

Standard Operating Procedure (SOP): Transcript Preparation and Issuance Process

This SOP details the **transcript preparation and issuance process**, covering the steps for accurate collection of academic records, verification of student information, formatting and printing of official transcripts, authorization and approval protocols, issuance to students or third parties, and maintenance of transcript records. The goal is to ensure timely, accurate, and secure delivery of official academic transcripts while maintaining confidentiality and compliance with institutional policies.

1. Purpose

To establish a standard and secure process for the preparation, verification, issuance, and record-keeping of official academic transcripts.

2. Scope

This procedure applies to all staff involved in the processing, approval, and issuance of student transcripts at [Institution Name].

3. Responsibilities

- **Registrar's Office:** Oversees the overall process and final authorization.
- **Records Clerk:** Collects academic records and prepares the transcript draft.
- **Department Heads:** Verifies academic details, if needed.
- **IT Support:** Ensures transcript software security and data backup.

4. Process Steps

1. **Request Initiation:**
 - Student submits a transcript request via approved channel (online portal, in-person, or by email).
2. **Verification of Student Identity and Records:**
 - Confirm student identity using student ID or government-issued ID.
 - Verify records are complete, with no outstanding obligations (fees, holds, etc.).
3. **Collection and Authentication of Academic Records:**
 - Retrieve academic records from student information system.
 - Authenticate grades and courses with relevant departments, if necessary.
4. **Transcript Preparation and Formatting:**
 - Format transcript using the institutional template (including grading legend and institution seal/logo).
 - Ensure accuracy of all information (student details, course titles, grades, honors, etc.).
5. **Authorization and Approval:**
 - Present transcript draft for review and approval by the Registrar or designated authority.
 - Make any required amendments as per feedback.
6. **Printing and Sealing:**
 - Print transcript on official transcript paper with watermark.
 - Affix Registrar's signature and institution stamp/seal.
7. **Issuance of Transcript:**
 - Issue transcript to student by hand (with ID verification), by secure mail/courier, or electronically (if permitted).
 - Release to third parties only with written student consent.
8. **Record Maintenance:**
 - Log the issuance in the secure transcript register (physical or digital).
 - Store digital copies in accordance with data retention policies.

5. Confidentiality and Security

- All transcript requests and records must be handled in accordance with institutional data privacy and FERPA (or applicable) regulations.
- Only authorized personnel may access transcript information.
- Transcripts are to be released solely with proper consent and documentation.

6. Documentation and Forms

- Transcript Request Form
- Transcript Issuance Register/Log
- Consent for Release of Records (if third-party release)

7. Revision and Review

This SOP is reviewed annually or as required based on changes in institutional policy or regulations.

8. Process Summary Table

Step	Responsible Party	Key Action
Request Initiation	Student/Registrar's Office	Submission and acknowledgment of request
Verification	Registrar/Records Clerk	Confirm student identity and eligibility
Preparation	Records Clerk	Collate and format transcript
Authorization	Registrar	Review and sign transcript
Issuance	Registrar's Office	Issue transcript to authorized recipient
Record Maintenance	Records Clerk/IT	Log issuance and secure recordkeeping

9. Related Policies

- Student Records Management Policy
- Data Protection and Privacy Policy
- Records Retention and Disposal Policy

10. Contact Information

For queries and clarifications, contact the Registrar's Office at [registrar@\[institution\].edu](mailto:registrar@[institution].edu) or call [Institution Contact Number].