

## MISSOURI SOUTHERN STATE UNIVERSITY POLICY

Policy #:	04-0011				
Name of Policy:	Transcript Request Policy				
Date of Last Revision:	April 2024	Initial Date of Approval:	June 2012	Initial Effective Date:	August 2012
Policy Owner	Office of the Registrar				
Policy/Chapter Sections	Official transcript request Unofficial transcript request				
Date of Next Review:	April 2027				

### 1.0 PURPOSE

The purpose of the policy is to provide information on the two main types of transcripts and how to receive either of the transcripts. This policy is necessary in order to maintain an effective and compliant workforce that meets the University mission.

### 2.0 SCOPE

This policy applies to all University students, and all such parties are expected to abide by the procedural guidelines outlined herein.

### 3.0 POLICY

#### **Official transcript request**

An "Official transcript" is typically marked as such and carries security enhancements and the institution's seal and Registrar's signature. Official transcript is sent directly from the one institution to another and must be delivered to the receiving institution electronically or in a sealed envelope.

Missouri Southern State University has authorized the National Student Clearinghouse to process official transcript requests. Official transcripts may not be issued if there is a hold on your student account due to an outstanding financial obligation owed to the institution.

Official transcripts are issued at a fee as posted on the [Transcript Request](#) webpage. The fee can be paid using any major credit or debit card. Charges will only be applied after the transcript has been processed and sent.

You will have the option of choosing the delivery method of your official transcript either to be sent electronically or through the USPS. Official transcripts sent through the mail to a home address or other location will be sealed in an envelope with stamps across the seal. For mailed transcripts to be official, the transcript should remain in the sealed envelope and delivered to the intended recipient. A transcript in an opened envelope with a broken seal is no longer considered

an official transcript. The Office of the Registrar recommends sending transcript(s) directly to the intended recipient(s).

Note that some institutions may have a specific preferred way of a preferred way of receiving transcripts.

The [National Student Clearinghouse](#) Ordering Center provides specific instructions on the official transcript ordering process.

### **Unofficial Transcript Request**

An unofficial transcript is printed from a student portal, or delivered opened, has little security, may be marked as unofficial and is commonly issued to a student.

Unofficial transcripts are available to currently enrolled students through Lionet.

Former students without access to Lionet should submit a request to the Office of the Registrar for an unofficial transcript. Unofficial transcript may be picked from The Office of the Registrar in Hearnes Hall 101. Unofficial transcripts will only be emailed to a personal email address after completing the required transcript release form.

The Office of the Registrar requires a valid state issued ID before issuing unofficial.

Full details on ordering process for both official and unofficial transcript are published on the [Transcript Request](#) webpage.

Questions? Contact the Office of the Registrar at registrar@mssu.edu or 417-625-9389.

## **4.0 HISTORY**

This policy may be revised, edited, changed or removed at any time with or without notice to applicable individuals.

Transcript request process posted in 1978-1980 catalog.

Current policy was first posted on the Office of the Registrar fall of 2012.

April 2024 – Updated to new format.

## **5.0 RELATED DOCUMENTS**

- [Transcript Request](#) webpage

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