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## Memo

**Date:** December 4, 2024

**Subject:** Updated Administrative Policy – Effective January 1, 2025\*\*

Dear Students,

We are introducing an updated **Administrative Policy**, effective **January 1, 2025**, to ensure clarity and consistency in processing transcript and administrative requests. Please review the following guidelines carefully:

### Transcript Requests and Charges

#### 1. Unofficial Transcripts

- **Fee:** \$20 per request.
- **Frequency:** Issued once every 30 days at the standard price. Requests within 30 days of the last issue will be subject to an express processing fee of \$35.

#### 2. Official Transcripts

- **First Request:** Free of charge.
- **Reprints:** \$20 per additional request.

### Additional Administrative Fees

1. **Graduation Credential Reprint:** \$20 per request.
2. **Program Change Administrative Fee:** \$100 per request.
3. **Confirmation of Status Letter:** \$10 per request.
4. **Exam/Test Rewrite Fee:** \$200 per exam or test.

### Processing Times

- **Standard Processing:** Transcript requests are processed within 5 business days.
- **Express Processing:** Urgent requests require at least 2 business days and are subject to the express processing fee.

### Request Submission

To request any documents or services which require a fee to be paid, please follow the following process:

1. Visit the Granville College website at [www.granvillecollege.ca](http://www.granvillecollege.ca)
2. Click on the Students Hub tab
3. Click on Request Documents
4. Follow the prompts to submit your document request and pay the associated fee for the transaction
5. No further action is needed, your document will be emailed to you at the appropriate email address that was provided on the document request form.

Best Regards,

Student Services  
Granville College