

Official Transcript Ordering User Guide

- 1. To request an official Drexel University Transcript you will need to access the National Student Clearinghouse website at www.getmytranscript.com
- 2. The website will open to the transcript ordering homepage. You will need to use the drop down school selection menu to select Drexel University as your school designation and then press the submit button to begin the ordering process.

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	Transcript Ordering Center	
Order or Track a Transcript Ordering and tracking a transcript has never been so quick and easy. On the list below, you want to order a transcript or track an existing transcript order, then select \$	select the college or university from which ubmit.	
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	Transcript Ordering Center	
Order or Track a Transcript		
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If your school is not listed, please contact your school for instructions on ordering a b Questions? Check Transcript Ordering Help.	anscript.	
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3. Please carefully read the transcript ordering instructions on the next webpage. If you have any questions before beginning your transcript please contact the Office of the University Registration through the e-mails listed on the webpage.

Click on the **Start** button on the bottom of the webpage when you are ready to begin your transcript order.





4. The next webpage is where you will enter your personal information for the transcript. Please carefully read the instructions for each section when entering in your information on this webpage.

The information that you input into the Personal Information page will be used to automatically identify your student record at Drexel University. Please be sure to check the information you provided on this webpage before clicking on the **Next** button to move to the next step in the ordering process. The e-mail you provide will be used to notify you of the progress and completion of your transcript order.

Students or alumni that attend or attended the Semester Graduate Medical School programs (non-MD programs) will click **Yes** to question below the e-mail data entry box. All other students will click **No** to the question.

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- 5. If your student record is not found, the next webpage will show **Try Again** and **Next** buttons. If you click **Try Again** you will be redirected to the student information webpage to verify you entered all information correctly in the information boxes. If you there are no errors in the information you inputted click the **Next** button. Clicking the **Next** will continue your order submission, but your request will require research by the University to identify your record. You may be contacted by a staff member of the Office of the University Registrar to verify your record details in order to complete the transcript order.
- 6. If your record is found, the system will check if you have you have an active hold(s) on your record that will prevent the release of your transcript. You will be shown any active holds on your account and contact information for the department/office you may need to contact to release the hold on your student account. The following is an example of what may appear if you have an active hold(s) on your account. Please contact the Drexel Central Office at 215-895-1600 if a financial hold exists on your student record.

Important: An order will still be able to be submitted through the website if a hold(s) exists on your student. You will have 30 days to resolve the hold(s) before the transcript order is cancelled. If your hold(s) is resolved within 30 days your transcript will be processed according to the order type and delivery time frame you select. The fee for your transcript order will be charged to your payment account once the order is processed.





7. You will be taken to the **Additional Information** page after clicking next on **Personal Information** page the on the **Hold(s) Identified** page (if you have active holds on your student account).

Please fill in the required data fields. If your record was not automatically identified please fill in as much information as possible in the **Enrollment/Degree Information** section of the page to assist the Registrar's Office with identifying your student record. Please select the name of the Institution you attend or attended during your time of enrollment.

Once you complete filling in the information on the page click on the Next button.

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8. The next **Select Recipient webpage** will give you four options to select as to who will receive your transcript once it is released from Drexel University. Select the button for the appropriate recipient type and, under FERPA Compliance, select the recipient option that best reflects to whom you are sending your transcript: "Me," "School where I intend to apply or enroll," or "Other". Select "Next" to go to the Enter Recipient Details page. For information regarding FERPA please visit the Registrar's Office FERPA webpage (<u>http://www.drexel.edu/registrar/records-calendars/ferpa/</u>).

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9. After clicking Next you will be directed to the Enter Recipient Details page. You will need to add the name of the recipient, select the transcript type and delivery method for your transcript order(s). You can order your transcript to be released either through the mail or held for personal pick up for a printed transcript or via an e-mailed electronic copy of your transcript. You may also select whether you want to release your transcripts now, held until your degree has been awarded, or held until grades have been posted for a current term of course enrollment. Transcripts ordered with a hold option will be processed according to the degree completion and grading deadlines of Drexel's Academic Calendar. You will receive an e-mail

Important: If you are releasing your transcript to more than one recipient you can add multiple recipients in one transcript order. Click on **Save & Add Another Recipient** in order to add multiple recipients. You can also select multiple delivery methods in one order through the addition of recipients option. Please note that Drexel University does not release official transcripts via fax.

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a. You may select Standard Processing or Rush Processing for your transcript order.

Delivery Options

	Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar's Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing: • Standard Processing O Rush Processing
* Delivery Method:	Select

b. If you select Standard Processing with a Delivery Method of either Hold for Pickup or Mail your transcript order will be processed within 3 to 5 business days. Hold for Pickup transcript(s) will be available at the Drexel Central office located in Main Hall on Drexel University's Main Campus at 3141 Chestnut Street, Room 106. You will receive an email once your transcript(s) are ready for pickup.

Delivery Options * Transcript Processing: Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar's Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like tandard or rush transcript order processing Standard Processing O Rush Processing Delivery Method: Mail \mathbf{v} Please confirm, the delivery option you selected means: All transcripts have a base fee of \$10.00 per copy. There is no additional charge for regular mailing of paper transcript delivery. The processing time for paper transcripts is 5 days. Paper transcripts will be mailed 5 days after receipt of the web transcript request is sent to the recipient specified. * I Checking this box confirms you have read the delivery method information above. **Delivery Options** * Transcript Processing: Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar's Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like tandard or rush transcript order processing Standard Processing O Rush Processing Delivery Method: \sim old for Pickup Please confirm, the delivery option you selected means: All transcripts have a base fee of \$10.00 per copy. There is no additional charge for hold for pick-up of paper transcript(s). The processing time for paper transcript(s) is 5 days. Paper transcripts will be ready for pick up in Drexel Central 5 days after receipt of the NSC transcript request. ☑ Checking this box confirms you have read the delivery method information above.



c. If you select Rush Processing with a Delivery Method of Hold for Pickup your transcript will be available at the Drexel Central office located in Main Hall on Drexel University's Main Campus at 3141 Chestnut Street, Room 106 within 24 hours of your request.

. 2	Your school offers rush processing of transcript orders. Rush processing means that your order will be processed the Registrar's Office faster than other orders during normal business hours. If your transcript is being sent by fil class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like
	standard or rush transcr <u>ipt order processing:</u> O Standard Processing
* Delivery Method:	Rush - Hold for Pickup - \$10.00
	Please confirm, the delivery option you selected means:
	All transcripts have a base fee of \$10.00 per copy. Rush Delivery transcripts have an additional fee added to the base fee of \$10.00 per copy. Processed within 24-hrs from receipt of NSLC transcript request. Transcript(s) will be ready for pick up in the Office of the University Registrar 24 hours after receipt of the NSLC transcript request.
*	\checkmark Checking this box confirms you have read the delivery method information above.

Express/International your transcript will be sent to the recipient via UPS. You will receive a tracking number via e-mail for the UPS delivery. Any UPS orders received after 12:00 PM be mailed out the next business day. Please fill out all mailing information in the delivery address boxes that will appear when you select this option.

Important: UPS cannot deliver to P.O. Boxes.

Delivery Options	
* Transcript Processing:	Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar's Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing: O Standard Processing • Rush Processing
* Delivery Method:	Rush - Express Mail - \$45.00
	All transcripts have a base fee of \$10.00 per copy. Rush Delivery transcripts have an additional fee added to the base fee of \$10.00 per copy. If you prefer to have a tracking number and expedited mailing, there is an associated fee (per mailing location) of \$45.00 (Continental US). Expedited mailing is guaranteed overnight delivery.
*	Checking this box confirms you have read the delivery method information above.



e. If you select **Rush Processing** with a **Delivery Method** of **Mail** your transcript will delivered via the United States Postal Service. Any **Rush Processing - Mail** orders received after 12:00 PM be mailed out the next business day. Please fill out all mailing information in the delivery address boxes that will appear when you select this option.

Important: The United States Postal Service does not provide tracking numbers for standard mailed letters. Drexel University cannot track the transcripts to the delivery addressee.

* Transcript Processing: Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar's Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing: Standard Processing Rush Processing * Delivery Method: Rush - Mail - \$10.00 Please confirm, the delivery option you selected means: All transcripts have a base fee of \$10.00 per copy. Rush Delivery transcripts have an additional fee added to the base fee of \$10.00 per copy. Processed within 24-hrs from receipt of the NSLC transcript request. Transcript(s) will be mailed within 24-hrs after receipt of the NSLC transcript request to the recipient specified. * Checking this box confirms you have read the delivery method information above.

Delivery Options

f. Selecting the Electronic PDF option will populate a new set of information boxes to appear on the order page. You will need to add an e-mail address of the recipient to complete the delivery instructions of your order. You will only be able to order 1 transcript for each recipient of the electronic transcript. If you have the transcript e-mailed to yourself you will be able to distribute your transcripts to multiple 3rd party recipients as your electronic PDF transcript will include an electronic certificate of authenticity. The certificate of authenticity will be available for 60 days after the transcript has been e-mailed. Please note that that there is no Rush order option for electronic transcript orders as they are delivered directly from the Drexel's student record system to the recipient.

* Transcript Processing:	Your school offers rush processing of transcript orders. Rush processing means that your order will be processed by the Registrar's Office faster than other orders during normal business hours. If your transcript is being sent by first class mail, the delivery time will not be shortened by selecting rush processing. Please indicate if you would like standard or rush transcript order processing: • Standard Processing C Rush Processing
* Delivery Method:	Electronic PDF - \$1.75
*	Shortly after your request is processed by your school, your transcript recipient will be emailed a link to a secure Internet page where he or she can retrieve your official transcript. Upon that email notification, your credit card will be charged. The National Student Clearinghouse will guarantee that your recipient is notified that your transcript is ready for retrieval at the email address you provided when you placed the order; however, we cannot be responsible for whether or not your recipient retrieves or accepts the transcript. Because this is a new technology, we suggest that you contact your recipient and verify that he or she is willing to accept your transcript via this delivery method. The accuracy and correctness of the electronic transcript is solely the responsibility of your school.
* Recipient Email:	
* Confirm Recipient Email:	
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10. You may add information in the **Special Instructions** box if your transcript order has special conditions that requires an out of the ordinary delivery .

Delivery Options	
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* Delivery Method:	Electronic PDF - \$1.75 V
	Please confirm, the delivery option you selected means:
*	Shortly after your request is processed by your school, your transcript recipient will be emailed a link to a secure Internet page where he or she can retrieve your official transcript. Upon that email notification, your credit card will be charged. The National Student Clearinghouse will guarantee that your recipient is notified that your transcript is ready for retrieval at the email address you provided when you placed the order; however, we cannot be responsible for whether or not your recipient retrieves or accepts the transcript. Because this is a new technology, we suggest that you contact your recipient and verify that he or she is willing to accept your transcript via this delivery method. The accuracy and correctness of the electronic transcript is solely the responsibility of your school.
* Recipient Email:	
* Confirm Recipient Email:	
* Quantity:	1 copy = \$10.00 V
	Additional fees may apply. The total fees will be displayed in the order summary.
Special Instructions: (Maximum 255 Characters)	



11. If your transcript must be sent with supplemental documentation you can upload the documentation through the **Recipient Details** page. Click on the **Upload Documents** button and a pop up window will appear on your screen. There is a limit of 3 documents that may be uploaded through your transcript order. The recipient will receive the uploaded documents along with your transcript either electronically or through the mail.

Important: Medical School students ordering transcripts for VSAS or ERAS can upload their application documentation during this part of the transcript ordering process.

Attach Additional Documents
Additional Documents: Upload Documents Optional: Select upload to add documents (Maximum: 3) to your transcript request Supported format(s): PDF,DOC,DOCX File name(s): Permits alpha numeric characters and non-consecutive periods, dashes, underscore and spaces
Upload Documents X
Reminder:
 Number of document(s) permitted per recipient: 3 Supported format(s): PDF,DOC,DOCX Maximum file name size: 64 characters
File name(s): Permits alpha numeric characters and non-consecutive periods, dashes, underscore and spaces
Additional Documents:
The National Student Clearinghouse is committed to making its Web site accessible to the widest possible audience, including individuals with disabilities. If you use assistive technology (e.g., screen reader, eye tracking device, voice recognition software, etc.) and experience difficulty uploading additional documents, please contact the school from which you are requesting a transcript for assistance with supplying the documents via an alternative method.

12. Click Next when you have entered all recipient information for your transcript order.



13. The next page gives you one last opportunity to review your recipients before completing the payment portion of your transcript order. Please ensure all recipient information is correct before proceeding to the payment page. You may add or remove recipients before you move to check out/payment page. You can add more recipients by clicking on the plus button or remove recipients by clicking on X button next to the recipient name.

You will also have the opportunity to add a number that will be used to send text message alerts of the progress of your transcript order. You will receive text messages when your order is progress and when the transcript has been released. Click **Check Out** to move to the payment page of your transcript order.

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14. Enter payment information on the payment page and click Pay with Credit Card.



Secure Payment provided by First Data Corp.



15. The next page that will appear is the consent to authorize the release of your transcript. You can either sign the consent form electronically by clicking on Sign Paperless Consent Form button or download the consent form to print it out to physically sign the form by clicking Download Consent Form. If you opt to download and physically sign the consent form your order will not be processed until you submit the form to the National Student Clearinghouse via e-mail or fax.

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16. If you click on **Sign Paperless Consent Form** you will be directed to the page to electronically sign the authorization to release form. You will need to use your mouse in the signature box to sign the form. Click on the **Self-Certification Statement** box and then press the **Submit** button to complete your consent form.

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17. You will be directed to the transcript order confirmation page once you submit your consent. You will receive your transcript order number and will be able to print the confirmation page for your records.

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You should receive a confirmation email shortly.	
Transcript Order Number:	
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