

How long does it take to process my transcript request?

If you are requesting your transcript to be mailed, the normal delivery method is through first class mail. Transcripts are produced one to three days after your order is received. Allow another five to seven days for delivery via United States Postal Service. Transcript requests are not processed or mailed on days the university is closed (weekends/holidays). Requests received while the university is closed will be processed the next business day in the order received.

What if I have a hold on my student record?

If you have a hold on your student record, we will not process your transcript request until the hold has been cleared. You will be notified of the hold and contact information for the department that placed the hold. It is your responsibility as the student or requestor to clear the hold.

How will I be updated on the status of my request?

Status updates will be emailed to the requestor as the order is processed. Please ensure that both request and consent forms are completed and submitted for your order to be processed. Information will also be given if a transcript cannot be sent due to a hold on the student's record.

Requestors can also check the status of their requests through the [National Student Clearinghouse](#) website.

What are the different processing options for requesting my transcript?

1. Process now – Providing no university holds exist, the request will be fulfilled immediately.
2. Hold for grades – The request is held for processing until after semester grades are posted, usually three to five business days after a term ends.
3. Hold for degree – The request is held until a pending degree is posted, usually within 10 to 30 business days after a term ends.

What are the different delivery options for transcripts?

1. Mail - Normal delivery is through first class mail. Transcripts are produced one to three days after receiving your order. Allow another five to seven days for your transcript to be delivered via United State Postal Service.
2. Electronic – You can receive your transcript as a PDF file via a secure online platform provided by the [National Student Clearinghouse](#). Like a printed transcript, the electronic version is official and can be sent to anyone with a valid email address.

Is everyone eligible to order an electronic transcript?

Yes! However, if you attended Manchester University prior to 1994, please be patient as your transcript order may take more time to process.

What if I need to send an attachment with my transcript?

We can do that! If you have an attachment that needs to be sent with your transcript, you can upload the document when you submit your transcript request on the National Student Clearinghouse website.

Can I edit a request I've already entered through the National Student Clearinghouse website?

No. Once you've entered a request and the consent form has been processed, there is no way to edit the original request. If Manchester University has not processed your transcript request, you might be to cancel the request and start over. Please call our office at 260-982-5234 if you would like to see if you can cancel your request or if you have any questions about this process.

How long is my electronic transcript accessible?

Electronic transcripts from Manchester University expire 30 days after being created, not 30 days after being opened. The expiration date will be stated on the email you receive. Please plan accordingly and print copies before the date.

I ordered an electronic copy of my transcripts but the recipient never opened it. Can I get a refund?

Unfortunately, we cannot refund the cost of a transcript due to the recipient either not opening or not being able to open an electronic transcript. We recommend you first check with the recipient before ordering an electronic copy to make sure it's safe to send.

What do I do if the contents of my transcript are not correct?

Please call the Manchester University Office of the Registrar at 260-982-5234 or email us at

Registrar@manchester.edu