Policy: Transcript Requests and Services
Effective: June 1, 2019
Policy Type: Administrative
Responsible Department: Registrar's Office

Policy: When requested, students will receive their transcripts from Grace College and Theological Seminary, or have these transcripts sent, unless they have a financial obligation to the school, including amounts owed on their account or defaulted student loan indebtedness.

1.0 In-process, or unofficial, transcripts for active students are available free on the portal. Transcripts for students who have graduated or withdrawn are available for a charge from the Registrar's Office.

1.1 See also **FERPA** and Student Education Records policy: Charges Related to Education Records.

2.0 Requests for transcripts should be made using the **Transcript Request** form available on the Registrar's page of the web site. Grace utilizes services through the National Student Clearinghouse to provide a secure, convenient online ordering process for all students and alumni.

3.0 Telephone requests for transcripts are not accepted because of the difficulty in verifying the requestor's identity. A signed **Transcript Request** form transfers the legal burden to the signer and protects the Registrar in case of a forged signature.

4.0 The institution is not obligated to provide students with copies of transcripts or source documents from other institutions unless state laws dictate otherwise.

5.0 The following individuals and agencies may be provided with a student's transcript without the written consent of the student; however, failure to provide consent may delay the processing of the transcript until the request can be verified or further information can be obtained:

5.1 Faculty and administrative officers of the issuing institution who have a legitimate need and interest in the student's educational welfare.

5.2 Parent(s) or legal guardian(s) of the student provided the parent or guardian can establish the student's dependency as defined by the Internal Revenue Code of 1954, Section 152.

5.3 Appropriate Federal and State agencies

6.0 Students can legally be denied transcript services for indebtedness to the institution or failure to complete a Financial Aid Exit Interview. All financial obligations must be cleared before transcripts are released. Specific questions as to the account balance should be directed to the Controller's Office of Grace Schools.

7.0 The Registrar's Office will not release unofficial copies of student transcripts. Any transcript released to students will be an official transcript.

Transcript Request forms are available online and in the Registrar's Office

- All revisions to the policy must be approved by the Registrar's Office.

Date	Description of Revision
05-14-2019	Transferred policy to new policy template
07-09-2021	Updated 2.0 for correct location on website for transcript services (CEE)