FAQ -Transcript Ordering

How can I order my transcript?

- <u>Online</u>
- In person at the Welcome Center
- Order by fax or e-mail are **not** accepted.

How can my transcript be delivered?

- eTranscript, a secure, digitally signed PDF sent to the recipient
- Paper copy, sent by US mail or expedited FedEx service
- Paper copy you pick up

How much does it cost?

- All transcript requests are a $10 fee.
- There is an additional charge for expedited FedEx service

How can I fax my transcript?

- We cannot fax transcripts.

How will I know when my transcript request is completed?

- You will receive an e-mail when your transcript request has been delivered.

How will I know if I have a hold on my account?

- If you have a hold preventing your transcript from being delivered, you will receive an e-mail with the reason for the hold and how to clear it. Once the hold is cleared, your transcript request will be processed.

What is an electronic transcript (eTranscript)?

- An electronic transcript is a secure, digitally signed PDF of your official Victoria College transcript.
- The eTranscript has an additional first page that provides information regarding the document itself.
- The eTranscript is downloaded from a secure website as a PDF document.
- The eTranscript is protected by an electronic signature.
- The electronic signature guarantees that the document was sent from the Victoria College Admissions & Records Office and that the document has not been altered.

Is the eTranscript different from traditional printed transcripts?

- The content of the transcripts are identical.

- The eTranscript has an additional first page that provides information regarding the document itself.

Is the eTranscript official?

- Yes, it is an official document from Victoria College.
- The content of the transcript is identical to a printed transcript.
- The electronic signature of the Registrar appears on the transcript.

What are the advantages of the electronic delivery of my transcript?

- The requester is notified when the recipient received the official transcript.
- Delivery is faster than paper transcript requests.
- More reliable than mailing.
- No additional fees resulting from overnight mailing.

How do I know if the university or organization will accept an eTranscript?

- It is your responsibility to verify that the recipient will accept delivery of an electronic PDF transcript.

How long is the eTranscript available to the recipient?

- You eTranscript can be downloaded for up to thirty days after it is originally sent. If the recipient does not download your transcript within these 30 day, please contact our office to resend your eTranscript. There is no charge for resending your transcript if it has not been opened.
- After 30 days, your eTranscript will no longer be available for download. You will have to place another order.

Do I need any special software or configuration on my computer?

- You may use any Web browser.
- You must have a copy of Adobe Reader installed.

Are there any students who may not request this service?

- No, all students may request to have their transcript sent electronically.

I provided the wrong e-mail address for the recipient. Can I correct this mistake?

- If the e-mail address was a valid address and if the transcript was delivered and opened, you will need to make a new transcript request. The regular fee will be charged again. If the transcript has not been opened, we can resend it to the correct address at no additional charge.