

SOP: Transcripts Generation, Review, and Issuance Guidelines

This SOP provides comprehensive **transcripts generation, review, and issuance guidelines** to ensure accuracy, consistency, and confidentiality in the management of academic records. It details the standardized process for creating transcripts, verifying information, conducting quality reviews, and officially issuing transcripts to authorized recipients. The guidelines aim to uphold institutional integrity, facilitate timely access to academic records, and comply with relevant privacy regulations.

1. Purpose

To establish standardized procedures for the generation, review, and issuance of academic transcripts to ensure the accuracy, consistency, confidentiality, and timely delivery of student academic records.

2. Scope

This procedure applies to all staff involved in the processing, review, and release of academic transcripts at the institution.

3. Responsibilities

- **Registrar/Records Office:** Overall supervision of the transcripts process.
- **Records Staff:** Generation, review, and initial verification of transcripts.
- **Quality Reviewers:** Conduct final quality checks before issuance.

4. Procedure

4.1 Transcript Generation

1. Receive and verify transcript request from authorized parties (student, alumnus, or authorized third party).
2. Authenticate requester's identity and gather any required consent or documentation.
3. Retrieve student's academic records from the Student Information System (SIS).
4. Input data into the standardized transcript template.
5. Generate electronic or paper-based transcript draft.

4.2 Review Process

1. Cross-check transcript data against official academic records.
2. Verify accuracy of course codes, grades, credits, cumulative GPA, and personal identifiers.
3. Ensure adherence to current transcript format and institutional standards.
4. Document any discrepancies and take corrective action as needed.

4.3 Quality Assurance

1. Assign transcript draft to an independent reviewer within the Records Office.
2. Confirm all information matches institutional records and no confidential data is disclosed without authorization.
3. Sign or digitally authorize the transcript as per institutional policy.

4.4 Issuance

1. Prepare final transcript for release (print or digital copy, as requested).
2. Seal and stamp official transcripts as necessary.
3. Distribute to recipient as per requested delivery method (mail, electronic delivery, in-person collection, secure portal, etc.).
4. Record date, recipient, and method of issuance for tracking and audit trail.

5. Confidentiality and Security

- All requests and documents must be handled in compliance with institutional and legal privacy regulations (e.g.,

FERPA, GDPR).

- Transcripts are released only to the student or authorized parties with signed consent.
- All staff must adhere to data protection and confidentiality policies at all times.

6. Related Documents

- Student Records Policy
- Data Privacy and Protection Policy
- Transcript Request Form Template

7. Revision History

Version	Date	Description of Changes	Approved By
1.0	2024-06-21	Initial creation and approval.	Registrar