

# Electronic Transcripts: Getting Started through Full Adoption

A panel discussion with experienced users



CALIFORNIA COMMUNITY COLLEGES

Moderators:

Mark Cohen, Product Manager - CCC Technology Center

Lenny Robison, Project Manager - CCC Technology Center



- Hear from experienced implementers
  - Assist new implementers
  - Discuss inclusion of required data elements, including:
    - CSUGE and IGETC Cert,
    - Course Transferability,
    - Associate Degree for Transfer,
    - Support for District-wide Transcripts
  - Grow adoption of eTranscriptCA (and the California Electronic Transcript Standard)
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- **Rebecca Diaz**, Transfer Credit Analyst - San Francisco State
  - **Kim Goff**, Admissions/Records Supervisor - Sacramento City College
  - **Nita Guzman**, Systems Analyst II - CSU Northridge
  - **Lee McDonald**, Applications Manager, Technology Services - College of the Sequoias
  - **Jason McPherson**, IT Project Leader - North Orange County CCD (Cypress College, Fullerton College)
  - **Liliana Rojas**, Student Support Services Specialist - Peralta CCD (Berkeley City College, College of Alameda, Laney College, Merritt College)
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- Sending electronic transcripts
    - Is a student ordering portal used?
    - Use of transcript vendors in addition to eTranscriptCA?
  - Receiving electronic transcripts
    - Importing transcript data into in-house systems?
    - Data formats used?
    - Data elements of the CA eTranscript Standard utilized?
  - Resources necessary for production?
    - Implementation timeline?
    - Major struggles in adoption?
    - Use of phases to implement?
  - Benefits of eTranscripts
    - Adopting to eTranscripts?
    - Impact to admissions decisions?
    - Differences between electronic and paper transcripts?
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eTRANSCRIPT CALIFORNIA



NORTH ORANGE COUNTY  
COMMUNITY COLLEGE DISTRICT



- Cypress College was one of the eTranscript California pilot colleges
- Pilot was with:
  - Los Rios (PeopleSoft), and
  - Cerritos College (Datatel)





- NOCCCD implemented the ability for student to request transcript transfers via Banner Self-service
- Code was shared with other Banner schools
- Implementation involved many hours of testing, including specification validation and load testing





- System configured to check for download and requests every 5 minutes
- The XAP windows client is still working for us, but we are testing and moving to the Linux client
- We are also moving to Credentials Solutions for student requests, and will be retiring our Banner self-service system





Berkely City College

College of Alameda

Laney College

Merritt College

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eTRANSCRIPT CALIFORNIA

# eTranscript Process





## 1. Implement the interface yourself

- Other schools are willing to share code
- More flexibility
- More work
- No fees to others
- On going management required

## 2. Use a vendor (our choice)

- Less demand on IT
- Less flexibility
- Comes at a price
- They help manage adding (and removing) recipients
- They handle changes/enhancements to the standard



eTRANSCRIPT CALIFORNIA



SAN FRANCISCO  
STATE UNIVERSITY



- Paper
  - Mail
  - In person drop-off
- PDF
  - E-Scrip
  - Parchment
  - National Student Clearinghouse
  - Scribbles
  - Transcript Network

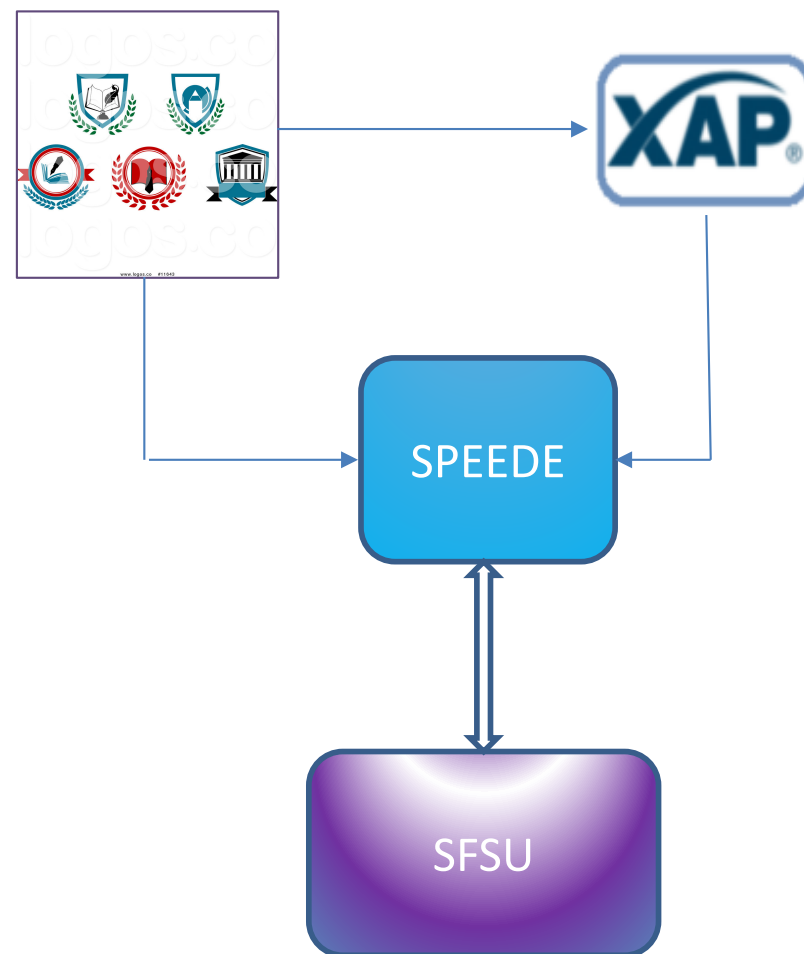




## SPEEDE server

(Hosted by National Student Clearinghouse)

- Delivers:
  - Transcripts from schools using XAP
  - Transcripts from schools
- SF State:
  - Sends acknowledgements (TS131) to SPEEDE





## Paper and PDF are OCR scanned

- Transcript Images available to staff:
  - Admissions, Records, and departments on campus
- OCR data file produced (TS130) - uploaded to SIS

## EDI (TS130) files

- Files combined
  - Data is parsed into individual records to an XML template then uploaded to imaging system
  - SPEEDE file - Uploaded to SIS





## Testing

- Get test files
  - Work with school directly
  - Work with XAP
    - Liaison between you and the school
    - Use the beta site
- Request for records received already via paper and compare to EDI

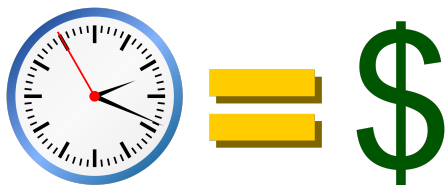
## Challenges

- Finding right people at schools
- Finding the time
- Getting the paper and EDI to match
- Validating repeats
- Change to business process





# Benefits of Full Adoption



- Save time from processing paper
  - Less staff/students assistants to open, sort mail



- Eliminate:
  - Less error with ID'ing
  - Lost transcripts
  - Missing pages in multipage document





# Benefits of Electronic Transcripts

- Time savings. Have quicker processing than paper
- Can request on demand
  - Individual or upload batch requests
  - Transcripts requests can be fulfilled within the hour and received the same day
- Efficiency means faster processing
  - Admission decisions made sooner
  - Less communication (e-mail, phone calls)
- Students today are tech savvy





California State University  
**Northridge**

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# Systems Used with eTranscript

**Peoplesoft**

Student Information System.

**Uacheive**

Degree Audit System

**OnBase**

Scanning/Indexing system

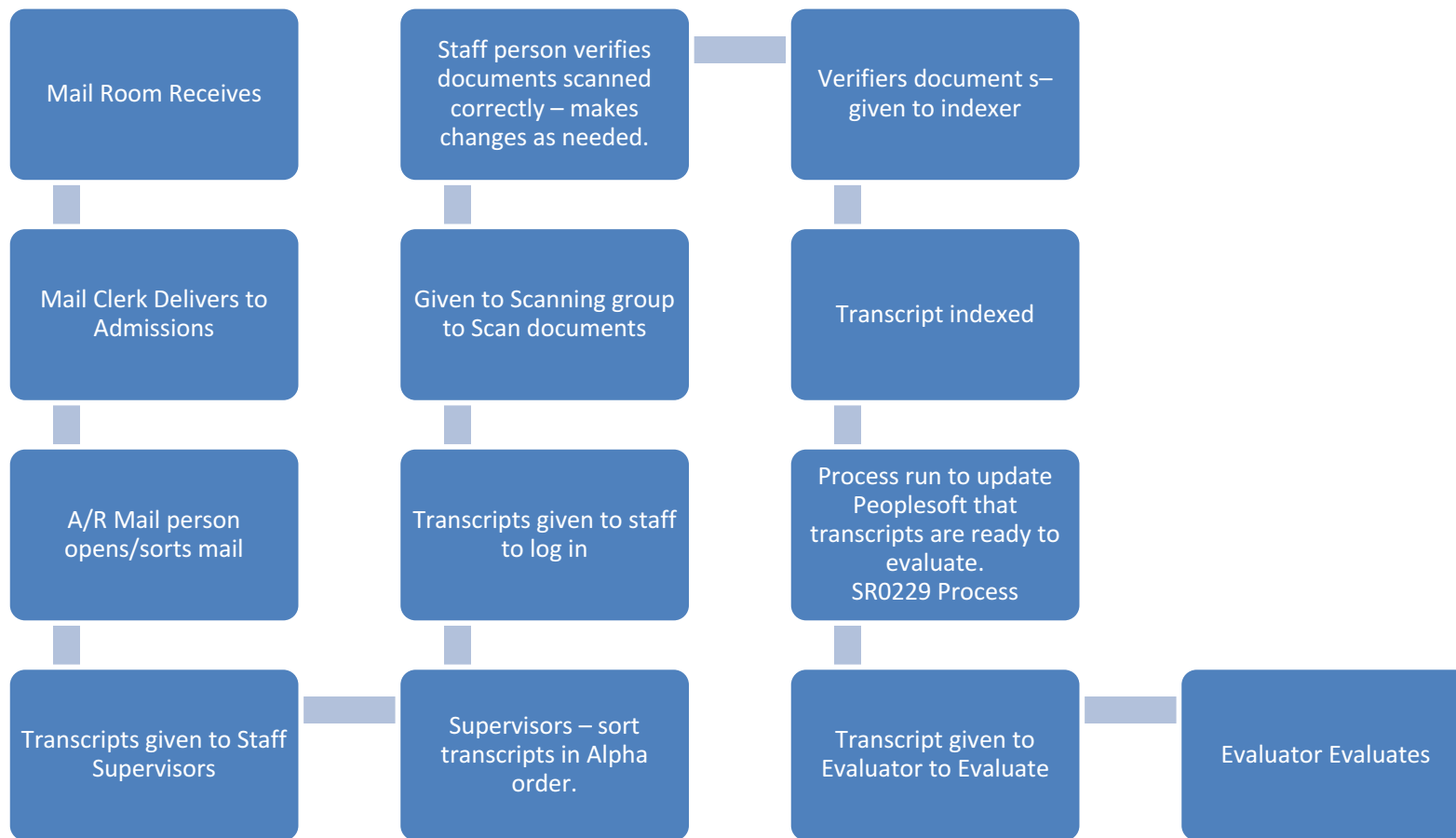
**SR0229**

Process used for eTranscript to  
bring it all together



# Process Before eTranscript

Up to **6-8** weeks before the Evaluator can evaluate the transcript





Within **2 days** of students application – Evaluator has transcript

Process runs overnight to request transcripts

Next morning –download transcripts from XAP

Run SR0229 Process

Updates Uacheive

Updates Peoplesoft

Creates PDF – for indexing



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# Thank you for attending

- Support the CA Electronic Transcript Standard
  - Grow the exchange of eTranscripts in California
  - Visit the vendor exhibits!
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