



## Electronic Transcripts Frequently Ask Questions- Student/Family

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### 1. **What is the *Application Hub*?**

The Application Hub allows public high school students to start an application and allows public high school students in North Carolina to electronically request their official high school transcript through CFNC.org. The ***Application Hub*** provides information to students about their requests so they can easily keep track of each transcript. Students can view the selected college, date requested and delivered, confirmation number/transaction ID, and the status of each transcript. Through the ***Application Hub***, students can also verify that their transcript has been delivered to a particular college or university. Students can request a transcript when applying to colleges online or directly via the ***Application Hub***. School professionals can track students' requests through the CFNC ***Professional Center*** (for more information about the CFNC ***Professional Center***, please see the downloadable document, *Professional Center FAQs on NC College Application Month*).

### 2. **How do I know if my high school participates in the CFNC High School Transcript System (Application Hub)?**

In order to send electronic transcripts students must be currently enrolled, or enrolled at the time of graduation, at a participating public high school in North Carolina that utilizes NC Student Identification Number (formerly NC WISE) system to manage student data. Almost all public NC schools participate; a list of currently participating high schools is available on CFNC.org.

### 3. **How do I send an electronic transcript to colleges or universities that I applied to through the institutions website not CFNC.org?**

Some schools require students to visit the institution's website to complete an application and will be linked off CFNC.org. If you want to send electronic transcripts to schools whose applications are not submitted through CFNC.org, you must do so directly from the ***Application Hub***. It is important to add any college or university that you apply to through another website or a paper application to your ***MyCFNC*** profile by entering it in the “self-reported” section. If you have questions about applications filed through other websites, you must contact the school directly using the contact information provided there.

### 4. **How long does it take for transcripts to be sent?**

Electronic transcripts are normally delivered to the requested college within one to two business



days. Once received, colleges typically require an additional two to three weeks to process a transcript.

5. **Does it cost any money to send an electronic transcript?**

No. The CFNC electronic transcript service is free.

6. **Do students need to send a final transcript at the end of the year?**

No, not if you use the CFNC electronic transcript service. All the colleges that transcripts are sent to will automatically receive the students' final transcript. Final transcripts are automatically triggered 10 days after graduation and when all final grades for seniors are posted in NC Student Identification Number (formerly NC WISE). For example, ABC High School posts all final marks for seniors and graduation date of June 15, 2019. On June 25, 2019 all final transcripts for students with a graduation date of June 15, 2019 will automatically be released and delivered to the designated colleges/universities.

7. **How can I see if my transcript has been “delivered” to the college or university I selected?**

You can see if your transcript has been delivered to the campus from within the Application Hub. While viewing the activity for a particular online application, select the action button “View Activity” and look at the column “Downloaded by Campus”. A checked box indicates that the campus has exported the transcript from CFNC. An unchecked box indicates that the campus has not yet exported the transcript from CFNC.

You can also coordinate with an educator at your school to gather this information. Educators can access the **Professional Center** account. They will need to click on the **Reports** tab, then select **CFNC Transcript Tracking Report** from under the **Report Builder** heading. Find and select the student whose transcript you would like to track; click “View Details.” Each college the student applied to is listed twice, once for the current transcript and once for the final transcript. The column “Date Exported By College” will contain the date that the campus exported the transcript from CFNC. If the date is blank, the campus has not yet exported the transcript. Final transcripts' statuses will remain “Pending” until after graduation. Keep in mind, the colleges students send electronic transcripts must download, review, process, and match transcripts with applications. This process typically requires an additional two to three weeks for most campuses to complete.

8. **What do I do if my *Application Hub* account says the transcript has been delivered, but the college says they do not have it?**

Once delivered, admissions staff must manually review the information on the transcript before a decision can be made. This review process may take an additional two to three weeks to complete. Campuses request that applicants wait at least three weeks before contacting their offices to inquire about a transcript status. After that time, if a campus still does not show receipt of the transcript, please contact CFNC, toll free, at 866-866-CFNC (select option “1” for assistance). Please have the student's name, NC Student Identification Number (formerly NC WISE), and the college(s) they have applied to in order to expedite the process.

9. **Where can I find more information about the *Application Hub*?**

You can visit the application hub page on CFNC.org by clicking on the purple **Apply** tab and then clicking on **Application Hub** under the **Apply to College** heading on the left hand side of the page. You can also call CFNC, toll free, at 866-866-CFNC (select option “1” for assistance).