



SOP Framework

February 2026

SOP Name: *Insert Title*

SOP Number: *Insert Number (if applicable)*

Process Owner (Department): *Insert Department*

Process Owner/Directly Responsible Individual (Title): *Insert Title*

Version: *Insert Version Number*

Last Reviewed Date: *Insert Date*

Approved by: *Insert Name, Title, & Date*

Effective Date: *Insert Date*

Next Review Date: *Insert 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:

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Term	Definition
[ENTER TERM]	[ENTER DEFINITION]
[ENTER TERM]	[ENTER DEFINITION]

Procedure (Step-by-Step Process)

Step 1: [Title]

- Action:
- Responsible:
- Timeline:
- Output:

Step 2: [Title]

- Action:
- Responsible:

- Timeline:
- Output:

Records Management

- Where records are stored:
- Retention period:
- Access control: