

Transcripts Frequently Asked Questions (FAQs)

What browser should I use?

- Google Chrome version 43 or higher
- Mozilla Firefox version 34 or higher
- Microsoft Internet Explorer 11
- Safari OS X 10.11 and later and iOS 9
- Opera version 31 or higher

What is an "Official" Transcript?

All transcripts we produce in response to a student's request are "Official" as far as we are concerned. They all are on special security paper with the Registrar's signature, the date printed and the school seal. Any transcript we provide to the student will also indicate "ISSUED TO STUDENT". Some agencies do not consider these to be official. Be sure to check with the agency requesting the transcript to verify what they consider to be official.

Can I get an unofficial transcript for my records?

Unofficial transcripts are available to currently enrolled students who have online access to their records through their MyCSU account. (or take out their account and just say MyCSU.) Unofficial Transcript are not available for students who don't have access to their MyCSU records.

Do I have to order two transcripts to get my CSU undergraduate and CSU graduate record sent?

CSU transcripts are complete records of your entire enrollment at CSU, including undergraduate and graduate work. We do not issue partial transcripts that contain a student's undergraduate or graduate record separately.

If I pay the express mail fee with the transcript fee, am I guaranteed to receive my transcript the next day?

If there is a problem with your record which prevents transcript issuance, such as a hold, then we will not release the transcript until the problem is resolved.

Next Day Express Mail delivery is provided via Federal Express (FedEx) and the order MUST be done via our online service. Express Mail orders are picked up by FedEx every business day by 3:00 p.m. If your Express mail delivery order is received after 3:00 p.m., then it will be picked up by FedEx the Next Business Day.

International addresses can take 3 to 5 days.

Will you let me know if there is a problem in processing my request?

If you ordered your transcript online, you will receive notification by e-mail if there are any problems with your order.

Will you issue my transcripts then bill me?

The transcript payment must accompany the transcript request. When the payment is received, the transcript will be produced. If you make payment via the web, then your credit card will be billed after the transcript is sent.

Can I have my transcript faxed to someone else and mailed to myself?

No. We do not fax transcripts.

Can I have my transcript faxed to myself at work but mailed to my home address?

No. We do not fax transcripts

If I apply to a new CSU program through the Office of Admissions, do I need to order my prior CSU transcript to be sent to CSU Admissions? No. If the application indicates that previous transcripts need to be sent to CSU Undergraduate or Graduate Admissions, then you do not need to request your CSU transcripts to be sent there. The Office of Admissions has access to view all work previously completed at CSU. Did you attend Columbus State University when it was Columbus College? When creating your Parchment account please use Columbus State University.