

# University of Redlands

## Preferred Name Change Request

### Frequently Asked Questions

#### 1. Once the request has been submitted, what does the process look like? What should I expect?

After submitting the online request form for a preferred first name change, the University Pride Center will receive your request. You will then receive an email confirming the name change request and a meeting request. Once the requested meeting has taken place, your request will be forwarded to Information Technology Services (ITS) who will make their changes. The requested changes will be reflected in class rosters, grade rosters, advisee listings, MyRedlands, Moodle, and your email display and login name. The University will continue to use your legal first name within your academic record, diploma, official transcripts, enrollment verifications, financial record, and in most third-party database systems.

#### 2. How long does each step of the process take?

After submittal of the online request form, you should receive a confirming email with a meeting request within two business days. Once the meeting has occurred, you should expect the changes to be reflected as noted above, within ten business days.. After this meeting, you can expect all changes to be made by the end of the following Friday.

#### 3. What should I do if I cannot attend or do not feel comfortable attending an in-person meeting?

If for any reason, you are unable to attend an in-person meeting, in your response to the confirming email, simply request alternative ways to communicate with a representative from the Pride Center. They will do their best to accommodate your request.

#### 4. How can I get my student ID changed?

If you wish to change your preferred name to be reflected on your student ID, once the change is reflected in the ways described in question number 1 above, please visit the Student Affairs suite on the second floor of Hunsaker University Center. If receiving a new ID for the purpose of a name change, you will not be charged a replacement fee.

#### 5. Who should I contact if I have further questions or if changes are not happening in the expected time?

Your best point of contact should you have questions or concerns throughout the process, is the person who reached out to you in response to your submitted request. They will serve as your liaison and ally from start to finish. If you encounter technology challenges following confirmation that your requested changes have been made, do complete an ITS work order and let your liaison know you have done so.