

Effective Date: January 1, 2017

Revised Date: July 12, 2024

RG – 002: Official and Unofficial Transcripts

I. Purpose

To provide guidelines on the types of transcripts issued, the content and procedure requirements for each type, and guidelines for distribution of transcripts.

II. Additional Authority

Accrediting Bureau of Health Education Schools (ABHES); State of California (Sec1, title 1.6C.7, section 1788.90), Colorado HB22-1049

III. Responsible Party(ies)

Registrars

IV. Policy Statement

Provide an official or unofficial record of a student's academic history that includes the student's name, date of birth, address, campus, program, enrollment status, start date, last date attended, course numbers, course titles, credits attempted, credits earned, grades, quality points, grade point average, and degree earned (if applicable). It is not the practice of Pima Medical Institute to withhold transcripts from students or graduates for any purpose.¹

V. Procedure

A. Official Transcripts

1. Parchment Process

- a. Students / graduates are encouraged to request transcripts through the PMI Student portal and PMI Alumni portal, which links the user to Parchment.
- b. Parchment determines if the record on file has a hold or needs further review.
 - i. Parchment automatically processes request if system shows no hold.
 - ii. Parchment automatically notifies the registrar by email if a transcript request cannot be processed due to a hold or error, indicating further review and/or correction is required by the registrar.
- c. Registrars are provided with Parchment access (assigned by the Registrar Manager).

2. Manual Process

- a. Students who graduated prior to 2000 (graduates may request through Parchment but the request will trigger the process described in V.A.1.c.).
 - i. The registrar must process the transcript manually.
 1. Original student file is located and/or obtained from off-site storage.
 2. Original, signed transcript from student file is photocopied onto plain paper.
 3. Registrar signs the photocopy and stamps with the PMI seal in the lower right corner.
 4. If the Registrar is unavailable, the campus director or associate campus director may sign.
 5. Seal the pre-printed transcript envelope or stamp "Official Transcript Enclosed Void If Seal Broken" over the flap of the envelope.

3. Colorado Transcripts

- a. Official transcripts are uploaded into the student files in accordance with State of Colorado requirements.

(Policy continues on the next page.)

¹ Complaints pertaining to HB22-1049 and an institution withholding transcripts may be submitted to the Colorado Student Loan Ombudsperson via email to CSLSA@coag.gov

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- B. Unofficial Transcripts
 - 1. PMI Alumni Portal and PMI Student Portal Process
 - a. Students / graduates may log into either the PMI Alumni portal or PMI Student portal and view/print unofficial transcripts at any time.
- C. Records Research - Transcript Delays
 - 1. When a request is submitted to parchment, there are two scenarios where Parchment may place the record on a temporary hold where the registrar must override the status:
 - a. Incorrect student information
 - i. Registrar corrects the information in Parchment according to student/graduate information and removes the hold in Parchment.
 - 1. The Registrar must locate the student in the Open Orders tab in Parchment and click “Process Order” to complete the process.
 - b. Student graduated prior to 2000
 - i. The Registrar will process the transcript manually, refer to RG-002 V.A.2: Manual Process for instructions.
 - ii. Registrar enters the Transcript Request into the Contact Manager Module and emails the student before canceling the request in Parchment.
- D. Transcripts for Licensing Agencies / State Boards
 - 1. Graduates are encouraged to request transcripts no sooner than five business days after exiting through the PMI Student portal and PMI Alumni portal, which links the user to Parchment.
- E. Grading Classifications
 - 1. Parchment will not process transcripts unless at least one course grade has been entered.
 - 2. Grades for all courses completed and attempted are recorded on students’ permanent transcripts using the following grading system.

A	100 – 93%
B	92 – 85%
C	84 – 77%
F	Below 77%
INC	Incomplete
AU	Audited (see RG-001: Auditing Skills / Courses)
Pass/Fail	Audit courses ONLY (see RG-001: Auditing Skills / Courses)
X	Dropped Course - No Penalty
W	Withdrawn
T	Terminated
ST	Section Transfer
Q	Incomplete due to COVID-19
DQ	Disqualified *(requires prior approval)
 - 3. Definitions
 - a. Incomplete (INC)
 - i. INC is designated when a student is in attendance for the full length of a course but does not complete all of the coursework (e.g., exams, activities, assignments).
 - ii. The student has two weeks from the end of the course to complete all work/ missing assignments/tests from the end of the term.
 - 1. If the student has not completed the work by the end of the two-week period, a score of zero is given.
 - 2. The student’s earned scores are calculated into the overall grade to determine the final grade for the course.
 - iii. At the end of the two-week period, the INC grade must be changed to A, B, C, or F, with the appropriate percentage recorded.

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- b. Dropped Course - No Penalty
 - i. A leave of absence (LOA) or drop with no penalty is designated by the letter X.
 - ii. An X is given for the following reasons:
 - 1. Leave of Absence: Student goes on LOA and is unable to complete a course
 - a. A student returning from a LOA is reregistered for the course that was not completed.
 - 2. Title IX pregnancy (refer to [PMI - 023: Student Pregnancy - General](#))
 - 3. Online Only – Student drops a course within the first two weeks of the semester while remaining enrolled in other courses and continuing in the program.
 - iii. The student’s transcript will reflect the X designation for the course not completed and the earned grade for course completed upon return.
- c. Withdrawn (W)
 - i. W is designated when a student withdraws.
 - ii. The W is considered a permanent designation and remains on the student’s transcript even if he or she returns and retakes the course(s).
 - iii. A student returning to the same program is required to repeat any courses that carry a W designation.
 - iv. The earned grade for repeated courses is also recorded on the student’s transcript.
- d. Terminated (T)
 - i. T is designated when a student is terminated by the school.
 - ii. The T designation is applied to any courses that were not completed at the time of termination.
 - iii. The T is considered a permanent designation and remains on the student’s transcript even if he or she returns and retakes the course(s).
 - iv. A returning student is required to repeat any courses that carry a T designation.
 - v. The earned grade for repeated courses is also recorded on the student’s transcript.
- e. Section Transfer (ST)
 - i. ST is designated when a student transfers from one section of a program to another section in the *same* program.
 - 1. For example, a student attending the morning session of the Medical Assistant program transfers to the evening session of the same Medical Assistant program.
 - ii. The ST designation is entered for courses in the original session the student attended but did not complete.
 - iii. The appropriate letter grade is entered for each course the student completed in the session to which the student transferred.
- f. Incomplete due to COVID-19 (Q)
 - i. Department of Education – Grade Status of Q (COVID-19 related extension)
 - ii. A grade status of ‘Q’ applies to courses that were not completed due to reasons related to the COVID-19 pandemic.
 - iii. The Q is considered a permanent designation and remains on the student’s transcript even if the student retakes the course(s).
 - iv. A student returning to the same program is required to repeat the course(s) that carry a Q designation, and the earned grade to the repeated course(s) is recorded on the student’s transcript.
 - v. A Q designation is not included in the calculation of the GPA or counted in the hours attempted for the purposes of calculating the successful course completion percentage.

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- g. Disqualified (DQ)
 - i. DQ is designated in situations where a student started the program and completed coursework but did not meet the admission requirements (e.g., documentation or authorization may be pending).
 - 1. This grade will allow us to retain the data in CampusNexus / CReaM but will not grant the student any earned credits or hours.
 - ii. This designation requires prior approval from the Corporate Registrar Manager.
 - 1. Contact registrar@pmi.edu first.