



Frequently Asked Questions

- **Does Credential Consultants evaluate credentials?**
 - We do not evaluate individual academic credentials. If your documents are not in English and need to be evaluated, you will first need to obtain a translation of your original documents. Once completed, we will forward your certified translation directly to Transcript Research so they can proceed with your evaluation.
- **Is Credential Consultants a part of Transcript Research?**
 - No. Transcript Research is collaborating with Credential Consultants to streamline the process of evaluating foreign academic credentials. We are two separate companies providing different but complementary services.
- **How much does a translation typically cost? How do I get a quote before applying for a translation on the CC website?**
 - The cost of translating documents ranges from \$65-\$79 per page and depends on the language of origin and word count. For an exact quote before applying, please email info@cc-translations.com electronic copies of your document. We will usually respond with an exact quote within 1 business day.
- **Which documents do I need translated?**
 - Because Credential Consultants does not evaluate the documents, we cannot tell you exactly which documents must be translated. Prior to applying for a translation, it is best to first speak with a Transcript Research agent to determine which documents are needed.



TRANSLATIONS



- **What information and documents do you need to translate my documents?**
 - To translate your documents, we simply need an electronic copy of your documents and the basic information that is filled out on the CC application. We do not require original or physical copies of your documents. Please do not send original documents to us. This will only delay your evaluation process and your documents could get lost in the mail.

- **How long does a translation usually take?**
 - Typically, translations 4-7 business days. Files containing more than ten pages may take as long as 8-10 business days. If you need the documents by a certain date, please let us know and we will try our best to accommodate your needs.

- **Is there a way to expedite the translation?**
 - Yes. We offer a 2-day RUSH service, which guarantees that the translation will be completed and delivered within two business days. This service ranges from \$59-\$99, depending on the number of pages in your order.

- **How do I request a translation?**
 - You can request a translation by clicking on the following link and filling out the application → <https://cc.credentialconnection.com/Default.aspx?subdomain=tr>. You will be able to upload your documents directly as well as pay through the application. By applying via this link, we will know to send the translation directly to Transcript Research upon completion.

- **How can I check on the status of my translation?**
 - To check on the status of your translation, click on the following link → https://cc.credentialconnection.com/login_status.aspx and enter your CC ID (the 5-digit number given to you upon completion of the CC application) (Example: **RaF4k**)

- **Where will you send my translation once it is completed?**
 - Once completed, a secure electronic copy of your certified translation will be sent directly to Transcript Research, as well as to your personal email address. If you have requested a physical copy in your application, we will send it to the address provided.



TRANSLATIONS



- **Does my school need a copy of the translation?**
 - This varies from school to school. Typically, if your academic institution does not have an academic credential evaluation department, they do not need a copy of the translation, electronic or physical. Most often, the translation needs to be sent directly to an evaluation company, who will evaluate the translated documents so that they may be sent to your school once evaluated.

- **Does Transcript Research require a physical copy of the translation?**
 - No. We will send a secure electronic copy of the certified translation directly to Transcript Research. You will also receive a secure electronic copy. However, you can request a physical copy for yourself if you would like a hard copy.

- **I had a problem with the application process. How do I get help?**
 - If there is a problem with the website, such as a website error, an inability to upload documents, or a failed online payment, please contact us by email (info@cc-translations.com) or by phone (1-832-741-3555), anytime between 9am-5pm, Monday through Friday. We will be glad to assist you.

- **I have a question about my translation. Who do I contact?**
 - For any questions pertaining to translations or translation services, please contact us by email (info@cc-translations.com) or by phone (1-832-741-3555), from 9:00 AM-5:00 PM CT, Monday through Friday. We speak both English and Spanish.

- **I have a question about my evaluation. Who do I contact?**
 - For any questions pertaining to evaluations or evaluation services, please contact Transcript Research directly via email (info@transcriptresearch.com) or by phone (214-810-1124). Their hours are Monday-Friday, 10:00 am to 4:00 pm Central Standard Time (GMT -6), though they have limited availability during 12:00 pm-1:00 pm CST (lunch).



TRANSLATIONS

