

Grossmont College Admissions Office

COVID-19 Transcript FAQ

Q. Am I able to request my official transcript during the campus closure?

A. Yes, you are still able to request your transcript online at <https://www.credentials-inc.com/tplus/?ALUMTRO001208#transcripts>. The COVID-19 pandemic has increased the time required to process your request. On average, transcript requests may take up to **15 business days** to process.

Q. Can official transcripts be sent electronically?

A. Currently, only transcripts sent to San Diego State University are sent electronically. Transcripts sent to San Diego State University are considered regular transcripts and are processed twice per week. All other official transcripts are mailed via USPS First-Class mail. Please contact Grossmont.transcripts@gcccd.edu with any questions or concerns in this regard.

Q. Can I order "Rushed" Transcripts?

A. Unfortunately, due to circumstances surrounding the COVID-19 pandemic, we are unable to offer "Rushed" transcripts at this time. Under current conditions, transcript requests may take up to 15 business days to be mailed out.

Q. How much do transcripts cost?

A. Students' first two official transcripts EVER are free. Once you have requested more than two official transcripts, the cost is \$3.00 each. "Rush" official transcripts are currently unavailable.

Q. I want my transcript sent after my grades are finalized. How long will it take to be processed and mailed?

A. The "Hold for Final Grade" option for your transcript becomes available at the beginning of Finals Week each semester. Transcripts held for final grades are sent approximately 2-3 weeks after the end of the semester.

Q. I want my transcript sent after my degree is posted on my official transcript. How long will it take to be processed and mailed?

A. The “Hold for Degree Posting” option for your transcript becomes available at the beginning of Finals Week each semester. Transcripts held for degrees to be posted are sent 4 weeks after the end of the semester.

Q. What if I want to request a transcript in person?

A. Due to an order from the Governor of California, our office is currently closed until further notice. Ordering transcripts in person is currently unavailable.

Q. If I request a transcript from Grossmont College, are classes from Cuyamaca College included?

A. Yes. Coursework taken at both colleges will be included on your transcript.

Q. I want to send an attachment with my official transcript. What do I do?

If you need to send an attachment with your official transcript, you can email the attachment to Grossmont.transcripts@gcccd.edu (Please put “**Transcript Request Attachment**” in the subject line).

Email: Grossmont.transcripts@gcccd.edu

Q. When are official transcripts stamped “ISSUED TO STUDENT”?

A. All transcripts released to students or authorized persons are stamped “**ISSUED TO STUDENT**”.

Q. I want to obtain course descriptions for classes I took. What do I do?

A. The best way to obtain course descriptions is to visit www.collegesource.org

In addition to College Source, Grossmont College catalogs with course descriptions from 2002 to Present are available at the following

link: <http://www.grossmont.edu/academics/schedulecatalog/default.aspx>.