

# **Beyond EDI – Taking Electronic Transcripts into the 21st Century**

**Session #25531**

**March 12, 2008**

**Alliance 2008 Conference  
Las Vegas, Nevada**

# Presenters



---

- **Kris Backus – Los Rios Community College District**
  - IT Analyst with Los Rios since 1994
  - Developer/web server admin on PeopleSoft systems since HRSA 7.6 (March 2001-02)

# Presenters (cont.)

---

- **Colette Horner – San Jose State University**
- **Terry Cataline – CSU Sacramento**
- **Romy Teh – XAP Corporation**

# Los Rios

## Community College District

- Sacramento, CA area
- 4 colleges, 13 centers
- 83,000 enrolled students (Fall 2007)
- AA/AS degrees and certificates
- [www.losrios.edu](http://www.losrios.edu)



# Los Rios and PeopleSoft



---

Current versions:

- HR/SA 8.1 (Tools 8.22.08) –  
March 2004
- Financials 8.8 (Tools 8.46.07) –  
February 2005
- Upgrading to CS 9.0 (Tools 8.49.02) –  
*March 14, 2008!!*



# Overview

---

A Case Study of how the colleges of Los Rios Community College District implemented the web-based, secure and standardized **CCCTran** system to exchange transcripts with their primary trading partners.

# Agenda



---

- Current Practices
- The Problem
- The Project - CCCTran
- Implementation at Los Rios
- Our Transcript Trading Partners
- A Word from XAP



# Current Practices in Transcript Exchange

- **Student Request**
  - *Walkups at A & R counter*
  - *Paper forms*
  - *Manual lookup and print*
  - *Snail mail/postage fees*
- **Trading Partner Request**
  - *Home-grown systems*
  - *Different systems for different recipients*



# The Problem



---

- Limited staff resources during peak
- Slow turnaround
- Postage fees
- Data transfer of home-grown systems NOT SECURE
- Lack of notification to students during transcript fulfillment process
- Keeping up with newer technology
- Ease of adding new trading partners



---

---

# The Solution



# The Project - CCCTran

---

## **CCCTran – California Community Colleges Transcript Exchange System**

**A Joint project with the California  
Community Colleges System Office  
(CCCCSO), California Community Colleges,  
XAP Corporation, and California State  
University (CSU) trading partners**

# What is CCCTran?



---

CCCTran is an internet-based system for **requesting, transmitting, tracking, downloading, and viewing academic transcripts** among authorized educational institutions and their trading partners.

# Project History



---

- 2003-2005 – Functional Requirements, Data Dictionary developed
- 2004-05 – Project team developed with CCCSO, 8 CCCs and XAP Corporation
- 2005-2006 – Development by XAP
- 2006-2007 – beta testing, volume testing and system testing, including CSU partners
- July, 2007 – Sacramento City College Goes Live with CCTran

(Detailed project history available at [www.ccc-tran.org](http://www.ccc-tran.org))

# CCCTran Institutions

## **Live CCCTran Colleges:**

Sacramento City  
Cypress  
Folsom Lake  
CSU Sacramento  
San Jose State  
San Francisco State  
San Diego State  
CSU Fullerton  
American River  
Cosumnes River

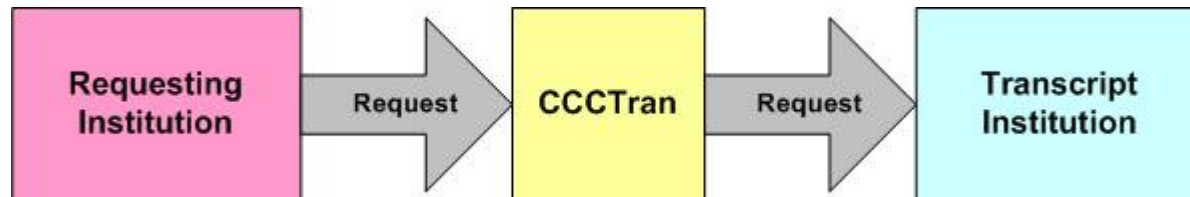
## **Colleges moving to LIVE:**

CSU Northridge  
Crafton Hills  
Fullerton  
El Camino  
LA Pierce  
Long Beach City  
San Jose City  
Santa Rosa  
Butte  
Skyline

# How does CCCTran work?

A Requesting institution:

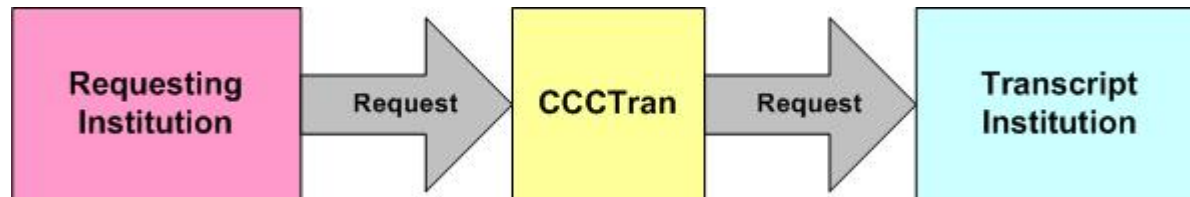
- logs in via the Web to the XAP Control Center
- provides identifying information for student transcripts needed
- submits request



# How does CCCTran work?

The Transcript institution:

- Performs automatic/manual downloads of requests
- Uses custom programs to process requests
- Generates a response or transcript





# How does CCCTran work?

The Transcript institution:

- Uploads response/transcript files to XAP

The Requesting institution:

- Downloads or views the transcript/response
- Uploads transcript data to SIS (using custom programs)



# What does it look like?


**THE CONTROL CENTER**
Auto Download :: Sacramento City College
log-out

**My Control Center**  
**Especially for:**  
 Sacramento City College


 I'm Angela Embry,  
 your Client Services  
 Manager. [Contact CSM](#)

**My Quicklinks**

1 <a href="#">Download Manager - Requests</a>	5 Empty
2 <a href="#">Upload Manager</a>	6 Empty
3 Empty	7 Empty
4 Empty	8 Empty

[Edit QuickLinks](#)

[Home](#)
[Transcripts](#)
[Application Controls](#)
[Application Processing](#)
[Reports](#)
[Outreach](#)
[Preferences](#)
[Help](#)





**Data Management**

Data	Last Updated
Undergraduate	9/10/2007
Graduate	

**Quick Download**

No slots selected.

No slots selected.

**Help**

[Control Center Tour](#)

A guided tour listing the Control Center modules is available to help you get started. [Click here to take the guided Control Center tour.](#)

[Getting Help](#)

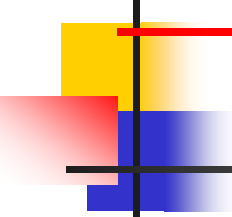
**Term Status**

Term	Status	Notes
All of your terms are currently closed. Please remember to open your term(s) via the Term On/Off Controls when you are accepting applications.		

**Calendar**


Event	Start Date	End Date
You have no events scheduled today.		

# Requesting a Transcript



[Home](#) [Transcripts](#) [Application Controls](#) [Application Processing](#) [Reports](#) [Outreach](#) [Preferences](#) [Help](#)

## Transcripts



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

### Transcript Request Wizard: Step 1

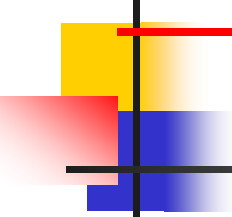
What type of request are you making?

Please select the type of request you are making:

- ☐ I am requesting a single transcript from another institution
- ☐ I am requesting multiple transcripts (in a [bulk list](#)) from another institution
- ☐ I am requesting transcripts from my institution to go to another institution
- ☐ I want to upload requests in a [batch](#)

next

# Requesting a Transcript



Home Transcripts Application Controls Application Processing Reports Outreach Preferences Help

## Transcripts

add page to My Quicklinks  
get help for this page

### Transcript Request Wizard: Step 2

Select the institution from whom you are requesting a transcript

Select an institution or click on the letter that the institution starts with below

All	A	B	C	D	E	F	G	H	I	J	K	L	M
	N	O	P	Q	R	S	T	U	V	W	X	Y	Z

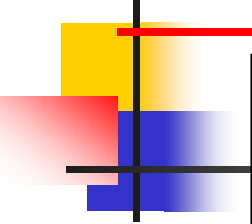
Cypress College

Folsom Lake College

Sacramento City College

next

# Requesting a Transcript



Home Transcripts Application Controls Application Processing Reports Outreach Preferences Help

## Transcripts

+ add page to My Quicklinks  
? get help for this page

### Transcript Request Wizard: Step 3

**Request Options**

[add message for student](#)

Request hold options:

- ☐ Hold until degree is awarded Award Title
- ☐ Hold until certificate is awarded Award Title
- ☐ Hold until grades are posted for  Click Here  term
- ☐ Hold until grade change is complete Course Title
- ☐ Hold until date mm/dd/yyyy
- ☐ Other hold condition Enter Hold Condition
- ☐ Hold until after current term enrollment  Click Here  term
- ☒ Process immediately

Certification options:

- ☒ Do not hold for certification
- ☐ Hold for CSU GE certification
- ☐ Hold for CSU IGETC certification
- ☐ Hold for Both CSU GE and IGETC certification
- ☐ Hold for UC IGETC certification

# Requesting a Transcript

Home Transcripts Application Controls Application Processing Reports Outreach Preferences Help

## Transcripts

+ add page to My Quicklinks  
? get help for this page

### Transcript Request Wizard: Step 4

**Student Information**

Select and complete one of the following groups of student identification fields.

<input type="radio"/> Group 1	Social Security number: 999999999	
	Date of birth: mm/dd/yyyy	
<input checked="" type="radio"/> Group 2	Student ID number at Transcript Institution: 0903427	
	Date of birth: mm/dd/yyyy	01/01/1970

next

# Requesting a Transcript

Home Transcripts Application Controls Application Processing Reports Outreach Preferences Help

## Transcripts

+ add page to My Quicklinks  
? get help for this page


### Transcript Request Wizard: Step 5

Student Contact Information	
First name:	<input type="text"/>
Last name:	<input type="text"/>
ID number at transcript institution (Sacramento City College):	<input type="text" value="0903427"/>
ID number at recipient institution (Sacramento City College):	<input type="text"/>
E-mail address:	<input type="text"/>
Mailing address line 1:	<input type="text"/>
Mailing address line 2:	<input type="text"/>
City:	<input type="text"/>
Country:	<input type="text" value="Click here"/>
Zip/postal code:	<input type="text"/>
Telephone: #####	<input type="text"/>
<input type="button" value="submit"/>	

# Requesting a Transcript

[Home](#) [Transcripts](#) [Application Controls](#) [Application Processing](#) [Reports](#) [Outreach](#) [Preferences](#) [Help](#)

## Transcripts



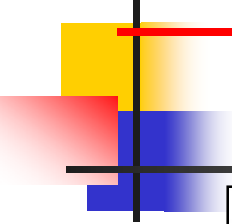
[+ add page to My Quicklinks](#)  
[? get help for this page](#)

### Transcript Request Wizard: Step 6

Transcript Request Confirmation	
<b>A transcript request was successfully submitted for:</b>	
Student name:	
Social Security number:	
Address:	
Requested from:	<a href="#">Sacramento City College</a>
Recipient institution:	<a href="#">Sacramento City College</a>
Transcript fee policy:	No fee
Possible amount due from requestor: <small>Note that this amount is only an estimate and the student will be contacted by the transcript institution if fees are due.</small>	\$0
Request confirmation number:	1966902




# Requesting Bulk Transcripts



Home Transcripts Application Controls Application Processing Reports Outreach Preferences Help

## Transcripts



+ add page to My Quicklinks  
? get help for this page

### Transcript Request Wizard: Step 1

What type of request are you making?

Please select the type of request you are making:


- ☐ I am requesting a single transcript from another institution
- ☒ I am requesting multiple transcripts (in a [bulk list](#)) from another institution
- ☐ I am requesting transcripts from my institution to go to another institution
- ☐ I want to upload requests in a [batch](#)

next

# Reports

[Home](#) [Transcripts](#) [Application Controls](#) [Application Processing](#) [Reports](#) [Outreach](#) [Preferences](#) [Help](#)


## Transcripts



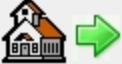
[+ add page to My Quicklinks](#)  
[? get help for this page](#)

### Transcript Reports

Available Transcript Reports

**Incoming transcripts from other institutions**  


Transcripts we've requested:	<a href="#">Summary</a>	<a href="#">Detail</a>
Transcripts we've received:	<a href="#">Summary</a>	<a href="#">Detail</a>
Transcripts we're waiting to receive:	<a href="#">Summary</a>	<a href="#">Detail</a>

**Outgoing transcripts to other institutions**  


Transcripts requested by other institutions:	<a href="#">Summary</a>	<a href="#">Detail</a>
Transcripts we've sent:	<a href="#">Summary</a>	<a href="#">Detail</a>



**Miscellaneous Reports**

Student Email Addresses:	<a href="#">Student Email Addresses</a>
--------------------------	---

# Reports

Home Transcripts Application Controls Application Processing Reports Outreach Preferences Help

## Transcripts

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









Detail Summary

Transcripts Requested by Other Institutions Options

View using:  [create](#)

From:  to:  Rule:  [delete](#) Results:  [update](#)

Search for:

Transcripts Requested by Other Institutions ( <a href="#">Open in Excel</a> )								
View	View Activity	Status	Last Name	First Name	M. I.	Student ID	Date Requested	Requested By
		Transcript Delivered	Student	James			02/05/2008	<a href="#">CSU Sacramento</a>
		Transcript Delivered	Student	Jose			02/05/2008	<a href="#">CSU Sacramento</a>
		Transcript Delivered	Student	Atsuko			02/05/2008	<a href="#">CSU Sacramento</a>
		Transcript Delivered	Student	Carmen			02/05/2008	<a href="#">CSU Sacramento</a>

Electronically submitted data provided from CCCTran  
Complete Transcript Issued 02/05/2008 11:33:00 AM

Student, James

LOCAL SID:

SENDER SID:

BIRTHDATE:

MAJOR: Social Sciences

SACRAMENTO CITY COLLEGE

3835 Freeport Boulevard

Sacramento,

958221386,

CONTACT: Admissions & Records

PHONE: 916-558-2054

INST FICE: 001233

HIGH SCHOOL: John F. Kennedy High

Associate of Arts in Social Sciences awarded 05/30/2003

TYPE: AA MAJOR: Social Sciences

T Attempt units Earned units Grade points GPA

S

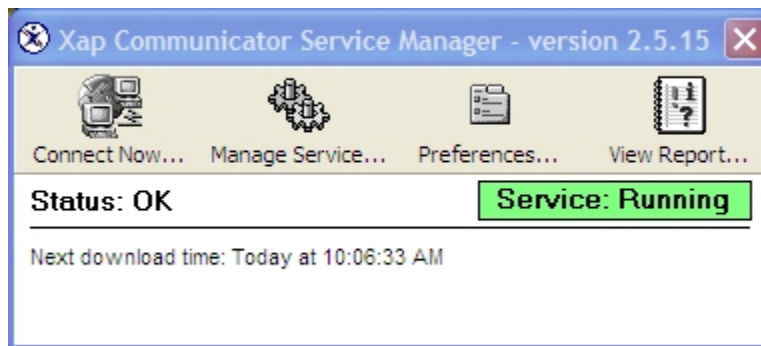
Applied summary credit from archived records

T Attempt units Earned units Grade points GPA  
S 5.00 5.00 14.00 2.800

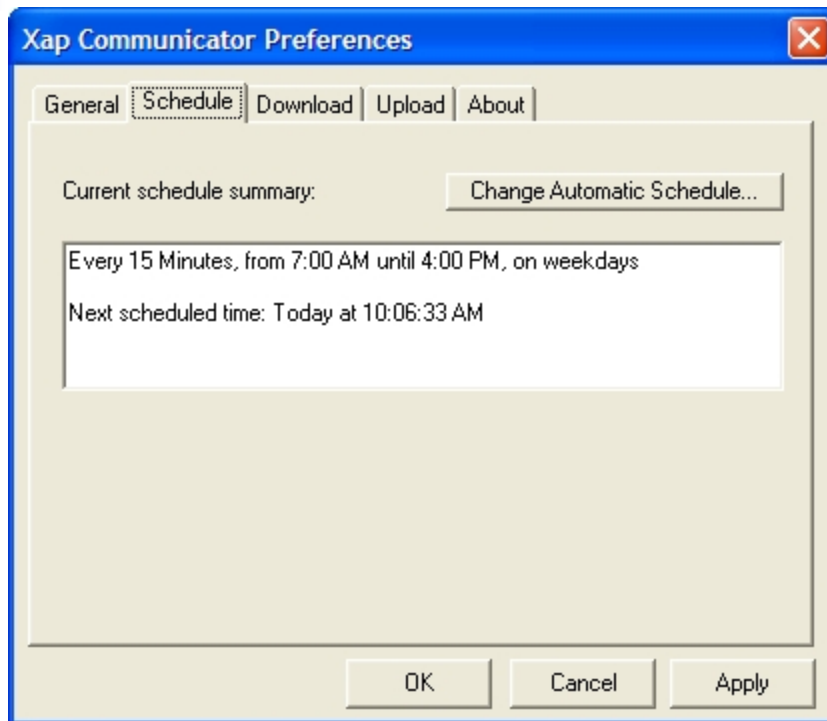
1997 Spring Semester 01/01/1997 - 05/01/1997

Course ID	Course Title	Rpt	Actn	Cred	Hon	T	Attempt units	Earned units	Grade points	Grade
MATH 051	Elementary Algebra	R				S	5.00	0.00	5.00	D
BIOL 014	Environmental Conser	R				S	3.00	0.00	3.00	D
ENGL 255	Writing Skills					S	3.00	3.00	6.00	C
PER 001	Volleyball					S	1.00	1.00	4.00	A
PER 001	Volleyball Int					S	1.00	1.00	4.00	A
<b>TERM TOTALS</b>						<u>T</u>	Attempt units	Earned units	Grade points	GPA
Cumulative for Transcript Inst; CarryoverCredit						S	5.00	5.00	14.00	2.800
Cumulative for Combined Inst; All						S	5.00	5.00	14.00	2.800

# XAP Communicator (for techies)



# XAP Communicator (for techies)





# Implementation of CCCTran at Los Rios

---

- How difficult is it?
- How much time does it take?
- What resources are required?
- Hardware/software requirements?

# CCCTran Implementation



---

How difficult is it?

- Transcript institution: Get data *out* (Los Rios SQR available!)
- Requesting institution: Get data *in* (if desired)





# CCCTran Implementation

---

How much time does it take?

- IT development time (Los Rios – SQR to extract transcript data, back-end processing – “responder”)
- A&R staff training, testing
- Other (log file processing, interface to student self-service??)

# CCCTran Implementation



---

What resources are required?

- IT developer (1-2)
- A&R staff (1-2)
- XAP Client Services Manager

# CCCTran Implementation

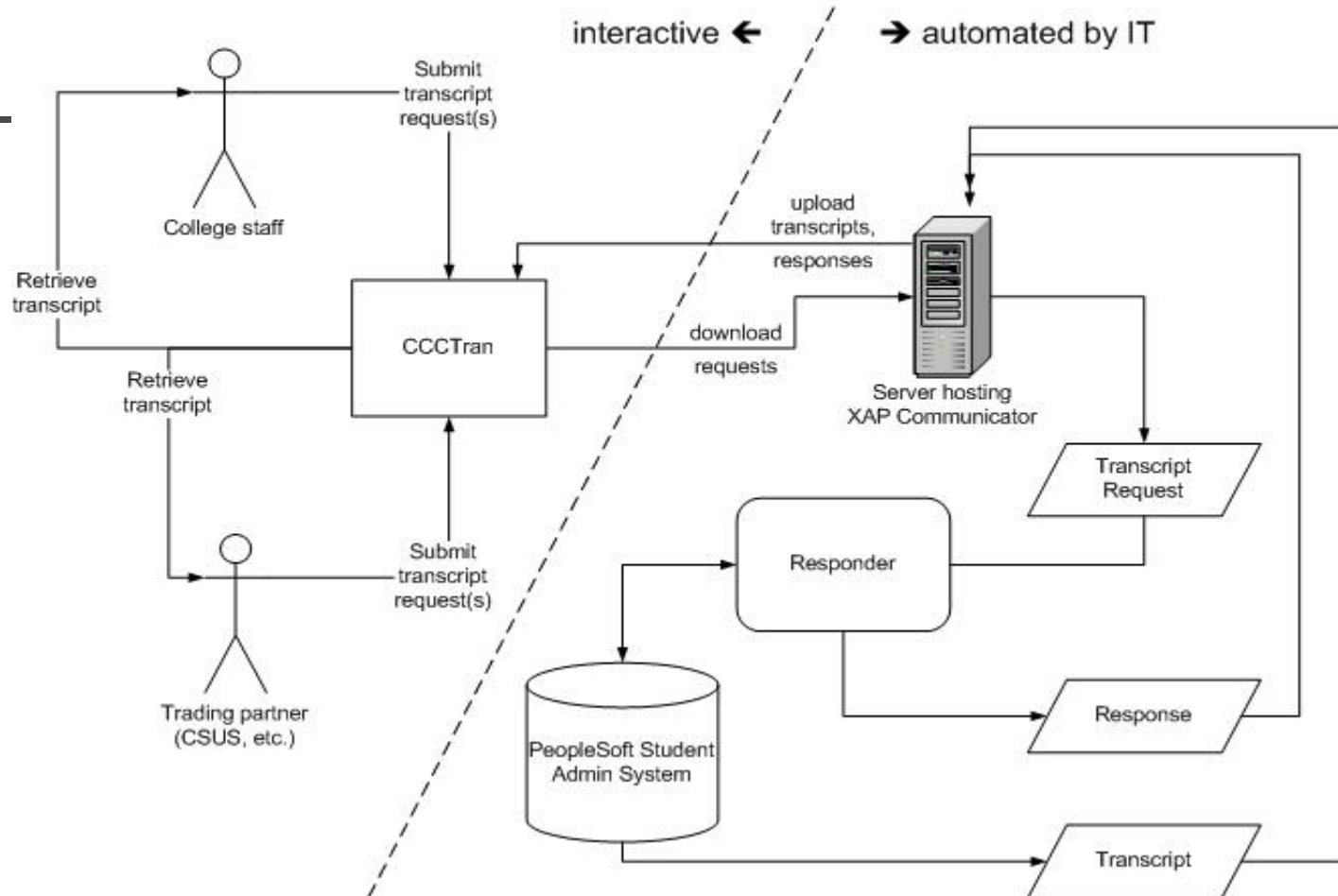


---

Hardware/software requirements?

- Web browser
- XAP-provided Communicator client software – workstation/server/VM
- Transcript generator (SQR, XML)
- “Responder” – script/program to process requests, file management

## CCCTran Transcript Requests - How They Work at Los Rios



# Our Transcript Trading Partners



---

Colette Horner – San Jose State  
University

Terry Cataline – California State  
University, Sacramento



# Our Transcript Trading Partners

---

## Terry Cataline - CSUS

---

Why are CSUs Interested in CCCTran?

- Pilot college involvement
- Transfer student population from CCCs
- Efficiency, from request to upload of data
- Processing time



# Our Transcript Trading Partners

---

## Terry Cataline - CSUS

---

- Automation a possibility in the future
- Handling of peak workloads
- Expansion to other trading partners
- On-demand tracking by Admissions and Evaluator staff



# Our Transcript Trading Partners

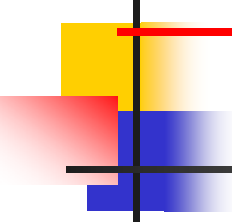
---

## Terry Cataline - CSUS

---

- XML file structure, or not...
- Encryption
- Standardization of transcript formats
- Easy-to-use browser access
- Reporting features



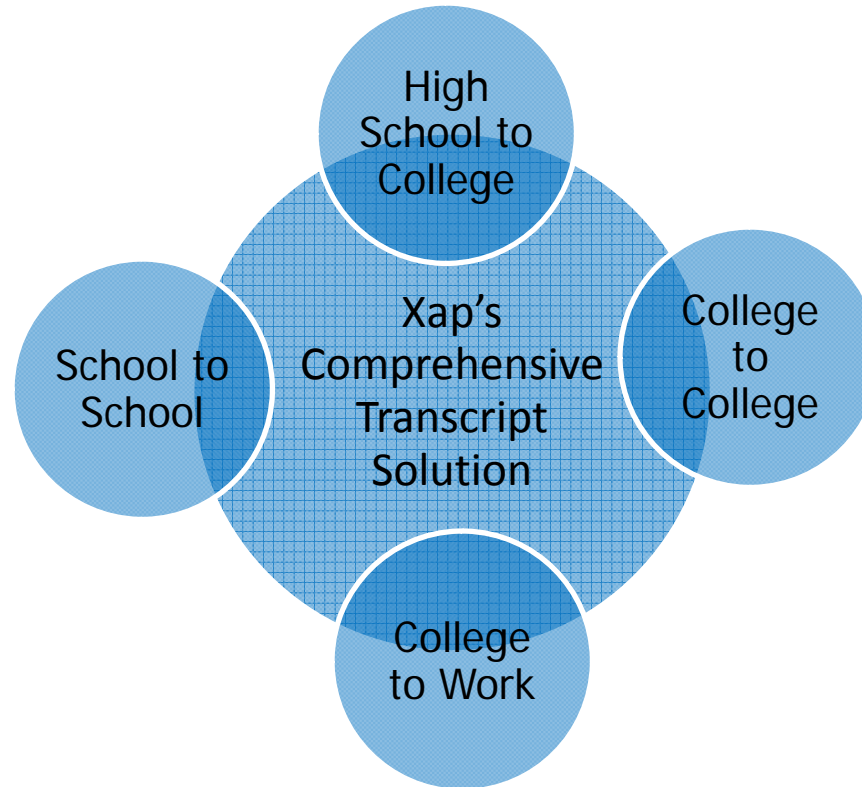


# SJSU Implementation of CCCTran-Colette Horner

---

- Project History
- Implementation of CCCTran at SJSU
- SJSU Inbound Process
- Benefits of CCCTran for SJSU
- Current Project Status

# A Word from XAP

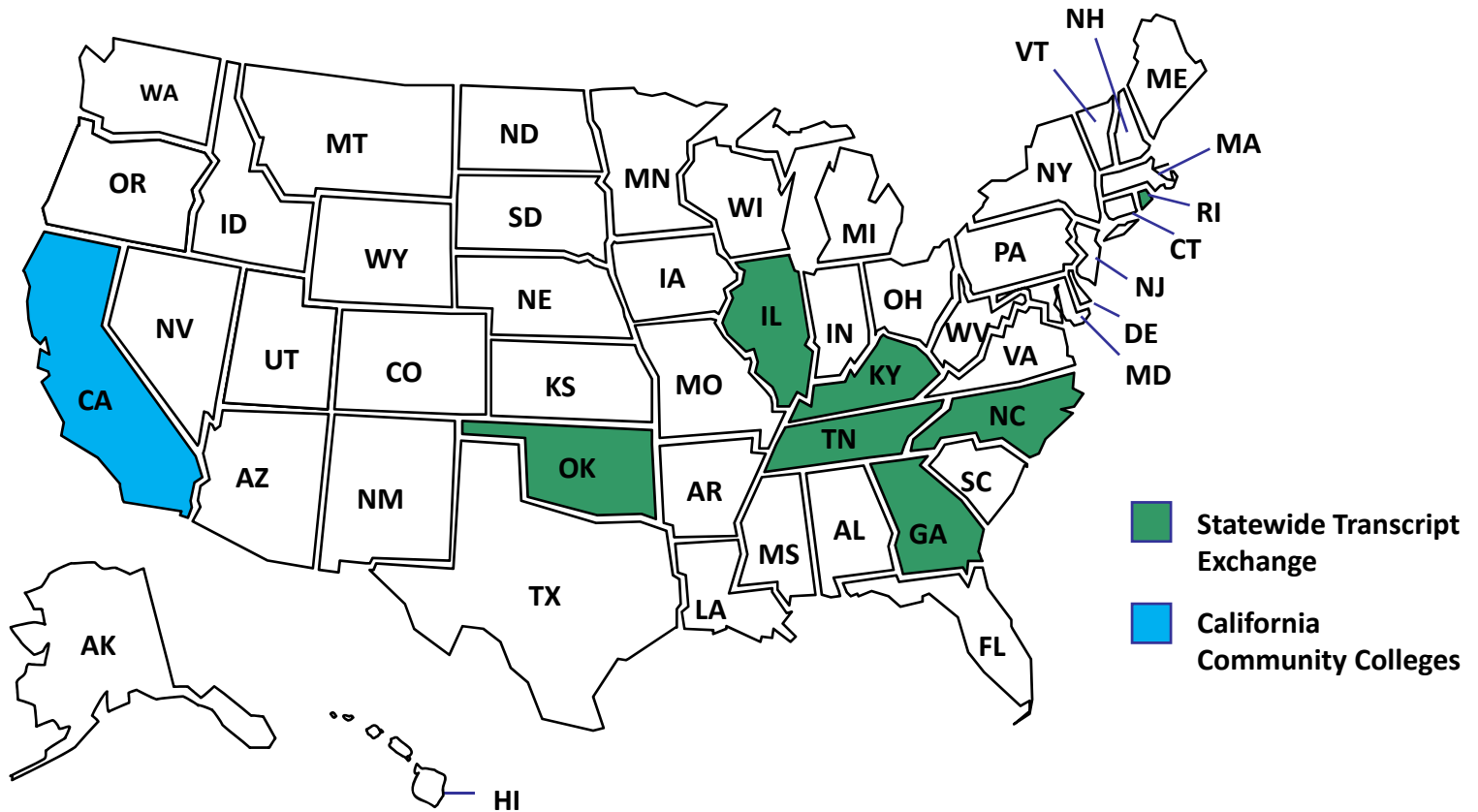


# A Word from XAP

---

- Largest college to college transcript solution available to 109 community colleges as well as CSU, UC and private colleges and universities in California
- Seven state-wide transcript agreements – most in the industry
- CCTran solution is the college to college transcript solution and is available to colleges and universities outside of California
- Transmitted over 760,000 transcripts to date
- Xap transmits *both* standards-based data and certified PDFs with digital rights management features for the sending institutions .. allowing for **any documents, anytime, anywhere**
- Xap provides the full digital package allowing students to send transcripts with their applications to 900+ prospective colleges

# Xap's Transcript Exchange



# Transcript Roadmap 2008

## Post Secondary

- Offer institutional College to College transcript solutions
- Allow college transcripts to be exported in PESC XML
- Open transcript “pools” to create Xap’s National Transcript Exchange
- Develop student facing user interface for transcript requests
- Create mechanism for unsolicited electronic transcript delivery

## Secondary

- Begin institutional/District High School Sales
- High School Transcripts exportable in PESC XML

## K-12

- SIF certified for student records and transcripts



# CCCTran Project Website

---

[www.ccc-tran.org](http://www.ccc-tran.org)

---

What you'll find:

- Project history and Latest News
- Data dictionary
- Implementation Guides, Step-by-step docs and checklists
- Sample Integration diagrams
- Signup forms



---

---

# Questions?

# Contacts



---

- **Kris Backus**
  - IT Analyst
  - Los Rios Community College District
  - E-mail: *backusk@losrios.edu*
- **Romy Teh**
  - Vice President, Program and Client Management
  - XAP Corporation
  - E-mail: *romy@xap.com*



# Contacts

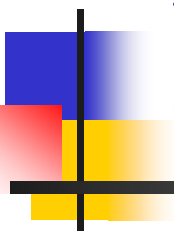


---

- **Colette Horner**
  - Information Technology Consultant
  - San Jose State University
  - E-mail: *colette.horner@sjsu.edu*
- **Terry Cataline**
  - Information Technology Consultant
  - Calif. State University, Sacramento (CSUS)
  - E-mail: *tcataline@csus.edu*

---

**This presentation and all Alliance  
2008 presentations are available for  
download from the Conference Site**



**Presentations from previous meetings are also available**