**Transcripts**

**Q: How do I order official transcript or obtain an unofficial transcript?**
A: If you would like to order your official transcript, ordering online is the preferred method of ordering transcripts. Login into BannerWeb (under Inside COS), select “Student and Financial Aid,” Click on “Student Records,” select “Order Official Transcript.” You will then be asked to type your information and submit your order. For unofficial transcripts - Login into BannerWeb (under Inside COS), select “Student and Financial Aid,” select “Student Records,” select “Unofficial Transcripts,” leave the defaults in the drop boxes and click on submit. Unofficial Transcripts are free of charge. If you are not a current COS student, you can still order transcripts online.

**Q: I ordered transcripts, when will I receive them?**
A: Students can check transcript order status by going to our COS homepage and click on “Admissions” and then select “Check Transcript Order Status.”

**Q: Will I be able order transcripts online if I do not have a Social Security Number?**
A: Students without a Social Security Number can still order transcripts online. You will need to type your Banner ID number without the “@” symbol and add a “0” (zero) at the end, when a social security number is requested. For example, if your Banner ID is @12345678 you will need to type 123456780.

**Q: Why do I get this error message when ordering official transcripts online “The social security number and/or student ID number provided does not match the school records”?**
A: If you ordering official transcripts online through Credential Solutions Services and receive this message, you should try using a different internet browser.

**Q: When will my transcripts from other colleges/universities be evaluated?**
A: Transcripts are evaluated on a first-come/first-serve basis. You may contact the Records office to see if they have been received at 737-6247 or ireneg@cos.edu.

**Q: I have a specific question about my transcript evaluation, who do I contact?**
A: You may contact the evaluations specialist in Admissions and Records at 730-3930 or janetg@cos.edu.

**Q: I submitted official transcripts from other colleges/universities/high school to your office; can I get a copy?**
A: Once transcripts are submitted they become the property of College of the Sequoias and they will not be released to the student or another institution.