

## Transcript FAQs

### How can I order an official or unofficial transcript?

All transcript requests and payments can be made through our online service via <https://secure.studentclearinghouse.org/tsorder/schoolwelcome?ficode=02267600>  
No phone, fax, or email requests can be accepted.

### How much does it cost to order a transcript?

#### Official Transcript

- You will need your Student ID Number or Social Security Number to order an official transcript.
- The standard per transcript fee is \$5; delivery method and online processing fees will be assessed. There is an additional fee of \$1 for the electronic option.
- The consent form is a part of the transcript request through the Clearinghouse. You are not required to submit a signed consent form, separately.
- All orders include a non-refundable Clearinghouse fee of \$2.25

\* Transcripts may take longer to process during busy seasons.

#### Unofficial Transcript

- For unofficial transcripts, this feature should be available to you on the student portal on the main Sofia University website.
- If you do not have a Social Security Number and do not remember your Student ID Number, please contact the Office of the Registrar at [registrar@sofia.edu](mailto:registrar@sofia.edu).

### What is the difference between an official and unofficial transcript?

An official transcript will be printed on official transcript paper that contains Sofia University's logo and the university registrar's signature. If it is the paper version, the official document will be mailed in a sealed envelope to the requested recipient.

An unofficial transcript will be printed on regular copy paper. It will *not* contain Sofia University's logo or the university registrar's signature.

### How long does a transcript take to process and when will I receive it?

Regular processing: 6-10 business days

\* Transcripts may take longer to process during busy seasons.

\* International shipping may take longer than the posted delivery times. Due to the COVID-19 pandemic, the expedited delivery option "Overnight" is not available at this time.

**What do I do if the requested recipient has trouble viewing the PDF transcript?**

Visit the FAQ regarding troubleshooting provided by the National Student Clearinghouse:

<https://studentclearinghouse.org/help/>

**Does the electronic PDF transcript have an expiration date?**

For security purposes, electronic PDF transcripts will expire after 30 days, even if it has been saved to your computer or forwarded to another party. To retain a copy, you will need to print it. Please be aware that printed copies of a PDF electronic transcript will bear the institution watermark and will be considered unofficial.

**I have attended both undergraduate and graduate programs at Sofia. Do I need to submit two separate transcript requests?**

You only need to submit one transcript request. The transcript issued will contain your full academic record.