



Request for Transcripts - 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 and non-traditional credit. Paper 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 ZSC 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.

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 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: A PDF option is 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 Parchment. 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/electronic transcript to be sent?

A: If there are no holds on the student's account, a PDF transcript will be processed and sent immediately.

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

A: A college or university recipient that receives transcripts electronically through Parchment will consider the PDF version to be an official transcript. However, a PDF transcript may not be considered 'official' by other receivers (such as an employer) if it has been printed by you. If you are not sending your transcript to another college, check with the recipient first before you place your order if you intend to send it electronically

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

A: Please visit the Parchment Help Center at www.parchment.com/chat-support and submit a web case for support or contact a Learner Support Representative for assistance.

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. Zane State College does not accept transcript requests from third parties via e-mail, fax, or mail. We strongly encourage the student to place an online request and have the transcript sent directly to the third party.

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

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