

## *Office Procedures for Supervisors Responding to Emergency Requests to FAX Transcripts*

The Office of the University Registrar does not issue official transcripts via fax. There is no way to transmit a true, certified transcript via fax because all the normal validation features such as security paper and validation tests are missing. However, in cases of emergency, a copy of a transcript can be transmitted by request of the student, to be followed up with an official transcript. These procedures are to be used as a last resort to solve a problem. Only a supervisor should make the decision to use this procedure. A number of conditions should be met in order to fax a copy of a transcript.

1. There has to be a clear emergency where all normal alternatives will not be satisfactory. The student or parent of the student is insistent that the student will experience a lost opportunity if the transcript is not delivered that day. For example, there could be a loss of a chance for an interview for a job, or missing a deadline for a college transfer.

Make sure that the request can not be completed through overnight mail, or that a phone call or a letter sent by fax from our office certifying a degree or attendance will not satisfy the person until an official transcript can arrive later.

2. Check that there are no University stops that would prevent issuing a transcript. It is possible for the University Cashier or Associate Vice Chancellor for Finance to temporarily lift a stop in an emergency situation.
3. The student must have established an understanding with the recipient of the faxed transcript that this faxed transcript will be acceptable until the official transcript arrives via normal mail.
4. The transcript to be faxed will be on script-safe paper so that the copy protection appears on the receiving end.
5. The requestor must give you a name of the recipient of the fax.
6. The student must understand that the machine receiving the fax may not be in a secure area and may be viewed by unauthorized people.
7. We will fax the transcript after receiving at least a faxed, signed request for the transcript. We will follow up with an official transcript after we receive the original signed transcript request and payment. The payment can be expedited once we establish credit card payment as part of our normal procedures.
8. The office staff member must be convinced that they are talking to the student or parent. This can be determined by asking questions about verifiable information. A PID subcommittee developed a list of questions that can be used for this purpose.