

## Frequently Asked Questions – ESC & Registrar’s Office

Topic Area	Question	Answer	Phone # (281) 756-
Admissions, Application & Transcripts	Who processes ACC admission applications (first-time, Transfer, Dual Credit, GED, Individual Approval)?	ESC (Enrollment Services Center)	3531
	Who processes incoming transcripts (hard copy) from other institutions?	ESC	3531
	Who processes incoming transcripts (SPEEDE) from other institutions?	Articulation Specialist	3505
	Who enters TSI statuses/scores on received transcripts from other institutions?	ESC	3531
ACC Transcripts	Who processes outgoing ACC transcripts (paper)?	ESC	3531
	Where do I request an ACC transcript sent to another college/university electronically?	WebACCess	
FERPA	Where do students submit FERPA forms?	ESC	3531
	Who processes FERPA forms and issues submitted by students?	Registrar	3501
Grades	Where does faculty enter final grades?	WebACCess	
	Who verifies final course grades?	Registrar	3501
	When can student view their final grades on WebACCess?	After 1 p.m. on grade deadline	
	Who processes student honor classifications?	Registrar	3501
Graduation & related forms	Where do students submit their application for graduation after they pay their fee at the Business Office Cashier’s window?	ESC	3531
	Who processes graduation applications?	Graduation Specialist	3506
	Who processes requests for non-traditional education credit (work experience, certifications, etc)?	Graduation Specialist	3506
	Who processes credit by examination requests (department, CLEP/AP/IBD)?	Graduation Specialist	3506
	Who is in charge of processing program course substitutions approved by Department Chair?	Graduation Specialist	3506
International Students	Who determines foreign student’s eligibility as an international student for admissions and processes I-20 paperwork?	International Student Advisor	3528
Residency	Who determines in/out-district residency?	ESC	3501
	Who determines in/out-State of Texas residency?	Registrar	3501
Registration & Schedule Changes	Who processes student schedule changes during late registration needing overrides?	ESC, then Counselor/Advisor for final processing	3531
	Who processes student course withdrawals?	ESC, then Counselor/Advisor for final processing	3531
Student Data Changes	Who processes ‘in-person’ student demographic (name, address, phone, email, emergency contact, etc) data changes?	ESC	3531
	Who processes ‘online’ student demographic (address, phone, & email only) data changes?	Registration Specialist	3504
Tech Prep	Who determines Tech Prep credit awarding?	Tech Prep Coordinator	3846
	Who processes and posts the award of Tech Prep credit on ACC transcript?	Registrar	3501
Transfer Credit	Who evaluates and posts college transfer credits from other accredited colleges/universities?	Articulation Specialist	3505
Verification of Enrollment	Who processes verification of enrollment for students?	ESC	3531
	Who processes verification of enrollment for third-party inquiries?	Registration Specialist	3504
Veteran Issues	Where do I submit a Hazlewood Application?	ESC	3531
	Who processes Hazlewood Benefits applications for students?	Registrar	3501
	Who processes Montgomery GI Bill for students?	Veterans Advisor	3530