

Please use the search function to locate your desired topic.

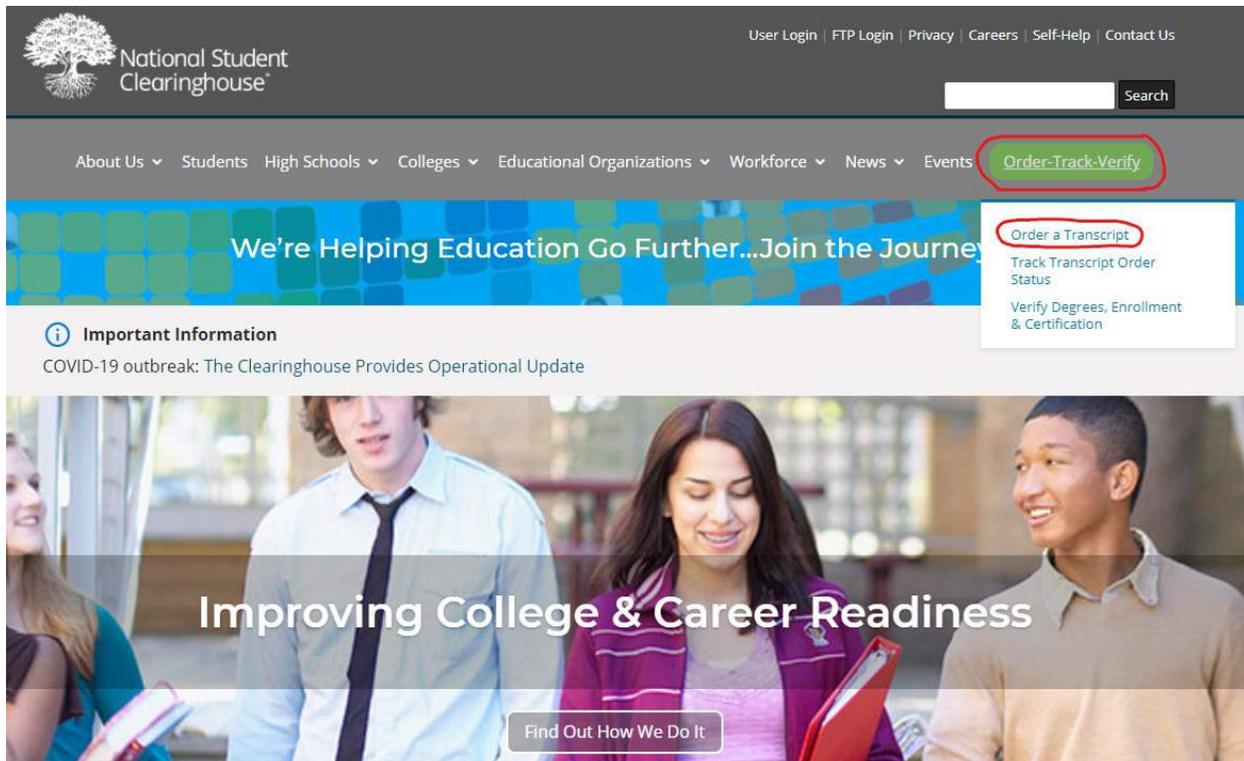
Question 1:

How can I obtain my official transcripts?

Answer:

We process transcripts through the National Student Clearinghouse (NSC). You can place a transcript order through the NSC [website](https://studentclearinghouse.org/) (<https://studentclearinghouse.org/>). For more information on how you can order a transcript through the NSC, please visit the "Office of the Registrar" page in the Menlo College [website](https://www.menlo.edu/academics/registrar/) (<https://www.menlo.edu/academics/registrar/>), the information should be under "Transcript Requests".

Although this is not often the case, when recipients do have this issue of having trouble opening electronic transcripts, it is often due to the software that is used. Please reach out to the recipient and ask them to use Adobe Acrobat PDF Viewer to open the transcript file. If you are having trouble downloading the file (and have already followed the instructions to properly download), you can forward the NSC emails to registrar@menlo.edu. We will need the link to the transcript, and the password which are provided on two separate emails.



The screenshot displays the National Student Clearinghouse website. At the top left is the logo featuring a tree and the text "National Student Clearinghouse". To the right are links for "User Login", "FTP Login", "Privacy", "Careers", "Self-Help", and "Contact Us". A search bar is located in the top right. Below the search bar is a navigation menu with items: "About Us", "Students", "High Schools", "Colleges", "Educational Organizations", "Workforce", "News", "Events", and "Order-Track-Verify". The "Order-Track-Verify" link is circled in red. Below the navigation menu is a blue banner with the text "We're Helping Education Go Further...Join the Journey". To the right of the banner is a dropdown menu with the following options: "Order a Transcript" (circled in red), "Track Transcript Order Status", and "Verify Degrees, Enrollment & Certification". Below the banner is an "Important Information" section with a sub-heading "COVID-19 outbreak: The Clearinghouse Provides Operational Update". At the bottom of the page is a large image of four students (three women and one man) smiling and looking at books. Overlaid on the image is the text "Improving College & Career Readiness" and a button that says "Find Out How We Do It".

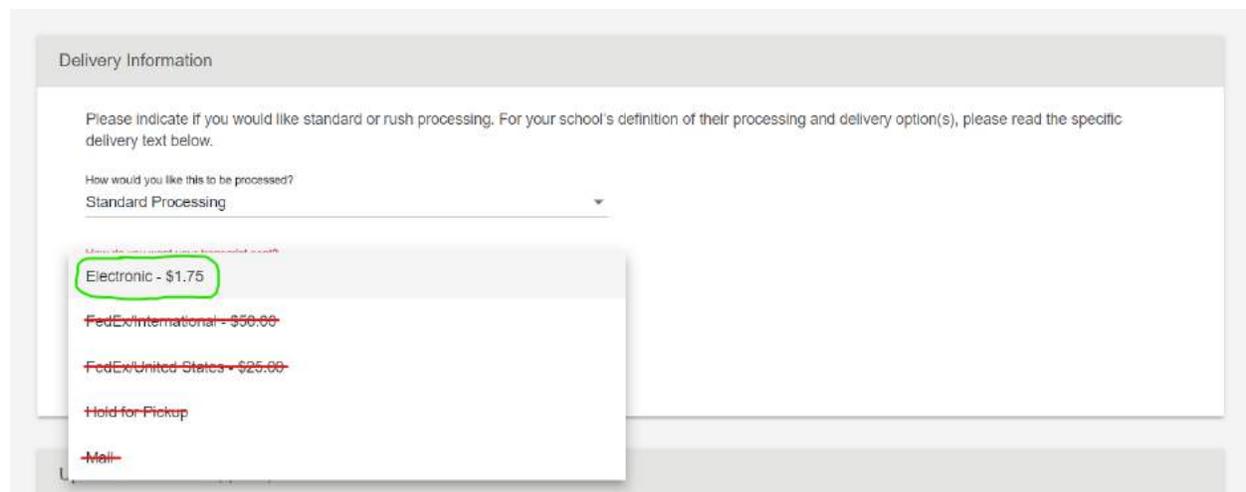
Office of the Registrar's FAQs

Question 2:

How can I get my official transcripts during COVID-19?

Answer:

You can still order official transcripts through the National Student Clearinghouse (NSC). You can place a transcript order through the NSC [website](https://studentclearinghouse.org/) (<https://studentclearinghouse.org/>). For more information on how you can order a transcript through the NSC, please visit the "Office of the Registrar" page in the Menlo College [website](https://www.menlo.edu/academics/registrar/) (<https://www.menlo.edu/academics/registrar/>), the information should be under "Transcript Requests". Please note that, due to current health and safety concerns, it's recommended that you do not order a physical transcript (which include mail and FedEx) since the office is working remotely. **ELECTRONIC** orders (which include PDF and ETX) are recommended. When you place your order please select an electronic delivery option. Please email us at registrar@menlo.edu with any other questions you may have!



The screenshot shows a "Delivery Information" section of a form. It contains the following text: "Please indicate if you would like standard or rush processing. For your school's definition of their processing and delivery option(s), please read the specific delivery text below." Below this is a dropdown menu labeled "How would you like this to be processed?" with "Standard Processing" selected. A dropdown menu is open, showing several options: "Electronic - \$1.75" (highlighted with a green circle), "FedEx International - \$50.00", "FedEx United States - \$25.00", "Hold for Pickup", and "Mail".

Question 3:

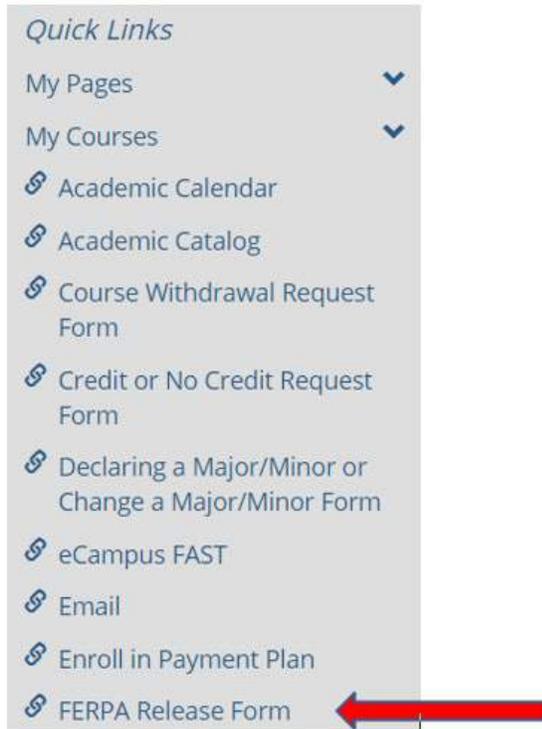
Where can I get my unofficial transcript?

Answer:

In order to obtain your unofficial transcript, you will have to log into your MyMenlo account. Once logged in, please go to the "Students" tab. From here, scroll down a little bit and you should see a box titled "Unofficial Transcript". After clicking this, you can download your unofficial transcript from the "Printer Friendly" button at the bottom of the page.

Office of the Registrar's FAQs

guardians). You can find a comprehensive outline of FERPA on the US Department of Education website [here](https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html) (<https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>) or view Menlo College's FERPA policy [here](#) in the Menlo College catalog. The FERPA release form can be found on my.menlo.edu under Quick Links.



Question 5:

How do I transfer courses into Menlo College?

Answer:

If you plan to transfer courses from other institutions into Menlo College, please fill out a Transfer Course Approval form, fill out [this](https://www.menlo.edu/wp-content/uploads/Transfer-Course-Approval-Form.pdf) form (<https://www.menlo.edu/wp-content/uploads/Transfer-Course-Approval-Form.pdf>) and submit it to registrar@menlo.edu. Please submit this form and wait for the outcome **before** registering for the course to ensure that the course(s) are eligible for transfer. **Processing time is 1 - 10 business days.** During peak times, processing may exceed 10 days. If your request is urgent, it is recommended that you state the preferred date in the subject of your email, for example "URGENT - Please process by May 30"

Question 6:

What are final official transcripts, and why do I need to submit them?

Answer:

As stated on the Menlo College application, you certified the understanding of being required to submit transcripts from all schools attended. Official transcripts are considered official if received by Menlo College in an unopened sealed envelope. Official transcripts are also considered official if sent directly to Menlo College electronically through a secure transcript delivery service (such as the National Student Clearinghouse or Parchment). Final transcripts must be official, with all grades for transfer students or high school graduation date for first-time freshmen.

Question 7:

How can I verify my enrollment or education at Menlo College?

Answer:

If you would like to obtain an educational verification (enrollment or graduation verification), you or another party (such as an organization or company) can place a request on the NSC [website](https://studentclearinghouse.org/) (<https://studentclearinghouse.org/>). NSC can provide a verification certificate on behalf of Menlo College. Alternatively, you can email registrar@menlo.edu and specify any other information you would like to include in the letter. **Processing time is 1 - 10 business days.** During peak times, processing may exceed 10 days. If your request is urgent, it is recommended that you state the preferred date in the subject of your email, for example "URGENT - Please process by May 30"





Office of the Registrar's FAQs

Question 8:

How can I make an academic petition?

Answer:

A student who has evidence of a special circumstance that may render a college policy or procedure inappropriate may petition for special review of his or her case by completing an Academic Petition [form](https://www.menlo.edu/wp-content/uploads/academics/academic-petition.pdf) (<https://www.menlo.edu/wp-content/uploads/academics/academic-petition.pdf>). Students may also request to substitute courses for graduation requirements by completing this form. Petitions and substitutions are reviewed by the Academic Appeals Committee. Academic petitions must be reviewed and discussed with your academic advisor. The academic petition form must have your advisor's signature before sending the petition to the Office of the Registrar. In some cases, the Academic Dean will review a decision of the Academic Appeals Committee, and then this decision becomes final. Students are advised to meet with their academic advisor and provide supporting documentation in addition to the form. All Academic Petitions or Substitution Requests should be returned to the Office of the Registrar at registrar@menlo.edu, and will be forwarded to the Academic Appeals Committee.

Question 9:

How can I update my address?

Answer:

If you would like to change or update your address, please login into your MyMenlo account. Once you have logged in, on the home page in the "Quick Links" section on the left, there should be an option that reads "Student Information/Change of Address Form". Once you fill and submit this form, we will update your record accordingly. Alternatively, you may also fill out [this](#) form (<https://www.menlo.edu/wp-content/uploads/academics/student-informaton-change-of-address.pdf>) and submit to registrar@menlo.edu.

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Home

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Course Withdrawal Request Form

Credit or No Credit Request Form

Declaring a Major/Minor or Change a Major/Minor Form

Email

Financial Aid Portal

Graduation Petitions

Housing Application

Library Tutorial

Make a Payment link for Parents

Medical Waiver

Menlo College Home Page

Menlo Roots

MOLE (Menlo's Online Learning Environment)

Summer Course Payment Form

Student Information/Change of Address Form

MyMenlo

Welcome to MyMenlo!

Information for all Menlo College students (US citizens and Green Card holders)

Menlo College is required to file a 1098T for all eligible students who paid enrollment fees. If you or your guardian/parent plans to claim the American Opportunity Tax Credit or Lifetime Learning Credit, you will need a completed 1098T form.

If you need to change the spelling of your name, your address, or your tax ID number (generally your Social Security Number), you need to complete a W-9 form. You may download a W-9 form at <https://www.irs.gov/pub/irs-pdf/tw9.pdf>. Completed W-9 forms should be submitted to the Registrar via email at registrar@menlo.edu via FAX at 650-543-4103, or via US mail to Registrar, Menlo College, 1000 El Camino Real, Atherton, CA 94027-4301.

Virtual Bookstore

Purchase your text books online: <http://www.ecampus.com/menlo>

If you have any questions, please contact the Campus Store at 650-543-3711

For Book Loans

If you have a credit on your student statement, please see the Business Office for a Book Loan.

Educational Verifications and Transcript Requests through the National Student Clearinghouse (NSC)

To conveniently serve our students, Menlo College has authorized the National Student Clearinghouse to act as its agent for verification of student enrollment status. You can obtain a final current Enrollment Verification Certificate at any time via NSC. (See below for possible exceptions.) You may also order a transcript online through NSC. Applicable fees are requested at the time of service. Please order by visiting <http://www.studentclearinghouse.org> and clicking Order-Track-Verify and select your service from the drop-down.

Please email registrar@menlo.edu if you are requesting a verification for either of the following:

- Next semester/prospective verification
- Fall is the current term and it is before October 1st
- Spring is the current term and it is before March 1st

My Account and more....

Password Management

Change/Reset your password [here](#)

Schedule of Classes

Add/Drop

Alert: The Add and Drop Period is closed but you may be able to add or drop one or more registrations.

Current Term : 2020-2021 - Spring

Add Period Closed / Drop Period Closed

[Add/Drop Courses](#) [Course Search](#)

Question 10:

Where can I fill out my graduation petition?

Answer:

In order to fill out a graduation petition, you will have to log into your MyMenlo account. Once you have logged in, on the home page in the "Quick Links" section on the left, there should be an option that reads "Graduation Petitions". Once you fill and submit this form, we will receive your graduation petition.

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Credit or No Credit Request Form

Declaring a Major/Minor or Change a Major/Minor Form

Email

Financial Aid Portal

Graduation Petitions

Library Tutorial

MyMenlo

Welcome to MyMenlo!

Information for all Menlo College students (US citizens and Green Card holders)

Menlo College is required to file a 1098T for all eligible students who paid enrollment fees. If you or your guardian/parent plans to claim the American Opportunity Tax Credit or Lifetime Learning Credit, you will need a completed 1098T form.

If you need to change the spelling of your name, your address, or your tax ID number (generally your Social Security Number), you need to complete a W-9 form. You may download a W-9 form at <https://www.irs.gov/pub/irs-pdf/tw9.pdf>. Completed W-9 forms should be submitted to the Registrar via email at registrar@menlo.edu via FAX at 650-543-4103, or via US mail to Registrar, Menlo College, 1000 El Camino Real, Atherton, CA 94027-4301.

Virtual Bookstore

Purchase your text books online: <http://www.ecampus.com/menlo>

If you have any questions, please contact the Campus Store at 650-543-3711

For Book Loans

If you have a credit on your student statement, please see the Business Office for a Book Loan.

Educational Verifications and Transcript Requests through the National Student Clearinghouse (NSC)

Password Management

Change/Reset your password [here](#)

Blog

Fall 2021 Course Registration Note

Mor, Apr 12 2021 at 5:39 PM

It is expected that all classes will be held in person for fall 2021 semester.

[View more posts](#)

Schedule of Classes

Add/Drop

Current Term : 2021-2022 - Fall



Office of the Registrar's FAQs

Question 11:

How do I book an appointment with the Office of the Registrar?

Answer:

You can book an appointment with the Registrar's office [here](https://menloregistrar.youcanbook.me) (<https://menloregistrar.youcanbook.me>).

Question 12:

How may I make a request for course descriptions and/or syllabi?

Answer:

Course descriptions can be found online in the catalog year for which the course was taken. You can find Academic Catalogs [here](https://www.menlo.edu/about/news-publications/academic-catalog/) (<https://www.menlo.edu/about/news-publications/academic-catalog/>). Menlo College can provide most course descriptions and syllabi for courses from 1995 to present. Course descriptions are brief summaries of course content, and syllabi are a more in-depth description of course content and may include assignments, textbooks used and grading scheme. Course information will be taken directly from the catalog that was in effect when the course was taken by the student. You can complete the Course Description and Syllabus Request form [here](https://www.menlo.edu/wp-content/uploads/academics/course-info-request.pdf) (<https://www.menlo.edu/wp-content/uploads/academics/course-info-request.pdf>). Once completed, please submit this form to registrar@menlo.edu

Question 13:

I want to send my transcripts to Menlo College, who should I send them to?

Answer:

If you order electronic transcripts from your previous educational institutions, you may have these transcripts sent to registrar@menlo.edu or admissions@menlo.edu.

If you order physical transcripts from your previous educational institutions, you may have it mailed to:

Menlo College
Office of the Registrar or Office of Admissions
1000 El Camino Real
Atherton, CA 94027

Question 14:

How can I declare or change my major?

Answer:

You can find the form to declare or change a major (or minor) on my.menlo.edu. Once you have logged in, on the home page in the "Quick Links" section on the left, click on the option that reads "Declaring a Major/Minor or Change a Major/Minor Form". Once you fill and submit this form, we will receive your Major Declaration or Major Change request.

The screenshot shows the MyMenlo website interface. On the left, under the "Quick Links" section, the link "Declaring a Major/Minor or Change a Major/Minor Form" is highlighted with a red box. A red arrow points from this link to the main content area. The main content area features a section titled "Information for all Menlo College students (US citizens and Green Card holders)" with text about 1098T forms and a link to a W-9 form. Other sections include "Virtual Bookstore", "For Book Loans", and "Educational Verifications and Transcript Requests through the National Student Clearinghouse (NSC)". The right sidebar contains "Password Management", "Blog", "Fall 2021 Course Registration Note", "Schedule of Classes", and "Add/Drop".

Question 15:

Where can I find the academic calendar with important dates?

Answer:

You can find the Academic Calendar [here](https://www.menlo.edu/academics/academic-support-services/academic-calendar/) (https://www.menlo.edu/academics/academic-support-services/academic-calendar/). Some of the dates which the academic calendar specifies are below:

- First and Last Days of Instruction
- Registration Dates
- Dates regarding Tuition Refunds for Withdrawing
- Grade Report Due Dates (for Faculty)
- Holidays and breaks

Question 16:

Where can I complete the Library Tutorial class (STS 092)?

Answer:

You can find the link for the Library Tutorial in your MyMenlo account. Once you have logged in, on the home page in the "Quick Links" section on the left, there should be an option that reads "Library Tutorial". Alternatively, you can complete the requirements for STS 092 [here](https://menlocollege.libguides.com/InfoLitTutorial) (<https://menlocollege.libguides.com/InfoLitTutorial>).

The screenshot shows the MyMenlo account home page. At the top, there is a navigation bar with links for Home, Menlo Resources, Students, Manage My Menlo, and My Pages. Below this, a breadcrumb trail indicates the user is on the Home page. The main content area is titled "MyMenlo" and includes a "Welcome to MyMenlo!" message. A central section titled "Information for all Menlo College students (US citizens and Green Card holders)" provides details about 1098T forms and name/address changes. To the right, there are sections for "Password Management", "Blog" (with a "Fall 2021 Course Registration Note"), "Schedule of Classes", and "Add/Drop". On the left side, a "Quick Links" sidebar lists various services, with "Library Tutorial" highlighted in a red box and a red arrow pointing to it from the text above.

Question 17:

How can I withdraw from a class?

Answer:

You can find the form to withdraw from a class in your MyMenlo account. Once you have logged in, on the home page in the "Quick Links" section on the left, there should be an option that reads "Course Withdrawal Request Form". Once you fill and submit this form, we will receive your course withdrawal request. Be sure to refer to the academic calendar for relevant dates regarding tuition refund and deadlines to withdraw with or without the "W" grade.

At Menlo College, full-time enrollment is 12 - 19 semester units. If you withdraw from a class(s) and will earn less than 12, for certification purposes, you are no longer considered full-time but will still be charged tuition for the withdrawn course.

The screenshot shows the MyMenlo website interface. The top navigation bar includes links for Home, Menlo Resources, Students, Manage My Menlo, and My Pages. The main content area is titled 'MyMenlo' and contains several sections: 'Welcome to MyMenlo!', 'Information for all Menlo College students (US citizens and Green Card holders)', 'Virtual Bookstore', 'For Book Loans', and 'Educational Verifications and Transcript Requests through the National Student Clearinghouse (NSC)'. On the right side, there are sections for 'Password Management', 'Blog', 'Fall 2021 Course Registration Note', 'Schedule of Classes', and 'Add/Drop'. A sidebar on the left contains 'Quick Links' with various options, including 'Course Withdrawal Request Form', which is highlighted with a red box and a red arrow.

Question 18:

How can I order a replacement diploma?

Answer:

With regard to your request about a replacement diploma, please go to the Registrar page on Menlo's website [here](#) (or <https://www.menlo.edu/academics/registrar/>) and go to the "Diploma Replacement" section and fill out and submit the form. If you are in need of graduation verification, you may request a verification or order an official transcript through the National Student Clearinghouse ([here](#)).



Office of the Registrar's FAQs

Diploma Replacement

Diploma Replacement form

Graduation conferral dates are May 31st, August 31st, and December 31. After final degree audits, diplomas are ordered three times a year (mid-July, mid-September and mid-February). If you are in urgent need of graduation verification, you may request a verification order an official transcript through the [National Student Clearinghouse](#). Complete the [Diploma Replacement form](#) to request a replacement for a diploma certificate, a replacement fee applies.

Question 19:

I am a veteran or dependent of a veteran, how may I apply for Veteran Benefits?

Answer:

Menlo College is proud to include those who have served in our nation's armed forces, and their dependents, among the diverse population of students we welcome to our campus. The Office of the Registrar provides support to students participating in the Post 9/11 GI Bill® (Chapter 33) and other VA programs. Students participating in the Post 9/11 GI Bill® may be eligible to receive up to \$25,162.14 (2020-2021 cap) annually towards net tuition and fees. Menlo College also participates in Chapter 31, which is also paid directly to Menlo College.

Menlo College is proud that our eligibility to participate in the Yellow Ribbon Program reflects our commitment to offer quality service to our veteran students. Menlo College participates in the Veteran Affairs' Chapter 33 Yellow Ribbon Program. Through Yellow Ribbon, in addition to the yearly benefit cap, qualified students may be eligible to receive additional funding from the VA to supplement Menlo College aid. Funds may be used to offset remaining net tuition and fees. The VA makes Yellow Ribbon payments directly to Menlo College.

Menlo students may also receive VA education benefits through the Chapter 35 Dependents' Educational Assistance (DEA). VA pays the student directly on a monthly basis. For a more comprehensive explanation of benefits, please visit the website of the US Department of Veteran Affairs.

If you have any questions regarding veteran benefits at Menlo College, please email us at veteranaffairs@menlo.edu or visit this [site https://www.menlo.edu/admissions-financial-aid/welcome-veterans/](https://www.menlo.edu/admissions-financial-aid/welcome-veterans/).

To apply for benefits, please follow the steps below:

- To apply for benefits visit www.vets.gov and click on Education Benefits



Office of the Registrar's FAQs

- Under Apply for Education Benefits, click on Eligibility to see if you qualify for education benefits. Click on Application Process to apply online. Follow the instructions, and based on the information you provide, you will be directed to the appropriate online form. If you are the dependent or spouse of a veteran who is transferring benefits under Chapter 33 Post 9/11, the Department of Defense (DoD) must approve the transfer of entitlement (TOE).
- After the VA has notified you of your entitlement, provide a copy of your Certificate of Eligibility to the Office of the Registrar at Menlo College.
- Menlo College will certify your enrollment and report net tuition and fees with the VA every Fall and Spring terms unless requested otherwise in writing.
- You may receive direct deposit from the VA by completing the Direct Deposit Enrollment form, or by calling 877.838.2778 (calling is recommended).
- All VA forms must be sent directly to the VA. Do not send VA forms to Menlo College. To contact the VA directly, please call toll-free at 888.442.4551.

Question 20:

How can I register for an Individual Directed Research (IDR) class?

Answer:

If you have scholarly interest in a particular area of study that is not regularly offered by Menlo College, you may propose an Individual Directed Research (IDR) course. IDR courses must be approved by a faculty member and the Academic Dean with the Proposal for Individual Directed Research form. IDR courses will be charged the same applicable fees as other scheduled Menlo courses. Please contact Academic Affairs to request and IDR. After approval, all IDR forms will be sent to the Office of the Registrar for registration.

Question 21:

How can I reach the Menlo College Office of the Registrar?

Answer:

The Menlo College Office of the Registrar has the below contact information:

Email: registrar@menlo.edu

Phone: 650-543-3737

Fax: 650-543-4103



Office of the Registrar's FAQs

Question 22:

How can I change the name I want to be identified as at Menlo College?

Answer:

Menlo College recognizes that students may choose to identify themselves within the college community with a first name that differs from their legal first name. This is called your Chosen Name (sometimes called Campus Name at other institutions). We are currently in the process of implementing a policy for Chosen name and gender markers, and this information will become available once finalized.

Question 23:

How can I officially change my legal first or last name while attending Menlo College?

Answer:

If you are no longer a student at Menlo College, it is not necessary to change your name. If you order a transcript, you can provide both your current name and name while attending Menlo College on the order (see question How can I obtain my official transcripts?). If you would like to change your legal name at Menlo there are specific documents needed in order to protect your identity and make a proper name change.

In addition to a written request, we require either of the following documents:

- A copy of your government issued ID card showing your new name.
- A court approved name change document that contains the legal name both before and after the name change.

When we change your name on your Menlo record, the name on your official transcript will change as well. We cannot change names on official transcripts unless we know that the student has legally changed their name. If you are a student receiving financial aid, please wait until you have updated your name with the social security administration before requesting the name change. You may email documents to registrar@menlo.edu.

Question 24:

How can I make a minor change or correction to my legal name?

Answer:

If you are a current Menlo student, and you want to make a minor change to your legal name (such as provide your full middle name or correct a spelling), you can provide a signed W9 form (this form can also be used to provide your social security number) with the relevant information or a copy of your government issued identification. Please notify the Office of the Registrar what you would like to change in writing to registrar@menlo.edu. Please do not share your social security number via email, or email a copy of your social security card. You can share this



Office of the Registrar's FAQs

information through a secure method such as an encrypted or password protected document where the recipient needs permission to access.

Question 25:

How do I make a request for something that is not listed on this FAQ?

Answer:

For any other request not mentioned in this FAQ, the General and Information Request [form](https://www.menlo.edu/wp-content/uploads/academics/registrar-info-request.pdf) (https://www.menlo.edu/wp-content/uploads/academics/registrar-info-request.pdf) can be completed. Please be specific regarding the type of information you are requesting and the “send to” address of the party who should receive the information. You may submit this form to registrar@menlo.edu.