



JOINT SERVICES TRIBUNE

By Joint Services Transcript (JST)



Are you getting Education Points for your Degree?

Now's the time to verify! If you are not getting your Education Points or your Degree has not been added to your JST, send us your official transcript directly from your school now!

To add a degree to JST, Official Transcripts must be received directly from the school to JST Operations Center. Transcripts issued to the student (even if unopened) will not be accepted to add degrees or academic certificates (NETCINST 1560.3A, 23-Apr-2024).

*** First**, verify that the transcript is from a college/institution which is accredited by a regional or national accrediting agency by the U.S. Department of Education. Verification can be done online at: <http://www.ed.gov/admins/finaid/accred/index.html>

Degrees will be added that were completed prior to or during Active Duty.

Have OFFICIAL transcript sent from institution directly to the Joint Services Transcript (JST):

1. US Mail

NETC

ATTN: JST Operations Center N643

6490 Saufley Field Road

Pensacola, FL 32509

2. Secure Transcript Service (i.e. Parchment, Scrip-Safe, Docufide, National Student Clearinghouse, etc.). If the school participates in a secure transcript service for electronic delivery, use jst@doded.mil as the recipient email.

3. Sailor must contact the JST Operations Center advising time that he/she is having an official transcript ordered to JST directly from the academic institution for the purpose of adding the degree/certification to JST. Sailor provides JST with NAME, LAST FOUR of SSN, and E-mail address, institute issuing degree and degree title to jst@doded.mil.

Your degree will be added to the "academic" page of the JST within 30 days of receipt. The degree will automatically transmit over to your ESR from the JST.

How to View or Order your Joint Services Transcript

Services Members: When logged into your JST account (either via CAC login or username/password), navigate to "My Transcripts."

1. **Basic JST Transcript** – Section One. This includes Identification numbers, detailed descriptions and a list of credit recommendations for the following:

- Military Courses
- Military Experiences (Occupations)
- Test Scores (CLEP/DSST/DLPT)
- Other Learning Experiences

2. **Transcript Summary Section** – Section Two. This includes a summary of all military courses and experiences that recommend credit through the American Council on Education (ACE).

3. **Transcript Academic Courses** – Section Three. This includes credentials such as Degrees, Certifications, Licensures, Apprenticeships, TA Courses and Non-TA Courses.

4. **My Complete JST Transcript** – Sections One through Three (depending on branch of service). This is what is sent when an official transcript is ordered. This is the option that officer boards require. (Note: Officer boards do NOT require an official transcript. Please take an unofficial copy to your Admin office to have it "Certified-to-be-true." You can then submit the certified unofficial transcript with your Officer Package.)

5. **Request Official Transcript** – Order your transcript here! Enter your school or organization into the search bar. As you type, the results will pop down into a list. You may need to scroll to find the intended address. Do NOT type in abbreviations, i.e. type Joint Services Transcript instead of JST (Just an Example!)

My Transcripts <

Basic JST Transcript

Transcript Summary Section

Transcript Academic Courses

My Complete JST Transcript

Request Official JST

School Search

Type to search by School Name





Counselor Notes (ESO)

Educational Services Officers (ESOs) with Counselor access can now communicate with their service members directly through JST!

A new note must be opened by the Counselor, but once added to a service members record, the service member can respond, make additional notes, or review as needed without having to go back to the ESO.

Are you an ESO and do not have Counselor access to JST? Please email jst@doded.mil for further information. Our analysts are standing by to set up accounts!



Counseling Notes

Counseling reaching out with notes.

MY COUNSELING

Home → Counsel Notes

My Counseling Notes



Regarding Missing Military Course or Occupation from your JST

CLOSE NOTE

For further assistance, please submit a Web Inquiry at: <https://jst.doded.mil/jst/message/new>. Once your inquiry has been submitted, you will receive a confirmation email containing a direct link to your case. By accessing the inquiry through the email link, you will have the option to upload supporting documentation for the missing items you are requesting to be added. Recommended documents include: 1. Course Completion Certificate 2. Course Identification Number 3. NSIPS record showing Course and/or Occupation History 4. Frocking Letters Providing this documentation will help facilitate the review and processing of your request.

ID: 343 Counselor: jst.aveeder



Need Access to Download Official JSTs at a School?



Academic Institutions

Existing Account Holders - Please log in with your username and password. If you do not remember your password, you can use the 'Forgot Password' feature.

New Account Request - Please complete the Online Academic Account Request Form.

Please visit Academic Institutions for details about the various account types available as well as additional details for Academic Institutions.

For further assistance open an [Academic Web Inquiry](#).

If you do not have an account, please go to our [New Online Academic Account Request Form](#) to submit your request.

Each new user should complete and sign the form individually.

Submit requests by completing the [Online Academic Account Request Form](#).

We strongly recommend assigning at least two users per institution to ensure coverage during absences.

If you encounter any difficulties or cannot complete the Online Academic Account Request Form, please submit an [Academic Web Inquiry](#) for further assistance.

Please Note: Shared or group accounts are strictly prohibited under Department of Defense (DoD) security regulations. Each user requiring access must have a unique login. Any accounts found to be in violation of this policy will be deactivated.





Air Force and Space Force JST's

If you are or were a member of the Air Force or Space Force you may be eligible for a Joint Services Transcript (in addition to your [Community College of the Air Force Transcript](#)) if you have completed a course that is evaluated by the American Council on Education (ACE) Military Guide **and** recommends ACE credit (For Example: An Army, Marine Corps, Navy or Coast Guard Joint Service Course, or an Air Force or Space Force course with Upper-Level Credit evaluated by ACE.).

Please verify [here](#).

If a course that meets one or both of the options above, open a [Web Inquiry](#) or send an email to jst@doded.mil and provide the following information:

1. First Name:
2. Last Name:
3. DOB:
4. Rank Rate:
5. Rank Rate Date:
6. Active-Duty Date:
7. Full SSN: **Please provide a good contact number for JST to call you and get this information.**
8. Course Name:
9. Course #:
10. DoDID #: Please include this to enable CAC login.

Please attach your certificates, or any other documentation, received upon completing the course that provides the date, Course Identification Number, course title and location after you have created the inquiry.

You will receive a link to view your inquiry where attachments can be added. Please note, attachment size limit is 2MB.

For all other courses, please refer to [Air University](#).

The Breakdown – Understanding your JST

1. Why is a course missing from my JST? This can happen for a variety of reasons:
 - ✓ Most commonly, if the course does not have a Course Identification Number (CIN), it will not be included on your JST.
 - ✓ If a course earns Continuing Education Units (CEUs), they will not be included on the JST.
 - ✓ We may not have received the information just yet. It can take up to thirty (30) days for JST to receive the information from the schoolhouse. Please reach out to the schoolhouse and request that they graduate you from their system for us to get the information. If after thirty (30) days and reaching out to the schoolhouse, the course is still not on your JST, please open a [Web Inquiry](#) for assistance. After you've created the inquiry, please add a certified to be true copy of the course certificate earned for review.
2. When I add up my semester hours (SH) listed on my transcript, I come up with a different number than my advisor, why?
 - ✓ Some courses and their corresponding occupations may recommend similar credit. When this happens, the school does not transfer the additional credit recommendation and only counts each specific recommendation one (1) time.
3. Why does my college not accept all my semester hours (SH)?
 - ✓ Each institution decides how to use and align ACE credit recommendations, considering its own mission, vision, policy, procedures, and practices. Since each service member has a unique experience while serving in the U.S. Armed Forces, some academic institutions use other forms of prior learning assessment (PLA), in addition to the ACE recommendations, to validate the full scope of the service member's learning, knowledge, skills, abilities, competencies, and proficiencies.
4. Why did my credit only transfer to electives?
 - ✓ Due to the nature of military education vs. civilian education, schools may use transfer credits towards electives as they may be too militaristic for general education courses.
 - ✓ Schools consider the following to help determine the appropriate placement of credit within the requirements and programs at your institution:
 - ✓ Credit recommendations
 - ✓ Learning outcomes
 - ✓ Instructional strategies
 - ✓ Methods of assessment
 - ✓ Minimum passing score





Transcript Redesign Update

Did you know?

- ✓ If you previously registered for a JST account with your military email or an email you no longer have access to, Registering again will update your information with new credentials.

We're enthusiastic about the ongoing progress being made on the Joint Services Transcript Redesign.



Phase 2 – In Progress – Our focus is now on review and testing, where internal evaluations and testing cycles are conducted to validate the transcript layout. During this phase, necessary adjustments and corrections are applied to ensure the deliverable is stable and ready for academic use.



Phase 3 – Upcoming – This phase involves coordination with academic institutions to share the transcript format and gather their feedback and recommendations. This phase also considers seasonal impacts such as holiday periods and enrollment cycles, consolidating input to guide further refinements.



Phase 4 – Future – Final phase centers on partner transition and adoption, with partners completing technical updates and aligning workflows to the new transcript format. This phase prepares for the retirement of the legacy format and supports a smooth transition to full production use of the updated transcript system.

Please note: We will provide schools with ample notice prior to releasing the redesign.

The Joint Services Transcript (JST) Operations Center has been diligently working to provide innovative solutions to meet the requirements of our stakeholders and users. Revamping the JST platform is one of several advancements included in our vision for the future of JST. Stay tuned for exciting updates coming your way!

The American Council on Education (ACE)

The [ACE Military Guide](#) supports academic institutions in awarding college credit to military-connected learners based on their military training and occupations.

Through a Department of Defense (DoD) contract for the U.S. Armed Services, ACE is the sole source of information for courses and occupations evaluated for the military. The ACE Military Guide is a trusted technology platform containing courses and occupations evaluated from 1954 to present. The Military Guide includes:

- A public Joint Services Transcript (JST) upload feature for service members and veterans
- A streamlined format for course and occupation summaries
- Detailed information for all military courses and occupations evaluated by ACE
- Multiple ways to search for courses and occupations—by service, date, ACE ID or military course number, and course or occupation title
- Evaluations conducted by college and university faculty members who are actively teaching in the areas they review



- [How to make updates or corrections to your JST transcript](#)
- [How to request an official transcript](#)
- [Frequently asked questions](#)
- [Academic institutions](#)

Contact Us

- [Academic Institution Web Inquiry](#)
- [Service Member Web Inquiry](#)
- Army Account Issues: usarmy.knox.tradoc.mbx.army-access-jst@army.mil
- JST Technical Operations (NETC N643)
6490 Saufley Field Rd
Pensacola, FL 32509
- jst@doded.mil
- Fax – 850.473.6013



Did you know?

In the last fiscal year, JST issued more than **383,000** Official Transcripts to academic institutions, while over **2,750,000** Unofficial Transcripts were accessed online.

Academic institutions can upload JSTs to the **ACE Military Guide** to view related exhibits and document their credit award decisions. For more information or to create an institutional account, visit www.acenet.edu/militaryguide.

