Student-Athletes – Home & Away Requests

In accordance with NCAA Bylaw 16.2.1.1, an institution may provide four complimentary admissions per home or away intercollegiate athletic event to a student-athlete in the sport in which the individual participates (either practice or competes), regardless of whether the student-athlete competes in the contest.

Student-Athletes must request complimentary admissions through TicketTaker via the process below.

Staff Members – Home & Away Requests

In accordance with Bylaw 11, staff members are subject to the following complimentary admissions limitations (subject to availability):

- Head and Assistant Coaches – Unlimited
- Volunteer Coaches – 2 for home contests in sport
- Graduate Assistant Coaches – 4
- Undergraduate Student Assistant Coaches – 4
- Noncoaching Staff Members (e.g., Administrative Staff, Ops, Managers, Sports Medicine, Athletic Performance) – Unlimited

Season Tickets: All Head and Assistant Coaches and Noncoaching Staff Members are provided season tickets. If a season ticket recipient wishes to request tickets above their allotted amount, they must do so through TicketTaker via the process below.

Prospect & Prospect Coach Prohibition: Coaches and staff members are NOT permitted to designate prospects or prospect coaches as personal guests (unless they are immediate family members) via TicketTaker. Prospects and prospect coaches must be listed on the Complimentary Admissions Request List available online at sjsuspartans.com under Compliance/Forms & Policies/Bylaw 13. The process for these requests is set forth under Prospect and Prospect Coaches heading below.

TicketTaker Process

STEP 1: Go to www.tickettaker.net/sjsu

STEP 2: Sign in with your username and password provided by the Ticket Office at the beginning of each academic year.

STEP 3: Once you are signed in, select the contest for which you are requesting tickets.

STEP 4: Enter the first and last name of your guest and select the relationship you have with that individual (e.g., Father). After you have identified your guest, select any special instructions that pertain to your guest (e.g., Wheelchair). If you would like to transfer your tickets to another student-athlete or staff member, select “Transfer To” and select the name of the individual.

- If you are receiving a ticket from another student-athlete, under the box titled “Transfer To” will read “Transferred to you from ______.”

STEP 5: SAVE YOUR TICKET REQUEST! At the bottom left corner of the page, click “Save My Tickets.” If you do not save your tickets, they will not be reserved.
STEP 6: Once you have completed your ticket request, an email confirmation will be sent with a list of the individuals designated to receive tickets. You have the option to change or edit the request until a predetermined and announced deadline the day before the contest.

STEP 7: All individuals receiving complimentary admissions must present photo identification to receive tickets the day of the contest. NO EXCEPTIONS WILL BE MADE. You are responsible for notifying your guests of this requirement.

For any questions regarding TicketTaker, contact the Spartan Ticket Office at (408) 924-1548.

**Prospects and Prospect Coaches**

In accordance with NCAA Bylaws 13.6, 13.7 & 13.8, prospects and coaches of prospects may not be provided hard tickets to any SJSU contest. Prospects and prospect coaches may only be issued complimentary admissions to HOME contests in the general seating area through the Complimentary Admissions Request List.

**Prospects**

A prospect is permitted a maximum of three complimentary admissions to a home athletics event at any facility within a 30-mile radius of the SJSU campus.

- **Nontraditional Family:** Prospects who are members of a nontraditional family (e.g., divorce, separation) may receive two additional complimentary admissions to accommodate parents and stepparents.

**Football:** During an official visit ONLY, a prospect is permitted up to five complimentary admissions to a home athletics event at any facility within a 30-mile radius of the SJSU campus.

**Prospect Coaches**

A high school, prep school or two-year college coach may receive up to two complimentary admissions to a home athletics event at any facility within a 30-mile radius of the SJSU campus.

**Prospect & Prospect Coach Complimentary Admissions Process**

**STEP 1:** All complimentary admissions requests for prospects and coaches of prospects must be made via the Complimentary Admissions Request List, which must be submitted to the Compliance Office for approval at least 48 hours prior to the contest start time.

- Prospect team requests may be fulfilled by attaching the team roster to the Request List.

**STEP 2:** Once received, the Compliance Office will review the Complimentary Admissions Request List to ensure compliance with NCAA legislation. Upon approval, the Compliance Office will provide the Request List to the Ticket Office.

**STEP 3:** The Ticket Office maintains the Complimentary Admissions Request List until the appropriate contest for admissions distribution.
STEP 4: At the contest site, the Ticket Office staff provides complimentary admissions only to those prospects and prospect coaches listed on a Complimentary Admissions Request List approved by the Compliance Office. No other Form of request will be accepted. Prospects and prospect coaches must present a photo ID to claim their tickets, NO EXCEPTIONS.

IMPORTANT NOTE: If there are ever any questions regarding the Complimentary Admissions Request List, or if the Request List is not at the contest site, please contact a Compliance or Ticket Office staff member. It is a violation of NCAA legislation to provide complimentary admissions to prospects or prospect coaches without a formal Request List that includes the individual’s name and that is signed by a member of the Compliance Office staff.

Visits Unrelated to Recruitment

In accordance with NCAA Bylaw 13.7.2.5, it is permissible to provide complimentary admissions to prospects visiting campus for a purpose having nothing to do with the prospect's athletics recruitment by the institution (e.g., band trip, fraternity weekend, athletics team's attendance at a sporting event with the high school coach). In order to provide complimentary admissions, an individual within the institution’s athletics department or a booster may not be involved in any way with the arrangements for the visit. The process for requesting and distributing complimentary admissions for visits unrelated to recruitment is set forth below.

Visits Unrelated to Recruitment Process

STEP 1: A list or roster of individuals who wish to attend a competition must be provided to the Compliance Office at least 48 hours prior to the contest start time. The list or roster must indicate a supervisor or chaperone that will be present during the visit.

STEP 2: Once received, the Compliance Office will review the roster to ensure compliance with NCAA legislation. Upon approval, the Compliance Office will provide the roster to the Ticket Office, where it will be held until the appropriate contest.

STEP 3: At the contest site, the on-site staff member will provide the requested complimentary admissions in a prepared envelope to the chaperone or supervisor for distribution to the visiting group. The chaperone or supervisor must present a photo ID to claim the tickets, NO EXCEPTIONS.

[8/29/1990 NCAA Staff Interpretation]

External Operations Ticket Requests

When institutional staff members wish to provide nonprofit organizations, potential boosters, corporate entities and sponsorship clients with complimentary admissions to a competition, they must receive Compliance Office approval via the External Operation’s’ Football/Basketball Complimentary Ticket Request Form. The institutional staff member will submit a completed Request Form to the Compliance Office for approval. The Compliance Office reviews the request to ensure it complies with NCAA Bylaw 13.15. Once approved, the institutional staff member brings the Request Form to the Ticket Office to claim the tickets.