# Making the Case for eTranscript California

You’ve heard about eTranscript California and it sounds great.

You know it will:

* Save time
* Save money
* Reduce paper consumption
* Improve customer service
* Reduce workload demands for your staff

But, how can you effectively and professionally present your case on campus?

Making the Case for eTranscript California can help. Use the information and cost analysis tool in this package to quickly and easily create a customized cost model for your campus.

# eTranscript California Overview

eTranscript California is the Statewide Electronic Transcript Exchange Program, developed and sponsored by the CCC Technology Center. eTranscript California serves all 112 California Community Colleges by offering an Internet-based tool for requesting, viewing and transmitting academic transcripts. eTranscript California offers a highly flexible and secure institution-to-institution transcript request and delivery service.

eTranscript California is the first true large-scale electronic exchange of student transcripts that works not only within the California Community College System but also with other higher educational systems, such as the California State Universities and University of California systems. Additionally, eTranscript California works with Independent Institutions of Higher Education within the state, for-profit organizations like the University of Phoenix, as well as out of state educational systems and institutions. eTranscript California has completed implementation with California School Information Services (CSIS) to receive California High School student transcripts into this transcript exchange system.

Colleges can benefit from using eTranscript California saving personnel time, reducing operating costs, reducing paper consumption, improving student placement processes, and expanding student services by offering electronic transcripts to their next institution of Higher Education. Exchanging electronic transcripts directly between your Student Information System and your major trading partners is a secure, cost-effective method of eliminating transcript keying errors and paper transcript fraud. eTranscript California adheres to the national standards of PESC XML and EDI TS130 for college transcripts. High School transcripts are built on PESC XML high school transcript standards.

# Benefits

Recurring quantifiable benefits of operating and maintaining eTranscript California over a paper-based system:

1. Realize a savings of $4 to $10 per transcript by reducing costs for paper, postage, and labor
2. Less paper usage equals less recycling, less filing, less shredding and improve efforts towards “Green” initiatives
3. Reduction of necessary staff time to process paper transcripts
4. Easier access to student records for faster, more efficient placement with transcripts on demand
5. Eliminate mistakes while re-keying transcript data into recipient’s student record system and degree audit
6. Eliminates transcript fraud!

Streamlining the student transfer process enables transfer credits to be easily applied at Universities. Students get their admissions decisions sooner, allowing them more transfer options. More time to make their final decision.

In the face of California state budget cuts, transcript automation can help institutions overcome possible reductions in staffing levels. Budget cuts may mean a reduction in staffing levels generally needed for processing transcript requests, printing the transcripts, and getting them in the mail in a timely manner. Budget cuts may also mean a reduction in staffing levels needed for receiving paper transcripts and entering coursework in the Degree Audit feature of your Student Information System, which is ‘key’ to facilitating student success.   
  
Transcript automation is ‘key’ to easing the transfer process and facilitating graduation. Despite the budget cuts, demand for admission at all of California’s colleges has never been higher. The demand to facilitate student success and graduation has also never been higher. The efficiency gained from transcript automation can help meet these demands, while overcoming budget reductions.

# Calculate the cost savings for your college

The worksheet below will create a customized cost evaluation for your campus providing a comparison between sending paper transcripts and sending electronic transcripts via eTranscript California. Do the numbers favor a significant cost savings annually? You’ll need to know a few statistics before you start.

* Number of transcripts sent to other colleges
* Average cost for envelopes and security paper
* Average cost for postage (mail transcript)
* Estimated cost of staff time per transcript (salary & benefits)

Take into account the number of student that ‘cross-apply’ to multiple institutions and those that require multiple deliveries to the same institution. Remember to include the count for transcripts sent to all institutions, (UC System, Private Universities, out-of-state Colleges, other CA Community Colleges, etc.). For calculating the number of transfer students to California State Universities here’s a link to view the number of students your campus transferred to each University in 2008 – 2009; <http://www.calstate.edu/as/ccct/2008-09/index.shtml>.

The figures currently in the worksheet are based on Bakersfield College for academic year 2009 – 2010 and their estimated saving had every California College been using eTranscriptCA. Please replace these default figures with the figures from your campus to calculate your institution’s potential savings. (worksheet example = ((21,553 transcripts / 1080 hours on transcripts) = 19.96 transcripts per hour) ($56.80 per Hour / 19.96 transcripts = $2.845 staff cost per transcript).

All cells are open for your input except those shaded in yellow. If necessary you can update the text or insert rows for your institution. It’s suggested that only the fields highlighted in green be changed. The yellow cells are totals based on your input. The graphs will reflect your input. To edit the worksheet below, double click on the spreadsheet.

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**Based on the above calculations you can see if the cost difference is favorable for sending electronic transcripts versus paper transcripts. How much will your institution save using eTranscript California?**

# Operation & Maintenance Fee

The institutional agreement negotiated by the CCC Technology Center for California Community Colleges contains Operation terms for this year and next year. Operations Price will be prorated for partial year agreement for 2010 – 2011. An Installation Fee equal to the Operations Price will apply for colleges that do not have CCCApply Online Application System installed.

**Period of Operation Operations Price**

July 1, 2010 – June 30, 2011 $5,460.00

July 1, 2011 – June 30, 2012 $5,625.00

Note: Quote from CCCCO – Xap CCCTran Agreement*: “Additional Institution that has fewer than five thousand (5,000) full time equivalent students shall be reduced by thirty-five percent (35%) from the prices quoted. The operation and maintenance fee for Institutions within a California Community College District consisting of multiple California Community Colleges shall be reduced by fifteen percent (15%) from the prices quoted when all of the California Community Colleges in the District participate in the System.*

*The Installation Fees quoted equivalent to the Operations Fee shall be waived with respect to any Institution that has previously installed or contemporaneously installs the CCCApply online application system.”*

# Student transcript fees

**Colleges that use eTranscript California can continue to charge student transcript fees as their policy indicates today.** Some of the Colleges currently using eTranscript California have chosen to only “push” transcripts to their trading partners making sure the student transcript fee has been collected prior to transcript release. Other Colleges have chosen to waive student transcript fees and utilize the automated eTranscript California function to automatically respond to electronic requests received from their trading partners online. The latter option allows for the greatest system automation and the greatest personnel cost savings. Ultimately it is up to the transcript college to decide how they can best utilize this flexible system. The college can continue to charge student transcript fees as they do today or adopt a new modified approach.

Colleges that continue to collect transcript fees, when sending electronic transcripts, have another option to collect a fee for expedited service.

Excerpt from California Community College Chancellor’s Office Staff Counsel (Legal Opinion O 09-02: eTranscript California, transcript fees [PDF](http://www.cccco.edu/Portals/4/Legal/opinions/09-02.pdf) or [Word](http://www.cccco.edu/Portals/4/Legal/opinions/09-02.doc).

*CCCTran (now eTranscript California) 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.*

# IT Involvement

eTranscript California is a very robust, yet flexible tool. Depending upon an institution’s current business practices or desired business practices, eTranscript California can be implemented and deliver value to a transcript recipient institution within one week. They can receive PDF and HTML transcripts and use them for evaluation or insertion into degree audit or imaging systems without having to programmatically interface to upload the data into their own SIS.

Lowest IT Involvement: Receiving Transcripts

* Receive PDF and HTML transcripts
* Transcripts can be printed for evaluation
* Transcripts can be stored in a degree audit or imaging system

Moderate IT Involvement: Receiving Transcripts

* Receive EDI and XML data files
* Load transcript data directly into SIS system
* Moderate programmer resources

For colleges sending transcripts they have available to them the source code created by other ”live” eTranscript California colleges. As well as the experiences shared by prior implementers. This will significantly reduce the time needed to implement transcript extractions and deliveries.

Moderate IT Involvement: Sending Transcripts

* Source code created by other live eTranscript California colleges is available
* Many knowledgeable resources available to answer technical as well as business processing questions
* Significant reduction of time needed to implement transcript extractions and delivery

# Successes

***Moorpark College – Ventura County CCD***

With technical specifics (Banner) shared from North Orange County Community College District, the Ventura County Community College District was able to implement transcript extraction and delivery by eTranscript California within six weeks. – Rupinder Bhatia, Senior Programmer Analyst, VCCCD

eTranscript California has been successful from the beginning.  With just a few keystrokes, transcripts are on their way to their receiving institutions – no more envelopes to address, paper cuts, or postage. We sent our first eTranscript in February 2009 and have now sent more than 4100 transcripts using eTranscript California.  Our students benefit because transcript processing time is shorter and we have the assurance that the transcript has been received.   We used to have to reissue hundreds of lost transcripts every year that we sent but were not received.   Thanks to eTranscript California, that number has dwindled to almost nothing.  -  Kathy Colborn, Registrar, Moorpark College

***Sacramento City College – Los Rios CCD***

According to Kim Goff, Supervisor Admissions and Records, Sacramento City College has received electronic transcript request batches from CSU Sacramento containing up to 1600 transcript requests. Taking advantage of the eTranscript California automated response feature they were able to respond and fulfill the requests in less than two hours. Kim proclaims, “This is an amazing time saver. We were able to respond to all 1600 requests with only about 10 minutes of staff time.”

***Skyline College – San Mateo CCD***

In September of 2008, [Skyline College](http://www.skylinecollege.edu/) went live with the [eTranscript California](http://etranscriptca.org/) as the pilot for the [San Mateo Community College School District](http://www.smccd.edu/accounts/smccd/default.shtml) (SMCCD). “Because most of the IT work is done at the district level, we don’t often get an opportunity to really work directly with each other on projects. The process was very efficient and smooth. Both offices met one day to design the transcript and go through the processes we needed to implement the system,” said Sherri Hancock, Dean of Enrollment Services.

Renee Cowing, Senior Programmer I in Information Technology Services said ”Once in place, eTranscript California is so automatic, you don’t even know that it's there, except for the bi-weekly reports it generates.”

The Skyline A&R team has found the system to be practical and valuable. Transcripts are processed through an online request and then sent directly to the college. The students no longer have to wait for paperwork and hand carry or mail between offices. Transcripts get processed much sooner and students are enrolled much more quickly at their transfer institution.

Hancock lost the equivalent of two full time staff members in her department with hours cut back due to budget cuts. Her A&R team has still been able to manage processing transcripts despite the reduced staff.

“I don’t know how we would have been able to keep up with the paper transcripts,” Hancock said. “We have also seen an amazing increase in our transfer and processing statistics since the implementation.” See the entire story [Read more...](http://ccctechedge.org/index.php?option=com_content&view=article&id=56&Itemid=24)

***Bakersfield College – Kern CCD***

Despite an initial hesitancy to adopt [eTranscript California](http://etranscriptca.org/), [Bakersfield College](http://www.bakersfieldcollege.edu/) has seen the economic benefits reaped from the ability to send and receive electronic transcripts.

Sue Vaughn, Director of Enrollment Services at Bakersfield College, was instrumental in the implementation of eTranscript California. As the person most intimately involved managing the costs and time involved in transcript processing, she saw the short-term and long-term benefits almost immediately.

“At first, we were a little resistant because we didn’t understand the scope of what eTranscript California could do. Once we realized that eTranscript California would not only allow us to accept electronic transcripts from other institutions, but design and send them ourselves, we recognized the economical benefit,” Vaughn said.

“The first year grant to help implement was really a deciding factor for us to go with eTranscript. But now that we are using it, we can see how it will definitely pay for its self in the long-term,” Vaughn said.  
  
“We quickly noticed how much we were saving on the expenses associated with traditional transcripts. The savings on security paper, envelopes and postage was obvious,” Vaughn said.

Another cost issue is the time it takes to perform degree audits on traditional transcripts. More than half of the students attending Bakersfield College have transcripts from other institutions. This makes the degree audit process slow and expensive.

“The entire process is now automated,” Vaughn said. “Students can use Banner to apply to have their transcripts sent and Robo-Registrar allows them to sign for the transcript release. Evaluators can instantly access student records making the audit process much easier and faster.” See the entire story [Read More](http://ccctechedge.org/index.php?option=com_content&view=article&id=70&Itemid=24)....

***Sacramento State University***

Terry Cataline, of the Office of the University Registrar at [California State University, Sacramento](http://www.csus.edu/) (CSUS), had been anticipating the arrival of a universal electronic transcript system for nearly 15 years.

Formerly a counselor and career planning instructor at two [California Community Colleges](http://www.cccco.edu/CommunityColleges/tabid/830/Default.aspx) (CCC), [Santa Rosa Community College](http://www.santarosa.edu) and [Merced Community College](http://www.mccd.edu), Cataline had experienced the need for a system that would allow counselors more efficient access to new transfer students records.

“Even at the community college level, many students have previous course work from other institutions that require counselors to spend significant time during the students counseling session to determine their previous course equivalency to the course requirements at the new school,” Cataline said.

“Many times I spent 25 of the 30 minutes I had with students just trying to determine which courses they had already taken that matched the courses at our school. eTranscript California has been valuable in allowing the degree audit process to be more efficient and allows counselors more time to help students plan their future schedules.”

“The economy of scale, the ability for eTranscript California to be expanded throughout the state was one of its most appealing attributes,” Cataline said. “eTranscript California works for entire systems, not just individual schools.” See the entire story [Read More](http://ccctechedge.org/index.php?option=com_content&view=article&id=84&Itemid=24) ...

***CSU Fullerton***

“Our University, like many other institutions, is deadline driven. Students that do not meet their document deadlines are at risk of having their application withdrawn or their admission rescinded.  We have found that students have a definite advantage when sending their transcript through e-Transcript California as their transcripts are received and processed within 24 to 48 hours.  Within this short amount of time we are able to load their transcripts into our PeopleSoft system, complete their document requirement, create an image of their transcript and also load their transfer coursework into our Titan Degree Audit system. Having a completed Degree Audit is beneficial when students are registering for courses or working with their academic advisor.” – Jessica Wagoner, Director of Admissions, California State University, Fullerton

***Cypress and Fullerton Colleges - North Orange County CCD***

“The biggest factor is the customer service to students.  They can order their electronic transcript using our online ordering in myGateway and be assured that in minutes the transcript will be on its way to the institution of choice.  This type of ordering is available to students almost 24/7 and can be done from any internet connected computer or smart phone.” Dave Wassenaar, Dean Admissions & Records Business & CIS, Cypress College. Cypress College was one of the pilot colleges for eTranscript California (CCCTran at the time). Richard Oberlin, IT Project Leader, NOCCCD has provide these details to provide some details on how they are using the system and how students and staff access eTranscript California.

**All numbers are for the 2009-2010 year (7/1/2009 - 6/30/2010):**

**Transcripts requested by the student through our portal**

* Cypress
  + 2,070 eTranscriptCA transcripts sent
    - 1,123 were free (first 2 transcripts)
    - 947 were charged $3.00 = $2,841 received
    - 17 were partial transcripts (additional cost for staff to handle and send paper)
* Fullerton
  + 4,247 eTranscriptCA transcripts sent
    - 2,439 were free (first 2 transcripts)
    - 1,808 were charged $3.00 = $5,424 received
    - 53 were partial transcripts (additional cost for staff to handle and send paper)

**Transcripts requested in person or by mail, processed by A&R staff**

* Cypress
  + 51 eTranscriptCA transcripts sent
    - Difficult or impossible for me to determine if or how much was paid for these.
* Fullerton
  + 628 eTranscriptCA transcripts sent
    - Difficult or impossible for me to determine if or how much was paid for these.
    - Many are "Rush" requests ($10 fee)

**Transcripts requested by other institutions through eTranscriptCA** (no fee charged, do not count against 2 free transcripts to the student)

* Cypress
  + 666 eTranscriptCA transcripts sent
    - 317 would have been free if requested by the student
    - 40 partial transcripts (additional cost for staff to handle and send paper)
* Fullerton
  + 1,013 eTranscriptCA transcripts sent
    - 510 would have been free if requested by the student
    - 53  partial transcripts (additional cost for staff to handle and send paper)

***Third Party***

Complementary solutions are available to help community colleges implement transcript sending functionality. Credential Solutions has worked with People Soft and Banner colleges to help them extract and deliver transcripts from their college student record systems. For colleges ‘short staffed’ in IT, this may be an option.

***Participants***

eTranscript California has been in production since July 2007. The Program currently has 57 participating Institutions and growing (as of September 2010). For a complete list of each participating institution please visit [www.eTranscriptCA.org](http://www.eTranscriptCA.org).