

Diploma FAQ

Purpose: The following document will help students answer questions about diplomas. Please feel free to contact Student Records via email at Student.Records@uagc.edu if you have further questions.

Q: What should I do if I want to change anything (update name on diploma or delivery address)?

A: Email Student.Records@uagc.edu to request any 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, and balances paid in full. Diplomas are ordered once a month, the month following your academic status change to Graduate.

Q: When will I receive my diploma?

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 four to six weeks to arrive after the diploma has been ordered. Diplomas will not be issued at the commencement ceremony. **Diplomas will be shipped to the diploma address on file.** A diploma address verification email will be sent to you before your diploma is ordered (towards the beginning of the month). You will have 48 hours to update your address in your student portal if needed once the email is sent. 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: Can I receive an electronic version of my diploma?

A: You will receive a link to your email address on file with your electronic diploma once your diploma has been ordered.

Q: How do I order a duplicate or replacement diploma?

A: You can order a duplicate or replacement diploma by filling out a Diploma Reprint Request form and following the directions for submission and payment on the top of the form. The request will then be added to the next available diploma order and will follow the standard diploma order timeline. If you are requesting multiple duplicates, you must submit one form for each copy you need. Multiple copies cannot be ordered on one form. Please email Student.Records@uagc.edu or Graduation.Information@uagc.edu for a copy of the form and instructions. Replacement or duplicate diplomas will be reprinted as they were originally printed at the time of issuance. If a diploma was issued under a prior institution name, the diploma will be reprinted with that original institution name.

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:

- **If your diploma has not been ordered:** Sign into your Student Portal and update your diploma address in our system. Your diploma will be shipped to the diploma address we have on file for you when the order is placed. A diploma address verification email will also be sent to you before the diploma is ordered (towards the beginning of the month). You will have 48 hours to update your diploma address in your student portal once that email has been sent.
- **If your diploma already been ordered:** 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 or the USPS website 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.

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.

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

A: You will need to email student.records@uagc.edu. Please include your name, student ID, the exact issue you have on your diploma, and an image of the diploma so that Student Records can verify your situation. will then instruct you on the process from there.

Q: Can I get my diploma expedited to me?

A: No, the diploma ordering process is automated and we only order diplomas once a month. However, you will receive an electronic diploma once your diploma has been ordered.