

SOUTHERN UNIVERSITY AT SHREVEPORT

Office of the Registrar

Frequently Asked Questions (FAQs)

Transcripts

1. How do I order an official transcript?

You are encouraged to order your official transcript online by completing the steps below:

1. Visit www.susla.edu.
2. Click on *Technology* (on the blue banner above the pictures)
3. Click on [Banner](#) in the left margin
4. Click on “*Enter Secure Area*”.
5. 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, contact the Department of Information Technology at 318.670.9900.
6. Click “*Login*”
7. Click on “*Student Information, Grades & Financial Aid*”.
8. Click on “*Student Records/Grades*”.
9. Click on “*Request Printed/Official Transcript*”.
10. Look up the College Code for the institution to which the transcript will be released.
11. Enter the information for the person or organization to whom the transcript will be released.
12. Complete this screen to specifically indicate the number of copies, delivery time and delivery method. NOTE: Delivery time includes Hold for grades, Hold for Degree, or As soon as possible. Delivery methods include standard mail, walk-in/pickup, or e-Scrip (electronic).
13. Verify that the information entered is correct and submit the request.
14. Enter your payment information and click “*Continue Checkout*”.

NOTE: Once the payment has been submitted and processed, you will receive an automatic email confirmation.

Once our office receives your request and proof of payment, the request will be processed in 3-5 business days.

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 *Student Information, Grades, & Financial Aid*.

2. Click on *Student Records/Grades*.
3. Click on *Academic Transcript*.

If you will be picking up your requested transcripts in our office, you must provide photo identification. If the student requires another party to pick up held transcripts, this must be indicated in writing to the Registrar's Office via email (registraroffice@susla.edu).

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 for the print transcript option.

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

Transcript requests are processed in the order in which they are received. Please allow approximately 3 – 5 business days to process from the date we receive the request and proof of payment, provided there are no holds blocking the release of the transcript.

During the peak periods of registration and graduation, transcript requests 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 \$7.00 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. 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 be held until payment is received. Proof of payment must be provided to the Registrar's Office.

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 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. 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.