Graduation FAQ
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**Purpose:** The following document will help Student Records Coordinators (SRCs) answer questions about various subjects within the realm of Graduation, including: PTGs, graduation fees, transcripts, diplomas, commencement, and regalia. If you get a question you cannot answer with the information provided, or you simply need further details, please feel free to contact a Student Records Coordinator or email graduation.info@uagc.edu

**PETITION TO GRADUATE (PTGs) FAQ:**

**Q: When can I submit my PTG?**
**A:** The Petition to Graduate form should be submitted as soon as possible once you are placed in a Pending Grad school status. Your Student Advisor (SA) will notify you when you qualify to submit your petition. If you plan to attend the upcoming commencement ceremony, specific deadlines to submit the petition for each ceremony can be found on the Graduation Information page of the University of Arizona Global Campus (UAGC) website.

**Q: Where can I find the PTG?**
**A:** The PTG can be found in your Student Portal and on our website.

- Student Portal: Sign-in ➔ My Forms ➔ Registrar Office Forms ➔ Petition to Graduate.
- UAGC Website: www.uagc.edu ➔ Scroll all the way to the bottom ➔ Click on the Petition to Graduate link on the left hand side of the gray box. Follow the instructions prompted on the Petition to Graduate form.

**Q: Has my PTG been processed?**
**A:** The team that processes the PTGs has 5-7 business days to process the document once it is received. When your PTG has been received and processed, you will receive a confirmation email letting you know that we have the document. If you do not receive this email within 5-7 business days, please resubmit the document or contact graduation.info@uagc.edu for a status update.

**Q: Why was my PTG denied?**
**A:** There are a few reasons for a denial; please check the notes in Document Tracking for details about the denial, which can include:

- If the student submitted a paper form, it would be denied because we no longer accept paper PTGs.
- If the student submitted the electronic document without answering all questions, the PTG would be denied.

**Q: What name did I put on my PTG to be printed on my diploma and in the commencement program?**
**A:** There are a few ways to check this information:

- If a student submitted an electronic PTG, you can see this information in CVue: Academic Records ➔ School Fields ➔ Name on Diploma.
- If a student submitted a paper form that is in Document Imaging (DI), you can pull the document up in DI and check the name indicated in the box ¾ of the way down the page.
- If a student submitted an old paper form (prior to DI), you must pull the legacy file and check the actual form for the name printed in the box ¾ of the way down the page or on the second page if it is an extremely old form.
Q: How do I update the name I requested to be printed on my diploma and in the commencement program? What happens if I no longer wish to attend the Graduation Ceremony?
A: If a student wants to change anything (name on diploma, consent, and/or ceremony preference), the student should email graduation_information@uagc.edu

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:

- The processing, printing and shipping of your official transcripts
- The processing, printing, packaging, and shipping of your diploma
- 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 a Graduation Fee. At that time, you can pay the fee in your Student Portal or you may contact your Student Advisor to make payment arrangements. Despite what may be reflected on your student portal ledger card (excess funds), federal student loans and grants cannot directly be used to pay this fee. The student would first need to be issued a stipend of their excess funds, and then make a payment using these funds.

Q: If I am not attending the commencement ceremony, do I have to pay the Graduation Fee?
A: Yes, the Graduation Fee does not correspond to the commencement ceremonies on campus. The fee is a program requirement for all students and covers the cost of the printing and shipping of your official transcripts, the processing, printing, packaging, and shipping of your diploma, and the final audit of your degree.

Q: Graduation Fee credit: Not received, or when to expect it?
A: Refer all these questions directly to Student Records Coordinator.

Q: When will I see the Graduation Fee on my ledger card?
A: The Graduation Fee is usually applied to a student’s ledger card 1-2 business days after they submit their Petition to Graduate. You will not be able to pay the fee until the charge has been placed on your account.

Q: My Graduation Fee charge and/or payment is on the wrong ledger card; how do I get this updated to reflect on my current ledger card?
A: We apologize for any inconvenience; this is an internal error and our Student Records Coordinator will work with our Accounts Payable department to ensure that the situation is fixed for you (please email the Student Records Coordinator with the student’s name, student ID, and a brief explanation of the situation).

TRANSCRIPTS FAQ:

Q: When do I receive my transcript?
A: Your degree will be conferred and your transcripts will be released once you have met all degree requirements including, but not limited to: credits earned, GPA, examinations, student teaching, internships, petition to graduate submitted, and balances paid in full. Transcripts are generally sent via email within 3 weeks of completion of all program requirements and payment of all related tuition and fees. Transcripts will not be released until your account balance is paid in full, including all acquired balances and the Graduation Fee.

Q: Will the transcript that is sent to me be official or unofficial?
A: The transcript that is sent to you when you finish your degree will be an official transcript intended for student use only. It comes as a link in an email and will be unofficial if forwarded, saved, printed, or altered in any way.

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Q: How many copies of my transcripts will I receive?
A: You will receive one (1) electronic copy of your official transcript. If you need or want additional electronic or paper copies of your transcript for employment, schooling, or other purposes, you can order them from our website.

Q: How do I order additional copies of my transcript?
A: You can order additional copies of your transcript from our website: https://www.uagc.edu/transcript-request

Q: Is the Dean’s List included on the transcript?
A: No, your Dean’s List inclusion is not noted in your official transcript. The Dean’s List is a personal accomplishment that is shown at the following link: https://www.uagc.edu/student-experience/deans-list. A congratulatory email is sent to you on your success for making the Dean’s List in the Spring or Fall term.

Q: What will be printed on my transcript?
A: Your transcript will include your name, degree level (Associate, Bachelor, Master, or Doctoral (PhD)), major, any minors/specializations/concentrations (if applicable), all courses applied toward your degree, GPA, any applicable honors, and the date your degree was awarded.

Q: Was my transcript sent to me already?
A: Transcripts are processed once a student is placed in Graduate status. A hold on your account may prevent the processing of the transcript. Please email student.records@UAGC.edu to inquire.

Q: I did not receive my transcripts, can you send me another copy?
A: If it is within 90 days of the date the transcript was sent, it can be resent. Confirm the email address listed in your student portal and email student.records@UAGC.edu requesting that the transcript be resent. It can be resent to either email address on your file, but it cannot be sent to any other email address. If more than 90 days have passed, the transcript has expired and you will need to pay to have another copy generated and sent to you. This may be requested on our website: https://www.uagc.edu/transcript-request.

Q: Can I print an unofficial transcript if I have a hold on my account?
A: It depends on which hold is on your account. If you have a hold placed by Identity Management or certain Student Affairs holds, you will not be able to receive the unofficial transcript until the hold is resolved. If you have a hold on your account that was placed by SAP, you will still have access to print your unofficial transcript.

DIPLOMA FAQ:

Q: What should a student do if they want to change anything (update name on diploma or delivery address)?
A: The student should send an email to graduation.info@uagc.edu to request the changes. Be sure to include your Student ID. Requests for name changes on the diploma should be submitted after the petition to graduate form is processed.

Q: When will my diploma be ordered?
A: Your degree will be conferred and your diploma will be released once you have met all degree requirements including, but not limited to, credits earned, GPA, examinations, student teaching, internships, and balances paid in full. Diplomas are generally ordered within 30 days of completion of all program requirements and payment of all related tuition and fees.

A: After all administrative and academic requirements have been met and you have been moved to a ‘graduate’ status, your diploma will be ordered. It may take 6 to 8 weeks to arrive. Diplomas will not be issued at the commencement ceremony. Diplomas will be shipped to the address on file. A diploma address verification email will be sent to you the day after your diploma has been ordered (towards the beginning of the month). You will have 48 hours to update your address in your student portal if needed once that email comes in. To be safe, please make sure your address is up to date and accurate before finishing your last course.
Q: What is printed on the diploma?
A: Your diploma will state your name as indicated on your Petition to Graduate, major, graduation date and any applicable University Latin honors. Your diploma will not state any minors, concentrations, or specializations you may have earned. The date of degree conferral recorded on your diploma will reflect the date you complete all course requirements.

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: You can order a duplicate diploma by filling out a replacement or duplicate diploma request form and submitting it to the email address on the top of the form. You must then call the number at the bottom of the form to pay the $45.00 fee for each diploma you need generated. The duplicate diploma will then be added to the next available diploma order and will follow the standard diploma order time line. If you are requesting multiple duplicates, you must submit one form for each copy you need. Multiple copies cannot be ordered on one form.

Q: How will my diploma be shipped to me?
A: This depends on the address that we have in our system:
- Domestic Address: Your diploma will be shipped via United States Postal Service - Priority Mail. A Signature will not be required for the postal delivery staff to leave it at your address on file.
- International or Military APO/AE/AP addresses: we will attempt to ship your diploma via United States Postal Service - Priority Mail, if this is not a possibility for your address; we will have to send your diploma through U.S. Customs which could add an additional 1-2 weeks to the shipping time.

Q: How do I track my diploma shipment?
A: You will receive an email from the third party vendor with a tracking number once the diploma has shipped.

Q: My address has changed, how do I make sure I get my diploma?
A: There are two answers for this question:
- The student realizes we have the incorrect address prior to the diploma being ordered: This will not be a problem. Simply sign into your Student Portal and update your address in our system. Your diploma will be shipped to the address we have on file for you when the order I placed. A diploma address verification email will also be sent to you the day after your diploma has been ordered (towards the beginning of the month). You will have 48 hours to update your address in your student portal if needed once that email comes in.
- The student moves or realizes we have the incorrect address after the diploma has ordered: Unfortunately, we are not able to update your address for the diploma shipment once the order has been made. Please set up a mail forwarding address with your local post office so that the package will be forwarded to your new address. If the package is returned to us, we will contact you via email for an updated address. You may want to update your address in your Student Portal just to be safe.

Q: How do I receive my diploma if it got returned to the sender?
A: We will contact you via email for an updated address if your diploma is returned to us. You will need to respond to that email with the correct mailing address so we can re-send your diploma to you. To be safe, please verify your address in your Student Portal is up to date prior to ordering your diploma.

Q: My diploma had an error on it, how do I get it corrected?
A: You will need to email graduation.information@uagc.edu Please include your name, student ID, the exact issue you have on your diploma, and an image of the diploma so that the Graduation Coordinator can verify your situation. The Graduation Coordinator will then instruct you on the process from there.
Q: Can I get my diploma expedited to me?
A: Unfortunately, no. The diploma ordering only order diplomas once a month. Being in a group, it is not possible to pull it and expedite it separately from the rest of the order.

**COMMENCEMENT FAQ:**

Q: How does the student obtain the Commencement Participation Verification Request form?
A: [UAGC.EDU](http://UAGC.EDU) → Student Services → Graduation → Ceremony Information → Scroll down to bottom where "Commencement Participation Verification Request Form" is highlighted in purple.

Q: If I graduated previously (for example, 2 years ago) can I attend the next Commencement ceremony?
A: Yes; please email [graduation.information@uagc.edu](mailto:graduation.information@uagc.edu) and a Student Records Coordinator (SRC) will add you to the list.

Q: How many times during the year are commencement ceremonies held?
A: Commencement ceremonies are held two (2) times a year; the ceremonies are in the Spring and Fall.

Q: What if a student no longer wishes to attend the Commencement ceremony?
A: The student must email [graduation.information@uagc.edu](mailto:graduation.information@uagc.edu)

Q: What are the dates of the upcoming commencement ceremonies?
A: You can find the most current information on the University of Arizona Global Campus [Graduation website](http://www.uagc.edu). You can also navigate there by going to [www.uagc.edu](http://www.uagc.edu) → Student Services → Graduation.

Q: Where can I obtain information on the ceremony?
A: All information that is currently available can be found on the University of Arizona Global Campus [Graduation website](http://www.uagc.edu). You can also navigate there by going to [www.uagc.edu](http://www.uagc.edu) → Student Services → Graduation. If you have submitted your petition to graduate and requested to attend a ceremony, you will be sent an email with full details approximately two (2) months prior to the event.

Q: Where are the ceremonies located?
A: Please check the [Graduation website](http://www.uagc.edu) for the current location information.

Q: How many guests am I allowed to bring to the ceremony and will they need tickets to attend?
A: You may bring as many guests as you like. There will not be any tickets for the event and seating is available at a first come, first served basis.

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](http://www.uagc.edu) section of our website for a full list of hotels near our commencement location.

Q: How should we handle faculty member inquiries?
A: Please send all faculty member inquiries to [graduation.information@uagc.edu](mailto:graduation.information@uagc.edu).

**REGALIA FAQ:**

Q: How/when do I order my cap and gown?
A: This will depend on whether or not you are attending a commencement ceremony:

- **Not Attending:** If you are an online student who is NOT planning to attend a commencement ceremony, you may order your cap and gown at the [Official Regalia Store](http://Official Regalia Store) at any time.
- **Attending:** If you are a Doctoral student and you are planning to attend a commencement ceremony, you must have completed a Petition to Graduate, be eligible to attend, and have indicated that you will participate in the ceremony in order to receive communications on how to order the regalia for the ceremony. For all other degree levels, students must purchase their cap and gown to be eligible to attend graduation.
Please Note: do not order a cap and gown until you have received this communication, as it will contain specific directions that must be followed to ensure your participation in the event. If you do not follow those directions, you will be removed from participating in the ceremony and will have wait until the next available ceremony.

Q: Can the student receive honors stole for University honors (Summa Cum Laude, Magna Cum Laude, etc.) if they did not attend the ceremony?
A: The student can email graduation_information@uagc.edu to request that they would like their honor stole sent to them. Please ensure that they provide their name, student ID, and address.

Q: How much does the cap and gown cost?
Please visit the Official Regalia Store to find the most current cost of the cap and gown.

Q: How can I order invitations, announcements, rings, frames, tassels, etc.?
A: You can order these items by visiting our Official Regalia Store To access the student store, go to https://www.jostens.com/apps/store/customer/3032133/The-University-of-Arizona-Global-Campus/.

Q: How do I receive honors regalia?
A: This will depend on whether or not you are attending a commencement ceremony:

• Not Attending: If you are not planning on attending you can request the regalia for any honor societies you have inducted into by emailing graduation_information@uagc.edu.
• Attending: If you are planning to attend the ceremony, all honors regalia will be provided when you arrive for the ceremony.

Q: I graduated with my Masters Degree with a 4.00 GPA. Why was this not reflected on my transcript or diploma, and why wasn’t I given special regalia for my accomplishment?
A: Thank you for your e-mail. Unfortunately, we do not have any honors recognition for Master level students as the level of excellence is expected of these students. Traditionally, the title of Master is the honor in itself and the Masters hood is what is used to recognize this achievement.

Q: Can I purchase AU Alumni items?
A: Yes, you can purchase these items at our Student Store. To access the student store, go to our home page, www.uagc.edu ➔ Community ➔ click on Student Store.

Q: Can I get a copy of the Graduation Program with my name listed on it?
A: This may or may not be available depending on the amount of programs booklets we have in stock. Please email graduation_information@uagc.edu to inquire on if a copy is available.