



UNIVERSITY OF SAN DIEGO

Credit Validation Program

Participant Guide: How to Earn Graduate-Level Extension Credit (GLEC) & Continuing Education Units (CEUs)

Updated August 2026

Participant Guide

For nearly 50 years, the University of San Diego has partnered with hundreds of organizations to provide Graduate-Level Extension Credit (GLEC) for thousands of professional learning experiences, including courses, seminars, and conferences. We now offer Continuing Education Units (CEUs), providing participants with flexible options to document professional learning and development. Our dedicated team provides personalized, full-service support throughout the Credit Validation process, helping make earning GLEC or CEUs clear, accessible, and seamless.

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Overview

The University of San Diego (USD) is a regionally accredited institution of higher education, recognized at both the state and national levels. USD is accredited by the:

WASC Senior College and University Commission (WSCUC)

1080 Marina Village Parkway, Suite 500

Alameda, CA 94501

Phone: (510) 748-9001

Website: <https://www.wscuc.org>

WSCUC is one of six regional accrediting agencies recognized by the U.S. Department of Education and the Council for Higher Education Accreditation (CHEA). This accreditation ensures that USD meets rigorous standards of quality, academic integrity, and institutional effectiveness.

As a result of its regional accreditation, degrees and credits earned from USD are widely recognized and accepted by employers, licensing agencies, and other accredited colleges and universities across the United States.

Our credit validation services provide you with the opportunity to enhance your professional resumes with units, earn credits for pay scale advancement, and receive a transcript verifying course completion—all for a competitive fee.

You will first enroll in your professional learning experience and then register for credit through our university. Once your course is complete, your program provider will submit grades to our office, and we will ensure transcripts are sent promptly.

Graduate-Level Extension Credit (GLEC)

What are graduate-level extension credits?

Graduate-level extension credits, also referred to as *units*, are academic credits offered through a university's continuing education or extension division. These credits are designed for professional development and are separate from credits earned as part of a traditional degree program. They may be used by educators and other professionals to meet employer, licensure, certification, credentialing, or salary advancement requirements, depending on the applicable requirements.

Key Features of Graduate-Level Extension Credits:

5. **Not Part of a Degree Program** – Graduate-level extension credits generally do not count toward a master's or doctoral degree unless explicitly approved by the receiving institution.
6. **Professional Development Focus** – These credits are commonly used by teachers, administrators, and other professionals to support professional development, salary advancement, credential renewal, or certification requirements.
7. **University-Affiliated** – Graduate-level extension credits are offered through a university's continuing education or extension division.
8. **May Be Accepted for Multiple Purposes** – Graduate-level extension credits may be accepted for salary advancement, credential renewal, recertification, or other professional requirements, depending on the employer, school district, licensing agency, or state regulations. Although USD credits are widely accepted, it is the participant's responsibility to confirm that the credits meet their specific requirements. **Prior approval is highly recommended if the credits will be used for salary advancement, credential renewal, recertification, or other formal requirements.**
9. **Flexible Format** – Courses may be available online, hybrid, or in person to accommodate working professionals.

Who might benefit from GLEC?

- **Teachers & Educators** – Many school districts recognize graduate-level extension credits for salary increases or to maintain teaching credentials.
- **Industry Professionals** – Some professionals use these credits to upskill or meet licensure renewal requirements in fields like counseling, healthcare, or business.

- **Corporate Training & Development** – Companies may offer these courses for employee advancement.

What are the benefits of credit validation?

When your professional learning is credit validated by the University of San Diego, you can earn graduate-level extension credit for your completed professional development. These credits appear on an official USD transcript and may be recognized by school districts, employers, licensing agencies, and other institutions, depending on their requirements.

USD offers competitive rates and provides support throughout the enrollment and credit validation process. Once grades are posted, participants may also receive a complimentary paper transcript mailed to the address listed in their USD student account.

Do graduate-level semester units function the same as CEUs?

No. **Graduate-level extension credits and Continuing Education Units (CEUs) are different types of professional development recognition and serve different purposes.** The option that is best for you depends on your professional goals and the requirements of your employer, school district, licensing agency, or credentialing organization.

Continuing Education Units (CEU)

What are Continuing Education Units?

Continuing Education Units (CEUs) are a standardized way of recognizing participation in approved continuing education and professional development activities. **One CEU represents 10 contact hours of instruction.**

CEUs are commonly used by professionals to document continuing education completed for professional development, certification, licensure, or employer requirements.

Key Features of CEUs:

1. **Professional Development Focus** – CEUs document participation in approved continuing education and professional development activities.
2. **Based on Contact Hours** – **1 CEU = 10 contact hours of instruction.** The number of CEUs awarded is based on the amount of approved instructional time completed.
3. **Not Academic Degree Credit** – CEUs are not college or university academic credits and do not typically count toward a degree.
4. **Useful for Licensure & Certification** – CEUs may be used to satisfy continuing education requirements for certain professions, licenses, certifications, and employers. **Participants are responsible for confirming that CEUs are accepted for their specific requirements before enrolling.**
5. **Flexible Professional Development Option** – CEUs can provide a more accessible option for professionals who need to document continuing education hours without earning academic credit.

Who might benefit from CEUs?

CEUs may be particularly useful for professionals who need to document continuing education hours, including:

- **Healthcare Professionals** – Certain licensed healthcare professionals may be required to complete continuing education to maintain an active license.
- **Educators & School Professionals** – CEUs may be useful for professional development or employer-required training.
- **Licensed & Certified Professionals** – Professionals in fields with continuing education requirements may use CEUs to document completed training, when accepted by their licensing or certifying organization.
- **Other Professionals** – CEUs can provide documentation of professional learning for employers and organizations that recognize continuing education.

How are CEUs documented?

The University of San Diego documents CEUs earned for approved professional development activities. **One CEU represents 10 contact hours of instruction.** The total CEUs and contact hours

earned are documented on the participant's **Confirmation of Completion Letter** which can be downloaded at any time from the participants USD Student Account.

GLEC vs. CEU

Which option should I choose?

The best option depends on your professional goals and the requirements you need to meet.

Choose Graduate-Level Extension Credit if you need graduate-level university credit and your employer, school district, licensing agency, or other organization accepts graduate-level extension units for your intended purpose.

Choose CEUs if you need to document continuing education hours or CEUs for professional development, licensure, certification, or employer requirements and the receiving organization accepts CEUs.

Before enrolling, we strongly recommend confirming with your employer, school district, licensing agency, or credentialing organization that the type and amount of credit or continuing education you plan to earn will satisfy your specific requirements.

	Graduate-Level Extension Credit (GLEC)	Continuing Education Units (CEUs)
Hours per Unit	1 GLEC = 12.5 instructional hours	1 CEU = 10 instructional hours
Cost	\$79 per GLEC	\$65 per CEU
Documentation	Official USD transcript is included in the GLEC fee.	Participants receive a Confirmation of Completion letter, which can be downloaded directly from their USD student account at any time.
What It Is	Graduate-level extension credit recorded on an official University of San Diego transcript.	Documentation of completed continuing education and professional learning. CEUs are not university semester credits.
Potential Uses	May be used for professional development, salary advancement, credential or license renewal, or other purposes, depending on the requirements of the receiving organization.	May be used to document continuing education or professional development, depending on the requirements of the employer, licensing organization, credentialing body, or other institution.
Advanced Degree Pathways	May potentially be accepted toward advanced degree pathways at other institutions, subject to the receiving institution's policies. GLEC do not apply toward a	CEUs are not university semester credits and generally are not intended to satisfy graduate degree credit requirements.

	degree program at USD.	
Official Transcript	Yes. GLEC are recorded on an official USD transcript.	No. CEUs are documented through a Confirmation of Completion letter available through the participant's USD student account.
Additional Purchase	GLEC are not included with the purchase or completion of the program and must be purchased separately after successful completion.	CEUs are not included with the purchase or completion of the program and must be purchased separately after successful completion.
Participant Responsibility	Participants should confirm that GLEC meet their specific professional or educational requirements before purchasing.	Participants are responsible for confirming that CEUs meet their specific professional or educational requirements before purchasing.
Acceptance	Acceptance and applicability are determined by the receiving organization, employer, school district, licensing organization, or institution.	
Interchangeability	GLEC and CEUs are different forms of professional learning documentation and are not interchangeable.	

Fees and Payments

What do the Graduate-Level Extension Credit and CEU fees include?

The fee for Graduate-Level Extension Credit or CEUs covers the cost of earning the selected credit or continuing education recognition for your approved professional learning experience.

Graduate-Level Extension Credit includes:

- The cost of each graduate-level extension unit
- One complimentary official USD transcript, mailed after your grade is recorded, to the mailing address listed in your USD student account
- Access to our Enrollment and Student Services (ESS) team for questions regarding registration, grades, or transcripts
- Ongoing personalized support from our Credit Validation team throughout the process

CEUs include:

- The cost of the selected CEUs
- Documentation of the CEUs and contact hours earned on a Confirmation of Completion Letter

- Access to our Enrollment and Student Services (ESS) team for questions regarding registration or documentation
- Ongoing personalized support from our Credit Validation team throughout the process

How much do Graduate-Level Extension Credits and CEUs cost?

Participants can choose between **Graduate-Level Extension Credit (GLEC)** and **Continuing Education Units (CEUs)** when both options are available for a course.

Graduate-Level Extension Credit (GLEC)

The cost is **\$79 per unit**. One graduate-level extension unit represents **12.5 contact hours** of instruction. GLEC are available in **0.5 increments**:

0.5 unit = 6.25 hours \$39.50	1 unit = 12.5 hours \$79	1.5 units = 18.75 hours \$118.50	2 units = 25 hours \$158	2.5 units = 31.25 hours \$197.50	3 units = 37.5 hours \$237	3.5 units = 43.75 hours \$276.50	4 units = 50 hours \$316
4.5 units = 56.25 hours \$355.50	5 units = 62.5 hours \$395	5.5 units = 68.75 hours \$434.50	6 units = 75 hours \$474	6.5 units = 81.25 hours \$513.50	7 units = 87.5 hours \$553	7.5 units = 93.75 hours \$592.50	8 units = 100 hours \$632

Continuing Education Units (CEUs)

The cost is **\$65 per CEU**. One CEU represents **10 contact hours** of instruction. CEUs are available in **0.5 CEU increments**:

0.5 CEU = 5 hours \$32.50	1 CEU = 10 hours \$65	1.5 CEUs = 15 hours \$97.50	2 CEUs = 20 hours \$130	2.5 CEUs = 25 hours \$162.50	3 CEUs = 30 hours \$195	3.5 CEUs = 35 hours \$227.50	4 CEUs = 40 hours \$260
4.5 CEUs = 45 hours \$292.50	5 CEUs = 50 hours \$325	5.5 CEUs = 55 hours \$357.50	6 CEUs = 60 hours \$390	6.5 CEUs = 65 hours \$422.50	7 CEUs = 70 hours \$455	7.5 CEUs = 75 hours \$487.50	8 CEUs = 80 hours \$520

Important: The number of units or CEUs available varies by course and is based on the approved instructional hours for that course. Not every course will offer every option listed above.

How do I pay for my Graduate-Level Extension Credits or CEUs?

You have two convenient payment options:

1. **Self-Pay Online** – Visit the registration link provided by your course or organization and pay with a major credit card through our secure registration site.
2. **Group Enrollment** – In some cases, your organization may coordinate enrollment and payment for a group of participants. Please check with your organization to determine whether this option is available.

Enrollment Changes, Withdrawals & Late Registration

Enrollment and Student Services (ESS) Team

For questions about registration, enrollment changes, withdrawals, refunds, grades, transcripts, or general student support, please contact the Enrollment and Student Services (ESS) Team:

- Hours: Monday–Friday, 8:30 AM–4:00 PM (PST)
- Email: continuinged@sandiego.edu
- Phone: 619-260-4585
- Toll-free: 888-321-6658

For questions specifically related to Credit Validation, Graduate-Level Extension Credit (GLEC), CEUs, course eligibility, or late enrollment, contact the Credit Validation Team at pce-cv@sandiego.edu.

What if I enrolled in the wrong course or selected the wrong credit type?

If you accidentally enrolled in the wrong course, section, or credit type, contact the ESS team **as soon as possible**.

If you enrolled for **Graduate-Level Extension Credit (GLEC)** but intended to earn **CEUs**, or vice versa, please let us know before completing the course so we can determine whether your enrollment can be transferred or corrected.

What if I need to drop a course?

All Credit Validation enrollments, including Graduate-Level Extension Credit (GLEC) and CEU enrollments, are refundable, minus a \$25 processing fee, if the refund is requested within 30 days of the enrollment date.

Refunds will not be issued once a grade has been assigned or after the 30-day refund period has passed.

To request a course transfer or withdrawal, please contact our Enrollment and Student Services (ESS) team. If a refund is no longer available, ESS may be able to apply the funds as a credit toward a future course.

What if I did not register in time and the enrollment period has ended?

If the enrollment period has closed, you may still be able to register late with approval.

Contact the Credit Validation Team at pce-cv@sandiego.edu and include the course name, course number, and whether you are seeking Graduate-Level Extension Credit or CEUs.

For larger groups, a course may be reopened for a short enrollment extension.

Please note: Late enrollment is not guaranteed and is subject to course availability and approval.

What if I enrolled in the wrong number of units?

If you accidentally enrolled for the wrong number of Graduate-Level Extension Credit units, contact the Enrollment and Student Services (ESS) team as soon as possible. They can review your enrollment and determine whether an adjustment or transfer is possible.

Why is it called “enrolling” when I am actually purchasing units or CEUs?

When you register with the University of San Diego for Credit Validation, you are enrolling in the university’s credit or continuing education offering associated with your professional learning experience.

For Graduate-Level Extension Credit (GLEC), you are enrolling to receive university-level extension units and a grade on your USD transcript.

For Continuing Education Units (CEUs), you are enrolling to receive CEUs and documentation of the continuing education hours completed. CEUs are not academic credit and do not appear as units on a USD transcript.

I have already enrolled in my course, where is my course material so I can get started?

The University of San Diego (USD) does not provide course materials, manage instruction, or assign grades for your professional learning experience. All instruction and coursework are managed by the external program provider or instructor.

When you register through USD, you are registering for the associated GLEC or CEU offering—**not the instructional course itself**. To begin the course, you must register directly with the program or organization providing the instruction.

If you have not already done so, please contact the program provider to confirm that you are properly enrolled and have access to all required course materials and instructions.

USD partners with organizations to provide GLEC and/or CEU options for their professional learning programs. Participants must complete the required learning experience through the external provider before GLEC or CEUs can be awarded.

What is the difference between course dates and enrollment dates?

- **Course Dates** refer to when you are participating in and completing the learning experience with the program provider.
- **Enrollment Dates** refer to the period during which you can register with USD for GLEC or CEUs.

Some organizations require participants to register with USD before the course begins, while others allow registration during or after course completion. Always follow the enrollment instructions provided by your program or facilitator.

I forgot my username or password. What should I do?

Your USD username and password are used to access your USD student account. If you forgot your username or password, use the “**Forgot Password**” option on the USD login page. If you do not know your username or are unable to reset your password, contact the Enrollment and Student Services (ESS) team at **continuinged@sandiego.edu** for assistance.

The organization paid for my units or CEUs. What do I do now?

If your organization paid for your Graduate-Level Extension Credit (GLEC) or Continuing Education Units (CEUs) on your behalf, you do not need to make another payment. Your organization will provide USD with the information needed to associate your enrollment with the appropriate course, and a **USD Student Account will be created for you.**

You will receive an email titled “Action Required: Verify Your Mailing Address”. Please log in and confirm that your mailing address is correct.

For GLEC participants, your official transcript will be mailed to the address listed on your USD Student Account, so it is important that this information is accurate.

If your mailing address is incorrect, please update it as soon as possible.

You can also use your USD Student Account to:

- Update your personal and account information
- View your unofficial transcript at any time
- Order additional official transcripts, if needed
- Access your Confirmation of Completion Letter, if you enrolled for CEUs

How to Access Your USD Student Account

If you have not yet accessed your USD Student Account, you will first need to set a password:

1. Go to pce.sandiego.edu and click “**Login/Students**” in the upper-right corner.
2. Click “**Forgot Password**” and enter the username provided to you by USD.

3. A password reset link will be sent to the email address you provided to your organization when you registered for the course. If you do not see the email, check your spam or junk folder.
4. Follow the instructions in the email to create your password.
5. Log in and verify your personal and mailing information.

After you successfully complete the professional learning experience, your organization will follow the applicable completion or grading process for your course.

If you are unsure whether your organization has completed your enrollment or payment, please contact the Enrollment and Student Services (ESS) team at continuinged@sandiego.edu.

How do I find/download my Confirmation of Completion Letter?

If you enrolled for CEUs, your Confirmation of Completion Letter will be available in your USD Student Account after your course completion has been verified and your CEUs have been processed.

Your Confirmation of Completion Letter can be accessed and printed at any time. It provides documentation of the **CEUs earned and total contact hours completed** for your professional development records.

Please note: Your USD transcript may show your CEU enrollment; however, the CEU entry does not display the number of contact hours earned. **Your Confirmation of Completion Letter is the document that provides the total CEU hours you completed.**

How to Download Your CEU Confirmation of Completion Letter

1. Go to pce.sandiego.edu and click “**Login/Students**” in the upper-right corner.
2. Under “**I have an account already,**” enter your USD username and log in.
3. Select “**My Courses.**”
4. Find the **CEU course you completed** and click “**Print.**”
5. From the drop-down menu, select “**Confirmation of Completion Letter.**”
6. Print or save the letter for your records.

If you cannot locate your Confirmation of Completion Letter, please contact the ESS team at continuinged@sandiego.edu for assistance.

I accidentally created two student accounts, and my courses are appearing on two different transcripts. What should I do?

Please contact the Enrollment and Student Services (ESS) team as soon as possible at continuinged@sandiego.edu. Our team can review your accounts and work to merge them so that your continuing education records are associated with a single USD Student Account and your courses appear on one transcript.

What happens after my course has ended?

The process for receiving Graduate-Level Extension Credit (GLEC) or Continuing Education Units (CEUs) begins after you successfully complete your professional learning experience. Your organization will determine how your completion is verified, and **participants do not select their completion or grading method.**

Your organization will use one of the following methods:

- **Organization Submits Grade/Completion:** Your organization will submit your final grade or completion information directly to the University of San Diego. **No further action is required from you after you purchase your GLEC or CEUs.**
- **Participant Submits Documentation:** Your organization will provide you with a certificate of completion, verification letter, or other documentation confirming that you successfully completed the program. **You must email this documentation to pce-cv@sandiego.edu after purchasing your GLEC or CEUs.**
- **Organization Submits Grade/Completion via Roster:** Your organization will submit your final grade or completion information to USD through roster processing. **No further action is required from you after you purchase your GLEC or CEUs.**

If you enrolled for Graduate-Level Extension Credit (GLEC)

1. **Grade Submission** – Your organization has 7 days to submit your final grade to USD. If your organization uses participant-submitted documentation, you may email your certificate or other completion documentation to pce-cv@sandiego.edu after purchasing your units. USD will enter the grade on behalf of the organization.
2. **Transcript Processing** – Once your grade is recorded, USD will process your official transcript.

3. **Transcript Mailing** – Official transcripts are mailed every Tuesday and Friday. Please allow **2–3 weeks for domestic delivery** or **3–4 weeks for international delivery**.
4. **Check Your Mailing Address** – Make sure your mailing address is correct in your USD student account to avoid delays in receiving your transcript.

If you enrolled for Continuing Education Units (CEUs)

1. **Completion Verification** – Your organization will verify that you successfully completed the required professional learning experience. If participant-submitted documentation is required, email your certificate or other completion documentation to **pce-cv@sandiego.edu** after purchasing your CEUs.
2. **CEU Processing** – Once completion is verified, USD will process your CEUs based on the approved instructional hours for the course. 1 CEU = 10 contact hours.
3. **Confirmation of Completion Letter** – Your Confirmation of Completion Letter will be available in your USD student account. The letter documents the **CEUs earned and total contact hours completed**.
4. **No Academic Grade or Transcript Units** – CEUs are not academic credit and do not appear as graduate-level units on your USD transcript.

I purchased a USD certificate and was supposed to receive it by mail, but it never arrived. What should I do?

Please contact the Enrollment and Student Services (ESS) team at continuinged@sandiego.edu for assistance. They can verify the status of your certificate and help determine the next steps.

Grading

What do the grades mean?

For Graduate-Level Extension Credit (GLEC), your course may use different grading formats depending on the requirements established by your organization or course provider. Participants do not select the grading method.

Grading System:

A	-	Excellent
B	-	Very Good
C	-	Average
D	-	Inferior
F	-	Failure
P	-	Passed/Credit awarded (equivalent to a C-minus or higher)
NP	-	Not Passed (lower than a C-minus)
INC	-	Incomplete
NG	-	No Grade
CEU	-	Continuing Education Unit

What is the difference between NG and INC for GLEC?

1. No Grade (NG)

- **Definition:** NG (No Grade) is assigned when no grade is submitted, and it is treated as an “F,” meaning the participant receives no credit for the registered course.
- **Transcript:** An official transcript will display the “NG” designation.
- **Finality:** Once recorded, an NG is final and cannot be altered.
- **Retake Policy:** To earn credit, participants must re-enroll in the course and pay the required tuition.

2. Incomplete (INC)

- **Definition:** An INC (Incomplete) is assigned when an instructor grants a student an extension.
- **Grade Recording:** Only “INC” is recorded initially, and no official transcript will be issued until a final grade is submitted. If a transcript is ordered, the INC will appear.
- **Extension Protocol:**
 - The instructor determines the length and number of extensions.
 - Extension deadlines should be communicated to the Credit Validation (CV) team.
 - Any modifications to the deadline must also be reported to the CV team.
- **Final Grade Submission:** The instructor must submit the final grade to the CV team within 7 days after the extension deadline.

What does completion mean for CEUs?

CEUs do not receive grades. Instead, CEUs are awarded when you successfully complete the approved professional learning experience.

1 CEU = 10 contact hours of instruction.

Once your completion has been verified, USD will process your CEUs. Your Confirmation of Completion Letter will document the CEUs earned and the total contact hours completed.

CEUs are not university credit and do not appear as graduate-level units on your USD transcript.

What if I need more time to finish my course? Do you give extensions?

Yes, you may be granted an extension to complete your course. Instructors can approve extensions up to 180 days from the course end date. Be sure to communicate with your course facilitator about your timeline as soon as possible. Do not assume an extension has been approved until you receive confirmation.

What if my grade or completion status is incorrect?

If your GLEC grade or CEU completion status needs to be corrected, your instructor or organization should contact the Credit Validation team at pce-cv@sandiego.edu.

Participants should contact their instructor or organization first if there is an issue with their course completion, grade, or documentation, as the organization is responsible for verifying successful completion.

Transcripts, Confirmation of Completion Letters & USD Certificates

After your professional learning experience ends or the enrollment period closes—whichever comes later—your organization or instructor will follow the completion and grading process established for your course.

The documentation you receive from USD depends on whether you enrolled for **Graduate-Level Extension Credit (GLEC)**, **Continuing Education Units (CEUs)**, or a **USD Certificate**.

What Does a Transcript or Confirmation of Completion Letter Look Like?

See examples here: [USD Transcript & Confirmation of Completion Samples](#)

This resource includes:

- Sample **official and unofficial USD transcripts**
- The **transcript legend**, which explains information universities, school districts, and other organizations may review when evaluating USD Graduate-Level Extension Credit (GLEC)
- An unofficial transcript showing an **awarded USD certificate**
- A **CEU Confirmation of Completion Letter**, documenting completed CEUs for professional development and record-keeping purposes

Participants can access and download an unofficial transcript through their **USD Student Account** at any time.

What documentation will I receive?

Graduate-Level Extension Credit (GLEC)

The documentation you receive from USD depends on whether you enroll for Graduate-Level Extension Credit (GLEC), Continuing Education Units (CEUs), or a USD Certificate.

Graduate-Level Extension Credit (GLEC)

You will receive an **official University of San Diego transcript** mailed to the address listed in your USD Student Account. Your transcript will show the GLEC courses you completed and the grades received.

Continuing Education Units (CEUs)

CEUs are not university credit and do not appear as graduate-level units on your transcript.

You will receive a **Confirmation of Completion Letter** documenting the CEUs earned and total contact hours completed. You can access and print your letter at any time from your USD Student Account.

USD Certificates

Some programs offer a **University of San Diego Certificate of Completion** for an additional **\$75 fee**. To be eligible, the course must include at least 100 instructional hours, and you must purchase the equivalent of 8 GLEC or 10 CEUs.

If you purchase GLEC, your USD certificate will be mailed along with your official transcript. If you purchase CEUs, the certificate will be mailed separately.

If you purchase a certificate and do not receive it, please contact the **Enrollment and Student Services (ESS) team** at continuinged@sandiego.edu for assistance.

When will I receive my transcript?

For GLEC participants, transcripts are mailed every Tuesday and Friday after your grade has been processed.

You can expect delivery within:

- **2–3 weeks** for addresses in the continental U.S.
- **3–4 weeks** for international addresses

Grades are typically recorded the same week they are submitted by your instructor or organization.

I need my transcript as soon as possible. Do you offer expedited delivery?

No. USD does not offer an expedited transcript delivery service because official transcripts are mailed **twice each week, every Tuesday and Friday** after grades are processed.

Please allow approximately **2–3 weeks for domestic delivery** and **3–4 weeks for international delivery**. We recommend planning ahead if you need your transcript by a specific deadline.

Where are transcripts mailed?

Your official transcript will be mailed to the address listed in your USD Student Account.

It is your responsibility to ensure your mailing address is accurate and up to date. We recommend verifying your address as soon as your USD Student Account is created.

If your transcript is mailed to an incorrect address, you may need to order a replacement transcript.

Can I have a digital copy of my transcript?

USD does not provide digital official transcripts. Official transcripts are mailed.

You can log in to your USD Student Account to view and print an **unofficial transcript** at any time.

Your unofficial transcript will include your Continuing Education courses completed through the University of San Diego.

I have my transcript. What do I do now?

Bring your official, **sealed** University of San Diego transcript to your employer, organization, licensing agency, or other institution as documentation of your completed Graduate-Level Extension Credit (GLEC).

If your transcript is being used for salary advancement, credential renewal, licensure, certification, or another professional requirement, it is your responsibility to confirm that the receiving organization accepts USD Graduate-Level Extension Credit for that purpose.

Important: Keep your official transcript sealed. If you accidentally open the sealed transcript and the receiving organization requires an unopened official transcript, you will need to order and pay for a replacement transcript.

I have not received my transcript, what should I do?

If it's been more than 3 weeks and you haven't received your transcript:

2. Reach out to continuinged@sandiego.edu to confirm it was mailed.
3. If your grade was not submitted, our team will reach out to the course instructor.
4. If your address was incorrect, you will need to order a replacement transcript.

I accidentally opened my official transcript and my organization will not accept it. What should I do?

Some organizations/districts require an official transcript to remain sealed or unopened. If you opened your transcript and your organization requires a sealed copy, you will need to order an additional official transcript and have it sent directly to the organization or another address of your choice.

How do I order an additional transcript?

You can order an additional official transcript through the [USD Professional and Continuing Education transcript services page](https://pce.sandiego.edu/support-services/transcripts/) (<https://pce.sandiego.edu/support-services/transcripts/>)

Additional transcripts are available for **\$20 each** and can be mailed to an address of your choice, including your home address, employer, school district, or other organization.

How much does an additional transcript cost?

As of January 1, 2023, each transcript costs \$20.

What if I entered the wrong mailing address?

If your mailing address is incorrect, update it in your USD Student Account as soon as possible.

If your transcript has already been mailed to the incorrect address, contact continuinged@sandiego.edu for assistance. You may need to order a replacement transcript if the original cannot be delivered or recovered.

Will my transcript include all my courses taken at USD?

Your USD transcript will include courses completed through the University of San Diego's Professional and Continuing Education department that are recorded as university credit.

CEUs are different: CEUs are not university credit and do not appear as graduate-level units on your transcript. Your CEU completion is documented on your **Confirmation of Completion Letter**.

Can you explain the course dates on my transcript?

The course dates displayed on your University of San Diego transcript depend on the format of your course and how the course is delivered.

For Online Self-Paced Courses:

If your course is self-paced and completed online, your transcript may not show a traditional start date. Instead, the transcript will display your **completion date**, which corresponds to the date your grade is submitted to USD or the date we received your certificate of completion.

Because self-paced courses allow participants to complete the coursework on their own schedule, there is no single start date that applies to every participant.

For Courses With Scheduled Dates:

If your course has fixed dates, such as an in-person course, live virtual sessions, or a scheduled cohort,

your transcript will display the **official course start and end dates** provided by your instructor or organization.

If participants complete a self-paced or flexible course at different times, the course may have a common course start date while your **individual completion date** reflects when your grade was submitted to USD.

Contacting the Credit Validation Team

Who can I contact at USD for support?

We're here to help! The appropriate USD team depends on the type of question you have. Whether you are enrolled for Graduate-Level Extension Credit (GLEC), Continuing Education Units (CEUs), or a USD Certificate, the teams below can help direct you to the right resource.

Enrollment and Student Services (ESS)

For questions about your **USD Student Account, registration, enrollment changes, payments, transcripts, Confirmation of Completion Letters, or certificates**, please contact the Enrollment and Student Services (ESS) team.

ESS Team

- **Hours:** Monday–Friday, 8:30 AM–4:00 PM (PST)
- **Email:** continuinged@sandiego.edu
- **Phone:** 619-260-4585
- **Toll-free:** 888-321-6658

Credit Validation Team

For questions specific to your **course, GLEC, CEU eligibility, grades, completion documentation, or credit validation**, please contact the Credit Validation team at pce-cv@sandiego.edu.

Our team works closely with organizations, instructors, and other USD departments to help resolve questions and ensure your GLEC or CEU enrollment is processed correctly.

Why are multiple team members responding to my questions from the same email domain?

Our Credit Validation team works collaboratively to respond to inquiries as quickly and efficiently as possible. You may receive responses from different team members, but rest assured that **we are all part of the same team and are here to support you.**

I can't log in to my USD Student Account. Who should I contact?

If you are having trouble accessing your USD Student Account, please contact the **Enrollment and Student Services (ESS) team** at continuinged@sandiego.edu.

ESS is the office that can assist with **Professional and Continuing Education student accounts**, including accounts used for GLEC and CEU enrollments.

Please note: The USD Help Desk and ITS Customer Support Services (CSS) are unable to assist with Professional and Continuing Education student accounts.

If you have already contacted ESS and have not received a response, check your spam or junk folder. If you still cannot locate the email, contact ESS again and, if possible, provide an alternate email address where you can be reached.