

Help with REGISTRAR'S OFFICE:

I. **How do I order an official transcript?**

Southern University at Shreveport has collaborated with Credentials Solutions to accept online transcript orders.

Students and alumni are able to order official transcripts 24 hours a day, 7 days a week. Transcripts can be sent electronically or mailed in hard copy.

Please use the link below to place your order.

<https://www.credentials-inc.com/CGI-BIN/dvcgitp.pgm?ALUMTRO007686>

Should you have questions about the status of your request, please contact Credentials Solutions Customer Support at 1-847-716-3005.

Unofficial transcripts are available via Banner Web Services (Self-Service Banner). Sign into your Banner account with your User ID and PIN and complete the following steps:

1. Click on *Student*.
2. Click on *Student Records*.
3. Click on *View Academic Transcript*.

II. **How long does it take for transcripts to be processed?**

The online ordering transcript services from Credentials Solutions dramatically decreases processing time, while electronic sending capability makes delivery virtually instantaneous. Our goal is to streamline the entire process so your transcripts reach their destinations more efficiently, giving you peace of mind by making your application and transfer processes easier.

Generally, requests are processed within 24 hours, if not sooner. Should you have questions about the status of your request, please contact Credentials Solutions Customer Support at 1-847-716-3005.

III. **How do I change or declare a major?**

Changes or declarations of majors can be completed online by accessing the *Change of Major* form located under Student Initiated Forms at <http://www.susla.edu/registrar-forms>. Complete the form by including the current program and new program advisor's, as well as the current and new academic dean's, SUS email address. Once all required signatures are obtained, the form will automatically advance to the Registrar's Office for processing. Upon completion, an email confirmation will be sent to your SUSLA email account.

Change of major requests will be processed up to the first day of class for each semester. Requests submitted after the first day of class will be processed at the end of the semester.

IV. **How do I apply for graduation?**

The graduation application is available on the All Things Graduation web page located at <https://www.susla.edu/page/all-things-graduation>. This web page contains all matters related to graduation, to include the graduation application, clearance (check-out) form, graduate measurement form and much more.

Students are strongly encouraged to maintain an active SUSLA email account during enrollment.

V. **I need to verify that I'm enrolled in school. Where do I go?**

Official written verification of your enrollment or registration status can be obtained by completing the *Student Data Request* form located under Student Initiated Forms at <http://www.susla.edu/registrars-forms>.

Upon submission, the form will automatically advance to the Registrar's Office for processing. Please note enrollment verifications are released after the official census date for each semester.

VI. **Why can't I drop or add a course on the web?**

The most common reason for this is that you are trying to make registration changes after the deadline noted on the academic calendar. Online registration is disabled based on the dates specified on the academic calendar. Students are strongly encouraged to make the necessary schedule adjustments before the stated deadline.

Self-Service Banner prevents a student from dropping the last class. Please complete the *Course Drop* request form located under Student Initiated Forms at <http://www.susla.edu/registrars-forms>. The deadline to drop courses is provided on the academic calendar.

After the official census date, students are assessed a fee to drop any class. A Course Drop form must be submitted with the appropriate signatures to drop a class after the official census date. A dropped course after the official census date will result in a "W" grade for the course. You may access this form on the Registrar's Office web page at <http://www.susla.edu/registrarsforms>.

Student accounts will be charged the required course drop fee after processing the request.

VII. **How do I officially withdraw from all of my classes?**

To withdraw, students must complete the *Request to Officially Withdraw from the University* form located under Student Initiated Forms at <http://www.susla.edu/registrars-forms> before the last date to withdraw as listed on the academic calendar. Upon securing the appropriate signatures, the form will automatically advance to the Registrar's Office for processing. Please note official withdrawals result in a "W" grade for each course.