
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 \(FERPA\)](#) (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 be responsible for developing and maintaining procedures that are consistent with this policy and that comply with applicable regulations, policies, and procedures of the Virginia Community College System, and the laws and regulations of the Commonwealth of Virginia.

4. Procedures

Procedures for this policy are located on the website.

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 25, 2022.

Policy Approved:

Procedure Developed:

Marcia Conston, Ph.D.
President

Karen Campbell, Ph.D.
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."

Reviewed and approved July 7, 2016 by President Edna V. Baehre-Kolovani, Ph.D.

Revision 2

- Updates titles and offices to align with the college structure
- Changes the official paper transcript cost from \$5.00 to \$5.65 and electronic transcript cost from \$3.00 to \$3.15

Approved July 25, 2022 by President Marcia Conston, Ph.D.