



NAVIGATION TIPS FOR STUDENTS

TO MAKE A REQUEST FOR AN OFFICIAL TRANSCRIPT:

(Available beginning March 25, 2008)

- 1) Click on the **Banner** tab
- 2) Click on **Student & Financial Aid**
- 3) Click on **Student Records**
- 4) Click on **Request Printed Transcript**

Note: Holds will prevent viewing of grades, unofficial transcripts, and the ability to complete a request for an official transcript through the portal. If there is a hold on your record, you will not get past step four above. You can review your holds after clicking Student Records in the earlier menu screen and choosing View Holds. Holds must be cleared before transcript requests can be honored.

- 5) Under **Transcript Request Address**, choose only ONE of the following options:

(One of the following is required)

- **External College Code** - Entering the code or using the link provided to "Look Up College Code," will allow you to choose the country, state, city, and college, and will automatically plug in the correct mailing address. You can add more specific mailing information--i.e., Office of Graduate Studies, Room 855, Attention: Dr. Zed, etc.--on the next page after you click **Continue**.
- **One of Your Addresses** - Options will typically be campus address, SU box, and/or permanent mailing address. To enter a different personal mailing address than what's provided, use the "Issue to" option instead (see below). If the permanent mailing address that appears on this drop down list is no longer valid, please initiate a change of address via the Portal or directly with the Student Records Office. [Click here](#) for more information.
- **Internal College** - This option is used when a transcript needs to be sent to a specific college/school within the Samford community--i.e., Cumberland School of Law, McWhorter School of Pharmacy, etc.
- **Issue to** - For a third party not covered by one of the above choices, such as an employer, scholarship committee, a different address for yourself that didn't appear in the drop down menu above, etc.

If you try to use more than one option above, you'll get an error message. If you choose NO option, you'll get an error message.

After choosing an address, click **Continue**.

6) Under **Select Transcript Type**, complete the following:

- **Transcript Type (Required Field)** - You must choose a transcript type and at this time, the only option is OFFICIAL. Note: Although “None” is the default, it really isn’t an option and will result in an error message if chosen.
- **Mailing Address** - Make adjustments, if necessary, to the mailing address that appears in the form, and provide complete mailing information. We will mail the transcript to the address **you** supply. Failure to provide a complete address may result in your transcript not reaching its destination. **FYI:** For College Name/Issued To and each Street Line field, the maximum number of characters, including spaces and punctuation, is 30. If the recipient’s name and address combined is extremely long and will not fit in the available space, and cannot be sufficiently abbreviated, you may prefer to use our PDF Transcript Request form instead. [Click here](#) for instructions and a link to the form.
- **Nation** - There is no need to provide a nation if the transcript is being mailed within the United States. Leave the option with the default of “None.” **DO** choose a nation if the transcript is being mailed out of the country. **Note:** Using the “Look Up College Code” link under Transcript Request Address and allowing the chosen address to populate the data fields **WILL** provide a nation. Don’t worry about this, but you are welcome to change the option back to “None.”



- **Area Code & Phone Number** - There is no need to provide a phone number **UNLESS YOU WANT THE TRANSCRIPT FAXED**. In that case, please supply the fax number in these fields, including the international access number if the transcript is to be faxed overseas. (You can also use the address fields to enter an ATTN line, if necessary.)

Note: If you want the transcript faxed, but not mailed, you need not enter a mailing address. If you want the transcript faxed in addition to a hard copy being mailed, please complete two (2) separate transcript requests—one designated for faxing only and one designate for standard mailing.

FYI: Please note that faxed transcripts are **NOT** considered official. The nature of faxing distorts the quality and readability of the original, and what the recipient see is of course not printed on official transcript paper with security features. Keep this in mind, and check with your recipient’s requirements, when considering a faxed transcript as an option. There is a \$7.00 charge to fax a transcript within the United States and \$15 to fax one internationally. You will be prompted for credit card information later in the transcript request process.

When complete, click **Continue**.

7) Under **Transcript Request Options**, complete the following:

- **Number of Copies** - Enter the number of copies to be sent to the intended recipient; it will default to one (1). A maximum number of copies may be indicated.

- **Official Transcript** - This should default to Yes; there is no unofficial transcript request option for mailing, since students can see their unofficial transcript via the portal. If you choose No, your transcript request may not be processed/printed.
- **In Progress Cut-off Term (Required Field)** - Alumni should choose “None” but all currently enrolled students should select a term (the current term or a future term for which registration has been initiated will appear in the drop down box). **Note:** Failure to choose an in progress cut-off term, by currently enrolled students, will result in a transcript that shows NO work in progress, which can be misleading to the recipient (i.e., a graduate school, employer, etc.) who may know that you are currently attending Samford.
- **Print Transcript** - Choose ASAP, Hold for grades, or Hold for degree. Please allow for 5-10 days after the close of semester/term for grades and degrees to be posted to your record.
-  **Delivery Method (Required Field)** - Choose Standard Mailing (no charge), Fax \$7, or Fax Internationally \$15. For transcript requests that require expedited service--such as Federal Express--please use the PDF Transcript Request form and provide credit card details. Fed Ex is not an option via the online transcript request.

Important Note: Do NOT choose “None” as the Delivery Method. While you won’t get an error message, there will be NO transcript processed/printed. The online request will never reach Student Records electronically if “None” is chosen.

After completing the above, click **Continue**.

8) Under **Transcript Request Summary**, you should now see an overview of your transcript request, complete w/recipient’s name, address, number of copies, delivery method, cost of order (if any), etc. If you need to make a change, use the back button in your Web browser to go to the page where corrections/changes need to be made.

Click **Submit Request** if the information is correct.

Note: If the delivery method chosen was Fax, you will be prompted at this stage to supply credit card information. Discover, MasterCard, or Visa is accepted. If you change your mind about faxing the transcript, you can use the back button to change the delivery method and resubmit. Your transcript request will not be complete if you choose Fax but never supply credit card information.

9) You should now see a message that your request has been submitted. You can enter another request by choosing the link at the bottom.

TO CHECK ON THE STATUS OF A TRANSCRIPT REQUEST MADE VIA THE PORTAL:

- 1) Click on the **Banner** tab
- 2) Click on **Student & Financial Aid**
- 3) Click on **Student Records**
- 4) Click on **View Status of Transcript Requests**
- 5) Under **Transcript Order Date:**

- [Date Ordered](#) - Choose the date you ordered the transcript and click **Submit**.

Note: You may see more transcript requests than you recall initiating yourself. Every time a transcript is printed from the Banner system, whether you request it online, in person, or by mail or fax, the request date will appear in this drop down list and the detail will appear in the Transcript Order Status page. In some cases, an unofficial or “SR” (short for Student Records) copy of your transcript may have been run for internal purposes only (i.e., to process a degree/graduation check, for readmission review, for an advisor’s review, etc.). Do not be alarmed. The online transcript request option was turned on approximately March 25, 2008. Any request dated prior to that date (beginning Summer 2007 when Banner went online) can likely be attributed to one of the above reasons.

6) Under **Transcript Order Status:**

You will see detail on every transcript request that was initiated on the chosen date, including the recipient’s name and address, delivery method, charge, etc.

- [Date Sent/Sent Date](#) - If the transcript was just recently submitted, you will likely see the following statement: “Your order is still in processing. Please check again at another time.” Once the transcript has been sent, the date will be plugged in and the field will be renamed “Sent Date.”
- [Print Date](#) - This line will only appear with the date once the transcript has actually been printed in Student Records.

Important Note: While the Print Date will automatically appear as soon as the transcript is printed, the Sent Date will not appear until Student Records completes a final step in the process. This will usually be done on a daily basis, but may occasionally be done less often. Please be patient if you see a Print Date but not a Sent Date. In most cases, if a Print Date appears, that implies that the transcript has been sent out that same day, or the next business day.

If a long time has passed and you still don’t see a Print Date or Sent Date, please check the following details on your request before contacting the Student Records Office:

- [Did you leave the Official Transcript indicator as Yes \(the default\), or did you change it to No?](#) This could explain why the transcript was never printed/sent. Please resubmit your request and select the correct options.

- [Did you leave the Delivery Method option at None?](#) This could explain why the transcript was never printed/sent. Please resubmit your request and select the correct options.
 - [Did you provide a complete mailing address?](#) If not, we may have been unable to complete your request. Please resubmit your request and provide complete information.
 - [Did you indicate that you wanted the transcript held for grades or degree posting?](#) If so, the Student Records Office may be awaiting end-of-term processing before running transcripts with semester grades or recently earned degrees.
 - [Was a hold placed on your account AFTER you submitted the request, but before Student Records had a chance to print it?](#) If so, you must clear the hold before we can process the request.
- **Session Identifier** - There is no need to reference this number if you need to contact Student Records regarding an outstanding transcript request. Banner automatically assigns a session number to each request, but the number is not used in our office. The primary information we need is the student's name, the date requested, and the recipient's name and address. You are welcome to bring a printout of the Transcript Order Status screen to Student Records to assist us in researching the problem.
 - **Course Levels** - Since there is no option to choose a "level" in the online transcript request, "All course levels" will be printed. If you are, for example, a graduate student but don't need to have your undergraduate transcript sent, you can make that specific request using the PDF Transcript Request form (or come in person to the Student Records Office). [Click here](#) for instructions and a link to the form.

Additional Info:

When are grades and degrees posted?

Grades: Please allow 5-7 days after the close of the semester for a transcript request that was being held for grades to be processed. While grades will be "rolled" periodically throughout the grading window—thus making them viewable to students via Self Service—GPAs will not be calculated and updated until ALL grades are posted for the term/semester.

Degrees: Please allow 7-9 days after the close of a semester for a transcript request that was being held for a degree to be processed. The same reasoning that applies to grades also applies to degrees, with the added caveat that we must make sure that all degree requirements were indeed met before posting a degree.