



Request for Transcript - Frequently Asked Questions

Q: What is an 'official' transcript?

A: An 'official' transcript is a record of the courses completed with grades received at Zane State College, including transfer credit. Transcripts are printed on security paper and includes the college registrar's signature, school seal, and date issued.

Q: Can I order an 'unofficial' transcript?

A: No, however, if you are a current student and have an active My Z-Online account, you can log in to print your unofficial transcript, free of charge. If you are not a currently enrolled student, you will need to order an official transcript.

Q: What happens if my record has a 'hold' on it?

A: If your record has a 'hold' on it you will be notified immediately after you submit your identifying information. Your transcript will not be processed and your credit or debit card will not be charged until the hold has been rectified.

Q: What if I want the most recent term's grades or degree received listed on my transcript?

A: There will be an option to hold your transcript for final grades or degree for a specific term. Transcripts will be sent after grades are posted and/or degree verification for the term.

Q: What if I don't have a credit or debit card with which to pay the fee?

A: You may consider purchasing a single-use, prepaid credit or debit card to be able to place your order online.

Q: Are PDF or electronic transcripts available from Zane State College?

A: If you are ordering a transcript for yourself or a third-party recipient (select the 'Other' option when ordering), a PDF option will be available for you to select. If you are ordering a transcript for another college or university, an electronic transcript may be available if the receiving institution has the capability to receive electronic transcripts from Credentials Solutions. If there are no options available after the address has been input, then neither electronic nor PDF options are available for that institution and the transcript must be mailed to the recipient.

Q: How long does it take for a PDF transcript to be sent?

A: If there are no holds on the student's account, the transcript will be processed within 2 business days after order has been authorized. The recipient will need to review the transcript within 30 days of the completed order. The file will remain available to the recipient for 48 hours after initial review.

Q: Will I be able to include an attachment with my PDF transcript?

A: Yes, there is an option for attachments in the ordering process.

Q: If I order a PDF version of my transcript, is it considered an official copy of my transcript?

A: The recipient, such as a college or university, that receives the transcript electronically through Credentials Solutions will consider the PDF version an official transcript. The PDF transcript is no longer considered 'official' if it has been printed.

Q: Why did I receive a Transcript Authorization Signature form via e-mail?

A: There is an issue with matching your request with your record at the college. Credentials Solutions needs the signature authorization to release your official transcript. Follow the instructions provided by Credentials Solutions to submit your authorization.

Q: I requested an electronic transcript and entered the recipient's e-mail address incorrectly. Can this be corrected?

A: As long as the transcript has not been viewed and it is within 30 days of the order being placed, the recipient's e-mail address may be corrected. This information may be updated through [Self Service Plus](#).

Q: Can a third-party order my transcript?

A: A third party requester must have the student's permission to order the student's transcript. We do not accept transcript requests from third parties via U.S. mail. We strongly encourage the student to place an online request and have the transcript sent directly to the third party.

Q: May a third party pick up my transcript?

A: Yes. You will need to provide the person's name on the "Pick Up Information" page of the Credentials web site during the ordering process. The person picking up the transcript will need to provide the payment receipt and a government issued photo ID. There is an additional fee for any in-person pick ups.