

TRANSCRIPT REQUEST PROCEDURES DURING SCHOOL CLOSURE DUE TO COVID

External Procedures:

DeLand High School is temporarily suspending all in-person and mailed transcript requests; until schools re-open to the public, we will be accepting **emailed requests only** using the following procedures:

Transcript Request Forms can be found on our website at <http://www.delandhs.org/transcript-requests>

Complete the form, scan it, and **email** it to the Registrar. If you are unable to scan or print the form, please use the form as a guide and include all requisite information in the body of the email. Please include the full address of any institution(s)/location(s) you wish them sent to. At this time, pick-ups are by appointment only with very limited hours due to staff availability and access to completed transcripts; if you're trying to meet a specific deadline, please call or email the Registrar for possible alternatives in order that we may safely and efficiently meet your needs. The Registrar can be reached at 386-822-6909 Ext. 23379.

A clear picture of the student's photo ID **MUST** be included with the email (if the student is under 18, a parent/legal guardian ID is required).

Transcript Requests should be submitted **via email only** to smwilli1@volusia.k12.fl.us

We are temporarily suspending the fee for transcripts during this school closure.

Internal Procedures:

Transcript requests via email will be checked for complete information and any missing information will be communicated to the sender. The sender will also be notified that at this time we are unable to guarantee a two-business-day fulfillment so that alternative arrangements can be made if necessary.

Each email request will be printed (including a print out of the associated ID) and handled in the same manner as a regular request; the printed request will be marked with a "received" date and completed during weekly office hours.

Mailed transcript request forms will immediately be filed with the other completed transcript requests and delivered to the administrator on duty if Mr. Goldy is unavailable.

Pick-Up transcript request forms will need to be signed by the person picking up and scheduled with the administrator on duty. The Registrar will work with the administrator to set an appropriate time for pick up and deliver the transcript to the administrator in advance. Whomever is picking up will need to come to the Main Office and call the administrator on duty to let them know they have arrived.