

- 1) **How can change my address and/or student information i.e. {name, email address, & phone number)?**
 - a. *Email Student Records at registrar@rcsj.edu with supporting documentation to validate this change. Please note the instructional link on "How-to" change your data, on the "**Need to Change Your Personal Data?**" card, as it lists the acceptable documentation required to verify your name and/or address. The Student Information Change Form and We necessary documentation can be returned to this email, registrar@rcsj.edu*
 - b. *Instructions-* <https://www.rcsj.edu/StudentRecords-site/Documents/InstructionsforInformationChange.pdf>
 - c. *Information Change Form-* https://www.rcsj.edu/StudentRecords-site/Documents/RCSJ_Information-Change-form.pdf

- 2) **How can I retrieve my student login information and/or student identification number?**
 - a. Your user name and password are sent to you in your acceptance package from Admissions you may review that packet to retrieve that information.
 - b. *Email Student Records at registrar@rcsj.edu attach proper state and/or school photo identification requesting your Student ID number and login information. Once you receive this information, you will need to call the Office of Information Technology (856-415-2298) to reset your password.*
 - c. *If you know your student ID number than you may call the Office of Information Technology (856-415-2298) to reset your password.*

- 3) **How can I obtain enrollment information/verification and prove I am enrolled at RCSJ Gloucester?**
 - a. *Current students may request their enrollment verification through their Portal. Simply follow the instructions in the link below then proceed to request. Kindly note that all enrollment verification is sent to your RCSJ email account and takes about 2 business days to process.*
 - i. <https://www.rcsj.edu/StudentRecords-site/Documents/VerificationRequest%28Online%29.png>
 - b. *If you are **not a current student** and you cannot remember your login information, you may request enrollment verification manually by completing the document in link below. Once completed, you should email it to Registrar@rcsj.edu along with a copy of your State or government issued identification. Verification will be mailed USPS in, 5-7 business days, to the address the College has on file or ID provided.*
 - i. https://www.rcsj.edu/StudentRecords-site/Documents/RCSJ_Verification-of-Enrollment.pdf
 - c. *Kindly note that effective Wednesday, April 13, 2020, all verification requests will be emailed to students' RCSJ email account.*
 - d. *If vendors are requesting student enrollment verification, or degree verification they should go through the National Student Clearinghouse Database to obtain student information. Vendors may also fax a manual request and student authorization to (856) 468-8498.*

- 4) **Is RCSJ (Gloucester) currently processing transcript requests? Most current option, 4c below.**
 - a. **Yes, RCSJ –Gloucester will process official transcripts.**
 - b. **RCSJ –Gloucester **does not have the ability** to email official transcripts**
 - c. **RCSJ- Gloucester does have the ability to send some NJ schools who participate in NJ Transfer electronic delivery transmission. The participating schools are listed in the link below.**

<https://www.rcsj.edu/StudentRecords-site/Documents/NJ%20Electronic%20Transcript%20Delivery%20Institutions.pdf>

5) How can I transfer my academic credits/courses from another institution into RCSJ?1. Complete the ***Transfer of College Credit Request Form***

- Send completed forms to admissions@rcsj.edu (make sure you've also had your official transcripts sent to the Office of Admissions). During the process, your transcripts will be evaluated and applicable credits will be added to your RCSJ transcript about 14 business days after evaluation.
- Form: https://www.rcsj.edu/StudentRecords-site/Documents/RCSJ_Transfer-Credit-Evaluation-Results-Form.pdf
- Questions about credit transfers?
Schedule an Appointment with **Barbara Murtaugh** or call (856) 468-5000, x6411

6) How do I submit a request for an official RCSJ transcript?

- a. To obtain a copy of your official transcript, you need to submit a Transcript Request form to the RCSJ (Gloucester) Business Office. Request for transcripts may be submitted remotely. The form can be found on our website (rcsj.edu/transcripts) and then returned to the Business Office via email ([transcripts\(@\)rcsj.edu](mailto:transcripts(@)rcsj.edu)) or fax (856-464-1483). **Note:** Identification may be required.
- b. After your form is submitted, you must call the Business Office to pay at (856) 468-5000 extension 2226. **All transcripts must be paid before they will be processed by Student Records.** Your account must be free from holds. **Note:** Identification may be required.
- c. Transcript costs are based on **printing priority**, such as:
 1. (\$5.00/copy) Standard Processing = 5-7 business day processing
 2. (\$10.00/copy) Next business day printing for mailing or **Pick-up after 12 noon**
 3. (\$25.00/copy) In-person, same day, **2 hour window, pick-up only (NEW effective September 2020)** Paid forms must be hand-carried to Student Records for Processing, **by the student before, the 2 hour window begins.**
- d. Make sure you **check your RCSJ email regularly**. The Office of Student Records may email you to obtain additional information regarding your transcript request.

6) Can I pick up my official transcript from the Student Records Office?

- a. **Yes, select the pick-up option on the transcript request form.** Simply check the box for pick-up. Transcripts are processed based on printing priority and payment submission.

7) How quickly will transcripts be sent?

- a. Transcripts are processed based on printing priority and payment submission. Please check question **5.c.** for timeframes based on printing priority and payment.
- b. RCSJ does not provide expedited mail service. All items are mailed via the United States Postal Service (USPS) first class mail. Delivery may take anywhere from 7-10 business days.

8) What happens if my College/Institution does not receive the transcript sent by RCSJ?

- a. Students may call or email us to let us know their College has not received the transcript sent **after 10 business days** (no weekend dates are counted). The College may elect to call that institution to confirm they did not receive the transcript. RCSJ will send one courtesy copy, to the same address, after confirming with the institution after the 10 business day period has expired.

Student Records Frequently Asked Questions

- b. *Students who place incorrect delivery addresses will have to pay for an additional copy for a transcript to go to the correct address.*
- c. *The College will not send a third copy of a transcript to the original address provided. Student will be instructed to either pay for a third request and send a new transcript request form or told they must pick-up a third request.*

9) I am trying to register but it says I need a PIN, how do I get a PIN?

- a. *You will need to schedule an appointment with your Academic Advisor. You can do so at <https://www.rcsi.edu/Advisement/Gloucester>.*

10) How can I withdrawal from a course?

- a. *To withdrawal from a course you will need to set up an appointment with an Academic Advisor, you can do so at <https://www.rcsi.edu/Advisement/Gloucester>. You will complete a Withdrawal Form and ether sign the form or give written consent for withdrawal via email to your advisor. Keep in mind the deadline dates.*
- b. *The Advisor then sends the form to Student Records to be processed.*

11) How can I find what withdrawal date applies to my class?

- a. *Withdrawal dates can be found on the link pasted below by looking up the subject, course and section number. It also displays the, Last Day to add a class, last day to audit a class, the last day to Withdrawal, and the refund percentages.*
 - i. <https://www.rcsj.edu/courses/gloucester/adaw>

12) How can I change my schedule a course?

- a. *Current students may change their schedule on your Portal using the Add/drop Classes function.*
- b. *If you are having difficulty completing, a transaction you may be outside of the dates to change classes or you may need to contact your Advisor.*
 - i. *Advisement - <https://www.rcsi.edu/Advisement/Gloucester>*

13) How can I contact Student Records?

- a. *We are working remotely which means you may reach us by using our Student Records contact page to submit any questions. It may take up to four business days to get a response but we are committed to responding to all incoming questions. General business hours are 9AM to 5 PM Mon-Fri. The link is below.*
- b. *Student Records Contact page - <https://www.rcsi.edu/StudentRecords/Contact>*

14) Where do I find Registration dates?

- a. *Registration dates may be found - <https://www.rcsi.edu/courses/gloucester>*

15) Will there be a graduation ceremony in May 2021?

- a. *To be announced*

16) I have a question about my graduation (Gloucester Campus), whom can I contact?

- a. You may email your inquiries to graduation@rcsi.edu
- b. Be sure to include your name and student ID number along with your questions.

17) When will my Summer 2020 diploma award be noted on my transcript?

- a. Once the Office of Academic Advisement certifies your degree, the Office of Student Records will post that award to your record. Student Records (for students finished their Summer classes before June 18 only) hopes that all degrees **will be certified by 06/18/2020** and all graduation awards are posted by, **6/18/2020**
- b. Students certified after **6/18/2020**, graduation awards will post by, **9/18/2020**

18) What is the official graduation date for Summer 2020?

- a. The official graduation date for Summer 2020 graduates are:
 - i. June Grads = **June 14, 2020** (for students finished their Summer classes before June 14 only)
 - ii. August Grads = **August 28, 2020** (for students finished their Summer classes after June 14 only)
- b. The official graduation date for Fall 2020 graduates is **December 11, 2020**

19) When will diplomas be mailed?

- a. Diplomas are ordered through and outside vendor. For summer graduates taking courses that end on or **before 6/14/2020**, your diploma was mailed on **August 10, 2020**. Please make sure you check your portal to verify your address. The ordering process takes 4-6 weeks and the vendor will mail them to your address directly.
- b. Diplomas are ordered **after 6/14/2020**, your diploma will be mailed by **October 30, 2020**. Please make sure you check your portal to verify your address. The ordering process takes 4-6 weeks and the vendor will mail them to your address directly.

20) If I lost my diploma or want an additional diploma, may I request one?

- a. *Absolute/y!* We charge a nominal fee of \$35.00 per copy requested. You may complete the form in the link below and email the completed form to the Business Office via email (businessoffice@rcsi.edu) or fax forms to (856-464-1483). Note: Identification may be required.
 - i. Link - <https://www.rcsi.edu/StudentRecords-form> Duplicate Diploma Request
- b. The Business Office will charge your student account; you must pay for the diploma(s) through your Portal or call them to pay (856) 468-5000, ext. 2226, before we order your duplicate diploma and your account must be free from holds.
- c. The ordering process takes 4-6 weeks and the vendor will mail them directly to your address supplied.

21) What if I do not receive my degree within the 4-6 weeks of the mailed by date?

1. Email Student Records at registrar@rcsj.edu to see if your diploma has been returned to RCSJ (include a copy of photo ID to verify your identity)
 - i. If it has not been returned to RCSJ you will be able to coordinate with Student Records to ensure you receive a copy of your diploma