1.0. Overview

eTranscript California, formerly CCCTran, is a statewide Internet-based system for requesting, viewing and transmitting standardized electronic (or academic) transcripts among authorized educational institutions and their trading partners.

The eTranscript California transcript exchange system is unique in its ability to fulfill transcript requests automatically, receiving student data from a transcripting college's student information system and delivering that data into the requesting colleges system without human interaction. These closely tracked transactions are encrypted and secure, eliminating errors inherent in accepting and reentering paper transcripts.

Besides eliminating many of the problems associated with paper transcripts, the participating California Community Colleges will see a significant reduction in the costs involved in exchanging transcripts. The California Community Colleges System Office estimates costs will drop from an average of seven dollars per transcript to less than fifty cents per transcript.

It is more than a store-and-forward transmission vehicle, providing value-added services such as:

- **validating** electronic requests for the Transcript institution to identify the student on their system, and validating electronic transcripts as containing required data fields and being properly formatted

- **tracking** and presenting the current transaction status of a transcript request

- **communicating** the progress of a transcript or transcript request to users with email messaging as well as formatted electronic responses to acknowledge receipt of a transcript or a transcript request, indicate rejection of a transcript request for given reasons (holds, fees, not found, etc), and other actions definable as business rules of member institutions

- **retaining** transcripts for recipient institutions for a length of time they specify, allowing them to use eTranscript California for external storage and lookup

- **presenting** more than one standard displayable and printable view (Brief, Full, and Gen-Ed views) of transcripts

- **translating** transcripts from the CCC standard data format (which encompasses both a plain text "flat" or "ASCII" file and an XML file format) into other standards such as the national PESC/ANSI XML and ANSI EDI formats that can feed into a multitude of degree audit systems, and a common PDF format usable by document imaging systems

- **performing** at a future date intelligent functions such as calculating a special GPA from standardized transcript data and combining like information from more than one transcript into one view, such as all general education or basic skills courses for a student.

- **exchanging** transcripts with external systems such the University of Texas SPEEDE server is an important part of the transcript exchange growth. The system is expanding capabilities to send and receive both EDI and XML transactions with SPEEDE. This enables eTranscript California members to expand their trading partners.

Member institutions may initiate a transaction in eTranscript California as either a transcript **source** institution or a transcript **recipient** institution. Initiation from a recipient institution would be in the form of a request for a transcript from a source institution. This is a common occurrence between four year Universities and their California Community College feeder schools. In fact, requests for transcripts are often made in large batches by CSU as they collect transcripts for cohorts of new students. Source institutions more typically receive requests directly from their students, mostly in written form at this time. When the request for a transcript comes from outside of eTranscript California, the source institution can initiate the transaction within eTranscript California as the sending of the transcript to the recipient (bypassing the request component). eTranscript California will <u>not</u> support requests directly by students into eTranscript California. Students would need to go through one of several student services or through a college student portal.

1.1. Requesting Transcript

Requests can be submitted by an eTranscript California member institution through a request module. Authorized staff members can enter the data required for an electronic request. While the data fields supported for an electronic request belong to a standard data set, the specific data required to fulfill a request can differ for each source institution and are thus definable within the member profiles. (For instance, College A may require name and SSN in order to serve an electronic request, while College B may require only name and birth-date and College C may require any and at least three of six data items). The request subsystem validates the entered data, verifying that the field combinations required by the intended source institution are complete; otherwise it rejects the request with explanation of the basis of the rejection.

Transcript source institutions can waive or impose a fee in the amount of their choice for electronic transcripts.   This fee is established in the member profile and is stated at the time a request is submitted. eTranscript California does <u>not</u> produce a bill nor does it process any accounting functions.

A request confirmation page is presented that includes the request identifier, the student data and other particulars of the request including the fee amount. This confirmation page can be automatically emailed to the student if a student email address is provided in the request. The request action is logged internally and the status of the transaction is viewable by the requesting institution and source institution at any time.

Member institutions can also upload batches of requests either online or by uploading a text data file to eTranscript California. Batches typically comprise multiple students for one recipient, such as CSU requesting transcripts for a cohort of new students. The system will generate and track individual request transaction based on the format of the PESC/ANSI XML Request. All of the validation and notification described above also applies to each transcript request within the batch submitted.

eTranscript California will also accept standard electronic requests from external requesting services (such as Credentials Inc.) that is approved by member institutions. Each member institution can indicate within its profile what institutions and services it will honor requests from (i.e., one institution might accept requests from Credentials Inc, while another might not). Requests will be accepted into eTranscript California for delivery only if the source institution has indicated that it will accept requests from that particular service. eTranscript California will issue an electronic rejection to the requesting service if they are not supported by the source institution. Requests from external requesting services will also be subjected to the same data validations as in-system requests and if the request does not meet the requirements of the source institution, it will be electronically rejected with explanation.]

1.2. Approving Transcript Request.

Electronic requests are queued within eTranscript California for member institutions. A list of requests is displayed to staff that differentiates between new, downloaded, and rejected requests.

An institution can choose to set eTranscript California to automatically download transcript requests to a local directory, or to hold them on the system for manual downloading. A download, whether manually initiated or automatically scheduled, will download only approved requests. Upon download, the status of the transcript transaction is updated in eTranscript California to indicate it was downloaded. The institution will use its own programs to inspect and serve or reject the request.

1.3. Uploading And Releasing Transcripts To eTranscript California

Responses to electronic requests can be a transcript, message response, hold, or a rejection response. Responses can be based on a hold on the student's records for various reasons, or a not-found condition. (The PESC/ANSI XML standard for Transcript Response defines a list of common conditions plus freeform text space for other conditions). The rejection condition is identified and provided by the source institution. Rejections can be entered online in eTranscript California or, more typically, uploaded as electronic transactions generated by the institution's own interface with its student information system.

Electronic transcripts and responses are accumulated by the source college in a local directory of their designation. An agent for eTranscript California polls this directory for contents to upload and transmit via eTranscript California on an automated schedule. Alternatively, the source institution can choose to manually instantiate the transmission. Preference for manual or automated-schedule transmission is identified within the institutional profile, but it should also be possible for the institution to manually override an automated schedule on occasion without losing its normal schedule of hours and days.

Each transcript submitted to eTranscript California is automatically validated for proper structure and content in terms of standard data values and required fields. The transcript must be in the CCC-standard as either a delimited ASCII format (aka "flat" or "text" file) or XML format. Improperly formatted transcripts incur a rejection from eTranscript California back to the source institution and are not maintained on eTranscript California. ASCII files are translated into their XML equivalent by eTranscript California.

Each event, whether a transcript is provided or rejected, is recorded within eTranscript California, logged, and displayed within the event history of the transcript transaction. The institution may also indicate within eTranscript California that email communications are to be performed for each event. If the student's email address is provided, then a status update is sent to the student informing them of a rejection or of the issuance (not delivery) of the transcript.

When staff users log in to eTranscript California they are able to view a list of transcripts transactions sortable by date or status. Upon querying (or "drilling down") into any transaction they will see the current status and past activity associated with that transaction.

All transmissions are performed via highly secure connections.

1.4. Receiving the Transcript Response

Transcripts uploaded from a source institution and released from any hold are transferred into the target institution account in eTranscript California if the target is a member institution. If the uploaded transcript is in a data format other than the format the target institution can receive, as noted in their institutional profile then the transcript is first translated by eTranscript California into the format accepted by the target institution (note: translations are made only into XML or EDI). For institutions using the SPEEDE Server, the transcript is transmitted immediately by eTranscript California through the SPEEDE Server.

Electronic transcripts are queued within eTranscript California for member institutions. Email messages informing and reminding the institution that there are transactions waiting are issued by eTranscript California to institutional staff, as designated by the institution within their institutional profile. The institution can select the frequency of informational and reminder messages, with such parameters as immediate (for new transactions), hourly, daily, weekly, or on fixed days of the week. Transcripts remain available to target institutions who are members of

eTranscript California for a period identified in the target institution's profile by an expiration parameter in terms of number of days from receipt.

A list of transcripts is displayed to authorized staff users. Any transcript can be queried (or "drilled down") and the events for that transaction displayed, such as receipt, download, response sent, transcript released of transcript delivered. Downloads can be scheduled in the same manner described for (but independent of) uploads to eTranscript California. The download agent will transmit transcripts flagged as okay for download and deposit them in a local directory designated by the target institution. Upon download of a transcript, the status of the transcript is set to "delivered", the event is recorded and logged, and an electronic acknowledgement of delivery is issued back to the source institution.

All transmissions are performed via highly secure connections.

1.5. Viewing and Printing Transcripts
eTranscript California provides a number of printable and displayable views of transcript data to member institutions. Three standard views of the CCC PESC/ANSI XML format are predefined: "full", "brief", and "general ed" "Full" view presents all the possible data within a transcript, while the "brief" view is defined during development as the most easy-to-use and common format of a transcript used for transfer evaluation (typically the columnar representation of courses, units, and grades without all the possible attributes for each course). The "general ed" view shows the GE and IGETC information in addition to the data presented in the "brief" view.

Upon access (view or print) of a transcript, the status of the transcript is set to "delivered" and the event is recorded and logged and an acknowledgement of delivery is issued back to the source institution.

1.6. For Additional Information
Project Website: http://www.eTranscriptCA.org/