

# Office of the Registrar

## Mission

The Mission of the Office of the Registrar is to provide outstanding academic and support services to students, faculty, staff, and alumni in compliance with institutional, professional, and legal standards; and to provide timely and accurate information while maintaining the security and integrity of student data.

The Registrar's Office maintains the academic records of all Sofia University students. The Office issues transcripts, receives incoming student transcripts and documents, certifies enrollment, evaluates students' records, monitors academic standing, coordinates grades and attendance, and processes students for graduation. The Registrar's Office strives to improve processes and procedures through the innovative use of technological resources. In all these duties the Office supports the University's core values.

## Registration

Sofia University utilizes the online registration functionality through the Sofia portal. After completing the first quarter, students will have the ability to self-register. For further registration assistance, a guide is available in the Sofia University website [Office of the Registrar - Sofia University](#). Students may also consult with their designated Academic Advisor.

Have any additional questions? The Office of the Registrar can be contacted at [registrar@sofia.edu](mailto:registrar@sofia.edu) or by calling **1-888-820-1484 ext.10903** or via fax **(650) 493-6835**.

## Add/Drop Period

The Add/Drop period occurs prior to and throughout the first week of the quarter. During this period, students may add and drop courses.

## Transcript Request:

Sofia University official transcripts are ordered online via the National Student Clearinghouse. [Click here to access transcript requests and payments through our online service.](#) The standard transcript fee is \$5 (plus a processing fee and secure electronic fee). Unofficial transcripts are available on the student portal on the main Sofia University website.

## Changes of Name or Address

Students are responsible for maintaining up-to-date information: e.g., name, mailing address, phone number, or email address. Update to student information, except student name, may be completed in the portal. Name change requests must be accompanied by a copy of one of the following documents: marriage certificate, court order, social security card, or driver's license.

# Student Record Retention

In addition to permanently retaining a transcript as required by section 94900(b) of the Code, the University retains all required records for a minimum of five (5) years from the end of the student's award year on-site in order to be compliant with Federal Regulation (34 CFR §668.24) and State Regulation (5 CCR §71920). Records may then be stored on a secure off-site location and/or digitized and stored into a solutions system.