

# Transcript Evaluation Time Frame's

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The Transcript Evaluation Team within the Registrar's office completes evaluations for all prospective and newly enrolled students after they have been officially admitted into the University. The following table outlines the SLA (service level agreement) for Transcript Evaluation Activities and when students can expect to have their degree plans created or updated.

Students may work with their enrollment counselor or email the evaluation team at [transcript.evaluation@csuglobal.edu](mailto:transcript.evaluation@csuglobal.edu) with questions or concerns around their degree plan or transfer credit applicability. *To reduce confusion or duplicative work efforts, we kindly request students work with their enrollment counselor OR submit an email regarding questions or concerns **but not both**.*

All official transcripts, exam scores and/or professional certificates **must be** sent to [admissions@csuglobal.edu](mailto:admissions@csuglobal.edu) for processing. These documents **will not be accepted** if sent to the transcript evaluation inbox. **Please see How To Request Professional Certificate article to understand documents and requirements for certificate verification.**

Official Transcript Evaluations for newly admitted students	3 business days
Updated Degree Plans	3 business days
Transfer Estimates Requested by Enrollment	24 business hours**
Student Emails ( <a href="mailto:transcript.evaluation@csuglobal.edu">transcript.evaluation@csuglobal.edu</a> )	Acknowledged within 24 business hours*

*\*resolutions may take longer than 24 business hours*

*\*\*transfer estimates for graduate students up to 3 business days*