

DAY TO DAY BEST PRACTICES IN PROCESSING TRANSCRIPTS

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BAKERSFIELD COLLEGE PROCESSES

Orders from students

In-person, faxed, by mail, or through
Credentials

If we can send via eTranscriptCA, we do

No choice for the student

No differential fee except for rushes

Orders from institutions

Only accepted if there is a payment

Only University of Phoenix at this time

COST/BENEFITS FOR 2009-2010

- ✖ Transcripts that could have been sent electronically =2773
- ✖ Transcripts that could eventually be sent electronically =4018
- ✖ Transcripts that will never be sent electronically =14,762
 - ✖ Grad checks, employers, directly to students

COSTS OF PAPER TRANSCRIPTS

- ✖ Envelopes @ \$.44 each
- ✖ Security paper @ \$1.20 per order
- ✖ Postage @ \$.42
- ✖ Staff Time 3 mins. @ \$2.84
- ✖ Total per order = \$4.504

SAVINGS USING ELECTRONIC TRANSCRIPTS

- ✗ For those that could have been sent electronically = \$12,489.59
- ✗ When all sent to educational institutions are electronic = \$30,586.66
- ✗ Amount we paid for service= \$4,641.00

.

FUTURE SAVINGS AND BENEFITS

- ✗ Feed transcripts received directly into Banner
- ✗ Save data entry time
- ✗ Save imaging Time
- ✗ Improve degree audits

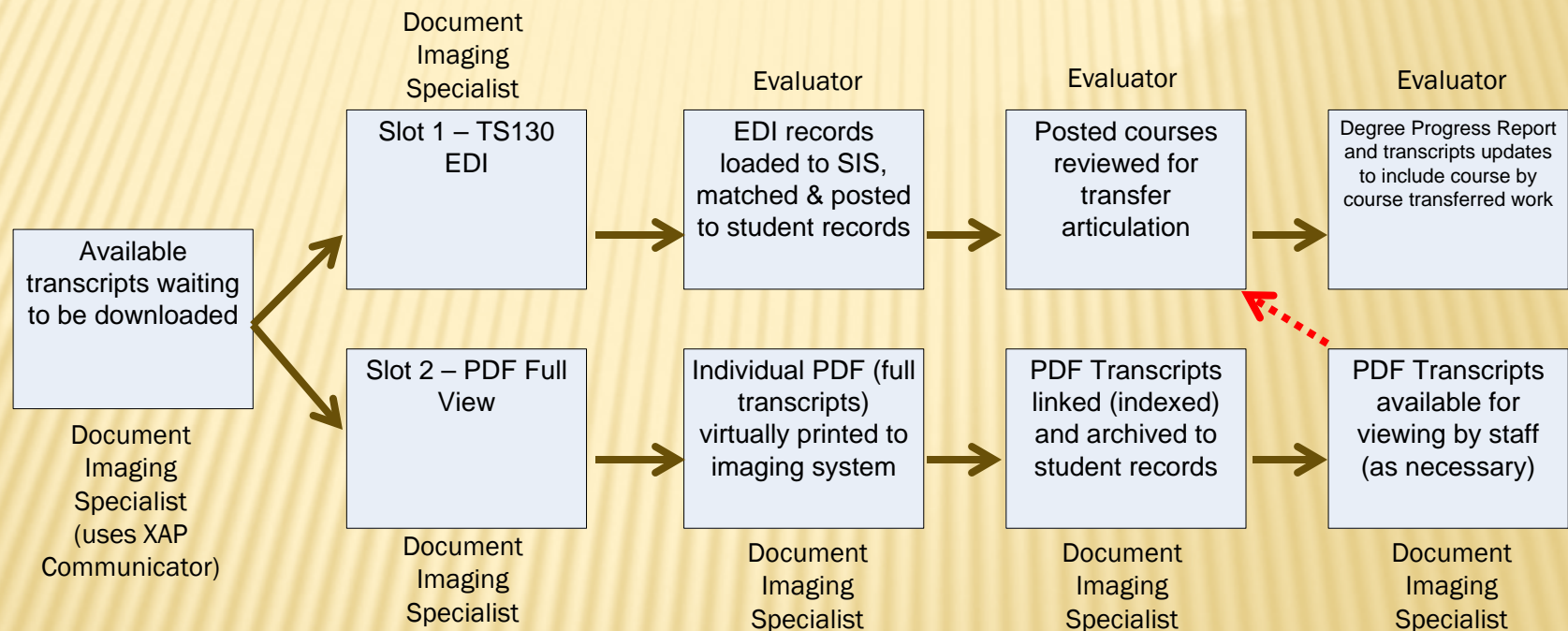
CALIFORNIA STATE UNIVERSITY, BAKERSFIELD

INCOMING E-TRANSCRIPT PROCESS

- Currently receiving transcripts only
- Approximately 2,400 transcripts received since February 2010
 - 70% from Bakersfield College,
 - 20% from other Kern Community Colleges,
 - 10% from other institutions
- Utilize both SIS and Imaging System to facilitate eTranscript processing

CALIFORNIA STATE UNIVERSITY, BAKERSFIELD

INCOMING E-TRANSCRIPT PROCESS



CALIFORNIA STATE UNIVERSITY, BAKERSFIELD E-TRANSCRIPT PROCESS

Electronically submitted data provided from eTranscriptCA
Complete Transcript Issued 04/14/2011 12:37:00 PM from FICE 001118
REFERENCE ID: Q201104141237001118@00434006Cabrera REQUEST ID: C008663321001118Cabrera

STUDENT TRANSCRIPT FOR:
Cabrera, Christina Elena
LOCAL SID:
SSN:
CSIS ID:
SENDER SID: @00434006
BIRTHDATE: 09/06/1990

TRANSCRIPT INSTITUTION:
Bakersfield College
1801 Panorama Drive
Bakersfield, CA
93305, US
CONTACT: Admissions and Records Office
PHONE:
EMAIL: bcadmission@bakersfieldcollege.edu
INST FICE: 001118 INST CEEB: 004015
CDS: 15635371550508

SENDING INSTITUTION:
Bakersfield College
1801 Panorama Drive
Bakersfield, CA
93305, US
CONTACT: Admissions and Records Office
PHONE:
EMAIL: bcadmission@bakersfieldcollege.edu
INST FICE: 001118 INST CEEB: 004015
CDS: 15635371550508

DISTRICT:

CONTACT:
PHONE:
EMAIL:
INST FICE: INST CEEB:
CDS:

ISSUED TO:
CSU Bakersfield
9001 Stockdale Hwy
Bakersfield, CA 93311
US

CONTACT:
PHONE:
EMAIL:
INST FICE CODE: 007993

2009 Summer Semester 05/26/2009 - 08/14/2009

Course ID	Course Title	Rept	Actn	Crnd	Hon	I	Course units	Earned units	Grade points	Grade
POLS B1	Amer Government/Natl,St,Local					S	3.00	3.00	9.00	B
GRADE SCALE CODE: 25										
Transferable to UC and CSU; Degree Applicable										
TERM TOTALS						I	Course units	Earned units	Grade points	GPA
Non-cumul for Transcript Inst; All						S	3.00	3.00	9.00	3.00
Cumulative for Transcript Inst; All						S	3.00	3.00	9.00	3.00
INSTITUTION TOTALS:						I	Attempt units	Earned units	Grade points	GPA
Cumulative for Transcript Inst; All						S	3.00	3.00	9.00	3.00
Cumulative for Combined Inst; All						S	3.00	3.00	9.00	3.00

--- END OF COLLEGE ACADEMIC RECORD ----- END OF COLLEGE ACADEMIC RECORD ----- END OF COLLEGE ACADEMIC RECORD ---

GRADE SCHEME										
Grade	Meaning	Points	National Scale Code	Counts toward cumulative			Effective			
				Attempted	Earned	Grade pts	From	To		
A	Excellent	4.000	25	Y	Y	Y	01/01/1901	12/31/2099		
B	Good	3.000	25	Y	Y	Y	01/01/1901	12/31/2099		
C	Satisfactory	2.000	25	Y	Y	Y	01/01/1901	12/31/2099		
D	Passing Less Than Satisfactory	1.000	25	Y	Y	Y	01/01/1901	12/31/2099		
F	Failing	0.000	25	Y	N	Y	01/01/1901	12/31/2099		
CR	Credit	0.000	62	Y	Y	N	01/01/1901	12/31/2099		
NC	No Credit	0.000	62	Y	N	N	01/01/1901	12/31/2099		
NP	No Pass	0.000	62	Y	N	N	01/01/2009	12/31/2099		
P	Pass	0.000	62	Y	Y	N	01/01/2009	12/31/2099		
IP	In Progress	0.000	500	N	N	N	01/01/1901	12/31/2099		
I	Incomplete	0.000	505	Y	N	N	01/01/1901	12/31/2099		
W	Withdrawn	0.000	506	Y	N	N	01/01/1901	12/31/2099		

PDF image of full transcript

- May be manually entered into SIS if needed
- May be viewed by staff prior to loading to SIS for advising purposes, verification, etc.
- Provides for a “quick view”

CALIFORNIA STATE UNIVERSITY, BAKERSFIELD

E-TRANSCRIPT PROCESS

- Some Issues
 - Conversion Data Profile/Conversion Value
 - External values not recognized
 - Must set up or resolve
 - Normally a one-time fix on new institutions (test first!)
- Next Steps
 - Develop internal procedures to request transcripts from other institutions for applicants
 - Consider sending CSU Bakersfield transcripts

EL CAMINO COLLEGE PROCESSES

Orders from institutions

- ✗ Fulfill electronic requests only if requests are submitted via eTranscriptCA
- ✗ Send to all participating institutions
- ✗ Send only records that are in our student information system. No hard copies to institutions. Student must request in writing that such records be sent.

Orders from students

- ✘ Students cannot request El Camino College to send their transcripts be to other institutions via eTranscriptCA
- ✘ Students can request traditional transcripts from us in person, by mail or through Credentials, Inc.

EL CAMINO COLLEGE PROCESSES

Offline Records

- ✗ If a request comes in that has been held because the records are offline, an email is sent to a records staff member to trigger a search for the record
- ✗ If a record cannot be found in our student database we will check if the student attended prior to the start of our computer records (Fall 1983)
- ✗ If they have offline records we will cancel the request and include a note to the requesting institution that the student must request transcripts from us directly
- ✗ If we cannot locate any records we will cancel the request and include a note to the requesting institution that we cannot locate any records based on the information provided

EL CAMINO COLLEGE PROCESSES

Holds

- ✘ We do not fulfill requests for a student who has a hold that would normally prevent us from releasing a transcript requested the traditional way
- ✘ We will cancel the request if the hold is not cleared in 30 days and include a note informing the requesting institution

EL CAMINO COLLEGE PROCESSES

Receiving Transcripts

- ✖ The appropriate records staff member receives an email when there are transcripts waiting to be downloaded
- ✖ The transcripts are downloaded and scanned into our imaging system

SACRAMENTO CITY COLLEGE COUNTER TRANSCRIPT REQUESTS

- Student transcript request from A/R counter
- Clerk enters student info into in MS Access
- Exports an ASCII Bulk Request
- Requests are processed once a day
- Contact Kim Goff - GoffK@scc.losrios.edu

SCC COUNTER APPLICATION

Microsoft Access

File Edit View Insert Format Records Tools Window Help Adobe PDF

MS Sans Serif 8 B I U

transcriptlist : Database (Acce... _ □ ×

Open Design New | ×

Objects

- Tables
- Quer...
- Forms**
- Repo...
- Pages
- Macros
- Mod...

Groups

- Favo...

Create form in Design view

Create form by using wizard

Office Address List

Last Name Birth City

First Name Gender

Middle E-mail Address

Student ID

Student ssn

CSIS ID

DOB

Record: 1 of 21

SCC COUNTER APPLICATION

Microsoft Access

File Edit View Insert Format Records Tools Window Help Adobe PDF

Type a query

Close Setup

Office Address List : Select Query

Last Name	First Name	Middle	Student ID	Student ssn	CSIS ID	DOB	Birth City	Gender	E-mail Address
bode	jacqueline	m	0791185			05/04/1982			
imamura	eileen	r	0843702			07/27/1954			
jacobprince	paulette								
mosby	seritha								
murphy	jennifer								
otico	rene-john								
perez	cecilia								
vang	yang								
yun	edward								
chang	jack								
woo	elaine								
baier	clinton								
gurrea	marsha								
church	megan								
corral	christina								
milanesin	domenique								

Record: 1

Export Query 'Office Address List' As

Save in: Desktop

- My Documents
- My Computer
- My Network Places
- ALL MY STUFF
- UPK
- 1079latestart.txt
- AR
- CALLFILES

File name: Office Address List

Save as type: Text Files (*.txt;*.csv;*.tab;*.asc)

Save formatted ☐ Autostart ☐

Export All Cancel

FULLERTON COLLEGE WEB REQUESTS FOR STUDENT RECORDS

MyGateway to NOCCCD (Cypress, Fullerton, SCE) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites RSS Mail Print Download Upload

Address http://mygateway.nocccd.edu/cp/render.UserLayoutRootNode.up?uP_tparam=utf&utf=%2Fcp%2Fip%2Flogin%3Fsys%3Dscsb%26url%3Dhttps%3A%2F%2Fwww.we Go Links >>

Back to Student Tab mygateway to fullerton college

Calendar 13 Groups Admin Help Logout

WebStar CYPRESS COLLEGE | FULLERTON COLLEGE | SCHOOL OF CONTINUING EDUCATION

Main Menu Personal Information Register for Classes **Student Records** Financial Aid Employee Services Faculty Services Finance Services WebTailor Administration Send Text Message Alert Banner Security

Search Go RETURN TO MENU SITE MAP HELP

Student Records

- View Holds
- Final Grades
- View Unofficial Web Transcript
- Request ****Electronic**/Official Transcript -- NEW**
Same day electronic delivery of the transcript. Now for both **Cypress College** and **Fullerton College** transcripts going to specific CSU campuses, including **CSUF**.
- Request Printed/Official Transcript to be Mailed
- View Status of Transcript Requests
- Account Summary by Term
- View Student Information
- Schedule of Classes
- Cypress College Enrollment Verification via National Student Clearinghouse
- Fullerton College Enrollment Verification via National Student Clearinghouse
- Print Schedule/Bill -- NEW

RELEASE: 7.5.1

[Privacy Policy]

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

Error on page. Internet

WEB REQUESTS – ELECTRONIC DELIVERY PAGE

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'MyGateway to NOCCCO (Cypress, Fullerton, SCE)' website. The address bar shows a URL starting with 'http://mygateway.nocccco.edu'. The website has a blue header with the 'mygateway' logo and 'fullerton college'. A navigation menu includes links like 'Main Menu', 'Personal Information', 'Register for Classes', 'Student Records', 'Financial Aid', 'Employee Services', 'Faculty Services', 'Finance Services', 'WebTailor Administration', 'Send Text Message Alert', and 'Banner Security'. The 'Student Records' link is highlighted. Below the menu is a search bar and links for 'RETURN TO MAIN MENU', 'SITE MAP', and 'HELP'. The main content area is titled 'WebStar Official Transcript Request - Electronic Delivery' and includes two important notes in red text. The first note states that students who only completed classes prior to Fall 1983 cannot request transcripts online. The second note explains that the credit card processing system will not allow two charges of the same dollar amount to one credit card number in a single day. Below the notes is a section titled 'Electronic transcripts requested through WebStar' which states that transcripts are delivered electronically via the Internet and CCCTran. It also mentions that if a transcript includes courses taken prior to Fall 1989, that portion cannot be sent electronically. The page concludes with a statement that the new service is currently available for Fullerton and Cypress College student transcripts going only to specific CSU campuses. At the bottom, there is a section titled 'Select the College/University to which to which you would like your transcript electronically delivered.' and a note that an asterisk (*) indicates a required field. The browser's status bar at the bottom shows 'Error on page.' and 'Internet'.

MyGateway to NOCCCO (Cypress, Fullerton, SCE) - Microsoft Internet Explorer

Address: http://mygateway.nocccco.edu/cpl/render.UserLayoutRootNode.uPluP_tparam=uf&utf=%2Fcp%2Fip%2Flogin%3Fsys%3Dscstsb%26url%3Dhttp%3A%2F%2Fwww.we

mygateway¹⁰ fullerton college

WebStar CYPRUS COLLEGE | FULLERTON COLLEGE | SCHOOL OF CONTINUING EDUCATION

Main Menu Personal Information Register for Classes Student Records Financial Aid Employee Services Faculty Services Finance Services WebTailor Administration Send Text Message Alert Banner Security

Search Go

RETURN TO MAIN MENU SITE MAP HELP

WebStar Official Transcript Request - Electronic Delivery

100% Rena R. Negrete
Apr 13, 2009 11:49 am

IMPORTANT NOTE #1: Students who only completed classes prior to Fall 1983 cannot request transcripts online. See the college websites for information on how to request your pre-Fall 1983 transcripts by mail or in person.

IMPORTANT NOTE #2: For your protection, our credit card processing system will not allow two charges of the same dollar amount to one credit card number in a single day. Therefore, if you intend to request/pay for the same amount of copies of your transcript to be sent to more than one recipient, you must either use a different credit card number for each additional transaction of the same dollar amount, or request the additional transcript(s) at a later date.

Electronic transcripts requested through WebStar are delivered electronically via the Internet and CCCTran. This should occur within 1 business day and usually within a few hours.

If your transcript includes courses taken prior to Fall 1989, then that portion of your transcript can not be sent electronically. A paper transcript of courses taken prior to Fall 1989 will be mailed within 5-7 business days of this request being submitted.

This new service is currently available for Fullerton and Cypress College student transcripts going only to specific CSU campuses. In the future, this service will be made available for transcripts going to other CSUs and other Colleges/Universities. For other institutions, you may use WebStar to order printed transcripts.

Select the College/University to which to which you would like your transcript electronically delivered.

* - indicates required field

Error on page. Internet

WEB REQUESTS - LIST OF INSTITUTIONS

MyGateway to NOCCCD (Cypress, Fullerton, SCE) - Microsoft Internet Explorer

File Edit View Favorites Tools Help


Address http://mygateway.nocccd.edu/cp/render.UserLayoutRootNode.uP?uP_tparam=utf&utf=%2Fcp%2Fip%2Flogin%3Fsys%3Dscstsb%26url%3Dhttps%3A%2F%2Fwww.we Go Links >>

Back to Student Tab mygateway to fullerton college Calendar Groups Admin Help Logout

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Select the College/University to which to which you would like your transcript electronically delivered.

* - indicates required field


Issue transcript to: *

Continue

CSU Fullerton
CSU Sacramento
CSU Northridge
Sacramento City College
CSU San Diego
CSU San Francisco
CSU San Jose

[[Privacy Policy](#)]

RELEASE: 7.3.0.1H



Error on page. Internet

CANCEL "HELD" OR OLD REQUESTS

Transcript Fulfillment Manager

View Options

Transaction status: **On Hold** ▼

Transcript Fulfillment Workflow

Transcript Request Submitted

└ [0 Approve Transcript Request Waiting](#)

└ [0 Download Transcript Request Waiting](#)

└ [42 Upload Transcript/Response Waiting](#)

└ Release Transcript to Recipient Institution

└ Transcript Delivered

Transactions On Hold Options

View using: **Default View** ▼

[create](#)

From: **1/1/2008** to: **12/31/2010** Rule: **None** ▼



[delete](#)

Results: **100** ▼



[update](#)

Search for: leave empty for all records

Transactions On Hold [\(Open in Excel\)](#)

<input type="checkbox"/> Select All/None	View Activity	Last Name	First Name	M. I.	Student ID	SSN	Transaction Hold Reason	Requested By
<input type="checkbox"/>		Craft	Daniel	A			(OR) Offline Record Search	CSU Northridge
<input type="checkbox"/>		McMartin	Tiffany	E			(OR) Offline Record Search	CSU Northridge

MAKE SELECTION & RESPOND

<input type="checkbox"/>		Kung	Benjamin	G00861901	(OR) Offline Record Search	San Jose State University
<input checked="" type="checkbox"/>		Kung	Benjamin	G00861901	(OR) Offline Record Search	San Jose State University


Results: 1-46

[respond to requests](#) [download requests](#) [hold requests](#) [upload transcripts/responses](#)

SELECT RESPONSE & ENTER NOTE

[Home](#) [Transcripts](#) [Preferences](#) [Help](#)

Transcripts



[+ add page to My Quicklinks](#)
[? get help for this page](#)

Request Response Confirmation

**You have chosen to respond to 1 transcript request.
Please choose a response for the transcript request:**

- ☐ Transcript Request Received (TR)
- ☐ Transcript Sent (TS)
- ☐ Delay Request to Search Offline Records (OR)
- ☐ Offline Transcript Sent (OS)
- ☐ Reject Request: Student record not found (NR)
- ☒ Reject Request: Cancelled (CN)
- ☐ Reject Request: Multiple Matches Found (MM)
- ☐ Reject Request: Student Deceased (DD)

Note:

[Home](#) : [Transcripts](#) : Fulfill College Transcript Requests

Time zone: PST