



STUDENT RECORDS FREQUENTLY ASKED QUESTIONS

General Questions

What is the difference between an official and an unofficial transcript?

Answer: An official transcript has the signature of the University Registrar and bears the University seal. It is generally sent to another university, certifying agency, or employer. An unofficial transcript is not signed or sealed and is generally for student or advisor use.

Why should I have my official transcript mailed vs. hand carried?

Answer: An official transcript that is hand carried by a student or mailed to the student is stamped "issued to student". The receiver has the option of accepting the transcript.

What is the cost of a transcript?

Answer: Effective January 2003 the University implemented a "ten free copies per year" policy.

If I exceed the 10 free copies per year limit, what is the cost of each additional transcript?

Answer: \$5.00 per copy.

Do you accept cash for fees?

Answer: No, all fees must be paid by check, money order or fee card.

Why do I have to give you my social security number and/or my birth date?

Answer: We may request your social security number and/or birth date to validate that we are issuing you the correct transcript.

Why does the official transcript process take 3 days?

Answer: We quote a 3 day turn-around time to allow for equipment malfunctions, hard to locate transcripts and peak times in the workflow.

Why must I show picture identification when ordering or picking up a transcript?

Answer: We require picture identification to ensure that the individual requesting the transcript is the owner of the transcript.



What if I don't pick up my transcript on the 4th day?

Answer: Official copies will be held for ten (10) days from the date of your request.

Why can't my friend pick up my transcript?

Answer: Picture identification is required to request and pick-up an official transcript. This is for your protection to ensure your transcript does not fall into unauthorized hands.

Can I have my transcripts faxed to me or another location?

Answer: Currently the student records office does not fax transcripts due to security reasons and because the special transcript paper used has the word "void" embedded in it and the word "void" surfaces when faxed.

Can I request only a portion of my transcript?

Answer: When a student requests a copy of their record our policy stipulates that we supply them with their entire record.

Graduation

What is the deadline for applying for Graduation?

Answer: It is due by or before the 4th Week of Class of the semester in which you are applying for.

How do I order a duplicate copy of my diploma?

Answer: Write and mail a request for a duplicate diploma. You would need to include your NAME, ADDRESS, PHONE #, WSU ID# or Social Security #, Year graduated, Type of degree you would like a copy of (ex. Bachelor, Master, PhD, Certificate), and a processing fee of \$40.00 per copy (payment by check or money order). NO CHARGE CARDS! Usually takes 5 business days to process.

Do I have to pay the \$40 graduation fee each time I apply?

Answer: Yes

When is the deadline to apply for graduation?

Answer: The deadline is by the Friday of the fourth week of classes at the beginning of the semester that you intend to graduate.



Records Maintenance

I am a student of WSU but I last attended in the summer of 2001. How do reactivate my status to be able to register for classes?

Answer: You can reactivate your student status by completing the "Returning Student Record Update" form available on the web at <http://sdcl.wayne.edu/Registrarweb/forms/forms.htm> ; or by contacting the Student Records office, 5057 Woodward Ave, 5th flr, Detroit, MI 48202. (313) 577 - 3531.

I submitted an address change form but I still have not received my degree certificate. What do I need to do next?

Answer: Although we have an address change function on Pipeline, it does not work well and often not at all. It usually ends up giving you multiple addresses. To prevent this problem from happening we usually suggest that you send your address change information to us either by email, fax, or in person.

I dropped a class on the deadline and I still got billed for it and got a hold on my record because of that. What do I need to do?

Answer: You did not drop by deadline. However, if you think you did, file Exception to Enrollment form in the Registration Office.

I want to change my name, address. How do I go about doing that?

Answer: To change your name, complete a "Name Change Form" (available on our website and office) and attach: a copy of your Driver's License or State ID card, a copy of your marriage certificate or Court document, if applicable. Completed form can be dropped off, mailed or faxed.

I received my Bachelor's degree certificate but my 'Honors' was not put on it. Can I have that corrected and how?

Answer: Yes, you can have that corrected if indeed there was such error. You will need to contact the Student Records office.

Transcripts

I need a copy of my school transcripts. How do I go about getting it?

Answer: Transcript requests are made by completing, mailing, or faxing WSU Transcript request forms to the Student Records office at 5057 Woodward Ave., 4th flr, Detroit, MI 48202. Fax #: (313) 577 - 0945. Transcript request forms are available on our website at <http://sdcl.wayne.edu/registrarweb/forms/forms.htm> . Forms may also be obtained at the Registration/Records office, 5057 Woodward, 5th flr, Detroit, MI 48202.



Can I just fax a transcript request form instead of mailing it?

Answer: Yes.

How long does it take to process a transcript request?

Answer: Transcript requests are normally processed within 3 - 5 business days depending on the volume of requests received. Processing time for Transcript requests may take longer time during the peak months - April, May, July, and August. **Emergency Transcript** requests are processed the same business day provided the requests are received **by 2:00pm** of that day.

How do I know if I have gone over the 10 free transcript limit or not? Can I find this information on Pipeline?

Answer: The Student Records office usually checks to see if a student has exceeded the 10 free copies limit. No. At this time that information may not be obtained on Pipeline.

I need to transfer school credits from another school to WSU for next semester. Which department at Wayne State do I have to send that to?

Answer: In coming transfer credits may be sent to: Transfer Credits & Evaluation Office, University Admissions, The Welcome Center, 42 W. Warren, Detroit, MI 48202.

I need my transcript faxed to me today. Is that possible?

Answer: No. Transcripts are not faxed.

I have a hold on my record. How can I get a copy of my transcript even though I have a hold?

Answer: Holds will prevent you from getting an **official transcript**. However, you can get an **unofficial transcript** even though there is a Hold.

Verification and Certification

How do I obtain an Education Amount Certificate to enable me file a Canadian Income Tax?

Answer: You can download form for the above from the following website, drop off, mail or fax to Student Records office for certification. www.CRA-ARC.gc.CA



I am a hiring manager in a company and I want to verify a student that enrolled at WSU and what degree the student received.

Answer: We deal with the National Student Clearing House to do our degree verifications. The telephone number is (703) 742 - 4200 and the website is www.studentclearinghouse.org .