

Help with REGISTRAR'S OFFICE:

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

SUSLA has established a temporary transcript ordering process. Please access <https://www.credentials-inc.com/CGI-BIN/dvcgitp.pgm?ALUMTRO007686> to complete the request. The **\$3.00 fee is waived until further notice.**

NOTE: Once the Registrar's Office receives your request, the transcript will be processed and released within 3-5 business days.

Photo identification is required for all pick-up delivery options. Transcripts will only be released to a third party if the student requests this option in writing to the Registrar's Office via email at registraroffice@susla.edu.

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?**

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 (if applicable), provided there are no holds preventing the release of the transcript.

During the peak periods of registration and graduation, transcript requests may take longer to process.

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 the Student Initiated Forms link at <http://www.susla.edu/registrars-forms>. Complete the form by including the current program and new program advisor's signature. Once all required signatures are obtained, return the form 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?**

An annual *Commencement Guide* is published by the Registrar's Office and released to all students via email, as well as posted to the Registrar's Office Forms page. The Commencement Guide contains all matters related to graduation, to include the

graduation application, clearance (check-out) form, graduate measurement (cap & gown) 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 found under the Student Initiated Forms link on the Registrar's Office web page at <http://www.susla.edu/registrar-forms>.

Return the form to the Registrar's Office for processing.

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 official census date. Online registration is disabled after the first 12 days of the Fall and Spring semester and the first 5 days for the Summer. Students are strongly encouraged to make the necessary schedule adjustments during this time.

Self-Service Banner prevents a student from dropping the last class. Please email the Registrar's Office a request to drop your last class and include your name, ID number and the 5-digit course registration number (CRN).

After the first 14 days of class, students are not allowed to add any classes to their schedule and are assessed a fee to drop any class. An Add/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/registrar-forms>.

Return the form and proof of payment to the Registrar's Office for processing. Please note proof of payment is required for processing.

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

To withdraw, visit the Registrar's Office to retrieve the official withdrawal form and secure the appropriate signatures from: Academic Advisor, Retention Coordinator, Jaguar Courtyard Staff, Business Office representative, VA Certifying Official, Financial Aid staff, Vice Chancellor for Academic Affairs and Workforce Development and the Registrar. Upon securing the appropriate signatures, the form must be submitted to the Registrar's Office for processing before the last date to withdraw as listed on the academic calendar. Please note official withdrawals result in a "W" grade for each course.