Requests/Self-Reports Online and Bylaw Teams

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Agenda

• Bylaw Team Model.
• Interpretations Case Processing.
• Review of Interpretations Data.
• Reminders and Helpful Hints.
• New Bylaw Team Model.
• Feedback.

BYLAW TEAM MODEL
Bylaw Team Model

- Bylaw teams respond to requests for interpretations from all three divisions.
- Provide support to institutions, conferences and the NCAA national office staff.

Bylaw Team Model

- Teams organized by bylaw.
  - Bylaw 14.
  - Bylaws 12/15/16.
  - Bylaws 17/20.
- Enables staff to develop more expertise.
  - Improved consistency of responses.
  - Improved identification of possible national issues.

INTERPRETATIONS CASE PROCESSING
Interpretations Case Processing

• What happens after you submit an interpretations case in Requests/Self-Reports Online (RSRO)?
  – Bylaw team lead reviews the case.
  – Bylaw team lead assigns the case.
  – Team member assigned to the case reviews and responds to the case.

Interpretations Case Processing

• What happens if the team member is unsure of the correct response?
  – Bylaw teams meet twice each week.
  – Bylaw team leads and interpretations directors are available to discuss cases.

Interpretations Case Processing

• What if my question involves bylaws that are covered by different bylaw teams?
  – Bylaw team leads consider this when reviewing and assigning cases.
  – Each bylaw team has a liaison designated for consulting with other bylaw teams.
Interpretations Case Processing

What if I disagree with the response provided?
- Responses can be appealed through RSRO.
  - Appeal will be considered by the staff.
  - If staff agrees with response provided, the response can be appealed to the appropriate governance group for the division.
    - Example:
      » NCAA Division I Legislative Review and Interpretations Committee.

REVIEW OF DATA

RSRO Interpretations Cases
Quantity by Division, July 2013 – April 2014

- Division I: 2,345 (50%)
- Division II: 1,365 (29%)
- Division III: 975 (21%)

Division I Division II Division III
RSRO Interpretations Cases
Average Response Times per Quarter for 2013-14

REMINDERS AND HELPFUL HINTS

Use of RSRO for Interpretations

• All cases are assigned by bylaw team lead, or designee.
• Ensures the staff experts are reviewing the case.
• Requests and responses are in writing.
• Increases consistency of responses.
• Staff can assess need for education and guidance to the membership.
Case Submissions

• Inclusion of the following will expedite the review of the case:
  – Appropriate bylaw, interpretations and educational columns;
  – All relevant facts;
  – Specific questions;
  – Notice of previous communication with conference office or academic and membership affairs staff; and
  – Institution’s analysis.

Case Submissions

• Include special circumstances regarding request (e.g., high profile issue).

• Follow up questions after a decision has been provided should be submitted via the communications tab, not the withdrawal/appeal/reconsideration tab.

• New questions regarding the case or similar scenarios should be submitted as new request on RSRO.

Response Time Standards

• Three to five business days for standard nonurgent cases.

• Cases that involve multiple bylaws or are otherwise complex may require more time.
Response Time Standards

- Staff expected to make initial contact with institution within two business days and provide status updates regarding timeline for response.

- Communicate customer service concerns to case manager, bylaw team lead or conference contact.

Out of Office Notification

- Two business days for urgent cases.

- Must include explanation of the circumstances necessitating the expedited review.
Response Time Standards

- Reasons to request an expedited review:
  - Pending competition;
  - Pending departure;
  - Start or end of a term; or
  - Student-athlete well-being.

- Staff always tries to respond as quickly as possible, but may change designation from urgent to standard review.
- Appropriate use of the urgent designation helps ensure that genuinely urgent issues are prioritized by staff.

NEW BYLAW TEAM MODEL
New Bylaw Team Model

• Combines interpretations and legislative relief waivers into the same team.
• Federates interpretations and legislative relief waivers.
• Implementation – summer 2014.

Comparison of Models

Current
• Interpretations for all divisions.
  – Bylaws 11/13 team.
  – Bylaw 14 team.
  – Bylaws 12/15/16 team.
  – Bylaws 17/20 team.
• Legislative relief waivers.
  – One team for all divisions and bylaws.

New
• Interpretations and legislative relief waivers.
  – Division I.
    • Bylaws 11/13/17 team.
    • Bylaws 12/15/16 team.
    – Division II.
    – Division III.
• Interpretations.
  – Academics (all divisions).
• 4-4 transfer legislative relief waivers.
  – Division I only.

FEEDBACK
Feedback

What do you like most about the bylaw team model and/or RSRO?

Feedback

What are some areas for improvement?