

# SOUTHERN UNIVERSITY AT SHREVEPORT

## *Office of the Records and Registration*

### Frequently Asked Questions (FAQs)

#### **Transcripts**

##### **1. 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).

1. Visit [www.susla.edu](http://www.susla.edu).
2. Click on Log Into Banner (located under the SUSLA News section)
3. Click on “*Enter Secure Area*” using your SUS email account credentials (the first option) or using your ID number and PIN (the last option).
4. Enter your credentials
  - a. Your User ID is your SUSLA Banner ID # or your social security number
  - b. If you have not changed your PIN, it is your 6-digit date of birth (MMDDYY)
  - c. If you can’t remember your PIN, click *Forgot PIN?* to answer your security question. If this fails, submit a PIN reset request to the Registrars’ Office at [registraroffice@susla.edu](mailto:registraroffice@susla.edu) and include your name and ID number in the communication.
5. Click “*Login*”
6. Click on “*Student*”
7. Click on “*Student Records*”.
8. Click on “*View Academic Transcript*”.

##### **2. Can I request a transcript before my final grades or degree is posted to my academic record?**

When you complete the online transcript request process, you are able to select hold for grade, hold for degree or as soon as possible.

##### **3. How long does it take for official transcript orders to be processed?**

The partnership with Credentials Solutions allows transcripts to be released in a matter of minutes, provided there are no holds blocking the release of the transcript. Official transcripts for graduates may take longer to process.

##### **4. What is the difference between an official transcript and an unofficial transcript?**

An unofficial transcript is available in the student's Banner Web Services account for view and/or print. There is no fee for an unofficial transcript.

An official transcript is printed on special watermarked, security paper with the seal of the college and the signature of the Registrar. An official transcript does not copy or fax. There is a fee for official transcripts.

**5. Will my transcript include all my SUSLA coursework?**

Yes. Any ordered transcript will include all coursework completed at Southern University at Shreveport, as well as transfer credits posted to your academic record from other institutions. If there is a discrepancy with your academic record, please email [registraroffice@susla.edu](mailto:registraroffice@susla.edu). Please include your name, SUSLA ID number, a detailed description of your concern and your contact information.

**6. Will my transcript include copies of the transcripts from institutions I previously attended?**

No. Accepted transfer credits will be indicated on your SUSLA transcript, but Southern University at Shreveport does not have the authority to release copies of transcripts from other institutions. Per federal regulations (FERPA), transcripts from other institutions, although in the custody of Southern University at Shreveport, remain the property of those institutions.

**7. How will transfer credits appear on my transcript?**

Transfer credits will appear before the institution coursework is listed. Information regarding a student's previous institution(s) attended and the total number of credit hours accepted from each institution is listed on the transcript. The transcript will also show a total number of transfer hours and transfer GPA.

**8. Can my transcripts be released if I have holds?**

No. Transcripts cannot be released until the holds are removed or the department responsible for placing the hold gives written consent to release the transcript.

**9. Will my transcript request be processed before the Registrar's Office receives my payment?**

No. Requests for official transcripts will not be processed without payment.

**10. Can transcripts be faxed or emailed?**

No. The Registrar's Offices does not fax or email transcripts.

**11. What should I do if credits did not transfer correctly?**

Email the Office of the Registrar at [registraroffice@susla.edu](mailto:registraroffice@susla.edu) and request a review of your academic record. The request must include your full name, SUSLA Banner ID number, a description of the discrepancy and contact information.

**12. For questions about transcripts, can I contact the Registrar's Office by e-mail?**

Yes. For transcript questions, email a message to [registraroffice@susla.edu](mailto:registraroffice@susla.edu). Be sure to include your SUSLA ID number (if known) in all communications. If your SUSLA ID number is unknown, please include the last four digits of your social security number.