

Request for Transcript Frequently Asked Questions

Q: What is an 'official' transcript?

A: An 'official' transcript is a record of the courses completed and marks/grades received at Columbus State Community College, including transfer credit. Transcripts are printed on security paper and includes the Registrar's signature and the date issued.

Q: Can I get an 'unofficial' transcript?

A: To obtain your unofficial Columbus State Community College transcript please follow [these instructions](#).

Q: What is my 'Student ID Number'?

A: It is a seven digit number, called the 'CougarID Number' that is assigned to take the place of your Social Security Number in identifying your student record. You can discover your CougarID Number [here](#).

Q: What happens if my record has a 'hold' on it?

A: If your record has a 'hold' on it you will be notified immediately after you submit your identifying information and have provided a telephone number to contact. You will not be able to submit a request for a transcript until the hold has been rectified.

Q: What if I don't have a credit or debit card with which to pay the fee?

A: You may consider purchasing a single-use, prepaid credit or debit card to be able to place the order online.

Q: Can a third-party order my transcript??

A: Yes, a third-party requestor may order a student's transcript. Please contact Credentials Solutions via telephone at (847) 716-3005 for more information.

Q: Are PDF or electronic transcripts available from Columbus State Community College?

A: If you are ordering a transcript for yourself or a third-party recipient, (Select the 'Other' option when ordering), a PDF option may be available for you to select. If you are ordering a transcript for another college or university, an electronic transcript may be available if the receiving institution has the capability to receive electronic transcripts from Credentials Solutions. If there are not options available after the address has been input, then neither electronic nor PDF options are available for that institution.

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- Q:** I requested an electronic transcript and entered the recipients e-mail address incorrectly. Can this be corrected?
- A:** As long as the transcript has not been viewed and it is within 30 days of the order being placed, the recipients e-mail address may be corrected. This information may be updated through [Self-Service Plus](#).
- Q:** How long does it take for a PDF transcript to be sent?
- A:** The transcript will be sent within 24 business hours (3 business days) after the online request has been successfully completed. The recipient will need to review the transcript within 30 days of the completed order. The file will remain available to the recipient for 48 hours after the initial review.
- Q:** Will I be able to include an attachment with my PDF transcript?
- A:** Yes, there is an option for attachments on the third page of the ordering process.
- Q:** If I order a PDF version of my transcript, is it considered an official copy of my transcript?
- A:** The 'intended recipient' to whom you requested the transcript be sent will consider the PDF version an 'official' transcript. The PDF transcript is no longer considered 'official' if it has been printed and will state 'PRINTED COPY' on the face of the transcript.
- Q:** What if I want the most recent term's grades or degree received listed on my transcript?
- A:** There will be an option to hold your transcript for final grades or degree for a specific term. Transcripts will be sent after the deadlines have passed for grade submission and degree verification for the term.
- Q:** May a third party pick up my transcript?
- A:** Yes. You will need to provide the person's name on the 'Pick Up Information' page of the Credentials web site during the ordering process. The person picking up the transcript will need to provide the payment receipt and a government issued photo ID.




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- Q:** Why did I receive a Transcript Authorization Signature page via e-mail?
- A:** There was an issue with matching your request with your record at Columbus State Community College. Credentials Solutions needs the signature authorization to release your official transcript.
- Q:** Where do I send the Transcript Authorization Signature page after I have signed it?
- A:** As noted on the Transcript Authorization Signature page (see example below), you may fax the page to (847) 446-4280 or mail the page to:

Credentials Inc.
Columbus State C. C. Transcript Authorization
436 E. Frontage Road, Suite 260
Northfield, IL 60093

***** YOUR IMMEDIATE ATTENTION IS REQUIRED *****

Transcript Authorization for
your order# from
Columbus State Community College
on 03-10-2015 at 15:24:15



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THIS FORM MUST BE SIGNED AND FAXED OR MAILED AS SHOWN BELOW.
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Mail to: CREDENTIALS INC. COLUMBUS STATE C.C TRANSCRIPT AUTHORIZATION 436 E. FRONTAGE RD. SUITE 260 NORTHFIELD, IL 60093	OR	Fax To: 1-847-446-4280 Do NOT send cover page when faxing. Please dial area code when faxing.
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