

## CASE SUMMARY

### **Quincy failed to monitor its eligibility certification process**

Eligibility certification violations occurred at Quincy across 17 sports over the course of three academic years, according to an agreement approved by the Division II Committee on Infractions. Due to the extensive nature of the violations, the school failed to monitor its eligibility certification process. The former assistant director of athletics for compliance, Taylor Zerbe, violated ethical conduct rules when she falsified eligibility squad lists.

In total, 121 student-athletes in 17 sports were improperly certified. As a result:

- 93 student-athletes practiced beyond the 45-day period.
- 78 student-athletes impermissibly competed and received actual and necessary expenses while ineligible or not certified.
- 26 impermissibly received financial aid and actual and necessary expenses while ineligible or not certified.
- 27 student-athletes were not withheld from competition before their eligibility was reinstated.
- Two transfer student-athletes were permitted to compete without meeting transfer eligibility requirements.

Zerbe acknowledged that she occasionally felt overwhelmed by the certification requirements of her role, though she did not express those concerns to athletics department staff at the time. She also agreed that she violated ethical conduct rules when she changed 74 student-athletes' statuses to indicate that they were eligible when she knew they were not.

The school and enforcement staff agreed that the school failed to monitor its certification process. Specifically, the school failed to provide adequate supervision and did not have an adequate system of checks and balances in place to verify that the correct eligibility status of student-athletes was communicated to the conference office.

The parties agree to the following penalties:

- Two years of probation.
- A \$5,000 fine.
- Vacation of team and individual records in which ineligible players competed over the three-year period.
- A two-year show-cause order for Zerbe, restricting her from all athletically related responsibilities in the first year of employment and from all eligibility certification responsibilities in the second year.

Members of the Committee on Infractions are drawn from the NCAA membership and public. The committee members who reviewed this case are:

- Piper Brewster, associate commissioner for governance at the Pacific West Conference.
- Amber Feldman, deputy commissioner of the Mid-America Intercollegiate Athletics Association.
- David Hansburg, director of athletics at Colorado School of Mines.
- Richard Loosbrock, faculty athletics representative at Adams State and chair of the committee.
- Brooke Parsons, attorney in private practice.
- Jason Sobolik, assistant athletics director for compliance at Minnesota State University Moorhead.

## NEGOTIATED RESOLUTION<sup>1</sup>

Quincy University– Case No. 020392

December 18, 2025

### **I. CASE SYNOPSIS**

Quincy University (Quincy); Taylor Zerbe (Zerbe), former assistant director of athletics for compliance; and the NCAA enforcement staff agree with the violations and penalties detailed below.

In August 2024, after conducting an internal review of possible eligibility certification issues, the institution notified the enforcement staff of its work and potential eligibility certification violations. The certification issues were detected during the eligibility certification of fall sports for the 2024-25 academic year following the departure of Zerbe, who left for a compliance position at another member institution. Specifically, on August 15, 2024, while preparing the squad lists for men's and women's soccer, the senior associate director of athletics identified at least three student-athletes who had not received final amateurism certification from the previous year. On the same day, the institution's director of athletics was notified by another member institution that a former Quincy student-athlete, who had transferred to the other institution, also had not received final amateurism certification. After checking these issues further, the director of athletics informed the enforcement staff of the potential violations and indicated it would review the eligibility certifications of its student-athletes from prior years.

The institution immediately reviewed the initial eligibility certifications for all Quincy student-athletes who had been certified eligible during the 2022-23 and 2023-24 academic years. This review concluded that 95 student-athletes had potential issues with their initial eligibility certifications – either academic, amateurism or both certifications not being finalized. In early November, the institution submitted its self-report and began a collaborative investigation with the enforcement staff.

The investigation revealed that while Zerbe served as the compliance officer, the procedure in place to conduct a portion of its eligibility certification process was somewhat isolated. The process in place at the time called for the compliance office to provide the registrar, who was the institution's certifying officer, with a deadline to complete continuing eligibility checks. The registrar ran each of the student-athletes through the checklist guide, noted any continuing eligibility deficiencies on the checklist and sent them and any notes back to Zerbe. Additionally, the registrar noted initial eligibility deficiencies on the checklist, including when a student-athlete was identified as a nonqualifier or did not have amateurism certification. Zerbe then entered the information in Compliance Assistant and sent it to the conference office. Once the registrar completed their review, there was no step in the eligibility process to confirm, other than by Zerbe, that the identified deficiencies were resolved. During the 2022-2023 and 2023-2024 academic

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<sup>1</sup> In reviewing this agreement, the committee made editorial revisions pursuant to NCAA Division II Committee on Infractions (COI) Internal Operating Procedure (IOP) 4-7-1-2. These modifications did not affect the substance of the agreement.

years, for example, the registrar's eligibility list which had been sent to Zerbe, identified 100% of the student-athletes (a total of 77) in their initial year of enrollment who had deficiencies in either academic or amateurism certification.

Zerbe reported that during her employment at the institution, she was at times overwhelmed by the amount of work and number of student-athletes to certify. She indicated that she did not share these feelings with anyone. Zerbe reported that there were instances when she knew student-athletes were not certified correctly but still sent the incorrect eligibility determinations on the forms to the conference office. Zerbe never reported her concerns to the director of athletics, who was her supervisor. Additionally, Zerbe admitted that at times she changed student-athletes' initial eligibility status on the checklist to indicate the student-athletes were eligible when she knew they were not. The total number of changed eligibility certifications was 74. Following Zerbe's interview and report of her conduct, the institution conducted an additional review of initial eligibility certifications for the 2021-22 academic year, as that coincided with Zerbe's employment at the institution. This review revealed additional similar violations.

## II. PARTIES' AGREEMENTS

### A. Agreed-upon findings of fact and violations of NCAA legislation.

1. [NCAA Division II Manual Bylaws 10.01.1, 10.1, 12.1.1.1, 12.1.1.1.3, 12.1.1.1.3.1, 14.01.1, 14.3.1.1, 14.3.2.1,<sup>2</sup> 14.11.1, 14.12.1, 15.1.1 and 16.8.1 (2021-22 through 2023-24) and 14.4.3.2, 14.5.4.3-(c) and 19.12.4.7 (2023-24)] (Major)

During the 2021-22 through 2023-24 academic years, Zerbe violated the NCAA principles of ethical conduct when she falsified eligibility squad lists, which led to Zerbe and the institution violating academic and amateurism certification legislation by improperly certifying 121 student-athletes across 17 sports as eligible for competition. As a result, 93 student-athletes impermissibly practiced beyond the 45-day period, 78 student-athletes impermissibly competed and received actual and necessary expenses while ineligible or not certified and 26 student-athletes impermissibly received financial aid and actual and necessary expenses while ineligible or not certified. The institution also failed to withhold 27 of these student-athletes from competition before their eligibility was reinstated. Additionally, the institution improperly certified and permitted two transfer student-athletes to compete despite not meeting transfer eligibility legislation. Specifically:

- a. From 2021-22 through 2023-24 academic years, across 13 sports, 12 student-athletes practiced beyond the 45-day period, 11 student-athletes also received impermissible financial aid while ineligible or not certified and 19

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<sup>2</sup> NCAA Bylaw 14.3.2.1 was amended effective November 2022 allowing student-athletes without academic certification to practice and receive aid past the 45-day period.

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student-athletes also competed prior to receiving final amateurism and academic certification from the NCAA Eligibility Center. [NCAA Bylaws 12.1.1.1, 12.1.1.1.3, 12.1.1.1.3.1, 14.3.1.1, 14.3.2.1 and 15.1.1 (2021-22 through 2023-24)]

- b. From the 2021-22 through the 2023-24 academic years, across 16 sports, 62 student-athletes practiced beyond the 45-day period and 34 of the student-athletes competed prior to receiving final amateurism certification through the Eligibility Center. [NCAA Bylaws 12.1.1.1, 12.1.1.1.3 and 12.1.1.1.3.1 (2021-22 through 2023-24)]
  - c. From the 2021-22 through the 2023-24 academic years, across 12 sports, 19 student-athletes practiced beyond the 45-day period, 15 of the student-athletes also received impermissible financial aid while ineligible or not certified and 25 student-athletes competed without meeting the academic requirements, as certified by the Eligibility Center. [NCAA Bylaws 14.3.1.1, 14.3.2.1 and 15.1.1 (2021-22 through 2023-24)]
  - d. During the 2023-24 academic year, one women's basketball two-year transfer student-athlete practiced, received impermissible financial aid and competed in 28 games without having met two-year transfer legislation when she failed to complete specific course subjects required for immediate eligibility. [NCAA Bylaw 14.5.4.3-(c) (2023-24)]
  - e. During the 2023-24 academic year, one men's lacrosse four-year transfer student-athlete competed in 13 matches without completing nine-semester hours in the preceding regular academic term at his previous institution. [NCAA Bylaw 14.4.3.2 (2023-24)]
2. [NCAA Division II Manual Bylaws 2.8.1 (2021-22) and 7.01.10 (2022-23 and 2023-24)] (Major)

During the 2021-22 through 2023-24 academic years, the scope and nature of the violations detailed in Agreed-Upon Findings of Fact No. 1 demonstrate that the institution failed to adequately monitor its student-athlete certification processes to ensure compliance with NCAA eligibility legislation. Specifically, the institution did not provide the necessary supervision of its NCAA certification system to verify the accuracy of student-athlete certification for practice and competition. Further, the institution did not have an adequate system of checks and balances in place to verify that the correct eligibility status of student-athletes was being communicated to the conference.

**III. OTHER VIOLATIONS OF NCAA LEGISLATION SUBSTANTIATED; NOT ALLEGED**

None.

**IV. REVIEW OF OTHER ISSUES**

None.

**V. PARTIES' AGREED-UPON PENALTIES<sup>3</sup>**

Pursuant to NCAA Bylaw 19.10.3-(e), the parties agree to the following penalties:

Penalties for Major Violations (Bylaw 19.12.4)

1. Public reprimand and censure through the public release of the negotiated resolution agreement.
2. Two years of probation from **December 18, 2025**, through **December 17, 2027**.<sup>4</sup>
3. During this period of probation, the institution shall:
  - a. Continue to develop and implement a comprehensive educational program on NCAA legislation to instruct coaches, the faculty athletics representative, all athletics department personnel and all institutional staff members with responsibility for eligibility certification legislation.
  - b. Submit a preliminary report to the Office of the Committees on Infractions (OCOI) by **February 15, 2026**, setting forth a schedule for establishing this compliance and educational program.
  - c. File with the OCOI annual compliance reports indicating the progress made with this program by **October 31<sup>st</sup>** during each year of probation. Particular emphasis shall be placed on rules education and monitoring related to eligibility certification.

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<sup>3</sup> All penalties must be completed during the time periods identified in this decision. If completion of a penalty is impossible during the prescribed period, the institution shall make the NCAA Division II Committee on Infractions aware of the impossibility and must complete the penalty at the next available opportunity.

<sup>4</sup> Institutions must serve probation during the prescribed penalty period.

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- d. Inform prospects in writing that the institution is on probation for two years and detail the violations committed. If a prospect takes an official paid visit, the information regarding violations, penalties and terms of probation must be provided in advance of the visit. Otherwise, the information must be provided before a prospect signs a written offer of admission and/or financial aid and no later than when the Eligibility Center provides a prospective student-athlete with the institution's academic data.
  - e. Publicize specific and understandable information concerning the nature of the infractions by providing, at a minimum, a statement to include the types of violations and the affected sport programs and a direct, conspicuous link to the public infractions decision located on the athletics department's main website "landing page" and media guides. Permissible website posting locations include the main navigation menu or a sidebar menu. The link may not be housed under a drop-down menu. Further, the link to the posting (i.e., the icon or the text) must be titled "NCAA Infractions Case." With regard to the content of the posting, the institution's statement must: (1) clearly describe the infractions; (2) include the length of the probationary period associated with the case; and (3) give members of the general public a clear indication of what happened in the case to allow the public (particularly prospects and their families) to make informed, knowledgeable decisions. A statement that refers only to the probationary period with nothing more is not sufficient.
4. The institution shall pay a fine of \$5,000 to the NCAA.
  5. Vacation of team and individual records: Ineligible participation in 17 sport programs occurred over three years as a result of violations in this case. Therefore, pursuant to Bylaws 19.12.4-(f), 19.12.4.6 and 19.12.4.7, the institution shall vacate all regular season and conference tournament wins, records and participation in which the ineligible student-athletes competed from the time they became ineligible through the time they were reinstated as eligible for competition. Further, if the ineligible student-athletes participated in NCAA postseason competition at any time they were ineligible, the institution's participation in the postseason contests in which the ineligible competition occurred shall be vacated. The individual records of the ineligible student-athletes shall also be vacated. However, the individual finishes and any awards for all eligible student-athletes shall be retained. Further, the institution's records regarding the affected sport programs, as well as the records of the head coaches, shall reflect the vacated records and be recorded in all publications in which such records are reported, including, but not limited to, institutional media guides, recruiting material, electronic and digital media plus institutional, conference and NCAA archives. Any institution that may subsequently hire the affected head coaches shall similarly reflect the vacated wins in their career records documented in media guides and other publications cited

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above. Head coaches with vacated wins on their records may not count the vacated wins toward specific honors or victory “milestones” such as 100th, 200th or 500th career victories. Any public reference to the vacated records shall be removed from the athletics department stationery, banners displayed in public areas and any other forum in which they may appear. Any trophies awarded by the NCAA in the affected sport programs shall be returned to the Association.

Finally, to aid in accurately reflecting all institutional and student-athlete vacations, statistics and records in official NCAA publications and archives, the sports information director (or other designee as assigned by the director of athletics) must contact the NCAA media coordination and statistics office and appropriate conference officials to identify the specific student-athletes and contests impacted by the penalties. In addition, the institution must provide the media coordination and statistics office with a written report detailing those discussions. This written report will be maintained in the permanent files of the media coordination and statistics office. The written report must be delivered to the office no later than 14 days following the release of this decision or, if the institution appeals the vacation penalty, at the conclusion of the appeals process. A copy of the written report shall also be delivered to the OCOI at the same time.

6. The institution shall undergo a comprehensive external review of its certification and eligibility policies and procedures by a qualified outside entity during the term of probation. The institution shall implement all recommendations made by the reviewers and self-report any violations of NCAA legislation which are discovered.
7. Zerbe was involved in violations of ethical conduct leading to violations of eligibility and certification rules. Therefore, Zerbe shall be subject to a two-year show-cause order pursuant to Bylaw 19.12.4.1. The show-cause order shall be in effect from **December 18, 2025**, through **December 17, 2027**. In accordance with Bylaw 19.12.4.1 and NCAA Division II Committee on Infractions Internal Operating Procedure 5-17-1-1, during the show-cause period any employing member institution shall restrict Zerbe from all athletically related duties during the first year of the show-cause period and all eligibility certification responsibilities during the second year of the show-cause period. If Zerbe becomes employed by a member institution in an athletically related position within the institution’s department of athletics during the two-year show-cause period, the employing institution shall abide by the terms of the show-cause order unless it contacts the OCOI to make arrangements to show cause why the terms of the order should not apply.

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8. During one year of the probationary period each member of the institution's staff with eligibility certification responsibilities shall attend the NCAA Regional Rules Seminar. The institution shall provide in its annual compliance report a list of the sessions each individual attends at these seminars.
9. Following the receipt of the final compliance report and prior to the conclusion of probation, the institution's president shall provide a letter to the Committee on Infractions affirming that the institution's current athletics policies and practices conform to all requirements of NCAA regulations.

## **VI. OTHER AGREEMENTS**

The parties agree that this case will be processed through the NCAA negotiated resolution process as outlined in Bylaw 19.10, and the Committee on Infractions will review the negotiated resolution. The parties acknowledge that the negotiated resolution contains agreed-upon findings of fact of NCAA violations based on information available at this time. Nothing in this resolution precludes the enforcement staff from investigating additional information about potential rules violations. The parties agree that the violations identified in this agreement occurred and should be classified as major.

If the Committee on Infractions approves the negotiated resolution, the institution and Zerbe agree that they will take every precaution to ensure that the terms of the penalties are observed. The institution and Zerbe acknowledge that they have or will impose and follow the penalties contained within the negotiated resolution, and these penalties are in accordance with those prescribed in Bylaw 19.12.

The OCOI will monitor the penalties during their effective periods. Any action by the institution or Zerbe contrary to the terms of any of the penalties or any additional violations may be considered grounds for prescribing more severe penalties or may result in additional allegations and violations. Additionally, as required by NCAA legislation for any institution involved in a major infractions case, Quincy shall be subject to the provisions of Bylaw 19.12.4.4 concerning repeat violators for a five-year period beginning on the effective date of the penalties in this case, date.

The parties acknowledge that this negotiated resolution may be voidable by the Committee on Infractions if any of the parties were aware or become aware of information that materially alters the factual information on which this negotiated resolution is based.

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The parties further acknowledge that the Committee on Infractions, subsequent to its review of the negotiated resolution, may reject the negotiated resolution. Should the Committee on Infractions reject the negotiated resolution, the parties understand that the case may be submitted through a summary disposition report (Bylaw 19.9) or notice of allegations (Bylaw 19.8) and prior agreed-upon terms of the rejected negotiated resolution will not be binding.

Should the Committee on Infractions approve the negotiated resolution, the parties agree that they waive NCAA hearing and appellate opportunities.

### **VII. DIVISION II COMMITTEE ON INFRACTIONS APPROVAL**

Pursuant to Bylaw 19.10.6, the COI approves the parties' resolution. The COI's review of this resolution is limited. The COI may reject a negotiated resolution agreement only if the agreement is not in the best interests of the Association or if the agreed-upon penalties are manifestly unreasonable. *See* Bylaw 19.10.4. In this case, the COI determines that the agreed-upon facts, violations, and type of violations are appropriate for this process. The agreed-upon penalties align with the penalties available under Bylaw 19.12 and with past case guidance. Pursuant to Bylaw 19.10.6, this negotiated resolution has no precedential value.

The COI advises Quincy and Zerbe that they should take every precaution to ensure that they observe the terms of the penalties. The COI will monitor the institution while it is on probation to ensure compliance with the penalties and terms of probation and may extend the probationary period, among other action, if the institution does not comply or commits additional violations. Likewise, any action by Quincy and/or Zerbe contrary to the terms of any of the penalties or any additional violations shall be considered grounds for prescribing more severe penalties and/or may result in additional allegations and violations.

NCAA DIVISION II COMMITTEE ON INFRACTIONS  
Piper Brewster  
Amber Feldman  
David Hansburg  
Richard Loosbrock, chair  
Brooke Parsons  
Jason Sobolik

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APPENDIX

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**APPENDIX**

**QUINCY UNIVERSITY'S CORRECTIVE ACTIONS**

1. Initial eligibility and continuing eligibility education sessions are now regularly conducted with the Registrar's Office, faculty athletics representative (FAR), head coaches, assistant coaches and graduate assistant coaches. Attendance is documented through sign-in sheets, and all educational materials and discussion topics are recorded. Athletic staff meetings are held every two weeks throughout the calendar year. All head coaches are required to attend. Each meeting has a compliance education component. Monthly meetings with assistant coaches where attendance is mandatory.
2. The athletic department has created an Athletics Compliance Committee that includes someone from the registrar's office, the FAR, someone from the financial aid office, someone from the admissions office and an athletics department administrator. The committee has regular meetings to review and learn new legislation, discuss various compliance updates and rules and disseminate compliance information to those constituent groups.
3. Beginning in the fall of 2024, the athletics department implemented the use of Teamworks Compliance and Recruiting to monitor student-athlete eligibility for practice and competition. The platform provides real-time updates for countable athletically related activities (CARA), certification, and individual eligibility status.
4. All eligibility lists are wet-signed by the certifying officer, director of athletics, head coach and compliance director. The compliance director meets individually with each of these parties to review every student-athlete and verify each column of the eligibility list.
5. A comprehensive Google Sheets tracking system has been created and maintained by the compliance director to organize all areas of eligibility. These tracking sheets are initiated each May and maintained throughout the academic year. Coaches are granted view-only electronic access to monitor the progress and assist with completion of eligibility requirements.
6. Regular email communications are sent to all head coaches identifying ineligible student-athletes and are updated as requirements are completed and eligibility status changes.
7. A system to list all ineligible student-athletes has been created and is maintained for the certifying officer, athletics director and compliance director to quickly identify student-athletes not cleared for practice, competition or both.
8. The institution reconstituted its campus compliance committee in the fall of 2025 to review all compliance procedures and rules education on campus.