



## Transcript Ordering via the National Student Clearinghouse

### Ordering Transcripts

Holy Names University has authorized the National Student Clearinghouse to provide transcript ordering via the Web. You can order transcripts using any major credit card. Your card will only be charged after your order has been completed.

- To order an official transcript(s), go to the Clearinghouse secure site via one of the links below:
  - <http://getmytranscript.com/> and click on the "Order-Track-Verify" button
  - [https://www.studentclearinghouse.org/secure\\_area/Transcript/login.asp?FICEcode=00118300](https://www.studentclearinghouse.org/secure_area/Transcript/login.asp?FICEcode=00118300)
- The site will walk you through placing your order, including delivery options and fees. You can order as many transcripts as you like in a single session.
- Order updates will be emailed to you. You can also track your order online.

Alternatively, you may request transcripts offline by submission of a physical transcript request form. Please note that the offline transcript fee is \$10 per copy instead of the \$5 per copy fee assessed for online requests.

### Transcript Request Options

SERVICE	PROCESSING TIME	FEE (non-refundable)
Regular Mail	Once your transcript request is received in our office, the transcript will be processed within 7-10 business days. Please allow additional business days for regular delivery by the United States Postal Service.	Per transcript: \$5 online request/\$10 offline request
Electronic PDF	After your request is processed by your school, the recipient will be emailed a link to a secure Internet page where he/she can retrieve the official transcript.	Per transcript: \$5 online request (plus delivery cost \$1.75)/offline delivery not available
Hold for Pickup	You will receive an email notification when your transcript is ready for pick-up. Available for pickup within 7-10 business days. If transcripts are not picked up within 10 business days once notified they are ready, the transcripts will be mailed to the student.	Per transcript: \$5 online request/\$10 offline request

### Your transcript will show:

The course numbers, titles, and grades of courses completed at HNU.  
 Totals of credit awarded in transfer from all post-secondary institutions.  
 Degrees or certificates earned.  
 Semester and graduation honors, such as "Dean's List" and "cum laude".  
 Semester and cumulative grade point averages (GPA).\*

\*Only HNU courses are included in the grade-point average calculation.

### Please note:

We issue transcripts in their entirety only; we will not process requests asking to exclude a degree program or academic level.  
 We do not issue unofficial transcripts.  
 We do not refund fees for canceled requests.  
 We do not release transcripts for students with outstanding tuition balances. If we find an obligation exists, the Student Resources Center will contact you. If you do not resolve the matter with them within 30 days, we will return your request, along with any checks or money orders you've submitted.

### Customer Service

If you need further assistance, would like to request an offline request form, or have questions regarding your order, you may contact us at [transcripts@hnu.edu](mailto:transcripts@hnu.edu) or 510.436.1133. If you have requested your order online via the National Student Clearinghouse, please include your order number in your communication to us.