DAY TO DAY BEST PRACTICES IN PROCESSING TRANSCRIPTS

Katie Schneider, CSUB

Lenny Robison, eTranscriptCA

Steve Waterhouse, El Camino College

Sue Vaughn, Bakersfield College

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 electronicially =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

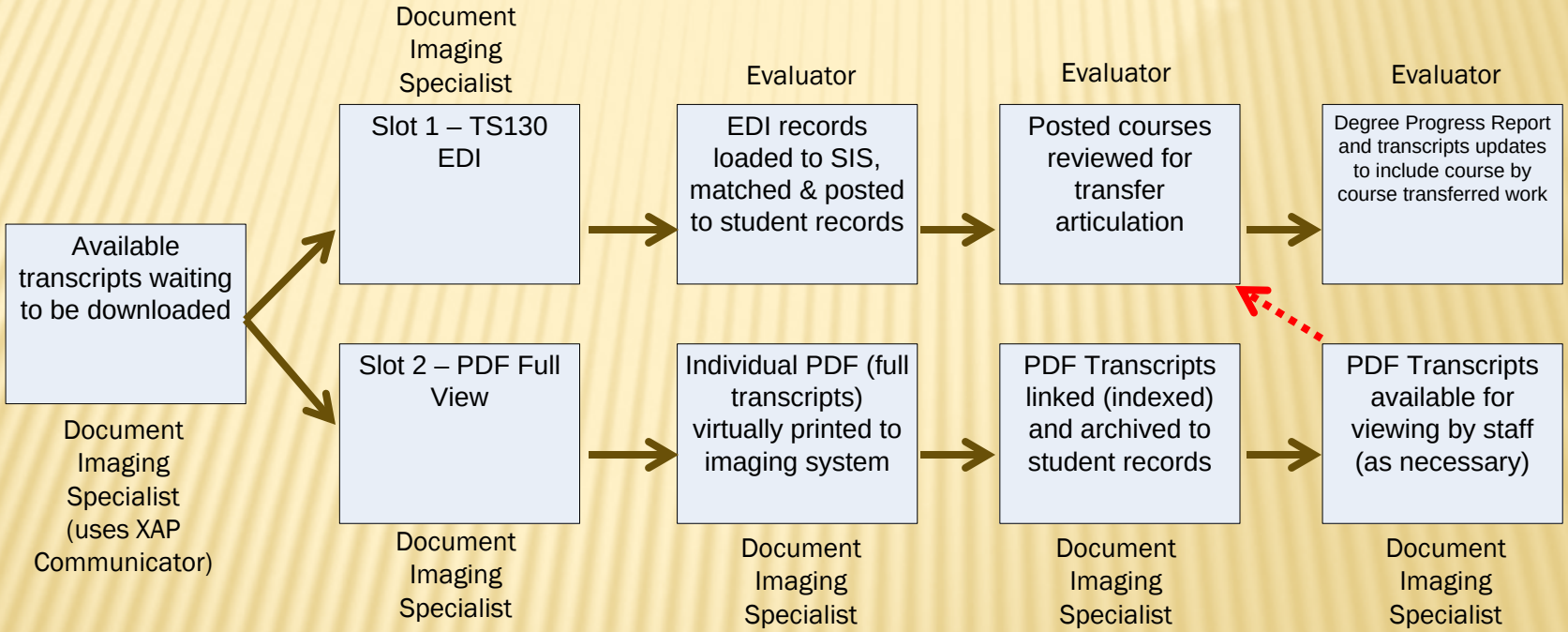
FUTURE SAVINGS AND BENEFITS

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

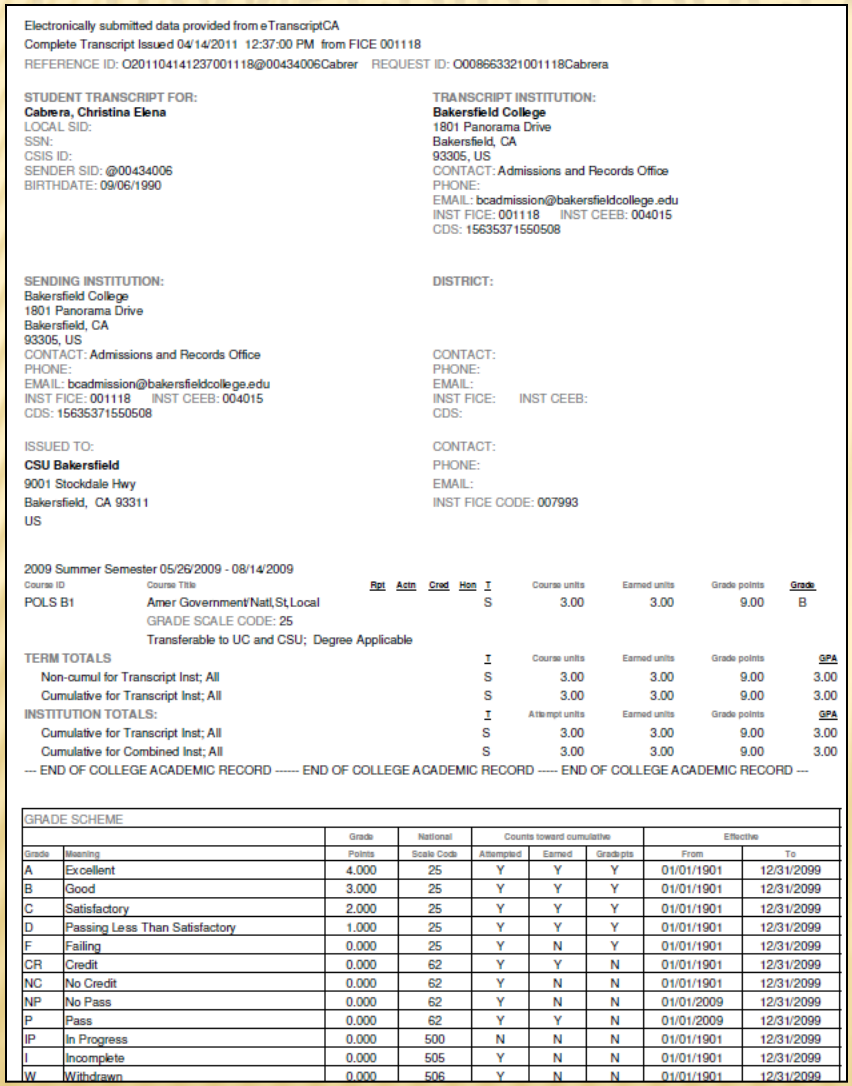
CALIFORNIA STATE UNIVERSITY, BAKERSFIELD INCOMING E-TRANSCRIPT PROCESS

- 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: O20110414123700l118@00434006Cabrer REQUEST ID: O00866332100l118Cabrera

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	Rpt	Actn	Cred	Hon	T	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	T	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:	T	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	National	Counts toward cumulative			Effective	
Grade	Meaning	Points	Scale Code	Attempted	Earned	Gradepts	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

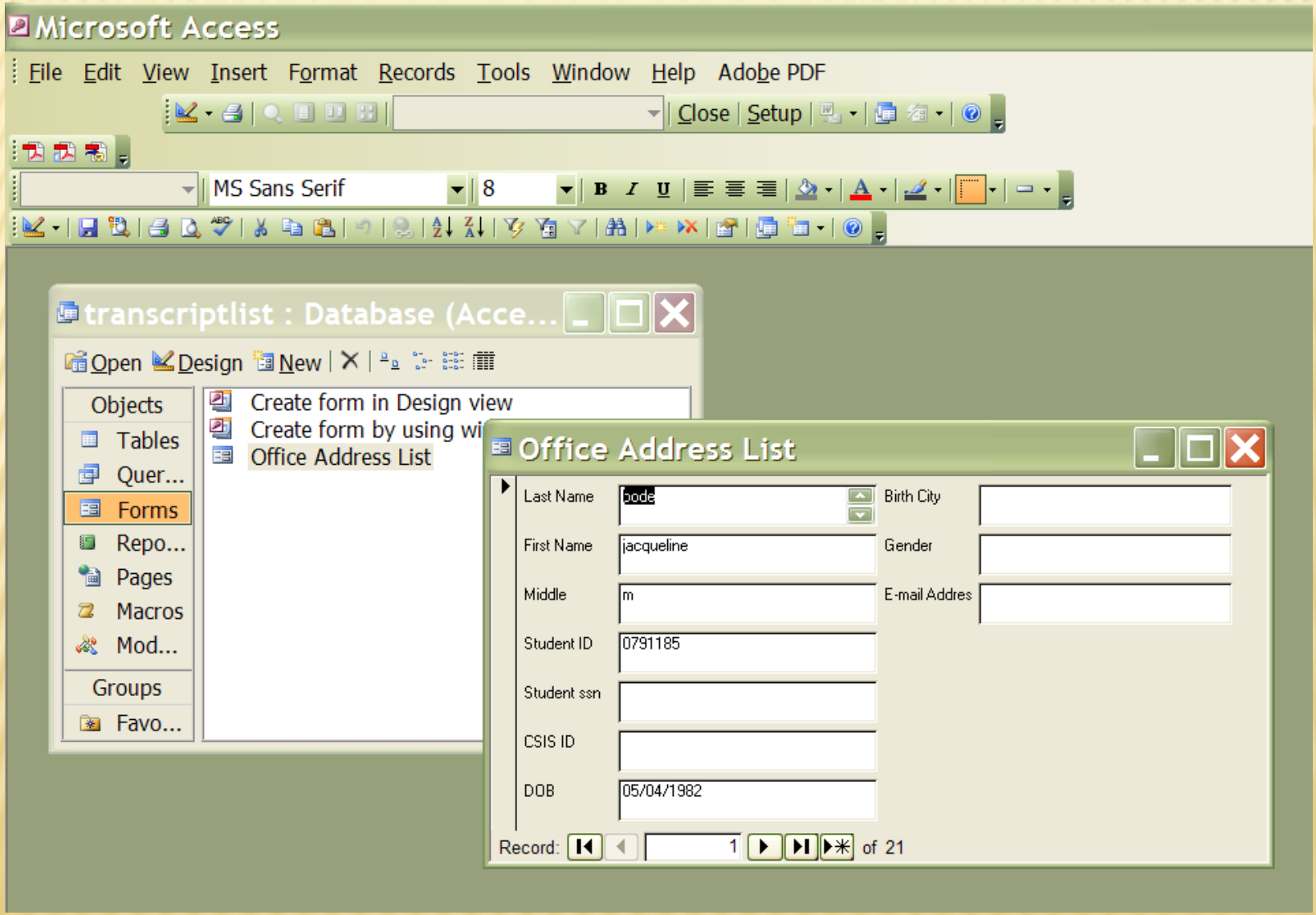
Receiving Transcripts

- 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

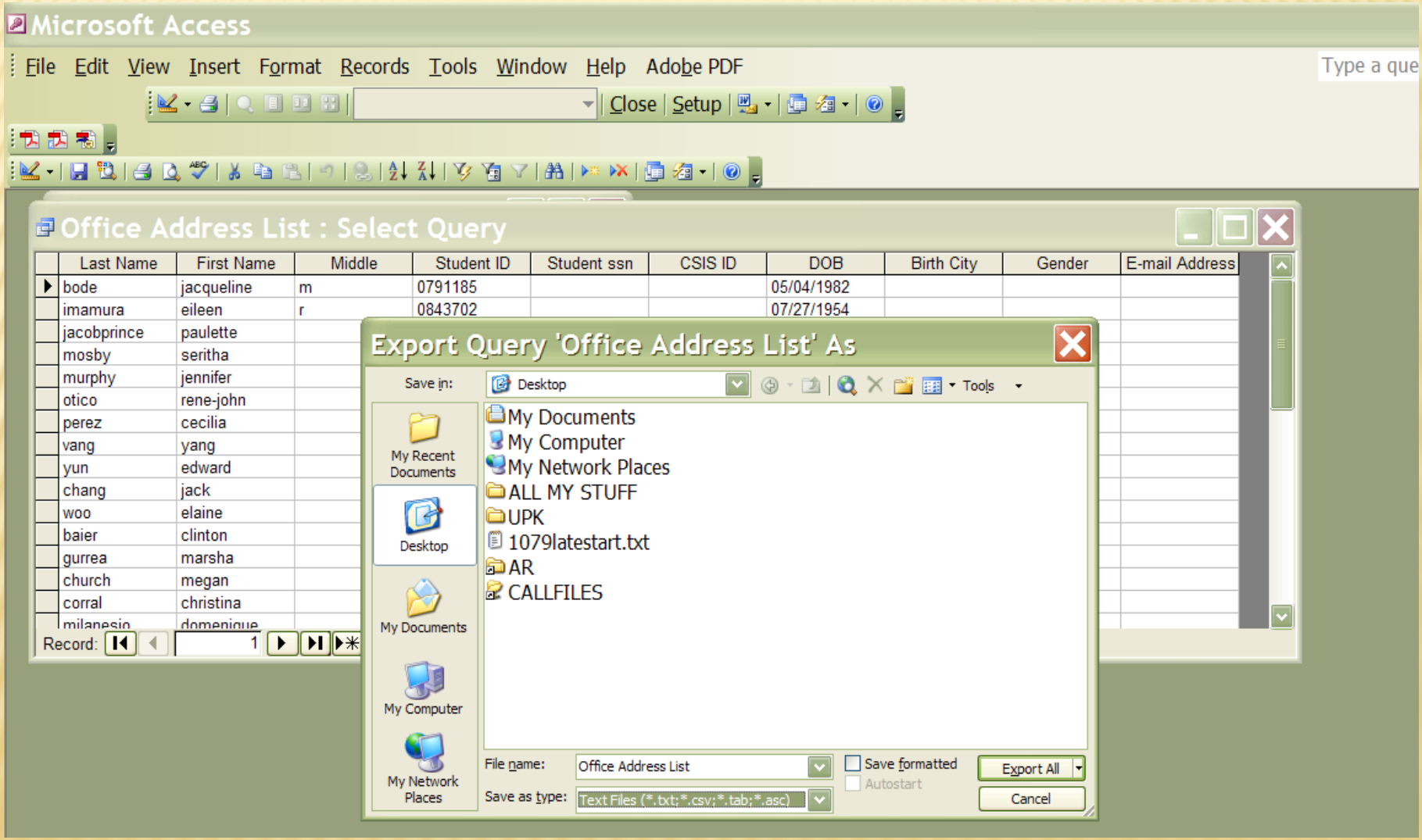
SACRAMENTO CITY COLLEGE COUNTER TRANSCRIPT REQUESTS

- 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

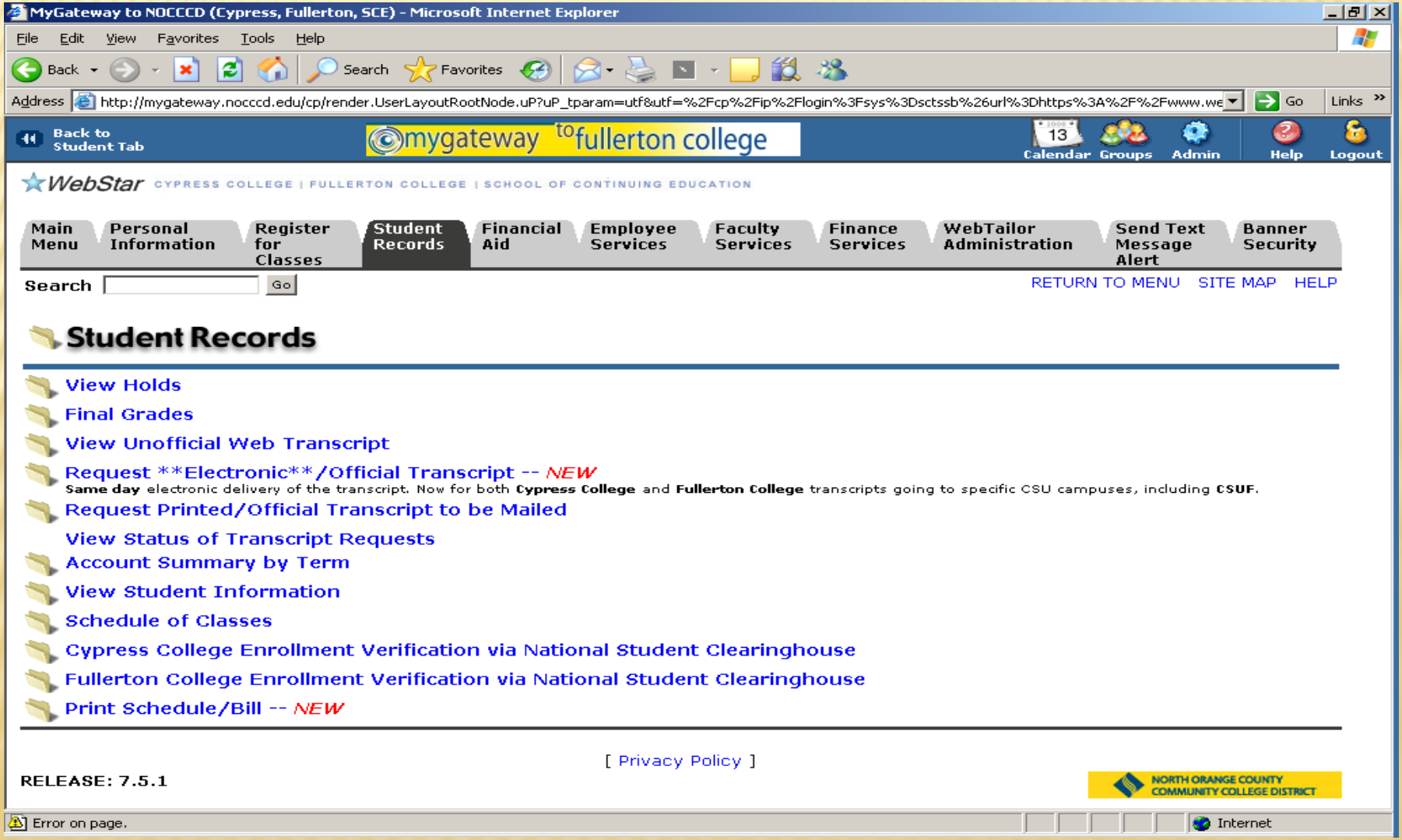
SCC COUNTER APPLICATION



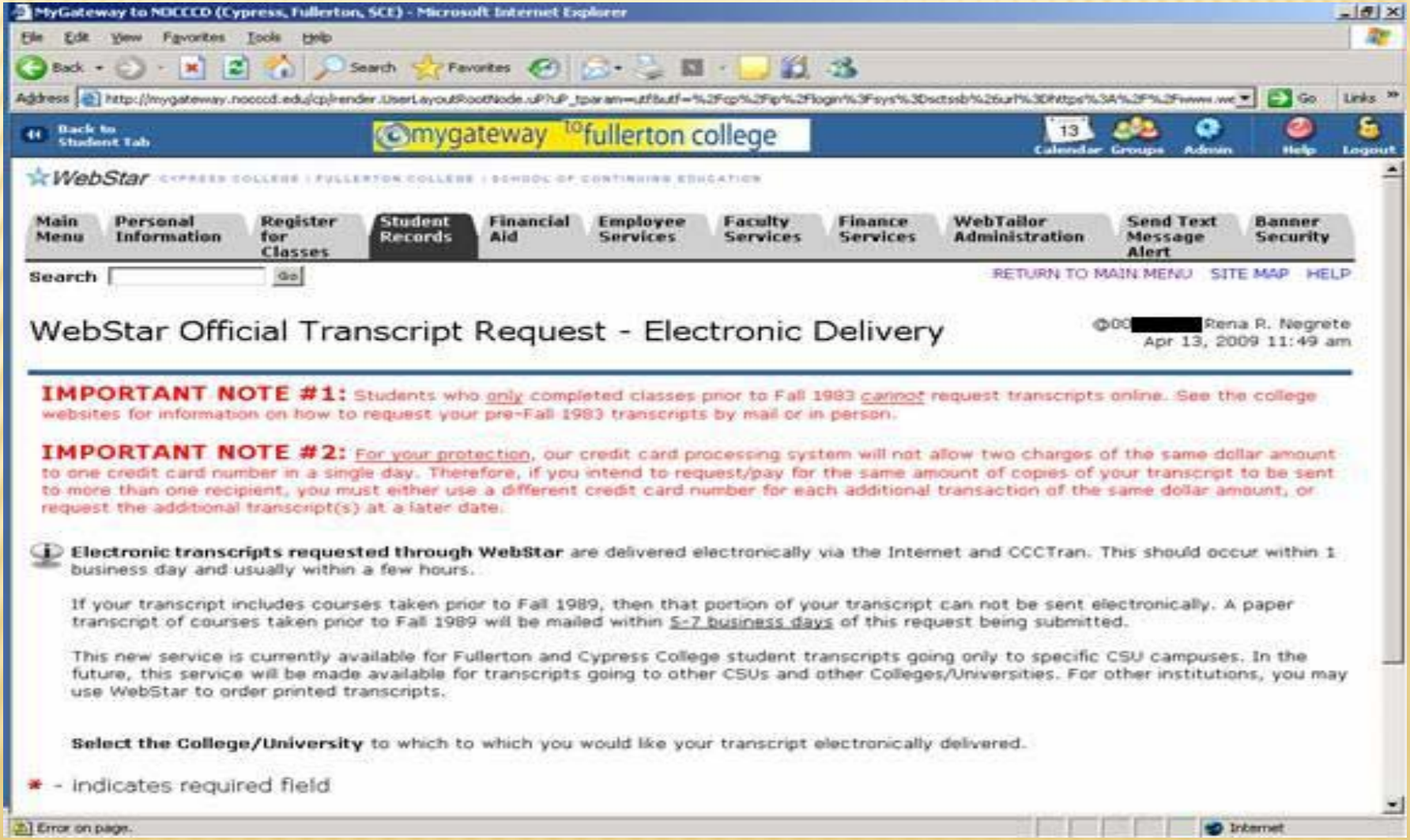
SCC COUNTER APPLICATION



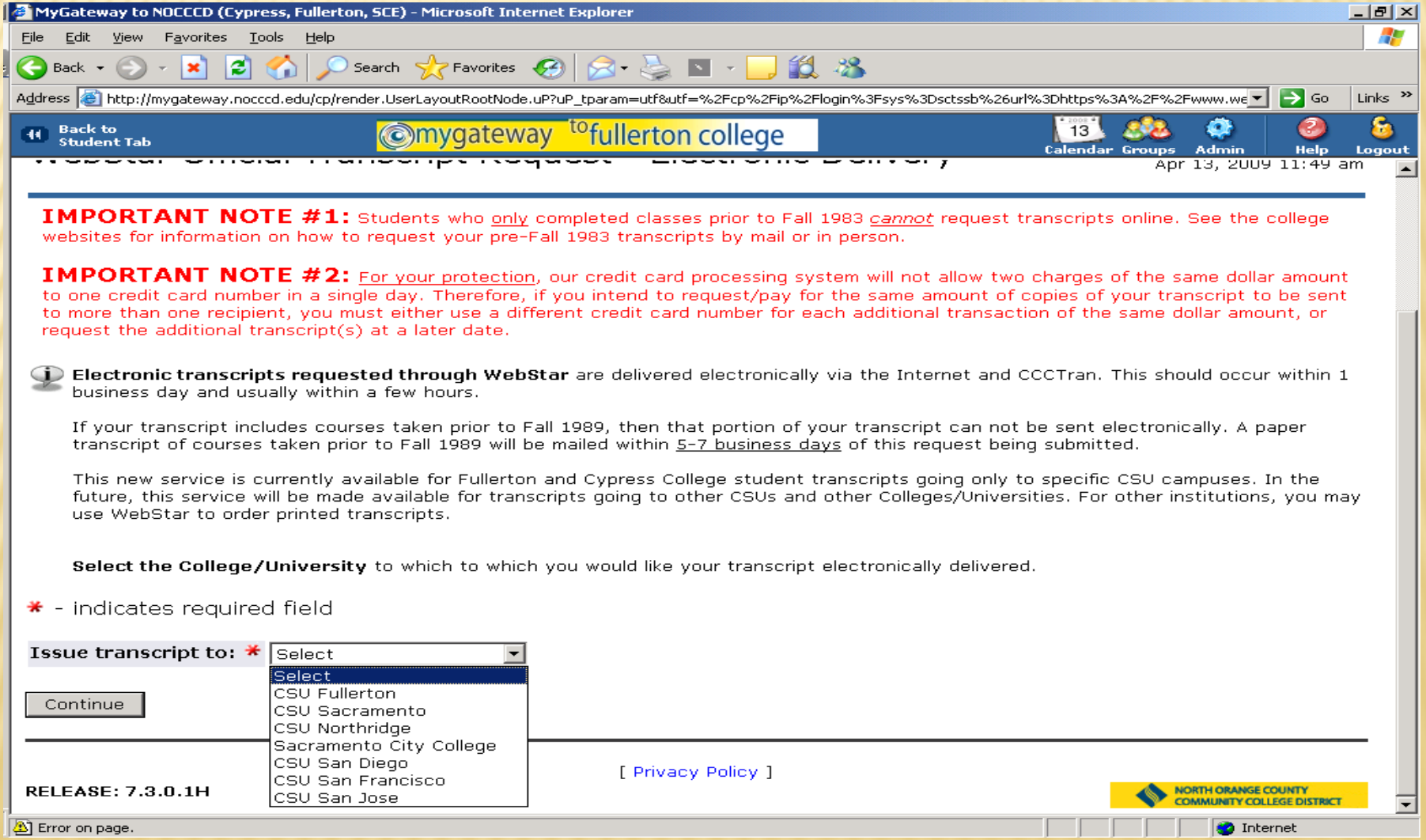
FULLERTON COLLEGE
WEB REQUESTS FOR STUDENT RECORDS



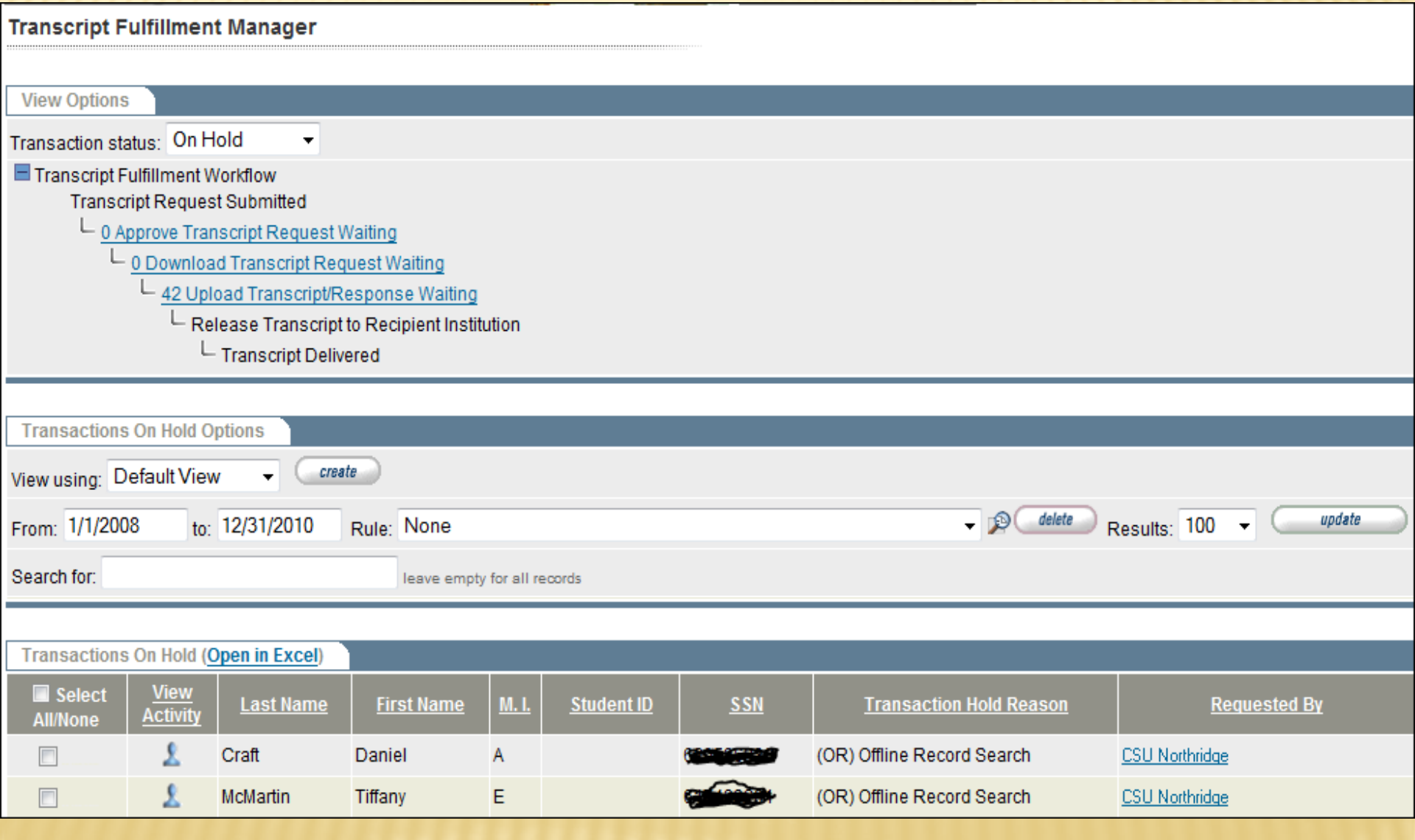
WEB REQUESTS – ELECTRONIC DELIVERY PAGE



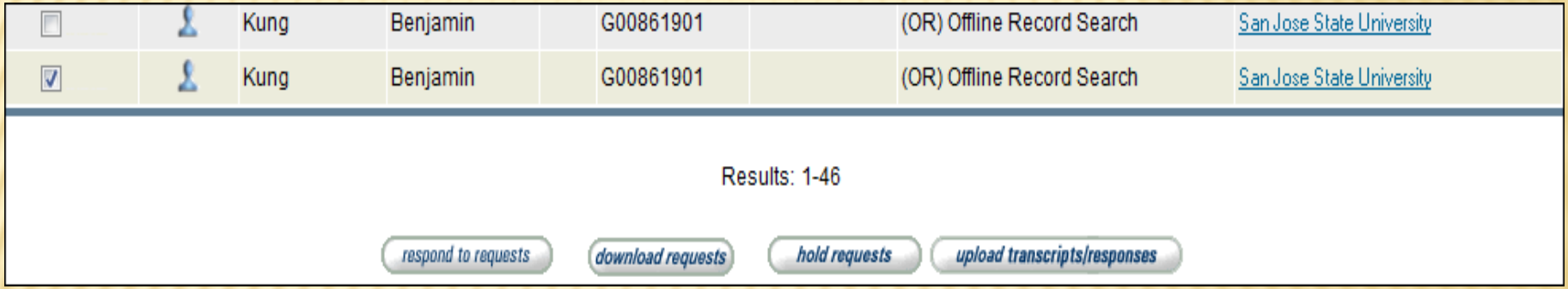
WEB REQUESTS – LIST OF INSTITUTIONS



CANCEL "HELD" OR OLD REQUESTS

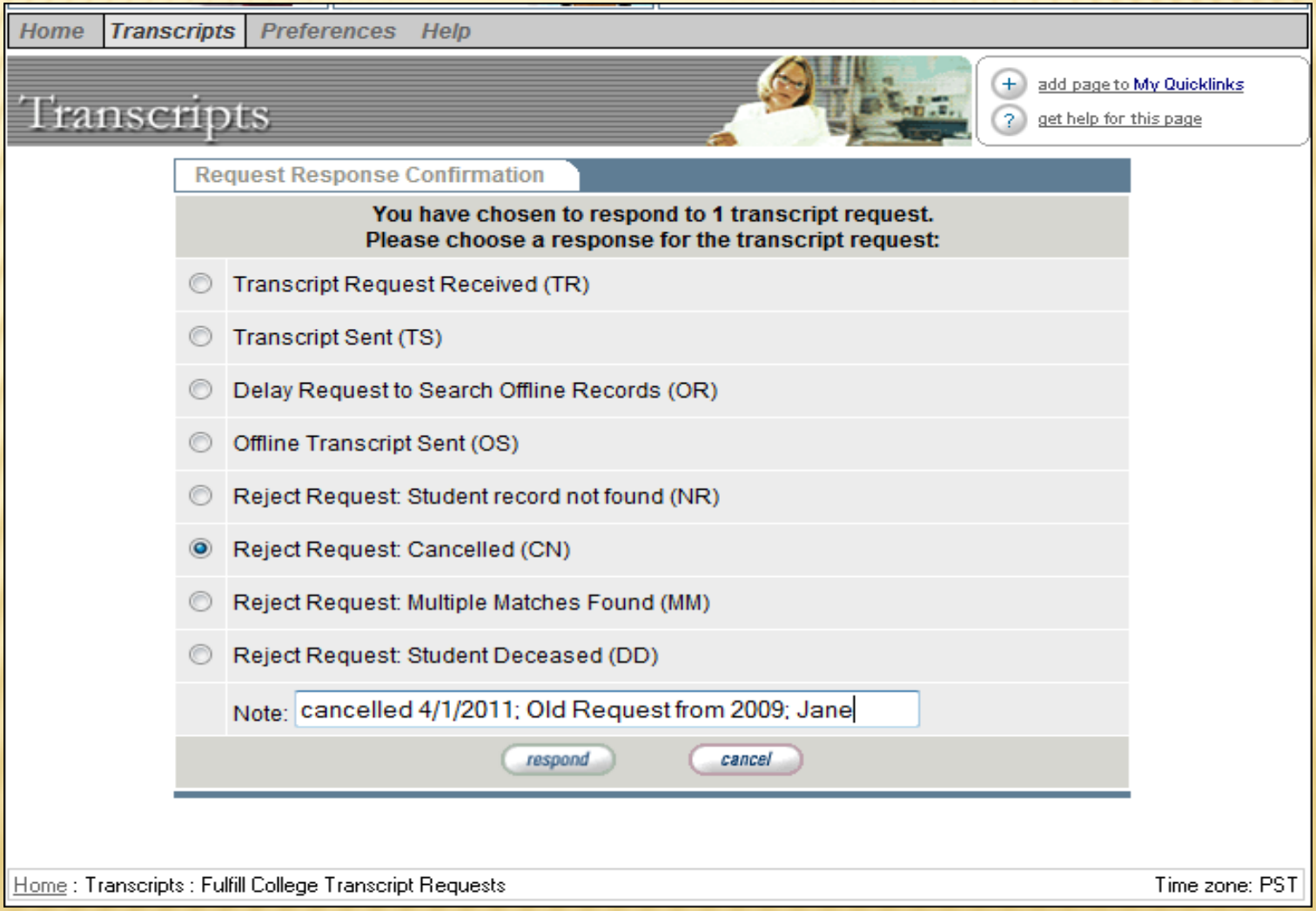


MAKE SELECTION & RESPOND



☐		Kung	Benjamin	G00861901		(OR) Offline Record Search	San Jose State University
☑		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