

## Transcript Request Process

July 2, 2013

Beginning July 2, 2013, Alamo Colleges will charge \$10.00 for each requested copy of an Official Transcript. **However, the first copy under this system will be free.** The new system will be open for transcript requests at 6pm on Tuesday-July 2, 2013.

***The last date to request a transcript under the current process (without charge) is 12 noon on Monday-July 1, 2013. Between 12 noon on Monday-July 1, 2013 and 6pm on Tuesday-July 2, 2013, the transcript request system will be inactivated to transition to the new process.***

Students will be able to order official copies of their transcript using the following methods:

### On-line Request

1. Submit a transcript request via your ACES account. If you are having problems logging into ACES, please contact the Help Desk 210-485-0555.
2. Once you complete the request, you will be prompted to submit a payment of \$10.00 using a Credit or Debit card.
3. You will receive a message that confirms the payment was successful.
4. **Please note:** Any request received for student records with a “transcript hold” will not be processed until the “hold” is resolved. Students are notified via e-mail of the need to clear the “hold.”

### In Person Request – (CASH ONLY)

1. Visit the Enrollment Services office to obtain a “Transcript Request” form.
2. Submit the completed form to the Enrollment Services office and receive a payment form for the Bursar’s Office.
3. Submit the payment form to the Bursar’s office with the \$10.00 cash payment to complete the transcript order.
4. **Please note:** Any request received for student records with a “transcript hold” will not be processed until “hold” is resolved. Students are notified via e-mail of the need to clear the “hold.”

### Unofficial Transcripts

**Students may use ACES self-service to print unofficial copies of their transcript which will continue to be available at no cost.**

## TRANSCRIPT REQUEST INSTRUCTIONS

### **USE AND SUBMISSION OF THIS TRANSCRIPT REQUEST FORM**

Use and submission of your transcript request via this method is only valid IF:

- You have no ACES account
- You have not requested your first free transcript

If you do have an ACES account go to: <https://aces.alamo.edu/cp/home/displaylogin>

If you **have** requested your first free transcript **AND** don't have an ACES account go to:

[https://secure.touchnet.com/C20015\\_ustores/web/index.jsp](https://secure.touchnet.com/C20015_ustores/web/index.jsp) and select "Alamo Colleges Transcript Request".

### **DOCUMENTS TO ACCOMPANY YOUR OFFICIAL TRANSCRIPT**

If you have documents that must accompany your official transcript, please be sure to include those documents with this completed transcript request form.

### **SUBMITTING TRANSCRIPT REQUEST IN PERSON**

**SAC:** Fletcher Administration center (FAC) 216

**SPC:** Records & Registration, Welcome Center (WEC) 203

**PAC:** Admissions & Records, Palomino Center (PC) 117

**NVC:** Cypress Campus Center (CCC) 104A

**NLC:** Welcome Center, Student Commons Building (STCM) 101

### **SUBMITTING TRANSCRIPT REQUEST BY MAIL**

**SAC:** SAC Admissions and Records  
1300 San Pedro, FAC216  
San Antonio, TX 78212

**SPC:** St. Philip's College  
Records and Registration, WEC 203  
1801 Martin Luther King Drive  
San Antonio, TX 78203-2098

**PAC:** Enrollment Services  
1400 W. Villaret Blvd.  
San Antonio, TX 78244

**NVC:** NVC-Records & Transcripts  
3535 N. Ellison Dr.  
San Antonio, TX

**NLC:** Northeast Lakeview College  
1201 Kitty Hawk Rd  
Universal City, TX 78148

# OFFICIAL TRANSCRIPT REQUEST Form

NLC     NVC     PAC  
 SAC     SPC



ALAMO  
COLLEGES  
DISTRICT

Student is responsible for satisfying ALL the requirements below BEFORE submitting the request.

If you have a transcript HOLD, your transcript request WILL NOT be processed. Contact the Admissions and Records/Enrollment Services Office for guidance on how to resolve hold(s).

There are four convenient ways to request an official transcript:

1. **VIA EMAIL** – DST-CSITRANSCRIPTS@alamo.edu
  - Complete this transcript request form and submit it along with a **copy of your official PHOTO ID**.
2. **IN PERSON** – see instruction page for Admissions & Records/Enrollment Services office locations
  - Complete this transcript request form and submit it in person to the Admissions and Records/Enrollment Services Office. Be prepared to present **your official PHOTO ID**.
3. **BY MAIL** - see instruction page for Admissions & Records/Enrollment Services office addresses
  - Complete this transcript request form and mail it along with a **copy of your official PHOTO ID**.

LAST NAME:		FIRST NAME/MIDDLE NAME:		BANNER ID:
STUDENT ADDRESS:				
PRIOR LAST NAME:	LAST FOUR DIGITS OF SSN:	DATE OF BIRTH:	TELEPHONE: (    )	EMAIL ADDRESS:

<b>SEND TO:</b>		
MAIL TO ADDRESS:		
CITY, STATE:	ZIP CODE:	TELEPHONE: (    ) EMAIL ADDRESS:

- Process NOW
- Process AFTER DEGREE/GRADUATION DATE IS POSTED
- Process AFTER END OF SEMESTER GRADES ARE POSTED
- HOURS BEFORE 1984

- *If I was an Alamo Colleges student after 1984 and I have no transcript holds, I understand/accept my transcript will be mailed 5 - 7 business days after completed "Transcript Request" is received.*
- *If I was an Alamo Colleges student before 1984 and I have no transcript holds, I understand/accept my transcript will be mailed 7- 10 business days after completed "Transcript Request" is received.*
- *I understand/accept the processing time for my request is generally a maximum of 10 business days.*
- *I understand during peak transcript request periods, processing time may be longer.*

STUDENT'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

FOR OFFICE USE ONLY			
RECEIVED BY:	PROCESSED BY:	NOT PROCESSED — INITIALS:	
DATE/TIME:	DATE/TIME:	DATE/TIME:	

**PICK UP REQUIREMENTS:**

- You must show an **official PHOTO ID**.
- In accordance with Family Education Rights and Privacy Act (FERPA) regulations, transcripts may **only be released to the student of record**. You may refer to the FERPA Consent Form for exceptions.