Transcript Request Process

July 2, 2013

Beginning July 2, 2013, Alamo Colleges will charge $10.00 for each requested copy of an Official Transcript. **However, the first copy under this system will be free.** The new system will be open for transcript requests at 6pm on Tuesday-July 2, 2013.

**The last date to request a transcript under the current process (without charge) is 12 noon on Monday-July 1, 2013. Between 12 noon on Monday-July 1, 2013 and 6pm on Tuesday-July 2, 2013, the transcript request system will be inactivated to transition to the new process.**

Students will be able to order official copies of their transcript using the following methods:

**On-line Request**

1. Submit a transcript request via your ACES account. If you are having problems logging into ACES, please contact the Help Desk 210-485-0555.
2. Once you complete the request, you will be prompted to submit a payment of $10.00 using a Credit or Debit card.
3. You will receive a message that confirms the payment was successful.
4. Please note: Any request received for student records with a “transcript hold” will not be processed until the “hold” is resolved. Students are notified via e-mail of the need to clear the “hold.”

**In Person Request – (CASH ONLY)**

1. Visit the Enrollment Services office to obtain a “Transcript Request” form.
2. Submit the completed form to the Enrollment Services office and receive a payment form for the Bursar’s Office.
3. Submit the payment form to the Bursar’s office with the $10.00 cash payment to complete the transcript order.
4. Please note: Any request received for student records with a “transcript hold” will not be processed until “hold” is resolved. Students are notified via e-mail of the need to clear the “hold.”

**Unofficial Transcripts**

Students may use ACES self-service to print unofficial copies of their transcript which will continue to be available at no cost.