

Eligibility Center – Fall 2026 Temporary Vouchers

Immediately upon discovery of the cyber outage on August 12, 2026, staff established a recommended temporary voucher process, which was taken to the NEC for approval that evening and made available to the membership starting August 13. Temporary vouchers could be used for any student and were submitted through the normal certification process, improving clarity and ease compared to previous versions of vouchers.

During the outage, eligibility center staff provided 223 voucher consultations and answered 2,784 inquiries, guiding members and helping them determine eligibility for specific student situations. Upon resuming operations on August 27, eligibility center staff continued to work extended hours to clear the backlog of received documents and complete reviews for students who were ready for review prior to the outage, as well as the influx of new students who had been waiting to register or complete tasks. The eligibility center caught up and returned to normal processing times by September 7, the deadline to submit new vouchers.

In the weeks since, administrators have received weekly updates about their vouched-for students' PlayNAIA statuses to support them as they completed the voucher process. As of mid-September, more than 50 percent of the 2,506 vouched-for students had completed their determinations. We know the need for a voucher system caused disruptions on campus as fall seasons were starting, and we thank everyone on your campuses and in your conference offices for their flexibility, understanding, and patience.