

# Transcript Ordering FAQs:

## ***Basic Information:***

### **What will I need to order a transcript?**

You will need your social security number or 7-digit SU student ID number, a valid credit card, a valid email account, and any documents that need to be sent with your transcript.

### **I am an international student so I don't have a social security number and I have forgotten my student ID number. How can I order a transcript?**

You can use 123-45-6789 for a social security number. When you receive the message that your record was not found, choose 'Next' to bypass the message and proceed with the order.

### **I've attended SU recently, but when I try to order a transcript I receive a message that my record cannot be found. What should I do?**

Review the information you've entered to make sure it is accurate. If it is, select continue with order and we'll investigate it after the order is submitted. It may be something as simple as a middle name being used to order a transcript, but our records only indicate a middle initial.

### **I've tried to order a transcript on my Mac, but it's not working. Please help.**

Make sure you are using Google Chrome or Internet Explorer as your browser. It will not work with Firefox.

## ***Paper Transcripts:***

### **Can a transcript be faxed?**

Transcripts cannot be faxed. They can be transmitted electronically, sent by US mail, or held for pickup in the Registrar's office.

### **I need a paper copy of my transcript sent as soon as possible. How can I indicate this in the ordering process?**

During the ordering process be sure to select 'mail' as the delivery option. Normal processing time for paper transcripts is 2-3 business days, with additional time for delivery. Contact the Registrar's office at 570-372-4109 for any paper transcripts that require expedited shipping, such as overnight or next day air. You will need to provide a credit card number for any fees associated with expedited shipping.

### **A school has requested a paper transcript be mailed, but when I select the school and the office where it should be sent, my only option is an electronic transcript. How do I get a paper transcript?**

After selecting the school, indicate the office is 'not in list.' This will allow you to enter the name of the office (even if it's already in the pre-populated list), and then you will be able to choose a paper copy to be mailed.

## ***Transcript Order Processing:***

### **How do I track my order to make sure it's been processed?**

You can track your order here: [National Student Clearinghouse - Track My Order](#). You will be able to tell if your transcript has been electronically transmitted and if the recipient has retrieved it. If you requested a paper copy you will be able to see the day it was printed. For paper copies allow additional time for delivery.

### **My credit card has been charged, but the recipient indicates he never received my transcript. Can you reverse the charge?**

Since your credit card is charged when the transcript is produced, not received or retrieved, National Student Clearinghouse is not able to reverse the charges. It's important to enter an accurate email address or mailing address for the recipient when placing your order.

## ***Grades and Graduation Information:***

### **How can I make sure my off-campus credits have been added to my record and will appear on my transcript?**

You will receive an email from the Registrar's office when your off-campus credits have been added to your record. Any transcripts you order after you receive that email will contain your off-campus credits.

### **How do I know if I need to select 'Hold for end of term grades' when placing a transcript order?**

Check your mySU Self-Service account to see if all your grades for the semester have been entered. If they have, select 'now.' If they have not all been entered, select 'hold for end of term grades' and your transcript will be produced after all grades have been entered and the term has ended. For internships refer to the end of term date indicated on your student learning contract.

### **Earlier this semester I ordered a transcript to be held for end of term grades. Even though the semester isn't over until next week all my final grades are entered. When I checked the status of my order it shows my transcript has not yet been processed. Why?**

'Hold for end of term grades' indicates your transcript will be produced after the end date of the current semester and after all your grades have been entered. Your transcript will be produced at the end of the semester.

### **I tried to order a transcript to be held for end of term grades and received an error message that 'pending grade information is unavailable.' What does that mean?**

It means all courses for the current term have received final grades. You can order a transcript to be processed 'now.'

**I tried to order a transcript to be held for degree posting and received an error message that 'pending degree information is unavailable.' What does that mean?**

It means that your degree has been posted. You can order a transcript to be processed 'now.'

### ***Bachelor's vs. Master's transcript:***

**I completed my bachelor's degree at SU, and am currently enrolled in the master's program.**

**Can I order one transcript that contains coursework for both programs?**

You will need to order separate transcripts for your bachelor's degree coursework and your master's degree coursework. Each transcript costs \$5.

**I took a master's course while I was an undergraduate. Will my master's course appear on my undergraduate transcript?**

Only undergraduate coursework will appear on an undergraduate transcript. You will need to order a master's transcript for any master's coursework.

### ***Attachments:***

**Can I assume any attachments I submit with my transcript request will be automatically sent with the transcript?**

All attachments are reviewed before sending the transcript. If something does not seem to be legitimate, like a picture of your dog, you will be contacted at the email address you provided on the request.

### ***Official e-transcript:***

**I've received my transcript electronically, but it doesn't look official. Is there something wrong?**

When you receive your transcript make sure to download it, using Adobe, and save it as a file to your computer. This process produces a security statement and the Registrar's signature.