1) **Message from CCCCO:**
   a) **ANNOUNCEMENT**: eTranscript California is now free to the California Community Colleges. Membership fees will be paid by the Chancellor's Office for the current and future fiscal years.
   For complete message: http://etranscriptca.org/about-etranscript-california/membership/18-becoming-a-member

2) **CCC Institution Agreement:**
   a) Each individual college participating with eTranscript California will complete an Institution Agreement. The agreement can be found and downloaded from the website page: http://etranscriptca.org/file-repository/Contracts--and--Agreements/

3) **Who is using eTranscriptCA?**
   a) About 85 higher education institutions are currently registered users of eTranscriptCA. For a complete list see the website: http://etranscriptca.org/home

4) **How can I see a demo of eTranscriptCA?**
   a) Contact Dave Boswell, Xap regional sales manager; dboswell@xap.com; OR
   b) Contact Lenny Robison, CCC project manager; lenny.robison@sbcglobal.net;

5) **If I am already using a transcript vendor can I still use eTranscriptCA?**
   a) Yes, several colleges and universities have current working relationships with more than one electronic transcript vendor. For CA community colleges it is not uncommon for a college to use eTranscriptCA along with Credential Solutions. Both bring value to the operation and business needs drive the decisions.

6) **What are the benefits to students and colleges for processing electronic transcripts?**
   a) 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.
   b) Transcript automation is 'key' to easing the transfer process and facilitating graduation. 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.
   c) Realize a savings of $4 to $10 per transcript by reducing costs for paper, postage, and labor
   d) Less paper usage equals less recycling, less filing, less shredding and improve efforts towards "Green" initiatives
   e) Reduction of necessary staff time to process paper transcripts
   f) Easier access to student records for faster, more efficient placement with transcripts on demand
   g) Eliminate mistakes while re-keying transcript data into recipient's student record system and degree audit
   h) Eliminates transcript fraud!

7) **Student transcript fees?**
   a) 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.
   b) Some colleges use eTranscriptCA with their own in-house student portal where they collect transcript fee from students then release the transcript for delivery.
   c) Other colleges are using Credential Solutions with eTranscriptCA and allowing Credentials to collect the transcript fee then release the transcript to delivery to eTranscriptCA within that membership network.

8) What is the California Electronic Transcript Standard and why is it important?
   a) The California Electronic Transcript Standard establishes a data format for transmitting California specific student transfer data (IGETC, CSU GE Breadth, CSU AI, Certification information, Associate Degree for Transfer details, and District-wide Transcript support).
   b) The importance of the transcript data files to contain this information is to provide a complete picture of the student achievements to the recipient college / university. Transcript recipients receiving this data have the options of how to import into their own systems for student evaluations.

9) How long does it take to get up and running with eTranscriptCA?
   a) eTranscriptCA is an automated transcript exchange system working between trading institution SIS systems. It is very robust and offers every step from electronic transcript requests to electronic transcript delivery. When implementing eTranscriptCA the transcript sending institutions will configure their student transcripts into a simple text data file for transmitting to the recipient college. This takes a bit of time and the college should allow about 3 - 4 months for implementation and testing.

10) Where can I find detailed system specifications?
   a) The file repository portion of the project website "eTranscriptCA.org" has a wealth of information.
   b) Complete eTranscriptCA Data Dictionary can be found at: http://etranscriptca.org/file-repository/Support-Files/Data-Specifications/
   c) Complete Implementation Guide can be found at: http://etranscriptca.org/file-repository/Support-Files/Implementation-Docs/

11) What is IT Involvement?
   a) 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.
      i) Lowest IT Involvement: Receiving Transcripts
         (1) Receive PDF and HTML transcripts
         (2) Transcripts can be printed for evaluation
         (3) Transcripts can be stored in a degree audit or imaging system
      ii) Moderate IT Involvement: Receiving Transcripts
         (1) Receive EDI and XML data files
         (2) Load transcript data directly into SIS system
         (3) Moderate programmer resources
      iii) For colleges sending transcripts they have available to them the source code created by other 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.
      iv) Moderate IT Involvement: Sending Transcripts
         (1) Source code created by other live eTranscript California colleges is available
         (2) Many knowledgeable resources available to answer technical as well as business processing questions
         (3) Significant reduction of time needed to implement transcript extractions and delivery

12) What are the steps to get signed up?
   a) Go to the website (www.eTranscriptCA.org) and download the 'CCC Institution Agreement '. You'll find the document in the File Repository section under Contracts & Agreements.
   b) Review the agreement, sign, and send to Xap Corp. for their signature.
   c) Once the contract is executed between the CCC and Xap then Xap they will setup the college for access to their own eTranscriptCA Beta environment.

d) The Xap Client Services Manager (CSM) will contact the college to arrange initial college project team training.

e) Once Xap has setup a CCC with access to their own eTranscriptCA environment then users will be able to access the eTranscriptCA site and Documentation via standard web browsers.

f) Xap will provide initial training for the college's primary project contacts.

g) Once the college has had initial training then the college's eTranscriptCA systems administrator will be able to setup other team members as necessary.

h) At that point the IT department may begin mapping college data files to eTranscriptCA files and programming for file uploads and downloads.

i) Existing eTranscriptCA members can provide source code for interfacing eTranscriptCA files with your student information system.

j) Next, conduct and complete beta testing of the SIS interface on the eTranscriptCA beta environment.

k) Confirm all transcript data is represented as desired within all transcript online views, PDF, and data files.

l) Document all internal college procedures for A&R and IT personnel.

m) Contact Xap when ready to transition to the Live eTranscriptCA system.

n) Start trading live transcripts!