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ISSUANCE OF STUDENTS ACADEMIC RECORDS		

1. Policy Framework

Education Act of 1982 provides in no certain terms that a student shall have “xxx(t)he right to access his/her own records, the confidentiality of which the school shall maintain and preserve xxx” and “xxx (t)he right to the issuance of official certificates, diplomas, transcript of records, grades, transfer credentials and other similar documents within thirty (30) days from requests.” These rights are individual rights, which means that they are rights that are conferred by law upon the student only.

While Laguna University, through the Registrar’s Office, endeavors to accomplish and issue school or academic records to its students and graduates as promptly as possible, it must consider the purpose for which the document is requested, the person who requests for the documents, and the documents’ confidentiality to serve the best interest of the students and the University.

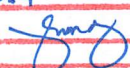
2. Application and Scope


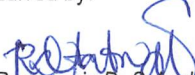
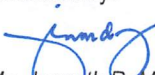
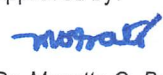
- 2.1 This guideline applies to all students enrolled in undergraduate programs as well as alumni of Laguna University.
- 2.2 This guideline also serves as reference for the record’s evaluator and all personnel who oversee the preparation and release of student’s school or academic records.


3. Definition of Terms

- 3.1 **CAV-DE (Certification, Authentication and Verification of Degree Earned)** is a certificate issued by the Commission on Higher Education (CHED) to graduates who have completed all the academic requirements of a degree program.
- 3.2 **CAV-UE (Certification, Authentication and Verification of Units Earned)** is a certificate issued by the Commission on Higher Education (CHED) to students who have not yet completed all the academic requirements of a degree program.
- 3.3 **Certificate of Eligibility to Transfer** is a document certifying that a student has no pending accountabilities with the University and is eligible for transfer to another educational institution.
- 3.4 **Classified or Strictly Confidential Records** are the records of the student submitted in pursuance of the ‘special relationship” he/she has with the school. That is, information disclosed to the school for admission, promotion and other similar purely academic/and or disciplinary purposes only. (Education Law and the Private Schools 2009, p.389)
- 3.5 **Diploma** is a legal document issued by the University certifying that the recipient has earned a degree or has successfully completed a particular degree program or course of study.
- 3.6 **School/Academic Records** are records of the students and graduates of the University, the documentary evidence of their academic records while attending the school. (Education Law and the Private Schools 2009, p.388)

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Date: 07/01/2024
Authorized by: 

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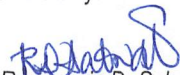
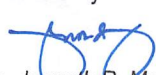
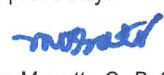
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- 3.7 **Transcript of Records (TOR)** is an inventory of the courses taken, grades, and units earned by a student throughout his/her stay in the University including transferred credits from other schools.
- 3.8 **Transfer Credentials** are records issued to requesting students who are going to transfer out to another educational institution. These may include Certificate of Eligibility to Transfer, Copy of Grades, Certificate of Good Moral Character, and Transcript of Records.
- 3.9 **Transferees** are students who have enrolled or taken basic education or college units in other schools recognized by CHED.
- 3.10 **Unclassified or Non-confidential Records** are those that are not covered by the classified records and should necessarily be made public to enable the State (through the government) and the students or parents determine the legal existence and the operation of the school and assess its performance. (Education Law and the Private Schools 2009, p.389)

4. General Policies

- 4.1 Every student has the right to be issued copies of his/her academic records and other credentials by the University provided that the said student is cleared from any financial obligation and/or property responsibility with the school.
- 4.2 School or academic records and other credentials of a student who is under penalty of suspension or expulsion shall not be released until the lapse of the penalty thereof, at the discretion of the school, in the case of suspension, or upon approval by the Department of Education or Commission on Higher Education in the case of expulsion.
- 4.3 The right to access one's school records and be issued such record is an individual right, which means that it is a right that is conferred by law upon the student only. In case, however, of a student of minor age, the right may be exercised by his/her parents or legal guardians.
- 4.4 Other than the student to whom the school records belong, they may no longer be divulged to any other person. However, the records may also be obtained by others only upon lawful order of the court, or when public safety or order requires, otherwise as prescribed by law. Anent Data Privacy Act of 2021, a signed Academic Credential Disclosure Form (LU:AA-FO-78) must be provided by the student for data processing, sharing, and disclosure.
- 4.5 The Office of the Registrar holds and processes personal data and sensitive personal data about the students for various purposes, such as, but not limited to, sharing the student's academic and/or scholastic records with their parents/guardians, academic institutions, government bodies or agencies, private or public companies and corporations. A Data Privacy Consent shall be signed by the student during the enrolment period to institute the same.
- 4.6 Anent, Republic Act 5660, all academic credentials shall have an affixed documentary stamp.
- 4.7 Anent Data Privacy Act of 2021, student may request correction of personal and privileged information by accomplishing and processing LU:AA-FO- 81 Request for

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Correction of Student's Personal Data. Pertinent documents (i.e. PSA/NSO Birth Certificate, Marriage Contract) should be attached to the request upon submission to the Registrar's Office. Otherwise, this form shall be considered null and void.

5. Specific Policies





5.1 The following are the school or academic records that can be requested from the Registrar's Office:


- 5.1.1 Diploma;
- 5.1.2 Transcript of Records (TOR) (LU:AA-FO-83);
- 5.1.3 Copy of Grades (LU:AA-FO-84);
- 5.1.4 Certification of Attendance;
- 5.1.5 Certification of Candidacy for Graduation;
- 5.1.6 Certification of Course Description;
- 5.1.7 Certification of Eligibility to Transfer;
- 5.1.8 Certification of Enrollment;
- 5.1.9 Certification of Grade Equivalence;
- 5.1.10 Certification of Graduation and Awards received;
- 5.1.11 Certification of English as Medium of Instruction;
- 5.1.12 Certification of NSTP Serial Number;
- 5.1.13 Certification of General Weighted Average (GWA);
- 5.1.14 Certification of Special Order Number (S.O. No.);
- 5.1.15 Certification of Student's Ranking;
- 5.1.16 Certification of Units Earned; and
- 5.1.17 Certification of Program Recognition/Compliance.
- 5.1.18 Cross Enrollment Permit.

5.2 Request for Academic Credentials

- 5.2.1 The student shall secure from the Registrar's Office and accomplish the Request For School Records (LU:AA-FO-79).
- 5.2.2 To verify the identity of the requesting/claiming party, one (1) valid identification card with signature shall be required for presentation upon processing of request.
- 5.2.3 The Registrar's Staff shall issue Payment Slip (LU:PF-FO-01), which will be presented by the student to the Cashier.
- 5.2.4 The student shall pay the requested academic credential at the Cashier's Office
- 5.2.5 The student shall present the Official Receipt at the Registrar's Office.
- 5.2.6 Claim Slip shall be issued to the student.
- 5.2.7 The student shall wait for the issuance of the requested documents.
- 5.2.8 Upon claiming the documents, the student shall bring the claim slip, one valid ID, and one passport size picture with nametag (for Transcript of Records).

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5.2.9 In case a student or graduate cannot personally claim his/her requested school or academic record, s/he has to accomplish the Academic Disclosure Form (LU:AA-FO-78).

5.3 Issuance of Diploma and TOR of Graduates

5.3.1 The issuance of Diploma and TOR shall be based on the completion of all graduation requirements as specified in the LU-AA-GU-24 Collegiate Graduation. Both documents shall bear the Special Order Number issued by the CHEDRO-IVA. Degree programs which have attained “accredited status” by an accrediting agency and recognized and as per advised by CHEDRO-IVA are exempted from special order numbers (CMO 1 s. 2005).

5.3.2 The diploma shall be awarded to graduates during the graduation ceremonies, except in cases where the special order number from CHED has not yet been released.

5.3.3 The fees for Diploma and TOR for graduates shall be included in the graduation fee which is paid by the students before graduation.

5.3.4 The original diploma is issued only once. However, the University accommodates request for a “second copy,” subject to the following:

5.3.4.1 that the words “Second copy issued on (date)” are printed on the second copy of the diploma;

5.3.4.2 that in case the signatories of the original diploma are no longer in the University, the school officials who have replaced them shall sign on the succeeding copies.

5.3.5 The school officials shall issue and/or award TOR to graduates during the graduation ceremonies provided that:

5.3.5.1 they are cleared from all financial and/or property responsibility with the University;

5.3.5.2 they have submitted their Terminal Clearance on scheduled date; and


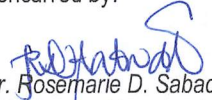
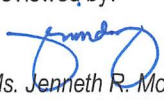
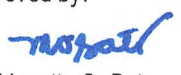
5.3.5.3 the special order number from CHED has been released.


5.3.6 Request for another copy of TOR is allowed, regardless of frequency and number of copies provided, the purpose for which the request is made (e.g. for board exam, for evaluation, for employment, or for further studies) and the series number of issuance is specified in the TOR. For the succeeding copies, the TOR must be processed and released within the day or maximum of three days depending on the request workload.

5.4 Issuance of TOR to Student who will Transfer Out

5.4.1 The TOR of transferees must be released to requesting student only upon acceptance of the official request which is included in the Certificate of Eligibility to Transfer. This is an indication that the transferring student has already submitted the required document to the school to which s/he is transferring.

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- 5.4.2 All TOR, whether released to the student or sent to the requesting schools, must be sealed with the signature of the Registrar signed on the flap of the envelope.
- 5.4.3 Requests made by a school for TOR which is already released to another school cannot be honored. The second school must request the TOR from the school to which the transcript was first released.
- 5.4.4 A Certificate of Transfer Credential (LU:AA-FO-82) signed by the University Registrar shall be issued not later than two weeks after the filing of the application for transfer, provided that, in the case of a student who is a transferee from another school, his/her records from that previous school that have been received are complete, and in order.
- 5.4.5 TOR shall be released provided that financial/property obligations have been settled by the requesting student.

5.5 Issuance of TOR for other purposes

- 5.5.1 A TOR may be issued to students who are either alumni, undergraduates or transferring out of the University if the purpose for which the request was made is reflected in the document. (ex. For employment, study abroad, board/licensure exam, visa/passport application, application for correction of name to DepEd or for evaluation purposes)


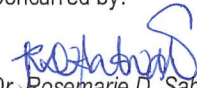


5.6 Issuance of other school or academic records


- 5.6.1 The Office of the Registrar shall issue other credentials for scholarship, evaluation, employment, CAV, transfer and other similar purposes. These include certification of grades, enrollment, units earned, medium of instruction, and the like.
- 5.6.2 The Certificate of Eligibility to Transfer shall be issued only once. A second copy may be requested only when the original copy was lost or damaged and upon presentation of an affidavit of loss.
- 5.6.3 A student who was issued Certificate of Eligibility to Transfer (CET) but will no longer proceed with his/her transfer to another school, must return the documents to the Registrar's Office for cancellation if it has not been used for enrolment in other schools. Student may be re-admitted by the University at least one (1) semester after the issuance of the CET.
- 5.6.4 Requested credentials shall be processed and released within the day or maximum of three days depending on the request workload.
- 5.6.5 All unclaimed requests for school or academic records shall be disposed after 60 calendar days.

5.7 TOR Request for Students who Transferred to the University

- 5.7.1 Request for TOR of students who transferred to the University shall be processed within their first semester of attendance for college. LU:AA-FO-80 Request for Transcript of Records shall be prepared by the Registrar's Office.

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5.7.2 A second request for TOR shall be made when there is no action taken by the previous school in the following year after the request was made for college.

5.7.3 Final request shall be made within the students' terminal year for college.

5.8 Authentication of school or academic records

5.8.1 Students and/or graduates may apply for authentication of school or academic records issued by the Registrar's Office.

5.8.2 If the copy of school or academic records are proven genuine, the photocopy of the document shall be stamped with "Certified True Copy of the Original," signed by the Registrar, and affixed with the official dry seal of the University.

5.8.3 Request for authentication or verification of school or academic records made by a third party, shall require authorization from the concerned student or graduate before the request is processed.

5.9 Signatories of School or Academic Records

5.9.1 Copy of Grades and Transcript of Records: Officials in the Registrar's Office and assigned personnel

5.9.2 Diploma: Registrar and University President

5.9.3 For other school or academic records such as certifications or system generated reports except for TOR, the Registrar shall sign.

5.10 Graduates who were found guilty of tampering their school records will be blocklisted and shall not be able to request for any school records or documents for two years.

5.11 Confidentiality and Security of Records

5.11.1 Compliance with the rule on confidentiality of student records would be applicable only in the case of "classified" or strictly "confidential records" of the student and does not necessarily apply to "unclassified or non-confidential" records.

Some of these *classified records or documents* are, but not limited to, the following:

- Personal and academic records of the student;
- Baptismal or birth certificates;
- Adoption papers;
- Academic reports;
- Disciplinary records; and
- Alien certificate of registration in the case of foreign students.

5.11.2 Confidential records should be released only upon the request of:


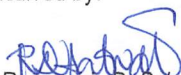
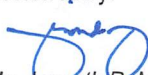
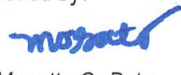
5.11.2.1 the student owning the records;


5.11.2.2 the parents or guardian, if the student is a minor;

5.11.2.3 the other school officials and/or teachers in the school system who have legitimate educational interests;

5.11.2.4 the officials of other school in which the student seeks to enroll;

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- 5.11.2.5 the authorized representatives of government including state educational authorities, as long as records are not identifiable to a particular student;
- 5.11.2.6 organizations conducting studies for, or on behalf of, educational agencies if the personal identification of the student is destroyed when it is no longer needed for the study;
- 5.11.2.7 accrediting organizations;

5.11.3 Moreover, the records must be released

- 5.11.3.1 upon a valid court order. However, a court order may be refused by invoking the question of privilege (like that of the priest and confessant) and requesting a ruling from the highest court of justice;
- 5.11.3.2 or in connection with a student's application for or receipt of financial aid; and
- 5.11.3.3 as warranted by regulations of government entities pertaining to health or welfare of student or other persons.

5.11.4 Unclassified or Non-Confidential records shall include, but are not limited to, the following:



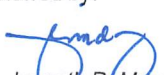
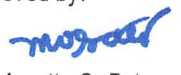
- Enrollment lists;
- Class and teacher's program;
- Directory of graduates;
- Approval of courses;
- Permits or recognitions; and
- Statistical records.


5.11.5 All student records shall have its cloud-based back-up. Its integrity shall be regularly assessed by the personnel at the Registrar's Office, in coordination with the Management Information Systems Office.

5.12 Withholding of Credentials

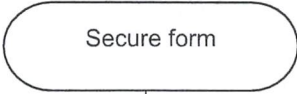
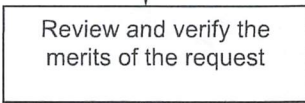

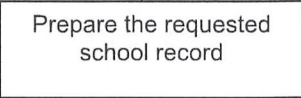
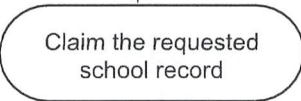
- 5.12.1 The release of the transfer credential of any student may be withheld for reasons of suspension, expulsion or non-payment of financial obligations or property responsibility of the student to the Laguna University.
- 5.12.2 The credential shall be released as soon as the obligations have been settled or the penalty of suspension or expulsion have been completed.
- 5.12.3 Students shall not be issued transfer credentials during the semester that he/she is enrolled in.

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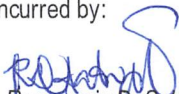


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6. Process Map and Work Instruction

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend:			
In-Charge	Process Flow		
Requestor		The form can be accomplished offline.	Acceptance: Properly filled-out form
Registrar's Staff		To verify the identity of the requesting/claiming party, one (1) valid Identification Card with signature shall be required for presentation upon processing of request.	Acceptance: Valid reason and appropriate documents are presented. Rejection: Invalid reason and documents presented do not substantiate the claim.
Requestor		The requestor shall pay the requested academic credential at the Cashier's Office.	Acceptance: Duly paid processing fee
Registrar's Staff		The student shall present the Official Receipt at the Registrar's Office. Claim Slip shall be issued to the student.	Output: Complete and correct school record; Timely preparation and issuance of school record
Requestor		The student shall wait for the issuance of the requested documents. Upon claiming the documents, the student shall bring the claim slip, one valid ID, and one (1) passport size picture with nametag (for Transcript of Records). In case a student or graduate cannot personally claim his/her requested school or academic record, s/he has to accomplish the Academic Disclosure Form (LU:AA-FO-78).	

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<p>ISSUANCE OF STUDENTS ACADEMIC RECORDS</p>		

7. Monitoring and Evaluation

Implementation of this guideline shall be monitored by the Office of the Vice President for Academic Affairs and Registrar’s Office and shall be reviewed every two years or as the need arises.


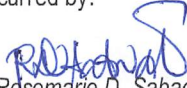


8. Dissemination

This guideline shall be uploaded to and viewable through Laguna University Quality Document Management System (LU-QDMS).

9. Related Documents

- LU:AA-FO-78 Academic Disclosure Form
- LU:AA-FO-79 Request for School Records
- LU:AA-FO-80 Request for Form 137/SF10/Transcript of Records
- LU:AA-FO-81 Request for Correction of Student’s Personal Data.
- LU:AA-FO-82 Certificate of Transfer Credential
- LU:AA-FO-83 Transcript of Records
- LU:AA-FO-84 Copy of Grades
- LU:AA-FO-85 Endorsement for Certification, Authentication, and Verification

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Prepared by:  Ms. Amelyn S. Mahinay University Registrar	Concurred by:  Dr. Rosemarie D. Sabado OIC-Vice President, Academic Affairs	Reviewed by:  Ms. Jenneth R. Mondez Director, Quality Management Office	Approved by:  Dr. Monette O. Bato OIC-University President
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