

**FREQUENTLY ASKED QUESTIONS**

**1. When will I receive my diploma?**

Diplomas are generally mailed one semester (7 to 9 months) after all the course requirements have been satisfied. If you need official verification of your degree before you receive your diploma, please contact the Records Office.

**2. Why does it take so long for me to receive my diploma?**

The following procedures must take place before diplomas are released:

Mandatory Procedures	Time Frame
• Final grades submitted by instructor	6 to 8 weeks
• Student's file audited & degree posted by Records Office	8 to 12 weeks
• Diploma ordered & received by Student Services Office	4 to 6 weeks

*Special Notes:*

- Degrees are posted three times a year: March, August, and November.
- Also, all diploma orders are processed by the main campus in Deerfield, Illinois.
- Once the diploma arrives at the Florida Regional Center, the Student Services Office will notify the alum through letter correspondence, email or telephone.

**3. If there is an error on my diploma, what should I do to secure a replacement?**

In order to secure a replacement in the event of an error, the original diploma must be returned in person or via mail to the Student Services Office. It will take approximately 8-12 weeks to order a corrected diploma.

**4. What are the procedures for ordering a duplicate diploma?**

The University does NOT issue duplicate diplomas under any circumstances. This measure is taken to protect Alumni from identity theft. If your diploma was permanently lost or destroyed, a replacement diploma may be ordered. From the time of receipt of the form to issuance of the replacement takes 8 – 12 weeks.

Requests for a replacement diploma must be made in writing and contain the following information:

- Name (as it was when you graduated from TIU)
- Student ID number and Social Security Number (SSN)
- Date of Birth
- Degree received and graduation date
- Address to mail replacement diploma
- Explanation of what happened to your original diploma
- Signature

Return of the original damaged diploma with your request is required; if that is not possible because the original diploma is completely lost or destroyed, TIU reserves the right to deny the request.

**5. I am moving shortly after graduation. How can I make sure I get my diploma?**

You may request that your diploma be held for pick-up or you may submit a Change of Address Form via U.S. postal mail or through fax to the Records Office at (954) 382-6420. Please indicate that you would like to have your diploma mailed to the new address.

**6. What if I need someone else to pick up my diploma?**

If you wish to have someone pick up your diploma for you, a Diploma Release Form must be signed and faxed to the Student Services Office. In addition, the person claiming your diploma must bring a photo I.D. and sign the Diploma Release Form giving them permission to claim your diploma. For additional information, please contact the Student Services Office at (954) 382-6452 or email [pmarshal@tiu.edu](mailto:pmarshal@tiu.edu).