

Transcript Ordering - Admissions

Quick Start Guide



Transcript Ordering - Admissions allows authorized admissions personnel to order transcripts online via the Clearinghouse secure site on behalf of students who have been admitted or applied to their institution.

Benefits of Transcript Ordering - Admissions

- Directly saves time and effort for admissions staff by eliminating the need to follow up with students about their transcripts during the application or admissions process.
- Electronic transcripts are securely delivered via Electronic Transcript Exchange (ETX Plus). Printed transcripts are sent to the address designated by the admissions office ensuring transcripts are directed to the appropriate destination.
- Users can log onto the Clearinghouse secure site to retrieve transcripts, check order statuses, view a report of completed orders, and view and pay invoices.

How Transcript Ordering – Admissions Works

When a student signs a consent meeting the FERPA consent requirements, authorized admissions personnel can order a transcript for the student via the Clearinghouse site. To order transcripts, a school logs onto the Clearinghouse secure site, enters student and applicable delivery and fulfillment information, including verification that signed student consent has been received, and submits the request. The transcript is delivered via ETX Plus or mail if ETX is not available.

Things To Know About Transcript Ordering – Admissions

- **Holds** – If a hold is applied to an Admissions order, the student will receive a hold email unless the sending school has opted not to send hold emails. The Admissions user will see an updated order status of “Transcript Hold” but will not be notified of the specific hold reason.
- **Billing & Notices** – Institutions are billed monthly and can access/pay invoices online via credit card on our secure site. Email notifications will be sent for invoices (availability, reminders, past due, paid etc.).
- **Departments** – Institutions can have multiple Transcript Ordering - Admissions agreements for different departments (e.g., Undergraduate Admissions office and Graduate Admissions office). Each department will see only their orders.

Please see help.studentclearinghouse.org for additional assistance

Training Webinars & Help

- [Transcript Ordering – Admissions webinar](#)

Roles to Know

- **Admission Coordinator** – Ability to order transcripts for your school, view the status of orders and reports.
- **Admission Staff** – Ability to view the status of transcripts ordered by your school.
- **Admissions Billing** – Responsible for the charges accrued for transcripts ordered for your school.
- **Receive Transcripts** – Responsible for receiving transcripts on behalf of the designated office or department at the institution.

Contacting Us

Transcript Services Customer Service –
transcripts@studentclearinghouse.org



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