



EL PASO COMMUNITY COLLEGE PROCEDURE

For information, contact Institutional
Effectiveness: (915) 831-6740

FD-1 Collection of Transcript Fees

APPROVED: May 13, 1980
Year of Last review: 2021

REVISED: September 1, 1995

AUTHORIZING BOARD POLICY: FD

Classification: Institutional

Vice President or Associate Vice President: Vice President of Financial and Administrative Operations

Designated Contact: Comptroller

OBJECTIVE: To establish guidelines in the collection of transcript fees.

PROCEDURE:

I. Over-the-Counter Transcript Requests

- A. The student will request a copy(ies) of his/her transcript at the Transcript Department, Office of Admissions and Registration, by completing a Transcript Request Form.
- B. The student will be instructed by the transcript clerk to take the completed request to the Cashier's Office and make payment.
- C. The cashier will:
 - 1. Accept payment and prepare a cash receipt for the amount received using transcript account.
 - 2. Stamp "PAID" and initial both copies of the Transcript Request Form.
 - 3. Present the yellow and pink copy of the form to the student to be returned by him/her to the transcript clerk.
 - 4. White copy is included in daily deposit to be sent for input by Data Control.
- D. The transcript clerk will accept the pink copy of the Transcript Request Form from the student.

II. Transcript Requests by Mail

- A. All transcript requests and fees received through the mail are date stamped and researched for academic history and/or outstanding debts prior to writing a receipt.
- B. The cashier will:
 - 1. Accept payment and prepare a cash receipt for the amount received.

NOTE: Out-of-town personal checks are held for ten (10) working days.
 - 2. Stamp "PAID", note date, cash receipt number, and initial original transcript request by student.
 - 3. Attach the yellow and pink copy of the cash receipt to request.
 - 4. Forward the copy of the request form and the student's copy of the cash receipt (original) to the transcript clerk via document transmittal.
- C. The transcript clerk will:
 - 1. Issue the number of transcripts paid for and note the same on transcript.
 - 2. Forward by mail to the student, the original copy of the cash receipt.
 - 3. Forward by mail to either the student or a designated location (College, place of employment, etc.) the transcript copy(ies).
 - 4. File the Transcript Request Form.

D. In the event of an overpayment, the cashier will:

1. Prepare a cash receipt for the total received.
2. Note on the cash receipt the amount for transcript(s) and the amount of over-payment.
3. If the overage is less than two dollars (\$2.00), not issue a refund.
4. If the overage is two dollars (\$2.00) or larger, prepare a Check Authorization according to established procedures for the overage.
5. Attach a Notice of Overpayment to the student's copy of the cash receipt.