** who plan to compete at a Division III school must complete an NCAA Eligibility Center Amateurism-Only Certification account.
- » Domestic student-athletes who plan to compete at a Division III school may register for a free Profile Page account, but it is not required.



ELIGIBILITY CENTER



RECRUITING





IS YOUR STUDENT BEING RECRUITED?

» A student is being recruited if a college coach:



Calls



Texts



Emails



**Messages via
Social Media**



**Visits Your
High School**



**Pays Expenses to
Visit Campus**



**Issues National
Letter of Intent**



**Writes Offer
of Financial Aid**

» Recruiting can begin as early as freshman year.

- In most cases, recruiting starts before junior year.



INSTITUTIONAL REQUEST LIST

- » An [IRL](#) is a list of college-bound student-athletes an NCAA school is interested in recruiting.
 - A student **must** be on an NCAA school's IRL to receive an Eligibility Center certification.
 - > Receive athletics aid.
 - > Practice.
 - > Compete.



RECRUITING CALENDARS

NCAA Division I and II recruiting calendars promote student well-being and ensure fairness among schools by defining certain periods during the year in which recruiting may or may not occur in a particular sport.

<i>Division, Sport and Grade Level Determines Recruiting Activities*</i>			
Contact Period	Evaluation Period	Quiet Period	Dead Period
College coaches may call, write, text or email you and your family.	College coaches may call, write, text or email you and your family.	College coaches may call, write, text or email you and your family.	College coaches may call, write, text or email you and your family.
College coaches may watch you compete.	College coaches may watch you compete.	College coaches may not watch you compete.	College coaches may not watch you compete.
College coaches may visit your high school.	College coaches may visit your high school.	College coaches may not visit your high school.	College coaches may not visit your high school.
College coaches may have face-to-face contact with you and your family.	College coaches may not have face-to-face contact with you or your family off the college's campus.	College coaches may only have face-to-face contact with you and your family on the college's campus.	College coaches may not have face-to-face contact with you or your family.

To view a division- and sport-specific recruiting calendar visit on.ncaa.com/RecruitCal.



OFFICIAL VS UNOFFICIAL VISITS

OFFICIAL VISITS

Official visits are any visit to a college campus paid for by the NCAA school the student is visiting. Before a Division I or II official visit, the student must:



Register for a
Certification Account



Be on an IRL



Send High
School Transcripts

UNOFFICIAL VISITS

Unofficial visits are any visit to a college campus paid by the student or their family members.



OFFICIAL VS UNOFFICIAL VISITS

What can an NCAA school pay for during an official visit?

Division I	Division II	Division III
Transportation to and from the NCAA school you're visiting for you (and up to two family members).	Your transportation to and from the NCAA school you're visiting.	Your transportation to and from the NCAA school you're visiting.
Your lodging.	Your lodging.	Your lodging.
Up to three meals per day for you and up to four family members.	Your meals.	Up to three on-campus meals per day for you.
Reasonable entertainment expenses (including up to \$60 per recruited student-athlete and up to four family members accompanying you, including five tickets to a home sports event).	Reasonable entertainment expenses (including up to \$30 per recruited student-athlete and any family member accompanying you, including five tickets to a home sports event).	Reasonable entertainment expenses (including up to \$40 per recruited student-athlete and any family member accompanying you, including tickets to home sports events).

What can an NCAA school pay for during an unofficial visit?

Division I	Division II	Division III
Complimentary admission (including three tickets for a home athletics contest).	Complimentary admission (including five tickets for a home athletics contest).	Complimentary admission (including tickets for you and those accompanying you).

QUESTIONS TO ASK NCAA COACHES

- » Additional team responsibilities.
- » Athletic training and medical expenses.
- » Coaching philosophy and style.
- » Degree completion support.
- » Injuries and rehabilitation.
- » Mental health resources.
- » Playing time.
 - Am I a top seed, five seed or standby recruit?
 - Are there any redshirt expectations?
- » Scholarship renewals.
 - Will I receive a full or partial scholarship?
 - If I'm injured will my scholarship remain?
- » Team time demands.

RECRUITING BEST PRACTICES

- » Encourage your student to talk with their support system about what level of competition they think the student should aim for.
- » Remind them to check their email often for open Eligibility Center tasks.
- » Encourage them to use this [interactive map](#) to locate NCAA schools they're interested in attending.
 - Help them research admission requirements to NCAA schools they're interested in attending.
- » Remind them to research their division- and sport-specific recruiting periods.



RECRUITING BEST PRACTICES

- » Encourage them to email college coaches during their sport's contact period to share achievements and interest.
 - Include their name, position and [NCAA ID](#).



Student Name

NCAA ID: 1234567890

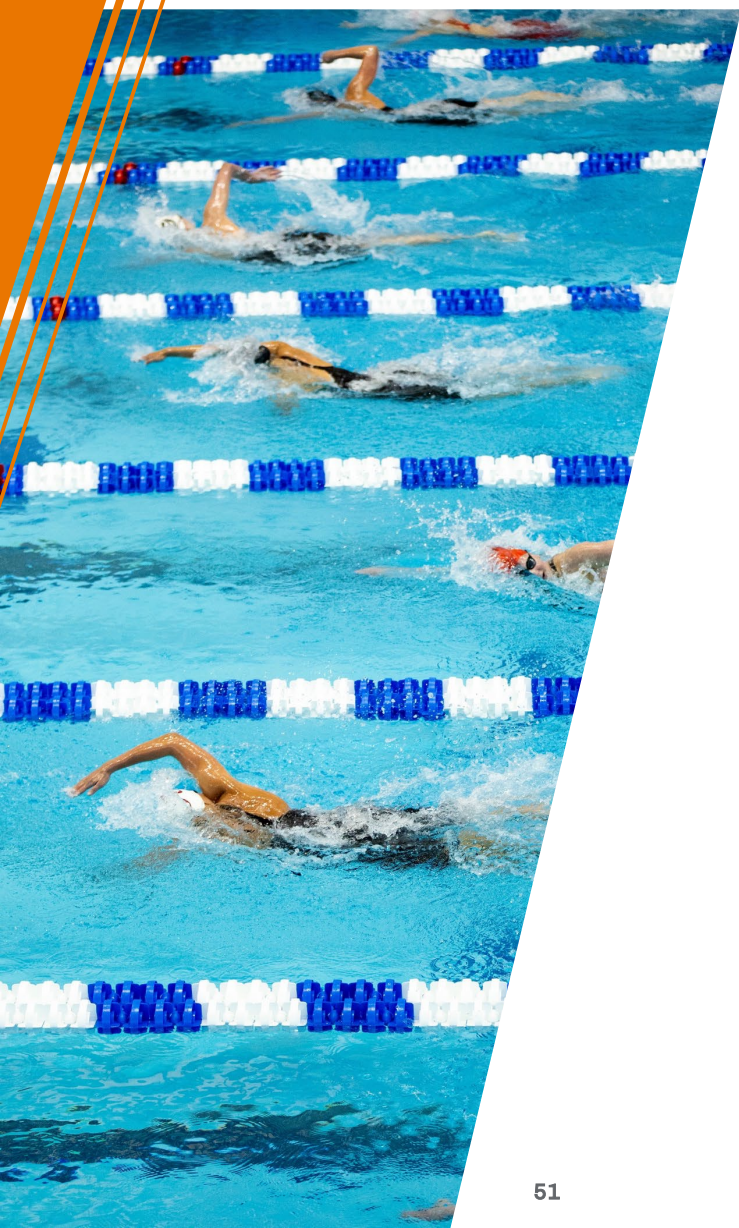
Grad: MM/YYYY | Enroll: SEASON YYYY

- » Remind them to take official and unofficial visits to NCAA schools, if possible.
 - Help them review school websites and take virtual campus tours to learn more about NCAA schools.
- » Encourage them to conduct themselves in a positive manner in class, practices and games, at home, in their community and online.



NAME, IMAGE AND LIKENESS

- » NCAA student-athletes can benefit from their NIL.
- » For more resources:
 - Visit ncaa.org/nil.
 - Encourage students to contact their state's High School Athletic Association for current legislation.
 - Encourage students to contact their future NCAA school's compliance office.
 - Follow the Eligibility Center on [Twitter](#), [Instagram](#), [YouTube](#) and [Facebook](#).



NATIONAL LETTER OF INTENT

- » By signing a NLI, the student agrees to attend a Division I or II school for one academic year.
- » NLI is voluntary and ends the recruiting process.
- » Athletics financial aid is provided for a minimum of one academic year.
 - Student must be admitted to the NCAA school.
 - Student must be eligible for financial aid under NCAA rules.
- » For more NLI information, visit nationalletter.org.



Welcome to the NCAA Eligibility Center High School Portal

 [Email Feed](#)

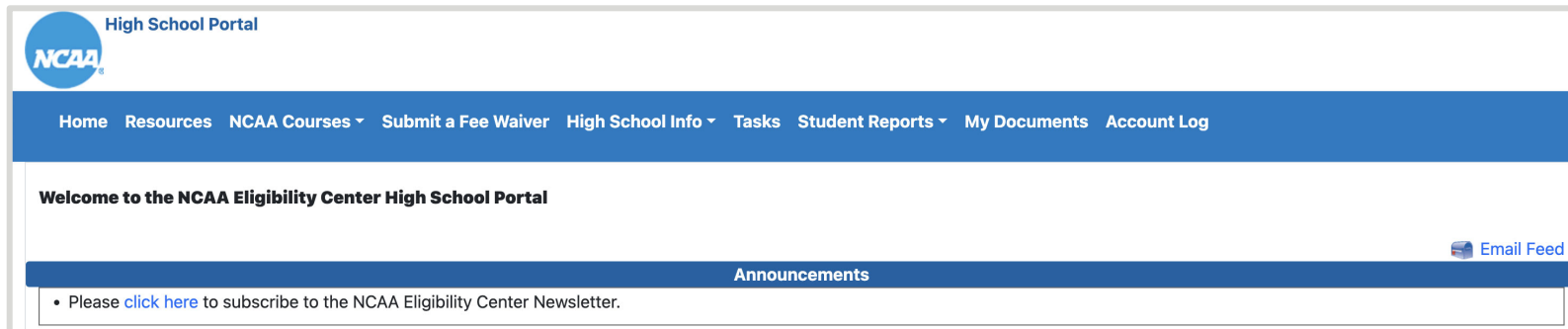
Announcements

- Please [click here](#) to subscribe to the NCAA Eligibility Center Newsletter.

HIGH SCHOOL PORTAL

For Primary and Secondary Contacts

ACCOUNT ACCESS FOR NEW CONTACTS



High School Portal

Home Resources NCAA Courses Submit a Fee Waiver High School Info Tasks Student Reports My Documents Account Log

Welcome to the NCAA Eligibility Center High School Portal

Email Feed

Announcements

- Please [click here](#) to subscribe to the NCAA Eligibility Center Newsletter.

- » If the current primary and secondary contacts are no longer employed at your school, complete the [High School Contact Change Form](#).
 - **Note:** Your school's primary and secondary contacts should have access to curriculum and student records and have the bandwidth to have ongoing engagement with the Eligibility Center.
- » In the [High School Portal](#), you can manage your school's core-course list, submit fee waivers, review open tasks and view student reports.

TASKS

Tasks						
Show <input type="text" value="10"/> entries						Search: <input type="text"/>
Task Definition	Program Name	Task Assigned Date	Task Completed Date	School Response Date	Message	Response
Submit transcripts and proof of graduation					Please send official transcripts for all registered students who have completed their junior year (six semesters) as well as official final transcripts with proof of graduation for your graduating seniors when available. Options for submitting transcripts can be found here or on the Resources page.	
District Task - Source School Request					Please identify one school within your district to serve as the "source" school for your district. The source school should be the school in your district whose current list of courses most accurately reflects your current course offerings. The source school is the school that we will use moving forward for all subsequent changes. Please send the letter to ec-highschool@ncaa.org .	

» In the [Tasks tab](#), you can:

- Review any open/completed task that has been assigned to your account.
- **Note:** You'll receive task emails, but it's important to review your task list often. Outstanding tasks could delay your student's certification or prevent them from meeting initial-eligibility requirements.

» To learn how to manage your school's tasks, [view this tutorial](#).



STUDENT REPORTS

Search Registered Students from my High School

You may search registered students individually or by graduation year. Simply input your search criteria and click "Go Search". You must select one or more graduation years to perform this search.

Fields marked with "*" are required fields.

This student search function will display the names of all students who reported having attended your high school. Though they may not be currently enrolled at your school, please note that an official high school transcript is required from all high schools a student has attended.

To select multiple Graduation Years, you need to hold down the control key (Ctrl) for each selected item after the first one.

<p>Graduation Year:</p> <div style="border: 1px solid #ccc; padding: 2px;"><p>2023</p><p>2024</p><p>2025</p><p>2026</p><p>2027</p></div> <p>NCAA ID:</p> <input type="text"/>	<p>Select currently enrolled students only:</p> <p><input type="checkbox"/></p> <p>Click Here</p> <p>Date of Birth:</p> <input type="text" value="mm/dd/yyyy"/>
<p>First Name:</p> <input type="text"/>	<p>Last Name:</p> <input type="text"/>

» In the [Search Student Details tab](#), you can:

- View all registered college-bound students-athletes that have indicated attendance at your school.
- Upload transcripts for current and former students.
 - > To learn how to upload transcripts, [view this tutorial](#).
 - > **Note:** Uploaded transcripts are received within 30 min.



STUDENT REPORTS

Fee Waiver Report Form

Time Period:
Last 12 months

First Name:

Last Name:

NCAA ID:

Date of Birth:

Get Fee Waiver Report

- » In the [Fee Waiver Report tab](#), you can:
 - Review previously [submitted fee waivers](#).



ELIGIBILITY CENTER

A large blue basketball with white court lines is the central focus. The word "NCAA" is printed in large, white, bold, sans-serif letters across the middle of the ball. The basketball is surrounded by a dark blue background with scattered confetti in shades of teal, orange, and yellow. In the bottom right corner, there is a decorative graphic consisting of white lines forming a grid-like pattern that tapers to the right.

NCAA

RESOURCES



ELIGIBILITY CENTER



Subscribe to the
High School Newsletter

RESOURCES

- » [Guide for High School Counselors.](#)
- » [Guide for the College-Bound Student-Athlete.](#)
- » [Initial-Eligibility Flyer.](#)
- » Visit the [High School Portal.](#)
 - [High School Portal Quick Start Guide.](#)



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- » High school support line.
 - 877-622-2321.
 - > Monday-Friday.
 - > 8:30 a.m. to 5 p.m. Eastern time.
- » College-bound student-athlete support line.
 - 877-262-1492.
 - > Monday-Friday.
 - > 9 a.m. to 5 p.m. Eastern time.



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