

Policy Title	Transcripts
Policy Number:	ADM 3.09
Department:	SCHS
Functional Area:	Dean of Enrollment Management
Contributing Department	
Approved by:	RHEI Leadership Team
Effective Date:	8/1/2024
Version:	1
Status:	Approved
Manual	To be entered by Compliance360 System administrators or N/A if not in C360
Section	ADM 3

I. Mission, Vision and Values

This policy reflects our commitment to human dignity, integrity, compassion, stewardship, and service by guiding decisions and actions that uphold respect for all individuals and promote excellence in our work.

This policy aligns with our mission of extending the compassionate ministry of Jesus by improving the health and well-being of our communities and providing good help to those in need, especially the poor, dying, and underserved by ensuring that our practices support ethical, effective, and accountable service across all areas of the organization.

II. Policy

Transcripts

III. Purpose

This policy has been created to establish that Southside College of Health Sciences (SCHS) adheres to the Federal Family Educational Rights and Privacy Act (FERPA) of 1974 in processing transcript orders for students (students' written consent required, and the College will not fax or e-mail transcripts to individuals and institutions). This policy also sets forth the procedures and timelines for students to request transcripts, through a third-party processor, as well as having transcripts delivered to the College, for courses required for entry and remaining in the program.

IV. Scope

For all students and alumni of SCHS.

V. Policy Details

The College maintains a permanent electronic record, the transcript, of a student's academic history of courses that are part of the College curriculum. In accordance with the Federal Family Educational Rights and Privacy Act (FERPA) of 1974 as amended, transcripts cannot be released without the student's written consent. Official Transcripts are ordered electronically through a third-party processor. The College does not fax or email transcripts to individuals or institutions due to FERPA security issues.

A third-party processor provides electronic transcript services to our students and alumni. The student/alum opens an account with the third-party processor and makes the request for a transcript. The SCHS Office of Records and Registration receives the request and will upload the official transcript to the third-party processor site. The transcript is delivered in 2 to 4 business days to the student/alum's requested destination.

At the end of each semester during which a required general education course is taken, the student must arrange to have an official transcript sent to the College's Office of Records and Registration. These official grades are due by the end of the add/drop period of the next 8-week term (module) or semester. Failure to provide official transcripts will result in the student being resigned from the College. Should a grade indicate that a student has not met progression requirements, the College reserves the right to remove the student from courses. The ADM 5.01 Financial Refund policy will be applied.

Courses taken prior to admission to the College and accepted for transfer credit appear on the transcript as transfer courses. For general education courses taken while enrolled at the College, the transcript indicates the name of the institution, if the course was taken elsewhere, earned grade, credit hours, and quality points. Honor listings on transcripts are calculated based on coursework while enrolled at the College only.

The College accepts electronically sent transcripts provided they are certified by the sending institution's authorized delivery agent. Electronic transcripts are received by the Office of Records and Registration. The College has the right to refuse electronic transcripts or may request additional information if there is a question about the authenticity of the document.

VI. Definitions

Official Transcript

A signed copy of a student's transcript. Often required/used when a student applies to another college/university or job.

Unofficial Transcript

A copy of a student's transcript that does not bear the College's signature. Often used for students' own personal records.

VII. Attachments

N/A

VIII. Related Policies and Procedures

ADM 3.01 Family Educational Rights and Privacy Act (FERPA)
ADM 5.01 Financial Refund

IX. Regulatory Notices

Nothing in this policy creates a contractual relationship between Bon Secours Southside College of Health Sciences (SCHS), a department owned and controlled by Bon Secours Mercy Health Petersburg, LLC (d/b/a Southside Medical Center), and any party. SCHS, in its sole discretion, reserves the right to amend, terminate or discontinue this policy at any time, with or without advance notice.

X. Version Control

Version	Effective Date	Next Review Date	Description	Supersedes, if applicable	Prepared By
1.0	8/1/2021	N/A	Revised and new template	N/A	Executive Council
2.0	8/1/2024	8/1/2027	Revisions and Policy Language & Definitions	1.0	Dean of Student Affairs
1	8/1/2024	8/1/2027	Version changed – BSMH Template Adopted/Ownership Changed	1.0	Dean of Enrollment Management

This policy/procedure/guideline is not intended to establish a standard of clinical or non-clinical care or practice. Rather, this policy/procedure/guideline creates a general tool to help guide decision-making with the understanding that different action(s) may be necessary in response to the totality of the circumstances presented.

Sites revised 05/06/2025- Bon Secours Mercy Health adopts the above policy, procedure, policy & procedure, guideline, manual / reference guide / instructions, or principle / standard / guidance document for all Bon Secours Mercy Health entities including, but not limited to, facilities doing business as Mercy Health – St. Vincent Medical Center, St. Vincent – St. Charles Hospital, St. Vincent – St. Anne Hospital, Mercy Health – Perrysburg Medical Center, Mercy Health – Tiffin Hospital, Mercy Health – Willard Hospital, Mercy Health – Defiance Hospital, Mercy Health Allen Hospital LLC, Mercy Health - Lorain Hospital, Mercy Health St. Elizabeth Youngstown Hospital, Mercy Health St. Joseph Warren Hospital, Mercy Health - St. Elizabeth Boardman Hospital, Mercy Health - St. Rita's Medical Center, Mercy Health – Springfield Regional Medical Center, Mercy Health - Urbana Hospital, Mercy Health - Anderson Hospital, Mercy Health - Clermont Hospital, Mercy Health – Fairfield Hospital, Mercy Health - West Hospital, The Jewish Hospital – Mercy Health, Mercy Health – Kings Mills Hospital, LLC, Mercy Health - Lourdes Hospital LLC, Mercy Health – Marcum and Wallace Hospital, Chesapeake Hospital Corporation DBA Rappahannock General, Maryview Hospital, Bon Secours Richmond Community, Bon Secours Memorial Regional Medical Center, Bon Secours – St. Mary's Hospital, Bon Secours St. Francis Health System, Bon Secours St. Francis Medical Center, Bon Secours Mary Immaculate Hospital, Bon Secours - Southside Medical Center, Bon Secours Mercy Health Franklin, LLC, Southern Virginia Medical Center, and Bon Secours Harbour View Medical Center. This also may apply to Bon Secours Mercy Health Medical Group LLC and its medical group affiliates.