

## 6.19 Transcripts

**Last Revised:** March 2023

**Policy:** Piedmont Community College (PCC) is committed to ensuring the confidentiality of a student's academic materials; therefore, the College requires the student's signature before releasing an official or unofficial student transcript.

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### **Purpose/Definitions:**

#### **Purpose**

PCC provides students with a structured method to request and obtain a copy of their transcript in compliance with The Family Educational Rights & Privacy Act of 1974 (FERPA).

#### **Definitions**

N/A

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**Approval Authority/Monitoring Authority:** Piedmont Community College's Board of Trustees has approval authority for this policy. The Vice President, Instruction and Vice President, Student Development have monitoring authority for this policy.

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### **Procedure:**

Section 1: Ordering Transcripts (effective July 1, 2020)

- 1.1. PCC has authorized the **National Student Clearinghouse** to provide official transcript ordering via the Web.
  - 1.1.1. Transcripts may be requested 24 hours a day, seven days a week.
  - 1.1.2. Online transcript requests submitted outside of current [hours of operation](#) will be processed in the order received when the College re-opens.
  - 1.1.3. To begin the ordering process, log into the [National Student Clearinghouse](#) secure site.

- 1.1.3.1. The site includes delivery options and fees. Multiple transcripts can be ordered in a single session. There is a nominal fee charged per copy. (See list of fees posted on the [college website](#).)
- 1.1.4. Transcripts may be ordered using any major credit card or debit card. Cards will only be charged after the order has been completed.
- 1.1.5. Signed authorization is required to issue transcripts to ensure confidentiality and to comply with federal regulations.
  - 1.1.5.1. The **Clearinghouse's** online ordering service will generate a consent form that may be signed online or that may be returned to the **Clearinghouse** by fax, mail, or as a scanned email attachment.
- 1.1.6. Order updates will be emailed from the **Clearinghouse**. Orders may also be tracked online.
- 1.2. For help or questions about the **Clearinghouse's** transcript ordering service, contact them by email at [transcripts@studentclearinghouse.org](mailto:transcripts@studentclearinghouse.org) or phone: (703)-742-4200.
- 1.3. Students without a MasterCard or Visa credit/debit card or who are requesting a transcript prior to 1970 may order transcripts using the Transcript Request Form by mail or in person at the Student Development Office. Request forms are available on the [College's website](#).
- 1.4. Unofficial transcripts can be printed free of charge from [Self-Service](#).
  - 1.4.1. At the end of the 1-year period after separation from the College, students will not be able to access their unofficial transcripts through Self-Service. They will be required to complete the official transcript request online through the **National Student Clearinghouse**.
- 1.5. GED® or HiSET® transcript requests must be made through [DiplomaSender](#).
  - 1.5.1. Requests for transcripts prior to 2001 must be made by completing the [Request for PCC Transcript](#) form and submitting it to the Records Office. There is a nominal fee charged per copy. (See list of fees posted on the [college website](#).)

## Section 2: Transcripts from Other Colleges

- 2.1. PCC cannot provide copies of transcripts from other schools. If such transcripts are needed, please contact those schools directly.

**Legal Citation:** The Family Educational Rights & Privacy Act ([FERPA](#)) (20 U.S.C. § 1232g; 34 CFR Part 99)

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**History:** Effective December 1974. Revised: October 2001, February 2012, April 2020, March 2023