

## Student Records Frequently Asked Questions

### 1) How can I contact Student Records?

- a) You may reach us by using our Student Records contact page to submit any questions. It may take up to two business days to get a response but we are committed to responding to all incoming questions. General business hours are 9:00 am-5:00 pm, Mon., Tues, Thurs., Fri., and 9:00 am-7:00 pm Wednesday.
- b) For additional information, the [contact page](#) link is pasted below. You may also reach us at (856) 468-5000 extension 2233 or registrar@rcsj.edu.

[Student Records Contact Page and Office Hours](#)

### 2) How can I change my address and/or student information i.e. (name, email address, & phone number)?

#### Manually:

- a. Submit an Information Change Form with photo ID and 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 information. The Student Information Change Form, photo ID, and necessary documentation can be returned via MappingXpress by following the instructions below or by emailing all documentation to the [registrar@rcsj.edu](mailto:registrar@rcsj.edu). Allow 1 week for processing.
- b. [Information Change Instructions](#)
- c. [Information Change Form](#)
- d. Submission by: **MappingXpress Instructions: Upload the electronic form(s) and supporting documentation and we will process your request within 72 business hours:**

- **First:** Complete, sign and upload the following form saved as jpeg. or pdf. with a photo of your State or Government issued ID for processing: ***Student Information Change Form***
- **Second:**
  - a) Visit <https://mappingyourfuture.org/MappingXpress/RCSJStudentRecords/>
  - b) Enter the passcode **RCSJx2233**, enter the CAPTCHA code displayed, and click "Submit". Please note the passcode is case sensitive.
  - c) Complete the form and click "Submit".
  - d) Confirm the information you entered is correct and click "Submit".
  - e) Select the total number of documents you would like to upload. You can select up to 12 documents for each upload. You will have the opportunity to add additional documents after your initial upload. We recommend the total size of the file(s) you upload be less than 25MB. Uploading files totaling more than 25MB may cause your session to time-out or cause the individual retrieving your file(s) experience a time-out issue.
  - f) Select the type of document and choose the file.
  - g) Click the "Upload" button.
  - h) Select whether or not you have additional documents to upload.
  - i) If yes, select yes and click "Submit". Repeat steps 5-7.
  - j) If no, select no and click "Submit".
  - k) [Print out the confirmation page](#) for your records or make a note of your confirmation number.
  - l) Click the "Exit" button.

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### 3) How can I retrieve my student login information and/or student identification number? There are 3 options:

**Option 1)** Your user name and password are sent to you in your acceptance package from Admissions, via email, you may review that packet to retrieve that information. If you require a new packet, email [admissions@rcsj.edu](mailto:admissions@rcsj.edu) and request a new packet be sent

**Option 2)** Email Student Records at [registrar@rcsj.edu](mailto:registrar@rcsj.edu) attach proper State or Government issued ID and/or RCSJ 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.

**Option 3)** If you know your student ID number and simply forgot your password, then you may call the Office of Information Technology (856-415-2298) to reset your password. Remember your student ID# always appears on your Student Profile webpage.

### 4) How can I obtain enrollment information/verification and prove I am enrolled at RCSJ Gloucester?

- a. **Electronically:** Current students must 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 24-48 business hours to process.

#### [Enrollment Verification Portal Directions](#)

- b. **Manually:** If you are **not a current student** and/or you cannot remember your login information, you may request enrollment verification manually by completing the document in link below. Once completed, you should submit it via Mapping Express (instructions below) 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. [Manual Verification of Enrollment. Request Form](#)

- ii. MappingXpress Instructions: See question #2D above for submission instructions

- c. Kindly note that all manual and electronic enrollment 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 release to (856) 468-8498. Allow 72 business hours for replies.

### 5) How can I transfer my academic credits/courses from another institution into RCSJ?

- a. Complete the Transfer of College Credit Request Form

- i. Email completed forms to [admissions@rcsj.edu](mailto:admissions@rcsj.edu) (make sure you've also had your official transcripts sent to the Office of Admissions). During the process, your transcripts you indicated to be evaluated and applicable program credits will be added

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to your RCSJ transcript about 14 business days after evaluation.

Form: [Transfer of College Credit Request Form](#)

*ii.* Questions about credit transfers?

**Schedule an Appointment** with **Barbara Murtaugh** or call (856) 468-5000, x6411

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

- **Manually:**

- To obtain a copy of your official transcript, you need to submit a Transcript Request form and make payment for the associated processing fee. The link for completing a request can be found on our website or the link below.
- Follow the instructions on the form for the Gloucester Campus, [send to transcripts\(@rcsj.edu](mailto:transcripts@rcsj.edu) or fax (856-464-1483). **Note:** *State, government or RCSJ issued identification* is required.
- You must select this manual option if your institution/recipient only accepts paper official transcripts.

[Gloucester RCSJ Official-Transcript-Request.pdf](#)

- **Electronically:**

- Requests are made through the *National Student Clearinghouse* through the link provided on our website.

[National Student Clearinghouse Transcript Request](#)

- **Student Transcripts between Cumberland & Gloucester campuses.**

- Requests for transcripts between campuses **are free to our students**. We ask that a request be made by the student to the correct campus in order to exchange an official transcript between campuses.

[Gloucester RCSJ Official-Transcript-Request.pdf](#)

[Cumberland Campus Transcript Request](#)

- Completed documents, **Gloucester campus**, must be submitted by completing the PDF request form on our website. The completed form can be returned to the Business Office via email [registrar@rcsj.edu](mailto:registrar@rcsj.edu) or fax (846-468-8498). **Note:** There is no fee for inter-campus transcript requests.
- Completed documents, **Cumberland campus**, must be submitted by completing the PDF request through Panda Docs. The completed form can be returned to enrollment services One-Stop. **Remember:** There is no fee for inter-campus exchange of transcript requests.

### 7) How do I pay for my RCSJ transcript?

- Requests submitted through the National Student Clearinghouse must be paid online through the NSC ordering site.
- Requests submitted manually, PDF form, must be paid to the Business Office by calling (856) 468-5000 Extension 2226 (or payment can be made through your student portal). **Note:** *State, Government or RCSJ issued identification* is required.
- College holds may prevent the release of transcripts and must be cleared with the Campus and/or department that placed the hold before a transcript will be released.
- The College will contact you by phone and/or email to advise you of any issues.
- Be certain that you need your official transcript as transcript fees are non-refundable.

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- 8) **Transcript costs are based on printing priority:** This dictates how quickly your transcript request is sent.
1. **\$5.00/copy:** Standard Processing = 5-7 business day processing
  2. **\$10.00/copy:** Next business day printing and mailing or **Pick-up next day, after 12 noon.** Applicable to payments made before 4PM in-house.
  3. **\$25.00/copy:** **In-person, same day, 2 hour** window provided, **pick-up only.** Paid forms must be hand-carried to Student Records **by the student before** the 2 hour processing window begins.

9) **Can I pick up my official transcript from the Office of Student Records?**

**Ans. Yes**

- i. Simply select the check the box for pick-up on the manual request form. Transcripts are processed based on printing priority and payment submission and must be paid prior to printing. *State, Government or RCSJ issued identification* is required for pick-up.

10) **How do I know when my transcript is ready for pick-up?**

- i. Check your RCSJ email RCSJ will notify you when your request is ready for pick-up
- ii. If you have another email outside of your RCSJ email, we will notify the email on the request form submitted

11) **Is expedited mail service provided for manual official transcripts at RCSJ?**

**Ans. No**

- a. RCSJ does not provide expedited mail service. All paper transcripts are mailed via the United States Postal Service (USPS) first class mail. Delivery may take anywhere from 7-10 business days.

12) **Can I track the status of my transcript request submitted through the National Student Clearinghouse (NSC)?**

**Ans. Yes**

- a. Transcripts requested via the NSC, may be tracked by following the link pasted below.

[Track My NSC Transcript](#)

13) **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 mailed transcript sent **after 10 business days** (excluding weekend dates or college closings). 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.
- b. RCSJ will provide a third copy as a courtesy that must be picked-up at the College's Student Records Office- we will not mail a third additional copy at all to the same address.
- c. Students may put the wrong address in error, unfortunately, must pay for an additional transcript, if the College has not received the original transcript back in the mail.
  - [Student Records Contact Page and Office Hours](#)

## Student Records Frequently Asked Questions

### 14) How do I submit a Chargeback form if I am a Gloucester County resident enrolled at a College outside Gloucester County?

1. You must be a resident of Gloucester County and going to a College outside Gloucester County
2. Complete RCSJ's Chargeback form and list the classes on the bottom of the chargeback page (NOTE: one form per term requested) - Link pasted below
3. Submit your College schedule printed from your College or University's website which must display your Major/Program of Study (each schedule needs to match each chargeback form submitted)

#### [Chargeback Form](#)

#### Ways to submit to RCSJ?

1. You may come in person with your State or Federal issued identification, to the Student Records Office.
2. You may submit documents online via MappingXpress by following the instructions in question 2D above.
3. Fax forms and documentation to (856) 468-8498.

Please see the links below for the Chargeback policy and additional Chargeback information:

#### [Chargeback Policy](#)

Gloucester County Website for details: [www.gloucestercountynj.gov/residents](http://www.gloucestercountynj.gov/residents)

### 15) 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 or contact Advisement to utilize Express Advising. You may do so at, the link below.  
<https://www.rcsj.edu/Advisement/Gloucester>

### 16) How can I withdraw from a course?

- a. To withdraw from a course you will need to set up an appointment with an Academic Advisor. You can do so at <https://www.rcsj.edu/Advisement/Gloucester>. You will complete a Withdrawal Form and either sign the form or give written consent for withdrawal via email to your advisor.
  - i. **Note:** Keep in mind the deadline dates (see question 17 below).
- b. The Advisor then sends the form to Student Records to be processed.

### 17) 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 drop, and the refund percentages.
  - i. <https://www.rcsj.edu/courses/gloucester/adaw>

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### 18) How can I change my course schedule?

- a. Current students may change their schedule using their Portal and the Add/drop Classes function.
- b. If you are having difficulty completing a transaction, you may be outside of the drop dates to change classes (see question 17i, link above) or you may need to contact your Advisor.
  - i. To schedule an appointment with your Academic Advisor:  
<https://www.rcsj.edu/Advisement/Gloucester>

### 19) Where do I find Registration dates?

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

### 20) Whom can I contact with a question about my graduation (Gloucester Campus)?

- a. You may email your inquires to [graduation@rcsj.edu](mailto:graduation@rcsj.edu)
- b. Be sure to include your name and student ID number along with your questions.

### 21) How may I request an additional diploma?

- a. Complete the form in the link below and email the completed form to the Business Office via email ([businessoffice@rcsj.edu](mailto:businessoffice@rcsj.edu)) or fax forms to (856-464-1483). **Note:** Identification may be required.  
  
[\*Duplicate Diploma Request Form\*](#)
- b. We charge a nominal fee of \$35.00 per copy requested. The Business Office will charge your student account; you must pay for the diploma(s) through your RCSJ Portal or call them to pay (856) 468-5000, ext. 2226, before we order your duplicate diploma. **Note:** Your account must be free from holds.
- c. After payment has been received, the ordering process takes 4-6 weeks. The vendor will mail **your diploma** to the address provided directly to your address supplied or your diploma may be picked up from the Office of Student Records (photo ID required upon pick up).

### 22) What should I do if I do not receive my diploma within the 4-6 weeks of the mailed-by date?

1. Email the Office of Student Records at [registrar@rcsj.edu](mailto: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 the Office of Student Records to ensure you receive a copy of your diploma.