

FAQs and Website Information Parchment

FAQs

Q: Am I able to receive an overnight transcript if I am enrolled with a balance?

A: No, you are not able to receive a transcript overnight if you have a balance, but are enrolled.

Q: Why does my order still say “Order Submitted to School”?

A: If your order status says ‘Order submitted to school,’ this means that transcript request has been received, but has not reviewed or processed it yet.

If your order has been in this status for more than a few days, contact us a luregistrar@langston.edu. If everything looks ok, we will approve and process your order as requested during the ordering process

Q: Status says “Download Confirmed,” but the school I’m applying to didn’t receive my electronic transcript.

A: If the status of the order says ‘Download Confirmed,’ this means your transcript was delivered to the school’s Parchment account and a school administrator downloaded it. However, it can easily be downloaded again. You should contact the school to tell them that they can download it again from within their Parchment account. They just go into the History section and search for your Document ID.

Q: Status says “Available for Download,” but the school it was sent to, did not receive your electronic transcript.

A: If the status of the order says ‘Available for Download,’ this means that your transcript was delivered to the school’s Parchment account, but they have not downloaded it yet. You should contact the school to tell them that your transcript is in their Parchment account. You can give them your Document ID to help them locate it.

Q: Status says “Shipped,” but my paper transcript didn’t reach its destination.

A: U.S. Mail typically requires up to seven business days for delivery. Unfortunately, we are only able to track the location of printed transcripts if you have selected FedEx overnight delivery.

Q: I put the wrong destination on my order.

A: Due to security reasons, there is no way to change the email or mailing address once you have placed an order. You must submit another order.

Q: I selected overnight/FedEx Delivery, but my order has not been received yet.

A: When you send a paper transcript, you can choose to send it by USPS or overnight delivery. We use FedEx for

next-day delivery (if delivered in the USA). A few things to be aware of:

- Even though you selected overnight delivery, we must approve your order pending no holds and process your order before we can send it. If there is a delay with your order, then it is unlikely that your order will be delivered the next day.
- FedEx does not deliver on Saturdays or Sundays.
- FedEx does not deliver to PO Boxes.
- You will receive an email from FedEx with a tracking number.

Q: How does the delivery of electronic transcript work?

A: When you place an order for an electronic transcript, the recipient will be able to download an electronic copy of your official transcript.

The way an electronic transcript can be downloaded depends on how the order was placed.

- If you send your transcript directly to an email address (so when you place your order, you enter the recipient's email address), the recipient receives an email with a link in it that takes them to a secure web page where they download the transcript.
- If you sent your transcript to an in-network school (so when you placed your order, you did not enter an email address, but selected the school when it appeared after you searched for it), the transcript lands in their Parchment account.

Q: I received an email that said the recipient did not confirm the download.

A: This means that the recipient downloaded your transcript, but did not click the Confirm Download button. You should contact them to make sure that they downloaded your transcript successfully. They can still click the Confirm Download button. They simply go back to the original email they received from us, click the link, and then click the Confirm Download button.

Transcript Request Options

1. Current students with an Active Lion-Key Account:

You may order transcripts through the Parchment Portal [hyperlink here] or Self-Service [hyperlink here]

You may view your unofficial transcript through Self-Service [hyperlink self-service]

2. Former Students with an Active Lion-Key Account

You may order transcripts through the Parchment Portal [hyperlink here] or Self-Service [hyperlink here]

You may view your unofficial transcript through Self-Service [hyperlink self-service]

3. Former Students without an Active Lion-Key Account

You may order transcripts through the Parchment Portal [hyperlink here]. Former students who have attended LU since Spring 2000 may access their *unofficial transcript* by logging into Self-Service [hyperlink] using their Banner ID number and Banner PIN. If you don't know your Banner ID or PIN, you can submit a Banner Pin Request Form [hyperlink to form] and receive them via email.

Additional Transcript Information

Transcript holds on your account (placed by Business Office, Financial Aid, Enrollment Management, etc.) will prevent the processing of your official transcript request. Please ensure that no transcript holds exist before you request an official transcript. Current students may view their holds by logging into Self-Service [hyperlink] and selecting "View Holds" under the Student Records menu. See the holds website [hyperlink (create content)] for more information.

The student's signature or other verification of a student's identity is REQUIRED to process a transcript request.

Electronic delivery of official transcripts is possible via our expedited eTranscript option. Overnight transcripts and tracking is only available through Parchment.

All former LU students may obtain official transcripts in person in the Office of the Registrar on the Langston Campus with a valid photo ID.

In accordance with the Family Educational Rights and Privacy Act of 1974, attempts by other individuals or organizations to access student records without the express written consent of the student are considered a violation of University policy and federal law.

Official Transcript Request – Current Students and Former Students with an active Lion Key Parchment eTranscript

- Transcript holds on your account must be cleared before a transcript is requested
- Log into Parchment to request an eTranscript
- Payment is made via credit card (VISA, Mastercard, or Discover) during the online ordering process
- Email confirmation message at each site of the order process
- Track your order online via the Parchment ordering portal
- eTranscripts are available for the recipient to download for 30 days or 3 downloads from the order date, whichever comes first
- The recipient must have a valid e-mail address (when sending to a college or university, it is strongly recommended that you provide an e-mail address for a person or office at that college or university)
- eTranscripts are intended for the recipient associated with the email address

Parchment Mail

- Transcript holds on your account must be cleared before a transcript is requested
- Log into Parchment to request a paper mailed transcript
- Standard USPS and overnighting a transcript is available for domestic and international mailing
- Payment is made via credit card (VISA, Mastercard, or Discover) during the online ordering process
- Email confirmation message at each site of the order process
- Track your order online via the Parchment ordering portal
- Transcripts are mailed within 24 hours as long as there is no transcript impacting holds and “Research Record” is not required due to inaccurate bio-data submitted when creating a Parchment Login Account
- Must provide the correct mailing address and failure to provide the correct mailing address when ordering results in having to submit another request and pay the associated cost.

Transcript Request via Self-Service Portal

- After logging into the my.langston.edu portal, click on the Self Service icon, then select Student – Student Records – Request Official Transcript
- Transcript holds on your account will prevent transcript processing
- Typically requires 2-3 business days for in-house processing plus 2-7 business days for mail delivery via USPS
- Additional processing time is required over holidays and between academic semesters
- Current and former students who wish to purchase expedited shipping must submit a standard must submit their request through Parchment.
- Maximum of 5 transcripts per day may be requested via the Self-Service Portal

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*Expedited eTranscript orders for students whose most recent term of enrollment at LU prior Spring 2000 require additional processing time

Registration and Transcript Holds

Registration and transcript holds are restrictions placed on student accounts when a specific action is required from students to allow enrollment at LU or release of official academic documents such as transcripts and diplomas. The information below will assist you with understanding holds and how to address them.

Financial Aid Direct Loan

This hold is placed on students accounts by the Office of Financial Aid for students. This hold prevents registration. To address this hold contact Financial Aid at 405-466-3282 or financial@langston.edu .

Bursar Transcript Hold

This hold is placed on student's accounts with a past due balance by Student and Employee Services and is released after the account is paid in full. This hold prevents

transcript(s) from being released. To discuss the matter with Student and Employee Services, please call 405-466-3212.

Bursar Registration Hold

This hold is placed on student's accounts with past due balances by Student and Employee Services and is released after the account is either paid in full or has below \$200 balance. This hold prevents registering for class. To discuss the matter with Student and Employee Services, please call 405-466-3212.

24 Hour Hold

College Transcript Required

This hold is placed on a student's account by the Office of Admissions. The hold prevents registration until an updated transcript is submitted from another institution you've attended has been received. To discuss the matter with the Office of Admissions, please call 405-466-3428 or admissions@langston.edu.

Admissions Document Required

This hold is placed on a student's account by the Office of Admissions. The hold prevents registration. To discuss the matter with the Office of Admissions, please call 405-466-3428 or admissions@langston.edu.

College Agency Placement

This hold is placed on students accounts whose debt has been transferred to a collection agency. This hold prevents the release of the transcript(s) and registering for classes. To discuss the matter with Student and Employee Services, please call 405-466-3212.

Test Scores Required

This hold is placed on a student's account by the Office of Admissions. The hold prevents registration. To discuss the matter with the Office of Admissions, please call 405-466-3428 or admissions@langston.edu.

Bad Debt

This hold is placed on students accounts whose debt has been transferred to a collection agency. This hold prevents the release of the transcript(s) and registering for class. To discuss the matter with Student and Employee Services, please call 405-466-3212.

NSLDS Change FFELP Default

This hold is placed on students accounts of students with a federal defaulted loan. This hold prevents registering for class and the release of the transcript(s). To discuss the matter with the Financial Aid Office, please call 405-466-2962 or email financial@langston.edu.

Dean of Students

This hold is placed on a student's account by the Office of Student Affairs. The hold prevents registration. To address this hold contact the Office Student Affairs at 405-466-3444 or deanofstudents@langston.edu.

Final High School transcript

This hold is placed on a student's account by the Office of Admissions. The hold prevents registration until a final high school transcript has been received. To address this hold contact the Office of Admissions at 405-466-3428 or admissions@langston.edu

Enrollment Management

This hold is placed on students accounts by the Office of Enrollment Management. This hold prevents registration, the release of transcript(s) and diploma(s). To discuss the matter with the Office of Enrollment Management, please call 405-466-2957 or oem@langston.edu.

Financial Hold Business Office

This hold is placed on student's accounts with past due balance by Student and Employee Services and is released after the account is paid in full or has below a \$200 balance. This hold prevents registering for classes and the release of transcript(s). To discuss the matter with Student and Employee Services, please call 405-466-3212.

Only Permitted to take 9 Hours

This hold is placed on students accounts by the Office of the Registrar. This hold prevents registration. To discuss this matter with the Office of the Registrar, please call 405-466-3225 or email registrar@langston.edu.

General Comment

This hold is placed on students accounts by the Office of the Registrar. This hold prevents registration. To discuss this matter with the Office of the Registrar at 405-466-3225 or registrar@langston.edu.

Pre-Enrollment Holds

This hold is placed on students accounts by the Office of the Registrar. This hold prevents registration, the release of transcript(s), and diploma(s). To discuss this matter with the Office of the Registrar, please call 405-466-3225 or email registrar@langston.edu.

FAFSA Hold

This hold is placed on students accounts by the Office of Financial Aid for students who have submitted a FAFSA to the University. To address this hold contact Financial Aid at 405-466-3282 or financial@langston.edu

Financial Aid General Hold

This hold is placed on students accounts by the Office of Financial Aid for students. To address this hold contact Financial Aid at 405-466-3282 or financial@langston.edu

Meal Plan Exempt

This hold is placed on students accounts by Housing and prevents students from registering for classes. To address this hold contact Housing Office at 405-466-6028 or housing@langston.edu

Housing Exempt

This hold is placed on students accounts by Housing and prevents students from registration. To address this hold contact Housing Office at 405-466-6028 or housing@langston.edu