Standard Operating Procedure (SOP): Transcript Request and Issuance Guidelines

This SOP details the **transcript request and issuance guidelines**, covering the procedures for submitting transcript requests, verification of student records, processing timelines, payment methods, issuance formats, delivery options, confidentiality protocols, and handling of discrepancies. The guidelines ensure accurate, timely, and secure management of transcript requests to support academic and professional needs of students and alumni.

1. Purpose

To outline standardized steps for requesting and issuing official transcripts to ensure efficiency, accuracy, and compliance with institutional policies and confidentiality standards.

2. Scope

Applies to all students, alumni, administrative and academic staff involved in the processing, issuance, or retrieval of academic transcripts at the institution.

3. Definitions

- **Transcript:** An official document summarizing a student's academic performance and achievements.
- **Requestor:** A current student, alumnus/alumna, or authorized third party seeking a transcript.

4. Procedure

1. **Submit Transcript Request**
   - Requests must be submitted via the designated online portal or transcript request form, available on the institution's official website or Registrar's Office.
   - Required information includes full name, student ID, dates of attendance, program of study, recipient details, and delivery preference.
   - If a third party is requesting on behalf of a student/alumnus, proper authorization documentation must be provided.
2. **Verification of Student Records**
   - Registrar's Office verifies the authenticity and completeness of the request and confirms the student's academic records.
   - Outstanding dues or holds on the student account must be resolved before processing.
3. **Processing Timelines**
   - Standard processing time is *5–7 business days* after receipt of a complete and verified request.
   - Expedited service (if available) is subject to additional fees.
4. **Payment Methods**
   - Details of applicable fees and payment methods (online, bank transfer, or in-person payment) must be clearly communicated on the request form or portal.
   - All fees must be paid before transcripts are issued or dispatched.
5. **Issuance Formats**
   - Transcripts may be issued in **hard copy (paper)** and/or **digital (electronic PDF with secure signature/seal)** formats.
   - The format will be issued as indicated by the requestor during submission.
6. **Delivery Options**
   - Transcripts may be delivered:
     - Directly to the student/alumnus
     - To a third-party recipient (educational institution, employer, etc.)
     - Via postal/courier service or secure electronic transmission
     - In-person collection (with valid identification)
7. **Confidentiality Protocols**
   - All transcript requests and records are processed in compliance with data protection policies to ensure applicant privacy and document security.
   - Transcripts are released only with proper authorization from the student/alumnus.
8. **Handling of Discrepancies**

- If errors or discrepancies are found in the transcript, the requestor must notify the Registrar's Office in writing within 10 business days of receipt.
- Corrections will be investigated and, where applicable, a corrected transcript will be reissued at no additional cost.

5. Responsibilities

- Requestor: Ensure completion and accuracy of request information, timely payment of fees, and prompt communication of discrepancies.
- Registrar's Office: Verify requests, maintain confidentiality, process requests within prescribed timelines, and ensure secure transcript issuance and delivery.

6. Review and Revision

This SOP is subject to periodic review and updates to reflect changes in institutional processes or regulatory requirements.

For further details or clarifications, contact the Registrar's Office or visit the institution's official website.