TRANSCRIPT REQUEST

Policy Id:
Reg.018 – Transcript Request

Contact:
Office of Registrar

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TRANSCRIPT REQUEST

Policy
Student transcripts are generally released upon the students’ written request. Because of FERPA, we cannot issue students’ record without prior consent from the student. However, we must provide transcript information if we are issued a subpoena. Both unofficial and official transcript requests can be submitted by someone other than the student. However, the student must have completed an Authorization to Release Non-Directory Information to Third Party application prior to the designated person’s request for transcript.

Students can request two types of transcripts – official and unofficial.

Official transcripts
Official transcript is on John Jay College stationary, bears the security signature of the Registrar, and is noted “official transcript”. For students who last attended John Jay College prior to 1997, a photocopy of the paper transcript with “official transcript” notation will be issued. Official transcript is sent in a sealed John Jay College envelope with appropriate markings on the sleeve of the envelope. The official transcript is automatically voided once the sealed transcript is damaged by any third party except the recipient of the document. Official transcripts are only released to institutions or workplaces and are directly sent from John Jay College to the requested agency. If the transcript is requested for another CUNY college, there is no charge. If the transcript is requested for institutions and workplaces outside of CUNY, there is a seven dollar fee per transcript. There is only one seven dollar fee for requesting both undergraduate and graduate transcript if they are being sent to the same address. Student must have the address to the workplace or institution completed on the application.

For students who must include an official transcript for the application to another institution or for employment purposes, students must provide the complete address and receiving office/individual of the official transcript. The transcript will then be issued to the student but addressed to the receiving institution or agency in generally 5-10 business days of receipt of the request.

In the event of an emergency, students may request up to two official transcripts for in-person pick up the same day. The completed official transcript request along with the proper payment must be made in-person to the Jay Express Services Counter by 1:00PM (Mondays through Thursdays). Afterwards, the official transcript can be picked up in-person at the Jay Express Services Center between 4:00PM and closing the same day. Official transcript in-person pick up requests received after 1:00PM will be processed the next business day. This service is only available during Jay Express Services Counter business hours. For the current business hours, please visit the Jay Stop website. If students wish to have someone else submit or pick up the official transcript, students must provide a written authorization to that designated person. The designated person must have a photo ID when picking up the official transcript. Official transcripts that are held for in-person pick up must be claimed within 30 calendar days. Official transcripts not claimed in-person within 30 calendar days will be destroyed and a new official transcript request must be submitted.

Unofficial Transcript
Unofficial transcript is on John Jay College stationary, does not bear any signature, and is noted “Student Copy”. For students who have last attended John Jay College prior to 1997, a photocopy of the paper transcript with “Student Copy” notation will be issued. The envelope for unofficial transcript is not sent with markings. Unofficial transcripts are released to students and alumnus. For unofficial transcript, there is a seven dollar fee per transcript regardless of the recipient destination. There is only one seven dollar fee for requesting both undergraduate and graduate transcript if requested at the same time. Unofficial
transcripts can be released the same day of request; however, non-computerized unofficial transcript cannot be issued the same day of request.

Procedure

In Person
To complete a transcript request in-person, the student must complete a transcript request application, a payment card, and submit the appropriate fee (see Types of Transcript above for the appropriate fee). Official transcripts will be sent to the workplace or institution indicated. Unofficial transcripts will be released to the student the same day of request.

In Person Expedited Transcript Request
Transcript can only be mailed; it is not emailed or faxed. Generally, transcript request will be fulfilled 5-10 business days upon receipt. Student can provide an empty Express or Priority Mail envelope along with the correct postage, completed transcript request application, and applicable transcript fee so that the transcript can be sent with the envelope the next business day. This service is only available for in-person and by mail procedure.

By Mail
To complete a transcript request by mail, the student must download the transcript request application available on the Jay Stop website and send the completed application along with the appropriate fee (see Types of Transcript above for the appropriate fee) to the Registrar’s Office. Official transcripts will be sent to the workplace or institution indicated on the application. Unofficial transcripts will be released to the student’s address or the address indicated on the application. All transcript requests by mail are processed in 5 to 7 business days.

By Internet
To complete a transcript request online, the student must log on to TranscriptPlus, the secured website, through the Jay Stop website. The student must complete all the fields and make appropriate payment (see Types of Transcript above for the appropriate fee) with a valid major credit card (Visa, Master Card, Discover, or American Express). All online transcript requests (non-CUNY transcript included) have an additional USD2.00 charge per transcript. Upon completing the online application, the student must print and sign the release form and fax it to the Registrar’s Office. Online transcript requests are not processed without the release form. All transcript requests online are processed in 5-10 business days.

TRANSCRIPT REQUEST RESTRICTIONS
Students can request copies of their transcripts to be released to them or to other institutions or workplaces. If students have any Financial Services, Bursar, or Library stops, transcripts cannot be released until these stops are removed. (See Stops for more information)

Other restrictions may also prevent students from requesting their transcript. Those situations are assessed in a case-by-case basis.

OTHER SUGGESTIONS
Current students and recently graduated students who wish to track their academic performance by semester basis can also access grades information from eSIMS or DegreeWorks online. These online tools do not require payment and the transcript is for students’ use and advisement purposes only. Students who have last attended John Jay prior to 1997 must request an archived transcript with appropriate fee by mail to receive an archive copy of their transcript. There is no online access for archived transcript.