ATENEO DE MANILA UNIVERSITY
UNIVERSITY REGISTRAR

18 September 2026

TO	All Undergraduate and Graduate Level Students from the Gokongwei Brothers School of Education and Learning Design, School of Humanities, John Gokongwei School of Management, School of Science and Engineering, and Dr Rosita G. Leong School of Social Sciences
FROM	(Sgd) Marlene M. De Leon, PhD University Registrar
SUBJECT	**Launch of the New Online Student Clearance Process for Transfer of Credentials and Withdrawal**

We are pleased to announce the launch of a new, streamlined process for students applying for clearance in connection with the transfer of academic credentials or withdrawal from the University. Effective immediately, requests for the Application for Clearance/Transfer/Withdrawal will be coursed through a single online process, moving us away from manual, email-based routing between offices.

This change is meant to make the process more transparent and predictable for everyone involved. It is consistent with the Student Handbook's provisions on Transfer of Credentials and on Clearance, Hold Orders, and Certificates of Good Moral Character. Accordingly, a student may be issued transfer credentials only once all financial and property accountabilities are settled, admission credentials are complete, the student is not serving a penalty of suspension or expulsion, and clearance has been secured from the concerned University offices. Every student has the right to be issued official documents within thirty (30) days of filing a complete request. The new process is designed to help the Office of the University Registrar (OUR) meet that commitment more reliably.

Here is how the process now works:

a. **Inquire.** A student who wishes to secure transfer credentials — whether for transfer to another school or for withdrawal from the University — may email or inquire with the Office of the University Registrar through registrar@ateneo.edu.

G/F Social Sciences Bldg, Ateneo de Manila University,
Katipunan Ave, Loyola Heights, 1108 Quezon City, Philippines
+63(2)8426-6001 ext. 5131, 5134 & 5135 ● Tel/Fax +63(2)8426-6123 ● registrar@ateneo.edu

b. **Apply online.** An OUR Student Records Officer will send the student the link to the online Application for Clearance/Transfer/Withdrawal form, which the student completes in place of the previous paper form.

c. **Offices notified.** OUR notifies the concerned academic and administrative offices of the request and sets a deadline for reporting any hold order against the student.

d. **Hold orders recorded.** Offices with an outstanding accountability against the student — financial, property, academic, or disciplinary — record it within that deadline.

e. **Student informed.** OUR notifies the student by email if a hold order has been recorded, so that it may be settled promptly with the concerned office.

f. **Clearance issued.** Once the student is cleared, OUR sends the Online Request for Scholastic Documents form, and the requested transfer credentials are released in accordance with the Handbook.

We are grateful to the many departments and offices across the University whose cooperation makes this process possible. We welcome your questions, feedback, and suggestions as we continue to refine it — our aim is a process that works well for students and for the offices supporting them alike.

Should you have any questions or concerns, please do not hesitate to reach out to the Office of the University Registrar. Thank you, as always, for your continued trust and cooperation.

(Sgd) Marlene M. De Leon, Ph.D.
University Registrar

https://www.ateneo.edu/memorandum/2026/09/launch-new-online-student-clearance-process-transfer-credentials-withdrawal