

SOP Name: _____

SOP Number: _____

Process Owner (Department): _____

Process Owner/Directly Responsible Individual (Title): _____

Version: _____

Last Reviewed Date: _____

Approved By: _____

Effective Date: _____

Next Review Date: _____

Purpose: *Clearly state why this SOP exists.*

Example: This SOP establishes a standardized process for initiating and documenting student inquiries across all entry points, including online form submissions, campus visits, high school events, and staff-submitted Requests for Information (RFIs), to ensure accurate data capture, consistent communication, and a seamless introduction to Hartnell College.

Scope: *Define who, what, and when this SOP applies.*

Divisions and Departments impacted: *What areas will be affected with this procedure?*

Roles involved: *Who will have a responsibility within this procedure?*

Systems/Technology used: *What existing systems and/or technology is required?*

Data required: *What existing data is required?*

Institutional Knowledge/Processes: *Do we have all relevant assets to proceed?*

Timeline/Occurrence: *How often does this procedure take place?*

Adjacent SOPs: *Does this procedure align and/or is dependent on other SOPs?*

Exclusions (if applicable): *When would this SOP not apply?*

Example: This SOP does not include application processing, admissions evaluation, marketing campaign strategy, or ongoing student communications beyond initial inquiry intake and logging.

Definitions:

Term	Definition

Procedure: (Step-by-Step Process)

Step 1:

Action:

Responsible:

Timeline:

Output:

Step 2:

Action:

Responsible:

Timeline:

Output:

Records Management:

Where records are stored:

Retention period:

Access control: