<table>
<thead>
<tr>
<th>UNIT</th>
<th>CONTACT</th>
<th>PROCESS MANAGED</th>
</tr>
</thead>
</table>
| University Admissions Services - Domestic Transcript Processing | SF: Admission Services, Transfer Credit Inquiry transfercredit@asu.edu | • Requests to evaluate transfer transcripts after admitted (add transcript to DARS), to remove red X send request to Academic Transfer Credit Solutions.  
• Transfer credit repeat/duplications/remedial/nontransferable  
  ✓ (1st passing grade is always one we take, a passing grade is constituted as C- or better for transfer credits and D- or better for ASU credits)  
  • To remove credit for ASU work send request to Registrar's office  
• Adding degrees (AA/Bachelors) to DARS if posted on official transcript  
• Discrepancies of hours or grades on DARS on official transcripts  
• JST coursework – request to have JST coursework added to the record once verified JST is on file  
• Fixing typos and errors of posted transfer work on official transcript |
| University Admissions Services - International Transcript Processing | SF: Admission Services, Undergraduate International intltransreq@asu.edu | • Posting international transcript to DARS  
• Questions/discrepancies of hours or grades on international transcript |
| University Registrar Services – Courses          | SF: Registrar, Registrar (General) courses@asu.edu                      | • Registration errors due to pre-requisite issues  
• ASU repeat/duplications  
• Credit by exam (receiving and processing exam scores)  
• Academic renewals  
• BAS/BSN block credit |
| University Registrar Services – Graduation       | SF: Registrar, Graduation graduation@asu.edu                           | • All things graduation |
| Academic Transfer Credit Solutions – Transfer Course Evaluation | SF: Academic Transfer Credit Solutions, select option articulation@asu.edu | • Removal of red X  
• Confirming transferability or articulation of a transfer course evaluation  
• Recommendations for articulation rules to be added to the TCG  
• International course credit hour conversion, level verification, and articulation  
• Upper/lower requests and fixes  
• JST coursework - updating unarticulated coursework and credit hours  
• Rerunning DARS to fulfill general studies once new Associate of Arts, Bachelor's, IGETC, CSUGE is posted  
• Rerunning courses on DARS to pick up articulation rule  
• Combining multiple courses for combo articulation rules (i.e. adding labs)  
• Credit by exam (facilitates credit awarded per each exam)  
• Updating term type (quarter/semester) in DARS  
• Updating 2-yr/4yr status of transfer institution in DARS  
• Giving credit to non-transferable (NT) course (by approved petition) |

Notes:  
• Salesforce cases should always include the following information (preferably at the top of the request):  
  o Student Name  
  o Student ID  
  o A concise but thorough explanation of what needs to be updated, including all relevant information such as course title or prefix and number, semester taken, school taken at, exam score name, and/or any other relevant information.  
• Please do not copy or send the same request to multiple addresses in order to minimize duplication of efforts.  
• Expected response times are between 2-5 days depending on peak times for each office.  
• Requests for assistance to make or remove DARs exceptions or substitutions (for domestic and international credit) should be going to the college DARs encoder, not DAR-SQ. [https://provost.asu.edu/curriculum-development/dars/team](https://provost.asu.edu/curriculum-development/dars/team)