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DECREE OF RECTOR OF UNIVERSITAS HASANUDDIN
NO. 00478/UN4.1/KEP/2023

CONCERNING
STANDARD OPERATING PROCEDURE (SOP)
ACADEMIC SERVICE IN SUB-DIRECTORATE OF EDUCATIONAL ADMINISTRATION OF
UNIVERSITAS HASANUDDIN

RECTOR OF UNIVERSITAS HASANUDDIN

- Considering : a. that to ensure the success of educational administration within the scope of the Directorate of Education, especially in the Sub-directorate of Education Administration, Standard Operating Procedures (SOP) for Academic Services at Universitas Hasanuddin are deemed necessary;
- b. that the success of the education administration process will affect customer satisfaction level on the services provided;
- c. that to fulfill the purposes in the aforementioned letters a and b, it is necessary to issue a decree.
- Bearing in mind : 1. Law No. 20 of 2003, concerning the National Education System (State Gazette of the Republic of Indonesia of 2003 No. 78, Supplement to the State Gazette of the Republic of Indonesia No. 4301));
2. Law No. 14 of 2005 concerning Teachers and Lecturers (State Gazette of the Republic of Indonesia of 2005 No. 157, Supplement to the State Gazette of the Republic of Indonesia No. 4586);
3. Law No. 12 of 2012 concerning Higher Education, (State Gazette of 2012 No. 158 Republic of Indonesia Government Regulation. No. 23 of 1956 concerning the Establishment of Universitas Hasanuddin (State Gazette of 1956 No. 39);
4. Government Regulation No. 4 of 2014 dated 30 January 2014 concerning the Implementation of Higher Education and Management of Higher Education (State Gazette of the Republic of Indonesia 2014 No. 16); Amendment to Government Regulations No. 66 of 2010;
5. Government regulations No. 82 of 2014 dated 17 October 2014, concerning the Determination of Universitas Hasanuddin as a Legal Entity State University (Supplement to State Gazette of 2014 No. 303);
6. Government Regulations No. 53 of 2015, dated 22 July 2015 concerning the Statutes of Universitas Hasanuddin (Supplement to State Gazette of 2015 No. 5722);
7. Ministerial Regulation of Education and Culture No. 45 of 2019 dated 27 December 2019 concerning the Organization and Work Procedures of the Ministry of Education and Culture;
8. Ministerial Regulation of Education and Culture No. 3 of 2020 concerning National Higher Education Standards (State Gazette of the Republic of Indonesia of 2020);

9. Regulation of Board of Trustees of Universitas Hasanuddin No. 25919/UN4.0/OT.05/2016 dated 23 May 2016 concerning Inter-Organ Working Procedures;
10. Decree of Board of Trustees No. 5/UN4.0/KEP/2022 dated 21 April 2022 concerning the Dismissal of the Rector of Universitas Hasanuddin for 2018-2022 Period and the Appointment of the Rector of Universitas Hasanuddin for the 2022-2026 Period;
11. Regulation of Rector of Universitas Hasanuddin No. 2781/UN4.1/KEP/2018 dated 16 July 2018 concerning the Implementation of Universitas Hasanuddin Undergraduate Program;
12. Regulation of Rector of Universitas Hasanuddin No. 2784/UN4.1/KEP/2018 dated 16 July 2018 concerning the Implementation of the Hasanuddin University Masters Program;
13. Regulation of Rector of Universitas Hasanuddin No. 2785/UN4.1/KEP/2018 dated 16 July 2018 concerning the Implementation of the Hasanuddin University Doctoral Program;
14. Regulation of Rector of Universitas Hasanuddin No. 4/UN4.1/2019 dated 29 March 2019 concerning the Implementation of Universitas Hasanuddin Vocational Programs;
15. Regulation of Rector of Universitas Hasanuddin No. 5/UN4.1/2019 dated 29 March 2019 concerning the Implementation of Masters towards Doctoral Education Programs for Excellent Graduates (PMDSU) at Universitas Hasanuddin;
16. Regulation of Rector of Universitas Hasanuddin No. 7/UN4.1/2019 dated 2 April 2019 concerning the Implementation of Universitas Hasanuddin Specialist Programs;
17. Regulation of Rector of Universitas Hasanuddin No. 8/UN4.1/2019 dated April 2 2019 concerning the Implementation of Universitas Hasanuddin Professional Programs;

HEREBY DECREES

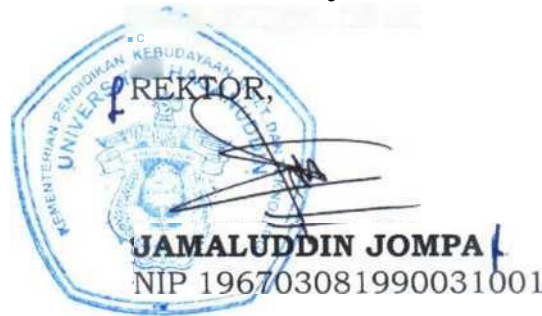
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|----------|---|--|
| To enact | : | DECREE OF THE RECTOR OF HASANUDDIN UNIVERSITY CONCERNING THE ENACTMENT OF STANDARD OPERATING PROCEDURES (SOP) FOR ACADEMIC SERVICES IN THE SUB-DIRECTORATE OF EDUCATIONAL ADMINISTRATION OF HASANUDDIN UNIVERSITY |
| FIRST | : | To Enact the Standard Operational Procedures (SOP) for Academic Services within the scope of the Sub-Directorate of the Education Administration. |
| SECOND | : | The SOP for Academic Services as referred to in the FIRST Dictum is as follows : <ol style="list-style-type: none"> 1. SOP for Issuing Replacement Diplomas/Academic Transcripts 2. SOP for Verifying Diploma Documents/Academic Transcripts 3. SOP for Legalizing Academic Documents 4. SOP for Issuing Transfer Recommendation Letters to Other Universities 5. SOP for Requesting Academic Leave Management 6. SOP for Issuing Thesis Defense Approval Letter |

7. SOP for Graduation Registration
8. SOP for Issuing Diplomas and Electronic Academic Transcripts
9. SOP for Requesting Withdrawal from All Courses
10. SOP for Issuing Certificate/Academic Transcript in Foreign Language
11. SOP for Issuing Appointment Letter of Promotors
12. SOP for Issuing Doctoral Promotion Invitation
13. SOP for Issuing Award Charters for Promotors and External Examiners

THIRD : SOP for Academic Services as referred to in the SECOND Dictum become an inseparable section of this Decree.

FOURTH : This decree shall become effective from the date of its enactment on condition that errors or inaccuracies found at a later date will be amended as necessary.

Enacted in Makassar
On 18 January 2023



CC:

1. Vice Rectors of Unhas;
2. Secretary of Unhas;
3. Deans of Faculties/Schools;
4. Director of Education;
5. Director of Student Affairs and Career Preparation;

APPENDIX

DECREE OF RECTOR OF UNIVERSITAS HASANUDDIN NO. 00478/UN4.1/KEP/2023 DATED 18 JANUARY 2023 CONCERNING ENACTMENT OF STANDARD OPERATING PROCEDURES (SOP) FOR ACADEMIC SERVICES IN THE SUB-DIRECTORATE OF EDUCATION ADMINISTRATION OF UNIVERSITAS HASANUDDIN

1. SOP for Issuing Diploma Replacement/Academic Transcripts

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	Alumni submit a letter of application for replacement of Degree or Transcript of Academic Performance, by attaching: 1. Copies of lost/damaged/burnt diploma/academic transcript 2. Proof of lost/damaged/burnt certificate or academic transcript from the police 3. 2 (two) black and white passport photos for diplomas or 3x4 for academic transcript 4. Copies of a valid National Identification Card (KTP) 5. Certificate of Diploma/ Academic Transcript Verification
2	Systems, Mechanisms, and Procedures	Description of procedure: 1. Alumni submit a letter requesting the replacement of their diploma or academic transcript to the faculty or school leadership by attaching the required documents. 2. The faculty or school verifies the diploma or academic achievement transcript document, and if the document is valid, a certificate of verification and a cover letter will be given for submission to the university management 3. University authorities will receive the letter and send it to the Director of Education for follow-up 4. The Director of Education will send the letter to the Head of Sub-Directorate for Educational Administration for follow-up. 5. The Head of Education Administration Sub-Directorate will transfer the letter to the Head of Education Facilities Section for verification and further processing 6. The Head of Education Facilities verifies the documents and if the documents are valid, the process of issuing Diploma Replacement/Academic Transcripts is carried out 7. Diploma Replacement/Academic Transcripts are further processed to obtain the signature of the University authorities (Rector) 8. Diploma Replacement/Academic Transcripts that have been signed by the Rector, submitted to the faculty to be forwarded to alumni who apply for a Diploma Replacement or Academic Transcript 9. Alumni receive a Diploma Replacement or Academic Transcript at The Faculty/School.
3	Required Competence of Human Resources	At least Senior High School/Vocational High School/Islamic Senior High School education completion and able to operate MS. Office
4	Facilities	Computer, printer, stationery and replacement form for Diploma Replacement/Academic Transcripts
5	Service Duration	Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid
6	Fees/Rates	Free of charge
7	Service Product	Diploma Replacement/Academic Transcripts
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

2. SOP for Verification of Diploma/Academic Transcripts

NO	COMPONENT	DESCRIPTION
1	Service Requirements	Government/private institutions/alumni submit a letter requesting verification of Diploma or Academic Transcripts, attaching a photocopy of the Diploma/Academic Transcripts to be verified.
2	System, Mechanism, and Procedure	Description of procedure: 1 Government/private institution/alumni submit a letter requesting verification of Diploma or Academic Transcripts to the University authorities, attaching a photocopy of the Diploma/Academic Transcripts to be verified. 2 University authorities receives and transfers the letter to the Director of Education for follow-up 3 The Director of Education will send the letter to the Head of Sub-Directorate for Educational Administration for follow-up. 4 The Head of Sub-Directorate for Educational Administration transfers the letter to the Head of Education Facilities to be verified and processed further 5 The Head of Education Facilities verifies the documents and if the documents are valid, the process of issuing a Certificate of Verification of Diploma/Academic Transcripts is carried out 6 Certificate of Verification of Diploma/Academic Transcripts is further processed to obtain the signature of the University authorities (Vice Rector for Academic and Student Affairs/Director of Education) 7 Certificate of Verification of Diploma/Academic Transcripts signed by the Vice Rector for Academic and Student Affairs/Director of Education, submitted/sent to the government/private institution/alumni who submitted a letter requesting verification of Diploma or Academic Transcripts 8 Government/private institutions/alumni receive a letter of verification of Diploma or Academic Transcripts
3	Required Competence of Human Resources	At least Senior High School/Vocational High School/Islamic Senior High School education completion and able to operate MS. Office
4	Facilities	Computer, printer, and stationery
5	Service Duration	Maximum 2 (two) working days since the application letter is submitted to the University authorities and the documents are declared complete and valid
6	Fees/Rates	Free of charge
7	Service Product	Certificate of Verification of Diploma/Academic Transcript
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

3. SOP for Legalizing Academic Documents

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	Alumni/applicants to bring the original academic documents and its photocopies to be legalized after making legalization payment at the designated Bank. Academic documents that can be legalized are in the form of (Diploma/Academic Transcripts in English or Diploma Replacement/Academic Transcripts)
2	System, Mechanism and Procedure	Description of procedure: 1. Alumni shall make the payment at the designated bank 2. Alumni shall bring proof of payment from the designated bank and original academic documents and their copies to be legalised at the Rectorate Building, 7th Floor, Department of Academic and Student Affairs 3. Education administration staff receive and verify academic documents to be legalized, record them in the registration book and provide legalized stamps on the academic documents. 4. The Head of Education Facilities initials the academic document and forwards it to the Head of Sub-Directorate for Educational Administration 5. The Head of Sub-Directorate for Educational Administration shall sign the academic documents and forward them to the Director of Education to be signed 6. Academic documents signed by the Director of Education are returned to the education administration staff to be submitted to alumni 7. Alumni receive the legalization of academic documents
3	Required Competence of Human Resources	At least Senior High School/Vocational High School/Islamic Senior High School education completion and able to operate MS. Office
4	Facilities	Computer, printer, stationery, and stamp to legalize Diploma/Academic Transcript
5	Service Duration	Maximum 1 (one) working day since the academic document is declared valid
6	Fees/Rates	Rp. 5000,- (five thousand rupiah) per sheet
7	Service Product	Legalization of academic documents (Diploma/Academic Transcripts in English or Diploma Replacement/Academic Transcripts)
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

4. SOP for Issuing Transfer Recommendation Letters to Other Universities

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	Student submits a university transfer request letter by attaching: 1 Report Sheet/Academic Transcripts obtained during the study at Universitas Hasanuddin 2 Certificate of enrollment at the time of applying for a University transfer
2	System, Mechanism, and Procedure	Description of procedure: 1 Student submits a university transfer request letter to the head of the Faculty/School by attaching the required documents. 2 The Faculty/School verifies the completeness of the proposed student transfer documents and if it is complete and valid, the faculty leader makes a cover letter for the relevant transfer application along with the attached documents to the University authorities. 3 The University authorities receives and sends the letter to the Director of Education for follow-up 4 The Director of Education sends the letter to the Head of Sub-Directorate for Educational Administration for follow-up. 5 The Head of Sub-Directorate for Educational Administration will send the letter to the Head of Education Facilities to be verified and processed further 6 The Head of Education Facilities verifies the documents and if the documents are valid, the process of issuing a Transfer Letter to Other Universities is carried out 7 The Transfer Letter to Other Universities is further processed to obtain the initials of the Head of Sub-Directorate for Educational Administration and Director of Education 8 The Transfer Letter to Other Universities that has been initialed is forwarded to the University authorities (Rector/Vice Rector for Academic and Student Affairs) to be signed 9 The Transfer Letter to Other Universities that has been signed by the Rector, is submitted to the faculty to be forwarded to the student who apply for a transfer. 10 The Transfer Letter to Other Universities received by the student at the Faculty/School
3	Required Competence of Human Resources	At least Senior High School/Vocational High School/Islamic Senior High School education completion and able to operate MS. Office
4	Facilities	Computer, printer, and stationery
5	Service Duration	Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid
6	Fees/Rates	Free of charge
7	Service Product	Transfer Recommendation Letters to Other Universities
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

5. SOP for Requesting Academic Leave

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	The requirements for students who apply for academic leave are as follows: 1. Third-semester students 2. Not a scholarship awardee 3. Students apply for Academic Leave by attaching the following documents: - Single tuition fee or tuition fee exemption - Last semester Course Plan Sheet - Statement of not receiving any scholarship signed by the faculty authorities - Statement of academic leave - List of passed course grades/course result sheet.
2	System, Mechanism, and Procedure	Description of procedure: 1. Students submit a letter of application for Academic Leave to the head of the Faculty/School by attaching the required documents. 2. The Faculty/School verifies the completeness of the academic leave documents and if they are complete and valid, the faculty leader makes a cover letter for the application for academic leave along with the attached documents to the University authorities. 3. University authorities receives and transfer the letter to the Director of Education for follow-up 4. The Director of Education will send the letter to the Head of Sub-Directorate for Educational Administration for follow-up. 5. The Head of Sub-Directorate for Educational Administration sends the letter to the Head of Education and Evaluation for document verification and if it is valid, it is processed further 6. The Head of Education and Evaluation verifies the documents, and if the documents are valid, the process of issuing an academic leave letter is carried out by administrative staff. 7. Administrative staff draft Academic Leave letters, and the letter will be forwarded to The Head of Education and Evaluation for signed/verified 8. The Head of Education and Evaluation verifies/initials the document, and if it is valid, it is forwarded to the Head of the Sub-Directorate for Educational Administration. 9. The Head of Educational Administration Sub-Directorate verifies/initials the document, and if the document is valid, it will be forwarded to the Director of Education to be signed. 10. The academic leave letter is signed by the Director of Education and returned to the administrative staff to be sent to the Faculty/School to be handed over to the student 11. Administrative staff register the student on academic leave into the Academic Information System before the academic leave letter being sent to the Faculty/School to be handed over to the students 12. The Student receives an academic leave letter at the Faculty/School
3	Required Competence of Human Resources	At least Senior High School/Vocational High School/Islamic Senior High School education completion and able to operate MS. Office
4	Facilities	Computer, printer, and stationery

5	COMPONENT	DESCRIPTION
6	Service Duration	A Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid.
7	Fees/Rates	Free of charge
8	Service Product	Academic Leave Letter
9	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

6. SOP for Issuing Thesis Defense Approval Letter

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	The requirements for students who apply for a thesis defense approval letter are as follows: 1. Meet the minimum requirements for completion of study time according to the level of education 2. Fulfill the requirements to conduct the final project examination required by each level of education 3. The files or documents for the issuance of the Thesis Defense Approval Letter proposed to the Faculty/School are declared complete and valid Documents for submitting a thesis defense approval letter for the Undergraduate Program, are as follows: 1 PDDIKTI data reporting 2 Certificate of Tuition Fee Exemption Status 3 Course Result Sheet of all courses from NeoSIA 4 Copies of diploma 5 Certificate of Library Exemption from the library 6 Course Selection Sheet for the last semester 7 National Identification Card 8 Family Card 9 Attach an Academic Leave Letter for students who have expired their study period, but had applied for academic leave before Documents for submitting a thesis defense approval letter for the Master's Program, are as follows: 1 PDDIKTI data reporting 2 Certificate of Tuition Fee Exemption Status 3 Course Result Sheet of all courses from NeoSIA 4 Copy of Diploma 5 Toefl Certificate with a minimum score of 450 6 Abstract in Indonesian and English approved by the Quality Assurance Committee of the Faculty/School 7 Journal Certificate stating that the published scientific article is the result of Thesis research and is <i>under review</i> to be published in a SCOPUS-indexed International Journal (new rule) Or Journal Certificate stating that the published scientific article is the result of Thesis research and is in the <i>accepted</i> stage to be published in a cited International Journal (old rule) 8 Certificate of Library Exemption from the library 9 Attach an Academic Leave Letter for students who have expired their study period, but had applied for academic leave before Documents for submitting a thesis defense approval letter for the Doctoral Program, are as follows: 1 PDDIKTI data reporting 2 Certificate of Tuition Fee Exemption Status 3 Course Result Sheet of all courses from NeoSIA 4 Copy of Diploma 5 Toefl Certificate with a minimum score of 450 6 Abstract in Indonesian and English approved by the Quality Assurance Committee of the Faculty/School 7 Journal Certificate stating that the scientific article published is the result of Dissertation research with an <i>accepted</i> status to be published in SCOPUS-indexed international journals 8 Certificate of Library Exemption from the library 9 Attach an Academic Leave Letter for students who have expired their study period, but had applied for academic leave before Documents for submitting a thesis defense approval letter for the Doctoral Program, are as follows: 1 PDDIKTI data reporting 2 Certificate of Tuition Fee Exemption Status

NO.	COMPONENT	DESCRIPTION
		Documents for submitting a thesis defense approval letter for the Doctoral Program, are as follows: 3 PDDIKTI data reporting 4 Certificate of Tuition Fee Exemption Status 5 Toefl Certificate with a minimum score of 450 6 Abstract in Indonesian and English approved by the Quality Assurance Committee of the Faculty/School 7 Journal Certificate stating that the scientific article published is the result of Dissertation research with an <i>accepted</i> status to be published in SCOPUS-indexed international journals 8 Certificate of Library Exemption from the library 9 Attach an Academic Leave Letter for students who have expired their study period, but had applied for academic leave before Documents for submitting a thesis defense approval letter for the Vocational Program, are as follows: 1 PDDIKTI data reporting 2 Certificate of Tuition Fee Exemption Status 3 Course Result Sheet of all courses from NeoSIA 4 Copy of Diploma 5 Certificate of Library Exemption from the library 6 Last semester Course Plan Sheet 7 National Identification Card 8 Family Card 9 Attach an Academic Leave Letter for students who have expired their study period, but had applied for academic leave before Documents for submitting a thesis defense approval letter for the Professional and Specialist Program, are as follows: 1 Higher Education Database (PDDIKTI) reporting 2 Certificate of Tuition Fee Exemption Status 3 Course Result Sheet of all courses from NeoSIA 4 Copy of Diploma 5 Certificate of Library Exemption from the library 6 Last semester Course Plan Sheet 7 Attach an Academic Leave Letter for students who have expired their study period, but had applied for academic leave before
2	System, Mechanism, and Procedure	Description of procedure: 1 Students submit the thesis defense approval letter to the head of the Faculty/School by attaching the required documents 2 The Faculty/School verifies the thesis defense approval letter documents and if they are complete and valid, the faculty leader makes a cover letter for the thesis defense approval letter application along with the attached documents to the University Leader. 3 The University authorities receives and sends the letter to the Director of Education for follow-up 4 The Director of Education sends the letter to the Head of Sub-Directorate for Educational Administration for follow-up. 5 The Head of Sub-Directorate for Educational Administration sends the letter to the Head of Education and Evaluation for document verification and if it is valid, it is processed further. 6 The Head of Education and Evaluation sends the letter to the education and evaluation administration staff to process the issuance of thesis defense approval letter to be verified by the education facilities administration staff

NO.	COMPONENT	DESCRIPTION
		7 Education and evaluation staff send the draft of thesis defense approval letter along with the attached documents to the administrative staff and education facilities staff will verify the academic data (NeosIA and PDDIKTI) 8 Administrative staff and education facilities staff verify academic data (NeosIA and PDDIKTI) for the process of issuing diplomas and academic transcripts and if it is valid, it is forwarded to the Head of Education and Evaluation. 9 The Head of Education and Evaluation verifies the documents and if they are valid, they are forwarded to the Director of Education / Head of Sub-Directorate for Educational Administration for signature 10 The Director of Education/Head of the Sub-Directorate for Educational Administration verifies the documents and if they are valid, signs thesis defense approval letter and then returns it to the education & evaluation administration staff to be forwarded to the Head of Academic and Student Affairs of the Faculty / School to be submitted to the student. 11 The Head of the Academic and Student Affairs Division of the Faculty/School hands over the thesis defense approval letter to the student 12 Students receive the thesis defense approval letter at the Faculty/School
3	Required Competence of Human Resources	At least completed Senior High School/Vocational High School/Islamic Senior High School education and able to operate MS. Office
4	Facilities	Computer, printer, and stationery
5	Service Duration	A Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid.
6	Fees/Rates	Free of charge
7	Service Product	Thesis Defense Approval Letter
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

7. SOP for Graduation Registration

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	The requirements for students who will take part in graduation are to register for graduation by completing the graduation requirements as follows: 1 Obtain the PIN / Password stated in the Thesis Defense Approval Letter) 2 Register for graduation online through the page https://wisuda.unhas.ac.id/login.php 3 Print the Online Form by clicking the print button on the pdf form. 2 Upload the Final Project file through SSO 3 Fulfill the administrative requirements at the faculty level
2	System, Mechanism, and Procedure	Description of procedure: 1 Complete registration for online graduation through page: https://wisuda.unhas.ac.id/login.php and fulfill the document requirements. 2 The Faculty/School through the graduation admin verifies the completeness of the documents to take part in the graduation and if it is complete and valid, the student shall proceed to take participation in graduation. 3 The graduate candidates data that has been entered in the system is verified by the central admin (Rectorate) and if the data is valid, the National Diploma Numbering (PIN) is withdrawn for the printing process of Diploma and Academic Transcripts. 4 Students who already acquired a registered PIN for graduation.
3	Required Competence of Human Resources	At least completed Senior High School/Vocational High School/Islamic Senior High School education and able to operate MS. Office
4	Facilities	Computer, printer, and stationery
5	Service Duration	A Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid.
6	Fees/Rates	Free of charge
7	Service Product	List of Graduates
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

8. SOP for Issuing Diplomas and Electronic Academic Transcripts

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	The requirements for graduates to obtain Diploma and Academic Transcripts are to be proposed as the graduate candidates of the current graduation period by the Faculty/School.
2	System, Mechanism, and Procedure	Description of procedure: 1 The Head of Sub-Directorate of Information Systems and Academic Data withdraws graduates data that has been verified by the Faculty/School from the graduation registration application to be transferred to the Electronic Diploma and Academic Transcripts Issuance Application 2 Head of Education Facilities withdraws the National Diploma Numbering (PIN) through the Ministry of Education and Culture website 3 The Head of Sub-Directorate of Information Systems and Academic Data synchronizes the graduates data with PIN data for the printing process of Diplomas and Academic Transcripts. 4 After the data is synchronized, the administrative staff of educational facilities carry out the process of verifying the online data of graduates for the process of Printing Diplomas and Academic Transcripts and forwarded to the Head of Education Facilities. 5 The Head of Education Facilities draws the National Diploma Numbering (PIN) through the graduate data verification application and if the data is valid, it is forwarded to the Dean of the Faculty/School for signature. 6 Deans of Faculties/Schools log in to the issuance application for Diplomas and Academic Transcripts using their respective accounts for the electronic signing process of Diplomas and Academic Transcripts and continued with the signing of Diplomas by the Rector. 7 The Rector logs in to the Issuance application for Diploma and Academic Transcripts using the Rector's account for the Diploma signing process (For Academic Transcripts only signed electronically by the Dean of the Faculty /School. 8 After the Diploma and Academic Transcripts are electronically signed, the administrative staff of education facilities carry out the process of printing Diplomas and Academic Transcripts to be handed over to students during the graduation procession 9 Students receive Diplomas and Academic Transcripts at graduation.
3	Required Competence of Human Resources	At least completed Senior High School/Vocational High School/Islamic Senior High School education and able to operate MS. Office
4	Facilities	Computer, printer, and stationery
5	Service Duration	Data synchronization process up to the data upload process along with the signature of the Dean and Rector: 7 (seven) days
6	Fees/Rates	Free of charge
7	Service Product	Diploma and Academic Transcripts
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

9. SOP for Requesting Withdrawal from All Courses

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	Requirements for students who apply for withdrawal from all courses, as follows: 1 Third-semester student 2 Not a scholarship awardee 3 No consecutive Academic Leaves 4 Students submit a request for withdrawal from all courses by attaching the following documents: - Single tuition fee or tuition fee exemption - Last semester Course Plan Sheet - Statement of not receiving any scholarship signed by the faculty authorities - Statement Letter containing reason for withdrawal from all courses - Course Result Sheet
2	System, Mechanism, and Procedure	Description of procedure: 1 Students submit a letter of request for withdrawal from all courses to the authorities of the Faculty/School by attaching the required documents 2 The Faculty/School verifies the completeness of the withdrawal documents from all subjects and if they are complete and valid, the faculty authority makes a cover letter for the application for withdrawal from all courses along with the attached documents to the University Authorities. 3 The University authorities receives and sends the letter to the Director of Education for follow-up 4 The Director of Education sends the letter to the Head of Sub-Directorate for Educational Administration for follow-up. 5 The Head of Sub-Directorate for Educational Administration sends the letter to the Head of Education and Evaluation for document verification and if it is valid, it is processed further. 6 The Head of Education and Evaluation verifies the documents and if the documents are valid, the process of issuing a letter of withdrawal from all courses is carried out by administrative staff. 7 The administrative staff drafts a letter of withdrawal from all courses and forwards it to the Head of Education and Evaluation to be signed and initialed. 8 The Head of Evaluation and Education verifies/initials the document. If the document is valid, it will be forwarded to the Head of the Sub-Directorate for Education Administration to be signed. 9 The Head of Academic Administration Sub-Directorate verifies or signs the document. If the document is valid, it will be forwarded to the Director of Education to be signed. 10 The letter of withdrawal from all courses is signed by the Director of Education and returned to the administrative staff to be sent to the Faculty/School to be handed over to the student. 11 Administrative staff register students who apply for withdrawal from all courses into the Academic Information System before being sent to the Faculty/School to be submitted to students. 12 Students receive a letter of withdrawal from all courses at the Faculty/School
3	Required Competence of Human Resources	At least completed Senior High School/Vocational High School/Islamic Senior High School education and able to operate MS. Office
4	Facilities	Computer, printer, and stationery

NO.	COMPONENT	DESCRIPTION
5	Service Duration	A Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid.
6	Fees/Rates	Free of charge
7	Service Product	Letter of Withdrawal from all courses
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

10. SOP for Issuing Diploma/Academic Transcript in Foreign Language.

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	Students apply for the issuing of Diploma/Academic Transcripts, by attaching copies of Diploma/Academic Transcript
2	System, Mechanism, and Procedure	Description of procedure: 1 Students <i>apply</i> for the issuing of <i>translated</i> Diploma/Academic Transcripts to the head of the Faculty/School by attaching copies of Diploma/Academic Transcripts. 2 Faculty/School leaders forward the request for the issuance of <i>translated</i> Diploma/Academic Transcripts to the University level 3 The University authorities receives and sends the letter to the Director of Education for follow-up 4 The Director of Education sends the letter to the Head of Sub-Directorate for Educational Administration for follow-up. 5 The Head of Sub-Directorate for Educational Administration transfers the letter to the Head of Education Facilities for document verification and if it is valid, it is processed further. 6. The Head of Education Facilities disposes the letter to the administrative staff of Education Facilities for the issuance of <i>translated</i> Diploma/Academic Transcripts by the administrative staff of education facilities. 7. The Education Facilities administrative staff drafts the translated Diploma/Academic Transcripts and forwards it to the Head of Education Facilities for verification. 8. The Head of Education and Evaluation verifies the documents and if they are valid, they are forwarded to the Head of Sub-Directorate for Educational Administration. The Head of Education Administration Sub-Directorate verifies/initials the translated draft of Diplomas/Academic Transcript. If it is valid, it will be forwarded to the Director of Education for initialing. The Director of Education verifies/initials the document and if the document is valid, it will be forwarded to the University authorities to sign the translated draft. The Diploma/Academic Transcript is signed by the University authorities and returned the document to the Faculty / School administrative staff to be handed over to the student. Students receive translated Diploma/Academic Transcripts at the Faculty/School
3	Required Competence of Human Resources	At least completed Senior High School/Vocational High School/Islamic Senior High School education and able to operate MS. Office
4	Facilities	Computer, printer, and stationery
5	Service Duration	A Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid.
6	Fees/Rates	Free of charge
7	Service Product	Translated document of Diploma/Academic Transcripts
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

11. SOP for Issuing Appointment Letter of Promotors

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	Students apply for the issuance of Appointment Letter of Promotors, attaching the following documents: 1. Statement Letter of Active Student during The Ongoing Semester 2. Proof of Willingness to be a Promoter/Co-Promoter
2	System, Mechanism, and Procedure	Description of procedure: 1. Students submit a proposal for the issuance of Appointment Letter of Promotors by attaching the required files to the faculty admin 2. The faculty/School Admin verifies document completeness, provides a supervision matrix, writes a cover letter, and drafts a letter of promotor team appointment via e-office to be proposed to the university level via the faculty/school dean. 3. The Dean of the Faculty/School verifies the completeness of the documents for the issuance of the Appointment Letter of Promotors and if it is complete and valid, it is forwarded to the Head of the Sub-Directorate for Educational Administration for further processing. 4. The Head of Sub-Directorate for Educational Administration verifies the documents and draft of the Appointment Letter of Promotors and forwards it to the Director of Education 5. The Director of Education verifies the documents and draft of the Appointment Letter of Promotors and is forwarded to the Vice Rector for Academic and Student Affairs 6. The Vice Rector for Academic and Student Affairs verifies the documents and draft of the Appointment Letter of Promotors and is forwarded to the Rector for signature. 7. Rector signs the Appointment Letter of Promotors and then forwards it to the Faculty/School admin 8. Admin shall receive the Letter of Promotor Appointment from the students.
3	Required Competence of Human Resources	At least completed Senior High School/Vocational High School/Islamic Senior High School education and able to operate MS. Office
4	Facilities	Computer, printer, and stationery
5	Service Duration	A Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid.
6	Fees/Rates	Free of charge
7	Service Product	Appointment Letter of Promotors
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

12. SOP for Issuing Doctoral Promotion Invitation

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	Students apply for the issuance of Doctoral Promotion Invitation, attaching the following documents: 1 Statement Letter of Active Student during The Ongoing Semester 2 Approval of doctoral promotion implementation time
2	System, Mechanism, and Procedure	Description of procedure: 1. Students submit a proposal for the issuance of Doctoral Promotion Invitation by attaching the required files to the faculty admin. 2. The faculty/School Admin verifies document completeness, provides a supervision matrix, writes a cover letter, and drafts a letter of promotor team appointment via e-office to be proposed to the university level via the faculty/school dean. 3. The Dean of the Faculty/School verifies the completeness of the documents for the issuance of the Appointment Letter of Promotors and if it is complete and valid, it is forwarded to the Head of the Sub-Directorate for Educational Administration for further processing. 4. The Head of Sub-Directorate for Educational Administration verifies the documents and draft of the Appointment Letter of Promotors and forwards it to the Director of Education 5. The Director of Education verifies the documents and draft of the Appointment Letter of Promotors and is forwarded to the Vice Rector for Academic and Student Affairs 6. The Vice Rector for Academic and Student Affairs verifies the documents and draft of the Appointment Letter of Promotors and is forwarded to the Rector for signature. 7. Rector signs the Appointment Letter of Promotors and then forwards it to the Faculty/School admin 8. Admin shall receive the Letter of Promotor Appointment from the students.
3	Required Competence of Human Resources	At least completed Senior High School/Vocational High School/Islamic Senior High School education and able to operate MS. Office
4	Facilities	Computer, printer, and stationery
5	Service Duration	A Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid.
6	Fees/Rates	Free of charge
7	Service Product	Doctoral Promotion Invitation
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

13. SOP for Issuing Certificate of Merit for Promoters and External Examiners

NO.	COMPONENT	DESCRIPTION
1	Service Requirements	The Admin of Faculty/School proposes the issuance of an Award Charter for the Promoter Team and external examiners via e-office, by attaching the Invitation letter for Dissertation Examination or Doctoral Promotion.
2	System, Mechanism, and Procedure	Description of Procedure: 1. The Admin of Faculty/School proposes the issuance of the certificate of merit for promoters and external examiners via e-office by attaching the Invitation Letter for Dissertation Examination or Doctoral Promotion 2. The Admin of Faculty/School verifies the certificate of merit to be proposed at the university level through the dean of the faculty or school. 3. Dean of the faculty or school verifies the completeness of the certificate of merit. If it is complete and valid, it will be forwarded to the Head of Education Administration Sub-Directorate for further processing. 4. The Head of Education Administration Sub-Directorate verifies the documents, draft certificate of merit, and forwards it to the Director of Education 5. Director of Education verify the documents, draft a certificate of merit, and forwarded it to the Vice Rector of Academic and Student Affairs 6. The Vice Rector of Academic and Student Affairs shall verify the document and draft the certificate of merit forwarded to the Rector to be signed. 7. The Rector shall sign the Decree of the Promotor Team Appointment and Certificate of Merit which will be forwarded to Admin of The Faculty/School 8. The Admin of the Faculty/School receives a certificate of appreciation to be handed over to the promotor team and external examiners during the dissertation examination or doctoral promotion.
3	Required Competence of Human Resources	At least completed Senior High School/Vocational High School/Islamic Senior High School education and able to operate MS.
4	Facilities	Computer, printer, and stationery
5	Service Duration	A Maximum 2 days since the application letter is submitted to the University authorities and the documents are declared complete and valid.
6	Fees/Rates	Free of charge
7	Service Product	Certificate of Merit for Promoters and External Examiners Team
8	Assistance, Complaints, Suggestions, and Feedback	Phone/WhatsApp (WA): +62 82194165656 Email: pendidikan@unhas.ac.id

Ditetapkan di Makassar
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