

## NCI Credit Evaluation FAQ's

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### **Q) If I served in the Marines, Navy, Air Force, or Coast Guard, what do I need to send?**

A) Members of the Air Force may order their Community College of the Air Force, (CCAF) transcript at [www.au.af.mil/au/ccaf/transcripts](http://www.au.af.mil/au/ccaf/transcripts) or call (334) 953-2794. Coast Guard members will order their Sailor and Marine/ACE Registry Transcript System (SMARTS) by calling 1-877-253-7122 or visiting [www.navycollege.navy.mil](http://www.navycollege.navy.mil). Members of the Marines or Navy can order their Joint Service Transcript by visiting <https://jst.doded.mil>.

### **Q) Why can't you do the Evaluation with just my Joint Service Transcript (JST)?**

A) The JST (formally known as AARTS) may not always provide all the information we need to do an in-depth evaluation. It does not provide proof of high school/GED.

### **Q) Do I need a Joint Service Transcript (JST)?**

A) An institutional copy of your JST (formally known as AARTS), is highly recommended. You may order it at <https://jst.doded.mil>. Follow the steps to have it sent directly to North Central Institute. Personal/unofficial copies of the JST are not accepted.

**Q) Can my Evaluation be processed faster?**

A) Premium Evaluations are processed in 2 business days. The “Premium Fax Evaluation” includes a copy faxed to you before the transcript is mailed. For a complete list of fees, please view the schedule of fees.

**Q) How long does an evaluation take?**

A) If properly submitted, both the Unofficial Evaluations and the Official Evaluations process in 10 business days. This does not include weekends, holidays, or mailing time. Incomplete files will not begin processing until all required documentation and payment is received.

**Q) How can I use the credits earned with an Evaluation?**

A) Most often, transcripts resulting from “Official Evaluations” are used for promotion purposes. They may also be used to show future employers how your training and experience correspond with civilian college courses. An NCI transcript can also be used to consolidate multiple college transcripts into one.

**Q) What is the difference between unofficial and official evaluations?**

A) The Unofficial Evaluation provides you with results only. A transcript will be produced only with an Official Evaluation, or when the transcript fee is paid after an Unofficial Evaluation is processed. Unofficial Evaluations do not produce a transcript.

**Q) Can I get an estimate of credits before I submit my application packet?**

A) No. Despite having processed thousands of evaluations, we cannot accurately predict the outcome before we evaluate a file. You can review your personal copy of your Joint Service Transcript (JST), formally known as AARTS, online to see what portions of your training may qualify for credit.

**Q) How much credit will I earn?**

A) Until your evaluation has been completed, we ourselves will not know your potential outcome. Every soldier’s training is unique, and must be properly evaluated to award the appropriate credit. The Unofficial Evaluation allows you to see what you can earn without committing to the full price of an Official Evaluation.

**Q) Why do my documents have to be certified?**

A) Since you are providing NCI with copies of your documents, we require your chain of command or a public notary to verify no alterations were made to the documents in the process of making the copies. This is a security procedure to ensure the validity of your training, and the integrity of the credits awarded.

**Q) Why do you need my NCOER or counseling statements?**

A) An NCOER or counseling statement will give us valuable information to properly evaluate your current skill level within your MOS.

**Q) Can civilians with no military service be evaluated?**

A) Yes, even civilians may use this service. Please contact the EVALUATIONS advisors at 931-431-9700 for details.

**Q) Can someone other than myself pay for my evaluation with their credit card?**

A) If the authorized cardholder is not the applicant, the cardholder must submit a credit card authorization form. This is a security precaution designed to protect the cardholder from fraudulent usage.

**Q) How do I pay for my evaluation?**

A) Payment may be made by Visa, MasterCard, or money order. Personal checks are not accepted. Section 7 of the application covers payment options. The Credit Card Authorization Form also covers payment options and price breakdowns.

**Q) How do I submit my paperwork?**

A) You may send your application, certified true copies, and your payment to NCI by mail, email, or fax to [cie@nci.edu](mailto:cie@nci.edu). A complete list of required documents and the schedule of fees are posted on the Evaluations page of our website, [www.nci.edu/evaluation](http://www.nci.edu/evaluation).