

Transcript FAQs

This document is intended to address questions related to transcript ordering at Chicago State University.

Chicago State University partners with the National Student Clearinghouse for fulfillment of transcript request orders. All orders must be submitted online through the [National Student Clearinghouse](https://tinyurl.com/csu-transcripts) here: <https://tinyurl.com/csu-transcripts>

FAQs:

- *I am a student or alum; what kinds of transcript ordering options do I have?* Students can order mailed transcripts, electronic transcripts, or 'hold-for-pick-up' transcripts (i.e. where you can pick them up from Chicago State University directly). *Note:* if you only attended CSU before 1997, we do not offer e-transcripts.
- *How much do transcript orders cost?*
 - Electronic transcripts: **\$10.00** per order
 - USPS Mailed transcripts: **\$10.00** per copy + **\$2.50** processing fee, per order.
 - Hold-for-pick-up: **\$10.00** per copy + **\$2.50** processing fee, per order.
- *How soon will I receive my transcript after the order is submitted?*
 - Electronic transcripts: generally arrive to an email inbox within ~20 minutes.
 - USPS Mailed transcripts: 7 – 10 business days.
 - Hold-for-pick-up: Available next-day at 9501 S. King Drive, Cook Administration Building, Rm. 128
- *I only need an **unofficial transcript**; how do I go about obtaining that?* Current students can login to [their CSU X-Press](#) account by selecting "Academic Transcript" from the "Student Records" menu. Alumni can email a copy of their photo ID (for identity verification) to csu-registrar@csu.edu, to request their CSU X-Press account be temporarily unlocked, so they can obtain their transcript.
- *What is the difference between an official and unofficial transcript?* This is an important distinction in higher education! Here are notes:
 - Mailed transcripts in sealed/unopened envelopes are considered official. Once the seal/envelope is opened, it is considered unofficial.
 - All transcripts mailed or issued directly to a student are stamped: "ISSUED TO STUDENT." These transcripts are considered official; however, some institutions/agencies may not accept them as official. Please check with your institution/agency first.
 - Similarly, many institutions will not accept an electronic transcript that was emailed to the student and forwarded from them.
- *Can I submit my transcript order over the phone or via fax?* No. Students must submit their transcript request via the National Student Clearinghouse at: <https://tinyurl.com/csu-transcripts>