

Procedures

Date: July 25, 2022

Subject: Transcript Request Processing

Procedures for Policy 2204

1. Official Paper Transcripts

Current or former students may request an official paper transcript

- 1.1 Presenting the [Request for transcript of Academic Record Form](#) in person, and showing a college identification card or government-issued photo identification to any campus Admissions and Enrollment Services Office. Admissions and Enrollment Services staff will ensure that no holds exist preventing the release of an official transcript. If no holds exist, the student shall pay \$5.65 per requested transcript to a campus Business Office, present their receipt for payment and pick up the official paper transcript from Admissions and Enrollment Services within five (5) business days.
- 1.2 Current or former students may request an official paper transcript through a third-party vendor, to be delivered to any designated location by accessing a link to the third-party vendor located on the Office of the College Registrar website and completing the online transcript request form. Requests for an official transcript through the third-party can be made by entering information and verifying identity. Official paper transcripts can be requested at a cost of \$5.65 per transcript payable to the third-party vendor.
 - 1.2.1 TCC's Office of the College Registrar will be electronically alerted by the third-party vendor when a student has made an official transcript request. The Office of the College Registrar staff will verify the accuracy of each transcript and will ensure that there are no holds preventing the release of the official transcript before transmitting the transcript to the third-party vendor via an electronically secure format. Absent any holds or other situation that may prevent timely release of the transcript, the transcript will be submitted electronically to the third-party vendor, who will mail the transcript via the United States Postal Service within five (5) business days of the request.
 - 1.2.2 Students who request an official transcript through the third-party vendor will be notified via email that the request has been received, when the request has been processed, and, as applicable, when a TCC hold prevents the release of a transcript. In the event of a hold, the student will be provided with contact information for the college office responsible for placing the hold.

2. Official Electronic Transcripts

2.1 Current or former students may request an official electronic transcript through the third-party vendor to be delivered to any designated location that accepts electronic delivery by accessing a link located on the Office of the College Registrar website and completing an online transcript request form. Each current or former student may request one free official transcript in electronic format. Thereafter, the student will be responsible for payment for each additional request for electronic delivery at a cost of

\$3.15, payable to a third-party vendor via a credit, debit, or pre-paid card.

2.1.1 TCC's Office of the College Registrar will be electronically alerted by the third-party vendor when a student has made an official transcript request. The Office of the College Registrar staff will verify the accuracy of each transcript and will ensure that there are no holds preventing release of the official transcript before transmitting the transcript to the third-party vendor via an electronically secure format. Absent any TCC holds or other situation that may prevent timely release of the transcript, the transcript will be delivered electronically by the third-party vendor to the recipient within five (5) business days of the request.

2.1.2 Students who request an official transcript through the third-party vendor will be notified via email that the request has been received, when the electronic transcript has been delivered, and, as applicable, when a TCC hold prevents the release of a transcript. In the event of a hold, the student will be provided with contact information for the college office responsible for placing the hold.

3. Expedited Delivery

Current or former students may request expedited delivery of electronic transcripts to locations within the United States or overseas. Students may access the link to the third-party vendor on the Office of the College Registrar website and select expedited delivery. Absent any holds or other situation that may prevent timely release of the transcript, delivery will be effected within one

(1) business day of the request.

4. Delayed Request Fulfillment

The following situations may prevent or delay issuing official transcripts:

- Financial indebtedness to the college
- Insufficient, inaccurate, or illegible identification information
- Invalid recipient email provided for an electronic delivery request. Students will be notified if an invalid email prevents delivery.
- Student records older than ten years that have been archived and only accessible through the VCCS. Students will be notified that the transcript delivery may be delayed.