

FAQs for Transcript Requests from CSUG

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Frequently Asked Questions

I am trying to create my account/register and it is not processing my address and/or phone number. What should I do?

Please make sure your address and phone number are up-to-date in your Student Portal prior to creating your account. If your contact information has changed, you may update this directly in your Student Portal Dashboard > My Information > Student Information > Update Information.

How long does an E-Transcript take to process?

The majority of electronic transcripts are processed within 30 minutes. Transcripts with holds or that are waiting for end of term grades to post may be delayed.

How long does a paper transcript take to process?

All paper transcript requests are processed within 1 business day but may take 5-7 business days to arrive by mail. Paper transcripts sent by FedEx (additional charges will apply) are trackable and should arrive sooner than standard mail.

Is there a limit to the number of free transcripts I can request?

Yes. Students receive one complimentary transcript per conferred degree or certificate. The standard fees will apply to all other transcript requests.

Do I have to enter my personal information/register every time I want to place an order?

No. Once you create your account with Parchment, you will automatically be taken to "Step 2: Select Documents" for any new transcript requests.

Can I submit more than one transcript request?

Yes. You can request more than one type of transcript at the same time. When you are on the checkout screen, click on "Continue Shopping" to add additional transcript requests.

I am sending more than one transcript to the same recipient. Can I change the quantity?

No. However, you can request additional transcripts by selecting "Continue Shopping" from the checkout page.

Will I receive a confirmation when my transcript is processed?

Yes. You should receive a confirmation email to your CSU-Global email address once your transcript request has been processed.

I submitted my request but I have not yet received my transcript. Who should I contact?

Please feel free to reach out to your Student Advisor or you may contact the registrar department at registrar@csuglobal.edu or 800-462-7845 option 4.
