



POLICY TITLE
Transcript Resend

POLICY NUMBER
2-003

Responsible Unit: <i>Registrar's Office</i>	Effective Date: <i>2/21/2020</i>
Responsible Official: <i>Vice Chancellor for Student Affairs and Enrollment Services</i>	Last Reviewed Date:
Policy Classification: <i>Enrollment Management</i>	Origination Date: <i>11/11/2019</i>

I. POLICY STATEMENT AND RATIONALE

Current students, former students and alumni have the ability to order a complete, chronological listing of his/her academic history at Southern University at Shreveport (SUSLA) through the transcript request process. If an official transcript was ordered, and the institution or company did not receive it, SUSLA will resend the transcript one time at no charge, pending approval of the resend request.

The purpose of this policy is to establish a standard process for re-issuing official transcripts, considered undelivered, in accordance with Student Record Compliance to meet federal and state regulations. This policy supports the mission, vision and values of the College by enhancing service offerings in the Registrar's Office.

II. POLICY SCOPE AND AUDIENCE

This policy applies to all students (current, former and alumni) with an academic record at Southern University at Shreveport (SUSLA). Southern University at Shreveport (SUSLA) will resend a transcript to the same address at no charge after 10 business days and up to 20 business days from the date of the initial order. Requests for resend before 10 business days and after

20 business days of the initial order will require the placement of a separate order. Resend requests will be processed by the Registrar's Office and are subject to approval. The Registrar's Office staff is responsible for executing this policy in accordance with FERPA guidelines.

III. POLICY COMPLIANCE

Official transcripts are intended for the designated recipient(s) only as they contain confidential information. Use, dissemination, distribution, or reproduction of an official transcript by unintended recipients is prohibited.

IV. POLICY DEFINITIONS

TRANSCRIPT – official document containing a student's complete academic record, including courses, grades, GPA, degrees received, and academic honors.

UNDELIVERED – not arrived or received by the intended recipient.

RESEND - send something again.

V. POLICY IMPLEMENTATION PROCEDURES

A student will be allowed one transcript resend to an institution or company address as indicated on the initial transcript request with an address verification. The resend request will only be granted after 10 business days and up to 20 business days of the initial request if it has not been received by the institution or company. If a student wants the resend to occur prior to the 10-day waiting period, he/she must pay a \$10.00 service charge for the official transcript to be sent.

Resends will not be processed after modifications to the official transcript have been made (i.e. grade postings, degree postings or grade changes) and cannot be resent to a personal address.

If the transcript is going to a different address, it will be considered a new request and the student will have to pay \$10.00 for an official transcript.

The transcript resend request must be submitted to the Registrar's Office for review, approval and processing. If approved, the official transcript will be released within 3-5 business days to the institution or company address as indicated on the initial transcript request with an address verification. The student will receive email notification from the Registrar's Office indicating the status of the transcript resend request.

Students must have a valid reason for resend. Reasons that are not valid include:

- Student opened envelope and transcript is no longer considered official.
- Transcript was missing grade or degree information that was not yet posted (The order form requires you to specify when to release your transcript. Unless you indicate to wait

until after the current term is completed or the degree is conferred, we will always send a current transcript as-is).

- Student accidentally sent transcript to him or herself or the wrong recipient.
- All notification of non-receipt will be investigated. The University Registrar's Office reserves the right to refuse the complimentary re-issuing of transcripts.

VI. POLICY RELATED INFORMATION

This is a new policy required in the integrated launch of Banner United for the Southern University System launch of RoboRegistrar provided by Credentials Solutions to process electronic transcripts.

VII. POLICY HISTORY AND REVIEW CYCLE

This is a newly created policy and is subject to a five-year policy review cycle.

VIII. POLICY URL

www.susla.edu.


IX. POLICY APPROVAL



Rodney A. Ellis, Ed.D.
Chancellor, Southern University at Shreveport

2/21/20

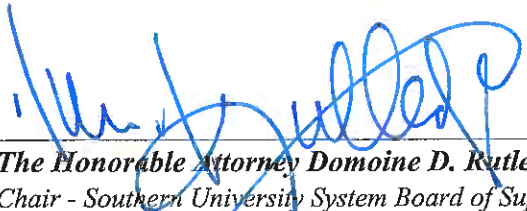
Effective Date of Policy



Ray L. Belton, Ph.D.
President-Chancellor, Southern University and A&M College System

2/21/20

Effective Date of Policy



The Honorable Attorney Domoine D. Rutledge
Chair - Southern University System Board of Supervisors

2-21-20

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