

# Grandville High School

## Ordering transcripts for college goes online.

### Frequently Asked Questions

**What is Parchment?** (formerly known as Docufide) It is a revolutionary new service that automates the ordering, processing, and delivery of student transcripts for Colleges, Universities, NCAA Clearinghouse, and select scholarship funds. E-Transcripts give students online convenience, instant transcript submission, a web-based workflow management tool, and provides consistent, secure transcripts to any institution.

You can now request transcripts through [www.Parchment.com](http://www.Parchment.com). Transcripts requested online are sent securely to the destinations that you select. You may track your request online, and you will also receive an email notification when we approve your transcript request, and again when your transcript is delivered electronically (or mailed to certain destinations outside of Michigan). If you do not have computer access, please download the transcript request form and mail it to us at the high school. We will process your request as we have in the past.

**How much does it cost?** There is no fee to students and recent graduates.

**How does the service work?** A student or past graduate clicks the "Student Transcript" link placed on the Grandville High School website, registers, and chooses where they want to send transcripts. These transcript requests are presented electronically to our high school's Parchment administrator, who approves the request and uploads the student's records. Parchment processes these student records and delivers official transcripts, electronically or on paper, according to the receiving college's preference. The student or past graduate receives email confirmation when the transcripts are approved, when they are sent, and, if delivered electronically, when received as well. All colleges and universities participating in the Michigan e-Transcript Initiative will receive transcripts electronically.

**Are these transcripts official?** Yes. Schools participating in e-Transcript sign the Secondary School Agreement with Parchment legally appointing them as their "agent," allowing Parchment to send official school transcripts on their behalf.

**How is my personal information kept safe?** Every sending and receiving institution is authenticated by Parchment, and all transmissions between them are carried over secure channels. Parchment employs the same data security technology that powers today's on-line banking solutions. When the transcript is to be delivered via mail, Parchment prints it on security paper with the address of the college or university automatically printed on the other side assuring it goes to the right destination.

**How soon after transcripts are ordered are they sent?** After a transcript order is placed by the student, the school registrar must approve the transcript order and electronically send the transcript information to Parchment. Parchment sends out electronic transcripts immediately upon receipt of transcript information from the school registrar. Mailed transcripts are typically sent out within one business day after receiving transcript information from the school registrar. A delay at the school in approving transcript requests, and/or uploading transcripts will delay the delivery of transcripts.

**Are student signatures required?** No. While signatures are typically required to release transcripts to students, they are not required for transcripts being sent to colleges in which the student may enroll or scholarship funds that may consider providing aid to the student.

**What do I need to order my transcript online?** All you need is an email address.

**How do I track my orders to see if they have been received?** Click on the "Student Transcript" link on the Grandville High School website to log on to Secure Transcript with your username (the email address you used when you registered) and your password and select 'Order Status.' Here you will see all the transcript requests you have placed along with the status of each. If the order is complete, it will say 'Order Complete,' otherwise the order status will inform you where your request is between approval, upload, and delivery.

**What if I don't have an email address?** You can get a free web-based email account from any service providers. Some examples include [www.hotmail.com](http://www.hotmail.com) and [www.mail.yahoo.com](http://www.mail.yahoo.com) among others.