Time	Track 1 New/Potential Users	Track 2 Leadership Issues	Track 3 Operational Issues
9:30 – 10:15 am General Session	Welcome by Host Institution Introduction & Orientation This Year's Achievements & Updates Keynote		
10:30 - 12 pm	eTranscript California Overview, Features, and Workflow	Panel Discussion for Trading Partners	The Clinic - offers personalized help and training with - eTranscriptCA - Control Center - Communicator
Lunch			
1- 2 pm	Getting Started Trading Transcripts - Panel Discussion for New Users	Good Ideas for Growing the Network	Day to Day Best Practices in Processing Transcripts
2 - 3 pm	eTranscriptCA Quick Start For IT in 2 and 4 Year Institutions	Getting the Most out of eTranscriptCA	
3 – 3:30 pm General Session	Q & A, Lessons Learned, Prizes		

General Sessions
Morning - Overview of this year's achievements and find out what's coming up next with eTranscript California.
Afternoon – Share best practices, lessons learned, and **PRIZES** too!

Clinic
Need help finding individual applications or transcripts through the Control Center? Want to know more about making bulk transcript requests, customizing reports, or setting up custom emails? Whatever your questions, drop by the clinic for personalized, hands-on help and training.

eTranscriptCA Overview, Features, and Workflow
This workshop is appropriate for both A/R and IT staff as a general overview of eTranscriptCA. Current status and the future direction of the project will be discussed. Next, an in-depth overview of the basic functionality of eTranscriptCA from Request through Fulfillment. Most appropriate for A/R staff who will operate eTranscriptCA on a day-to-day basis and IT staff who will lead the technical implementation. Plenty of time built in throughout for questions.

Session Includes:
Current & Projected Membership
Benefits of eTranscripts
System Features & Functions
Common Transcript Views
Management & Reporting
Project Status
Future Development
Next Steps to Implementation
Requesting Transcripts
Request Holds

Fulfilling Transcripts
Hold Processing
Receiving Transcripts
Viewing & Printing
Downloading
Standard Data Formats
SPEEDE Server
Administering Transcripts
Request & Submission Reports
Transaction Event History
Account Management
Workflow Preferences
Email Communication
Fee & waiver rules
Control & expiration
Institution setup

eTranscriptCA: Quick Start for IT
Most appropriate for 2 and 4 year technical staff who will be involved with interfacing eTranscriptCA with their Student Information System.

Session Includes:
Building Your Team
Online Resources
Help from others
Code Availability
User Interfaces
Xap Communicator
Processing Inbound Requests
Matching Records
Hold Processing & Recycling
Generating Transcripts
Testing

Getting Started Trading Transcripts - Panel Discussion for New Users
Experienced trading partners and users of eTranscript California from both 2 and 4 year institutions will discuss the challenges, how they resolved problems, and help answer questions from new and prospective users about trading transcripts.

Good Ideas for Growing the Network
With California's budget problems, growing the eTranscriptCA network is challenging. Even though almost everyone agrees that eTranscriptCA saves time, money and serves the best interest of the student, the increased workload and staff shortages in Admissions & IT are affecting implementation progress. Together, we will discuss the challenges and come up with innovative approaches and opportunities to grow your electronic trading partnership pool of colleges.

Getting the Most Out of eTranscriptCA
Find out how other colleges are using the advanced features of the Control Center and incorporating eTranscriptCA into their workflow. This will be an interactive discussion so please be sure to come ready to share.

Day to Day Best Practices in Processing Transcripts
Discover how other colleges meet the challanges of transcript processing. Did you know that some colleges are able to process thousands of requests in an hour? That kind of automation might not be for you, but there are a number of techniques others have employed to streamline the process of generating transcripts.

Panel Discussion for Trading Partners
A discussion for users of eTranscript California to tackle problems and discuss best practices trading transcripts between 2 and 4 year institutions This is a great opportunity to meet your trading partners, discuss issues and form working relationships that ultimately benefit your students