STANDARD OPERATING PROCEDURE

Student Dismissal SOP

Document no.	SOP-EDU-005
Revision	1.0
Owner	Front Office Administrator
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every student is released only to an authorized person or their assigned route, dismissal runs on schedule, and any unaccounted student is found quickly.

2. Scope

Applies to the daily end-of-day release of students by bus, car line and walking, and to early dismissals during the school day. Field trip departures are covered by a separate SOP.

Definitions

Authorized pickup list	The list of people a guardian has approved to pick up a student, kept on file in the front office.
Car line	The designated area where guardians drive up to collect students at dismissal.
Early dismissal	A student release that happens before the standard end-of-day dismissal time.

3. Responsibilities

Teacher	Confirms each student's dismissal route and releases them at the correct time and location.
Front Office Administrator	Verifies authorized pickups, logs early dismissals, and manages the sign-out process.
Assistant Principal	Supervises car line and walker dismissal and handles unaccounted student escalations.

RACI matrix

Activity	Teacher	Front Office Administrator	Assistant Principal
Verify authorized pickup for early dismissal	I	R/A	I
Release students by bus, car line and walker route	R/A	I	C
Supervise car line and walker areas	C	I	R/A
Escalate an unaccounted student	R	C	A

Activity	Teacher	Front Office Administrator	Assistant Principal
Log daily dismissal issues	R	A	I

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Authorized pickup list per student
- Daily dismissal route roster (bus, car line, walker)
- Early dismissal sign-out log
- Two-way radios for car line staff
- Photo ID check for unfamiliar pickups

5. Procedure

Step	Task	Owner	Done
5.1	**Confirm each student's dismissal route** At the start of the day, confirm each student's assigned dismissal route (bus, car line or walker) against the current roster, noting any temporary changes.	Teacher	☐
5.2	**Verify authorized pickup for early dismissal** When a guardian arrives for an early dismissal, check their name against the student's authorized pickup list and verify photo ID if they are not recognized. **Checkpoint:** No student is released early to anyone not on the authorized pickup list without a verified guardian override.	Front Office Administrator	☐
5.3	**Log the early dismissal** Record the student's name, time, person picking up and reason in the early dismissal sign-out log before calling the student to the office.	Front Office Administrator	☐
5.4	**Announce the start of dismissal** At the scheduled time, announce the start of dismissal over the intercom and release students by route in the order set by school policy.	Front Office Administrator	☐
5.5	**Release bus riders** Walk bus riders to their assigned bus line, confirm each student boards the correct bus number, and report any student who does not board.	Teacher	☐
5.6	**Release car line riders** Call car line students forward only when their guardian's car or numbered placard is confirmed at the pickup point, then release the student directly to the vehicle. **Warning:** Do not release a car line student until the vehicle is stopped and the pickup match is confirmed.	Teacher	☐
5.7	**Release walkers** Direct walking students to the designated exit and crossing point, and confirm younger walkers are met by an authorized adult if required by school policy.	Teacher	☐
5.8	**Supervise the car line** Monitor car line flow, direct traffic at the pickup point, and radio ahead if a car cannot be matched to a student's authorized pickup list.	Assistant Principal	☐

Step	Task	Owner	Done
5.9	**Report and locate an unaccounted student** If a student cannot be found at dismissal, notify the assistant principal immediately with the student's name and last known location so a building search can begin. **Warning:** Treat any unaccounted student at dismissal as urgent; do not wait to see if they turn up before reporting it.	Teacher	☐
5.10	**Confirm classrooms are empty** After the last route is released, walk the classroom and check common areas to confirm no student has been left behind.	Teacher	☐
5.11	**Log daily dismissal issues** Record any dismissal issue, such as a late pickup, a route change or an unaccounted student, in the daily dismissal log.	Front Office Administrator	☐
5.12	**Review dismissal issues weekly** Review the week's dismissal log for repeated pickup or routing problems and adjust staffing or communication with families as needed.	Assistant Principal	☐

6. Quality checks

- Every early dismissal is checked against the authorized pickup list before release.
- Every classroom confirms an empty room after the last route is released.
- Car line pickups are matched to a student before the student leaves the building.
- Unaccounted student reports are logged with resolution time.

7. Records

- Early dismissal sign-out log
- Authorized pickup list per student
- Daily dismissal issue log
- Bus and car line route roster

8. KPIs

- Average car line duration
- Number of early dismissals verified against the pickup list
- Number of unaccounted student reports per month
- Time to resolve an unaccounted student report

9. Common mistakes

- Releasing a car line student before confirming the vehicle matches the authorized pickup list.
- Not checking photo ID for an unfamiliar person picking up a student early.
- Skipping the empty-classroom check after releasing the last route.
- Delaying an unaccounted student report to keep searching informally first.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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