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.
TRANSCRIPT REQUEST INSTRUCTIONS

USE AND SUBMISSION OF THIS TRANSCRIPT REQUEST FORM
Use and submission of your transcript request via this method is only valid IF:
- You have no ACES account
- You have not requested your first free transcript

If you do have an ACES account go to: https://aces.alamo.edu/cp/home/displaylogin
If you have requested your first free transcript AND don’t have an ACES account go to:
https://secure.touchnet.com/C20015_ustores/web/index.jsp and select “Alamo Colleges Transcript Request”.

DOCUMENTS TO ACCOMPANY YOUR OFFICIAL TRANSCRIPT
If you have documents that must accompany your official transcript, please be sure to include those documents with this completed transcript request form.

SUBMITTING TRANSCRIPT REQUEST IN PERSON
SAC: Fletcher Administration center (FAC) 216
SPC: Records & Registration, Welcome Center (WEC) 203
PAC: Admissions & Records, Palomino Center (PC) 117
NVC: Cypress Campus Center (CCC) 104A
NLC: Welcome Center, Student Commons Building (STCM) 101

SUBMITTING TRANSCRIPT REQUEST BY MAIL
SAC: SAC Admissions and Records
       1300 San Pedro, FAC216
       San Antonio, TX 78212

SPC: St. Philip’s College
     Records and Registration, WEC 203
     1801 Martin Luther King Drive
     San Antonio, TX 78203-2098

PAC: Enrollment Services
     1400 W. Villaret Blvd.
     San Antonio, TX 78244

NVC: NVC-Records & Transcripts
     3535 N. Ellison Dr.
     San Antonio, TX

NLC: Northeast Lakeview College
     1201 Kitty Hawk Rd
     Universal City, TX 78148
OFFICIAL TRANSCRIPT REQUEST Form

Student is responsible for satisfying ALL the requirements below BEFORE submitting the request.

If you have a transcript HOLD, your transcript request WILL NOT be processed. Contact the Admissions and Records/Enrollment Services Office for guidance on how to resolve hold(s).

There are four convenient ways to request an official transcript:

1. VIA EMAIL – DST-CSITRANSCRIPTS@alamo.edu
   - Complete this transcript request form and submit it along with a copy of your official PHOTO ID.

2. IN PERSON – see instruction page for Admissions & Records/Enrollment Services office locations
   - Complete this transcript request form and submit it in person to the Admissions and Records/Enrollment Services Office. Be prepared to present your official PHOTO ID.

3. BY MAIL - see instruction page for Admissions & Records/Enrollment Services office addresses
   - Complete this transcript request form and mail it along with a copy of your official PHOTO ID.

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STUDENT ADDRESS:

PRIOR LAST NAME: | LAST FOUR DIGITS OF SSN: | DATE OF BIRTH: | TELEPHONE: | EMAIL ADDRESS: |
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SEND TO:

MAIL TO ADDRESS:

CITY, STATE: | ZIP CODE: | TELEPHONE: | EMAIL ADDRESS: |
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- Process NOW
- Process AFTER DEGREE/GRADUATION DATE IS POSTED
- Process AFTER END OF SEMESTER GRADES ARE POSTED
- HOURS BEFORE 1984

- If I was an Alamo Colleges student after 1984 and I have no transcript holds, I understand/accept my transcript will be mailed 5 - 7 business days after completed “Transcript Request” is received.
- If I was an Alamo Colleges student before 1984 and I have no transcript holds, I understand/accept my transcript will be mailed 7-10 business days after completed “Transcript Request” is received.
- I understand/accept the processing time for my request is generally a maximum of 10 business days.
- I understand during peak transcript request periods, processing time may be longer.

STUDENT’S SIGNATURE: _______________________________ DATE: _______________________________

FOR OFFICE USE ONLY

RECEIVED BY: | PROCESSED BY: | NOT PROCESSED — INITIALS:
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DATE/TIME:

DATE/TIME:

DATE/TIME:

PICK UP REQUIREMENTS:

- You must show an official PHOTO ID.
- In accordance with Family Education Rights and Privacy Act (FERPA) regulations, transcripts may only be released to the student of record. You may refer to the FERPA Consent Form for exceptions.

The Alamo Colleges are an EOE. For any special accommodations or an alternate format, contact the Title IV Coordinator.

REV 06/2013