

# Graduation Requirements FAQ

Purpose: The following document provides answers to student questions about various subjects within the realm of graduation, including: Petition to Graduate, graduation fees, transcripts, diplomas, commencement, and regalia. If you have a question you cannot answer with the information provided, or need further details, please contact [Student Records](#) or [Graduation Information](#).

## PETITION TO GRADUATE (PTGs) FAQ:

Q: When can I submit my PTG?

A: The Petition to Graduate form should be submitted after Student Records reviews a student's file and places them in a Pending Grad status within approximately six months of the estimated graduation date. The Academic Advisor (AA) will notify the student when they qualify to submit the Petition to Graduate.

Q: Where can I find the PTG?

A: The PTG can be found in the Student Portal.

- [Student Portal](#): Sign-in → My Forms → Registrar Forms → Online Forms → Petition to Graduate.

Q: Has my PTG been processed?

A: The team that processes the PTG has 5-7 business days to process the document once it is received. When the PTG has been received and processed, the student will receive a confirmation email letting them know that we have the document. If the student does not receive this email within 5-7 business days, please resubmit the document or contact [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu) for more information.

Q: Why was my PTG denied?

A: There are a few reasons for a denial, such as not being in an eligible school status for PTG submission. If your PTG has been denied, please contact [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu) for more information.

Q: What name did I put on my PTG to be printed on my diploma and in the commencement program?

A: If you submitted an electronic PTG through the Student Portal, you can see this information listed in your form history. This can be viewed under My Forms → Online Forms → History. If you are not able to locate the history submission, please contact [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu) for confirmation.

## GRADUATION FEE FAQ:

Q: What is the Graduation Fee and what does it cover?

A: The Graduation Fee is a program requirement for all students and covers the cost of:

- 1) The processing, printing, packaging, and shipping of your diploma
- 2) The processing and sending of your electronic diploma
- 3) The final audit of your degree

Q: When can I pay the Graduation Fee?

A: Upon processing of your Petition to Graduate, your account will be charged the Graduation Fee. At that time, the student can pay the fee in the [Student Portal](#) → My Finances → Make a Payment or may contact their Academic Advisor to make payment arrangements. Please note, financial aid or select institutional grants may cover this fee.

Q: If I am not attending the commencement ceremony, do I have to pay the Graduation Fee?

A: Yes, the Graduation Fee is not associated with attending commencement ceremonies. The fee is a program requirement for all students.

## TRANSCRIPTS FAQ:

Q: When do I receive my transcripts?

A: Transcripts are available to students at any time, depending upon any restrictive holds. Degree conferrals will be notated on your transcript once you have met all requirements.

Q: Will I receive a transcript upon graduating?

A: We have transitioned to providing an electronic diploma upon graduation instead of a transcript. If you need or want copies of your transcript, you can order them from our website and pay the applicable fees.

- Official transcripts may be ordered from our website or via Parchment: [www.uagc.edu](http://www.uagc.edu) → Student Experience → Transcript Request. Or through the [Student Portal](#) → My Degree → Order Official Transcript.
- Unofficial transcripts are available for download in the [Student Portal](#) → My Degree → Unofficial Transcript.

### **Q: Is the Dean's List included on the transcript?**

A: The Dean's List is not notated on the Official transcript. The Dean's List is a personal accomplishment that is also featured on the [UAGC website](#) under Student Experience → Dean's List. A congratulatory email is sent to the student, on their success for making the Dean's List in the Spring and/or Fall Term.

Q: What will be printed on my transcript?

A: Your transcript will include your name, degree, major, any minors/specializations/concentrations (if applicable), all courses applied toward your degree, GPA, any applicable honors, and the date your degree was awarded. It will not include any Honor Society memberships.

Q: How can I tell if a transcript has been sent?

A: Once your transcript order is fulfilled, you will be sent a confirmation email. Please email [Transcript.Request@uagc.edu](mailto:Transcript.Request@uagc.edu) to check on the status of a transcript order.

Q: I did not receive my requested transcript; can you send me another copy?

A: Please email [Transcript.Request@uagc.edu](mailto:Transcript.Request@uagc.edu).

Q: Can I print an Unofficial transcript if I have a hold on my account?

A: There are certain holds that restrict the release of the unofficial transcript, such as Student Affairs or Identity Management holds. Please reach out to your Academic Advisor if you have questions about holds on your account.

## DIPLOMA FAQ:

Q: What should I do if I want to change my name on the diploma?

A: If you want to change your name on the diploma and program, please email [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu). If your diploma has already been ordered, we cannot change the name on that diploma. You will need to order a duplicate copy by emailing [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu) for a copy of the Replacement/Duplicate Diploma Request form and instructions..

Q: When will my diploma be ordered?

A: The degree will be conferred, and the diploma will be released once you have met all degree requirements including, but not limited to, credits earned, GPA, and balances are paid in full. Diplomas are generally ordered within 30 days of completion of all program requirements and payment of all related tuition and fees.

Q: When will I receive my diploma?

A: Once the diploma is ordered, it will take six to eight weeks to arrive. Diplomas will be withheld until all accounts at the University are paid in full. Diplomas will not be issued at the commencement ceremony. Once orders are placed, mailing addresses cannot be changed. You should make sure your address is up to date and accurate before finishing your last course.

Q: When will I receive my electronic diploma?

A: Your electronic diploma will be sent to the email address on file within 6 weeks of meeting all academic requirements. If you have any questions, please email [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu).

Q: What is printed on the diploma?

A: The diploma will state name as indicated on the Petition to Graduate, major, graduation date and any applicable honors. The diploma will not state any minors, concentrations, or specializations you may have earned. The date of degree conferral recorded on the diploma will reflect the date all course requirements were completed.

Q: I have a double major; will I get two diplomas?

A: Yes, you will receive one diploma for each major.

Q: How do I order a duplicate diploma?

A: A student can order a duplicate diploma by filling out a Replacement/Duplicate Diploma Request Form and follow the directions for submission and payment. Please email [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu) for a copy of the form and instructions.

Q: How will my diploma be shipped to me?

A: This depends on the address that we have in our system:

- *Domestic Address:* diplomas will be shipped, via United State Postal Service-Priority Mail. A signature will not be required for the postal delivery staff to leave it at the address on file.
- *International or military APO/AE/AP addresses:* we will attempt to ship the diploma via United State Postal Service-Priority Mail, if this is not a possibility for the address; we will have to send the diploma through US Customs which could add an additional 1-2 weeks to the shipping time.

Q: How do I track my diploma shipment?

A: Jostens will email you the USPS tracking number once the diploma is shipped. If you have any questions, please email [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu).

Q: My address has changed; how do I make sure I get my diploma?

A: There are two answers for this question:

- Prior to diploma being ordered: Please sign into your [Student Portal](#) and update your diploma address in our system. The diploma will be shipped to the address we have on file when the order is placed.
- After the diploma has been ordered: We are not able to update addresses for the diploma shipment once the order has been made. Please set-up a mail forwarding address with your local post office or USPS website so that the package will be forwarded to the new address. If the package is returned to us, we will contact you for the updated address.

Q: My diploma has an error on it, how do I get it corrected?

A: Please email [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu). Be sure to include your name, student ID, the exact issue with the diploma, and an image of the diploma so that the graduation coordinator can verify the situation. The graduation coordinator will then instruct on the process from there.

Q: Can I get my diploma expedited to me?

A: The diploma ordering process is an automated one and we only order diplomas once a month. Being that the diploma is part of a larger group; it is not possible to pull it and expedite it separately from the rest of the order.

### COMMENCEMENT FAQ:

Q: If I graduated previously (for example, 2 years ago) can I attend the next commencement ceremony?

A: Yes; if you have not previously attended a past ceremony for the current degree, please email [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu).

Q: How many times during the year are commencement ceremonies held?

A: Commencement ceremonies are held two times a year. An in-person ceremony is held in the Spring and a virtual ceremony is held in the Fall.

Q: What if I no longer wish to attend the Commencement ceremony?

A: Please email [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu) to be removed from the list.

Q: Where can I obtain information on the ceremony; such as the date/location of the upcoming ceremony?

A: You can find the most current information on the [UAGC Graduation website](#).

Q: How many guests am I allowed to bring to the ceremony, and will they need tickets to attend?

A: Graduates may bring as many guests as they like. There will not be any tickets for the event and seating is available at a first come, first served basis.

Q: What can I expect at the commencement ceremony?

A: Videos of past ceremonies are available on the [website](#) to provide an idea of what to expect on the day of the ceremony.

Q: Where can I find information about airport and hotels?

A: In regards to travel and lodging, please take a look at the “Ceremony Information” section of our website at <https://www.uagc.edu/student-experience/graduation/ceremony-information> for a list of hotels near the University.

### REGALIA FAQ:

Q: How/when do I order my cap and gown?

A: You can order your cap and gown once you are eligible for a commencement ceremony. A link will be sent to the email address we have on file for you when cap and gown ordering is available.

Q: How do I receive honors cords or stoles\* for University honors (Summa Cum Laude, Magna Cum Laude, etc.) if they did not attend the ceremony?

A: This will depend on whether you are attending or not attending a commencement ceremony:

- Not Attending: Any Undergraduate honor stoles (Summa Cum Laude, Magna Cum Laude, Cum Laude, etc.) and that would have been provided at the ceremony can be requested by emailing [Graduation.Information@uagc.edu](mailto:Graduation.Information@uagc.edu) after your eligible ceremony and after you are in a Graduate status. Please provide your name, Student ID and address. Note: requests will be honored while supplies last. For any honor society cords (Alpha Sigma Lambda, Golden Key, SALUTE, Tai Upsilon Alpha and Phi Beta Kappa) these can be requested through the respective honor society\*.
- Attending: If you are planning to attend the ceremony, all honors regalia will be provided when you arrive for the ceremony.

\* You can purchase honors regalia for any honor societies you have been inducted into by going to the society’s respective website. You may also find their official websites by searching for them on the Internet.

Q: How much does the cap and gown cost?

A: Please visit the student store to find the most current cost of the cap and gown: [Jostens-UAGC](#)

Q: How can I order invitations, announcements, rings, frames, tassels, etc.?

A: You can order these items by visiting our student store using the following link: [Jostens-UAGC](#)

Q: I graduated with a 4.00 GPA in my Master’s or Doctoral degree; why was I not awarded honors?

A: We do not have any honors recognition for Graduate level students as the level of excellence is expected of these students. Traditionally, the title of Master or Doctor is the honor in itself, and the hood is what is used to recognize this achievement.

Q: Can I get a copy of the Commencement Program with my name listed on it?

A: This may or may not be available depending on the quantity of program booklets we have in stock.