

EF Academy Pasadena and New York Campus Academic Transcript Translation Requirement & Submission – Checklist & FAQ

Before submitting international student transcripts for final approval to the Pasadena or New York campus's, please complete the checklist below and review the FAQ's to ensure documents are properly formatted, valid, reliable, and a professionally certified translation.

Submission Checklist:

- Translation completed by a certified third-party service
- Original transcript in native language is included with certified English translation in the same PDF together (**no screenshots or image files**)
- Translation mirrors original document structure
- Student name and date of birth are visible and match enrollment documents
- Final original transcript with or without certified English translation is saved with the correct file name (see naming instructions in FAQ list below)
- Final original transcript with or without certified English translation is uploaded in Salesforce to the **Final Academic Transcript (soon to be Official Academic Transcript)** folder

Frequently Asked Questions (FAQ)

Q: Why can't we submit screenshots or image files such as JPEGs?

A: Screenshots, JPEGs, or images are often discolored, blurry, incomplete, or distorted. These formats are not considered official or secure. Proper documentation is essential to ensure the integrity of the records and that students receive the credits they have earned as well as meet all graduation and college admission requirements. Only official PDF documents are accepted for the final academic transcript review and approval.

Please Note Exception: For pre-admission purposes pdf documents are strongly suggested however, to avoid delay of admission progress any format may be accepted for review. All transcripts and grade reports that have not been certified should be uploaded in the **Academic Transcript (soon to be Unofficial Academic Transcript)** folder in Salesforce.

Q: Is the EF Academy transcript translation enough to submit with the original transcript?

A: No. The EF Academy translated transcript is a helpful supporting document for internal EF purposes only. However, we cannot provide this to any U.S. colleges or university as it does not meet graduation or post-secondary admission requirements.

Q: Can a student or family member translate the transcript if they speak English fluently?

A: No. Personal or family-provided translations are not accepted. Translations must be completed by a professional, third-party certified provider who is authorized to translate academic records.

Q: What if the original transcript is bilingual (e.g., both native language and English)?

A: Bilingual transcripts are acceptable **if** it is in a PDF format, the English portion is clear, complete, and matches the original language content. If there are discrepancies, missing information or not properly formatted (PDF) we will still require a certified English translation.

Q: What qualifies as a certified English translation?

A: A certified English translation includes a signed statement from the translator or agency affirming completeness and accuracy. It should also include the date, translator's name, and contact information. Certified translations must mirror the structure and content of the original document.

Q: Can we use any translation service?

A: Please use a provider that specializes in **secondary school transcripts**. For your convenience below is a list of approved and globally recognized translation services that offer certified academic document translation for high school students. *This list can be added to*

Each of these providers adheres to prestigious educational standards and issues translations in a professional format that we at EF—and future colleges and universities—will accept.

Recommended Certified Translation Providers:

- SpanTran – <https://www.spantran.com>
- Educational Credential Evaluators (ECE) – <https://www.ece.org>
- International Education Evaluations (IEE) – <https://www.myiee.org>
- Josef Silny & Associates – <https://www.jsilny.org>
- University Language Services (ULS) – <https://www.universitylanguage.com>
- Scholaro – <https://www.scholaro.com>

Q: For final academic approval should the original transcript and certified English translated documents be submitted separately?

A: No. For final academic approval, all documents must be a combined single PDF: original first, followed by the certified translation and uploaded into the Official Academic Transcript folder in Salesforce for review and approval by the University and Academic Counseling (UAC) office.

Please Note Exception: For pre-admission purposes all transcripts and grade reports that have not been certified, are not combined in one file, and are not in the correct format (PDF) should be uploaded in the Unofficial Academic Transcript folder in Salesforce.

Q: How should I name the file that I am submitting to the Official Academic Transcript folder?

A: When submitting official transcripts with or without the certified English translation in one combined PDF file format, please save the file using the following naming convention:

Official Transcript with Certified English Translation – [Student Full Name] – Grades [Grade Level Years Translated]

Example:

Official Transcript with Certified English Translation – Maria Gonzalez – Grades 9–11.pdf

Official Transcript – [Student Full Name] – Grades [Grade Level Years]

Example: Official Transcript – Demo Student – Grades 9–11.pdf

Q: Why should I name the file that I am submitting this way?

A: This naming convention is important because this ensures that these documents are easy to identify and organize. The UAC office can quickly match transcripts to the correct student record. Colleges and institutions receive clearly labeled, professional files for admission review.

Q: When are transcripts due?

A: For all incoming student's official transcripts with certified English translation must be submitted before the student begins classes so we can determine appropriate course placement and transfer credits. Furthermore, students are unable to graduate from EF Academy without a certified English translation of all their grade 9-12 coursework.

Please Note: Seniors may have issues submitting complete university and college applications as EF is required to submit reliable and valid transcripts to these institutions. Incomplete or unclear records can jeopardize a student's post-secondary opportunities. Therefore, until EF Academy has an official and complete record of a student's coursework beginning with grade 9 we will not be able to submit the documents on a student's behalf to complete the application process.

Q: Who can I contact with questions?

A: Please feel free to contact any of the team members from our Pasadena and New York campuses below. We are happy to answer any questions and help provide the support you need to ensure the integrity, accuracy and completeness of all documents before final upload into the Official Academic Transcript folder in Salesforce.

EF Academy Pasadena

Available summer support

Brianna Becerra, Associate Director of Admissions & DSO – brianna.becerra@ef.com

Kyle Kurfirst, Interim Director of University and Academic Counseling – kyle.kurfirst@ef.com

Michelle Barnett, Registrar/DSO - michelle.barnett@ef.com

Available school year support

Brianna Becerra, Associate Director of Admissions & DSO – brianna.becerra@ef.com

Kyle Kurfirst, Interim Director of University and Academic Counseling – kyle.kurfirst@ef.com

Jessica Williams, University and Academic Counselor – jessica.williams@ef.com

Sara McCarthy, Dean of Students – sara.mccarthy@ef.com

Jay Shamlin, University and Academic Counselor – jay.shamlin@ef.com

Michelle Barnett, Registrar/DSO - michelle.barnett@ef.com

EF Academy New York

Available summer support

Ben Hofling, Associate Director of Admissions & DSO - ben.hofling@ef.com

Kristen Carter, Director of University and Academic Counseling – kristen.cartere@ef.com

Joel Padilla, Registrar - joel.padilla@ef.com

Available school year support

Ben Hofling, Associate Director of Admissions & DSO - ben.hofling@ef.com

Kristen Carter, Director of University and Academic Counseling – kristen.cartere@ef.com

Sidonie Zwart, University and Academic Counselor – sidonie.zwart@ef.com

Denby Christ, University and Academic Counselor – denby.christ@ef.com

Joel Padilla, Registrar - joel.padilla@ef.com

Thank you for your commitment to our students' success as we uphold the highest educational standards for academic documentation to confidently make appropriate credit evaluations and verify that students meet our graduation requirements.

U.S. colleges and universities require these official records to assess student eligibility, academic standing, and course placement. Inaccurate or unclear documentation may compromise a student's application, admission status, and how EF Academy is represented.

Thank you for safeguarding our students from any uncertainty about their academic accomplishments as they move forward and prepare for their next life journey.

-University and Academic Counseling Office

Kyle Kurfirst, Interim Director of University and Academic Counseling (Pasadena)

Kristen Carter, Director of University and Academic Counseling (New York)

Michelle Barnett, Registrar/DSO (Pasadena)

Joel Padilla, Registrar (New York)