STUDENT RECORDS

Q: How do I access my transcript or student records from ITT?

A:

For students who attended ITT in 2001 or after

The Commission does not have custody of SC student records at this point. ITT has entered into a contract with Parchment, a digital credential service, to be the official record provider for ITT-issued credentials, including transcripts and diplomas. However, Parchment only has access to transcripts and diplomas for students who attended ITT in 2001 or after. To request your transcript, visit http://itt-tech.info/ and click "Transcript Requests" or request your transcript from Parchment directly.

For all students (This is adapted from information provided by the Tennessee Higher Education Commission (THEC))

Following the filing of ITT's bankruptcy, the trustee seized all Student Files and stored them with GRM Information Management Services, Inc. (GRM). Student Files may contain a student's classes, coursework performance, grades, financial aid (including ledger cards if available), enrollment, and/or transcripts. Contacting GRM is the best option for students who attended ITT prior to 2001 and are searching for their transcript. A Student File will not include documents relating or referring to any disciplinary or investigatory records applicable to a student.

- Student File Request: A student may submit a request for his or her Student File by
  - Visiting the Student Portal found on GRM's website at https://ittstudents.visualvault.com/. Any student who submits a request through the Student Portal must provide information to verify his or her identity. Verifying information means (a) a student's full legal name, (b) the name and location of the ITT campus that the student attended, (c) the last four digits of the student's social security number, and (d) the student's date of birth. Payment will be made through the Student Portal. The fee is $23.00 for the first seventy-five (75) pages, plus $0.05 per page for each page thereafter.
  - Mailing GRM at: GRM Document Management, ATTN: ITT Student Request, 2002 S. East Street, Indianapolis, IN 46225. Any request must include (a) Verifying Information to verify the student's identity, and (b) a check or money order made out to GRM for the $36.00 fee. Verifying information means (a) a student's full legal name, (b) the name and location of the ITT Tech campus that the student attended, (c) the last four digits of the student's social security number, and (d) the student's date of birth.
- GRM has no obligation to release any documents to any student who does not provide all verifying information, who provides inaccurate verifying information, or whose identify cannot be verified for any reason.
- If GRM's search fails to locate a Student File, GRM shall (a) notify the student, (b) not collect any fee or expense from any party with respect to the request, and, (c) if the student submitted the request by mail, return the student's check or money order.
- If the student submitted the request electronically and GRM finds the Student File, GRM will notify the student, and the student shall pay the Student Fee to GRM through the Student

Portal. If a student fails to pay the applicable Student Fee, GRM shall have no obligation to release any Student File.

- Delivery of Student File: After payment of the Student Fee, GRM shall:
    - Deliver the Student File to the student through the GRM Visual Vault, where the student may download and have access to the Student File for a period of twenty-one (21) days. (If the student submitted the request electronically.)
    - Reproduce and deliver a copy of the Student File to the student through first-class mail. (If the student submitted the request by mail.)

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