

Subject: Transcript Request Processing

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1. Purpose

The purpose of this policy is to provide the guidelines for ensuring that students have accessible options for requesting both official paper and electronic transcripts and that requested transcripts are timely and conveniently delivered. Providing support to students that will enable them to achieve their individual goals is central to Tidewater Community College’s (TCC) mission, and affording convenient and expedient access to their official college records is an essential element of that support.

2. Policy

TCC shall provide accessible options for requesting official transcripts to current and former students. Such transcript requests shall be fulfilled within five working days unless circumstances beyond the college’s control delay or preclude fulfillment. Processing and delivery of transcripts shall adhere to the provisions of the Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232 (g); 34 CFR Part 99), a federal regulation that protects the privacy of student education records, and the Government Data Collection and Dissemination Practices Act (Code of Virginia § 2.2-3800, et seq, as amended). A current or former student shall be entitled to one (1) electronic transcript at no charge. A nominal fee shall apply for all other transcript requests.

3. Responsibilities

The Vice President for Student Affairs shall develop and maintain procedures that are consistent with this policy. The College Registrar, campus provosts, deans of student services, and enrollment services employees are responsible for ensuring compliance with this policy.

4. Procedures

4.1. Official Paper Transcripts

- 4.1.1. Current or former students may request an official paper transcript by completing a [Request for Transcript of Academic Record Form](#), presenting the request in person, and showing a college identification card or government-issued photo identification to any campus Enrollment Services Office. Enrollment Services Office staff will ensure that no holds exist preventing the release of an official transcript. If no holds exist, the student shall pay \$5.00 per requested transcript to a campus Business Office, present their receipt for payment and pick up the official paper transcript from the campus Enrollment Services Office within five (5) business days.
- 4.1.2. Current or former students may request an official paper transcript through a third party vendor, to be delivered to any designated location by accessing a link to the third party vendor located on the Office of the College Registrar website and completing the online transcript request form. Requests for an official transcript through the third party vendor can be made by entering information and verifying identity. Official paper transcripts can be requested at a cost of \$5.00 per transcript payable to the third party vendor.
 - 4.1.2.1. TCC's Office of the College Registrar will be electronically alerted by the third party vendor when a student has made an official transcript request. The Office of the College Registrar staff will verify the accuracy of each transcript and will ensure that there are no holds preventing the release of the official transcript before transmitting the transcript to the third party vendor via an electronically secure format. Absent any holds or other situation that may prevent timely release of the transcript, the transcript will be submitted electronically to the third party vendor, who will mail the transcript via the United States Postal Service within five (5) business days of the request.
 - 4.1.2.2. Students who request an official transcript through the third party vendor will be notified via email that the request has been received, when the request has been processed, and, as applicable, when a TCC hold prevents the release of a transcript. In the event of a hold, the student will be provided with contact information for the college office responsible for placing the hold.

4.2. Official Electronic Transcripts

4.2.1. Current or former students may request an official electronic transcript through the third party vendor to be delivered to any designated location that accepts electronic delivery by accessing a link located on the Office of the College Registrar website and completing an online transcript request form. Each current or former student may request one free official transcript in electronic format. Thereafter, the student will be responsible for payment for each additional request for electronic delivery at a cost of \$3.00, payable to a third party vendor via a credit, debit, or pre-paid card.

4.2.1.1. TCC's Office of the College Registrar will be electronically alerted by the third party vendor when a student has made an official transcript request. The Office of the College Registrar staff will verify the accuracy of each transcript and will ensure that there are no holds preventing release of the official transcript before transmitting the transcript to the third party vendor via an electronically secure format. Absent any TCC holds or other situation that may prevent timely release of the transcript, the transcript will be delivered electronically by the third party vendor to the recipient within five (5) business days of the request.

4.2.1.2. Students who request an official transcript through the third party vendor will be notified via email that the request has been received, when the electronic transcript has been delivered, and, as applicable, when a TCC hold prevents the release of a transcript. In the event of a hold, the student will be provided with contact information for the college office responsible for placing the hold.

4.3. Expedited Delivery

Current or former students may request expedited delivery of electronic transcripts to locations within the United States or overseas. Students may access the link to the third party vendor on the Office of the College Registrar website and select expedited delivery. Absent any holds or other situation that may prevent timely release of the transcript, delivery will be affected within one (1) business day of the request.

4.4. Delayed Request Fulfillment

The following situations may prevent or delay issuing official transcripts:

- Financial indebtedness to the college
- Insufficient, inaccurate, or illegible identification information
- Invalid recipient email provided for an electronic delivery request. Students will be notified if an invalid email prevents delivery.

- Student records older than ten years that have been archived and only accessible through the VCCS. Students will be notified that the transcript delivery may be delayed.

5. **Definitions**

Official transcript – A Tidewater Community College certified statement of a student's academic record at the college.

6. **References**

[Family Educational Rights and Privacy Act \(FERPA\)](#)

[Government Data Collection and Dissemination Practices Act](#)

7. **Review Periodicity and Responsibility**

The Vice President for Student Affairs shall review this policy at the first anniversary of its approval and, if necessary, recommend revisions.

8. **Effective Date and Approval**

This revision to the policy is effective upon its approval by the College President on July 7, 2016.

Policy Approved:

Procedure Developed:

Edna V. Baehre-Kolovani, Ph.D.
President

Michael D. Summers, Ed.D.
Interim Vice President for Student Affairs

9. **Review and Revision History**

The initial version of this policy was approved on March 22, 2012.

- Revision 1 updates the policy with the corrected title of the Vice President and the Office of the College Registrar cited in the policy and responsible for its review.
Revision 1 also changes the policy from two (2) free transcripts to one (1) free transcript. In addition, all language that referred to a specific vendor has been change to "third party vendor."

Approved July 7, 2016 by President Edna V. Baehre-Kolovani, Ph.D.