

Frequently Asked Questions regarding Parchment Electronic Records Management System

Effective September 6, 2019, Arlington Public Schools (APS) will be delivering electronic high school transcripts and enrollment verifications to enhance the level of service provided to former students. APS will be sending certified PDF high school transcripts and enrollment verifications through a service called Parchment.

The following records can be ordered online via Parchment:

- Alumni or high school transcripts of former APS students (\$7.50 processing fee per transcript request)
- Enrollment/Graduation Verifications (\$20 processing fee per verification request)

Who can order records electronically?

- Former high school students or alumni students who left or graduated from APS prior to 2019
- Third-Party organizations or parents/guardians ordering on behalf of a student with **appropriate documentation**, physically signed by the student, for students who left or graduated from APS prior to 2019.
- Upon receiving a request, APS staff may contact the requestor to provide additional identity verification.

When can 2019 graduates from an APS High School access records from Parchment?

- High school students who graduated in 2019 or left APS during 2018-2019 school year can request these records from Parchment as of November 1, 2019. Prior to November 1, 2019 class of 2019 students must contact the LAST APS school they attended.

What if I am a current APS student—how do I get my transcript?

- Current APS students must request their transcript from the school counseling office of the school in which they are currently attending.

How do I order my APS high school transcript or an enrollment/graduation verification once I have left or graduated from APS?

- [Click on this link](#)
- Contact our student services office at 703-228-6180 if you need assistance.

What information do I need to order a transcript from Parchment?

- First and last name while attending an APS high school
- Last APS high school attended
- Date left or graduated from an APS high school
- Date of Birth
- Optional Additional Information: Student ID Number or Social Security Number

What can I do if I don't have a credit card?

- Contact our student services office at 703-228-6180

What can I do if I don't have a computer or don't know how to navigate the website?

- Come to our Student Services Office at Syphax Education Center, 2110 Washington, Blvd., Arlington, VA 22204. We will help you create an account and order your transcript through Parchment.

Requests will be processed during normal business hours (Monday-Friday 8:00 a.m. – 4:15 p.m.), excluding holidays and weather-related closings.

Once the request has been submitted online, your payment will be processed and you will begin receiving emails from registration_codes@parchment.com to notify you of the status of your order. **It is important you read the emails carefully, as additional information may be required to process the request.** Requests are typically fulfilled within ONE (1) business day, except in instances when additional information is needed to proceed. Once the order has been fulfilled you will receive email confirmation.

All Third Party Requests for transcripts and/or enrollment/graduation verifications must be completed via Parchment with appropriate documentation physically signed by student.