

Processing Transcript Requests

Tim Calhoon, Director

California Community Colleges Technology Center

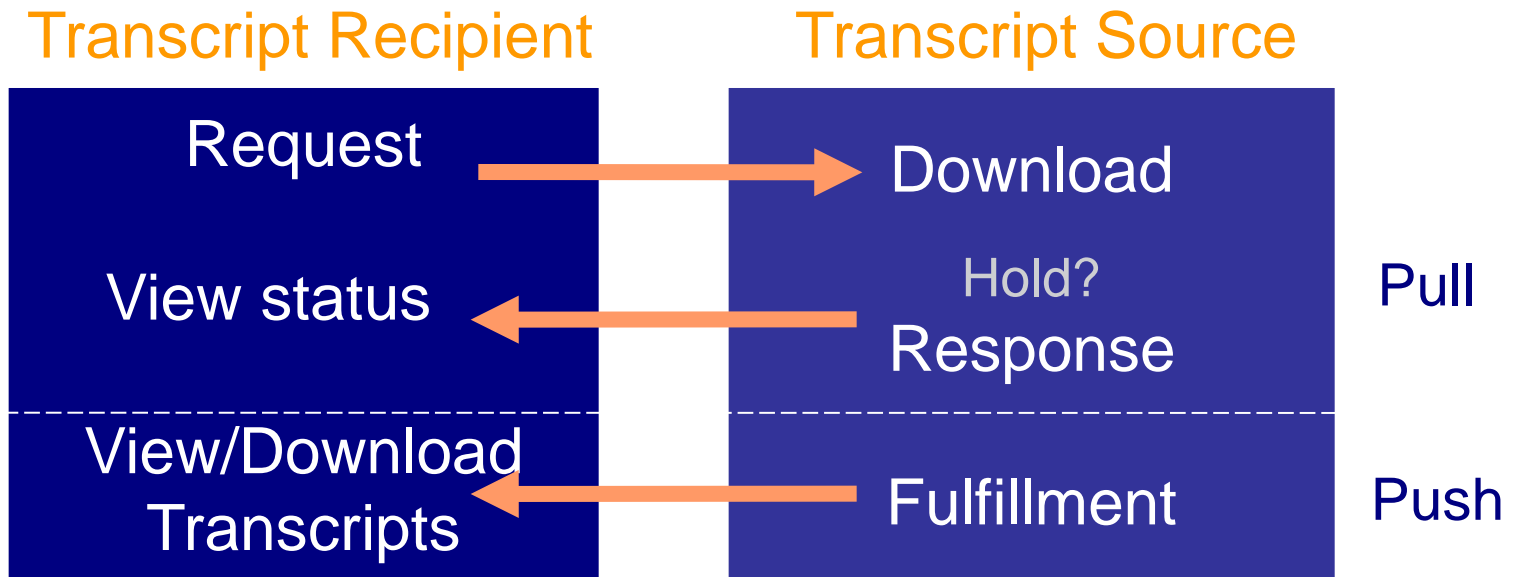
Sheri Hancock, Dean of Enrollment Services

Skyline College

Two Sources of Requests

- Students
 - Counter
 - Portal
- Institutions
 - Electronic Requests

Functional Overview



- Manual or Automated processing
- Automated email messaging

SCC Counter Application

- Written in MS Access
- Exports an ASCII Bulk Request
- Requests are processed once a day
- Contact Kim Goff - GoffK@scc.losrios.edu

SCC Counter Application

The screenshot displays the Microsoft Access application window titled "transcriptlist : Database (Acce...". The main window shows the "Office Address List" form in Design view. The form contains the following fields:

Last Name	code	Birth City	
First Name	jacqueline	Gender	
Middle	m	E-mail Address	
Student ID	0791185		
Student ssn			
CSIS ID			
DOB	05/04/1982		

At the bottom of the form, the record navigation shows "Record: 1 of 21".

SCC Counter Application

Microsoft Access

File Edit View Insert Format Records Tools Window Help Adobe PDF

Type a que

Close Setup

Office Address List : Select Query

	Last Name	First Name	Middle	Student ID	Student ssn	CSIS ID	DOB	Birth City	Gender	E-mail Address
▶	bode	jacqueline	m	0791185			05/04/1982			
	imamura	eileen	r	0843702			07/27/1954			
	jacobprince	paulette								
	mosby	seritha								
	murphy	jennifer								
	otico	rene-john								
	perez	cecilia								
	vang	yang								
	yun	edward								
	chang	jack								
	woo	elaine								
	baier	clinton								
	gurrea	marsha								
	church	megan								
	corral	christina								
	milanesin	domeniqua								

Record: 1

Export Query 'Office Address List' As

Save in: Desktop

- My Recent Documents
- Desktop
- My Documents
- My Computer
- My Network Places
- ALL MY STUFF
- UPK
- 1079latestart.txt
- AR
- CALLFILES

File name: Office Address List

Save as type: Text Files (*.txt;*.csv;*.tab;*.asc)

Save formatted

Autostart

Export All

Cancel

Skyline Portal Request

Oracle Developer Forms Runtime - Web

Mailing Address for Requested Transcript - Windows Internet Explorer

https://websmart.smccd.edu/prod/bwskwtr.p_disp_transcript_address

File Edit View Favorites Tools Help

Mailing Address for Requested Transcript

BEFORE SUBMITTING A REQUEST, VERIFY/UPDATE YOUR CURRENT CONTACT INFORMATION [Contact Information](#)

Pick one of the options below:

- > **College Code:** Choose the school code where you want the transcript sent. If the college is not listed, enter the school name in the "Issue To" box below. You will enter the address on the next screen. (YOU DO NOT NEED TO ORDER TRANSCRIPTS FOR CSM, CANADA, OR SKYLINE)
- > **Your Address:** Use this option to have the transcripts sent to yourself. Click on the field listing "None" and select the address where you wish to have the transcript sent.

* Allow up to five (2) business days for transcripts to be sent or be available for pick up. RUSH orders cannot be submitted through WebSmart. Click on the link below and follow the instructions in the form.

If you attended Cañada, Skyline or CSM prior to the summer of 1981 - STOP! Click on the link below and follow the instructions in the form.

If you are sending a transcript outside of the united states and you cannot find the college or university in the college code list - STOP! Click on the link below and follow the instructions in the form.

[Transcript Request Form \(Use ONLY for requests that CANNOT be submitted online\)](#)

College Code: [Look Up College Code](#)

Your Address: [Look Up Address](#)

[[View Holds](#) | [View/Print Unofficial Transcript](#) | [View Transcript Request](#) | [Verify and Change Your Address](#)]

RELEASE: 7.3B

powered by eScriber

Internet 100%

start | Inbox - Microsof... | Banner 7 - PRO... | Oracle Develop... | Mailing Address F... | Inspiration@ 6 - ... | 12:02 PM

Document1 - Microsoft Word

Picture Tools

Mailing Address for Requested Transcript - Windows Internet Explorer

https://websmart.smccd.edu/prod/bwskalog_p_lookup_sbgi_code?called_by_proc_in=bwskwtr.p_disp_transcr

File Edit View Favorites Tools Help

Mailing Address for Requested Transcript

Home Student Financial Aid Faculty Employee Finance Advisor Services My Profile

RETURN TO MAIN MENU EXIT

To Send/Request a Transcript

College Lookup Page

i You will make a series of choices from this page.

1. Select the state where the college/university is located
2. Select the city where the college/university is located
3. Select the specific college/university to receive the transcript

After you complete step 3, you will move to the address page. The college address will be shown on your request.

Select a State:

List Cities in Selected State

[Return to College page](#)

[[View Holds](#) | [View/Print Unofficial Transcript](#) | [View Transcript Request](#) | [Verify and Change Your Address](#)]

RELEASE: 7 3A

Done Internet Change Zoom Level 100%

start

Inbox - Micr... Banner 7 - ... Oracle Dev... Mailing Addr... Inspiration... Document1 ... 12:03 PM

Document1 - Microsoft Word

Request Printed/Official Transcript - Windows Internet Explorer

https://websmart.smccd.edu/prod/bwskwtr.p_disp_transcript_request_type

Request Printed/Official Transcript

Select Transcript Type

Mar 15, 2010 12:05 pm

If you need to change the 'Attention' or any other information, you may do so in this form. If additional information is required, use the street line 2 field.

Your transcript will be processed by the college you select in the 'College Transcript' field below. The transcript will include course work from all three colleges (Canada, Skyline and CSM).

ENTER YOUR PHONE NUMBER BELOW IN CASE WE NEED TO CONTACT YOU WITH QUESTIONS ABOUT YOUR REQUEST.

IF YOU ARE PLANNING TO PICK UP YOUR TRANSCRIPT, YOU MAY ENTER YOUR NAME IN THE "ISSUE TO" FIELD. THE ADDRESS INFORMATION COULD BE BLANK OR IT COULD CONTAIN YOUR ADDRESS. IN ADDITION, BE SURE TO SELECT THE "PICK UP TRANSCRIPT" OPTION UNDER THE DELIVERY METHOD FIELD IN THE NEXT SCREEN.

College Transcript: Skyline Transcript Request

Issued To:

Attention:

Street Line 1:

Street Line 2:

City:

State: California

Zip Code:

Area Code:

Phone Number:

Done

Internet 100%

start | Inbox - Micr... | Banner 7 - ... | Oracle Dev... | Request Pri... | Inspiration... | Document1 ... | 12:06 PM

Document1 - Microsoft Word


Request Printed/Official Transcript - Windows Internet Explorer

https://websmart.smccd.edu/prod/bwskwtr.p_disp_transcript_request_data

Request Printed/Official Transcript

Transcript Request Information

G00580016 Sherrill A. Hancock
Mar 15, 2010 12:08 pm

 You may request up to 10 copies to be sent to the same address, when to print option and delivery method. However you must enter different requests if you are sending to different addresses, different when to print options, or different delivery methods.

When to Print Transcript: Your choices are 1) As soon as possible, 2) Hold for grades or 3) Hold for degree.

BE SURE TO SELECT THE APPROPRIATE DELIVERY METHOD: You have the option to have the transcript mailed or to pick it up at the issuing college. You may also request the IGETC or CSU GE by selecting the appropriate option on the delivery method line. The first two transcript requests are free, there is a fee of \$5.00 for each additional one. Transcript requests are accumulative. If payment is required you will need a valid credit card to complete the request.

Hold for grades: Please note that grades are not displayed on your official transcript until grades have been posted to academic history. This process takes place approximately two weeks after the term ends.

In general, transcripts will be sent or be available for pickup within two business days.

Number of Copies (Up to 10):


When to Print Transcript:

Delivery Method:

- Pick up Transcript \$5.00 per copy
- Mail Transcript \$5.00 per copy
- Mail Transcript and CSU GE \$5.00 per copy
- Mail Transcript and IGETC \$5.00 per copy
- Pick up Transcript \$5.00 per copy
- Pick up Transcript and CSU GE \$5.00 per copy
- Pick up Transcript and IGETC \$5.00 per copy

[[View holds](#) | [view/print Official Transcript](#) | [Request Official Transcript](#)]

RELEASE: 7.3B

powered by 

Internet 100%

start | Inbox - Mic... | Banner 7 - ... | Oracle Dev... | Request Pri... | Inspiration... | Document1 ... | 12:10 PM

Document1 - Microsoft Word

Confirm Transcript Request - Windows Internet Explorer

https://websmart.smccd.edu/prod/bwskwtr.p_disp_trans_request_charges

Google

File Edit View Favorites Tools Help

Confirm Transcript Request

Home Student Financial Aid Faculty Employee Finance Advisor Services My Profile

RETURN TO MENU EXIT

Transcript Request Summary

G00580016 Sherrill A. Hancock
Mar 15, 2010 12:09 pm

There is **NO CHARGE** for this request. Please print this confirmation page for your records and click the "Submit Request" button.

Issued to: Sherrill A. Hancock
Attention:
Street: Skyline College
City: San Bruno
State: California
Zip Code: 94066-1662
Course Levels: All course levels
Copies Ordered: 1
Official Transcript: Yes
Delivery Method: Mail Transcript
Cost of Order: No charge
Print Transcript: Hold for grades

Submit Request

RELEASE: 7.3B

powered by SMCCCD

Done Internet 100%

start

Inbox - Micr... Banner 7 - ... Orade Dev... Confirm Tra... Inspiration... Document1 ... 12:09 PM

Document1 - Microsoft Word

http://collegeofsanmateo.edu/forms/docs/TranscriptRequestForm.pdf - Windows Internet Explorer

http://collegeofsanmateo.edu/forms/docs/TranscriptRequestForm.pdf

File Edit Go To Favorites Help

1 / 1 98% Find

Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records. Highlight Fields

Print Name of Cardholder _____
 Cardholder's Signature _____

Transcript(s) requested will be sent by U. S. Mail

<p>Cañada College College of San Mateo Skyline College</p> <p>Name _____ <small>Last First Middle</small></p> <p>Street Address _____</p> <p>City, State, Zip _____</p> <p>SSN/Student ID# _____ Birth Date _____</p> <p>Phone # _____ Former Name _____</p> <p>SEND TRANSCRIPT TO (Print complete address clearly, with Zip Code.)</p> <p>Number of copies to be sent to this address: _____ _____ _____ _____</p>	<p>TRANSCRIPT REQUEST PLEASE PRINT CLEARLY PRESS FIRMLY</p> <p>Years of attendance at Cañada, CSM and/or Skyline: Cañada College: From _____ through _____ College of San Mateo: From _____ through _____ Skyline College: From _____ through _____</p> <p>Check ONLY one:</p> <p><input type="checkbox"/> I did not enroll this term. Please send transcript now.</p> <p><input type="checkbox"/> I did enroll this term. Please send an "in progress" transcript now.</p> <p><input type="checkbox"/> I did enroll this term. Please hold transcript until final grades for _____ have been posted <small>term/year</small></p> <p>Special requests:</p> <p><input type="checkbox"/> Hold transcript until degree or certificate is posted.</p> <p><input type="checkbox"/> Hold transcript until grade change is posted: Course _____ Term _____ Year _____</p> <p><input type="checkbox"/> Adjustment expected: _____</p> <p><input type="checkbox"/> Send IGETC certification (With final transcript only. No 'In Progress')</p> <p><input type="checkbox"/> Send CSU-GE cert. (With final transcript only. No 'In Progress')</p> <p>Student's Signature: _____ Date: _____</p>
---	--

If you have previously ordered two or more tran- **FOR OFFICE USE ONLY**

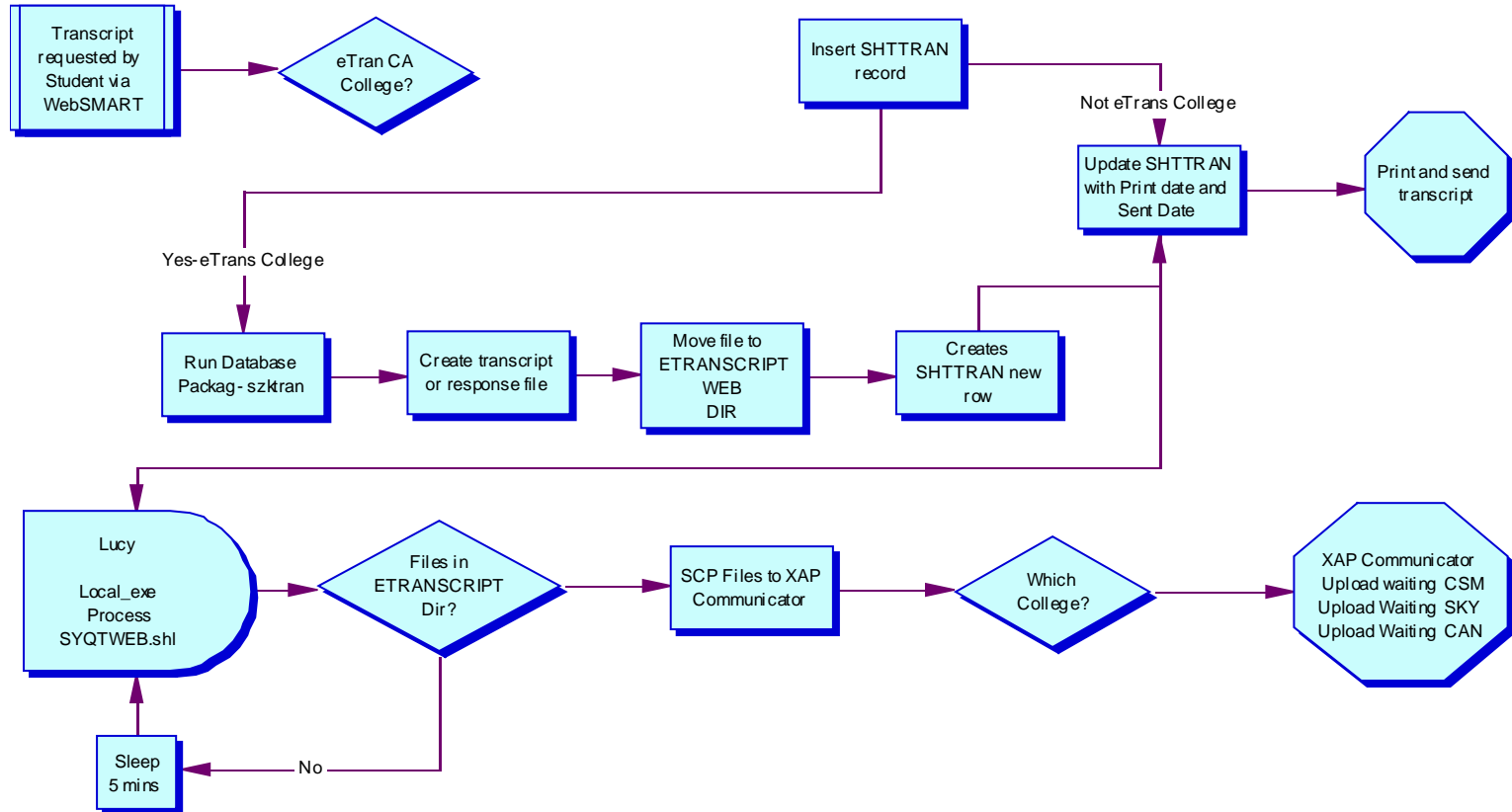
Done Unknown Zone

start | In-box - Mic... | Banner 7 - ... | Oracle Dev... | http://colle... | Inspiration... | Document1 ... | 12:12 PM

WEB TRANSCRIPTS THROUGH ETRANSCRIPT CA

...

Trigger - This database trigger - `it_shtrtran_etranscript` - will process transcript requests made on the web. transcript requests that are being sent to eTranscript schols are identified for electronic delivery. A call will be made to the `etran transcriptca` package - `szktran` - to create the outgoing transcript.



Electronic Requests from Institutions

- Issues

- FERPA

- Fees or Free

- Holds

- Requested Holds

- Institutional Holds for fees, etc.

FERPA

“ ...FERPA allows schools to disclose those records without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;...”

Fees or Free?

- CCCCO Legal Opinion 09-02

Conclusion

CCCTran is a new service that is being offered by colleges that can instantaneously generate and transmit transcripts upon request. Fees for this new service should be based on the actual costs of running this program. Expedited fees may be charged by colleges for using this service as long as other transcript services remain available. All other practices related to fees and transcripts should make no distinction between electronic and standard transcript requests.

Request Holds & Institutional Holds

Request Options

[add message for student](#)

Request hold options:

- Hold until degree is awarded Award Title
- Hold until certificate is awarded Award Title
- Hold until grades are posted for [Click Here](#) term
- Hold until grade change is complete Course Title
- Hold until date mm/dd/yyyy
- Other hold condition Enter Hold Condition
- Hold until after current term enrollment [Click Here](#) term
- Process immediately

Certification options:

- Do not hold for certification
- Hold for CSU GE certification
- Hold for CSU IGETC certification
- Hold for Both CSU GE and IGETC certification
- Hold for UC IGETC certification

[next](#)

Responding to Electronic Requests

- Fully Automated Response (Free or Fee)
 - Hold Processing
 - Messaging
- Manual Response (A&R Income + Service to Students)
 - Automatically
 - Send student email (request pending – fee due)
 - Send institution email
 - Student informed of request and fee due
 - Unable to process automatically – canceling request
 - Manually Cancel Request
- Option -Don't Take Electronic Requests

Questions

Tim Calhoon, calhoonti@cccnex.net

Sheri Hancock, hancocks@smccd.edu