



Electronic Transcripts Frequently Ask Questions- Student/Family

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

The Application Hub is a central location from which you can manage your applications and high school transcript requests.

The following actions are available from the Application Hub:

- a. Start an application
- b. Resume an application
- c. View a completed application
- d. Work on any tasks associated with an application
- e. Request an electronic NC high school transcript to be sent
- f. View a NC high school transcript request and track its status

2. **How do I know if my high school participates in the CFNC High School eTranscript System?** CFNC maintains a list of participating [NC public high schools](#).

Please note: 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.

3. **How do I send an electronic transcript if I haven't submitted an application through CFNC.org?** You can request your electronic transcript on CFNC.org by either (1) Apply to College → Request your Transcript, or (2) directly from within the Application Hub.

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?**

It depends.

If the student:

- a. is a high school senior; **and**
- b. graduating in December or May; **and**
- c. has already requested a transcript during the school year to that college

then... the final transcript will be automatically sent to those colleges 10 days after the state-wide deadline for final grade submissions. For reference, that date in 2023 was June 22nd.

If the student:

- a. has already graduated high school; or
- b. did not previously request a transcript during the school year to that college; or
- c. wants to send the final transcript earlier than the automatic release date

then... the student should request a final transcript

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. Scroll to the college, then select the Show Tasks button under the correct application.

Look at the transcript 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. There may also be a Final transcript listed under tasks. Final transcripts’ statuses will remain “Pending” until after graduation.

You can also coordinate with an educator at your school to gather this information. Educators can access their **ProTools** account.

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. 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 **Apply to College** tab and then clicking on **Application Hub**. You can also call CFNC, toll free, at 866-866-CFNC (select option “1” for assistance).