

Policy on Academic Transcripts

CATEGORY: Student – Administrative

ISSUE DATE: July 27, 2018

LAST REVISION DATE: November 10, 2023

REVIEW REQUIREMENTS: Every two (2) years

APPROVED BY: President

Policy Purpose

The *Policy on Academic Transcripts* outlines the requirements and processes at the College for issuing academic documents, including academic transcripts.

Scope

This policy applies to all enrolled students, alumni, all individuals employed by the College, and any other individuals acting as representatives, or holding a titular position within the College.

Policy

1. OVERVIEW

- 1.1. The Faculty Support Department is responsible for the management and recording of academic progress.
- 1.2. An Academic transcript is a record of all of the Courses and final results (i.e., grades) that a student has registered in at the College. Official Transcripts maintain academic integrity.
- 1.3. Third party requests for data on current or former students require written consent from the student or alumni member concerned.

2. STUDENT AND ALUMNI MEMBER RESPONSIBILITIES

- 2.1. All requests for academic credentials, including transcripts, must be in writing and submitted to Student Services.
- 2.2. Students and alumni members are responsible for ensuring that academic credential requests contain accurate information and are submitted well in advance of deadlines. Credential requests are processed in the order in which they are received.
- 2.3. The College is not responsible for academic credentials that are lost or delayed in the mail.
- 2.4. Students are responsible for ensuring that their academic credentials have arrived at the intended destination.

3. ISSUING OF UNOFFICIAL TRANSCRIPTS

- 3.1. An Unofficial Transcript must be issued upon written request to any student who has completed a Course at the College.

4. ISSUING OF OFFICIAL TRANSCRIPTS

- 4.1. The College will issue one (1) copy of the Official Transcript within two (2) weeks of the student having completed the Program. This one (1) Official Transcript is free of charge.

- 4.2. Once the Official Transcript has been issued, additional copies of Official Transcripts may be purchased through the Ashton College website.
- 4.3. The College will not release Official Transcripts until all outstanding fees have been paid, and requisite documentation submitted.
- 4.4. Official Transcripts will not be provided in electronic format or sent via fax or email, as this format is not considered to be official.
- 4.5. Students must submit a completed *Credential Release Form*, authorizing the College to release their transcripts.
- 4.6. The Official Transcript will be sent directly to the identified organization, institution or employer, upon request by the student or alumni member.
- 4.7. Students and alumni members must allow five (5) business days for additional Official Transcripts to be generated. This turnaround time does not include time needed for a transcript to arrive at the destination by postal mail or courier.
- 4.8. Students and alumni members may request 'rush' orders for additional Official Transcripts, which can be generated within twenty-four (24) business hours for a prescribed fee.
- 4.9. Delivery times between rush and regular orders do not vary as both methods will be shipped via regular postage.
- 4.10. The College does not cover the cost of courier services.

Policy Notes

This policy consolidates the measures included in, and replaces, the following archived policies of the College:

- Policy #1038 - Academic Transcript Policy

ACCOMPANYING POLICIES: This policy is a part of a suite of administrative oriented policies under the Student Policies category.