Electronic Transcript Exchange and Transcript Services

Missouri Reverse Transfer Exchange Initiative

Nancy Penna, Regional Director
Hilary Rich, Transcript Technical Specialist
• Introduction
• Overview of Electronic Transcript Exchange (ETX)
• Technical Requirements
• Setup and Activation
• Overview of Transcript Services
• Setup and Activation
• Questions and Answers Discussion
National Student Clearinghouse

In 1993, the Clearinghouse was established by and for the higher education community for the express purpose of providing accurate and timely enrollment reporting to the Department of Education.

That was our charter then. It remains our mission today.
Transcript Services

- In 2003, Clearinghouse approached by schools
- Ongoing conversations with schools… produces innovation
- Continuing discussions with educational organizations AACRAO, LSAC, AAMCAS, and PESC… initiates change
- Continuing to build robust comprehensive solutions meeting broader needs
Open Standards

• We are dedicated to higher education exchange of electronic documents

• The Clearinghouse is a long-time member of PESC

• Additionally, the Clearinghouse has partnered with the University of Texas at Austin to assume operation of the SPEEDE server data exchange
Electronic Transcript Exchange

A secure collection and delivery hub for exchanging electronic transcripts with your trading partners
Unique Service Offerings

A Brief Overview of Electronic Transcript Exchange

• Built on the Clearinghouse secure network
  – More than 6,000 users
  – Same network you already use to send enrollment files to us

• Uses secure FTP framework
  – Nearly 350,000 files transferred in 2012
  – Each participant has a secure FTP mailbox
  – Files are secure from sender to recipient
  – Automatically validates senders and recipients
  – Transcript data are not stored or retained and are automatically deleted after the retention period expires

• More than 500 exchange participants
• 100,000+ PDFs sent in 2012
How ETX Works

Supports Many Uses:

• College to college
• High school to college
• College to agency (for credentialing or accrediting)
• Systemwide exchanges
• Statewide exchanges
Supports All File Formats

- PESC XML High School and Postsecondary Transcript
- ANSI X12 TS130 Student Educational Record
- Any system or statewide standard data record format
- Any graphical format, including PDF
ETX Components

- **Registry** of participants and their supported file formats
- **Supports all file formats**
- Multiple **secure protocols** for sending/receiving files
- **Validation** of participants and supported file formats
- Email **notification** of receipt and arrival of new files
- **Logging** of file transmission activity
How to Exchange Transcripts

1. Check online registry to determine if recipient participates and which file formats recipient accepts

2. Create transcript file and specify the recipient

3. Login and upload transcript file to your secure FTP mailbox

4. Clearinghouse retrieves and delivers transcript file to the recipient’s secure FTP mailbox

5. Recipient receives email notification of new file, which they can retrieve on their own schedule
Transcript Exchange Example

**Sender**
- Hometown College
- Accepts XML & PDF file types
- OPE ID: 00111100
- Mailbox: 00111100tx

**Recipient**
- State University
- Accepts XML & PDF file types
- OPE ID: 00222200
- Mailbox: 00222200tx

Wants to send XML and PDF transcripts
Step 1: Create XML File and Specify Recipient

```xml
<?xml version="1.0" encoding="UTF-16"?>
<TranscriptRequest>
  <TransmissionData>
    <DocumentID>XML Transcript 001.xml</DocumentID>
    <CreatedDateTime>2008-01-13T22:30:12-05:00</CreatedDateTime>
    <DocumentTypeCode>Request</DocumentTypeCode>
    <TransmissionType>Original</TransmissionType>
    <Source>
      <Organization>
        <OPEID>00111100</OPEID>
        <OrganizationName>Transcript Exchange Test School1</OrganizationName>
      </Organization>
    </Source>
    <Destination>
      <Organization>
        <OPEID>00222200</OPEID>
        <OrganizationName>Transcript Exchange Test School2</OrganizationName>
      </Organization>
    </Destination>
  </TransmissionData>
  <Request>
    :
  </Request>
</TranscriptRequest>
```
Step 1: Create PDF File

- PDF files are binary files. Recipient cannot be determined by reading the file
- Recipient must be specified in the file name:
  Example:
  Transcript_FROM-00111100_TO-00222200_2013-03-25.pdf
Step 2: Send File
Step 2: Send File

Step 1: Select a folder: Home / 00111100tx

Step 2: CLICK HERE to Launch the Upload Wizard...
Step 2: Send File

Upload Wizard - Upload to Home / 00111100tx

Please drop files into the list below, or use Add File.

Filename:
- C:\TranscriptExchange\XML_Transcript 001.xml
- C:\TranscriptExchange\Transcript_FROM-00111100_TO-00222200_2008-01-13.pdf

Next >  Cancel

Upload a File Now...
Step 1: Select a folder: Home / 00111100tx

Step 2: CLICK HERE to Launch the Upload Wizard...
Step 3: File Delivery

Clearinghouse Secure Network

Sender Institution 00111100
Web Browser

HTTPS Server

Secure FTP Mailboxes

Recipient receives email that file is available for pick up

Recipient Institution 00222200
Web Browser

HTTPS Server

Transcript recipient identified & file routed to correct secure FTP mailbox

00111100x

00222200x
Step 4: Email Notification

From: secureftp@nslc.org  
To: Doug Falk  
Cc:  
Subject: New File in the receive Folder (from Doug Falk)

New File Notification

A new file from Clearinghouse Transcript Exchange has arrived into the Home / 00222200tx / receive folder.

Name: XML Transcript 001.xml  
Tracking ID: 4867775  
Original Size: 773 bytes  
Uploaded By: Clearinghouse Transcript Exchange (transcripts@studentclearinghouse.org)

Please use the following URL and your username/password to DOWNLOAD or view the current status of this file, including its full upload and download history.  

Regards,  
National Student Clearinghouse Notification Service
Step 5: Retrieve File

Signed onto National Student Clearinghouse as Transcript Exchange Test School2 (0022200tx).

Files
- Transcript_FROM-0011100_TO-0022200_2008-01-13.pdf (172KB)
- XML_Transcript_001.xml (773B)
Other Information

- **Secure FTP file transfers can be automated**
  - FTP over SSL client programs
  - SSH client programs
  - Secure FTP Information is available at: [www.studentclearinghouse.org/help](http://www.studentclearinghouse.org/help)

- **Clearinghouse does NOT store copies of files**
  - Files in secure FTP folders are automatically deleted after retention period

- **Institutions may have multiple mailboxes**
  - Registrar
  - Admissions
Benefits

• Institutions are already familiar with and are using this platform for 15 years

• Files are secure from sender to recipient

• Multiple options for sending/receiving

• All file formats are supported

• Trust is already established
Service Activation and Cost

- Sign an **Electronic Transcript Exchange Agreement**
  - Tell us which file formats you will accept (PDF, EDI, XML, etc.)
  - Tell us which file formats you can create
  - Use your existing secure FTP mailbox or have one created
  - Request multiple mailboxes, if you like (e.g., registrar, admissions)

- Cost to send transcripts:
  - **No charge**

- Cost to receive transcripts:
  - **No charge**
Customer Service and Support

Clearinghouse offers comprehensive, experienced, and multi-layered Client Support Resource team:

- **People**, centrally located in our Virginia headquarters office
- A single point of contact for implementation and post-implementation services

Dedicated Clearinghouse expertise during each phase of the solution:

- Implementation
- Project planning
- Solution activation
- Issue resolution, and ongoing support
Transcript Ordering

A tool for enabling 24/7 and secure online transcript ordering, tracking, problem notification, and credit card processing for all of your current and former students
Transcript Ordering Overview

• 24/7 Online transcript order, tracking, fulfillment
• Credit card and transaction fee collection
• Consent form collection and archival
• Configurable
• Electronic delivery options
• Easy online management tools
• On-demand reporting and analytics
• “One-stop-shop” transcript link option with Student Self-Service
• Integration options for automated processing and fulfillment
How Transcript Ordering Works

Student to Individual Recipient

STUDENT
Orders Transcript
STUDENT SELF-SERVICE
Alert

ALUMNUS
Orders Transcript
PUBLIC PORTAL
Alert

INDIVIDUAL RECIPIENT
or Non-Network School

Downloads Transcript
or receives printed transcripts from your school via mail/overnight delivery
Alert

Your school uploads transcript PDF
or sends paper transcript

YOUR SIS INTERFACE
Your school processes the order

YOUR SCHOOL

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Branding and Custom Messaging

Welcome Center

Branded Welcome Page with your logo and color.

Welcome to Transcript Ordering!

You can upload your Law application or Scholarship application. You will be presented with the option while placing your order. We only accept, PDF, DOC, or JPEG files. If you upload any other document with your transcript request WE WILL NOT send it along with your order.

The normal processing time for official transcript requests is typically 2-3 business days from receipt of request.

Transcript orders will not be processed if you have any hold on your records.

Transcripts can be ordered online using any major credit card (if a cost is involved). Your credit card will be charged when your school sends your transcript(s). Order updates will be emailed to you along with text messages if you desire. You may also track your transcript order online.

The following is required to order a transcript online:

- A valid major credit card
- An email account
- Your signed consent

Order a Transcript Now!

Questions? Check Transcript Ordering Help.

Track Your Order

Your Transcript Order #: [Input]

Your Email Address: [Input]

Enter the transcript order number sent to you in your order confirmation email and the email address you used to place the order.

Custom Messaging that can be updated instantly 24/7
# Search and View Capabilities

## Open Transcript Requests

<table>
<thead>
<tr>
<th>New Requests</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests In Process</td>
<td>View</td>
</tr>
<tr>
<td>Requests With Holds</td>
<td>View</td>
</tr>
<tr>
<td>By Specific Student</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>View</td>
</tr>
</tbody>
</table>

## Completed Transcript Requests

<table>
<thead>
<tr>
<th>Reconciliation Detail</th>
<th>View</th>
<th>Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Detail</td>
<td>View</td>
<td>Download</td>
</tr>
<tr>
<td>Unretrieved Electronic Transcripts</td>
<td>View</td>
<td>Download</td>
</tr>
<tr>
<td>Revoked Electronic Transcripts</td>
<td>View</td>
<td>Download</td>
</tr>
</tbody>
</table>

## Student Look-Up

(order history, update transcript tracking information, revoke transcripts)

<table>
<thead>
<tr>
<th>By Specific Student</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>View</td>
</tr>
<tr>
<td>By Order #</td>
<td>View</td>
</tr>
</tbody>
</table>

## Report Analysis

<table>
<thead>
<tr>
<th>Select a report</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Type</td>
<td>View</td>
</tr>
<tr>
<td>Start Date</td>
<td>View</td>
</tr>
<tr>
<td>Group By</td>
<td>View</td>
</tr>
</tbody>
</table>

Report Types:
- Transcript Volume Report
- Transcript Destination Report
Reporting Capabilities
View, Sort, Print

• On Demand, 24/7

• Commonly Utilized Reporting – Data and Graphics
  – Orders received
  – Orders completed by month, quarter, year
  – Orders printed vs. electronically delivered
  – Destination (state, organization, etc.)
  – Consent form type:
    • Paper
    • Electronic signature (mouse)
Secure PDF Delivery Features

- **Customized PDF Options**
  - Clearinghouse customizes PDF for you
  - Black/white, watermarks, registrar signature, full color replica

- **Security Features**
  - Digital Signature
  - Document Controls

- **Send Additional Documents**
  - Documents uploaded by student (resume, application letter)
  - Institutional documents (registrar letter, international transcript evaluation)

- **Academic Portfolio**
  - Static documents (legend, grading policy letter)
Academic Portfolio of JANE DOE
HOMETOWN UNIVERSITY
Created for EDWARD EMPLOYER

Documents Uploaded by school (e.g. official documents, scholarship letter, resume)

Transcript.pdf
Hometown University Cover letter.pdf
Hometown University Transcript Legend.pdf
Resume.docx
Customized PDF Options
OFFICIAL TRANSCRIPT

DEGREES CONFERRED:
B.A. BACHELOR OF ARTS WITH GENERAL MINORS GEOGRAPHY/PSYCH
JUNE 11, 2001

PROGRAM START QUARTERS:
AUTUMN 2002 UNDERGRADUATE

TRANSCRIPT NOTATIONS:
PREVIOUS INSTITUTIONS ATTENDED:
STATE UNIVERSITY OF NEW YORK, NY 1001

ACCREDITATION:
PLACEMENT PRECALCULUS MATH PLACED AUTUMN 2003
PLACEMENT ELEMENTARY FRENCH 300 AUTUMN 2003

AUTUMN 2003 BACHELOR'S
FREN 30 INTERMEDIATE FRENCH I
HUM 101 GREEK THOUGHT AND LITERATURE I
MATH 101 CALCULUS I
PHED 101 PHYSICAL EDUCATION
SOC 101 INTRO EXPERIENCE/VALUE THOUGHT
TOTAL UNITS TAKEN: 4.0

WINTER 2004 BACHELOR'S
FREN 30 INTERMEDIATE FRENCH II
HUM 101 GREEK THOUGHT AND LITERATURE II
MATH 101 CALCULUS II
PHED 101 PHYSICAL EDUCATION
SOC 101 INTRO EXPERIENCE/VALUE THOUGHT
TOTAL UNITS TAKEN: 4.0

SPRING 2004 BACHELOR'S
FREN 30 INTERMEDIATE FRENCH III
HUM 101 GREEK THOUGHT AND LITERATURE III
MATH 101 CALCULUS III
PHED 101 PHYSICAL EDUCATION
SOC 101 INTRO EXPERIENCE/VALUE THOUGHT
TOTAL UNITS TAKEN: 4.0

AUTUMN 2004 BACHELOR'S
BIOG 133 ANIMAL BEHAVIOR
TOTAL UNITS TAKEN: 4.0

WINTER 2005 BACHELOR'S
BIOG 133 EVOLUTION OF THE WESTERN CITY I
HIST 111 HITSTORY OF WESTERN CIVILIZATION I
TOTAL UNITS TAKEN: 3.0

SPRING 2005 BACHELOR'S
BIOG 133 THE EVOLUTIONARY PROCESS
HIST 111 HITSTORY OF WESTERN CIVILIZATION II
TOTAL UNITS TAKEN: 4.0

DEAN'S LIST 2001-02
DEAN'S LIST 2002-03
DEAN'S LIST 2003-04
DEAN'S LIST 2004-05
DEAN'S LIST 2005-06

09/01/2008 1 OF 2

John Smith
Hometown University Registrar
Digital Signing & Rights Management Options

A digital signature verifies that a document:

- Has NOT been altered
- Is from the entity that created it
- Is authentic
- Two GlobalSign® SSL certificate options:
  - Clearinghouse certificate (free)
  - School-specific certificate (small annual fee)

State-of-the-Art Document Controls

- **No Offline Viewing:** The PDF cannot be viewed offline
- **No Printing**
- **No Copying**
- **No Modifying:** Contents and document properties can’t be edited
- **Set Expiration:** You limit the number of days/times it can be viewed
- **Document Recalls:** You can revoke any digitally signed transcript
- **Accessibility:** Enable text access to transcripts for the visually impaired
Pricing for Enhanced Security Features

• Annual Maintenance fee $0.00

• Secure Delivery fee $0.50
  (charged ONLY if neither security option is selected)

• Digital Signature fee $1.00

• Rights Management fee $0.75
Full Automation
Processing Transcript Requests Without Manual Intervention

• **Hosted Integration**
  – Data files delivered via secure FTP account
  – Script/code developed by school (Clearinghouse will share script from another school)

• **Software Integration**
  – Real time data exchanges using web services
  – Software developed and supported by the Clearinghouse

**Clearinghouse supports testing, installation, and ongoing support for both options**
A Total Transcript Solution

**Student to Individual Recipient**
- Student
  - Orders Transcript
  - Student Self-Service
  - Alert
- Alumnus
  - Orders Transcript
  - Public Portal
  - Alert

**School to School/Agency**
- Individual Recipient
  - Downloads Transcript
  - or Non-Network School
  - Alert
- Electronic Exchange Network
  - School A
  - School B
  - Alert

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**National Student Clearinghouse**

**Your SIS Interface**
- Your school processes the order

**Your School**
- Your school uploads transcript PDF
  - or sends paper transcript

**Your school exchanges transcripts with your trading partners**
Our TOTAL Electronic Solution

Combining Transcript Ordering and Electronic Transcript Exchange

- Transcript Ordering’s email delivery option allows one-time PDF transcripts to be sent to individual recipients with a valid email address.

- Transcript Ordering can automatically determine if the recipient is an ETX receiver and provide that delivery option to your students.

- ETX allows **batch processing** of any type of electronic transcript to any participating school that receives your format.
Service Activation and Cost

Sign up for Transcript Ordering

• Your dedicated service-implementation representative will contact you to:
  – Set up your customized transcript ordering profile
  – Walk you through the testing process
  – Assist you in the launch of the new service

Costs

• No charge to schools – FREE, not based on variables (contract term length)
• Eligible to send transcripts via Electronic Transcript Exchange at no charge
• Requestor pays $2.25 service fee for each recipient in the transcript order
  – Service fee is charged to requestor’s credit card after transcript is sent
  – Covers Transcript Ordering operational costs
  – Includes all transaction costs levied by credit card company
Value Proposition

- Long-Term Business Relationship
- Extensive Experience
- Custom Implementation Approach
- Staff Expertise and Ongoing Support for **Staff & Students**
- Non-Profit Status
- Continuing to enhance our robust comprehensive solution…*meeting changing higher education requirements*
Questions?

Follow or "like" us to keep up to the minute on breaking news, service enhancements, upcoming events, tips/reminders, new studies from our Research Center, and more.