eTranscript CALIFORNIA

# Processing Transcript Requests

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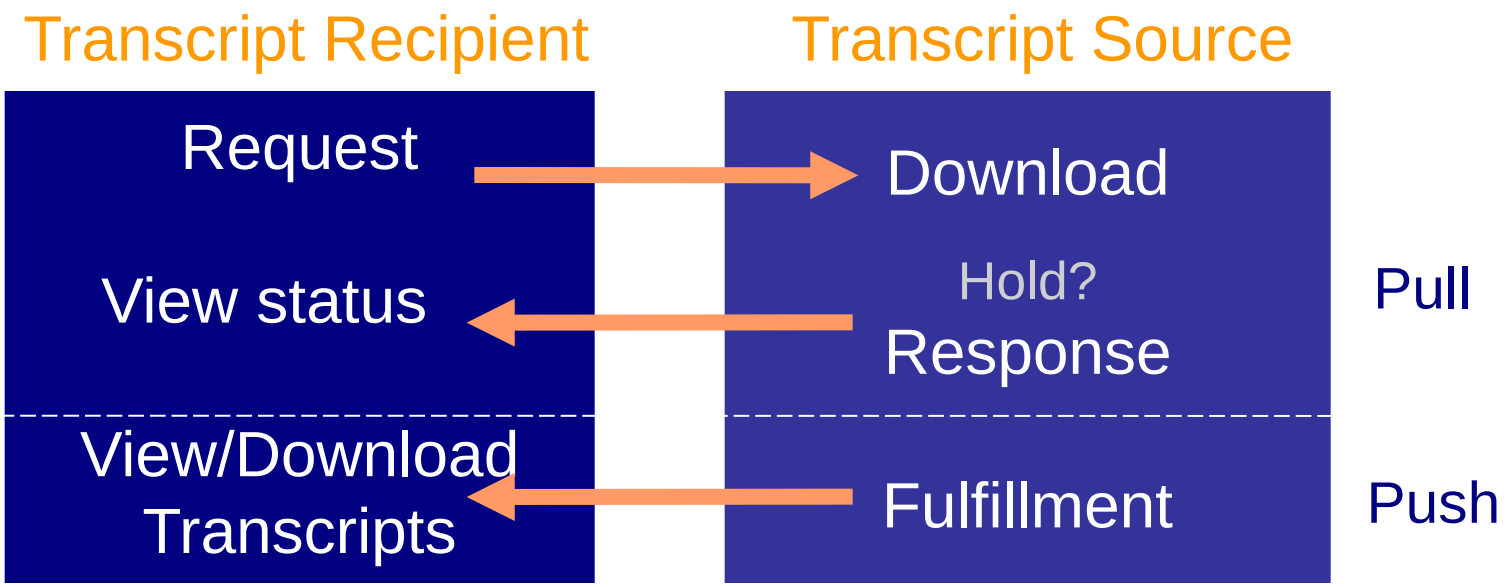
Skyline College

# Two Sources of Requests

- Students
  - Counter
  - Portal
- Institutions
  - Electronic Requests

# Functional Overview

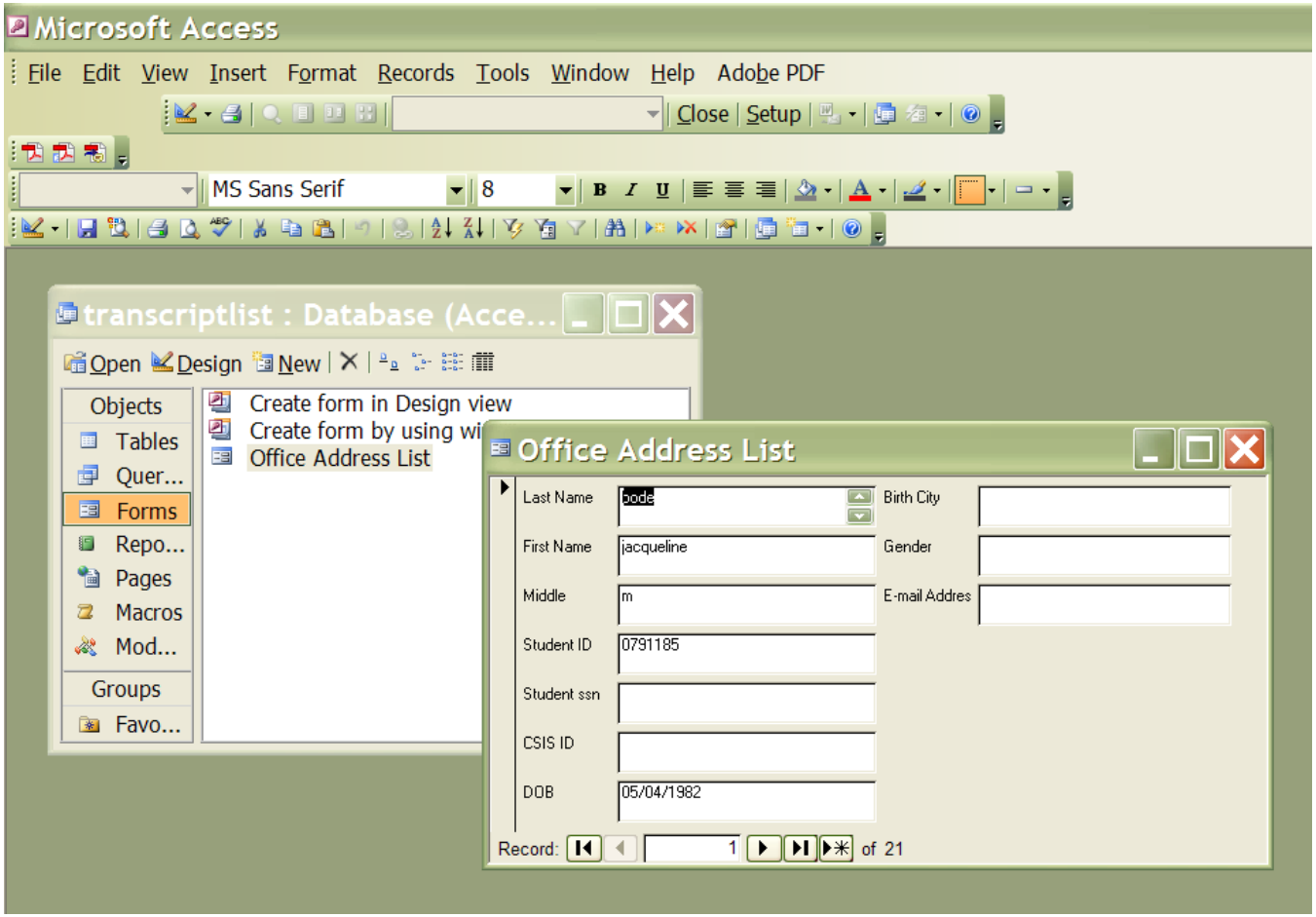



- Manual or Automated processing
- Automated email messaging

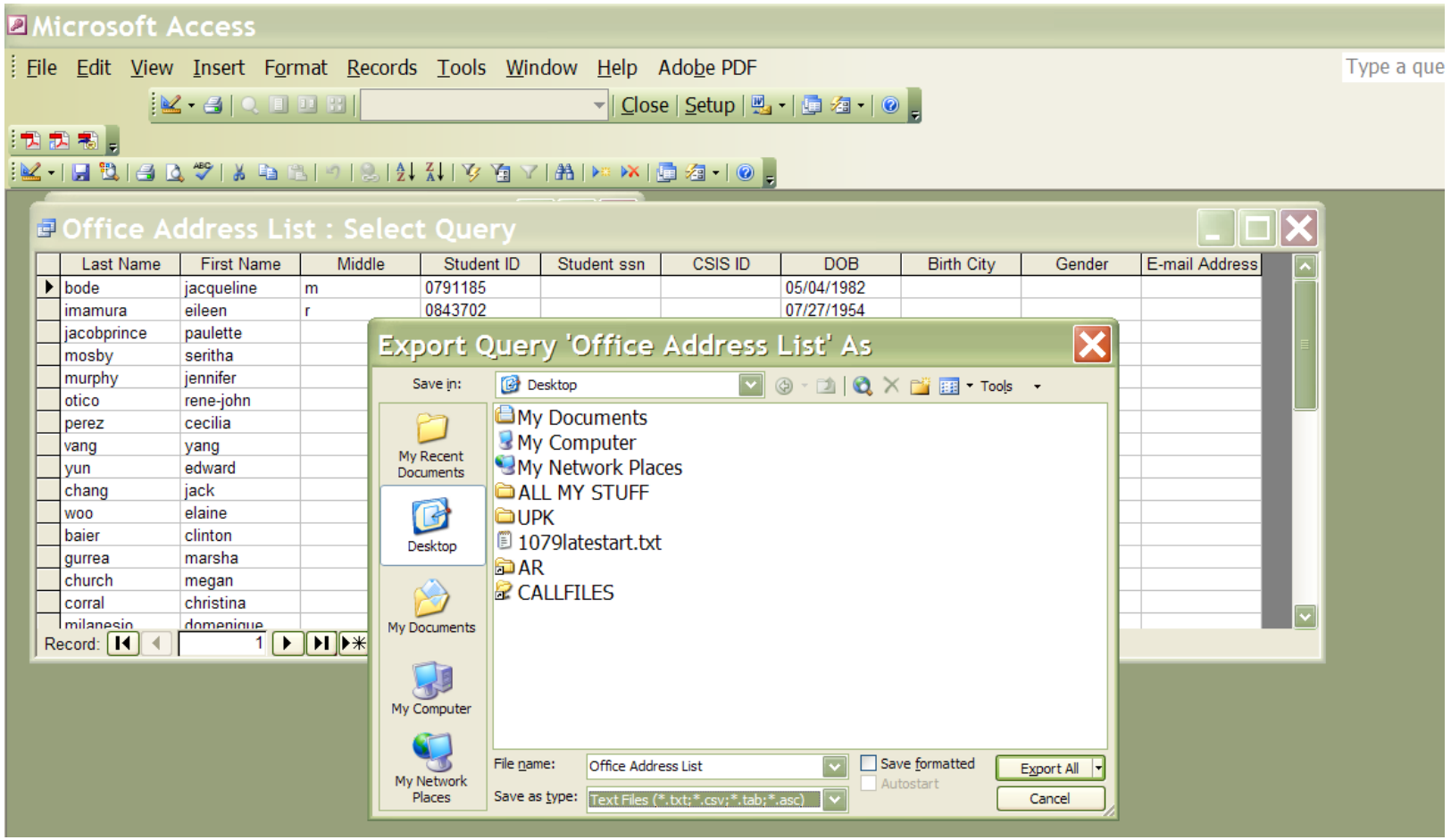
# SCC Counter Application

- 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



# SCC Counter Application



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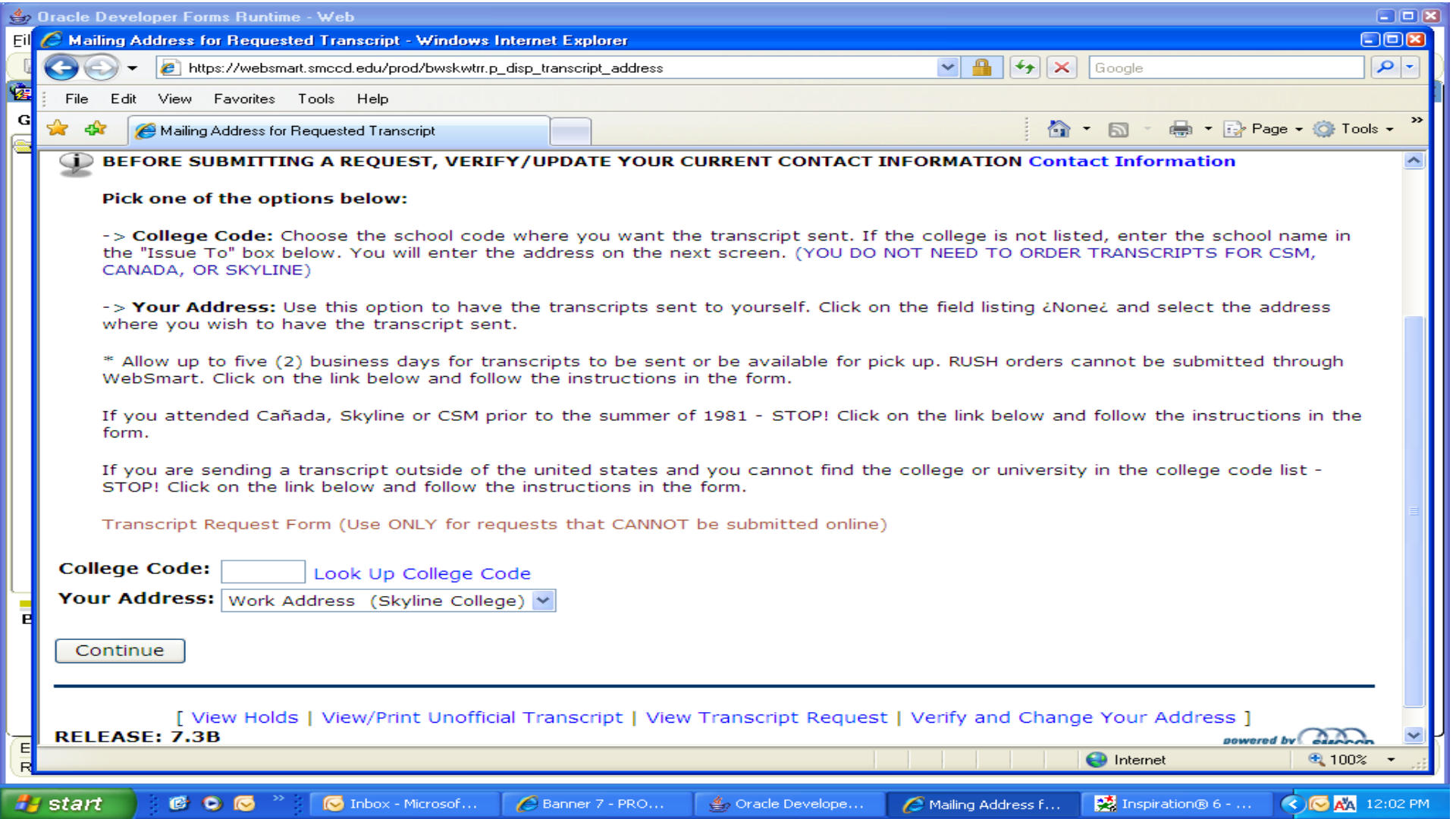
# Skyline Portal Request



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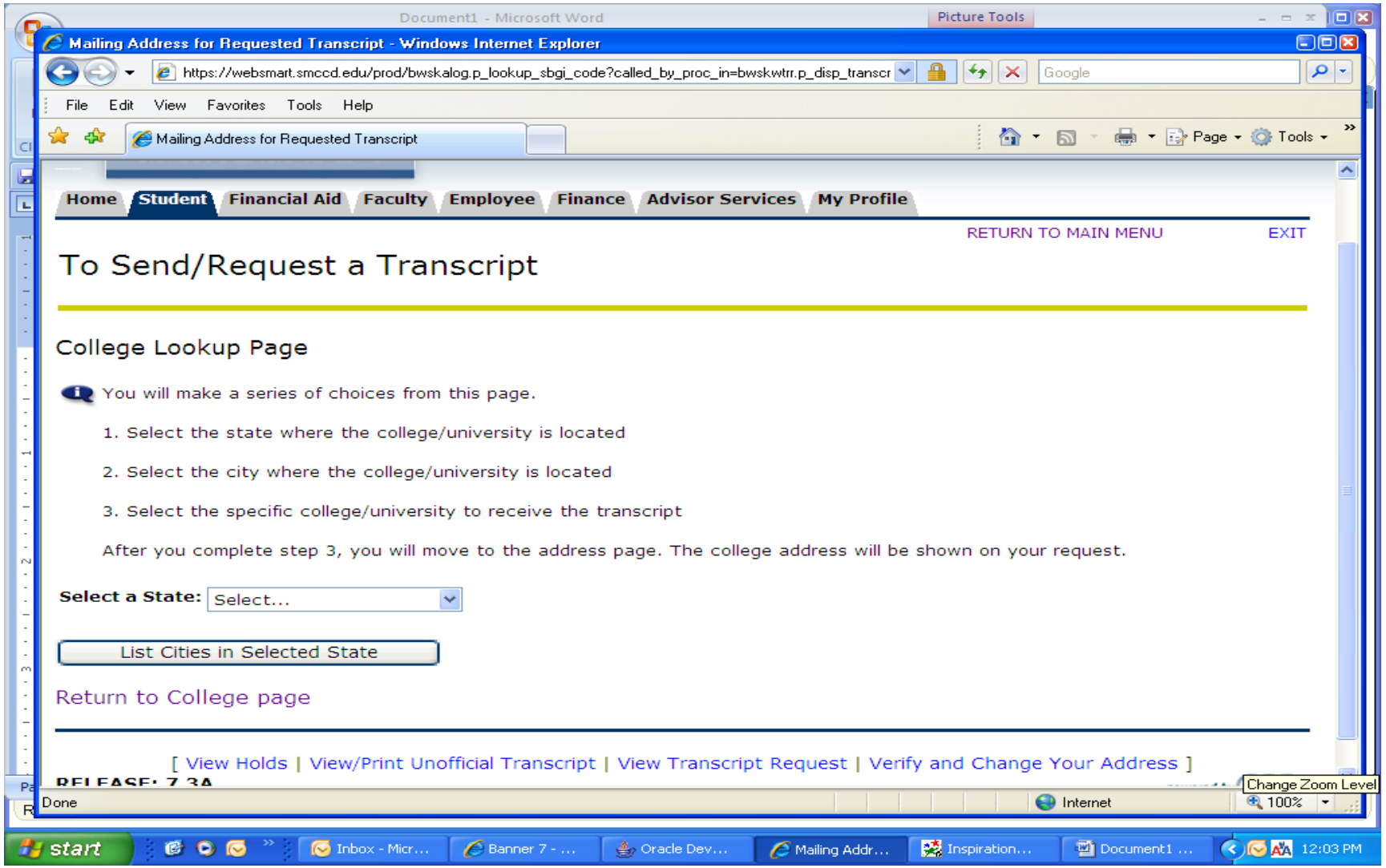

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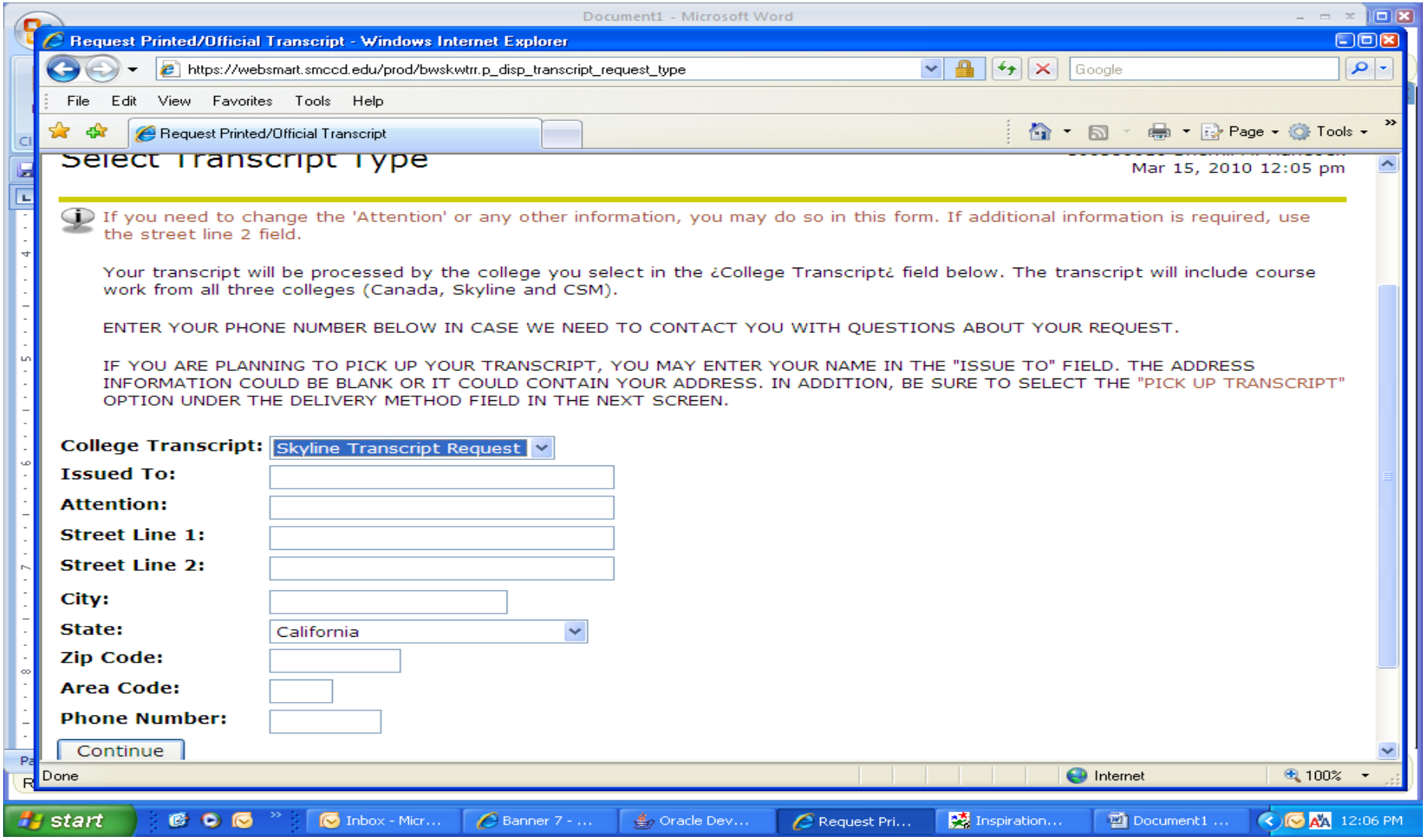

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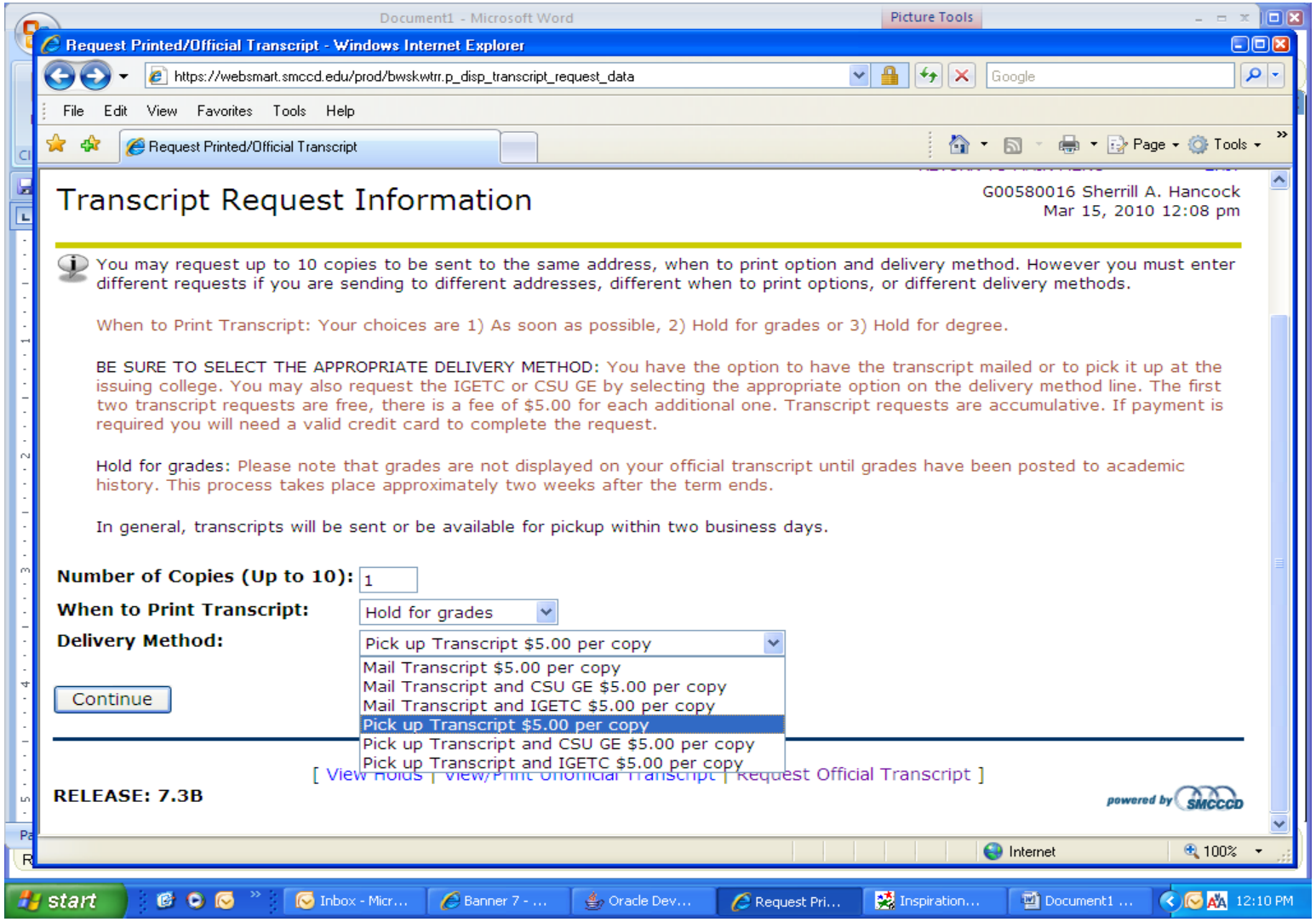

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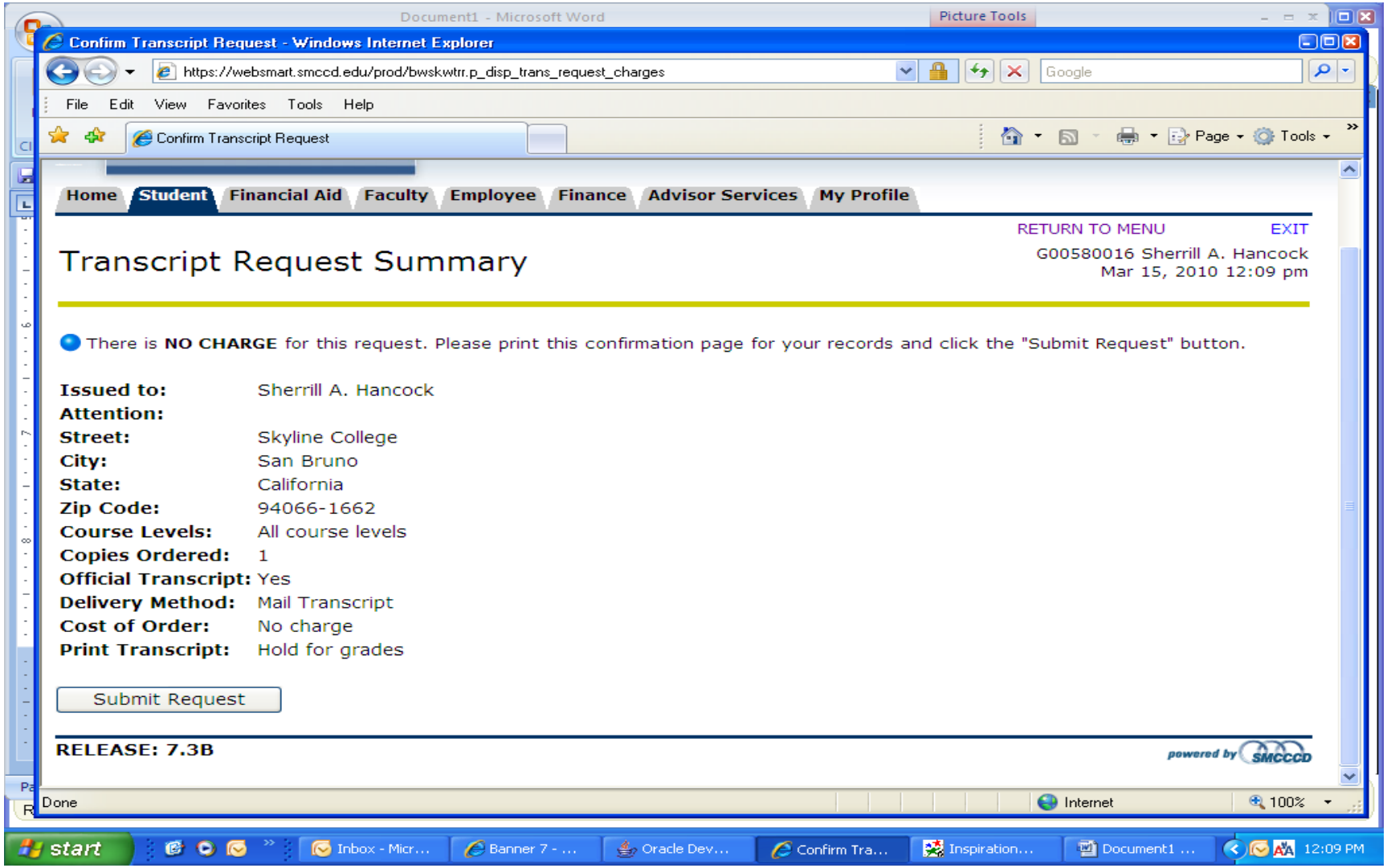

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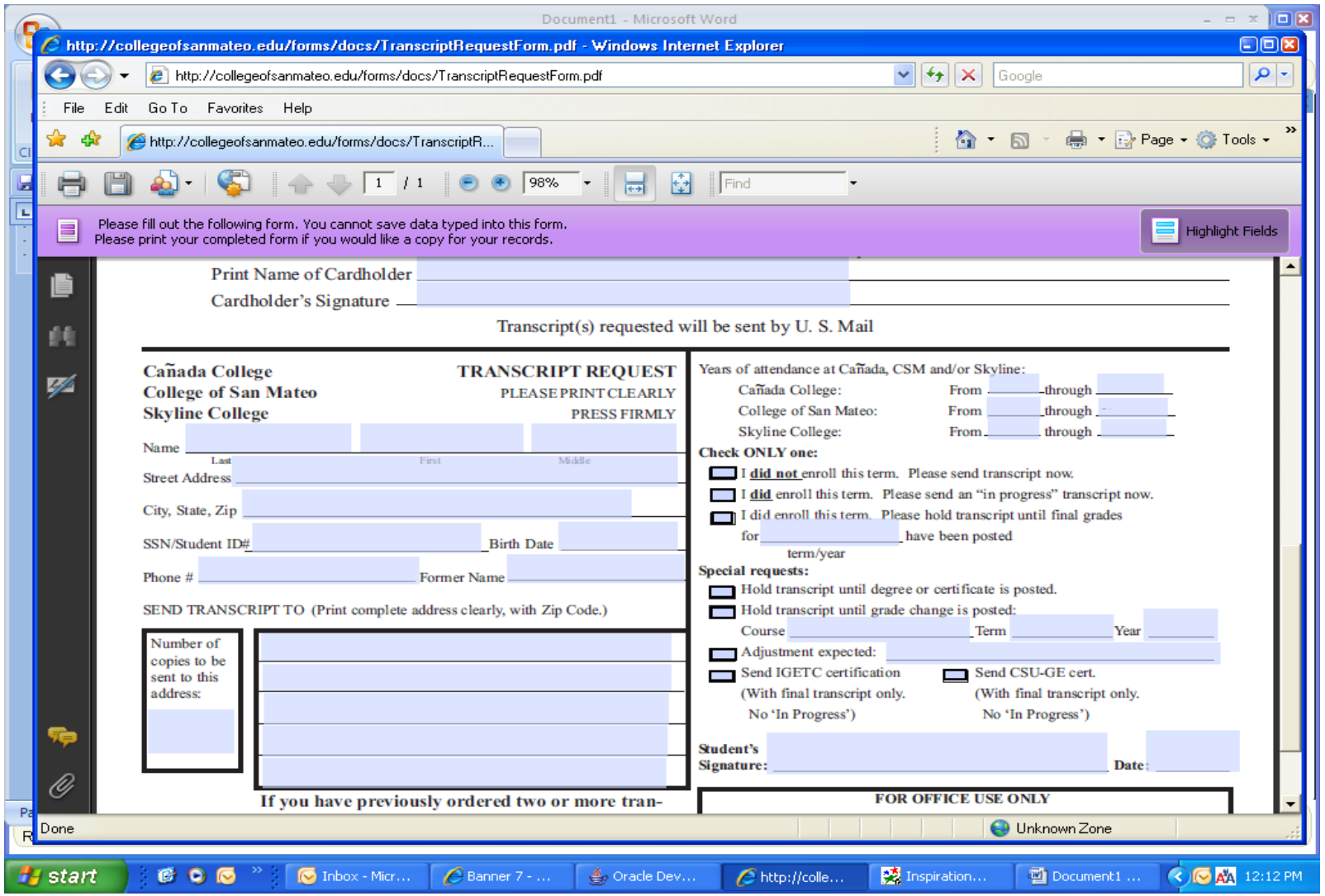

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# WEB TRANSCRIPTS THROUGH ETRANSCRIPT CA

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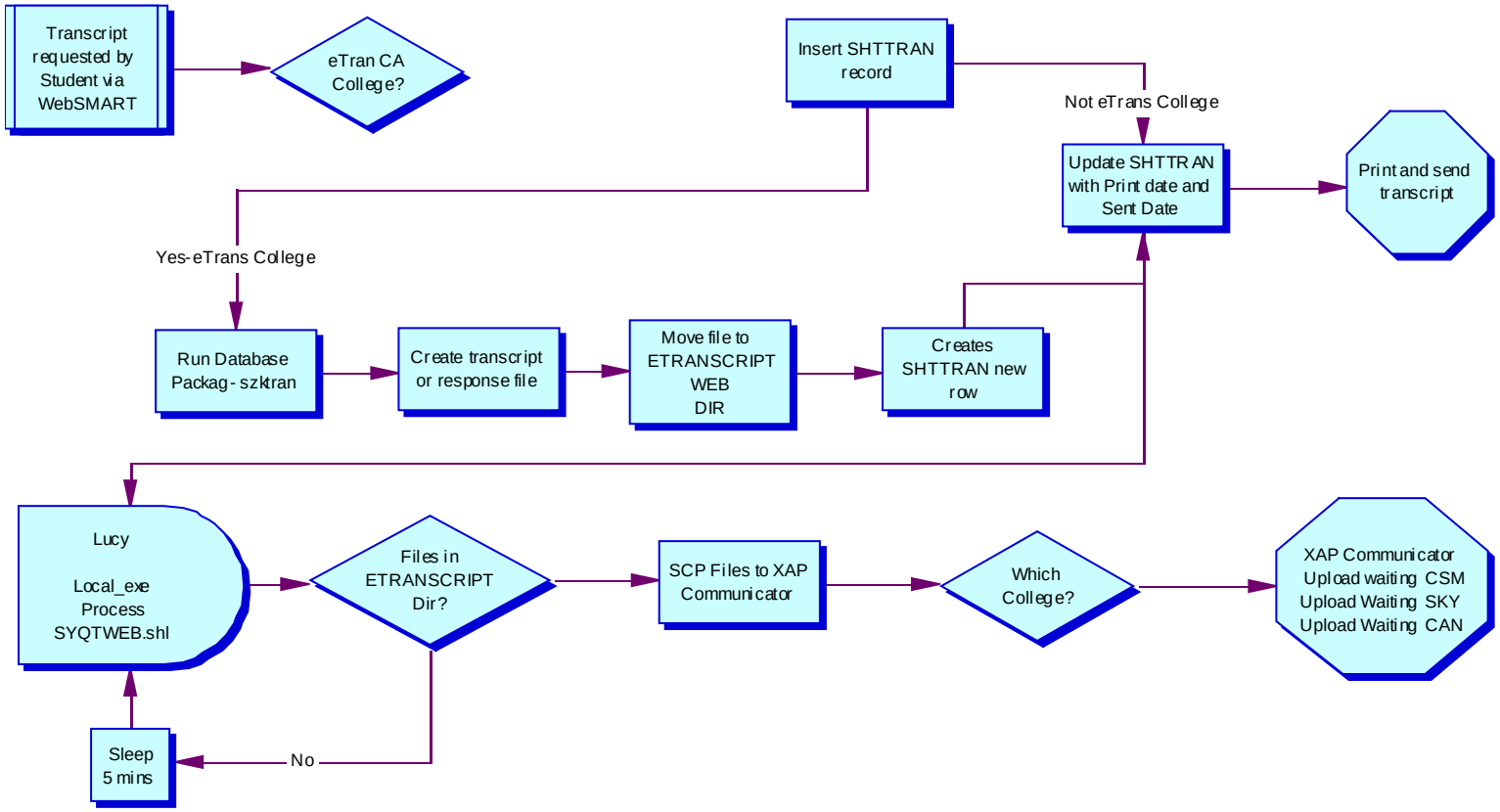
Trigger -
This database trigger - it_shttran_etranscript - willprocess transcript requests made on the web. thranscipt requests that are being sent to eTranscript schols are identified for electronic delivery. A call will be made to the etranscriptca package - szktran - to create the outgoing transcript.



# 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;…"

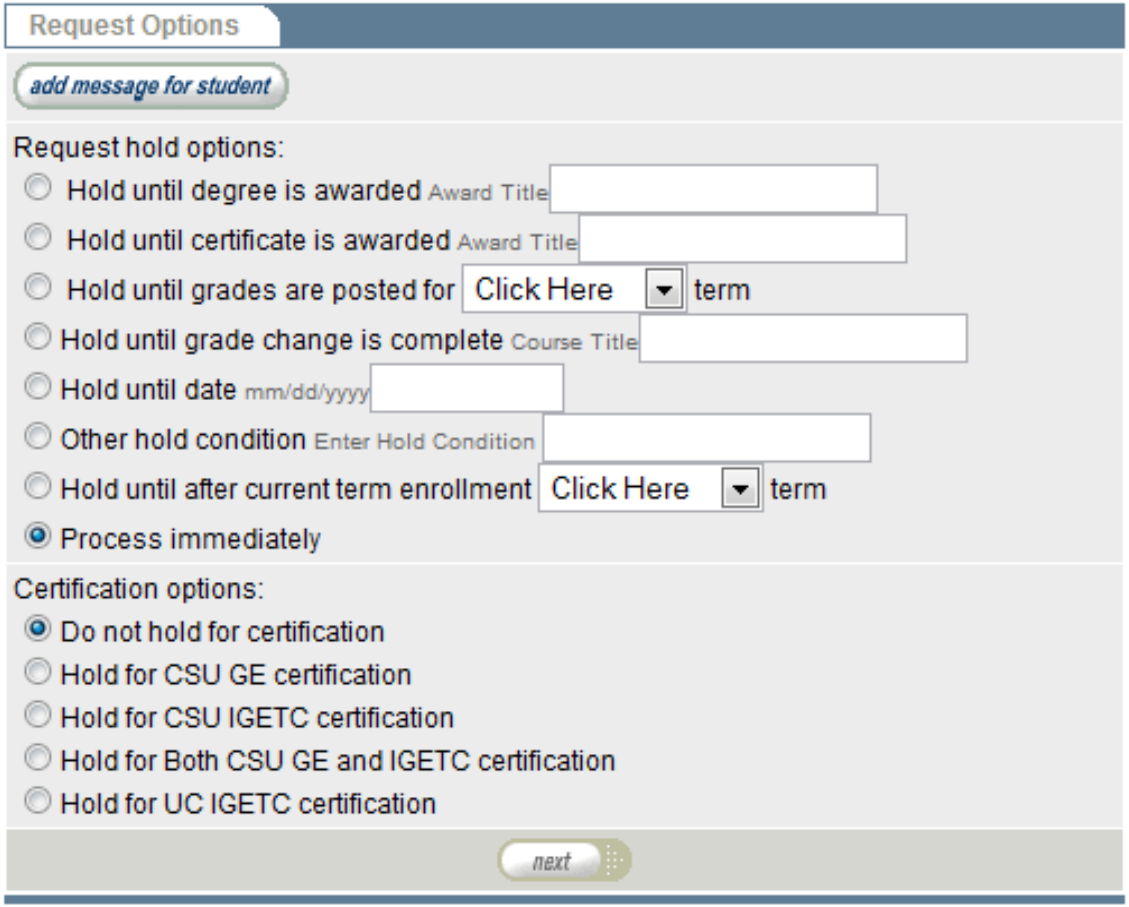
# Fees or Free?

- 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



# 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

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