

Ordering Transcripts

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What should I do BEFORE I request my transcript?

1. Login to [Banner Self-Service](#) to verify that your most recent semester coursework has been graded and applied to your unofficial transcript
 - a. Click Student Services & Financial Aid tab
 - b. Click Student Records
 - c. Click View Unofficial Transcript Online
2. Resolve any holds that may prevent your transcript from being sent. You view holds in [Banner Self-Service](#).
 - a. Click Student Services & Financial Aid tab
 - b. Click Student Records
 - c. Click View Holds

How can I order my Official Transcript?

1. National Student Clearinghouse (E-Transcript)
 - a. If you have access to your [My STLCC Account](#), log in and click the Student Services & Financial Aid tab, select Student Records, and then click on Enrollment Verification to access NSC; once on NSC, click Order or Track a Transcript.
 - b. If you do not have access to your My STLCC account, order your transcript directly through NSC at: www.getmytranscript.org.
2. In-Person at any campus Cashier's Office, or the Registrar's Office at 300 S. Broadway, St. Louis, MO.
 - a. [Transcript Request Form](#)
 - b. Must have valid photo ID

What are the benefits of requesting an E-Transcript?

1. Fastest delivery method (within minutes)
2. Much more reliable than mail
3. No additional fees for expediency
4. More and more businesses are going paperless

Can all students request an E-Transcript?

1. No. Students who have graduated in Funeral Directing are not eligible to have STLCC transcripts sent through National Student Clearinghouse. Funeral Directing transcripts require a special stamp/seal which details the accreditation of the program. Graduates of this program must request their transcript in writing, or at any campus Cashier's Office.

Is an Electronic Transcript (E-Transcript) considered Official?

1. Yes. The content of an E-Transcript is identical to the content on the printed transcript.

Does every university, agency, and employer accept an E-Transcript?

1. It is your responsibility to ensure that the recipient will accept an electronic transcript. We recommend you do this *before* making the request.

How can my transcripts be delivered?

1. Paper Copy sent by US Mail or UPS (UPS cannot deliver to PO Boxes). Requests must be received by 1:00 pm for same-day processing. Express Mail is \$25.00. Overnight requests received after 1:00 pm CST will be processed the following business day.
2. Paper Copy, picked up in office during normal office hours, by you or a designee (photo ID required).

Can my Official Transcript be faxed?

1. No, Official Transcripts cannot be faxed.

What is the cost?

1. All Official Transcripts cost \$5.00 each.
2. Requests must be received by 3:00 pm for same-day processing (for overnight requests); overnight and international delivery will incur additional fees.
 - a. Overnight UPS: \$10.00 (no PO Boxes)
 - b. Express Mail USPS: \$25.00 (street address or PO Box accepted)
 - c. International to Canada or Mexico: \$25.00
 - d. International outside Canada or Mexico: \$45.00

How long will it take to process my transcript request?

1. E-Transcripts are sent when the payment has been processed. For students who attended STLCC prior to 1980, the processing timeframe may take longer; you will receive notification of this status.
2. Please allot 2 business days from the receipt of payment to process a standard mail transcript.
3. Due to high volume at the end of a semester, transcript processing may take up to 5 business days.
 - a. *If time is of the essence, the NSC option is best.*

The recipient never received my transcript. What are my options?

1. If the school, agency, or individual you identified as the recipient in your transcript request never received the transcript and it was due to our office error, we will provide a replacement free of charge.
2. We cannot accept responsibility for non-delivery if the address provided was either incorrect or incomplete. Additionally, STLCC does not accept the responsibility for delivery turnaround by the US Post Office or other mail vendors. The student must submit and pay for another transcript request.

Why wasn't my transcript issued?

1. Holds on your account (go to FAQ #7 for more info)
2. Insufficient information (i.e. failure to provide Student ID or last 4 of SSN)
3. Invalid email provided for delivery of an e-transcript (go to FAQ #5 for next steps)

How is current enrollment reflected on the transcript?

1. Current enrollment will be listed as "IP" or *In-Progress*.

Where can I go to pick up my Official Transcript?

1. If you mark “self-pick-up” on your request, you may pick it up at the Registrar’s Office. Hand-carried official transcripts are only available at the Registrar’s Office. The Registrar’s Office is open Monday through Friday from 8:30 am to 4:00 pm.

Where can I get an Unofficial Transcript?

1. Students who have attended STLCC since Fall 2008 can print an unofficial transcript through [Banner Self-Service](#).
2. All students may go to [Enrollment Services Office](#) or [Advising Office](#) for assistance printing an unofficial transcript.