

## Transcript Ordering FAQ

How do I request a transcript?

**A:** Huston-Tillotson University has authorized National Student Clearinghouse to process electronic transcripts. Click on the National Student Clearinghouse link to begin transcript order.

How much do transcript cost?

**A:** Transcripts are \$5 per request (electronic, mail)

How long does it take to process a transcript?

**A:** Electronic and mail transcripts will be processed in the order they are received. Please allow an additional 3 business days when processing transcripts before 1993. The requestor will receive a confirmation number to track their transcript request. The university utilizes USPS when processing mail transcripts.

How many transcripts can I request at one time?

**A:** You may request as many transcripts as you choose. **Note:** Transcripts are \$5 per request

Can the university send transcripts directly to other institutions?

**A:** Yes, through electronic delivery when ordering transcripts through National Student Clearinghouse website. Here is a list of institutions in the [Electronic Transcript Exchange \(ETX\)](#)

Can I have a transcript sent myself?

**A:** Yes, students can have transcripts sent directly to them. Once opened by the requestor or copied, the transcript is not long official.

Can I attach documents to my transcript request?

**A:** Yes, during your transcript order through National Student Clearinghouse, you can attach up to 3 documents to be sent to the recipient.

How will I know if I have a hold on my student account? And who do I contact?

**A:** You will receive an email notification to contact student accounts or records and registration to discuss any holds on your account.

If I have a hold on my transcript request, do I have to resubmit my transcript request when my hold is clear?

**A:** No, you will have up to 30 days to clear your hold. If your hold is not clear after 30 days, you will have to resubmit your transcript request.

When my hold is cleared, how long will it take to process my request?

**A:** Transcript request will be processed next business day.

Do I have to enter my SSN and HT ID when ordering a transcript?

**A:** Requestors will be required to one or the other.

Can I request an unofficial transcript electronically?

**A:** No, the university does not process unofficial transcripts.

How will I know if my transcript has been processed?

**A:** You will receive an email notification after completing a transcript order, an email notification after the university has sent the request, and an email notification when the recipient retrieves the transcript.

**Note:** There is also an option to opt in to receive a text notification.