



# Transcript Policy

All requests for transcripts must be received in writing. You may come to the Registrar's Office in person and fill out a transcript request form. If a personal visit is not possible, please send a completed Transcript Request Form or a letter with the information noted below. Official transcripts are sent directly to a college, employer, student or other agency, and bear the university seal. Un-official copies may be mailed or faxed directly to the student or the other agencies listed above. Official transcripts will not be released if the student has an outstanding balance due to the University. In accordance with federal law (The Family Educational Rights and Privacy Act), student transcripts are issued only at the written request of a student. A transcript will not be released without the student's signature appearing on the request. Transcript requests are not accepted by telephone or email.

## How to Request a Transcript

Transcript requests are processed within 7-10 business days. In order for the Office of the Registrar to process a transcript request we must have a written request from the student including:

- Full name
- Social Security Number
- Phone number
- Birth date
- Current address
- Campus attended
- Attendance dates
- Signature
- Payment
- Name and address to which we should send the transcript

### Please note:

- Payment must be included with your request. We accept Money Order, Personal Check, or Credit Card by mail. Please do not mail cash. If you choose to use a credit card, please include the type of card, card number, expiration date and name of the card holder as it appears on the card.
- Transcript requests cannot be honored from those students whose financial records at the university are not in good standing. All account balances must be paid in full prior to sending in the request.
- A second party may not request a transcript for you. The confidentiality of a student's education record is protected by law. The written request and signature ensure that Patten University meets the requirements of the Family Educational Rights and Privacy Act.

You may send mail to the address below or fax your request to:

Registrar's Office – Transcripts

Patten University

2433 Coolidge Ave.

Oakland, CA 94601

Fax: (510)534-8969 (do not mail original if request is faxed)

For questions about this process please call (510)261-8500 x7776

## Transcript Services

### Rush (Pick up or mail service) \$25.00 per copy

- Allow 1 Business day for processing after your request is received by the Registrar's Office.
- After the 24 hour period the transcript will be sent via U.S. mail or will be available for pick up in the Registrar's Office.
- Delivery time of mailed transcripts may vary depending on the location.

### Regular (Pick up or mail service) \$10.00 per copy

- Allow 7-10 business days for processing after your request is received by the Registrar's Office. On the seventh business day, the transcript will be sent via U.S. mail or will be available for pick up in the Registrar's Office.
- Delivery time of mailed transcripts may vary depending on the location.