

# Sending Final Documents to Complete the UCSB Enrollment Process

We thank you for your patience as you complete the documentation process for Admissions and prepare to enroll at UC Santa Barbara. We assure you that our staff will work with you to resolve any issues pertaining to missing documents. It is critical to our process that all required documents are posted to your UCSB Applicant Portal so your future enrollment and course registration can move forward smoothly.

All inquiries should be sent directly to [admissions@ucsb.edu](mailto:admissions@ucsb.edu). Please do not send duplicate emails to other UCSB email addresses regarding any missing records. All inquiries to the Office of Admissions should include your UCSB Perm number or your UC Application ID number.

## Frequently Asked Questions

### 1. Where do I look to check which documents are missing?

Please log into your [Admissions Portal](#) and review the “transcripts” and “test scores” tabs to check which documents are missing. Documents are considered official only when they are received directly from the school, certified transcript service used by your school or testing agency.

“Received – Partial” documents are not complete and are not sufficient to process enrollment; “Missing” documents have either not been received or we were not able to match a document to your record. Official transcripts can be submitted electronically by your school using the vendors listed in FAQ question #2 below or sent by physical mail. Please contact your school or the testing agency immediately and have official copies of missing records sent to:

UCSB Office of Admissions  
1210 Cheadle Hall  
Santa Barbara, CA 93106-2014

### 2. How do I send documents to UCSB?

We prefer that schools send transcripts through approved electronic vendors:

- Credentials Solutions/eSCRIP-SAFE
- Certtree
- Digitary
- eTranscript CA
- JST DoD Military Transcripts
- National Student Clearinghouse
- Kiteworks
- Naviance (through Parchment only)
- Parchment Exchange
- SPEEDE
- SCOIR
- Scribbles Software

**OR** schools can send official transcripts through U.S. mail, FedEx, DHL, etc. Please note we are unable to accept emailed documents as official.

Our mailing address is:

UCSB Office of Admissions  
1210 Cheadle Hall  
Santa Barbara, CA 93106-2014

### **3. My document(s) are marked as missing, but I know my school sent it. What should I do?**

Occasionally, documents are received by our office that we were not able to match to a specific student's record. This can be due to the way the name is formatted or differences in the formatting of dates. If you believe you have already sent your electronic documents and you have your electronic receipt, please send a copy of your receipt with the tracking number to [admissions@ucsb.edu](mailto:admissions@ucsb.edu) and we will recheck our files and attempt to match the document to your student record.

If you do not have a confirmation/tracking number or your transcripts were sent long ago on paper, you may need to request that an additional copy be sent to us.

Admitted students who enroll at UCSB for fall have a transcript deadline of July 1. All enrolling students (first-years and transfers) must send us a copy of their high school transcript. Final transcripts must come directly from the school, including grades 9-12 and a graduation date (e.g., June 12, 2024). "Class of 2024" is not acceptable. A list of required transcripts from any high school and/or college will be posted in your UCSB [Applicant Portal](#).

### **4. My college courses appear on my high school transcript. Do I still need to send the college transcript?**

Yes, UCSB requires a complete educational record for each student. If you took any college courses before enrolling at UCSB, even if the college course was offered at your high school, you must have the official college transcript(s) sent. When your transcripts are all received, they are reviewed for credit at UCSB.

### **5. Why is my document marked as a "received-partial" transcript?**

The most common reason a transcript may be marked "received - partial" is if the high school date of graduation is not listed correctly, final grades are not posted, or "incomplete" grades are present on the transcript.

Final high school transcripts must come directly from the school, including grades 9-12 and a graduation date (e.g., June 12, 2024). "Class of 2024" is not acceptable.

Transcripts from a community college or other four-year institution must include the final grades from the last quarter/semester completed.

## 6. I am a transfer student. Why do I need to send my high school transcript?

Transfer students must submit either a full UC IGETC certification (only for California Community College transfers) OR an official high school transcript. One or the other is required.

Be aware that at most community colleges, IGETC is not automatically evaluated and must be requested by the student. Only community colleges can certify IGETC; UC does not do IGETC certifications.

Completing IGETC does NOT automatically mean it will be on your transcript. Each community college does this differently, so check with your college to find out how to get your IGETC Certification sent to us.

When your transcripts are all received, they are reviewed for credit at UCSB. In addition to unit value, we are doing your first graduation check and assessing whether you satisfied any General Education requirements prior to enrolling at UCSB. Students who present a full UC IGETC Certification are not required to submit the high school record because their General Education pattern is fulfilled by IGETC. All others are assessed for General Education requirements (specifically languages other than English) that may have been completed in high school. Only a full UC IGETC certification will waive the high school transcript requirement.

## 7. I need to send exam scores. How do I do that?

If scores were mailed, we are aware that sending official test scores through the mail may take extra time—your immediate attention to missing test scores will help us clear missing results from your portal.

- **Advanced Placement (AP):** Students must order their AP exam results from the [College Board](#). Be sure to specify in the request all years in which you took exams.
- **Duolingo:** Duolingo English test exam results may be requested [here](#).
- **International Baccalaureate (IB) Scores or IB Diploma:** Students must order their IB exam results from the [IBO](#). It is best to select electronic delivery and the university will download the score.
- **IELTS:** We've worked with IELTS to allow for official test scores to be downloaded by UCSB. Please share your Test Report Form ID number with us, located on the bottom right hand side of the score report. You can share this in an email to [admissions@ucsb.edu](mailto:admissions@ucsb.edu), from the email address you used to create your UC Application. Please include your full name and application ID in the email as well.
- **TOEFL:** Students must order their TOEFL exam results from [ETS](#). Your scores are valid for 2 years after your test date.
- **SAT/ACT:** UCSB did not use SAT/ACT scores in our selection process. All applicants to UC have the option to submit scores, which may be used for appropriate course placement once enrolled at the university.
  - [Sending SAT Scores](#) | [Sending ACT Scores](#)

**8. What if I'm not attending UCSB in the fall?**

If you are no longer planning to attend UC Santa Barbara in the fall, please cancel your enrollment in the portal. If you have questions, you may contact the Office of Admissions at [admissions@ucsb.edu](mailto:admissions@ucsb.edu). Be sure to share your full name and UCSB perm number in the email.

**9. How do I report that my AP exams will be arriving after the July 15th deadline?**

We are aware that the College Board may be delayed in sending official AP exams. We ask that you request the scores now, before July 15th. We'll wait for the exams to arrive at UCSB by the end of July. This delay will not impact your offer of admission.

Thank you for your prompt attention to clear up any missing documents. Failure to comply in sending required documents could jeopardize your enrollment so please do not hesitate to contact us at [admissions@ucsb.edu](mailto:admissions@ucsb.edu) if you anticipate any problems in obtaining required documents.

We look forward to seeing you on campus!