REGISTRY SERVICES
CENTRAL ACADEMIC INFORMATION
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SU SEMESTER RESULT RELEASE PROCEDURE

DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	Chief Academic Officer	

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1. PURPOSE

This procedure has been developed to support British University Vietnam (BUV)'s Central Academic Information Services to manage semester result release for SU programmes. This documentation will provide a formal standardised and repeatable process with clear timelines for department of Central Academic Information Services.

2. SCOPE

This procedure encompasses the process of releasing semester result for SU programmes.

3. DEFINITIONS

a. Abbreviations

Definitions of abbreviations used throughout the policy and related references are as follows:

Abbreviations	Definitions
BUV	British University Vietnam
SU	Staffordshire University
CAO	Chief Academic Officer
DCAO	Deputy Chief Academic Officer
CAIS	Central Academic Information Services
ACO	Academic Compliance Office
FIN	Finance Department
AO	Admission Office
CO	Course Office
LMS	Learning Management System
EO	Examinations Office

b. Terminologies

Terminologies	Definitions

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4. PROCEDURE

a. Release result of finished modules to students: E:Vision

   i. Flowchart:

STAFFORDSHIRE UNIVERSITY	CENTRAL ACADEMIC INFORMATION SERIVICES	STUDENT
	Start	
	1. Check pending fees & suspension status	
2. Inform BUV of result availability on E:Vision	3a. For 1st access students: Send notice of result availability with default password	
	3b. For students who have accessed E:Vision before: Send notice of result availability	4. View transcript on E:Vision
	6. Check and refer to person in charge	5. Report error to CAIS
	End	

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ii. Roles & Responsibilities:

Step#	Process Activities	Turnaround time	Output	PIC
1	Check pending fees & suspension status	1 week before release date	Fee status checked	CAIS
2	Inform BUV of result availability on E:Vision	1 day before release date	Email notice	SU
3a	For 1st access students: Send notice of result availability with default password In the notice, note the time difference between UK & VN times	On release date	Email notice	CAIS
3b	For students who have accessed E:Vision before: Send notice of result availability In the notice, note the time difference between UK & VN times	On release date	Email notice	CAIS
4	View transcripts on E:Vision If there are errors, move to (4)			Student
5	Report error to CAIS	As soon as possible		Student
6	Check and refer to person in charge	Within 1 day	Email notice	CAIS

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b. Release result of non-finished modules to students: Email

i. Flowchart

EXAMS OFFICE	CENTRAL ACADEMIC INFORMATION SERIVICES	ENGLISH TEAM	DEPUTY CHIEF ACADEMIC OFFICER

```
                    Start

                              1b. Check pending fees
                              & suspension status

  1a. Send Grids          2. Create grade data of
  approved by IB to CAIS  non-finished modules

  3b. Send                3a. Prepare / revise email    4. Proofread email      5. Approve email
  revised Grids after SU  template for students         template for students   template for students
  moderation

                          6. Prepare transcript by
                          mail merging from grade
                          data for non-finished
                          modules

                          7. Double check transcript
                          table

                          8. Send email to student
                          using Word mail merge
                          function

                                   End
```

ii. Roles & Responsibilities

Step#	Process Activities	Turnaround time	Output	PIC
1a	Send Grids approved by IB to CAIS EO send Grids to CAIS right after IB for CAIS to prepare transcripts of non-finished modules for normal cases	2 day after IB	Grids	EO
1b	Check pending fees & suspension status	1 week before release date	Fee status checked	CAIS

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2	Create grade data of non-finished modules	5 days before result release date	Data for merging	CAIS
3a	Prepare / revise email template for students	5 days before result release date	Revised email template	CAIS
3b	Send revised Grids after SU moderation to CAIS EO send Grids to CAIS again right after SU moderation for CAIS to update results for outstanding cases	1 day after SU moderation	Grids	EO
4	Proofread email template for students	1 day after Step 4	Email template proofread	English team
5	Approve email template for students	2 days after Step 4	Email template approved	DCAO
6	Prepare transcript by mail merging from grade data for non-finished modules Students do not receive pdf transcript file. Only in email body.	5 days before result release date	Transcript table	CAIS
7	Double check transcript table		Checked transcript table	CAIS
8	Send email to student using Word mail merge function	On result release date on E:Vision	Email sent	CAIS

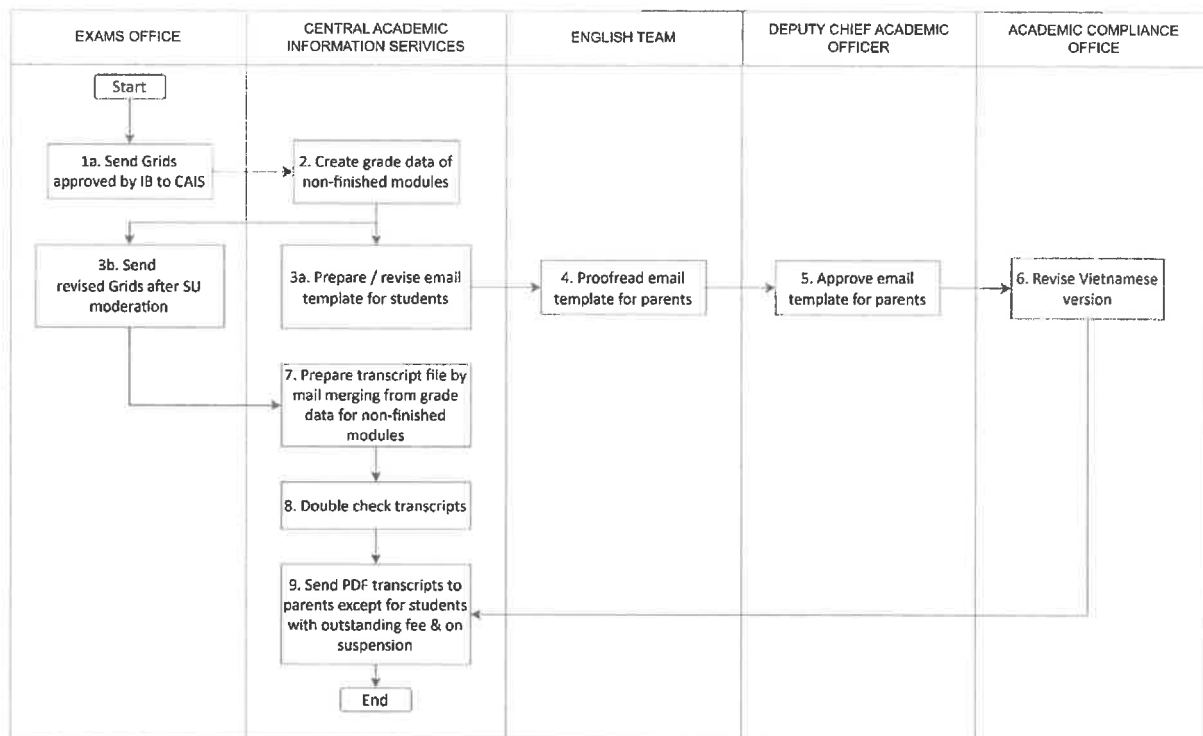c. Release result of finished modules to parents: Email & attachment

i. Flowchart

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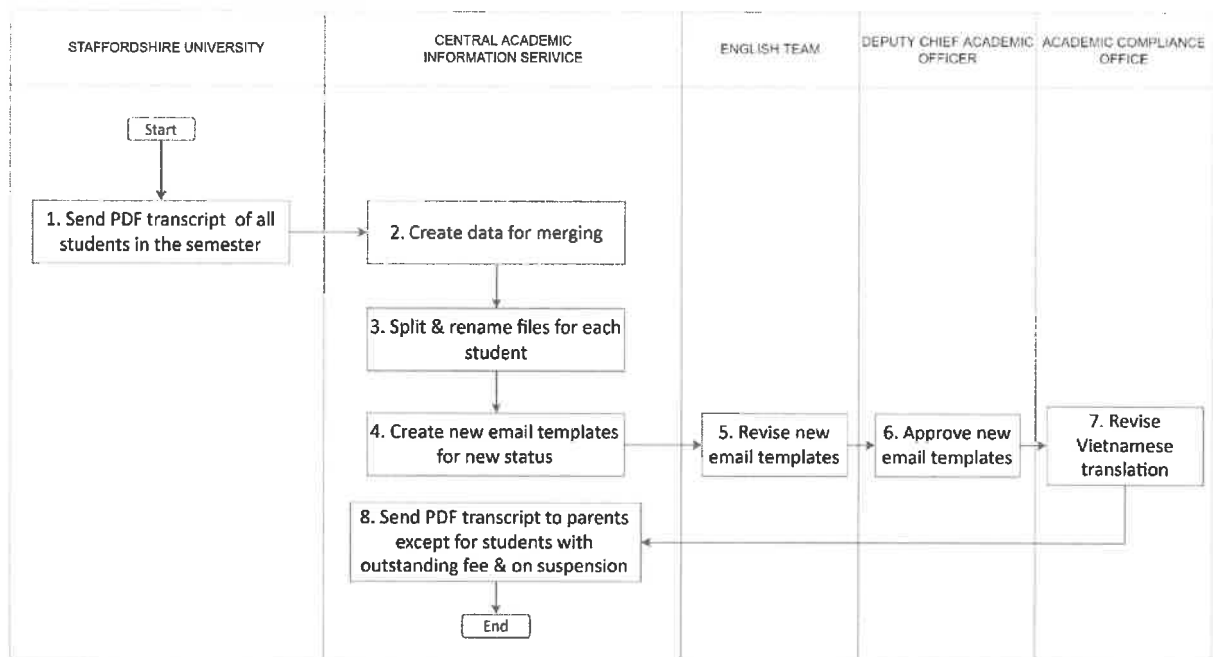
ii. Roles & Responsibilities

Step#	Process Activities	Turnaround time	Output	PIC
1	Send PDF transcript of all students in the semester	3 days after result release on E:Vision	PDF transcripts	SU
2	Create data for merging		Data for merging	CAIS
3	Split & rename files for each student	3 days after Step 1	Separate transcripts by student	CAIS
4	Create new email templates for new status Only if there is a new status	3 days after Step 1	New email templates	CAIS
5	Revise new email templates	1 day after Step 4	Revised new email templates	English Team
6	Approve new email templates	2 days after Step 4	Approved new email templates	DCAO
7	Revise Vietnamese translation	Same day as Step 6	Revised new email templates	ACO
8	Send PDF transcript to parents except for students with outstanding fee & on suspension	Within 2 weeks from result release date from E:Vision	PDF transcript sent to parents	CAIS

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d. Release result of non-finished modules to parents: Email & attachment

i. Flowchart

EXAMS OFFICE	CENTRAL ACADEMIC INFORMATION SERIVICES	ENGLISH TEAM	DEPUTY CHIEF ACADEMIC OFFICER	ACADEMIC COMPLIANCE OFFICE
Start				
1a. Send Grids approved by IB to CAIS	2. Create grade data of non-finished modules			
3b. Send revised Grids after SU moderation	3a. Prepare / revise email template for students	4. Proofread email template for parents	5. Approve email template for parents	6. Revise Vietnamese version
	7. Prepare transcript file by mail merging from grade data for non-finished modules			
	8. Double check transcripts			
	9. Send PDF transcripts to parents except for students with outstanding fee & on suspension			
	End			

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ii. Roles & Responsibilities

Step#	Process Activities	Turnaround time	Output	PIC
1	Send Grids approved by IB to CAIS EO send Grids to CAIS right after IB for CAIS to prepare transcripts of non-finished modules for normal cases	2 day after IB	Grids	EO
2	Create grade data of non-finished modules	5 days before result release date	Data for merging	CAIS
3a	Prepare / revise email template for students	5 days before result release date	Revised email template	CAIS
3b	Send Grids after SU moderation to CAIS EO send Grids to CAIS again right after SU moderation for CAIS to update results for outstanding cases	1 day after SU moderation	Grids	EO
4	Proofread email template for parents	1 day after Step 4	Revised email template	English Team
5	Approve new / revised email templates	2 days after Step 4	Approved email template	DCAO
6	Revise Vietnamese version	Same day as Step 6	Approved email template	DCAO
7	Prepare transcript file by mail merging from grade data for non-finished modules	5 days before result release date	Transcript files	CAIS
8	Double check transcripts		Transcript files	CAIS
9	Send PDF transcripts to parents except for students with outstanding fee & on suspension	Within 2 weeks from result release date from E:Vision	Transcript files	CAIS

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e. Release provisional result for SU MBA

    i. Flowchart

EXAMS OFFICE	CENTRAL ACADEMIC INFORMATION SERIVICES	ENGLISH TEAM	DEPUTY CHIEF ACADEMIC OFFICER

Start

1a. Prepare / revise email template for students if any → 2. Proofread email template for students → 3. Approve email template for students

1b. Send Grids to CAIS

4. Check pending fees & status

5. Create merging data of module result

6. Double check grade data

7. Prepare transcript by mail merging from Grids

8. Send email to student using Word mail merge function

End

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ii. Roles & Responsibilities

Step#	Process Activities	Turnaround time	Output	PIC
1a	Prepare / revise email template for students	4 weeks after final assessment date	Revised email template	CAIS
1b	Send Grids to CAIS	2-3 days before release date (release date – 5 weeks after final assessment date)	Grids	EO
2	Proofread email template for students	1-2 day after Step 1a	Email template proofread	English team
3	Approve email template for students	1 day after Step 2	Email template approved	DCAO
4	Check pending fees & status	4 weeks after final assessment date	Fee status checked	CAIS
5	Create merging data of module result (Excel file)	1 day after Step 1b	Data for merging	CAIS
6	Double check grade data	Same day as Step 5		
7	Prepare transcript by mail merging from Grids Students do not receive pdf transcript file. Only in email body.	1 – 2 days after Step 1b	Transcript table	CAIS
8	Send email to student using Word mail merge function	Same day as Step 7	Email sent	CAIS

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5. APPROVALS

a. Policy development or review will be endorsed by Head of Academic and Student Operations and approved by CAO prior to implementation and execution.

b. Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.

c. This document is approved and effective from the date of signing:

Prepared by	Checked by	Checked by	Confirmed by	Agreed by	Approved by
Tran Duc Trung Academic Compliance Manager	**Nguyen Thi Dung** Central Academic Information Service Manager	**Hoang Thi Vien** Examinations Office Manager	**An Nhat Linh** Registry Services Associate Manager	**Tony Summers** Deputy Chief Academic Officer	**Christopher Jeffery** Chief Academic Officer

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Transcript of finished modules	Soft copy	CAIS	5 years
Transcript of non-finished modules	Soft copy	CAIS	5 years

7. REFERENCES

Document Ref	Document Title
08 /2022/CAIS/BUV-REGISTRY	SU semester result release procedure

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