

# BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

## STANDARD OPERATING PROCEDURES

<b>Transcript Requests</b>		<b>SOP #: RR.005.03</b>
Effective Date	April 1, 2019	
Last Revision/Review	9/6/2024	

### 1. Purpose

Burrell College of Osteopathic Medicine complies fully with the provisions of the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. § 1232g; 34 CFR Part 99.

The Family Educational Rights and Privacy Act of 1974, as amended, ("the Act," commonly referred to as "FERPA" or the "Buckley Amendment") is designed to protect the confidentiality of the records that educational institutions maintain on their students and to give students access to their records to assure the accuracy of their contents.

The purposes of the College's Student Education Records Policy are: to inform students of their rights under the Act; to inform employees, student workers, third-party contractors, and volunteers of the College's responsibilities under the Act; and to describe the circumstances under which the university may disclose student education records.

### 2. Related Policy/Authority

20 U.S.C. § 1232g; 34 CFR Part 99 the Family Educational Rights and Privacy Act (FERPA)

[https://www.ecfr.gov/cgi-bin/text-](https://www.ecfr.gov/cgi-bin/text-idx?SID=60c46fd633b6738d6744fb854faf1921&mc=true&node=se34.1.99_13&rgn=div8)

[idx?SID=60c46fd633b6738d6744fb854faf1921&mc=true&node=se34.1.99\\_13&rgn=div8](https://www.ecfr.gov/cgi-bin/text-idx?SID=60c46fd633b6738d6744fb854faf1921&mc=true&node=se34.1.99_13&rgn=div8)

<https://burrell.edu/students/office-of-the-registrar/>

### 3. Faculty/Staff Responsibilities

The Registrar is responsible for the fulfillment of official transcript orders.

### 4. Definitions/Abbreviations

### 5. Procedural Steps

#### Unofficial Transcripts

Currently enrolled students can access and print an unofficial transcript from their Student Portal. Students in need of assistance in accessing their student portal should contact the College's Help Desk ([helpdesk@bcomnm.org](mailto:helpdesk@bcomnm.org)).

Former students can request unofficial transcripts via the Office of the Registrar email, [registrar@burrell.edu](mailto:registrar@burrell.edu). After Identity confirmation, arrangements for pick up will be handled on a case by case basis.

#### Official Transcripts

An official transcript is a copy of the student's permanent academic record issued by the College's Registrar. It displays all courses taken for credit at the College and includes all grades received. Unlike unofficial transcripts, it is signed and dated by the registrar and displays the College's seal.

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The College cannot send official transcripts by email or fax. The Office of the Registrar has partnered with Parchment, a digital credentials service, to manage the ordering, processing, and delivery of your official College transcripts. Orders may be placed for either a traditional paper transcript or a secure electronic transcript delivery.

### **Ordering Official Transcripts**

The College has partnered with Parchment to securely manage the ordering, processing, and delivery of your official College transcripts

- The site will walk you through placing your order, including delivery options and fees
- You can order as many transcripts, to be sent to as many destinations as you like in a single session
- This service is available 24/7
- Order updates will be emailed to requestors
- Requestors can check their order status or order history online
- The requestors credit card will only be charged after the order has been completed
- All charges are non-refundable

Please click on the “Order Records” button below to place your order:

<https://www.parchment.com/u/registration/20250861/account>

Transcripts are processed in the order in which they are received. Normal processing time is 1–5 business days and does not include delivery time. During college holidays and peak periods (beginning or end of terms, official registration, or graduation), it may take longer than normal to process a transcript. Orders are generally processed immediately, unless you request a hold for degree or grades.

### **Electronic Official Transcripts**

Electronic Official Transcripts are not delivered by email; the recipient’s email address is used for notification and reminder messages regarding delivery of the student’s transcript to a secure site where it can be accessed. Please verify that the recipient information you provide is correct before finalizing your order. Unfortunately, the College will not be able to provide refunds for transcripts that are sent to the wrong recipient email address or for downloads that have been disabled after expiring. Electronic transcripts should be ordered to be sent directly to the intended institution or recipient in order to be considered official.

### **Costs**

All charges for official transcripts must be paid at time of request. Official transcripts cost \$15.00 per official transcript copy requested.

Fees subject to change without notice.

## **6. Reports/Charts/Forms/Attachments/Cross References**

Transcript related forms can be found under: P:\SOP Enrollment Services\SOP Registrar\Transcript Requests

<https://burrell.edu/students/office-of-the-registrar/>

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### 7. Maintenance

The Registrar developed the procedure; it will be reviewed and updated annually.

### 8. Signature

Approved by

9/6/2024

Registrar

Date

### 9. Distribution List

All faculty, staff, Board of Trustees

### 10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date
3/5/2020	5	Availability of unofficial transcripts to current students.		3/5/2020
5/3/2023	2,5	Updated link to the Office of the Registrar website		5/9/2023
5/3/2023	5	Updated information on unofficial transcript requests by former students – Removal of CAMS		5/9/2023
9/4/2024	5	Removed language on financial obligations		9/6/2024